International Labour Office

Mapping of social security provisions by NG0s, government agencies and other civil society organizations in Zanzibar

Interviewers Manual

Draft

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Acronyms

CBO	Community based Organization
FBO	Faith Based Organization
ILO	International Labour Organization
MVC	Most Vulnerable Children
NGO	Non Governmental Organization
SB	Social Budget
SPER	Social Protection Expenditure and Performance Review

Chapter 1. Introduction to the mapping

The ILO is producing a Social Protection Expenditure and Performance Review (SPER) and Social Budget (SB) for the Revolutionary Government of Zanzibar in the context of the "ILO Global Campaign for Social Protection and Coverage for All as a Means to Reducing Poverty in Africa and Asia". The SPER and SB will consider contributory and non-contributory social protection in Zanzibar in order to create a base line and fifteen year projections.

In order to be able to assess existing non-contributory social protection it is necessary to undertake a mapping exercise covering all such types of provision as well as a situational analysis of Zakat and other faith provisions. A mapping exercise of non-contributory provision has already been carried out in Mainland Tanzania and the intention is to try to collect comparable data for Zanzibar. This manual is to be considered in conjunction with the questionnaire used for the mapping.

1.1 The Enumerators Manual

This manual provides instructions on how to carry out the mapping or inventory of all institutions, organizations and agencies providing non-contributory social security benefits. It is structured in five chapters including this one:

- Chapter 1 is a short introduction
- Chapter 2 presents the scope of the survey (which institutions or agencies, what kind of programmes and which benefits should be included?) as well as the key elements on methodology,
- Chapter 3 provides some guidelines on how to conduct an interview; and
- The following chapters focus on the questionnaire:
  - Chapter 4 presents an overview of the questionnaire
  - Chapter 5 goes through the first part of the questionnaire, Part A on institutions/ agencies
  - Chapter 6 covers the second part of the questionnaire, Part B on programmes

You are advised to read the manual thoroughly in order to initially familiarise yourself with the structure of the questionnaire and main tasks.

1.2 Role of the Enumerator

You are personally responsible for the data collection for the institutions / agencies you have in your assignment.

The interviewer plays a critical role in any research. S/he is the interface between the respondent, who is the source of the required information, and the researcher, who will apply analytical techniques to the data received. The interviewer has a tremendous influence on the quality of research; good interviewers can make all the difference in the quality of the study and the usefulness of the data collected.

Each enumerator/ interviewer is responsible for:

- Identification of the contact or contacts in the institution / agency to be surveyed if not yet identified
- Administering the questionnaire to the relevant contacts/respondents and collecting the required and accurate information
- Collecting any additional useful documents: annual reports, programme evaluation documents if available
- Identification of any other existing institutions/ agencies providing social security benefits in the neighborhood not yet identified and reporting them to the supervisor to update the list of institutions/ agencies to be surveyed
- As useful information for the supervisor and to allow him to management the schedule, documenting and summarizing the interview in particular to indicate if there is any problem or specific issue to be taken into account, as for example the need for a new appointment to be taken, a refusal, etc.
- Providing to the supervisor, complete and readable questionnaires

1.3 Main Tasks and Timetable for Enumerators

The main activities of data collection are planned as follows:

Mapping of non-contributory social protection provision	**August**															
	11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	1
Data collection preparation																
Formal training session																
Pilot of the study																
Define geographical areas																
Appointment with institutions																
Send letter to institutions with a copy of the questionnaire																
Define daily field work for each interviewer																
Update list, work plan, etc																
Data collection																

Chapter 2. Scope of the survey

- **What?**
  - A mapping of government agencies, private institutions, organizations, groups providing non contributory social protection | security benefits in Zanzibar; and
  - A mapping of programmes provided by these institutions and agencies and of characteristics of these programmes
    - A mapping is understood as an Inventory (as far as possible)
  - This mapping is part of a wider exercise of diagnosis of national needs and opportunities regarding social protection in Zanzibar (SPER) as a baseline for:
    - The development of adequate planning tools
    - Initiating a national dialogue process and developing a Social Security Action Plan for the extension of social security coverage
    - Supporting future national implementation
  - This study is undertaken by the ILO Social Security Department with national implementing partners

- **Main questions to be answered through this mapping are the following**

  - **Who are the actors involved and what are the programmes**
    - How and where do they operate?
  - **Expenditure and financing**
    - How much is spent on non-contributory social protection:
      - Total expenditure, benefit expenditure and administration costs
    - What are the main sources of funding and what are the amounts
  - **Coverage**: Who is covered and for what kind of risks?
    - Scope: Who is covered for what contingency: target groups
    - Extent of current coverage: who are the current beneficiaries (children, men, women?) and how many are they?
    - Type of benefits provided, level of benefits and risks covered

2.1 Some elements of methodology

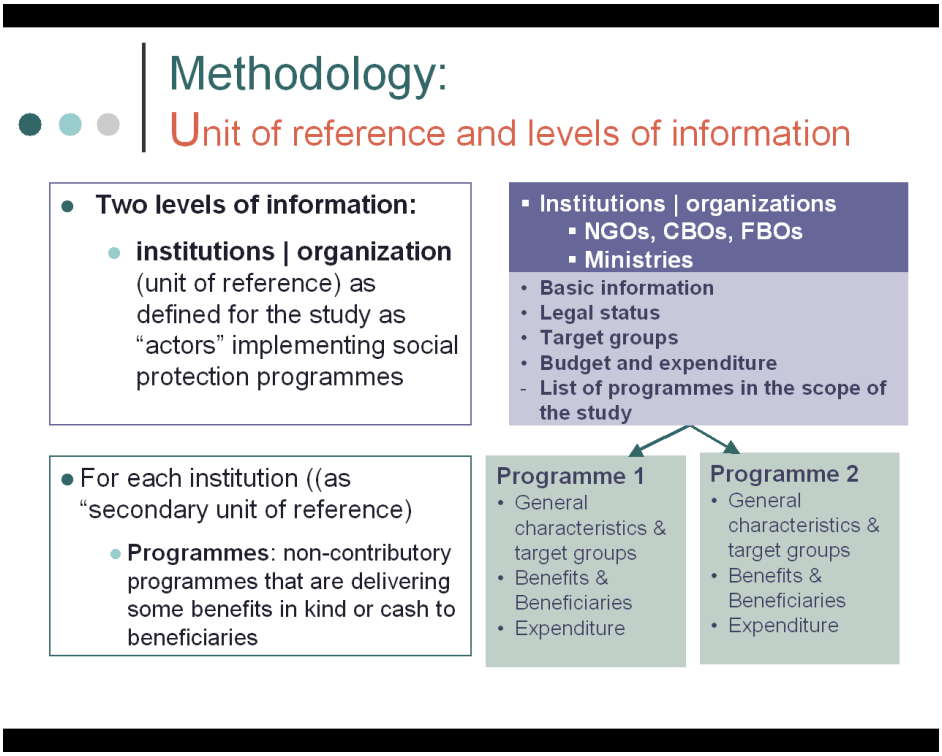
Key elements of methodology

- **Unit of reference:** the main **unit of reference** is the institutions or agencies providing non-contributory social protection benefits.
- **Levels of information**: two levels of information
  - the institutions/ agencies; and
  - for each institution/ agency, the social protection programmes

- **An inventory** as exhaustive as possible and **not** a sample. Ideally, the mapping should include all government agencies, institutions, organizations, groups providing non contributory social protection | security benefits in Zanzibar
    - In **practice**, ensure that the main institutions and programmes are covered; and
    - Ensure that diversity is well represented, in terms of type of institutions, type of programme and target groups.

- **Where?**
    - Covers the two main islands: Unguja and Pemba

- **Tool**: A common structured questionnaire
    - mainly composed of close-ended questions
    - administered to one or several contact(s) that are carefully selected in the covered institutions/ agencies:
        - private NGOs, CBOs either faith based or not as well as government agencies.



2.2 Scope of the mapping

2.2.1 What is defined as social security = social protection?

Social protection (= social security) covers:

- All interventions of public or private bodies intending to relieve households and individuals of the burden of social risks or needs.

- Interventions to replace lost income but also to help where there is a lack of income

- Interventions that are mostly in the form of transfers with no reciprocity

2.2.2 Types of interventions to be included in the survey

Covers non-contributory social protection provision

- Informal and formal social protection
- Private and public social protection interventions
- Transfers in cash: Income support, minimum income guarantees
- Transfers in kind: social services - like basic education or health care but also employment services and labour market programmes and including re-imbursements

- Social insurance - income replacement
- Subsidies
- Tax benefits – exemptions for social reasons

Not covered by the mapping

The **SPER** (Social Protection Expenditure and Performance Review) considers both contributory and non-contributory social protection provision. Different methods and tools are used for data collection for these two main components.

Concerning the contributory part, in particular the Zanzibar Social Security Fund (ZSSF), a separate study has been carried out.

The mapping presented here covers only **non-contributory** social protection provision.

- In the case of non-contributory social protection benefit, entitlement to the benefit is not based on the previous payment of contributions but on other criteria.
- Non-contributory benefits are usually financed out of general taxation but also by donor funds.
- *On the contrary*, entitlement to contributory benefit is based on contributions from insured persons and/or their employer.

2.2.3 Type of institutions / agencies covered

The mapping covers private and public social protection provisions

2.2.3.1 *Private non-contributory social protection provision*

The institution interviews among private social protection providers include:

- Non Governmental organizations
  - National NGOs
  - Local NGOs
  - International NGOs
- Community based organisations (CBO)
  - Local
  - National
- Local faith based organisations (FBO) (e.g. Zakat)
- International agency programmes implemented in Zanzibar

2.2.3.2 *Public non-contributory provision of social protection*

Social assistance programmes and projects of the Government:

- implemented and managed by government agencies: ministries, some specific departments, at the national or local government levels
- Examples of programmes: Foradhani Social Welfare Children's Home

2.2.4 Examples of programmes covered and not covered

As a general principle and remark

- In case of uncertainty, it is better to include a programme for which you hesitate rather than exclude it at this stage, especially in an environment where there are not many "pure" social security programmes.
- Note that for a given institution, some programmes are under the scope of the survey while others are not.

2.2.4.1 *Types of programmes <u>covered</u> and examples*

<u>Are covered</u> any programme or project that provides:

- Social security cash transfers
- Social security benefits in kind
- Some prevention measures when directly linked with social protection: health and safety in the workplace; HIVAIDS prevention measures and training, etc.

Examples of programmes and | type of benefits to **<u>include</u>** (non exhaustive list)

- Social cash transfers: unconditional or conditional programmes
- Food security programme
- Public social assistance programmes
- Universal non-contributory schemes: i.e. non contributory pension scheme; non contributory family or child benefits
- Health care provision (if non contributory)
- Community development initiatives if includes a social protection component
- Employment opportunities (eg. Public works) and income generating opportunities to vulnerable groups (poor people, disabled, etc.)
- Micro-insurance programmes or projects only if it provides certain forms of insurance substituting social insurance
- Loans only if they are subsidized and given only on some social policy purposes (creating employment, assisting disabled etc.).

2.2.4.2 *What is excluded from the mapping*

Are excluded

- Sanitation programmes, building schools or water wells. These programmes are not directed at individuals but provided for the community as a whole and are part of the so-called infrastructure programmes
- Media campaign even if they relate to social security
- Pure advocacy and research programmes¨

- In the context of the mapping, “informal“ covers both registered and non-registered institutions but the mapping **does not cover inter-households assistance**.

Chapter 3. Conducting an interview

Successful interviewing is an art and should not be treated as a mechanical process. Each interview is a new source of information, so make it interesting and pleasant. The art of interviewing develops with practice, but there are certain basic principles that are followed by every successful interviewer.

In this section, you will find a number of general guidelines on how to build a rapport with a respondent and conduct a successful interview.

At the beginning of an interview, you and the respondent are strangers to each other. The respondent's first impression of you will influence her/his willingness to cooperate with the survey. Be sure that your manner is friendly as you introduce yourself.

However the institution will receive in advance a letter presenting the survey as well as a copy of the questionnaire and announcing your venue.

3.1 Starting the interview

- **Make a good first impression**

  When first approaching the respondent, do your best to make her/him feel at ease. With a few well-chosen words, you can put the respondent in the right frame of mind for the interview.

  Open the interview with a smile and greeting, and then proceed with your introduction.

  A good introduction might be:

  "My name is ….. .
  The Social Security Department of the International Labour Office with national shareholders are presently conducting a mapping of social protection provision in Zanzibar. This mapping exercise is in fact

  - an inventory of government agencies, institutions, organizations and groups providing non contributory social protection | security benefits in Zanzibar; and
  - an inventory of programmes provided by these institutions and agencies and their characteristics

  This is part of a wider exercise of diagnosis of national needs and opportunities regarding social protection in Zanzibar (SPER) as a baseline for:

  - The development of adequate planning tools
  - Initiating a national dialogue process and developing a Social Security Action Plan for the extension of social security coverage
  - Supporting the future national implementation

  To do this inventory we try to contact all the institutions or agencies that are providing social protection benefits in Zanzibar and this is the reason why you have been contacted and received a letter from the PS of the Ministry of labour.

  I would like to ask you some questions.

  The results of this mapping exercise will be use for research purposes and responses will not be presented in an aggregated form only (by main type of institution mainly).

- **Always have a positive approach.**
  Never adopt an apologetic manner, and do not use words such as “Are you too busy?” Such questions invite refusal before you start. Rather, tell the respondent, “I would like to ask you a few questions”.

Elements of introduction

- Introduce yourself
- Title and subject of the study
- Organization responsible for the study (ILO) and national implementing partners
- Explain the purpose of the survey and main potential users of the results
- Stress the importance of the respondent's cooperation and contribution.
- Present the practical aspects like: estimated time needed, questionnaire

3.2 Simple guidelines which ensure detailed, accurate, and unbiased data

- **Answer any questions from the respondent frankly.**
  Before agreeing to be interviewed, the respondent may ask you some questions about the survey or how the institution has been selected or how he or she was selected to answer to these questions. Be direct and pleasant when you answer. Please use the elements that are in this manual to present if necessary in more details the objective, the scope of the survey as well as some elements of methodology.

  The respondent may also be concerned about the length of the interview. If asked about the length of the questionnaire, say that the interview usually takes at least one hour but depends on the number of programmes and availability of information.

- **Read the Questions as Written**
  Do not change the wording or sequence of questions. The wording of the questions and their sequence in the questionnaire must be maintained. If the respondent has not understood the question, you should repeat the question slowly and clearly. If she/he still does not understand, you may reword the question, being careful not to alter the meaning of the original question. Provide only the minimum information required to get an appropriate response.

- **Do Not Suggest Responses**
  Allow the respondent to answer without input from you. If the question has a list of pre-codes, read the list without bringing attention to any specific answer.

  If a respondent’s answer is not relevant to a question, do not prompt her/him by saying something like “I suppose you mean that…Is that right?” In many cases, she/he will agree with your interpretation of her/his answer, even when that is not what she/he meant. Rather, you should probe in such a manner that the respondent comes up with the relevant answer.

- **Clarify Responses**
  One problem that sometimes occurs is that the interviewer will record a response that they don’t really understand, or is very unspecific.

  Effective clarification techniques are to ask, “could you please tell me a bit more about that?”, or “could you give me an example of that?”

- **Probe for Responses**

  Open-ended questions usually ask for more than one answer. Many times a respondent will say the first thing that comes to mind, but not "dig deeper." Do not hesitate do ask for more information "Does anything else come to mind?".

- **Handle hesitant respondents tactfully.**

  There will be situations where the respondent simply says, "I don't know," gives an irrelevant answer, acts very bored or detached, or contradicts something she/he has already said. In these cases, you must try to re-interest the respondent in the conversation.

  If the respondent is giving irrelevant or elaborate answers, do not stop her/him abruptly or rudely, but listen to what she/he has to say. Then try to steer her/him gently back to the original question. A good atmosphere must be maintained throughout the interview. The best atmosphere for an interview is one in which the respondent sees the interviewer as a friendly, sympathetic, and responsive person who does not intimidate her/him and to whom she/he can say anything without feeling shy or embarrassed.

- **Do not hurry the interview.**

  Ask the questions slowly to ensure that the respondent understands what she/he is being asked. After you have asked a question, pause and give her/him time to think. If the respondent feels hurried or is not allowed to formulate her/his own opinion, she/he may respond with "I don't know" or give an inaccurate answer. If you feel the respondent is answering without thinking, just to speed up the interview, say to the respondent, "There is no hurry. Your opinion is very important, so consider you answers carefully."

- **Record Information Neatly and Thoroughly**

  Keep in mind that one must be able to read and understand the information on the questionnaire or it is useless.

  One method that can be used is to record verbatim answers on a separate page during the interview so that you can write quickly, and then copy the information neatly onto the questionnaire upon completion of the interview.

- **Comments**

  It is highly recommended to include remarks wherever *supplementary explanations* are needed in order to correctly interpret the data provided.

- **Incomplete interviews and refusal**

  Occasionally, a respondent will want to terminate an interview before completion.
  - Telling the respondent how important his/her contribution is important
  - Speak a little faster, show the respondent that you are being sensitive to his/her wishes.

  - If it is impossible to complete the interview,
    - Try to arrange a time to call back at the respondent's convenience to complete the interview
    - Ask for any additional available information from reports, websites
    - Ask for any other possible contact person

  More generally if the respondent is reluctant or unwilling to answer a question, try to overcome her/his reluctance, explaining once again that the same question is being asked to any other institution/ agency filling in the scope of this mapping exercise and that the answers will all be merged together by main category of institutions/ agencies. If

the respondent still refuses, simply write REFUSED next to the question and proceed as if nothing had happened. If you have successfully completed the interview, you may try to obtain the missing information at the end, but do not push too hard for an answer. Remember, the respondent cannot be forced to give an answer.

3.3 Concluding an interview

- Ask for any additional information available in annual reports, websites
- Reserve a general question for the end.
- Briefly summarize what you have covered and how you understand the information you have been given.
- Thank the person for his or her time and willingness to share.
- Close the interview but ask for any possible later contact if clarifications are necessary

3.4 After the interview

- When you leave, spend time immediately writing down notes. Make sure you have the date and place of the interview
- Read carefully your questionnaire to check for any unclear or incomplete information
- Rewrite some parts if necessary to make it understandable and readable
- Check for completeness of the questionnaire and consistence of responses [enumerator or supervisor?]
- Check if codes are completed
- Ensure that the number of programmes covered
    - Number of Part B = the total number of programmes identified in part A
- Staple the different part of the questionnaire together
- Provide any information about “Completed interviews” and “uncompleted interviews” to update the list of institutions to be contacted
- Questionnaires have to be stored and filed according to a defined procedure

3.4.1 Checking Completed Questionnaires

- It is the responsibility of the interviewer to review each questionnaire when the interview is finished. This review should be done before you leave the institution/agency so that you can be sure every appropriate question was asked, that all answers are clear and reasonable, and that your handwriting is legible.
- Also check that you have followed the skip instructions correctly. You can make minor corrections yourself but any serious error should be clarified by the respondent. Simply explain to the respondent that you made an error and ask the question again.
- Do not recopy questionnaires. As long as the answers are clear and readable, it is not necessary that the questionnaire itself be neat. Every time you transcribe the answers to a new questionnaire, you increase the chance of an error.
- Record ALL information on the questionnaires you have been provided. Any calculations you make should be written in the margins or on the back of the questionnaires.
- Anything out of the ordinary should be explained either in the margins near the relevant question or in the comments section at the end.

3.4.2 Supplies Required for Fieldwork

Before leaving for the field, you should make sure you have adequate supplies for the day's work. These supplies include the following:

- A sufficient number of questionnaires and at least four times more "Part B" questionnaires than "Part A"
- Name of the institution / agency to be surveyed: address, contact (phone number)
- A copy of the PS letter
- Interviewer's Manual
- Identification documents
- A clipboard, pens and a map
- A briefcase or bag in which to carry the questionnaires

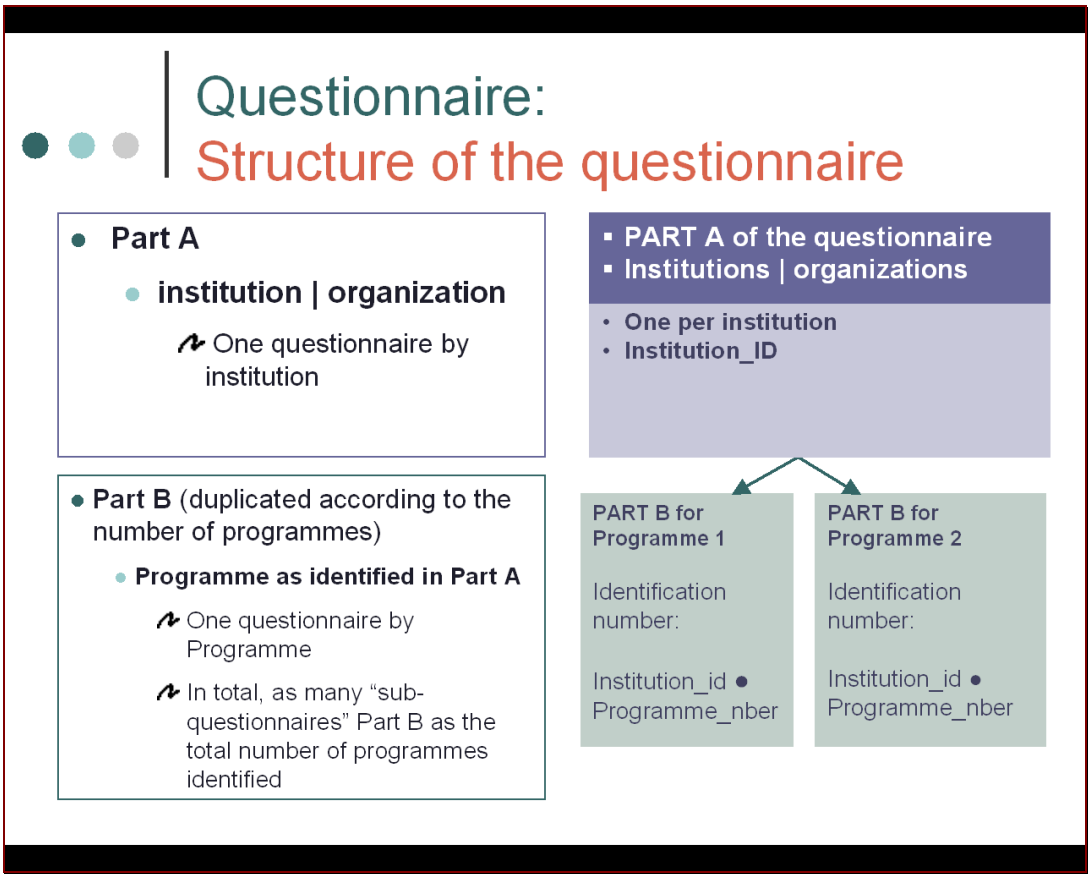
Chapter 4. Overview of the questionnaire

4.1 Overview of the questionnaire

The questionnaire is to be administered at Institutions / agencies that represent the main unit of reference.

This questionnaire is structured in two parts, each of them referring to different levels of information:

- Part A — Institutions (one questionnaire by institution)
- Part B — Social protection programmes with the number of questionnaires (part B) by institution equals to the number of identified social protection programmes



Overview of Part A – Institutions/ Agencies

- Location of the institution
- Existence and locations of branches
- Role, legal recognition and registration
- Type of institution
- Source(s) and amount of funding
- Target groups and domain(s) of intervention
- Expenditure at the institution / agency level: annual budget and expenditure
- Available human resources
- Identification of social protection programmes: list and number of programmes

For each identified programme, a questionnaire Part B should be administered.

Overview of Part B — Questionnaire by programme

- General characteristics
  - Name, description of the programme
  - Legal basis
  - Locations of the programme
  - Time frame
  - Implementing partners
- Target groups, actual beneficiaries and main domains of intervention
- Benefits & Beneficiaries
  - Type of benefit, frequency and level of benefit
  - Number of beneficiaries
  - Programme expenditure
- Other issues
  - Monitoring system and main problems and constraints

4.2 Some general principles

4.2.1 Types of questions: Single versus Multiple

- **Single-answer questions:** These questions allow one and only one answer to be chosen in a list of answers

- **Multiple-answers questions**: These questions types allow one or more answers to be chosen by providing check boxes next to the answers

Example: Any target group (multiple) and **main** target group (single answer)
When asking the question, please indicate whether a single or multiple answer is required

4.2.2 Open-ended versus Close-ended Questions

- **Open-ended questions**: Unstructured question in which possible answers are not suggested, and the respondent answers it in his or her own words.

Examples: P1c. Description of the programme or Q5. Role of the institution

- **Close-ended questions**: provides a set of answers from which the respondent must choose. Can be either single or multiple choice questions. The questionnaire used for the mapping is mainly composed of close-ended questions.

4.2.3 Other issues

- **"Other", specify:** Whenever "Other" is selected, please ask for precision and indicate it clearly in the questionnaire.

The pilot testing of the questionnaire allows to identify new categories to be included. And some supplementary categories will be created later based on this textual information.

- **Codes**

Indicate codes when required in the grey boxes. The codes are available at the end of the questionnaire. This can be done just after the interview when you first go through and edit the questionnaire.

Chapters five and six are presenting in detail the different questions for Part A and Part B of the questionnaire.

Chapter 5. Institutions — Part A of the questionnaire

Reporting period

Reporting period
For any question and in particular for quantitative questions on expenditure, number of cases or number of beneficiaries, the reporting period is the last budget year, or if not available and different for the budget the previous calendar year, please specify Last budget year ❑ Previous calendar year ❑ Other, specify:

- **Definition:**
  the reporting period is a period of 12 months for which data are reported. This could either be a calendar year or, where this is not possible, another period such as a fiscal year or budget year (if different from calendar year)
- **Budget year or fiscal year**
  - Set as the reporting period in the study
  - Covers the annual period for which the budget is adopted
  - Please indicate the exact accounting period for which the data is provided
- **Calendar year:**
  - A calendar year covers the period from 1 January to 31 December.
- Please, use the same reporting period throughout the questionnaire, to facilitate subsequent data analysis
- Main questions concerned

  In Part A of the questionnaire:
  - Q13 – Annual budget
  - Q14 – Annual expenditure
  - Q15a and Q15b on available human resources

  In Part B of the questionnaire
  - P17 – Number of beneficiaries
  - P18 — Estimate of the number of beneficiaries
  - P19 — Number or estimated number of beneficiaries benefiting from several programmes
  - P20 — Annual budget for a programme
  - P21 — Annual expenditure at the programme level

Questions Q1 to Q3 – General information on the institution/ agency

General information on Institution/Agency		
Q1 - Name		
Address	**Label**	**Code**
Q2a – Region*		|__|__|
Q2b – District*		|__|
Q2c - Wardi		
Q2d - Shehia		|__|__|__|
Q2e - Telephone		
Q2e – Fax		
Q2f – Website		
Contact(s)		
Q3a – Name		
Q3b – Position*		|__|
Q3c Telephone		
Q3d – Email		

- **Q1** - Write the name of the institution / agency
- **Q2a to Q2d**: For region, district, ward and shehia:
  - Indicate the name in full and
  - Select the corresponding **codes** as indicated on the last page of your questionnaire to fill in the grey boxes. These codes are used for data entry
- Telephone and fax numbers: indicate the general number for the institution and if there is a specific number for the contact, please indicate it as well.
- Website: ask for the website address and be sure it is readable
- Contact(s): If you contact several persons, please use the available blank spaces on the questionnaire to indicate the name, the position and the phone number of any additional contact.

Question Q4 — Location(s) and sub-offices

Q4a. Please, is there an unique institution/ agency office or one institution/ agency and several offices?	
One single office (in Zanzibar)	1
Headquarters in Zanzibar and branches within 1 or several region/ district	2
Headquarters in Tanzania Mainland/ branches within one or several region/ district of Zanzibar	3
Headquarters outside Tanzania and branches within one or several region/ district of Zanzibar	4
Other	5
Oyher, please specify	

Q4b. If several branches or sub-offices, please indicate sub-office locations (Multiple answers)		
	Yes	No
Region(s)	1	2
District(s)	1	2
Ward(s)	1	2
Shehia(s)	1	2

Q4c. If several offices, how many sub-locations?	|__|__|

Question Q4a and Q4b The objective of this question is to get an idea of the geographical scope of the institution and the way it is operating, notably if it is closed to its beneficiaries or not.

- **Q4a**. Ask for the appropriate answer among the 5 options and circle it (single answer)
- *Other, please specify*: if this option is selected, please ask for details and indicate it in writing. We will possibly create new categories later if some "other categories" are repeatedly mentioned.
- **Q4b**. Please ask to the respondent if any of the four levels applies. Indicate for each of the four levels, if it is relevant [Yes (circle 1)] or not [No (circle 2)] for the institution surveyed (multiple choices)
- As an example: having a sub-office at the region level means that the geographical area of operation for the sub-office is the region. If you select the district, this means that the activities of the institution focus on one or maximum two districts but not on a whole region
- **Q4c –** Ask for the number of sub locations only if several locations have been identified in Q4a (codes 2,3,4 and possibly 5)

Questions Q5 & Q6 – Role of the institution, legal basis and registration status

Q5 - Role: *Main objective, operating mode, description*

Q5a. Is there a legal basis for the institution?	
Yes, a law/ decree	1
No legal basis	2
Do not know	777

Q6. Is this institution/ organisation registered? (single answer)	
Yes, registered	1
In process of registration	2
No	3

- **Q5** – This question is one of the few open-ended questions.
- You can precise the question by asking about:
- the main objectives of the institution; and
- the reason why it was created and when;
- The way it operates, the geographical coverage and the possible linkages with other institutions and / or ministries.
- Please, be sure that you get the main ideas and do not hesitate to summarize it to be sure that you did not miss anything
- **Q5a and Q6**. These two questions are indicators of the legal recognition of the institution. These are also indications of the sustainability of its activities.
- Please, circle one single answer by question. If the respondent does not wish to answer, do not select "No" but indicate it on the questionnaire as "refusal".

Question Q7 – Type of institution/ Agency

Q7. Type of institution/ Agency (single answer)	
Local Non Governmental Organisation (NGO)	1
National NGO	2
International NGO	3
Local Community Based Organisation (CBO)	4
National CBO	5
Local Government Agency	6
Regional Government Agency	7
National Government	8
International agency	9
Other	10
Other, please specify _____	

- This question is one the main questions that will be used for cross tabulations for the future analysis of data. It is particularly important to get an answer.
- One single answer is required
- Some definitions are provided below
- *Other, please specify*: if this option is selected, please ask for clarification and indicate it in writing.

- **Definitions**

- **Non governmental organization**
  NGOs as meant are all voluntary ("out of free will") organizations that are non-governmental, not for profit sharing, non self serving and not affiliated to a political party, that are independent and aim at the promotion of social justice and development. NGOs can be national as well as international, secular as well as "faith based" NGOs.
- A **community-based organization (CBO)** or grassroots organization is one that is driven by community residents in all aspects of its existence. By that we mean:
- The governing body consists of a majority of residents
- The staff is drawn primarily from the pool of local residents
- The main operating offices are in the community
- Priority issue areas are identified and defined by residents through open forums, surveys
- Solutions to address priority issues are developed with residents
- Most of CBOs are local

What is the difference between NGOs and CBOs?

- We consider a CBO to be a membership organization aimed at furthering the interests of its own members, and an NGO to have a broader scope of activities that might assist CBOs and pursue commitments that do not directly benefit NGO members.

Question Q8 – Faith based organization

Q8 Is it a faith based organization? *(Single answer)*	
Yes	1
No	2

- This question will notably allow making the distinction between institutions providing Zakat and others.
- The term **faith-based** is used to describe organizations that are religious in nature
- Please circle the selected answer (one single answer)

Question Q9 – Sources of funding and amount

Q9a. Source of Funding, and amount (Multiple choices)			
	Yes	No	Please, indicate how much
Donor	1	2	
National	1	2	
Private contribution	1	2	
Claimants contribution	1	2	
Central Government	1	2	
Regional Government	1	2	
Local Government	1	2	
Other, please specify			

Q9b . Please indicate the total amount of funding (preferably in national currency. Should be equal to the sum of the amounts by source indicated in Q9a)		
Total amount of funding	|_____|	
Please, indicate the currency, the unit and time unit for amount of funding in Q9a		
Currency*		|__|
Unit*		|__|
Time unit * (if not annual)		|__|

Q9c. What is the <u>main</u> source of Funding (Single answer)	
Donor	1
National	2
Private contribution	3
Claimants contribution	4
Central Government	5
Regional Government	6
Local Government	7
Other, specify	_____

- The objectives of the question **Q9a** are notably:
  - To identify **all the sources** of funding for the institution (multiple answers).
  - To get the amount of resources from each of the identified sources.
- If the exact amount by source is not available ask for the total amount in Q9b (or if not available, an estimate) and then for the proportions of the different sources (in case there are several sources of funding).
- Indicate clearly if there is any estimate (in Q9a and Q9b) and if you give proportions instead of absolute figures in Q9a.
- Please indicate the currency, the unit and the time unit used. As far as possible, keep the same for all sources. If any exchange rate is necessary for conversion, indicate it on the questionnaire.
- The issue of the **reporting period** applies to this question. Check if the amount indicated refers to a calendar year or, if different, to the fiscal year.
- The question Q9b focuses on the **<u>main</u>** source of funding among the ones that have been identified in Q9a. If Only one source is selected in Q9a => select the same one in Q9b.
  - One single answer is required
  - The main source is the one that <u>usually</u> accounts for the highest amount of funding (i.e the highest proportion in total funding).
- *Other, please specify*: if this option is selected, please ask for specification and indicate it in writing. Note that the "Other" should be the same in Q9a and Q9b.

Question Q10 – Target groups by main age groups

For the mapping two classifications allows to identify the target groups:

- Classifications by **age groups**: Children (with sub-categories), adult (19-59 years old) and old people (aged 60 and over) – questions Q10a and Q10b but also at the programme level, questions P6a and P6b.

- Classifications according to **specific identified vulnerabilities** (other than age) – as mentioned in MKUZA: Disabled, people living with HIV/AIDS, Unemployed, poor women, women headed households, poor people and "other" (widows, etc.) – Questions Q11a and Q11b at the institution level and questions P7a and P7b at the programme level.

Q10a. Target groups by main age groups (multiple choices)	Multiple choices	
	Yes	No
Children	1	2
Children 0-5	1	2
Children 6-15	1	2
Children 16-18	1	2
Children cared for by elderly (over 60)	1	2
Most Vulnerable Children (MVC)	1	2
Aged 19 to 59	1	2
Elderly: aged 60 and over	1	2

Q10b. Target groups by main age groups, select the main one	Single answer
Children	1
Children 0-5	2
Children 6-15	3
Children 16-18	4
Children cared for by elderly (over 60)	5
Most Vulnerable Children (MVC)	6
Aged 19 to 59	7
Elderly: aged 60 and over	8

Who is covered by the institution/ the scheme?

- **Target groups are** population groups covered by the institution, the agency or the scheme according to the legislation, statutes or as settled in the objectives of the institution.
- Note that the targeted population is not necessarily effectively reached by the programme(s). Target population can differ from actual beneficiaries (see question P6 and P7 for further details).
- In **Q10a**, please go through the list of groups provided in the left column of the table indicating whether or not they are covered. For each, circle 1 if it is one of the target groups covered by the institution and 2 otherwise. This question is a multiple-choice question.
- As soon as one of the sub-categories under Children is selected, please circle 1 also for the "Children" heading category.
- In **Q10b**, ask for the **main** target age group among those selected in Q10a.
- A target group is considered as the **main** one if
    - it represents the higher number of potential beneficiaries and/ or
    - it is explicitly mentioned as the main target group in the statutes or objectives of the institution or agency.

Question Q11 – Target groups – specific categories of people

Q11a. Please indicate the target groups of the institution/ agency (multiple choices)	Multiple choices	
	Yes	No
Disabled	1	2
Unemployed	1	2
Poor women	1	2
Women headed household	1	2
Poor people	1	2
People living with HIV/AIDS	1	2
Other; specify	1	2

Q11b. Among the target groups indicated in Q11a, please indicate the <u>main</u> one (Single answer)	Single answer
Disabled	1
Unemployed	2
Poor women	3
Women headed household	4
Poor people	5
People living with HIV/AIDS	6
Other, specify	

- **Q11a**: This first question aims at identifying **all** the *present* target groups of the institution differentiated according to their vulnerabilities (other than age), whatever the programme provided by the institution.
- This is a **multiple-choice** question. Please read all the different groups and ask for each of them if it represents a specific target of at least some of programmes implemented by the institution or agency.
- Please ask is there is any "other" group covered and indicate which group or group(s).
- **Q11b** is a **single answer question** focus on the main group among the ones identified in Q11a.
- The same criteria as in Q10b apply to determine the main one: relative higher number of potential beneficiaries compared to other identified target groups and/or specifically characterised as main target groups in the status or objectives of the institution or agency.

Question Q12 – Domain(s) of intervention

Q12a. What are the domains of intervention of the institution/ agency? (Multiple choices)	Multiple choices	
	Yes	No
Education	1	2
Health	1	2
General poverty	1	2
Food security	1	2
Other, specify _____		

Q12b. Among the domain(s) of intervention mentioned in Q12a, please indicate the <u>main</u> one (Single answer)	Single answer
Education	1
Health	2
General poverty	3
Food security	4
Other, specify	

- Domain(s) of intervention refer mainly to objective(s) of and benefit(s) provided by the institution of agency.
- Only a few domain(s) of interventions are proposed as pre-coded answers. The likelihood that the respondent gives some other propositions is relatively high. Please, indicate it in "other" and write the complete and precise domain(s).
- Question Q12a is a multiple-choice question. Please, identify all the domains of intervention of the institution or agency.

- If several domains of intervention have been identified in Q12a, ask for the **<u>main</u>** one. This is a single answer question.
- The main one is the one that:
  - Covers the greatest number of beneficiaries; or
  - Counts for the higher proportion of resources used

Questions Q13 & Q14 – Annual budget and annual expenditure at the institution level

Q13. Total annual budget in national currency Corresponds to last budget year. Preferably indicate annual budget in thousands of Tshs.		
Total annual budget	|_____|	
Currency*		|__|
Unit*		|__|
Time unit * (if not annual)		|__|

Q14. Please, indicate the Total Annual expenditure spent on all programmes provided by the organisation Preferably during the last budget year. Indicate annual expenditure in thousands of Tshs.		
Total annual expenditure	|_____|	
Currency*		|__|
Unit*		|__|
Time unit * (if not annual)		|__|

- The total annual budget (Q13) and total expenditure (Q14) in this part of the questionnaire are for the **institution / agency as a whole** independent of the nature of the programmes.
- They cover both social protection programmes and non-social protection programmes if any.
- Please ask for the reporting period.
- By default the annual budget and total annual expenditure are required in **national currency**. To facilitate future data entry and analysis, indicate however clearly the currency, the unit and the time unit in letters as well as coded, using the codes.
- Codes for currency, unit and time unit are available at the end of the questionnaire
- Total annual expenditure includes:
  - Benefit costs; and
  - Administration costs
- Please, ask if this is the case, otherwise indicate on the questionnaire if the total indicated for expenditure refers only to benefit expenditure.
- If the information is not available, please ask for **estimate** and indicate the fact that it is estimate on the questionnaire.

Question Q15 - Available human resources

Q15a. Please in indicate if the institution work with any regular employee or voluntary worker and indicate the number Reference period to be indicated	**Yes**	**How many**
Paid employees working for the organisation	❑	|_____|
Volunteers working for the organisation	❑	|_____|

Q15b. Please indicate if some of them are working on a regular basis, and, if yes, how many	**Yes**	**How many**
Paid employees on *a regular basis*	❑	|_____|
Volunteers working for the organisation *on a regular basis*	❑	|_____|

- Questions **Q15a and Q15b** are to understand available human resources: paid employees as well as workers involved on a voluntary basis.
- They also look at the regularity of human resources available at the institution/ agency level.
- The analysis of these two questions in combination with other questions (for example P24a and P24b about problems and constraints) provide some elements of answer on the capacity of the institution to deliver benefits and to reach the target populations.
- These two questions look at:
  - The availability of different categories of and status in employment
  - The number for each of them
  - Please ask for the reporting period
- **Voluntary** means that there is no remuneration for the work performed by the people involved
- **Regular employees** are those 'employees with
  - Stable contracts' for whom the employing organization is responsible for payment of
  - Relevant taxes and social security contributions and/or where the contractual relationship
  - Is subject to national labour legislation.

Question Q16 – Identification and enumeration of social protection programmes to be included in the mapping

Q16. Please indicate the name and the type of social protection programmes that are implemented and managed by the institution/ agency (list of programmes)		
Quest. Pg. Nber*	**Programme Name** Names indicated here should be repeated on the corresponding questionnaire programme (part B of the questionnaire)	**Benefit type (single answer)**
1		**What is the nature of the benefit?** Cash benefit 1; Benefit in kind 2; Both 3
2		Cash benefit 1; Benefit in kind 2; Both 3
3		Cash benefit 1; Benefit in kind 2; Both 3
4		Cash benefit 1; Benefit in kind 2; Both 3
5		Cash benefit 1; Benefit in kind 2; Both 3
6		Cash benefit 1; Benefit in kind 2; Both 3
7		Cash benefit 1; Benefit in kind 2; Both 3

- This question is important as it defines:
  - The list of programmes in each institution or agency considered as **social protection/ security provision programmes** as defined earlier (see 2.2 Scope of the survey on page 4).
  - The number of questionnaires by programme to be administered

  As a general principle: if you have a doubt about including or not programme => choose the option to include it.

  - The line number should be reported on the corresponding questionnaire (Part B. See on page 20)
- For each programme, ask for the nature of the benefit(s) provided: cash benefits, in-kind benefits or both and circle the right answer.
- Please refer to **chapter 2** for additional information about the scope of the mapping

Question Q17 – Proportion of total expenditure going to Social Protection Programmes

Q17. Percentage of total expenditure going to Social security programmes / non social security programmes (sum = 100 %)		
For social security programmes *(the one selected in the list in Q16)*	|__|__|__|	%
For other programmes	|__|__|__|	%

- The idea here is to determine the total amount spend by the institution specifically on social security using this question and the previous question on expenditure (Q14). If all the programmes provided by the institution are in the scope of this study, the indicate 100 per cent for social security programmes.
- To help in estimating the proportion of expenditure spent on social security programmes, the respondent should consider the expenditure spent on the programmes listed in Q16 comparatively to the total number of programmes (including those not mention in Q16).

Chapter 6. Programmes — Part B of the questionnaire

Reminder: there is one questionnaire Part B by programme identified in question Q16

Example

Q16. Please indicate the name and the type of social protection programmes that are implemented and managed by the institution/ agency (list of programmes)

Quest. Pg. Nber*	Programme Name Names indicated here should be repeated on the corresponding questionnaire programme (part B of the questionnaire)	Benefit type (single answer)
1	**School Uniforms**	**What is the nature of the benefit?** Cash benefit 1 Benefit in kind ② Both 3
2	**Nutriments and vitamins programme**	Cash benefit 1 Benefit in kind ② Both 3
3	**Health care provision programme**	Cash benefit 1 Benefit in kind ② Both 3

Important — Identification of programme questionnaire

Part B – **First** questionnaire

Part B – Questionnaire by programme *(one questionnaire by programme identified at the end of Part A)*	Quest. Inst. Nber	Quest Prog nber: corresponds to the line of the programme in Q16
	|_|_|_|	|_1_|

Part B – **Second** questionnaire

Part B – Questionnaire by programme *(one questionnaire by programme identified at the end of Part A)*	Quest. Inst. Nber	Quest Prog nber: corresponds to the line of the programme in Q16
	|_|_|_|	|_2_|

Part B – **Third** questionnaire

Part B – Questionnaire by programme *(one questionnaire by programme identified at the end of Part A)*	Quest. Inst. Nber	Quest Prog nber: corresponds to the line of the programme in Q16
	|_|_|_|	|_3_|

- The number of programmes listed in Q16 corresponds to the number of administered questionnaires Part B
- Please indicate in "Quest Programme Number" the number of the line for the corresponding programme in Q16.
- Once the interview is completed, check that the number of questionnaires Part B = number of programmes listed in Q16.

Overall consistency issue

The answers given at the programme level should be consistent with the overall description and characteristics provided at the institution or agency level (Part A of the questionnaire). This concerns in particular the information on:

- Target groups
- Domain of intervention
- Total budget and expenditure

,

Question P1 – General characteristics of the programme

P1a. Name of the programme

P1b. Is there any legal basis for this particular programme? (Single answer)	
Yes, a law/ decree	1
No legal basis	2
Do not know	3

P1c. Description of the programme
Main objective in wording, geographical coverage, main features, way it operates, etc.

- **P1a** - Write the name of the programme in full and check that the name in P1a corresponds to the name as written in Q16.
- **P1b**. A programme can be mentioned in the law or any legal text / document. If this is the case, circle 1 and you can ask for the reference of name of the law

P1c – Ask for the description of the programme in a few words. The idea here is to get some information on the main objectives, the geographical coverage, the history of the programme (when did it start and why), the main features and the way it operates.

It is also through this question that you could get some indications on the effectiveness of the programmes and its ability to reach its target groups and deliver the benefits.

Question P2 – Locations of the programme

P2. What is/ are the Programme location(s)? **(multiple choices)**							
Please indicate the name and the code					**Is it located in urban, rural or mixed areas?**		
	Yes	No	Label	Code		Yes	No
Region	1	2		|_|_|	Urban	1	2
District	1	2		|_|	Rural	1	2
Ward	1	2			Mixed	1	2
Shehia	1	2		|_|_|_|			

- **P2**: For region, district, ward and shehia:
- By “location” we mean the geographical scope of implementation: where the beneficiaries are located.
- Indicate the name in full and select the corresponding codes as indicated on the last page of your questionnaire to fill in the grey boxes. These codes are used for data entry
- Start by asking if the programme is located at the regional, district, ward and/or shehia levels.
- Then ask if the geographical areas covered by the programmes are urban, rural and/or mixed
- Any of these options can be selected: both of these two questions are multiple answer questions, i.e. if the programme covers rural and urban areas, select “yes” for both.

Question P3 – Time frame of the programme

P3 What is the time frame of the programme?			
Time frame of the programme		Starting date (mm/yyyy)	Ending date (mm/yyyy)
1	Time bound programme *from*	__| __| __| __| to	__| __| __| __|
2	Continuous programme *from*	__| __| __| __|	

Time frame of the programme:

The programme can be:

- Of limited duration in relation, for example, to a specific project and/ or resources. If it is the case, please ask for both the starting and ending date (expected or pre-defined) of the programme
- The programme can be continuous without any defined duration (circle 2). This is the option proposed in which you should ask for the starting date.
- Please indicate starting and ending date (if defined) in the following format:
  - Months in "mm" using 2 digits
    e.g January = 01
  - Year: YYYY
    e.g. 2008

Question P4 – Implementing partners

P4 Implementing partners: Who are the actors involved in the implementation of the programme *(Multiple choices)*	**Yes**	**No**
Other NGOs/ CBOs	1	2
FBOs	1	2
Government/Administration	1	2
Region	1	2
District	1	2
Ward or shehia	1	2
Enterprises	1	2
International agency	1	2
Foreign embassy	1	2
None	**1**	**2**
Other	1	2
Specify _____		

- Start by asking if the institution/ agency works with partner organisations, agencies or government representatives to implement its particular programme:
  - If it is not the case, circle 1 for option "None" in the list of proposed answers (line in grey)
  - If yes, proceed with the different propositions.
- This is a question with multiple choices. Please read the list and ask for each of them if these are actors involved ["Yes"(1)] or not ["No" (2)] in the implementation of the programme.
- *Other, specify*: if this option is selected, please ask for clarification and indicate it in writing.

Questions P5 to P7 – Target groups and actual beneficiaries

P5. Level of assistance	Single answer
Individual	1
Household	2
Community	3

- Please indicate whether benefits are directed at individuals, households or the community as a whole.
- Most benefits are aimed at individuals or, especially in the case of social assistance benefits, at households. Very few are those social security benefits aiming at a community.
- Benefits are directed at individuals if it is individuals who are entitled and are beneficiaries.
- Benefits are directed at households if benefit entitlements refer to the entire household, not just to a specific individual/member. This is the case for many housing benefits or means-tested social assistance benefits. In this case, eligibility for this benefit and its level would be assessed on the basis of the resources of the entire household. It may well be that benefits are physically paid to one member of the household, but it is the entire household that is considered as beneficiary.
- This is a single answer question, please circle only the appropriate level of assistance.

Definitions

Target group
- Population groups covered by the programme/ the scheme according to the legislation, statutes, or definition of the programme.
- The targeted population is not necessarily effectively reached by the programme

Actual beneficiaries
Population that is currently covered by the programme (they do receive some benefits from the programme)

Beneficiary
A beneficiary is defined as a person receiving benefits under the various risk categories. (A more detailed definition is given in question P17).

Two classifications allows to identify the target groups

Classifications by age groups
Children (with sub-categories), adult (19-59 years old) and old people (aged 60 and over) – questions P6a and P6b.

Classifications according to specific identified vulnerabilities
Classifications according to **specific identified vulnerabilities** (other than age) – as mentioned in MKUZA: Disabled, people living with HIV/AIDS, Unemployed, poor women, women headed households, poor people and "other" (widows, etc.) – question P7a and P7b.

P6a. What are the target groups and Who are the actual beneficiaries? (Multiple choices)

	Target group		Actual beneficiary	
Age group	Yes	No	Yes	No
Children	1	2	1	2
Children 0-5	1	2	1	2
Children 6-15	1	2	1	2
Children 16-18	1	2	1	2
Children cared for by elderly (over 60)	1	2	1	2
Most Vulnerable Children (MVC)	1	2	1	2
Aged 19 to 59	1	2	1	2
Elderly: aged 60 and over	1	2	1	2

P6b. What is the main target groups and Who is the main group of actual beneficiaries? (Single answer)

Age group	Main target group	Main beneficiaries
Children	1	1
Children 0-5	2	2
Children 6-15	3	3
Children 16-18	4	4
Children cared for by elderly (over 60)	5	5
Most Vulnerable Children (MVC)	6	6
Aged 19 to 59	7	7
Elderly: aged 60 and over	8	8

P7a. What are the specific target groups and Who are the actual beneficiaries? (Multiple choices)

Specific categories of people	**Target group**		**Actual beneficiary**	
Disabled	Yes	No	Yes	No
Unemployed	1	2	1	2
Poor women	1	2	1	2
Women headed household	1	2	1	2
Poor people	1	2	1	2
Other	1	2	1	2
Specify _____				

P7b. What are the specific target groups and Who are the actual beneficiaries? (Single answer)

Main specific categories of people	**Target group**	**Actual beneficiary**
Disabled	1	1
Unemployed	2	2
Poor women	3	3
Women headed household	4	4
Poor people	5	5
Other	6	6
Specify		

Target groups and beneficiary at the programme level

- **P6a** - Please read the list and ask for each age group if it applies (Yes) or not (No) as
  - Target age group and
  - Actual beneficiary of the programme.
- If the programme reaches effectively the targeted population groups, the answers are the same for both target groups and actual beneficiaries
- If a sub-age group among children is selected, please consider also the heading category "Children" as "Yes" and circle 1.
- Please refer to the respective definitions of target group and actual beneficiaries presented above

- **P6b -** This question aim at identifying the **main** target age group and main group of beneficiaries (regarding age) of the programme.
- Among the options selected in P6a, ask for the main one. One single answer is required.
  - A category of age is considered as the main one if it is the category that:
    - covers the more beneficiaries and/or
    - use the highest amount of resources in proportion of total benefit spending at the programme level

- For specific target groups and for actual beneficiaries, as in question P6a and P6b, check first for any that applies (multiple answers in P7a) and ask for the main one (single answer in P7b).
- *Other, please specify*: if this option is selected, please ask for clarification and indicate it in writing in P7a and P7b. In case the respondent mention a new category in "other", it should logically be the same in P7a and P7b.

- **P7b** - Among the options chosen in P7a, please ask for the **main** one (single answer).

Question P8 – Domains of Intervention

P8a. Domain(s) of intervention (Multiple choices)	**Yes**	**No**
Education	1	2
Health	1	2
General poverty	1	2
Food security	1	2
Other	1	2
Specify _____		

- This question is the same as question Q12 but focusing here on a specific programme
- Domain(s) of intervention refer mainly to objective(s) of and benefit(s) provided by the institution or agency.
- Question P8a allows multiple choices. Please, identify all the domains of intervention for the specific programme under study. Circle 1 (Yes) if it applies and 2 (No) otherwise.
- Only a few domain(s) of interventions are proposed as pre-coded answers. The likelihood that the respondent gives some other propositions is relatively high. Please, indicate it in "other" and write the complete and precise domain(s).

P8b. Please indicate the main domain of intervention (Single answer)	
Education	1
Health	2
General poverty	3
Food security	4
Other	5
Specify _____	

- **P8b** – If several domains of intervention have been identified in P8a, ask for the **main** one. This is a single answer question.
- The main one is the one that:
  - Covers the greatest number of beneficiaries; or
  - Counts for the higher proportion of resources used
- *Other, please specify*: if this option is selected, please ask for clarification and indicate it in writing in P8b.

Questions P9 – Types of Benefits

P 9. Nature of the benefit *(Single answer)*	
Cash transfer	1
Benefit in kind	2
Both	3

- **P9** - One programme can provide one or several benefits either in cash ("cash transfer") or in kind.
- Please, circle the appropriate answer. One single answer is required.
- Definitions of cash transfer and benefit in kind are provided below.

Definitions

Cash benefits

Benefits provided in cash such as income replacement and income support benefits, lump sum payments from provident funds, allowances and other cash payments which are not reimbursements (i.e. which do not require beneficiaries to show evidence of expenditure).

In-kind benefits

Goods and services provided directly to the recipients as well as in the form of cash reimbursements

Reimbursements

- Benefit covering the actual cost of a good or service. Requires recipients to show evidence of expenditure (e.g. funeral costs, home care costs).
- This excludes remuneration for work (wages and salaries, as well as allowances related to work such as cost of living allowances)

Reimbursement of expenditures

Always considered as in-kind benefit. Furthermore, any cash payment which is not made directly to the protected person or to a dependant of a protected person is considered as in-kind benefit (e.g. payment to health care providers).

Questions P10 – In kind benefit – Type and amount of benefit

P10a. If benefit in <u>kind</u>, what kind of benefits is provided by the programme? *(Multiple responses and amount)*			
Benefits in kind	Yes	No	**P10b. What is the average amount per beneficiary**
Food / food supplements	1	2	
School uniforms and materials	1	2	
Durable goods & equipment	1	2	
Clothing	1	2	
Training	1	2	
Prevention (awareness)	1	2	
Direct provision of health care services	1	2	
Health care: settlement or refund of bills*	1	2	
Settlement or refund (full or partial) of school fees*	1	2	
Settlement or refund of costs of funerals*	1	2	
Rent (house)*	1	2	
Other, specify:	1	2	

- Questions P10 a, b and c focuses on **benefits in kind**
- If the benefit is *in kind*, **P10a** aims at identifying what is or are the various benefits provided by the programme.
  - Please ask for all kind of benefits if it applies [Yes (1)] or not [No (2)] to the programme.
  - This is a multiple-answer question.
  - For the last 5 items, please indicate the average **<u>monthly</u>** amount of benefit per beneficiary in **P10b**.
- **P10b** is looking at the average monthly benefit level for benefits in kind that are either settlement or refund of bills.
  - If not a monthly average, please indicate the time reference on the questionnaire.
  - If not in national currency, please indicate it as well

P10c. If benefit in kind, what <u>main</u> benefit is provided by the programme? *(Single answer)*	
Food / food supplements	1
School uniforms and materials	2
Durable goods & equipment	3
Clothing	4
Training	5
Prevention (awareness)	6
Direct provision of health care services	7
Health care: settlement or refund of bills*	8
Settlement or refund (full or partial) of school fees*	9
Settlement or refund of costs of funerals*	10
Rent (house)*	11
Other, specify: _____	

- **P10c** - This question focuses on the **<u>main</u>** benefit provided by the programme. Please ask for the main one among the ones selected in Q10a.
- A benefit is considered as the main benefit of a programme if:
  - It is provided to the majority of the programme beneficiaries
  - It represents the highest share in total benefit expenditure
  - It is defined as main benefit in the programme objectives
- *Other, specify*: for questions P10a and P10c, ask if there is another benefit (not mentioned in the list) provided by the programme. If yes, ask which one.

Questions P11 & P12 – Cash transfer - Level of benefits

If cash transfer, what is the level of transfer

P11. Amount		
Currency		|__|
Unit:		|__|
Time unit:		|__|
Level of benefit: should corresponds to the answer in P5	Individual	1
	Household	2
	Community	3

- Questions P11 and P12 concern only **cash transfers**.
- If the benefit is a *cash transfer*, please indicate in **P11** the
  - **Average amount** of the transfer
  - The currency (Tanzanian shillings, dollars, euros, etc.). The preference should be given to Tanzanian shillings
  - Unit (unit, thousands, millions, etc.)
  - Time unit (daily, monthly, annually, etc.).
  - Circle one of the choices corresponding to the level of benefit. This level should be the same as the level of assistance indicated in P5.
  - Note that "Community" should normally not really apply here.

P12. Main method(s) to set the amount? (Multiple answer)		
	Yes	No
Determined by available resources	1	2
Decided by the community through meeting at the village level	1	2
Determined in relation to poverty line	1	2
Depends on the composition of the household	1	2
Depends on the size of the household	1	2
Other method, please specify	1	2

- **P12** - Please read the list and ask for each of the methods if it applies [Yes (1)] or not [No (2)] to the programme
  - *Determined by available resources* means that the level of benefit depends mainly on the total available resources at the programme level;
  - *Decided by the community through meeting at the programme level*: here the level can possibly vary according to the needs at the local/ village or community level. The level of benefit is the result of a common discussion at the community level.
  - *Determined in relation to poverty line*: this is typically the case of a programme aiming at covering a whole country or region. A fixed amount of benefit is provided for anybody who is entitled with the objective of reducing the poverty gap.
  - *Depends on the composition of the household or depends on the size of household*: means that the benefit level is increasing according the number of household members (can be number of dependents or of members below or over a certain age); or is calculated according to the structure of the household, especially regarding active age and non-active age members.
  - *Other method.* Please ask for any other method used to determine the amount of benefit and explain it briefly on the questionnaire.

If benefit <u>in kind or in cash</u>, what is the frequency of payment or provision of the benefit?

P13. Frequency of payment / provision of benefit *(Single answer)*	
One off payment / one off provision	1
Weekly	2
Monthly	3
Every two months	4
Quarterly	5
Twice a year	6
Yearly	7
Depends on available resources	8
Other, specify: _____	9

- Question **P13** concerns all types of benefits: **in kind or cash transfer**.
- If the benefit is *in kind* or *in cash*, please circle **<u>one</u>** of the choices related to the frequency of payment / provision of benefit. The question is a single answer question.
- *Other, please specify*: if this option is selected, please ask for clarification and indicate it in writing.

Questions P14 & P15 – Conditions and method of identification of beneficiaries

P14a. Is the benefit conditional or means tested? (Single answer)		
Yes	1	→ Go to next question P14b
No	2	→ Go to Question P15

P14b. If conditional, what is or are the conditions? *(Multiple answers)*					
	Yes	No		Yes	No
Targeted to a specific group *(as in P6, P7)*	1	2	Means tested	1	2
Geographical targeting	1	2	Behavioural (e.g. visit to health centre)	1	2
Other, specify:					

- **P14a** - One single answer is required.
- If the answer to P14a is "No" (2), please skip **P14b** and continue with **P15**.
- **P14b** – The benefit can be granted through one or a combination of conditions. This question is a multiple-choice question.
- Please read the list and ask for each of the condition if it applies [Yes (1)] or not [No (2)] to the programme.
- Definitions and further explanation are provided below

Definitions

Means-tested benefits

Benefits that are granted only upon proof of need. Means-tested benefits are benefits that are paid only to those whose means are below a certain threshold, that is, whose needs cannot be met out of their own resources. The means-test assesses the claimants resources in order to determine eligibility for benefit and/ or to determine the amount of benefit which will be granted. This means-test can include different types of income (such as capital, earnings, benefits and other payments), assets (e.g. savings) or other resources.

Income tested benefits

Income-tested benefits are a special case of means-tested benefit (see under this term). The assessment of a claimant's needs is based on income (as opposed to assets or other resources).

- **Definitions (cont.)**

Non-means tested benefits

Non-means-tested benefits are benefits that are granted on other grounds; the benefit may be granted based on contributory periods and other criteria, but is in no way related to the beneficiary's means (i.e. income, capital earnings, etc.) which will not be subject to assessment.

In the case of social assistance and since obtaining information on income and assets can be costly, categorical targeting relies on easily observed traits that are associated with poverty. Two kinds of traits are most common: geographic and demographic.

- Demographic indicators, such as age, sex, marital status, or disability, are more common with unconditional transfers. For example, age may act as the basis for child allowances and pensions
- Geographic indicators aim to target the poor of a particular region, and are commonly used with conditional cash transfer programmes and in response to national disasters.

A third case of non-means tested benefit is the specific case of **conditional transfers** that refers to the requirement that some conditions must be fulfilled by the recipient in order to receive the program transfer. A typical example is the eligibility to benefit conditioned by the schooling of children or by regular visits to the health centre.

In many cases, programmes use a combination of targeting mechanisms. Please ask for any that applies.

P15. What is or are the methods of identification of beneficiaries? *(Multiple answers)*		
	Yes	No
Self-identification	1	2
Home visit	1	2
Baseline survey	1	2
Selection by professional (health, teachers)	1	2
Selection by local authorities	1	2
Selection by community	1	2
Other, specify	_____	

- **P15** - Please read the list and ask for each method of identification of beneficiaries if it applies [Yes (1)] or not [No (2)] to the programme.
- This is a multiple-choice question.
- Some explanations on different methods of identification are presented below.

- **Definitions**

Self-identification method

Self-identification method is also called self-targeting. This method relies on a characteristic of a universal transfer programme that is designed to be attractive primarily to the poor. The non-poor is supposed to voluntarily choose to forego the potential benefit – either because of the costs of participating, the resulting stigma, or the associated conditionalities (work requirements, access costs, or fulfilment of designated activities such as children attending school, household members visiting clinics or other conditionality requirements).

Home visit

Home visit means that the selection of beneficiaries requires a direct face-to-face contact to evaluate their needs and the eligibility to benefit.

- **Definitions [cont.]**

Selection by professional (health, teachers)	This method is used in particular for the selection of people with disability. The determination of disability is often a complex individual medical assessment, frequently requiring a visit to a health clinic or doctor. But it is also a common method used for conditional cash transfer when the condition is the schooling of children.
Community-based targeting methods	Community-based targeting is a relative newcomer among the various methods, but its essential principles have supported informal mechanisms of social protection for centuries. Community-based targeting can be defined as "a state policy of contracting with community groups or intermediary agents to have them carry out one or more of the following activities: 1) identify recipients for cash or in-kind benefits, 2) monitor the delivery of those benefits, and/or 3) engage in some part of the delivery process. The two last options proposed enter in this category: • Selection by local authorities in the community; • Selection by community in which the process of selection is not performed only by authorities but enlarged to other actors in the community. This is done for example in the course of public meetings with elected community representatives.

Questions P16 – How beneficiaries know about the programme?

P16. How do beneficiaries know about the programme? *(Multiple answers)*					
	Yes	No		Yes	No
Public announcement	1	2	Newspaper	1	2
Home visit	1	2	Social workers	1	2
Advertising on the radio/ TV	1	2	Other, specify	1	2
Other, specify:	_____ ..				

- **P16** – Please read the list and ask for each item if it applies [Yes (1)] or not [No (2)] to the programme.
- Ask for any "other" means used to advertise the programme to the potential beneficiaries.

Questions P17 – Total number of beneficiaries

P17. Total number of <u>beneficiaries</u> and if not, total number of cases *Reference period (last budget year – same as in question Q13 and Q14, otherwise indicate)*				
	Cases	Beneficiaries		
	Total	Total	Men	Women
For all target groups				
If several target groups and if available:				
Children (total, boys & girls)				
Working age				
Elderly				
Disabled				
Unemployed				
Poor women				
Women headed household				
Poor people				
People living with HIV/AIDS				
Other, specify _____				

- This question is particularly important, as it is the one that will allow estimating the coverage of the present non-contributory social provision in Zanzibar.
- Start by asking for the total number of beneficiaries for the programme
  - Total number as well as total number of women and men separately
- Then, if data are available, ask for number of beneficiaries by sex for specific groups as previously defined.
- Please ask for the reporting period and indicate if different from the one mentioned at the top of the questionnaire
- *Other, specify*: if this option is selected, please ask for clarification and indicate it in writing.
- Definitions of beneficiaries and cases are provided below.

If not available, please, give estimates

P18. Estimate the total number of beneficiaries (unit)			
Estimate number of beneficiaries for all target groups	Total	Male	Female

Indicate if numbers correspond to: Should corresponds to what is indicated in P5	Individuals	1	Households	2

- As this is important information to get through this mapping exercise, if no official data are available, please ask for an estimate of
  - The total number of beneficiaries
  - How many are women and how many are men
- In doing so, please ask on which basis this number is estimated and explain it in writing on the questionnaire
- For all figures in question P17 and P18, indicate if the total number is individuals or households. Indicated numbers should preferably refer to individuals.
- If the benefit targets households, try to get an estimate of the total number of individuals covered. A common method is to multiply the average household size **X** by the number of households effectively covered by the programme.
- Please ask for the reporting period and indicate if different from the one mentioned at the top of the questionnaire

Definitions

Beneficiary

A beneficiary is defined as a person receiving benefits under the various risk categories. This includes:

- Individuals who receive a benefit acquired in their own right
- Dependants who acquire the right to a social security benefit on the death of a protected person: the survivors' benefit category (including survivors in the employment injury and occupational disease category).

In most cases, the number of beneficiaries refers to **individuals**, but in certain cases, it may refer to **households** (e.g. as in housing benefits). Please clearly indicate it on the questionnaire

Case

Each time a benefit is awarded, a new case is opened (please note that this refers to the decision of granting a benefit, not to each payment). It is important to distinguish the terms “case” and “beneficiary”. While “beneficiary” refers to a person, “case” refers to an administrative procedure. Especially for short-term benefits, it may be that one beneficiary claims benefits more than once during a year, and thus accounts for two or more cases.

P19. Please, could you estimate the number of beneficiaries from this particular programme who also benefit from any of the programmes listed in Q16.			
Estimate number of beneficiaries for all target groups	Total	Male	Female

- The main objective of the question **P19** is to estimate the extent of double counting, namely beneficiaries that are covered by different programmes in the same institution.
- Please ask this question in reference with the list of programmes identified in question Q16, listing all the social protection programmes provided by the institution.
- You can first ask if any beneficiary from that specific programme can also benefit from any other social protection programme among those provided by the institution.
- Note, that if only one programme has been identified in Q16, this should be equal to zero and you can skip this question.
- Please ask for the reporting period and indicate if different from the one mentioned at the top of the questionnaire

Questions P20 & P21 – Annual budget and annual expenditure

P20. Please, indicate the Total Annual budget (last budget year) for that specific programme. Preferably annual budget will be expressed in thousands of Tshs.		
Total annual budget	|_____|	
Currency*		|__|
Unit*		|__|
Time unit * (if not annual)		|__|

- **In questions P20** and **P21** annual budget and total expenditure refer to each specific programme.
- Please, use predefined codes for currency, unit and time unit from the list at the end of the questionnaire. Without this information, annual budget and expenditure data are useless.
- Please ask for the reporting period and indicate if different from the one mentioned at the top of the questionnaire

P21. Please, indicate the Total Annual expenditure spent on the programme. Preferably annual expenditure will be expressed in thousands of Tshs.			
	Benefit expenditure	Operating cost: Administration and salary	Total annual expenditure
Amount			

	Label	Code
Currency*		|__|
Unit *		|__|
Time unit* (if not annual)		|__|

- For annual expenditure, try as much as possible to get data on expenditure disaggregated in;
  - Benefit expenditure
  - Administration cost
  - (see definitions below)
- Expenditure data are **crucial.** If the required information is not available, ask for estimates of:
  - Total expenditure (in necessary)
  - The proportion of administrative cost in total expenditure
  - The proportion of benefit expenditure in total
- In case, indicated expenditure are estimates, please write it clearly on the questionnaire.
- Note that sum of the total expenditures for all social protection programmes listed in Q16 cannot be superior to the total expenditure indicated in Q14 at the institution/ agency level. The same comment applies for annual budget.

Definitions

Total expenditure	Total expenditure is equals to the sum of • Benefit expenditure • Administration costs
Benefit expenditure	**Benefit expenditure**: Social protection benefits are 'transfers' (in cash or kind) provided to an individual or household on the basis of an entitlement or need
Administration costs	**Administration costs** include any management and administrative expenditure incurred by the scheme directly responsible for the provision of social protection benefits Examples. Salary and allowances of administrative staff including employers' social insurance contributions, running expenses of administrative offices, reinsurance expenditure

Questions P22 & P23 – Additional Suggestions

P22a. Is there a monitoring information system for the programme? **(Single answer)**	
Yes	1
No	2

P22b, Is the system…	Yes	No
Operational	1	2
Regularly updated	1	2
Computerised	1	2

- A distinction is usually made between monitoring and evaluation; in practice the distinction is however not always obvious. The two techniques are, in fact, related and complementary and involve many of the same tools.
- Monitoring maybe defined as a continuous activity that consists of:
    - Overseeing the proper execution of the scheduled programme of activities
    - Providing the timely information needed for sound management and effective decision-making
- A monitoring system may be defined as a complete set of procedures, tools, information flows and responsibilities that allow for the collection and processing of data in the monitoring process.
- Management information systems (MIS) constitute an important tool for enabling monitoring information.
- Start asking if there is a monitoring system. If yes in P22a, please proceed with P22b.
    - P22b is a multiple-choice question

P23a. Is there an evaluation information system or procedure for the programme?	
Yes	1
No	2

P23b. Is this evaluation…	Yes	No
Internal regular	1	2
Internal once	1	2
External	1	2

- Evaluation is a periodic activity. Generally speaking, evaluation involves assessing whether stated objectives have been achieved in whole, in part or not at all.
- The evaluation may concern the whole institution or agency, the whole programme or only certain actions of the programme. It can be internal or external and either punctual or periodic.
- Please ask if there is an evaluation information procedure for the programme and if yes in P23a, proceed with P23b.
    - P23b is a multiple-choice question
    - Go through each of the each sub-section and ask if it applies [Yes (1)] or not [No (2)].

Questions P24 – Main Problems and constraints of the Programme

P24a. What are the problems/ constraints you are facing at the programme level *(Multiple choices)*		
	Yes	No
Weak delivery capacity: lack of financial resources	1	2
Weak delivery capacity: lack of human resources	1	2
Limited effective coverage	1	2
Problem in identifying beneficiaries	1	2
Problems in selecting/ prioritizing beneficiaries	1	2
Weak management information system	1	2
Other: Specify	1	2

- **P24a** - Please read the list and ask for each problem/constraint if it applies [Yes (1)] or not [No (2)] to the programme
- *Other, specify*: if this option is selected, please ask for clarification and indicate it in writing.
- Do not hesitate to ask for further comments on possible constraints that are selected in P24a.

P24b. Among the problems/ constraints mentioned in P24a, please indicate the <u>main</u> one *(Single answer)*	
Weak delivery capacity: lack of financial resources	1
Weak delivery capacity: lack of human resources	2
Limited effective coverage	3
Problem in identifying beneficiaries	4
Problems in selecting/ prioritizing beneficiaries	5
Weak management information system	6
Other: Specify	

- **P24b** - This question is to identify the **<u>main</u>** problem / constraint faced at the programme level among the ones mentioned in P24a. Please circle only one choice.
- If it is not clear, ask why this is considered as the main problem or constraint.
- If “other” option is selected, please ask for clarification and indicate it in writing.

As an overall observation, do not hesitate to add any comment that can help in understanding the information collected through open-ended questions.