

Cross Sectional: Social Accountability Quantitative Survey

Title of the research instrument: Service Users Social Accountability Quantitative Survey (XSU)

Setting and population where the instrument will be used: This instrument will be used with service users in health facilities in the catchment areas where the social accountability intervention is being implemented. Participants need to be receiving family planning services at the facility.

Objective of the instrument – what data should this instrument provide: This instrument collects data from service users about their experience as users receiving family planning services and aims to explore the links between social accountability interventions and service users' perceptions of empowerment, efficacy and engagement with the health care providers.

Sources and citations/ previous history of instrument use:

The instrument included here is an adapted version of the CARE Women's VOICES tool to measure governance outcomes in sexual, reproductive and maternal health programs. The tool was designed to measure maternal and child health related outcomes. These tools were used to evaluate a community score card intervention in Malawi. We have adapted the instrument to assess family planning programs. The inclusion filter, background, demographic, education and training sections as well as questions used in the adaptations of the CARE tool were taken from the Evidence Project's Rights-Based Family Planning Service Delivery Index which is currently being developed and tested in the Testing A Rights-Based Approach to Family Planning Service Delivery in Uganda study.

“Health Workers’ (2014) Women’s VOICES: A Tool to Measure Governance Outcomes in Sexual, Reproductive & Maternal Health Programs. Copyright 2014 Cooperative for Assistance and Relief Everywhere, Inc. (CARE). Used by Permission.”

Additional questions under Self efficacy with health care provider were taken from the NHS Shared Decision Making methodology (<https://www.aquanw.nhs.uk/resources/shared-decision-making-case-studies/23202>)

Title of the research instrument: Health Providers Social Accountability Quantitative Survey (XPV)

Setting and population where the instrument will be used: This instrument will be used with health workers in health facilities in the catchment areas where the social accountability intervention is being implemented. Participants need to be delivering family planning services at the facility.

Objective of the instrument – what data should this instrument provide: This instrument collects data from health workers about their experience as health workers providing family planning services and aims to explore the links between social accountability interventions and health worker perceptions of empowerment, efficacy and engagement with the community.

Sources and citations/ previous history of instrument use:

The instrument included here is an adapted version of the CARE Health Workers' VOICES tool to measure governance outcomes in sexual, reproductive and maternal health programs. The tool was designed to measure maternal and child health related outcomes. These tools were used to evaluate a community score card intervention in Malawi. The inclusion filter, background, demographic, education and training sections as well as questions used in the adaptations of the CARE tool were taken from the Evidence Project's Rights-Based Family Planning Service Delivery Index which is currently being developed and tested in the Testing A Rights-Based Approach to Family Planning Service Delivery in Uganda study.

“Health Workers' VOICES: A Tool to Measure Governance Outcomes in Sexual, Reproductive and Maternal Health Programs. Copyright 2014 Cooperative for Assistance and Relief Everywhere, Inc. (CARE). Used by Permission.”

CARE USA. (2014). Health Workers' Voices in Open, Inclusive Communities and Effective Spaces (Health Worker VOICES): A tool to measure governance outcomes in sexual, reproductive and maternal health programs. Atlanta, GA:

**Social Accountability Quantitative Survey
Service Users**

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PROJECT ID:
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CENTRE ID: FACILITY ID: SUBJECT ID:
PARTICIPANT ID: - -

SCREEN ID:

COVER PAGE

1. Date of interview:

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Language of interview:
 1 = English
 2 = Akan
 3 = Kiswahili
 4 = Other

2a) If "Other", specify: _____

3. Type of service delivery point where interview took place:
 1 = Regional/Provincial Hospital
 2 = District Hospital
 3 = Health Centre /Clinic
 4 = Health Post (Community-based Health Planning Services, Ghana)
 5 = Maternal/Child Health Clinic
 6 = Dispensary (Tanzania)
 7 = Other

3a) If "Other", specify: _____

4. Ensured privacy and confidentiality for the interview?
 1 = Yes
 2 = No

5. Record time at the beginning of the interview using a 24 hour clock:
 5a) Hour (hh)
 5b) Minute (mm)

MODULE 1: BACKGROUND CHARACTERISTICS

6. How old were you at your last birthday? (years)

7. What is the highest level of school you have completed?
 1 = No formal schooling
 2 = Some primary school
 3 = Completed primary school
 4 = Some secondary school
 5 = Completed secondary school
 6 = Any tertiary education
 7 = No answer

8. Now I would like you to read this sentence to me
Show card to client. If client cannot read the whole sentence, probe "Can you read any part of the sentence to me?"
 1 = Cannot read at all
 2 = Able to read only part of the sentence
 3 = Able to read whole sentence
 4 = No card with required language
 5 = Blind/visually impaired

9. Do you consider yourself to have a disability or physical impairment?
 1 = Yes
 2 = No **skip to Q11**

10. If yes, specify which one:
 1 = Yes
 2 = No
 10a) Prescription glasses
 10b) Bedridden /wheelchair
 10c) Medical problem
 10d) Psychiatric
 10e) Limb deformity
 10f) Other

If "Other"= "Yes", specify:

10fs1) _____

10fs2) _____

10fs3) _____

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11. What is your current relationship status?

- 1 = Living with partner
- 2 = Living with partner most of the time
- 3 = Not living with partner
- 4 = No partner
- 5 = Other
- 11a) If "Other", specify: _____

12. What is your current marital status?

- 1 = Currently married
- 2 = Never married
- 3 = Widowed
- 4 = Separated
- 5 = Divorced
- 6 = Other
- 12a) If "Other", specify: _____

13. Do you usually work throughout the year,

- seasonally, only once in a while, or not at all?
- 1 = Throughout the year
- 2 = Seasonally/Part of the year
- 3 = Once in a while
- 4 = Not at all

skip to Q17

13a) For this work, are you paid in cash, in kind,

- or are you not paid at all?
- 1 = Cash only
- 2 = Cash and in kind
- 3 = In kind only
- 4 = Not Paid

14. What is your occupation? That is, what kind

- of work do you mainly do?
- 01 = Currently not working
- 02 = Subsistence farmer
- 03 = Commercial farmer
- 04 = Housewife
- 05 = Laborer
- 06 = Domestic worker/Maid
- 07 = Trader/Hawker/Vendor (informal business)
- 08 = Owns formal business
- 09 = Professional (lawyer, accountant, etc)
- 10 = Armed services/Police/Security
- 11 = Other
- 14a) If "Other", specify: _____

15. In the past year, how many months

(months)

16. On average, how much

did you earn per month?
(In Ghana cedi for Ghana facilities and in Tanzania shilling for Tanzania facilities)

17. What is your ethnic group?

- 01 = Akan
- 02 = Ga/Dangme
- 03 = Ewe
- 04 = Guan
- 05 = Mole-Dagbani
- 06 = Grussi
- 07 = Gruma
- 08 = Mande
- 09 = Mnyakyusa
- 10 = Mkinga
- 11 = Mbená
- 12 = Mhehe
- 13 = Mgogo
- 14 = Mchagga
- 15 = Msukuma
- 16 = Mpogoro
- 17 = Mndamba
- 18 = Other

17a) If "Other", specify: _____

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MODULE 2: FAMILY PLANNING SERVICES RECEIVED

18. What is your religion?
- 1 = Catholic
 - 2 = Protestant
 - 3 = Evangelical
 - 4 = Muslim
 - 5 = No religion
 - 6 = Other
19. How many times have you been pregnant?
If response is "0", skip to Q22
20. How many times have you ever given birth?
- 20a) Number of deliveries
If response is "0", skip to Q22
- 20b) Number of live births
If response is "0", skip to Q22
21. How many living sons and daughters do you have?
- 21a) Sons
- 21b) Daughters
22. Do you want to have any/more children or would you prefer not to have any/more children?
- 1 = Have a/another child
 - 2 = No more **skip to Q24**
 - 3 = Undecided **skip to Q24**
23. When would you like to get pregnant?
- 1 = Within one year
 - 2 = In one to two years
 - 3 = In more than two years
 - 4 = Unsure

24. What was the main reason for your visit today?
- 1 = Family planning
 - 2 = Labor and delivery
 - 3 = Postnatal care
 - 4 = Child health & immunization
 - 5 = HIV testing or counseling
 - 6 = Post abortion care
 - 7 = Other
- 24a) If "Other", specify: _____

25. Have you ever used anything or tried in any way to delay or avoid getting pregnant?
- 1 = Yes
 - 2 = No
26. Are you or your partner currently doing something or using any method to delay or avoid getting pregnant?
- 1 = Yes
 - 2 = No **skip to Q32**
27. Which method are you currently using?
- 1 = Yes
 - 2 = No
- (Record "Yes" to all methods mentioned and "No" if not mentioned)**
- 27a) Female sterilization
 - 27b) Male sterilization
 - 27c) IUD
 - 27d) Injectables
 - 27e) Implants
 - 27f) Pill
 - 27g) Male condom
 - 27h) Female condom
 - 28i) Emergency contraception
 - 27j) Standard days method
 - 27k) Lactational amenorrhea method
 - 27l) Rhythm method
 - 27m) Withdrawal
 - 27n) Other method
- 27ns) If "Other method"= "Yes", specify: _____

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28. Since what month and year have you been using (CURRENT METHOD) without stopping?
Probe: When did you start using your current method without stopping?

28a) Month (01-12, or 99 if don't remember)

28b) Year (YYYY, or 9999 if don't remember)

29. If you got sterilized, were you told about side effects or problems you might have with the method?
1 = Yes
2 = No

30. Today, were you told by a health or family planning worker about side effects or problems you might have with the method?
1 = Yes
2 = No

31. Were you told what to do if you experienced side effects or problems with your current method?
1 = Yes
2 = No

32. Today, were you told by a health or family planning worker about other methods of family planning that you could use?
1 = Yes
2 = No

33. During today's visit, who made the final decision about what method you got?
1 = You alone
2 = Provider
3 = Husband/Partner
4 = You and provider
5 = You and husband/Partner
6 = No response
7 = Other

33a) If "Other", specify: _____

34. Would you return to this provider?
1 = Yes
2 = No
3 = Unsure
4 = No response

35. Would you refer your relative or friend to this provider /facility?
1 = Yes
2 = No
3 = Unsure
4 = No response

36. During today's visit, did you obtain the method you wanted to delay or avoid getting pregnant?
1 = Yes **skip to Q38**
2 = No
3 = No response **skip to Q38**

37. Why didn't you obtain the method you wanted?
1 = Method out of stock
2 = Method not available at all
3 = Provider not trained to provide the method
4 = Provider recommended a different method
5 = Not eligible for method
6 = Decided not to adopt a method
7 = Too costly
8 = No response
9 = Other

37a) If "Other", specify: _____

MODULE 3: WOMEN AND COMMUNITY MEMBERS EMPOWERED

3.1. Knowledge & Awareness of Rights

38. A healthcare provider can refuse to provide me family planning services because of who I am
1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

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39. The government ensures that family planning methods (Ghana) or services (Tanzania) are free of cost

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

40. I have the right to privacy during my family planning visit

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

41. The healthcare provider should not share my information with other people

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

42. If I am unhappy with the care I received, I know there are ways to make a complaint

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

43. Healthcare providers must answer all my health related questions.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

44. Healthcare providers should inform me about the different family planning options

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

45. I can refuse any family planning method offered if I do not want to use it

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

3.2. Women's Participation in Household Decision – making

46. First, would you tell me which member of your household usually makes decisions about your health care?

1 = You
2 = Your husband/Partner
3 = You and your husband/Partner
4 = Mother-in-Law or Father-in-Law
5 = Mother or Father
6 = Someone else

47. Which member of your household usually makes decisions about making large household purchases?

1 = You
2 = Your husband/Partner
3 = You and your husband/Partner
4 = Mother-in-Law or Father-in-Law
5 = Mother or Father
6 = Someone else

48. Which member of your household usually makes decisions about making household purchases for daily needs?

1 = You
2 = Your husband/Partner
3 = You and your husband/Partner
4 = Mother-in-Law or Father-in-Law
5 = Mother or Father
6 = Someone else

49. Which member of your household usually makes decisions about when you will visit family/relatives/friends?

1 = You
2 = Your husband/Partner
3 = You and your husband/Partner
4 = Mother-in-Law or Father-in-Law
5 = Mother or Father
6 = Someone else

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50. Which member of your household usually makes decisions about when your whole household will visit family/relatives/friends?

- 1 = You
- 2 = Your husband/Partner
- 3 = You and your husband/Partner
- 4 = Mother-in-Law or Father-in-Law
- 5 = Mother or Father
- 6 = Someone else

51. Which member of your household usually makes decisions about how to use the money that you bring into the household?

- 1 = You
- 2 = Your husband/Partner
- 3 = You and your husband/Partner
- 4 = Mother-in-Law or Father-in-Law
- 5 = Mother or Father
- 6 = Someone else

52. Which member of your household usually makes decisions about how to use the money your husband/partner brings into the household?

- (Skip this question if Q11 answered "Not living with partner" or "No Partner")**
- 1 = You
 - 2 = Your husband/Partner
 - 3 = You and your husband/Partner
 - 4 = Mother-in-Law or Father-in-Law
 - 5 = Mother or Father
 - 6 = Someone else

53. Which member of your household usually makes decisions about whether you or you and your husband/partner use family planning?

- 1 = You
- 2 = Your husband/Partner
- 3 = You and your husband/Partner
- 4 = Mother-in-Law or Father-in-Law
- 5 = Mother or Father
- 6 = Someone else

54. Which member of your household usually makes decisions about where you will receive family planning?

- 1 = You
- 2 = Your husband/Partner
- 3 = You and your husband/Partner
- 4 = Mother-in-Law or Father-in-Law
- 5 = Mother or Father
- 6 = Someone else

55. Which member of your household usually makes decisions about if you will be tested for the AIDS virus?

- 1 = You
- 2 = Your husband/Partner
- 3 = You and your husband/Partner
- 4 = Mother-in-Law or Father-in-Law
- 5 = Mother or Father
- 6 = Someone else

56. Which member of your household usually makes decisions about how many children you will have?

- 1 = You
- 2 = Your husband/Partner
- 3 = You and your husband/Partner
- 4 = Mother-in-Law or Father-in-Law
- 5 = Mother or Father
- 6 = Someone else

3.3. Self Efficacy with Health Care Provider

57. After your consultation with the health care provider today, do you know what your reproductive and family planning options are?

- 1 = Yes
- 2 = No

If "No", skip to Q58

57a) Do you understand what are the possible benefits and risks of those family planning options?

- 1 = Yes
- 2 = No

58. After your consultation with the health care provider today, do you feel that you can act on your choice for family planning?

- 1 = Yes
- 2 = No

59. Do you know what help you need to make a decision?

- 1 = Yes
- 2 = No

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60. Did the healthcare provider give you a chance to ask questions?

1 = Yes

2 = No **skip to Q62**

61. Did the healthcare provider respond to any questions that you asked?

1 = Yes

2 = No

62. Was there anything from your consultation that you didn't understand?

1 = Yes

2 = No **skip to Q65**

63. Did you ask the provider to explain the part that you didn't understand?

1 = Yes

2 = No

64. Why did you not ask for the provider to explain?

1 = Yes 2 = No

64a) Not enough time

64b) Was uncomfortable asking provider

64c) I can ask someone else

64d) Other

If "Other"= "Yes", specify:

64ds1) _____

64ds2) _____

64ds3) _____

65. I felt like I could discuss my problems, question and concerns with the health care provider without feeling embarrassed

1 = Strongly agree

2 = Agree

3 = Neither agree nor disagree

4 = Disagree

5 = Strongly disagree

66. One of the providers or staff refused to offer me the service I wanted to receive

1 = Strongly agree

2 = Agree

3 = Neither agree nor disagree

4 = Disagree

5 = Strongly disagree

67. The provider ignored my request or my preferences today

1 = Strongly agree

2 = Agree

3 = Neither agree nor disagree

4 = Disagree

5 = Strongly disagree

68. I felt like the provider did not listen to what I was saying

1 = Strongly agree

2 = Agree

3 = Neither agree nor disagree

4 = Disagree

5 = Strongly disagree

69. A provider strongly encouraged me to use one family planning that was different to the one I wanted

1 = Strongly agree

2 = Agree

3 = Neither agree nor disagree

4 = Disagree

5 = Strongly disagree

70. I have the right to choose my family planning method.

1 = Strongly agree

2 = Agree

3 = Neither agree nor disagree

4 = Disagree

5 = Strongly disagree

3.4. Self-efficacy for participation at community meetings

71. How sure are you that you could attend a community meeting if your family did not support you to participate?

1 = Completely sure

2 = Somewhat sure

3 = Neither sure/unsure

4 = Somewhat unsure

5 = Not at all sure

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3.5. Perception of service quality

72. How sure are you that you could attend a community meeting if your family said you could not go?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

73. How sure are you that you could attend a community meeting if your family would not help with your household duties so that you could attend?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

74. How sure are you that you could express your opinion at a community meeting?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

75. How sure are you that you could express your opinion at a community meeting if a few people did not agree with what you were saying?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

76. How sure are you that you could express your opinion at a community meeting if many people did not agree with what you were saying?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

77. The staff at this health facility have high quality family planning services.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

78. The staff at this health facility ensures privacy and confidentiality when providing services

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

79. The health facility is clean.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

80. At this health facility, if women choose, they can bring their husband/partner for the family planning consultation.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

81. At this health facility, if women choose, they can bring a family member or friend for the family planning consultation.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

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82. Unmarried women can access family planning and reproductive health service at the health facility

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

87. Collaboration with people of influence is the best way to change family planning services in the clinic

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

3.6 Political Capabilities

3.7 Collective efficacy (community members alone)

83. Today, if I went to the clinic I believe I could get family planning I wanted without facing any barriers of cost, age and marital status

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

88. How sure are you that the people in your community could work together to improve family planning services in this community?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

84. Anyone outside of the clinic, like friends or community members, can help you access your right to quality family planning services.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

89. How sure are you that the people in your community could work together to improve how women are treated at the health facility?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

85. Health providers and district government officials can directly influence the quality of your local family planning services?

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

90. How sure are you that the people in your community could work together to obtain government services and entitlements?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

86. Challenging people of influence is the best way to change family planning services in the clinic

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

91. How sure are you that the people in your community could work together to improve the health and well-being of women in this community?

1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

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3.8. Community support in times of crisis

92. How sure are you that there is someone
in your community, apart from your immediate
family, who you could go to for advice?
1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

93. How sure are you that there is someone
in your community, apart from your immediate
family, who could take you to the clinic?
1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

94. How sure are you that there is someone
in your community, apart from your immediate
family, who would help care for your children
or household while you are away
1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

95. How sure are you that there is someone
in your community, apart from your immediate
family, who would loan you money for transport?
1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure

3.9. Participation in Community Groups

96. In the past 6 months, have you been an active
member in any organized group in your
community, for example a women's group,
a religious group, or other community group?
1 = Yes
2 = No

97. In the past 6 months, have you received help
from any organized group in your community,
for example a women's group, a religious group
or other community group? Help could include
emotional support, economic assistance, or
helping you to learn or do things.
1 = Yes
2 = No

98. In the past 6 months, have you joined together
with other people in your community to improve
health services for women or children?
1 = Yes
2 = No

MODULE 4: Negotiated space expanded, inclusive and effective

4.1. Mutual responsibility for and support of services

99. Who could have the most impact on making
sure that women are treated with respect
by health workers?
1 = Community members together with health
providers and district government
2 = Community members alone
3 = Health providers and district government
officials
4 = Higher level government officials and
institutions
5 = No one

100. Who could have the most impact on making
sure that women have transportation to the
hospital for permanent methods of
contraception?
1 = Community members together with health
providers and district government
2 = Community members alone
3 = Health providers and district government
officials
4 = Higher level government officials and
institutions
5 = No one

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101. Who could have the most impact on increasing the number of days a health worker visits your community?

1 = Community members together with health providers and district government
 2 = Community members alone
 3 = Health providers and district government officials
 4 = Higher level government officials and institutions
 5 = No one

102. Who could have the most impact on making sure the poorest and most vulnerable women in the community receive care?

1 = Community members together with health providers and district government
 2 = Community members alone
 3 = Health providers and district government officials
 4 = Higher level government officials and institutions
 5 = No one

103. Who could have the most impact on getting funding to improve health services in this community?

1 = Community members together with health providers and district government
 2 = Community members alone
 3 = Health providers and district government officials
 4 = Higher level government officials and institutions
 5 = No one

4.2. Participation in negotiated spaces

104. In the past 6 months, have there been meetings between the community, health providers and government representatives?

1 = Yes
 2 = No **skip to Q119**
 3 = Don't know **skip to Q119**

105. Were any of these meetings part of the community engagement process?

1 = Yes
 2 = No
 3 = Don't know

106. Was your centre health committee part of any of these meetings?

1 = Yes
 2 = No **skip to Q108**
 3 = Don't know **skip to Q108**

107. Did any other formal groups or committees participate in these meetings?

1 = Yes
 2 = No
 3 = Don't know

4.3. Joint monitoring and accountability of services

108. In the past 6 months, have there been meetings between the community, health providers and government representatives during which... **(Ask for each of below)**

1 = Yes
 2 = No
 3 = Don't know

108a) Problems or other issues with health services were discussed?

108b) Plans for improving health services were made?

109. Were any of these meetings part of the events organized by the Ghana Integrity Initiative /Sikika?

1 = Yes
 2 = No
 3 = Don't know

4.4. Transparency

110. Information about health services was shared?

1 = Yes
 2 = No
 3 = Don't know

111. Community members voiced their concerns about health services?

1 = Yes
 2 = No
 3 = Don't know

112. Is information on health services widely available in this community?

1 = Yes
 2 = No
 3 = Don't know

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4.5. Equity (of negotiated spaces)

113. Were health issues of concern to the most vulnerable and marginalized groups discussed?

- 1 = Yes
- 2 = No
- 3 = Don't know

114. Did at least half the community attend these meetings?

- 1 = Yes
- 2 = No
- 3 = Don't know

115. Were at least half of those from the community who attended these meetings women and girls?

- 1 = Yes
- 2 = No
- 3 = Don't know

4.6. Quality (of negotiated spaces)

116. Well organized and easy to participate in?

- 1 = Yes
- 2 = No
- 3 = Don't know

117. Inclusive of broad participation from the community?

- 1 = Yes
- 2 = No
- 3 = Don't know

118. Focused on important issues?

- 1 = Yes
- 2 = No
- 3 = Don't know

**Identifying repeat interview participant
/Ending the interview**

119. Is the subject eligible for repeat interview?
(i.e. Subject ID 10, 20, 30,... or the next one in case Subject 10th refused)

- 1 = Yes
- 2 = No

If "No", record Q120, Q121, thank the participant then stop the interview!

119a) If "Yes", does the subject agree to answer some more questions?

- 1 = Yes
- 2 = No

If "No", record Q120, Q121, thank the participant then stop the interview!

If "Yes", continue the interview.

120. Supervisor check list completed:

- 1 = Yes
- 2 = No

121. Record time at the end of the main interview using a 24 hour clock:

121a) Hour (hh)

121b) Minute (mm)

Repeat Interview (For every 10th participant, i.e. Subject ID 10, 20, 30,... or the next one in case the 10th Subject refused)

122. What is the highest level of school you have completed?

- 1 = No formal schooling
- 2 = Some primary school
- 3 = Completed primary school
- 4 = Some secondary school
- 5 = Completed secondary school
- 6 = Any tertiary education
- 7 = No answer

123. What is your ethnic group?

- 1 = Akan
- 2 = Ga/Dangme
- 3 = Ewe
- 4 = Guan
- 5 = Mole-Dagbani
- 6 = Grussi
- 7 = Gruma
- 8 = Mandé
- 9 = Mnyakyusa
- 10 = Mkinga
- 11 = Mbená
- 12 = Mhehe
- 13 = Mgogo
- 14 = Mchagga
- 15 = Msukuma
- 16 = Mpogoro
- 17 = Mndamba
- 18 = Other

123a) If "Other", specify: _____

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124. Would you return to this provider?
- 1 = Yes
2 = No
3 = Unsure
4 = No response
125. The healthcare provider should not share my information with other people
- 1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree
126. Which member of your household usually makes decisions about whether you or you and your husband/partner use family planning?
- 1 = You
2 = Your husband/partner
3 = You and your husband/partner
4 = Mother-in-Law or Father-in-Law
5 = Mother or Father
6 = Someone else
127. I have the right to choose my family planning method.
- 1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree
128. How sure are you that you could attend a community meeting if your family said you could not go?
- 1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure
129. The health facility is clean.
- 1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

130. Health providers and district government officials can directly influence the quality of your local family planning services?
- 1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree
131. How sure are you that the people in your community could work together to improve how women are treated at the health facility?
- 1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure
132. How sure are you that there is someone in your community, apart from your immediate family, who would help care for your children or household while you are away
- 1 = Completely sure
2 = Somewhat sure
3 = Neither sure/unsure
4 = Somewhat unsure
5 = Not at all sure
133. In the past 6 months, have you received help from any organized group in your community, for example a women's group, a religious group or other community group? Help could include emotional support, economic assistance, or helping you to learn or do things.
- 1 = Yes
2 = No
134. Who could have the most impact on making sure that women are treated with respect by health workers?
- 1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

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135. In the past 6 months, have there been meetings between the community, health providers and government representatives?
1 = Yes
2 = No
3 = Don't know

136. Is information on health services widely available in this community?
1 = Yes
2 = No
3 = Don't know

137. Did at least half the community attend these meetings?
1 = Yes
2 = No
3 = Don't know

138. Inclusive of broad participation from the community?
1 = Yes
2 = No
3 = Don't know

COMMENTS:

Interviewer's name:

Signature:

Date:

Day	Month	Year
[]	[]	[] [] []

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1. Date of interview
(dd/mmm/yyyy)

Day	Month	Year

2. Record time at the start of the interview
using a 24 hour clock

2a) Hour (hh)

--	--

2b) Minute (mm)

--	--

3. Type of facility where the interview took place

- 1 = Regional/Provincial Hospital
- 2 = District Hospital
- 3 = Health Centre /Clinic
- 4 = Health Post (Community-based Health Planning Services, Ghana)
- 5 = Maternal/Child Health Clinic
- 6 = Dispensary (Tanzania)
- 7 = Other

3a) If "Other", specify: _____

BACKGROUND CHARACTERISTICS

4. Number of family planning visits associated to this provider today, according to the provider.

--	--

5. Sex of Respondent

- 1 = Male
- 2 = Female

6. Provider status

- 1 = Assigned
- 2 = Seconded

MODULE 1: DEMOGRAPHIC CHARACTERISTICS

7. How old were you at your last birthday?

--	--

(in completed years)

8. How many years of education have you completed in total, starting from your primary, secondary and further education?

--	--

(years)

9. What is your current occupational category or qualification?

--	--

- 01 = Generalist (non-specialist) Medical Doctor
- 02 = Specialist Medical Doctor
- 03 = Non-physician clinician/paramedical professionals
- 04 = Nursing professional
- 05 = Midwifery professional
- 06 = Pharmacists
- 07 = Laboratory Technician (medical and pathology)
- 08 = Community health workers
- 09 = No technical qualifications
- 10 = Other

9a) If "Other", specify: _____

10. What year did you graduate (or complete) with this qualification?

--	--	--	--

(Year - YYYY)

11. In what year did you start working in this facility?

--	--	--	--

(Year - YYYY)

12. Are you a manager or in-charge for any clinical services?

- 1 = Yes
- 2 = No

12a) If "Yes", specify: _____

13. Where do you work?

- 1 = Facility only
- 2 = Outreach services only
- 3 = Both facility and outreach services
- 4 = Other

13a) If "Other", specify: _____

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MODULE 2: EDUCATION AND TRAINING

14. Did your pre-service basic training include any of the following general health topics?

Ask for each of the below

- 1 = Yes
- 2 = No

- 14a) Antenatal Care
- 14b) Maternal child health/delivery services
- 14c) Postnatal care
- 14d) Child immunization
- 14e) Child growth monitoring
- 14f) Infertility consultation
- 14g) Oral Rehydration Therapy
- 14h) Treatment of incomplete abortion
- 14i) Nutrition counseling
- 14j) General family planning
- 14k) Clinical skills in FP
- 14l) Family planning counseling
- 14m) IUD insertion/removal
- 14n) Implant insertion/removal
- 14o) Tubal ligation (surgical procedure)
- 14p) Vasectomy (surgical procedure)
- 14q) Natural family planning
- 14r) Management of side effects
- 14s) Family planning for HIV+ women
- 14t) New family planning methods available in country
- 14u) Standard precautions, including hand hygiene, cleaning and disinfection, needle stick and sharp injury prevention, or waste management, safe injection practices
- 14v) Health Information Systems (HMIS) or reporting requirements for any service
- 14w) Supply chain /procurement
- 14x) Management
- 14y) Supervision
- 14z) Record keeping
- 14aa) Stock keeping
- 14bb) Youth-friendly family planning services
- 14cc) Male-friendly family planning services
- 14dd) FP Services for Perimenopausal women
- 14ee) Definition of human rights
- 14ff) International human rights treaties
- 14gg) Accessibility, Acceptability, Availability and Quality
- 14hh) Empowerment
- 14ii) Equity
- 14jj) Autonomy/Agency

- 14kk) Non-discrimination
- 14ll) Participation
- 14mm) Privacy and Confidentiality
- 14nn) Violence
- 14oo) Other

14oos) If "Other"= "Yes", specify: _____

15. Have you received any in-service training (i.e., since you started working) or any training updates in the last 6 months?

- 1 = Yes
- 2 = No **skip to Q18**

16. Have you received any in-service training (i.e., since you started working) or any training updates in any of the following topics in the last 6 months?

Ask for each of the below

- 1 = Yes
- 2 = No

- 16a) Antenatal Care
- 16b) Maternal child health/delivery services
- 16c) Postnatal care
- 16d) Child immunization
- 16e) Child growth monitoring
- 16f) Infertility consultation
- 16g) Oral Rehydration Therapy
- 16h) Treatment of incomplete abortion
- 16i) Nutrition counseling
- 16j) General family planning
- 16k) Clinical skills in FP
- 16l) Family planning counseling
- 16m) IUD insertion/removal
- 16n) Implant insertion/removal
- 16o) Tubal ligation (surgical procedure)
- 16p) Vasectomy (surgical procedure)
- 16q) Natural family planning
- 16r) Management of side effects
- 16s) Family planning for HIV+ women
- 16t) New family planning methods
- 16u) Standard precautions, including hand hygiene, cleaning and disinfection, needle stick and sharp injury prevention, or waste management, safe injection practices
- 16v) Health Information Systems (HMIS) or reporting requirements for any service

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- 16w) Supply chain /procurement
- 16x) Management
- 16y) Supervision
- 16z) Record keeping
- 16aa) Stock keeping
- 16bb) Youth-friendly family planning services
- 16cc) Male-friendly family planning services
- 16dd) FP Services for Perimenopausal women
- 16ee) Definition of human rights
- 16ff) International human rights treaties
- 16gg) Accessibility, Acceptability, Availability and Quality
- 16hh) Empowerment
- 16ii) Equity
- 16jj) Autonomy/Agency
- 16kk) Non-discrimination
- 16ll) Participation
- 16mm) Privacy and Confidentiality
- 16nn) Violence
- 16oo) Other

16oos) If "Other"= "Yes", specify: _____

17. Who provided the in-service training?

(Select all that applies)

1 = Yes

2 = No

17a) Managers

17b) Ministry of Health

17c) NGOs/civil society organizations

17d) Implementing Partners

17e) Other

17es) If "Other"= "Yes", specify: _____

18. Have you received any technical updates or training on updated medical eligibility criteria for provision of family planning methods since graduating?

1 = Yes

2 = No

**MODULE 3: NEGOTIATED SPACE EXPANDED,
INCLUSIVE AND EFFECTIVE.**

Mutual Responsibility for support of services

The interviewer should read the question and repeat the response choices, the interviewer should wait for a spontaneous response. Record the response.

19. Who is most likely to have an impact on increasing the availability of health services in this community?

1 = Community members together with health providers and district government

2 = Community members alone

3 = Health providers and district government officials

4 = Higher level government officials and institutions

5 = No one

20. Who is most likely to have an impact on improving working conditions for health workers like yourself?

1 = Community members together with health providers and district government

2 = Community members alone

3 = Health providers and district government officials

4 = Higher level government officials and institutions

5 = No one

21. Who is most likely to have an impact on reducing wait times at the health facility?

1 = Community members together with health providers and district government

2 = Community members alone

3 = Health providers and district government officials

4 = Higher level government officials and institutions

5 = No one

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22. Who is most likely to have an impact on increasing the availability of equipment and supplies (like test kits)?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

23. Who is most likely to have an impact on increasing funding for improvements in health services?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

24. Who is most likely to have an impact on making sure there are regular reproductive health supplies at the facility?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

25. Who is most likely to have an impact on making sure staff at the health facility are friendly and treat women well?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

26. Who is most likely to have an impact on making sure health workers keep patients' information private?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

27. Who is most likely to have an impact on making sure the poorest and most vulnerable women in the community receive care?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

28. Who is the most likely to have an impact on increasing the availability of family planning providers in the facility?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

29. Who is most likely to have an impact on increasing the number of women who access family planning?

1 = Community members together with health providers and district government
2 = Community members alone
3 = Health providers and district government officials
4 = Higher level government officials and institutions
5 = No one

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MODULE 4: COLLECTIVE EFFICACY

READ: Ok, now I am going to ask about how health workers in this area work together

30. How sure are you that health workers in this area /health facility AND community members can work together to improve health services for women?
- 1 = Completely sure
2 = Somewhat sure
3 = Neither sure/ unsure
4 = Somewhat unsure
5 = Not at all sure

MODULE 5: SOCIAL PARTICIPATION AND COLLECTIVE ACTION

31. Do you belong to any of the following groups?
Ask for each of the below
1 = Yes 2 = No 3 = Doesn't exist

- 31a) Community Health Committee (Ghana) /Village Health Committee (Tanzania)
- 31b) Any other community or village committees (development or administration)
- 31c) Sub-district health management teams (Ghana) /Ward health committees (Tanzania)
- 31d) Any other sub-district or ward level committees (development or administration)
- 31e) Facility board /committee (Ghana) /or Hospital /Health center /Dispensary governing committee (Tanzania)
- 31f) Others

31fs) If "Others"= "Yes", specify: _____

32. **(Answer only if Q31a= Yes)** In the past 6 months, have you met with the Community Health Committee(Ghana) /Village Health Committee (Tanzania) to discuss work on health issues?
- 1 = Yes 2 = No

33. **(Answer only if Q31e= Yes)** In the past 6 months, have you met with the Facility board /committee (Ghana) /Hospital /Health centre /Dispensary governing committee (Tanzania) to discuss and work on health issues?

1 = Yes 2 = No

34. In the past 6 months, have there been meetings between the community, health providers, and district government authorities during which problems or other issues with health services were discussed?
- 1 = Yes
2 = No **skip to Q35**
3 = Don't know **skip to Q35**

- 34a) (not for baseline) Were any of these meetings part of the events organized by Ghana Integrity Initiative /Sikika (Tanzania)?
- 1 = Yes
2 = No
3 = Don't know

35. In the past 6 months, have there been meetings between the community, health providers, and district government authorities during which plans for improving health services were made?
- 1 = Yes
2 = No **skip to Q36**
3 = Don't know **skip to Q36**

- 35a) (not for baseline) Were any of these meetings part of the events organized by Ghana Integrity Initiative /Sikika (Tanzania)?
- 1 = Yes
2 = No
3 = Don't know

36. Now, I would like to ask you more about this work between health providers and community members. In the past 6 months, have there been meetings between the community, health providers, and district government authorities during which....
Ask for each below
1 = Yes
2 = No
3 = Don't know

- 36a) Information about health services was shared?

- 36b) Community members voiced their concerns about health services?

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37. Did at least half the community attend these meetings?
 1 = Yes
 2 = No
 3 = Don't know

38. Were at least half of those from the community who attended these meetings women and girls?
 1 = Yes
 2 = No
 3 = Don't know

39. In the past 6 months, have meetings between health workers, district government authorities and the community been:
Ask for each of below
 1 = Yes
 2 = No
 3 = Don't know

39a) Well run?

39b) Inclusive of broad participation from the community?

39c) Focused on important issues?

40. In the past 6 months, have there been meetings between the community, health providers, and district government authorities during which health issues of concern to the most vulnerable and marginalized were discussed ?
 1 = Yes
 2 = No
 3 = Don't know

MODULE 6: HEALTH WORKERS EMPOWERED

READ: Now I will ask you about your awareness of your duties in ensuring patients' rights to appropriate, respectful, adequate and confidential care are upheld, as well as awareness of their own rights to supplies, equipment, respect, and a safe and conducive environment to carry-out their work.

41. How sure are you that you can speak up in community or health facility meetings about things that need improvement in your health facility or catchment area?
 1 = Completely sure
 2 = Somewhat sure
 3 = Neither sure/ unsure
 4 = Somewhat unsure
 5 = Not at all sure

42. How sure are you that you can ask people in the community what health services their community needs?
 1 = Completely sure
 2 = Somewhat sure
 3 = Neither sure/ unsure
 4 = Somewhat unsure
 5 = Not at all sure

43. How sure are you that you can answer questions and share information with the community about the health services that are available?
 1 = Completely sure
 2 = Somewhat sure
 3 = Neither sure/ unsure
 4 = Somewhat unsure
 5 = Not at all sure

MODULE 7: KNOWLEDGE & AWARENESS OF CLIENT RIGHTS

READ: Now, I would like to ask you ask about your knowlledge of pateint rights for family planning services. For each of the following statements, please let me know whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.

44. A healthcare provider can refuse to provide clients family planning services because of who they are
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

45. The government ensures that family planning methods (Ghana) or services (Tanzania) are free of cost.
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

46. Clients have the right to privacy during their family planning visit
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

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47. The healthcare provider should not share client information with other people
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

48. If a client is unhappy with the care they received, they know there are ways to make a complaint.
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

49. Healthcare providers must answer all clients health related questions
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

50. Healthcare providers should inform clients about the different family planning options
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

51. Clients can refuse any family planning method offered if they do not want to use it
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

52. When clients visit the health facility it is important to introduce myself to the client and identify the reason for their visit
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

53. It is important to explain to the client that their consultation is confidential
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

54. It is important to discuss the client's previous use and future preferences for family planning services
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

55. It is not important to explain how to use the family planning method that the client has received and the potential side effects
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

56. All clients should have access to a range of methods and information about family planning.
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

MODULE 8: PERCEPTION OF FAMILY PLANNING SERVICE EFFICACY

READ: Now, I would like to ask you a few questions about the health services provided in this area. For each of the following statements, please let me know whether you strongly agree, agree, neither agree nor disagree (no opinion), disagree, or strongly disagree.

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57. It is the patient's responsibility to learn about any need for follow up for their family planning method

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

58. It is important to ask the client if and when they might want to have a /another child

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

59. It is not important to explain which contraceptive methods protect against STIs and HIV

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

MODULE 9: PERCEPTION OF SERVICE QUALITY

READ: Now I would like to ask you some questions about the health services in your community. For each of the statements below, please let me know whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

60. At this health facility, if women choose, they can bring their husband/partner to the family planning consultation.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

61. At this health facility, if women choose, they can bring a family member or friend to the family planning consultations.

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

62. At this health facility, patients expect to wait a long time for services

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

63. At this health facility, women are made to wait for long periods for referrals for some family planning services such as long acting contraception and permanent methods

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

64. At this health facility, patient's private information is kept safe and not shared with others

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

65. At this health facility, health workers treat patients with respect

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

66. At this health facility, adolescents feel comfortable asking for family planning services

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

67. This health facility is clean

1 = Strongly agree
2 = Agree
3 = Neither agree nor disagree
4 = Disagree
5 = Strongly disagree

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68. At this health facility, health facility staff are present and available during official working hours
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

69. At this health facility, patients expect to get high quality health services
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

70. At this health facility, health workers sometimes deny family planning services to adolescents or unmarried women
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

71. At this health facility, there are frequent stock outs of needed drugs and supplies
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

72. At this health facility, staff members do not feel comfortable speaking up if they see a problem with care provided
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

73. At this health facility, skilled staff members are available to provide care during a range of times during the week
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

74. I would feel comfortable with the quality of care as a patient at this facility
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

75. I would not recommend that my friend or relative come to this health facility to access family planning services
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

76. How sure are you that health workers in this area can work together to improve family planning services for women?
 1 = Completely Sure
 2 = Somewhat Sure
 3 = Neither sure/ unsure
 4 = Somewhat unsure
 5 = Not at all sure

MODULE 10: SOCIAL CAPITAL

READ: Now, I am going to ask you some questions about your relationship with your co-workers. Please remember that everything you tell me stays private. For each of the following statements, please let me know whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

77. I cannot rely on the people I work with to give me advice
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

78. I can rely on the people I work with to help me with a difficult patient
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

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79. Oftentimes there is conflict among the people I work with
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

80. I enjoy the people I work with
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

81. In general, the people I work with only worry about themselves
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

82. I can rely on the people I work with to stand up for me if I point out a problem at work
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

83. I can rely on the people I work with to support me when I try to improve my performance at work
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

84. I can trust the majority of people I work with
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

85. In general, the people I work with get along well
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

86. The people I work with will resent me if I try to do things to improve the quality of care in this area/ facility
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

87. The people I work with treat me with respect
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

MODULE 11: PERCEPTION OF SUPERVISOR SUPPORT

READ: Now, I would like to ask you a few questions about your work situation. Please remember that everything you tell me will be kept private

88. How often do you meet with your supervisor?
 1 = Daily
 2 = Weekly
 3 = Monthly
 4 = Quarterly
 5 = Annually
 6 = Never

89. How often do you review and discuss your work with your supervisor?
 1 = Daily
 2 = Weekly
 3 = Monthly
 4 = Quarterly
 5 = Annually
 6 = Never

90. How often do you report on your work to your supervisor?
 1 = Daily
 2 = Weekly
 3 = Monthly
 4 = Quarterly
 5 = Annually
 6 = Never

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MODULE 12: WORK ATTACHMENT AND SATISFACTION

READ: Now, I am going to ask you some questions about your relationship to your job. Again, everything that you tell me stays private. For each of the following statements, please let me know whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

- 91. My family is proud of the work that I do
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 92. This work takes away too much time from my family
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 93. I really like my job
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 94. I do not have the equipment and materials to do my job well
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 95. I do not have as much control over my work as I would like to have
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 96. I have access to all the information that I need to do my job well
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 97. I have regular access to someone I can go to for help when I need it to do my job well
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 98. I am recognized for my good performance with awards or other compensation
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 99. If I complain about my working conditions, I might lose my job
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 100. I would do something else if I thought I could get another job
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

- 101. I receive regular and reliable payment for my work
 1 = Strongly agree
 2 = Agree
 3 = Neither agree nor disagree
 4 = Disagree
 5 = Strongly disagree

MODULE 13: CLIENT INCLUSION AND HUMAN RIGHTS

- 102. Do you regularly ask your clients what they think about the facility and its services?
 1 = Yes
 2 = No **skip to Q105**

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103. Please tell me the ways in which this facility finds out what clients think about the facility and its services

Let respondent answer spontaneously.

Prompt: Anything else?

1 = Yes

2 = No

- 103a) Suggestion Box
- 103b) Client Survey
- 103c) Official meeting with community leaders
- 103d) Informal discussion with community leaders
- 103e) Email
- 103f) Website
- 103g) Letters from clients/community
- 103h) Peer Educators
- 103i) Verbal feedback
- 103j) Client exit interviewers
- 103k) Informal conversation with provider
- 103l) Community dialogue
- 103m) Other

103ms) If "Other"= "Yes", specify: _____

104. What comments have you previously heard from clients?

Let respondent answer spontaneously.

Prompt: Anything else?

1 = Yes

2 = No

- 104a) Poor treatment by staff
- 104b) Need for expanded facility hours methods to be available
- 104d) Need for services targeted at specific groups
- 104e) Too expensive
- 104f) Positive feedback to specific providers
- 104g) Positive feedback to facility
- 104h) Other

104hs) If "Other"= "Yes", specify: _____

105. If a client at this facility had a complaint about a service provider, what can they do to make sure their complaint is heard?

Let respondent answer spontaneously.

Prompt: Anything else?

1 = Yes

2 = No

- 105a) Talk to the facility supervisors
- 105b) Make formal complaint at the facility
- 105c) Use suggestion box
- 105d) Ask facility officials for service provider to be disciplined
- 105e) Ask facility for refund for services
- 105f) Talk to community leaders
- 105g) Report the incident or complaint to NGO
- 105h) Report incident or complaint to local police/courts
- 105i) Report the incident or complaint to national courts
- 105j) Report the incident or complaint to national human rights institution
- 105k) Report the incident or complaint to national medical professional association
- 105l) Tell their friends and family in your community not to go to this health facility
- 105m) Other

105ms) If "Other"= "Yes", specify: _____

106. Is there a mechanism in place to identify and address potential problems experienced by clients and abuses by providers or other staff?

1 = Yes

2 = No

3 = Unsure

107. Do you know what to do if you observe a staff member potentially violating a client's rights?

1 = Yes

2 = No

3 = Unsure

108. Do you know what a client should do if their rights are violated?

1 = Yes

2 = No

3 = Unsure

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READ: I am going to read out some examples of behaviors you could observe colleagues doing. For each of these examples, please tell me, using yes or no answers, whether you would intervene

109. If a colleague slapped a client during a consultation

1 = Yes

2 = No

3 = Don't know

110. If a colleague yelled at, humiliated or made a client feel bad about themselves during the consultation

1 = Yes

2 = No

3 = Don't know

111. If a colleague denied a client access to family planning services when the client could see others were receiving services

1 = Yes

2 = No

3 = Don't know

112. If a colleague refused to provide a client with family planning services because the client was HIV positive

1 = Yes

2 = No

3 = Don't know

113. If a colleague gave the client a procedure or family planning method without their consent

1 = Yes

2 = No

3 = Don't know

114. If a colleague caused the hospitalization of a client because of a service they had received at the family planning facility

1 = Yes

2 = No

3 = Don't know

115. In your opinion, what could this facility do to better promote client rights?

Let respondent answer spontaneously.

Prompt: Anything else?

1 = Yes

2 = No

115a) More support from supervision

115b) More knowledge/updates training

115c) More supplies/stock

115d) Better quality equipment/supplies

115e) Less workload (i.e. more staff)

115f) Better working hours/flexible times

115g) More benefits (salary, promotion, holidays)

115h) Transportation for referral patients

115i) Better facility/infrastructure

115j) Emotional support for staff (counseling/social activities)

115k) Public education on human rights

115l) Civic education of process for handling violations of human rights

115m) Empower female community members

115n) Empower male community members to participate in sexual reproductive health and rights issues

115o) Make services accessible to community

115p) Don't know what client rights are

115q) Other

115qs) If "Other", specify: _____

116. Record the time at the end of the interview using a 24 hour clock

116a) Hour (hh)

116b) Minute (mm)

117. Check list completed

1 = Yes

2 = No

COMMENTS: _____

END OF THE INTERVIEW

Thank the participant for their time and willingness to participate in the research study

Interviewer's name: _____

Signature: _____

Date:

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Data Entry Operator's signature and date:

1st DE: _____

2nd DE: _____