



**EXPANDING
SOCIAL
PROTECTION**

SAGE Beneficiary Satisfaction Survey

Final Draft Report

May 2018

The second phase of the Expanding Social Protection Programme (ESP II) is implemented by the Ministry of Gender, Labour and Social Development, funded by the UK Department for International Development and Irish Aid, and managed by Maxwell Stamp PLC in association with Development Pathways.



Table of Contents

1. Background and Introduction	1
2. Scope of Work.....	1
3. Beneficiary Satisfaction Survey Findings.....	2
4. Programme and Programme Management Satisfaction	17
5. Constructing the SCG Beneficiary Satisfaction Index - Methodology	23
6. Detailed BSI Computations	25
Annex 1	30

Acronym List

BSI	Beneficiary Satisfaction Index
CDO	Community Development Officer
DFID	Department for International Development (UK Government)
ESP	Expanding Social Protection (Programme)
LC1	Local Council 1
LC	Local Council
LG	Local Government
M&E	Monitoring & Evaluation
MERL	Monitoring, Evaluation, Research and Learning
MIS	Management Information System
PBU	Post Bank Uganda
PDC	Parish Development Committee
SACCO	Savings and Credit Cooperative
SAGE	Social Assistance Grants for Empowerment
SCG	Senior Citizens' Grant
SMS	Short Message Service, or 'text message'
SPO	Senior Programme Officer
Ushs	Ugandan Shillings

1. Background and Introduction

As part of the 2016 DFID annual review recommendations, the programme was advised to document the number of disabled elderly persons receiving the Social Assistance Grant. This and best practice require that different development programmes provide disaggregation of beneficiary data to inform programme design, funding, referrals and policy development. In this case the disability data is not intended to make funding decisions but to provide a disaggregation for different stakeholders and possibly referrals.

Under output 3, ESP is expected to deliver regular and reliable payments to SCG beneficiaries on a national scale and the percentage of beneficiaries satisfied with SAGE (disaggregated by gender) is one of the indicators being tracked at this level. The current source of beneficiary satisfaction has been the pay-point exit survey. However, the pay-point survey was identified as an unreliable source of information because of its shortcomings. For example:

- Mood of the beneficiaries immediately after payments doesn't provide an uninfluenced environment for making meaningful responses by the beneficiaries. Beneficiaries are assumed to be happy right after they have been paid, potentially creating a bias towards a 'satisfied' answer the on programme satisfaction indicator.
- Capacity by the parish chiefs to execute the survey is limited due to 1) limited manpower (the same parish chiefs collecting data are in charge of so many activities at the pay point in a short period of time) and; 2) limited skills required to executed the survey.
- Sampling and sample size determination had some challenges. The desire to have a more representative sample using a more robust sampling technique.
- The questions used to assess beneficiary satisfaction need to be reviewed and revised to suite the current requirement.

Following the above shortcomings, the annual review team (DFID) and internal auditors recommended that ESP seeks a more robust approach to measuring beneficiary satisfaction. As such, the programme has undertaken a beneficiary satisfaction survey that uses more acceptable sampling and data collection methods, which provides a more robust approach. The survey will also include other questions that the programme thought would be good for programme improvement and advocacy.

2. Scope of Work

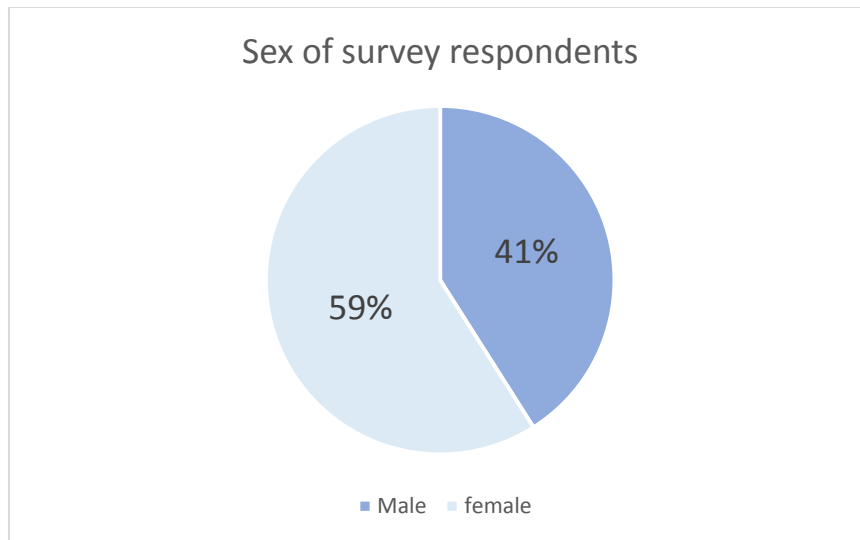
This draft report presents results of analysis of the data collected from the beneficiary satisfaction surveys mentioned above. Annex 1 provides a detailed description of the methodology and analysis undertaken.

3. Beneficiary Satisfaction Survey Findings

The survey covered about 2,600 beneficiaries from six SAGE programme regions. The findings of the survey are presented below as per the methodological and analysis note in Annex 1 of this document.

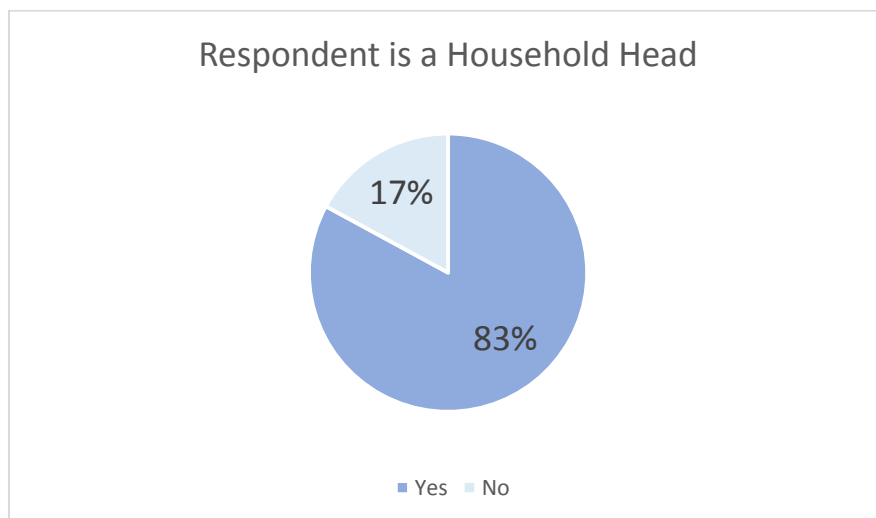
Sex Disaggregation of the Respondents

Approximately six out of ten of the respondents of the customer satisfaction survey were male, while four were female.



Respondents Household Heads

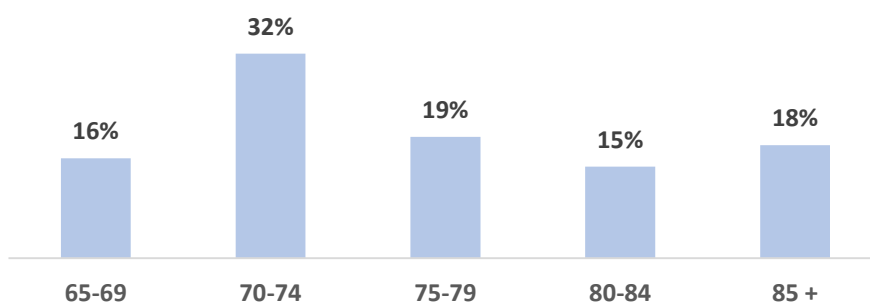
The figure below shows that 83% of the respondents were household heads.



Age Group of the Respondents

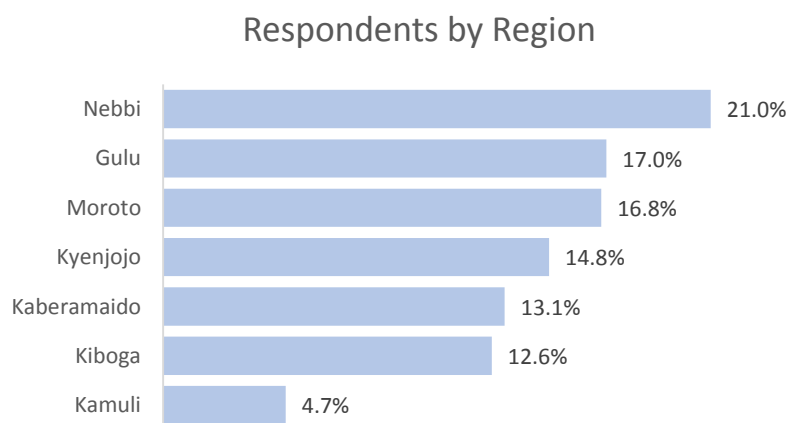
Of beneficiaries interviewed, 32% were aged 70-74 years and approximately 1 in 2 (51%) were in the age group 70-79 years. Respondents' age distribution closely mirrors the age distribution of seniors. The relatively smaller representation among the older age groups is reflective of the death rate.

51% of the beneficiaries are between 70 - 79 years of age



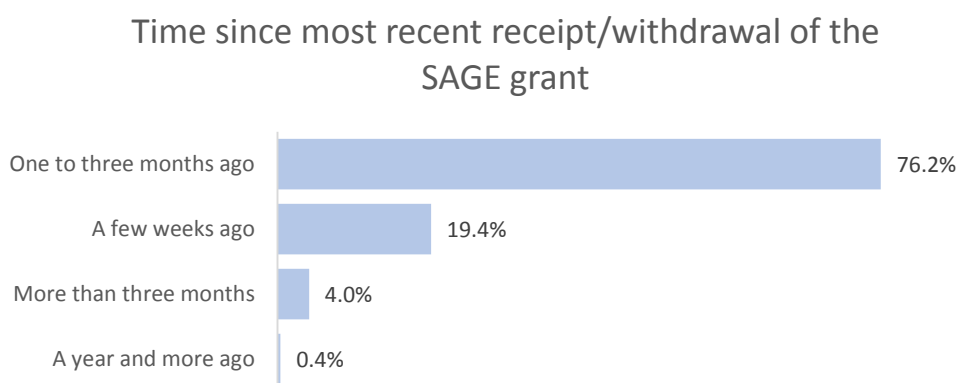
Region of Residence of the Respondents

The survey respondents were fairly distributed across the programme regions except for Nebbi and Kamuli regions, which respectively had much higher and lower representation than the other regions.



Qn.1. When did you last receive/withdraw your SAGE grant?

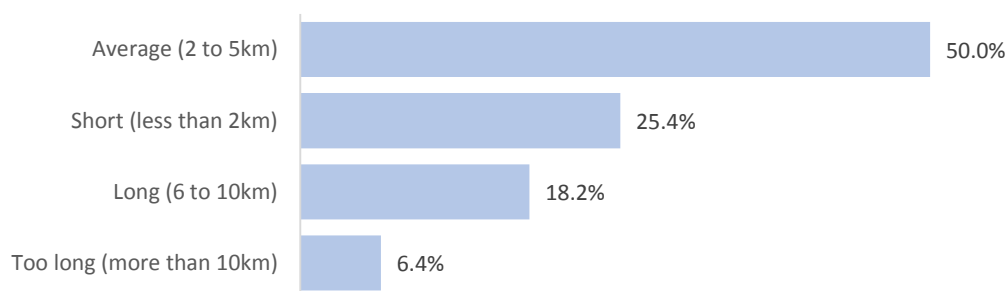
A majority of the beneficiaries, 76% of those interviewed, indicated that they last received/withdrew their grant, one to three months ago. The 76% includes beneficiaries who were paid in the last two months as per programme schedule of once every two months. Thus 4 out of every 100 beneficiaries either had accessibility challenges in the last three months or were saving their grant in the system. The chart below presents the detailed distributions of respondents regarding their last withdrawal of the grant.



Qn.2. How would you rate the distance between your home and the pay point?

Asked to estimate the distance between home and the pay-point, 3 out of every 4 beneficiaries responded that the pay-point is at least two or more kilometres away from home. While 1 out of every 4 beneficiaries indicated that the distance to the pay-point is too long (more than 10km). The response categories to this question do not help to conclude on whether the pay-points are in a manageable distance for the seniors or are too far for their home. Nevertheless, the programme will need to compare these responses to the programme policy about acceptable distance that the seniors are expected to move to the pay-points.

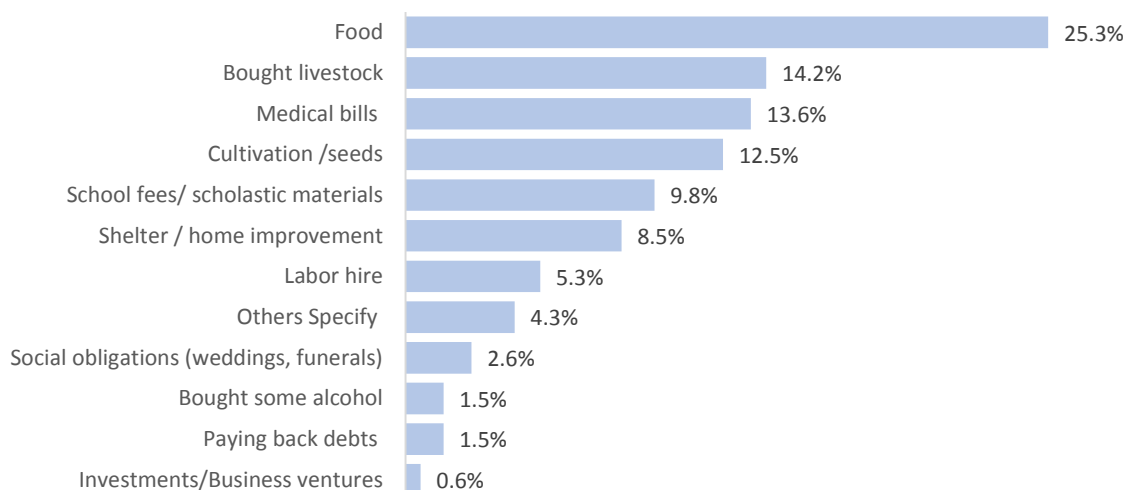
Distance between beneficiary residence and paypoints



Qn.3. How did you use the SAGE grant that you received?

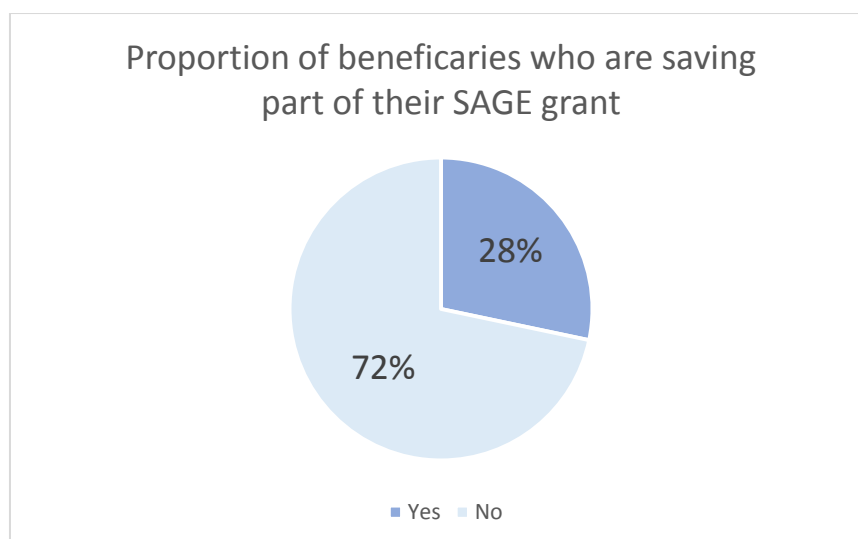
The use of the grant was reported to vary from acquisition of basic human needs (food, medicine and education) at approximately 49% of total spend, to social obligations (weddings, funerals) accounting for about 3%, short term investments in (hire of labour, cultivation and farm inputs) accounting for about 19%, to medium/long term investments like small business ventures (0.6%), purchase of livestock (poultry, goats and to a few cases of cows) (14.2%), to shelter/home improvement accounting for 23%. The responses illustrate that the beneficiaries are using about 50% of the grant for consumption and the other 50% on investment. Thus, the SCG is likely generating a multiplier effect, by which the communities in which the beneficiaries reside can also benefit from the grant.

Beneficiaries claimed use of the SAGE grant



Qn.4. Are you saving part of your SAGE grant for any purpose?

Asked whether they save part of their grant, 3 out of every 10 (28%) beneficiaries reported saving part of their grant as shown in the pie chart below. By design the grant is meant to help the senior citizens improve their living conditions by buying food, medicines, and any other household requirements (basic needs), some of the beneficiaries are able save some of the grant for future use.



On average beneficiaries reported saving approximately 29,000Ushs which is about two thirds of the payment they receive after every two months. The beneficiaries reported saving as small as 500 shillings to a maximum cumulative value of one million shillings.

Qn.4_1. If Yes, how much do you save?

savings	mean	min	max
amount saved	28,881.02	500	1,000,000

Qn_4_1_Savings_Amount

How much do you save the last time you saved?

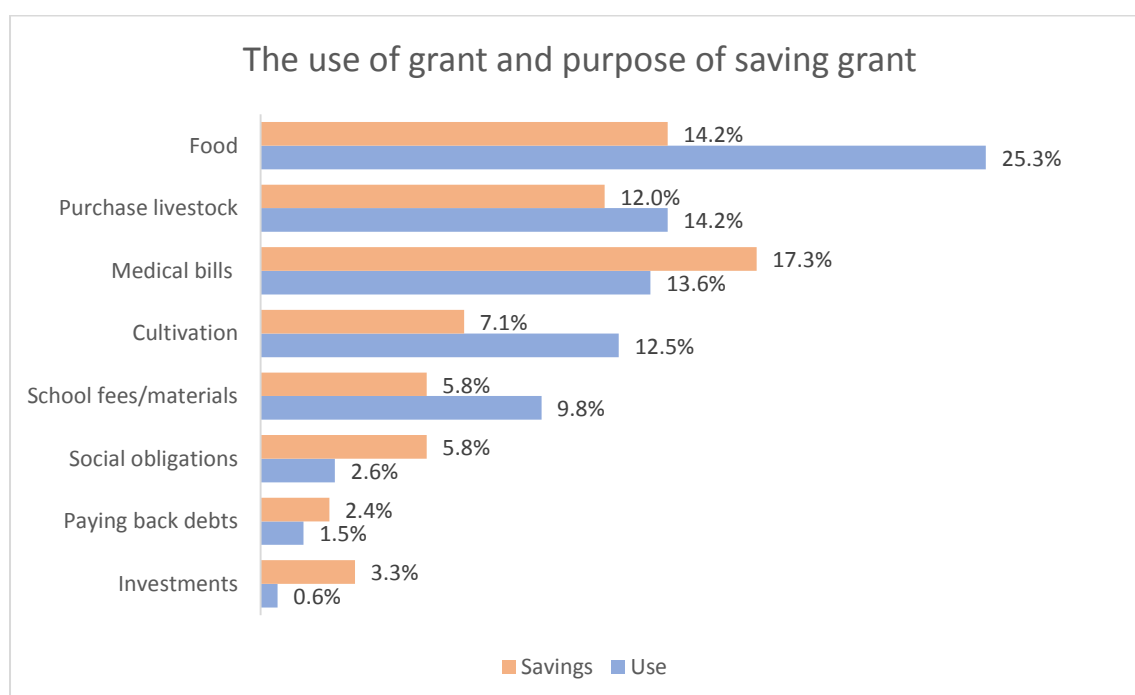
beneficiary savings	Frequency	Percentage
50000 and below	678	93.3
50001 to 100000	34	4.7
100001 to 150000	1	0.1
150001 to 200000	5	0.7
200001 and above	9	1.2
Total	727	100

Qn. _4_2 Use of Savings

Looking at the distribution of the amount saved above, it clearly emerges that the majority of beneficiaries are saving a proportion of their grant since 9 out of every 10 (93%), responded as saving 50,000Ushs or less, which is the amount of grant value they receive every two months. This seems to suggest that the grant is highly associated with some saving culture of the beneficiaries.

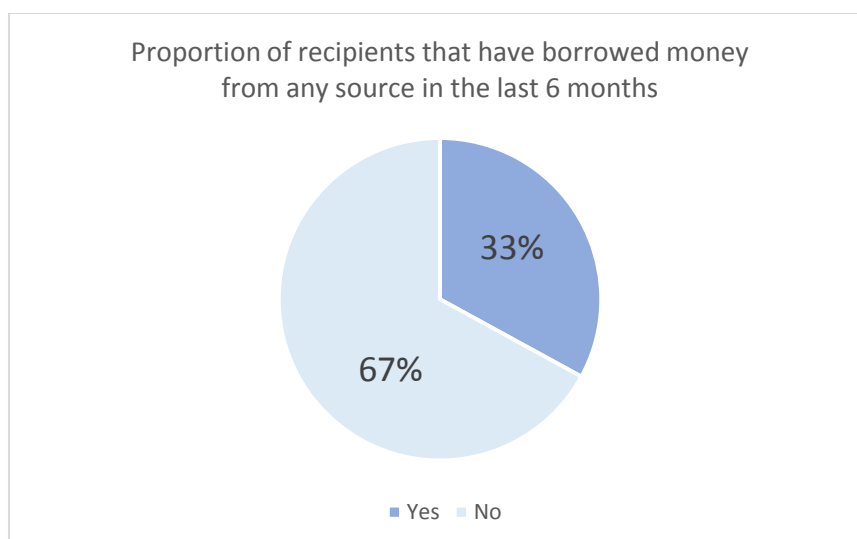
The purposes for saving the grant closely mirrors the use of the grant by beneficiaries. The leading use of savings is medical (17%), followed by basic needs and future use at 14% and 13% respectively. The need to invest in livestock/poultry comes next at 12%.

Purpose of saving	Frequency	%
Medical	150	17
Basic needs (food, water, clothes, shelter)	123	14
Future use	115	13
Livestock/Poultry	104	12
Care for grandchild/orphans	68	8
Cultivate gardens/food	61	7
Scholastic materials/fees	50	6
Social obligations/Festivals	50	6
Emergency	37	4
Small business	29	3
Saving/Sacco	27	3
Assets/Land Acquisition	21	2
Debt payment	21	2
Transport	9	1
Total	865	



Qn.5. Have you borrowed money from anyone/any source in the last six months?

Asked whether they had borrowed any money, 1 out of every 3 (33%) responded that they had borrowed money in the last six months. This seems to suggest that the beneficiaries can borrow since they know that every two months they receive some income (predictability of the grant), but also people in their communities are willing to lend to them because they are aware that the seniors will receive some income from the grant.



The primary use of borrowed money was reported as being for basic needs and medical costs at 24%, cultivating food and garden inputs was next at 13%, and paying school fees and buying scholastic materials was reported by 10%.

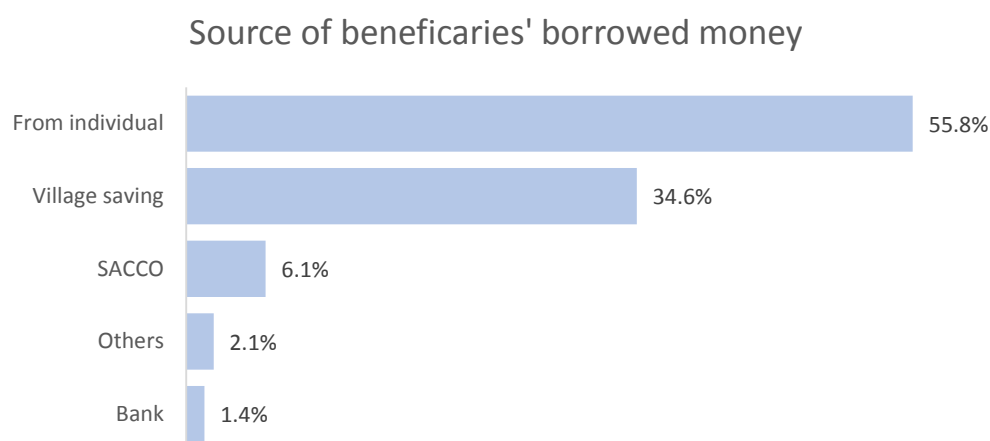
Purpose of borrowing	Frequency	%
Basic needs(food/clothes)	241	24
Medical	241	24
Cultivate food and garden inputs	130	13
School fees/Scholastic material	101	10
Hire Labour/Land	57	6
Emergency	50	5
Building/shelter improvement	42	4
Funeral/Social obligations	40	4
Family problems	30	3
Group contribution/Debt payment	30	3
Small business	22	2
Livestock and poultry	13	1
Transport	10	1
Total	1007	100

The factors that drive the beneficiaries to save and/or borrow money are the same, i.e. basic needs (food, clothing), medical, school fees/scholastic materials and investment in food production (hire of labour to cultivate, purchase of seeds, and purchase of garden inputs) and investment in small livestock and poultry. The results above demonstrate that the senior citizens have a consistent rational behaviour in their decision-making process that is based on making choices that result in the most optimal level of benefit or utility.

Qn.5_1. If yes from where?

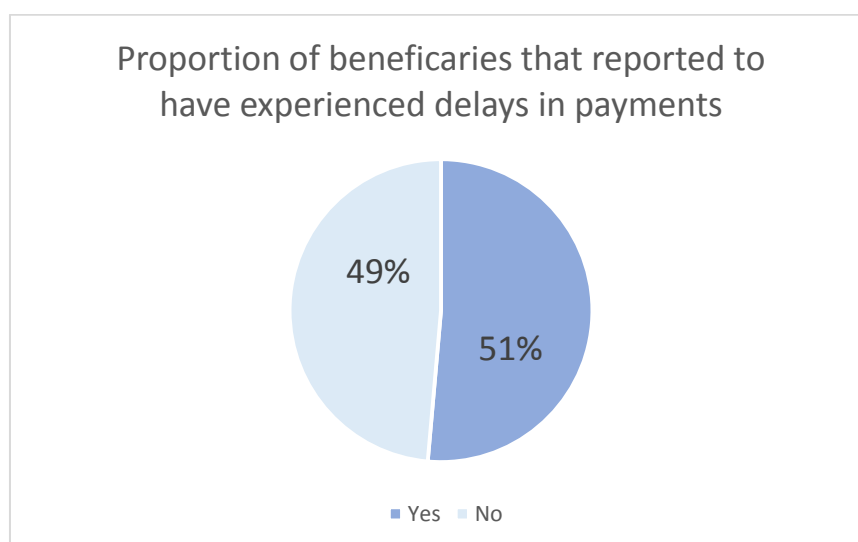
The main sources of borrowing were reported as individuals and village saving groups at 56% and 35% respectively. Individuals are the leading source of borrowing for the senior citizens, which is a clear testimony that the seniors are trusted by the people in their communities and people know that the seniors have the capacity to pay, once they receive their grant. Secondly the senior citizens appear to be trusted in the village savings groups, and at the same time some are also members of these village saving groups from which they borrow money. The SACCOs, though not so pronounced,

were also reported as a source of borrowing for the beneficiaries at 6%. The beneficiaries are involved in the village borrowing business and by extension, the village economy. The SAGE grant therefore has a multiplier effect to the village and community economies in the which the beneficiaries live.



Qn.6. Have you experienced a delay in your payments?

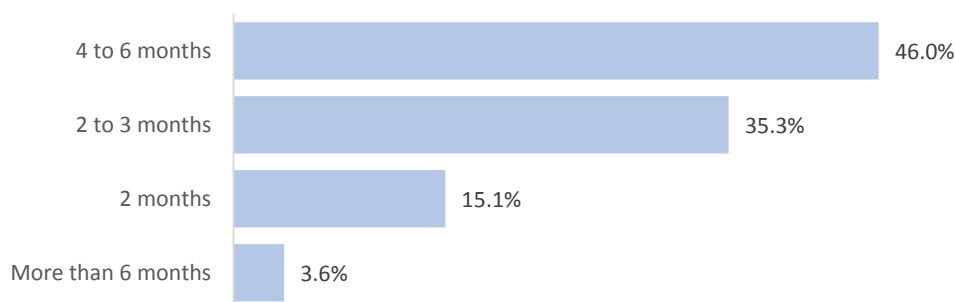
Asked whether they had experienced any payment delay, 1 out of 2 (51%) beneficiaries responded that they had experienced payment delay. Delays affect predictability of the grant for beneficiaries, although now, as already noted above, payment delays have not been reported to have resulted in beneficiaries borrowing money. A statistic of 1 in 2 beneficiaries experiencing a payment delay is a high proportion, suggesting that the programme needs to engage the payment service provider to establish the possible causes of payment delays to have them fixed. The delays need to be immediately addressed to uphold the satisfaction of the beneficiaries.



Qn.6_1. If yes, what was the length of the delay?

About half (46%) of the beneficiaries who reported having experienced a payment delay indicated that the length of payment delay was four or more months. Since 50% of the respondents had experienced payment delays, it means that about 25% of the surveyed beneficiaries had had their grant delaying for 4 months or more. The MIS review report noted that payment complaint resolution was on average taking 6 months, which further validates the result. The programme needs to establish the cause of payment delay.

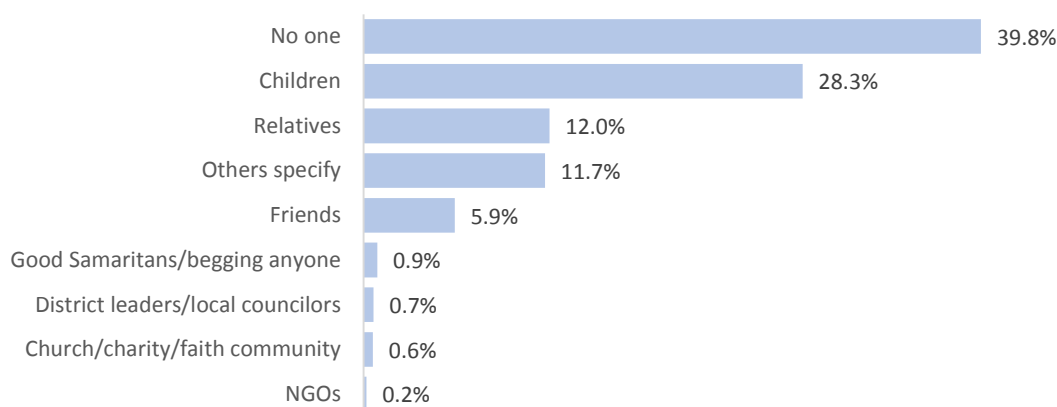
Length of Payment Delay



Qn.7. If the payment delays, who do you turn to for assistance to meet your needs?

When payments delay, 40% of the beneficiaries reported opting to ask family members for assistance, while another 40% indicated that they have no one else to support them.

Source of finance for beneficiaries when payment delays occur



Qn._7_1 others specify (qualitative analysis)

The 11.7% of respondents that sourced from 'others' for question 7 reported that they borrow from various sources such as SACCOs/village saving associations, selling of crops/livestock providing causal labour, or borrowing from neighbouring shops to cover for the delay in payment. If there are no SACCOs/villages savings groups that are accessible to the beneficiary, delays in payments lead to beneficiaries depleting their food stock or the assets accumulated, such as small livestock. Those without food/asset stocks, if still energetic, offer causal labour by digging for other community members. Delays in grant payment are quite detrimental to the beneficiaries' wellbeing in that they reduce the resilience of the beneficiaries as well as their ability to meet their basic needs.

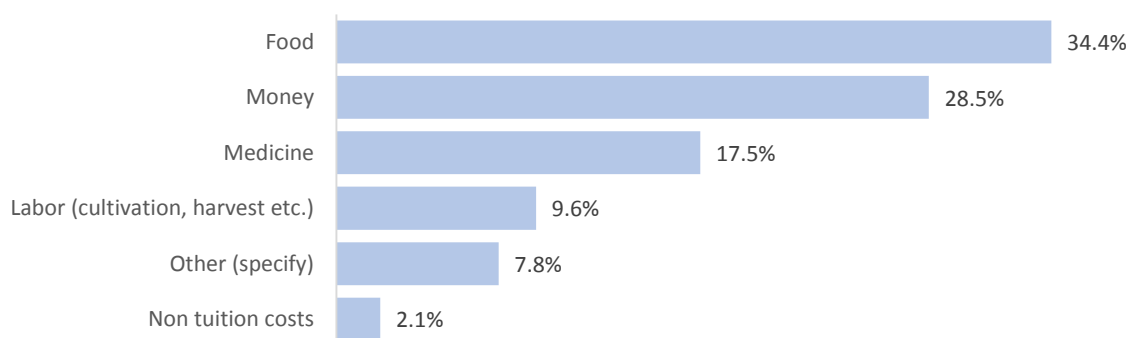
Other sources of borrowing for beneficiaries experiencing delayed payments

Turn to for assistance	Frequency	Percentage
Village savings group	47	30.7%
Sell crops	21	13.7%
Casual labour digging	12	7.8%
SACCO	10	6.5%
Sell livestock	10	6.5%
My gardens	8	5.2%
Small business	7	4.6%
Spouse	7	4.6%
Casual labour	6	3.9%
Neighbouring shop	5	3.3%
Personal savings	5	3.3%
Borrowing	4	2.6%
Grand children	4	2.6%
Loan from group	4	2.6%
Rent out my land	3	2.0%
Total	157	100

Qn.8. In case you receive any help in Qn.7, what form of help?

The beneficiaries who received help indicated that this is mostly provided in the form of food, money and medicine, each accounting for 34%, 26% and 18% respectively. These responses are in line with the purpose for which the beneficiaries reported using the grant (*food and medical at 25% and 14% respectively*). The help that was specified under others mainly included soap (25%), clothing (15%), salt (8%) and medical and personal care at 4%.

Form of help for beneficiaries who receive help when experiencing payment delays



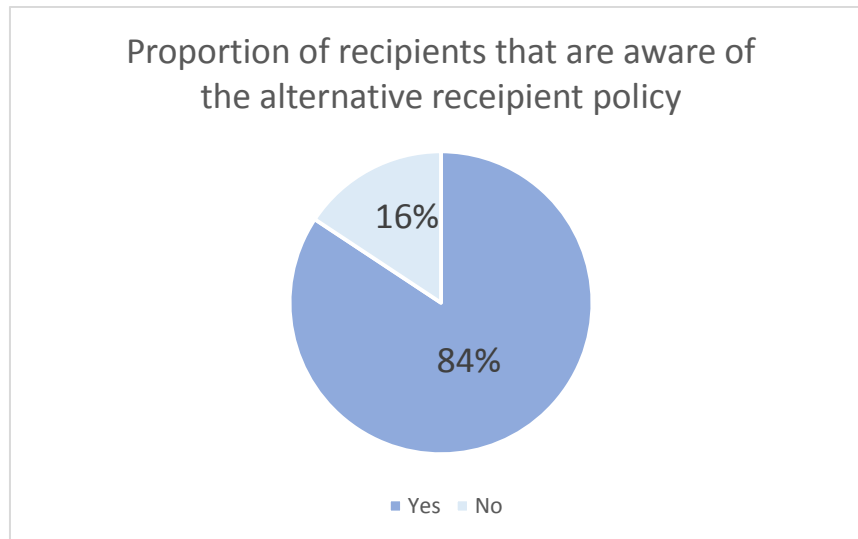
Qn._8_1 Other specify- qualitative analysis

Form of help	Frequency	%
Soap	18	25%
Clothes	11	15%
Salt	6	8%
Food	3	4%
Medical care	3	4%

NB: Responses below 4% omitted

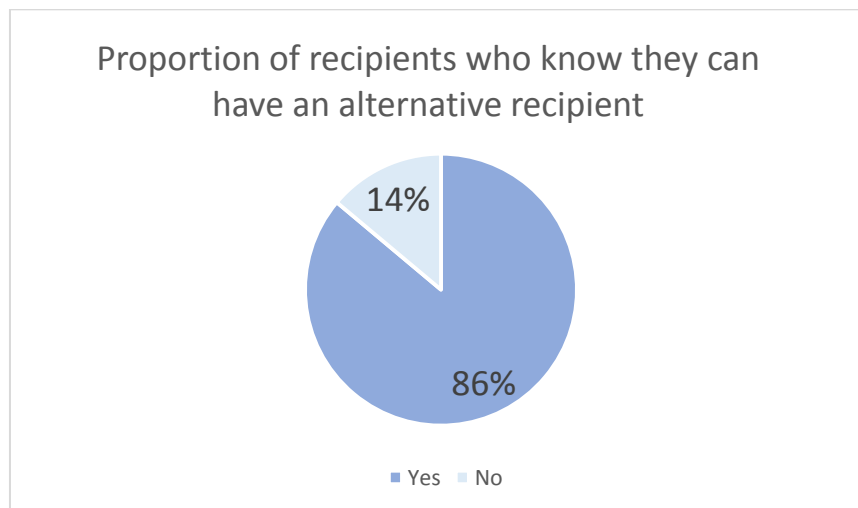
Qn.9. Do you know what an alternative recipient is?

Asked whether they know what an alternative recipient is, 84% of beneficiaries responded in affirmative. This indicates that beneficiaries are knowledgeable about the programme's principle of beneficiary representation by a nominated person, referred to as an alternative recipient, who can receive the grant on behalf of a programme beneficiary.



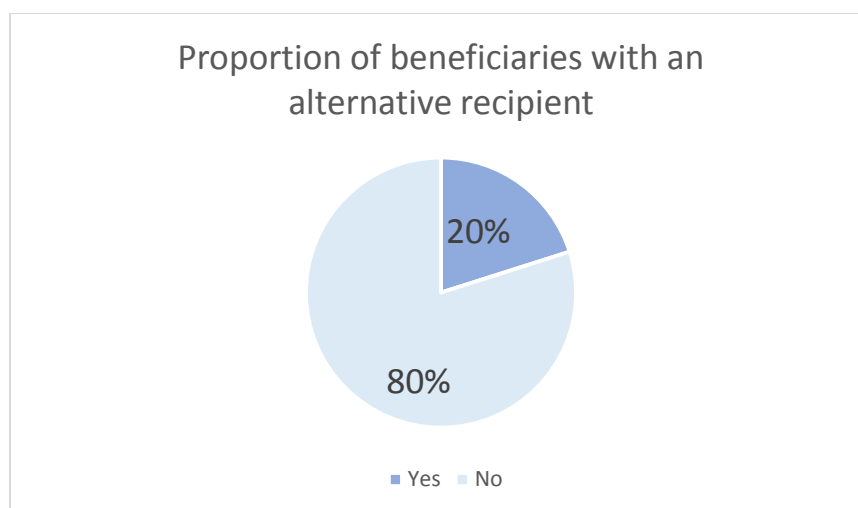
Qn.9_1. Do you know you can have an alternative recipient?

Similarly, when asked whether they are aware of the process to alternative recipient, 9 out of every 10 (86%) of beneficiaries confirmed that they were aware of this.



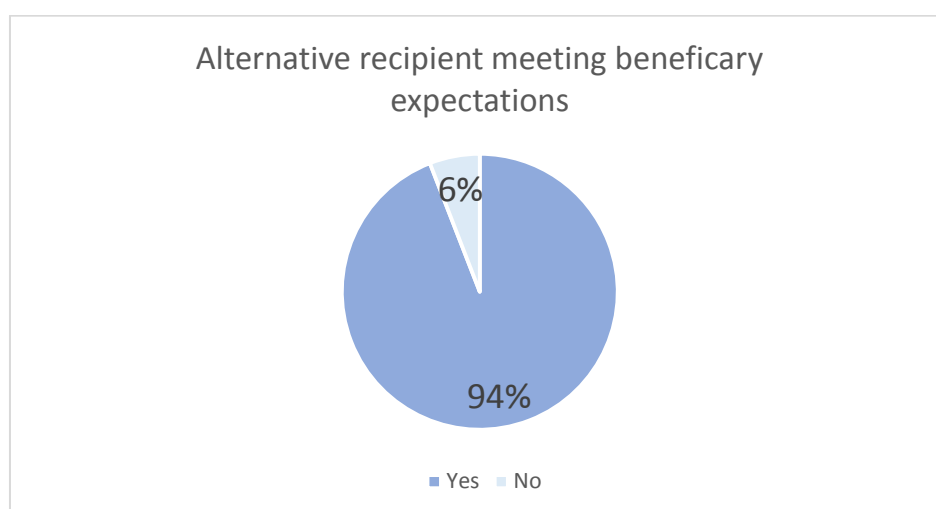
Qn.9_2. Do you have an alternative recipient?

One out of every five (20%) beneficiaries interviewed responded that they had an alternative recipient to represent them at the pay-point during the payment period.



Qn.9_3. If yes, is the alternative recipient meeting your expectations?

Of the 20% who reported having an alternative recipient, 94% reported that the alternative recipients met their expectations in collecting and delivering the payment on their behalf. Almost all respondents who have alternative recipients indicated that they were meeting their expectations, implying that they were going to the pay-point on the beneficiary's behalf, collecting the money and delivering it to the SAGE programme beneficiary.



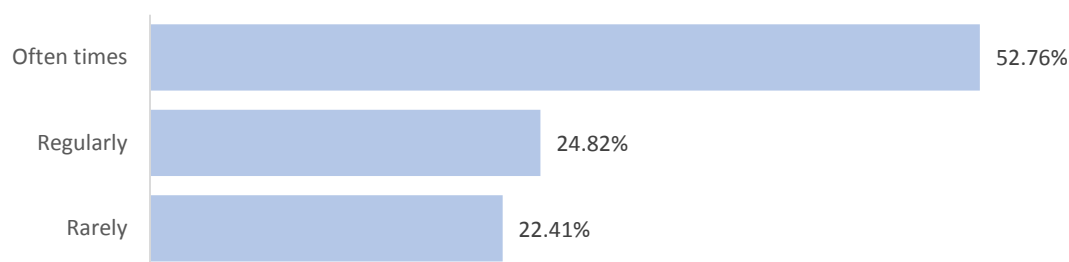
Qn.9_4. If no how can this be improved? (qualitative)

The beneficiaries reported that some of the Post Bank staff do not honour alternative recipients as representatives of beneficiaries, while other Post Bank staff were reported as claiming that the alternative recipients are young and they cannot transact on behalf of the beneficiaries. The issue of lawful age of the alternative recipient should be addressed by the programme. The responses seem to suggest that some seniors may have registered their grandchildren (below 18 years) as alternative recipients who the PBU staff do not consider as qualifying so further monitoring and actions need to be taken to address this.

Qn.10. How often do you get information about the Programme?

Regarding the frequency of getting programme information, 1 out of every 4 (25%) reported that they regularly get programme information, while 53% of beneficiaries reported often getting programme information. Overall 78% of beneficiaries reported at least often times receiving programme information.

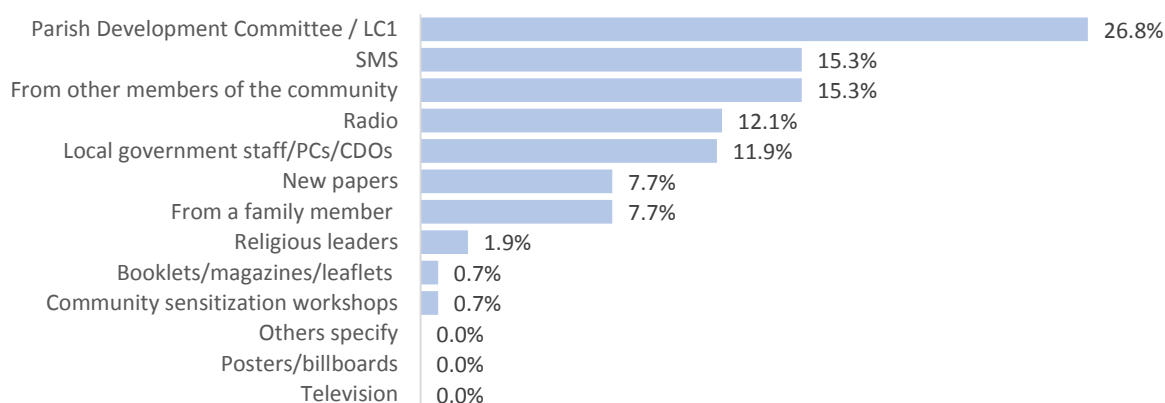
How often the beneficiary reported to get information about the programme



Qn.11. What are the major sources of programme information e.g. how did you know about the last payment?

The major source of information reported by the beneficiaries are: 1) Parish Development Committees/LC1s; 2) other members of the community; and 3) SMS, accounting for 27%, 15% and 15% respectively. There are no dominant sources of information regarding programme information. With the exception of SMS, the major sources are largely word of mouth (informal sources of information). The radio as a source of information was reported by 12% of the beneficiaries, followed by Local government staff/PDCs/CDOs at 12%.

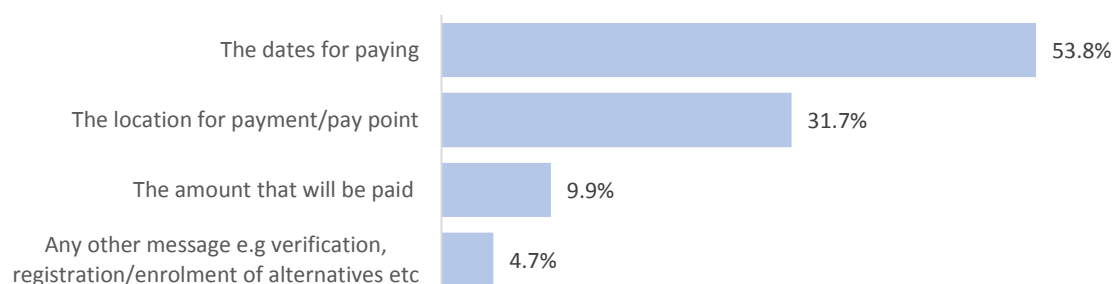
Most common source of programme information for beneficiary



Qn.12. What messages did you particularly understand/recall in the information received?

The message that was most recalled by the beneficiaries was reported as “the date for paying” at 54% of the beneficiaries, followed by “the location for payment/ pay point” at 32%. The other recalled message reported was “the amount that will be paid” accounting for about 10%.

SAGE messages understood/recalled by beneficiaries



Qn.13. Which of these sources of information do you trust most (less need to verify information with another source)- (5 top most trusted; i.e. 1 most trusted, 5 least trusted)

The most trusted sources of information by the beneficiaries are Parish Development Committee/LC1, Local government staff/PDCs/CDOs and the radio. On the other hand, the least trusted sources of information by the beneficiaries include television, poster/billboards, booklets/magazines/leaflets, newspapers, and SMS. Although the SMS was reported as one of the major sources on information (because local government staff use it), beneficiaries place very little trust in it because few beneficiaries (less than 10%) own mobile phones.¹ Similarly, posters/billboards, booklets/magazines/ leaflets and newspapers are less trusted by the seniors because they are less familiar to them.

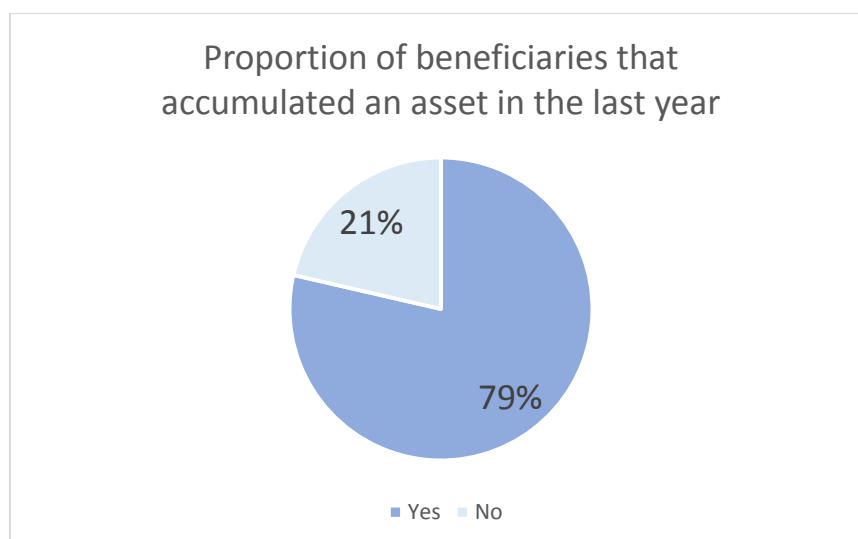
One of the main conclusions here is that respondents mostly trust their local leaders (parish development committee, LC leaders, local government staff and community development officers) as sources of information. In terms of electronic media, the most trusted is the radio, while the television is the least trusted. Overall, print media are least trusted by the respondents. The beneficiaries highly trust their family and community members as sources of information. Details of levels of trust by information sources are presented in the table.

	Least Trusted		Somewhat Trusted		Trusted		Very Trusted		Most Trusted	
	No.	%	No.	%	No.	%	No.	%	No.	%
Parish Development Committee / LC1	35	1.6	33	1.5	128	5.8	455	20.2	1,600	71.0
Local government staff/PDCs/CDOs	132	11.1	46	3.9	124	10.4	340	28.5	553	46.3
Religious leaders	166	34.0	75	15.3	90	18.4	76	15.5	82	16.8
Radio	177	13.9	101	7.9	203	15.9	314	24.6	481	37.7
Television	127	84.1	6	4.0	6	4.0	8	5.3	4	2.7
Community sensitization workshops	147	55.1	23	8.6	37	13.9	38	14.2	22	8.2
From a family member	197	19.3	142	13.9	175	17.1	281	27.5	227	22.2
From other members of the community	241	16.1	239	15.9	429	28.6	350	23.3	243	16.2
Posters/billboards	123	96.1	1	0.8	1	0.8	3	2.3	0	0.0
Booklets/magazines/ leaflets	124	99.2	0	0.0	0	0.0	0	0.0	1	0.8
New papers	130	97.0	1	0.8	1	0.8	0	0.0	2	1.5
SMS	170	96.6	1	0.6	1	0.6	1	0.6	3	1.7

Qn.14. Have acquired any assets using the SAGE grant in the last one year?

Asked whether they had acquired any asset using SAGE grant, 79% of beneficiaries indicated that they acquired some assets using the SAGE grant. The most acquired asset by the SAGE beneficiaries using the grant is livestock which was acquired by 6 out 10.

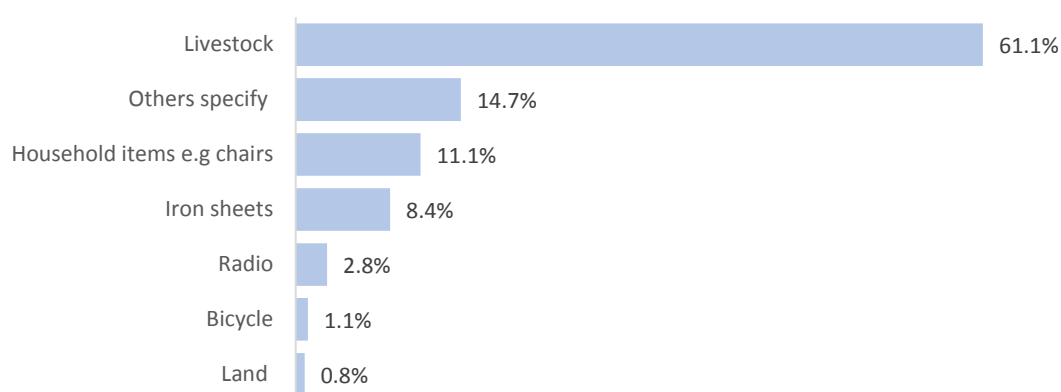
¹ Source: SAGE monitoring data.



Qn.14_1. If yes, which asset did you acquire?

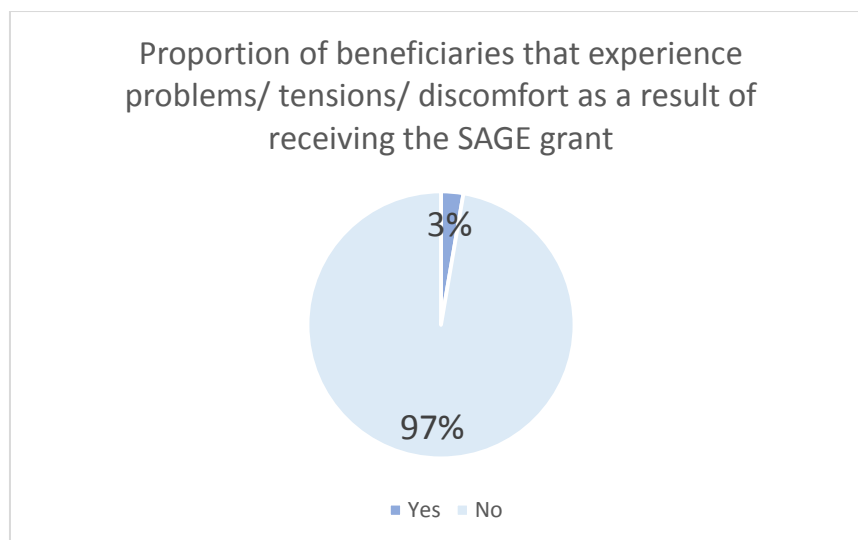
Of the 8 out of 10 who reported as having acquired assets, 61% indicated that they had acquired livestock. The livestock reported as acquired were mainly small livestock i.e. goats, pigs, sheep, chicken, ducks and turkeys, with a few reporting cows. Of those who acquired assets in the last year, 11% reported acquiring household items like chairs, beds, plates, cups etc. Another 8.4% reported acquiring iron sheets for house/shelter improvement. The responses indicated that beneficiaries use the grant to mainly acquire production assets and houses/shelter improvement that are likely to improve their future wellbeing.

Assets accumulated among beneficiaries who accumulated one asset or more in the last year



Qn.15. Does the SAGE grant you receive cause any problems/ tension/ discomfort in your family?

Only 3 out of 100 (3%) beneficiaries reported that the grant they receive does cause some problems/ tension/ discomfort in their families. The discomfort reported included: intimidation by the youth on the way to the pay-point, the children of the beneficiaries always want a share or even grab money from the seniors; their spouses always quarrels; some beneficiaries are worried that thieves may attack in the night; grandchildren/family member not happy (they want to get a share of the grant), and; to a lesser extent, some members of community were reported as being jealous of the grant. The programme, through the CDO, will need to undertake some sensitisation for the family members, the youth, community members regarding the why the senior citizens are given this grant.

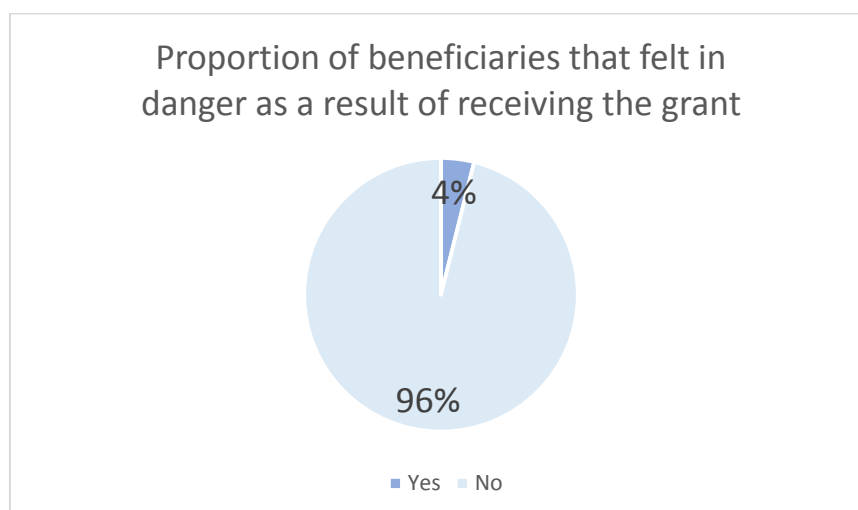


Qn.15_1. If yes, please describe the problem/s it causes. (qualitative)

The respondents indicated that in some cases the grant causes some discomfort to them. The discomfort reported included: intimidation by the youth; the children of the beneficiaries wanting to have a share, “My children always want a share or even grab it”; the spouses quarrelling about the grant, “My wife/husband always quarrels”; the grandchildren/family member not happy. Outside the family the respondents indicated that they are “worried of thieves (that) may attack in the night”. In some cases, members of the community are reported as being jealous, lastly there are cases of LC1 asking beneficiaries to pay some money they will not be issued card or they threatened to be taken off the pay roll.

Qn.16. Have you felt your life in danger because of receiving this money in your community?

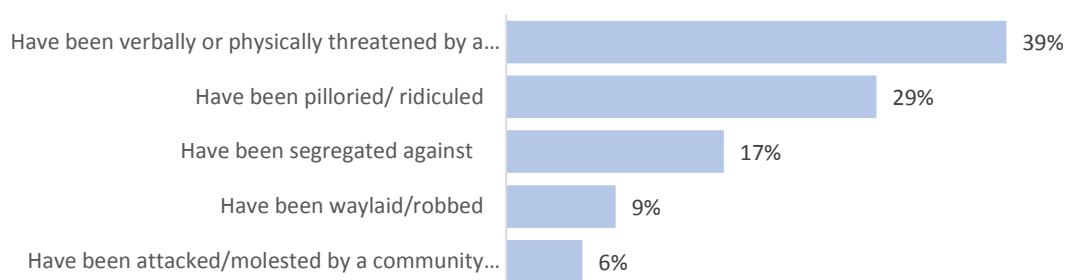
Of the beneficiaries who responded, 4% expressed having at one time felt in danger because of receiving the SAGE grant. The beneficiaries who felt in danger is not a large proportion.



Qn.16_1. If yes, how

About 39% of the 4% who reported that they felt in danger indicated as having been verbally or physically threatened by a community member at one point, 29% of the 4% reported having been ridiculed, while 17% reported having been segregated against. Waylaying and attacks by the community were not commonly reported forms of danger for the respondents but were still experienced by 9% of respondents.

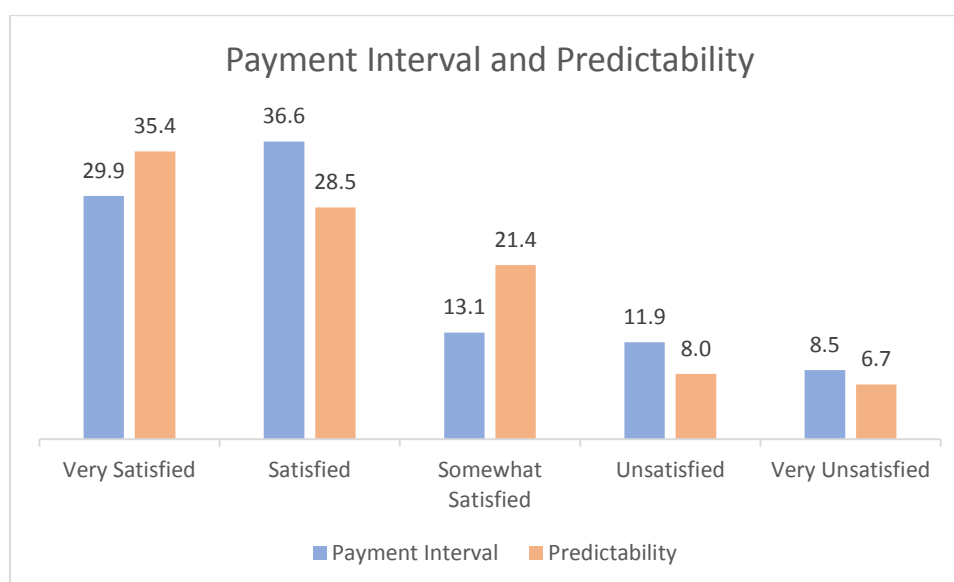
Experience of danger among those who felt their life was in danger as a result of being a grant recipient



4. Programme and Programme Management Satisfaction

Qn.1. and Qn.2. Frequency and Predictability of the SCG Grant

Eight out of ten (79.6%) of the beneficiaries interviewed were at least somewhat satisfied with the two-months grant payment period, while 85.3% of the beneficiaries were at least somewhat satisfied with the predictability of the senior citizen grant. The details of the levels of satisfaction of the grant payment interval and predictability are presented in the chart below:



Beneficiaries who were at least somewhat satisfied with the two months grant payment interval indicated that the reasons for their satisfaction were because lump sum payment allows them one to do invest the money in something constructive. It also permits them to purchase more items at the same time as well as reducing the overall waiting period is not that long, as expressed by the following statements:

"50000 is better than 25000. I like getting after 2 months because it is reasonable amount and I don't wait for too long."

"At least the money accumulates so therefore you can do something constructive with it."

"Because he is at least works on many things than if its twenty-five thousand. Though he requests for an additional if necessary."

Beneficiaries who expressed being dissatisfied with the two-months grant payment interval voiced their concerns too, but this was a mixed bag; some indicated that they needed the money on

monthly basis while others wanted longer payment periods which are as long as 4-6 months of grant in order to accumulate the grant. The dissatisfied group of beneficiaries had mixed views as illustrated by the following quotes below:

"This interval is too long, first it was one month and the money would still find us badly off, then they extended to 2 months and now they wait till 8 months without giving us anything."

"The money delays to come yet he has diabetes which require him to take medicine every day and sometimes he misses because he cannot effort the drugs."

"Because I can have an urgent need and money is not there to pay for the need so the two months is really lengthy."

"They should increase to 3 or 4 months because you can do something productive with the money when you receive it as a lump sum."

"They money should at least be given some good month so that the money increases or else they increase the money then reduce the month to may be one month."

Predictability of SAGE Grant Transfer

Predictability of the grant is a key factor in beneficiaries being able to plan and make good use of the grant to improve their living conditions and livelihoods. Beneficiaries who were very satisfied with the predictability qualified their satisfaction in several ways. For example, some said that even when there have been delays, they were informed and the grant came including all the arrears, although some beneficiaries expressed their concerns that in few cases, they were not paid all the outstanding arrears.

"I get my money within two months as planned. It's long when I last missed payments for four months, for now, I get my money as planned"

"I get satisfied with the predictability of SCG transfer after getting information regarding payments"

"I have always get my grant, one only misses if you are not around, as for me, I there has been consistency in the two months' payments time frame"

Beneficiaries who were not satisfied with grant prediction expressed their displeasure about the recent inconsistencies in payment and changing payment plans and dates as signs that the grant could not be predicted. Some expressed the view that this being a government programme, one could not be sure when it could close as illustrated below:

"We lose hope because the inconsistency in the intervals, for instance last year we spent four months before receiving the money so I thought the programme had ended therefore due to such inconsistency I cannot rely in that payment."

"Am not happy, however, I understand the delays are not intentional and sure my money will one day come."

"I can't tell if the money will come after two months but I am certain that it will come. It has always come even after some delays."

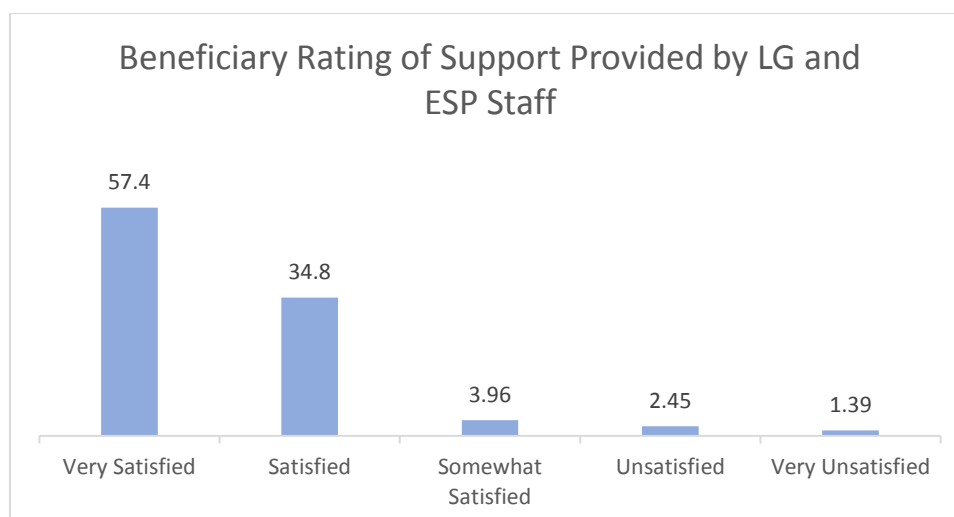
"We miss out even three months, but we think that when money comes it would have increased to help us buy basic needs at home."

"Government is very unpredictable."

"Government programmes are unpredictable."

Qn.3. Support Provided by Programme (ESP and LG) Staff

All most all (96%) of the beneficiaries interviewed were at least somewhat satisfied with the support they receive from the Local Government and ESP staff during payment. The details are present in the chart below:



There are more beneficiaries who expressed satisfaction in the way the programme and LC government staff treat them during payment. The support the beneficiaries received from the staff during payment includes allowing the elderly and the sick to be served first. Communicating programme and payment related information to the beneficiaries at the pay-point, helping the beneficiaries to wash their hand to facilitate quick biometric recognition and providing advice about how to effectively use the grant. These led to beneficiary satisfaction as shown below:

"All people are treated well, they are the ones who relay the information to us, they don't discriminate against anyone. They support us here."

"Am okay with that because as per my condition now, am always served first and I come back home, they consider me because am sick and in able to stay there."

"LG staff are very good to us but faces from ESP keep changing so we cannot rely on them, it's best we get permanent people that deal with us."

"The brief us. They also provide water for us to wash our hands. They also guide us to be orderly and assist those who are unwell to get served first."

"They assist us in different ways like when it comes to payments, they also come to witness the exercise, they talk to us how to use the money and even don't abuse anybody. They are supportive."

"They always bring us the information about the money through our LC1 radio. Even at the pay point they advise us before we receive the money on how to use or buy with this money."

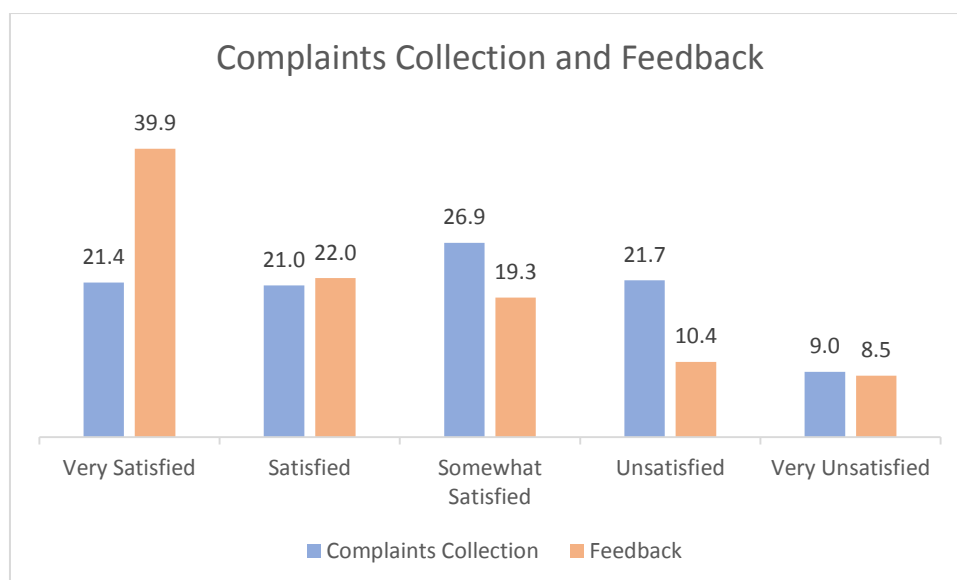
A few beneficiaries who expressed dissatisfaction with the programme and Local Government staff had this to say:

"The local leaders never reach her home to give her information. Thanks to the radio and the alternate who gives her information."

"They are never helpful. I remember my husband was sick so I told them that I would get money on his behalf since we are all beneficiaries but my request was turned down. I was made to bring my sick husband to the pay point."

Qn.3., Qn.4. and Qn.5. Complaints Management (Collection and Feedback)

Complaints collection emerged as the least ranked among all the service areas that were assessed by the beneficiaries during the survey. About seven out of ten (69.3%) of the beneficiaries were at least somewhat satisfied with the way the complaints are being collected. While eight out of ten (81.2%) indicated that they were at least somewhat satisfied with the way complaints feedback was conveyed to them after filling a complaint. The chart below illustrates the satisfaction levels of the beneficiaries about complaint management.



Complaints Collection

The reasons for dissatisfaction expressed by the beneficiaries relating to complaint collection is a clear indication that the seniors do not know how to file complaints. The process and flow of complaints collection may need some improvement. It is evident that seniors do complain to the LC staff and the PBU staff at the payment desk, but it does not emerge that the complaints are being logged into a structured system as illustrated below:

"No one helped him, he had no one else to tell his problem since the chairman was only telling him that he also was not sure of what was happening."

"She was among the first group of elderly to be enrolled during MTN time but she missed all her first payment till when PBU came in, when she complained no one gave her a satisfying explanation."

"I missed out payments for two months when I was hospitalised. I have complained to the people paying out but they told me that I can't get that payment."

"I complained about the missing months and delays in payment and the person at a desk, consoled me and assured me the money would come."

"The sub county chief helped her a lot whenever she wanted an explanation about her missing payments since her first enrolment."

"She hadn't got her money in two payment rounds but the LC1 chairman addressed her issue to the officers and in the third round she was able to get her money."

Complaints feedback

The beneficiaries who expressed satisfaction with the complaint feedback mechanism did so because feedback was provided instantly i.e. regarding what they should do, like fill a form, link the beneficiaries to the LC or programme staff. This does not mean that the complaints were resolved instantly, but rather the start of the process. While those who expressed dissatisfaction seem to have construed feedback to be resolution of the complaint as illustrated by the quotes below:

"They always give us feedback immediately especially relating to people who are dead they tell those with complains to fill forms so that they be helped. Feedback is given instantly."

"They provide us feedback instantly like when I asked about registering alternative recipient, they promised me that they will register me with the child so that she receive money on my behalf."

"They provide us with feedback instantly like if you lost the card, they can ask you to provide the previous cards used or tell you to wait till replacement is done after which they pay you all your money. They are good."

"They give us feedback immediately. They link us with other people in the programme and once those big people communicate, they bring the feedback to us without delay in case we needed any information or had any challenge. They respond immediately."

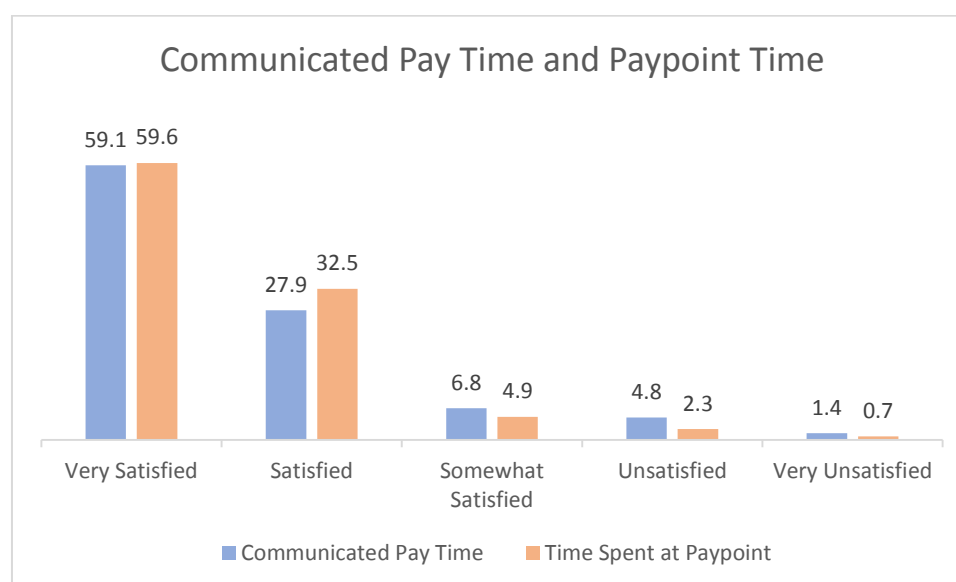
"They are helpful people because they provide us with feedback, one issues of grants increment, they tell us instantly that that is the only money government can afford to give us even though we still complain. Importantly, they give us feedback there and then."

Some of the dissatisfied beneficiaries had the following to say:

"Lots of delay in feedback for example haven't received feedback from the last complaints raised"
"Sometimes they don't give feedback, like when I missed twice, up to now have not got any feedback."
"He did not get any feedback he was called for his money when the right time came. He just waited patiently."
"I asked to register my alternative recipient I and I haven't been given any feedback since for over 4 months now."
"She never got any feedback till, the next payment when she could go for the next payment and comeback empty handed."

Qn.6. and Qn.7. Service Provider (Post Bank Uganda) Time Management

The beneficiaries were asked about how PBU communicates payment time and how PBU manages time at the pay-point during payment to assess PBU time management. More than nine out of ten (93.8%) of the beneficiaries stated that they were at least somewhat satisfied with the way in which PBU communicated about payment time. While almost all beneficiaries (97%) were at least somewhat satisfied with the time PBU spends at the pay point disbursing the grant. The details are illustrated in the chart below.



The way the communicated payment time is respected by the service provider

The beneficiaries who expressed satisfaction in the way the PBU staff communicates payment time and respects communicated payment time, indicated that PBU staff come to the pay-point as indicated in the communication. If there are delays or changes, PBU staff endeavour to communicate the changes to the beneficiaries as captured by the quotes below:

"They always come in time communicated though she reaches there before them, it does not take long for them also to arrive."
"They always communicate their programme for all pay-points and therefore get ready in accordance to their programme in the district."
"They always come within the communicated time these days except sometime back when they used to delay or sometimes don't show up."
"They come to the pay point at exactly the very time they have communicated to us. There are no delays. Those people keep time."

"They come to us at the time they communicate to us, if they are busy still paying other areas, they inform us they will be coming in a short while and before you realize, they are at the pay point, they keep time."

"There is respect for time by the post bank staff, they come exactly at the time they communicate to us, they keep time than us the elderly."

The causes of dissatisfaction for the beneficiaries regarding communicated time for payment were reported by the beneficiaries as being 1) delayed arrival of the payment services provider as communicated, for example communication says morning and the PSP comes in the afternoon, making the beneficiaries to wait for long hours), 2) communicating the date without specifying time and 3) making the beneficiaries to spend the whole day at the pay point. The quotes below depict causes of dissatisfaction:

"The service providers delay coming yet they communicate an earlier time. He waits for long and in the process, gets hungry."

"Payments doesn't happen as communicated, in most cases we reach at the pay-point around 10am but PBU staff the reach at 3pm."

"They never communicate the time for payment, he just goes in the morning and waits till they come sometimes in the afternoon."

"He always does not know the communicated time, he just goes early and they come at any time in most cases when he has waited for long."

"He waits for so long and gets tired because they don't communicate the exact time for payment and he goes early in the morning yet they come in the afternoon in most cases."

"They do not communicate the time for payment however sometimes they come late in case they begin with some other pay point but in most cases, they come early and she does not wait for long."

Satisfied with the time PBU spends paying you at the pay-point

At the pay-point, PBU spends time organising the beneficiaries in queues, verifying beneficiaries and their documents, cleaning beneficiary hands to ensure that the biometric readers can easily read their finger prints and paying the beneficiaries, which as per the beneficiaries who are satisfied with time spent at the pay points, says this takes quite little time. Below are some of the quotes from the beneficiaries who were satisfied with the time PBU spends at the payment point:

"It doesn't take any time, you get paid almost instantly, our delays are usually in the queue which is sometimes long due to big number of beneficiaries."

"She never spends a lot of time, it's only once when her finger prints failed to be captured and she had to spend quite a long time but that was only once."

"There are no delays, just after verification you are given the money someone is registering, another gives us money we spend, short time at the pay point."

"The good thing about this people who pay us is that they pay us in several points and that makes serving quick and so less time is spent at the pay point."

"The time spent there is good. Sometimes you spend long but sometimes you spend short time at the pay-point depending on the number of people on the line."

"Once the service providers reach the pay point, there are no delays, organise us in lines and immediately payments are made in the shortest possible time."

"I don't take too long standing on the line because by the time I arrive all the nearby villages have already been served so I just take a few minutes and get my money."

"Sometimes we spend more time at the pay-point but sometimes we spend less time it would be good if we the people of Katikekile are given our own pay-point to save time."

"Once people are organized in lines, payments are made although we sometimes stay for four hours when payments are going on due to large numbers at the pay point."

"I go early but we have to wait for them for some time, sometimes they arrive after one hour but when they start payment it takes a short time, also about 1 hour."

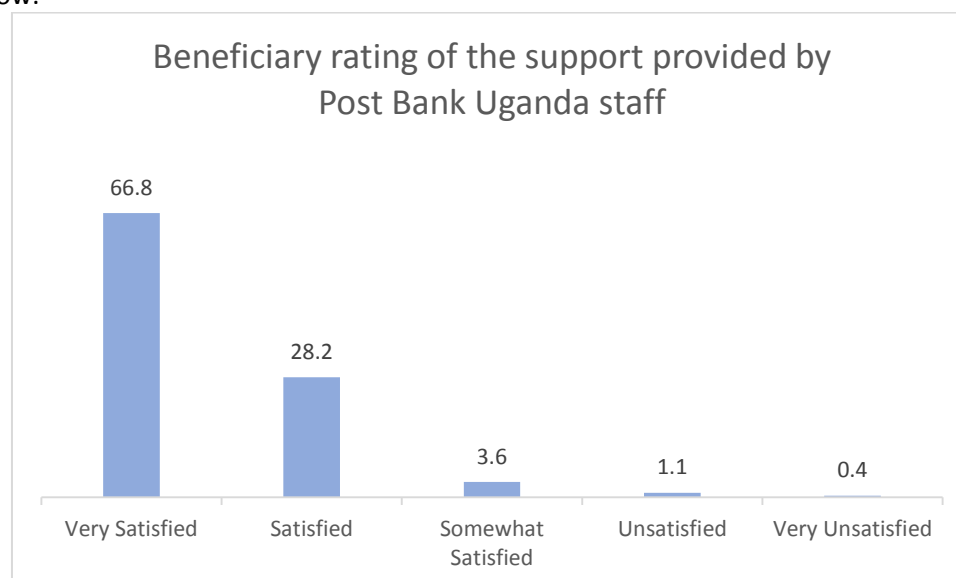
The only issues that were reported as causing delays at the pay-points are biometric readers failing to read finger prints, which results into beneficiaries having to wash their hands as reported below:

"Sometimes she delays because the computer fails to capture her figure prints, but otherwise if it's not for that the process is short."

"I have a problem with my fingerprint the last time I spent a long time and I was served last yet I went earlier Let them consider other ways of identification."

Qn.8. Courteousness of Payment Service Provider (PBU) Staff

Beneficiaries were requested to rate the courteousness of PBU staff at the pay-point, almost all (98.5%) of the beneficiaries interviewed said that they were at least somewhat satisfied with the degree of courteousness depicted by PBU staff during payment. The details are illustrated by the chart below:



Courteousness and support displayed by PBU staff at the pay-points

The beneficiaries reported that the PBU staff are courteous to them during payment and reported that they respect the beneficiaries, they help them wash their fingers if the biometric readers cannot detect the finger prints and they take and address complaints raised by the beneficiaries. See quotes below:

"They are courteous to us even the soldiers who come to keep us protect don't harass anybody, they respect people."

"They are very courteous, they politely ask us to maintain order and be quite so that you can hear your names. They don't harass us."

"They bring soap, water, a basin and a towel for wiping hands after washing, they ensure we are in lines generally, are supportive and courteous."

"They are courteous to us except they demand even the sick person admitted in hospital to be brought to the pay point-for them to see before they can pay them."

"They are supportive, they make us wash hands during payments so that the machine can detect the thumb and thereafter we are paid, they are courteous and supportive."

5. Constructing the SCG Beneficiary Satisfaction Index - Methodology²

To address the recommendations of the annual review team (DFID) and internal auditors, who recommended that ESP seeks a more robust approach to measuring beneficiary satisfaction. The programme has undertaken a beneficiary satisfaction survey based on acceptable sampling and data collection methods/ using more robust approaches. The data from this survey is used below to construct a robust beneficiary satisfaction index (BSI) below.

² Eboli, Laura & Mazzulla, Gabriella. 2009. A New Customer Satisfaction Index for Evaluating Transit Service Quality. Journal of Public Transportation, 12 (3): 21-37.

The methodology adopted here aims at obtaining an overall measure of beneficiary satisfaction index (BSI) by considering several different service attributes identified by the programme, the service attributes included are:

- i. Frequency and predictability of the SCG
- ii. Programme staff (this include both Local Government and ESP staff) support provided to beneficiaries
- iii. Complaints collection and feedback to the beneficiaries
- iv. Payment Service Provider (PBU) time management; and
- v. Payment Service Provider (PBU) staff courteousness and support to the beneficiaries

The index is calculated based on beneficiary judgment expressed on a numerical scale ranging from 1 to 5 to take care of the Likert used in the questionnaire. The Likert scale has some advantages because it allows quantitative computations to be applied in the computation of the index. BSI represents a good measure of overall satisfaction because it summarises the judgments expressed by beneficiaries on various payment attributes in a single score. The more accurate the selection of the payment attributes, the more accurate the measure of the overall satisfaction. This measure, therefore requires that the selected attributes should describe the payment aspects exhaustively.

The BSI is calculated by means of the satisfaction rates expressed by the beneficiaries, weighted by the importance rates, according to the following formula:

$$CSI = \sum_{i=1}^n (\bar{S}_i * W_i) \quad (1)$$

where

\bar{S}_i is the mean of the satisfaction rate expressed by beneficiaries for the payment quality for the i^{th} attribute.

W_i is the weight of the i^{th} attribute, calculated on the basis of the importance of rates expressed by beneficiaries. Specifically, W_i is the ratio between the mean of the importance rate expressed by the beneficiaries on the k attribute and the sum of the average importance rates of all the payment quality attributes measured by the index:

$$W_i = \bar{I}_i / \sum_i^n \bar{I}_i \quad (2)$$

This index permits us to measure the contribution of each payment quality attribute to the overall index, and measure the total payment beneficiary satisfaction as represented by the overall index. We generate two options for BSI, option 1 includes at least somewhat satisfied (BSI 91.2%), option 2 includes satisfied and very satisfied (BSI 81.6%). In future the Likert scale choices should be balanced about a neutral scale i.e. not decided. The detailed computation of the two BSI options is presented in the next section.

6. Detailed BSI Computations

Generating weights for SCG Beneficiary BSI

Item	Likert Scale	5	4	3	2	1	Product	Weight
1 Frequency and predictability of the SCG Grant								
1.1 How satisfied are you with the SCG payment interval (once every two months)?		764	936	336	305	217	9,182	0.13
1.2 How satisfied are you with the predictability of the SCG transfer?		901	725	544	202	170	9,441	0.14
Sub Total								0.27
2 Programme Staff (ESP and LG)								
2.1 How satisfied are you with support provided by programme staff (LG and ESP) staff?		1450	879	100	62	35	11,190	0.16
Sub Total								0.16
3 Complaints								
3.1 how satisfied are you with the way complaints are collected?		62	61	78	63	26	914	0.01
3.2 How satisfied are you with the way feedback is provided regarding your complaint(s)?		586	323	283	153	125	5,377	0.08
Sub Total								0.09
4 Service provider (PBU) time management								
4.1 Are you satisfied with the way the communicated payment time is respected by the service provider?		1489	702	172	122	36	11,013	0.16
4.2 Are you satisfied with the time PBU spends paying you at the pay point?		1501	818	123	58	18	11,262	0.16
Sub Total								0.32
5 Service provider (PBU) staff								
5.1 Are you satisfied with the courteousness and support displayed by PBU staff?		1672	707	89	28	9	11,511	0.16
Sub Total								0.16
Grand Total							69,890	1.00

Option 1: SCG Beneficiary Satisfaction Index including somewhat satisfied

		Weight	% all Satisfied	Product	Sub Group	Sub Index
1	Frequency and predictability of the SCG Grant					
1.1	How satisfied are you with the SCG payment interval (once every two months)?	0.13	79.60	10.46		
1.2	How satisfied are you with the predictability of the SCG transfer?	0.14	85.30	11.52		
	Sub Total	0.27		21.98	21.98	82.5
2	Programme Staff (ESP LG)					
2.1	How satisfied are you with support provided by programme staff (LG and ESP) staff?	0.16	96.16	15.40		
	Sub Total	0.16		15.40	15.40	96.2
3	Complaints					
3.1	How satisfied are you with the way complaints are collected?	0.01	69.30	0.91		
3.2	How satisfied are you with the way feedback is provided regarding your complaint(s)?	0.08	81.20	6.25		
	Sub Total	0.09		7.15	7.15	79.5
4	Service provider (PBU) time management					
4.1	Are you satisfied with the way the communicated payment time is respected by the service provider?	0.16	93.80	14.78		
4.2	Are you satisfied with the time PBU spends paying you at the pay-point?	0.16	97.00	15.63		
	Sub Total	0.32		30.41	30.41	95.4
5	Service provider (PBU) staff					
5.1	Are you satisfied with the courteousness and support displayed by PBU staff?	0.16	98.60	16.24		
	Sub Total	0.16		16.24	16.24	98.6
	Overall Index	1.00			91.2	

Option 2: SCG Beneficiary Satisfaction Index using satisfied and very satisfied

		Weight	% all Satisfied	Product	Sub Group	Sub Index
1	Frequency and predictability of the SCG Grant					
1.1	How satisfied are you with the SCG payment interval (once every two months)?	0.13	66.50	8.74		
1.2	How satisfied are you with the predictability of the SCG transfer?	0.14	63.90	8.63		
	Sub Total	0.27		17.37	17.37	65.2
2	Programme Staff (ESP LG)					
2.1	How satisfied are you with support provided by programme staff (LG and ESP) staff?	0.16	92.20	14.76		
	Sub Total	0.16		14.76	14.76	92.2
3	Complaints					
3.1	How satisfied are you with the way complaints are collected?	0.01	42.40	0.55		
3.2	How satisfied are you with the way feedback is provided regarding your complaint(s)?	0.08	61.90	4.76		
	Sub Total	0.09		5.32	5.32	59.1
4	Service provider (PBU) time management					
4.1	Are you satisfied with the way the communicated payment time is respected by the service provider?	0.16	87.00	13.71		
4.2	Are you satisfied with the time PBU spends paying you at the pay point?	0.16	92.10	14.84		
	Sub Total	0.32		28.55	28.55	89.6
5	Service provider (PBU) staff					
5.1	Are you satisfied with the courteousness and support displayed by PBU staff?	0.16	95.00	15.65		
	Sub Total	0.16		15.65	15.65	95.0
	Overall Index	1.00			81.6	

SAGE Male Beneficiary Satisfaction Index

	Weight	% Satisfied	Product	Sub Group	Sub Index
1 Frequency and predictability of the SCG Grant					
1.1 How satisfied are you with the SCG payment interval (once every two months)?	0.13	63.30	7.95		
1.2 How satisfied are you with the predictability of the SCG transfer?	0.13	62.10	8.15		
Sub Total	0.26		16.10	16.10	62.7
2 Programme Staff (ESP LG)					
2.1 How satisfied are you with support provided by programme staff (LG and ESP) staff?	0.16	92.80	14.88		
Sub Total	0.16		14.88	14.88	92.8
3 Complaints					
3.1 How satisfied are you with the way complaints are collected?	0.02	46.70	0.70		
3.2 How satisfied are you with the way feedback is provided regarding your complaint(s)?	0.08	61.90	5.11		
Sub Total	0.10		5.81	5.81	59.6
4 Service provider (PBU) time management					
4.1 Are you satisfied with the way the communicated payment time is respected by the service provider?	0.16	87.00	13.65		
4.2 Are you satisfied with the time PBU spends paying you at the pay point?	0.16	92.60	15.00		
Sub Total	0.32		28.65	28.65	89.8
5 Service provider (PBU) staff					
5.1 Are you satisfied with the courteousness and support displayed by PBU staff?	0.17	95.80	15.94		
Sub Total	0.17		15.94	15.94	95.8
Overall Index	1.00			81.4	

SAGE Female Beneficiary Satisfaction Index

	Weight	% Satisfied	Product	Sub Group	Sub Index
1 Frequency and predictability of the SCG Grant					

1.1	How satisfied are you with the SCG payment interval (once every two months)?	0.14	68.70	9.30		
1.2	How satisfied are you with the predictability of the SCG transfer?	0.14	65.30	9.00		
	Sub Total	0.27		18.30	18.30	67.0
2	Programme Staff (ESP LG)					
2.1	How satisfied are you with support provided by programme staff (LG and ESP) staff?	0.16	91.80	14.68		
	Sub Total	0.16		14.68	14.68	91.8
3	Complaints					
3.1	How satisfied are you with the way complaints are collected?	0.01	38.70	0.45		
3.2	How satisfied are you with the way feedback is provided regarding your complaint(s)?	0.07	61.80	4.51		
	Sub Total	0.08		4.97	4.97	58.6
4	Service provider (PBU) time management					
	Are you satisfied with the way the communicated payment time is respected by the service provider?	0.16	86.90	13.73		
4.2	Are you satisfied with the time PBU spends paying you at the pay point?	0.16	91.70	14.72		
	Sub Total	0.32		28.46	28.46	89.3
5	Service provider (PBU) staff					
5.1	Are you satisfied with the courteousness and support displayed by PBU staff?	0.16	94.40	15.44		
	Sub Total	0.16		15.44	15.44	94.4
	Overall Index	1.00			81.8	

Annex 1

Key things to remember:

- All blanks in the datasets should be interpreted as missing values
- For all analysis the missing values should be removed from the denominator and the number of missing values clearly stated for each analysis/question. For example, if you have a total sample of 200 and there are 5 missing values, when you calculate the % it should be X divided by 195 X 100.
- Ensure that the analysis and tables are presented in MS Excel. Ensure the question title is highlighted before the analysis for easy reference.
- Each summary above will be part of the presentation of the findings and will be reviewed for accuracy and completeness.
- For every % given, it must be clearly stated what the numerator and denominator is.
- For both surveys the consultant will identify correlations in the data and seek approval for the MERL Coordinator.

Annual Survey (Results Assessment and Satisfaction Rating)

Bio Data

- Analyse respondents age groups. XXX
- Disaggregation of gender
- Analyse the number and % of the respondents are household heads.

Change/ assessment questions/ analysis

Question 1

- Analysis will provide the number and % of respondents who had received their SAGE grant: Numerator in each of the analysis will be number of respondents who mentioned a particular response option and denominator will be the total number of respondents.) This is not a multiple response so any multiple response will be considered as a blank and not included in the analysis.
 - i.) A few weeks ago
 - ii.) One to three months ago
 - iii.) More than three months ago
 - iv.) A year and more ago

Question 2

- Analysis will provide the number and % of respondents who described the distance between their home and the pay point by any response option. Numerator in each of the analysis will be number of respondents who mentioned a particular response option and denominator will be the total number of respondents.) This is not a multiple response so any multiple response will be considered as a blank and not included in the analysis. This is not a multiple response so any multiple response will be considered as a blank and not included in the analysis.
 - i.) Short (less than 2km)
 - ii.) Average (2 to 5km)
 - iii.) Long (6 to 10km)
 - iv.) Too long (more than 10km)

Question 3

- Analysis will provide the number and % of respondents who mentioned each of the options on use of the SAGE grant. Numerator in each of the analysis will be number of respondents who mentioned a particular response option and denominator will be the total number of respondents.) This is a multiple response question hence overall % will be more than 100%. With consultation with the M&E SPO and the MERL Coordinator, the analysis will also code responses under the response option of xii) Other Specify.
 - i.) Food
 - ii.) School fees/ scholastic materials
 - iii.) Medical bills
 - iv.) Investments/Business ventures
 - v.) Cultivation /seeds
 - vi.) Bought livestock
 - vii.) Shelter / home improvement
 - viii.) Labour hire
 - ix.) Social obligations (weddings, funerals)
 - x.) Paying back debts
 - xi.) Bought some alcohol

Methodological Note for Analysis of the Annual and SAGE Disability surveys

xii.) Others Specify

Question 4

- Analysis will provide the number and % of respondents who i.) YES are saving part of their SAGE grant and ii.) NO are not saving part of the SAGE grant.

Question 4_1

- Analysis will provide the mean and range of savings mentioned by respondents.

Question 4_2

Analysis will provide coded responses purpose for money saved. (Coding process will consult the SPO M&E and MERL Coordinator) Denominator used for analysis will be total number of respondents who said **YES** they save part of their grant.

Question 5

- Analysis will provide number and % of respondents who have borrowed money in the last 6months and those who have not.

Question 5_1

- Analysis will provide a disaggregation of each response option below. Denominator will be number of respondents who said they have borrowed money in the last 6months. With consultation with the M&E SPO and the MERL Coordinator, the analysis will also code responses under the response option of v) Other Specify.

- i.) From individual
- ii.) SACCO
- iii.) Village saving
- iv.) Bank
- v.) Others Specify

Question 5_2

- Analysis will provide coded responses for purpose for money borrowed. (Coding process will consult the SPO M&E and MERL Coordinator) Denominator in analysis will be total number of respondents who said **YES** they borrowed money in the last 6months.

Question 5_3

- Analysis will provide coded responses for reasons for not borrowing. (Coding process will consult the SPO M&E and MERL Coordinator) Denominator in analysis will be total number of respondents who said **NO** they did not borrow money in the last 6months.

Question 6

- Analysis will provide number and % of respondents who said YES had experienced a delay in their payment and those who said NO they hadn't.
- Analysis will provide a disaggregation of payment delay durations showing number and % for each response option. Denominator for analysis will be number of those who said they had experienced a delay in their payments.
- This is not a multiple choice question and if any, record, consider as blank and delete from analysis.

Question 7

- Analysis will then provide a disaggregation of number and % for each response option below. Denominator in analysis will be the number of respondents who said **YES** they had experienced a delay in their payment in qn..6

- i.) No one
- ii.) Children
- iii.) Relatives
- iv.) Friends
- v.) Church/charity/faith community
- vi.) NGOs
- vii.) District leaders/local councillors
- viii.) Good Samaritans/begging anyone
- ix.) Others

Question 7_1

- Analysis will then provide a disaggregation of number and % of respondents who said **YES** received support and **No** did not receive support in qn 7.

Question 8

- Analysis will provide number and % of respondents you selected any of the nature of support below. (Coding process for **6. Other specify** will consult the SPO M&E and MERL Coordinator) Denominator in analysis will be total number of respondents who said **YES** they received support in qn 7_1

Question 9

- Analysis will provide number and % of respondents who said **YES they know** and **NO they don't know what an alternative recipient is**. Denominator in analysis will be total number of respondents targeted in the survey.

Methodological Note for Analysis of the Annual and SAGE Disability surveys

Question 9_1

- Analysis will provide number and % of respondents who said **YES they know** and **NO they don't know that they can have an alternative recipient**. Denominator in analysis will be total number of respondents targeted in the survey.

Question 9_2

- Analysis will provide number and % of respondents who said **YES they have** and **NO they don't have an alternative recipient**. Denominator in analysis will be total number of respondents targeted in the survey.

Question 9_3

- Analysis will provide number and % of respondents who said **YES** their expectations are being met and **NO** their expectations are being met by the alternative recipient. Denominator in analysis will be total number of respondents who said they have an alternative recipient.

Question 9_4

- Analysis will provide coded responses. (Coding process will consult the SPO M&E and MERL Coordinator) Denominator in analysis will be total number of respondents who said **NO** their expectations are not being met.

Question 10

- Analysis will provide a disaggregation of number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the survey.
 - i.) Regularly
 - ii.) Often times
 - iii.) Rarely

Question 11

- Analysis will provide a disaggregation of number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the survey. Overall % will be more than 100% because this is a multiple response question. With consultation with the M&E SPO and the MERL Coordinator, the analysis will also code responses under the response option of xiii) Other Specify.
 - i.) Parish Development Committee, LC1
 - ii.) Local government staff, PDCs, CDOs
 - iii.) Religious leaders
 - iv.) Radio;
 - v.) Television;
 - vi.) Community sensitization workshops
 - vii.) From a family member
 - viii.) From other members of the community
 - ix.) Posters/billboards;
 - x.) Booklets/magazines/leaflets
 - xi.) New papers
 - xii.) SMS
 - xiii.) Others specify

Question 12

- Analysis will provide a disaggregation: of number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the survey.
 - i.) The dates for paying
 - ii.) The amount that will be paid
 - iii.) The location for payment/pay point
 - iv.) Any other message e.g. verification, registration/enrolment of alternatives etc.

Question 13

- Analysis will provide a disaggregation: of number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the survey. With consultation with the M&E SPO and the MERL Coordinator, the analysis will also code responses under the response option of xiii) Other Specify.
 - i.) Parish Development Committee, LC1
 - ii.) Local government staff, PDCs, CDOs
 - iii.) Religious leaders
 - iv.) Radio;
 - v.) Television;
 - vi.) Community sensitization workshops
 - vii.) From a family member
 - viii.) From other members of the community
 - ix.) Posters/billboards;

Methodological Note for Analysis of the Annual and SAGE Disability surveys

- x.) Booklets/magazines/leaflets
- xi.) New papers
- xii.) SMS
- xiii.) Others specify

Question 14

- Analysis will provide number and % of respondents who said **YES** they have acquired an asset with the SAGE grant and **NO** they have not. Denominator in analysis will be total number of respondents included in the survey.

Question 14_1

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents who said **YES** they had acquired an asset (qn 13). With consultation with the M&E SPO and the MERL Coordinator, the analysis will also code responses under the response option of xiii) Other Specify.
 - i.) Land
 - ii.) Radio
 - iii.) Bicycle
 - iv.) Livestock
 - v.) Iron sheets
 - vi.) Household items e.g. chairs
 - vii.) Others specify

Question 15

- Analysis will provide number and % of respondents who said **YES** the SAGE grant has brought problems/ tension in the family **NO** it has not. Denominator in analysis will be total number of respondents included in the survey.

Question 15_1

- Analysis will provide coded responses. (Coding process will consult the SPO M&E and MERL Coordinator) Denominator in analysis will be number of respondents who said **YES** the SAGE grant has brought problems/ tension in the family

Question 16

- Analysis will provide number and % of respondents who said **YES** they have felt in danger and **NO** they have not. Denominator in analysis will be total number of respondents included in the survey.

Question 16_1

- Analysis will provide a disaggregation of number and % of respondents who selected each response option below. Denominator in analysis will be number of respondents who said **YES** they felt in danger (qn 15)
 - i.) Have been attacked/molested by a community member
 - ii.) Have been waylaid/robbed
 - iii.) Have been verbally or physically threatened by a community member
 - iv.) Have been segregated against

Satisfaction questions/ analysis

Programme and Programme Management satisfaction

Question 1

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the in the survey.

(the SCG interval is once every 2 months (six times a year), this variable assesses beneficiary satisfaction towards this payment interval)

- i.) Very satisfied
- ii.) Satisfied
- iii.) Somewhat satisfied
- iv.) Very unsatisfied

Question 2

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the in the survey.

(this variable is set to assess whether the older persons are comfortable with any variances in the in delivery of the grant)

- i.) Very satisfied
- ii.) Satisfied
- iii.) Somewhat satisfied
- iv.) Very unsatisfied

Question 3

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below. Denominator in analysis will be total number of respondents in the in the survey.

Methodological Note for Analysis of the Annual and SAGE Disability surveys

(gauges beneficiary satisfaction regarding services provided by ESP staff like: pre-payment mobilisation, address, management, complaints)

- i.) Very satisfied
- ii.) Satisfied
- iii.) Somewhat satisfied
- iv.) Very unsatisfied

Question 4

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below.
Denominator in analysis will be total number of respondents in the survey.

(assessment of older persons' satisfaction towards complaints from the time of mobilisation, collection and custody of complaints)

- v.) Very satisfied
- vi.) Satisfied
- vii.) Somewhat satisfied
- viii.) Very unsatisfied

Question 5

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below.
Denominator in analysis will be total number of respondents in the survey.

(to assess satisfaction towards the way feedback is provided to the beneficiaries' complaints)

- i.) Very satisfied
- ii.) Satisfied
- iii.) Somewhat satisfied
- iv.) Very unsatisfied

Payment Service Provider Satisfaction

Question 6

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below.
Denominator in analysis will be total number of respondents in the survey.

(this is to assess, how close PBU is in adhering to the pay time communicated to beneficiaries)

- i.) Very satisfied
- ii.) Satisfied
- iii.) Somewhat satisfied
- iv.) Very unsatisfied

Question 7

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below.
Denominator in analysis will be total number of respondents in the survey.

(satisfaction with the time that PBU spends paying a beneficiary. From time of arrival at the pay van/desk through to departure from the payment desk)

- i.) Very satisfied
- ii.) Satisfied
- iii.) Somewhat satisfied
- iv.) Very unsatisfied

Question 8

- Analysis will provide a disaggregation: number and % of respondents who selected each response option below.
Denominator in analysis will be total number of respondents in the survey.

(politeness towards older persons and provision of comprehensive responses when asked a question or requested for support)

- v.) Very satisfied
- vi.) Satisfied
- vii.) Somewhat satisfied
- viii.) Very unsatisfied

Overall satisfaction analysis.

- The analysis will provide an overall rating for each of the sub-sections in the satisfaction index: i.e. i.) Programme and Programme Management satisfaction and ii.) Payment Service Provider Satisfaction.
- The analysis will provide an overall rating of satisfaction from the satisfaction index. (Generate an index and document process of developing it.)