



Shelter & NFI Cluster South Sudan

ShelterSouthSudan.org

Coordinating Humanitarian Shelter

KEY-INFORMANT / INDEPENDENT IN-DEPTH INTERVIEWS

The key informant Interviews [KIIs] and In-depth Interviews [IIDs] are conducted usually with well-informed people engaged in project implementation, government functionaries and representatives of community, such as community elders and church leaders. In general the KIIs should be conducted with the following concerned people:

- Community elders [2]
- Church leaders [1]
- Program staff in the field [1]
- Procurement staff [1]
- Camp Coordinators [1]
- Representative of Ministry of Local Government or any other government authorities [1]
- Concerned donors [1-2]

Instructions for Enumerators:

- *Please introduce yourself and the purpose of the visit to the interviewee clearly.*
- *Please confirm that the KII participants are those that are implicated in the distribution of S-NFIs on the specified distribution date.*
- *Please explain that you are not going to provide any additional items but that the information provided is only to help improve distributions in the future. Kindly address all questions and issues to the extent of your knowledge and explain that their feedback will be communicated to relevant stakeholders.*
- *Communicate the timeframe of KII / IID, ensure that KII / IID is held within that timeframe.*
- *Ensure that participants mainly answer questions below and explain that further comments and questions can be addressed in the end.*

KII / IID Related with Distribution between the period: _____

Name of Interviewer: _____,

Location: _____, Date of Interview: _____

Various sets of questions that could be posed to each class could be as follows:

A. Program Staff

1. How and when did you receive information about IDPs? Do you think that the time between alert date, assessment and distribution is a reasonable timeframe?
2. How did you design the intervention?
3. Did you have sufficient staff to manage the expected caseload?
4. Did you take protection, AAP and gender into consideration and how to best communicate with communities in designing the intervention? How?
5. How are you integrating resilience in your interventions – to the extent possible?

6. Was logistics and administrative components well prepared? Any suggested improvement?
7. Do you think that the field staff has delivered the task efficiently? How to improve it further?
8. Are there other humanitarians consulted or involved in the intervention? (protection partners, GBV partners) if not, why and would it be relevant and good to include them for the next interventions?
9. What were the major challenges, best practices and lessons learnt?

B. Camp Manager

1. Were you aware in advance of the influx of IDPs?
2. Did you have sufficient time to manage the expected caseload?
3. What were the major complaints?
4. Were the items to beneficiaries provided in time? Were the items provided relevant to the needs of affected population?
5. Is any other organization [UN or NGO] providing assistance in this POC / surrounding areas in SNFI sector?
6. Have you noticed any change in social behaviour of IDPs, whether positive or negative?
7. What recommendations do you suggest to improve the system for provision of goods and services?

C. Community Leaders

1. What was your role in the intervention? Please explain
2. Do you think that the targeting criteria was fair? Please explain
3. Did the SNFI assistance contribute to meeting the main urgent needs of the community? What was the community's situation before and after distribution? Please explain
4. Was the assistance provided timely? Please explain
5. What is the general feedback of the community on the quality of materials? Please explain
6. What were the challenges/complaints faced in this intervention (assessment, verification, distribution)? Please explain
7. What solutions do you suggest to resolve these challenges or improve intervention?
8. What challenges did you face as community leader in this intervention? Please explain
9. What did you do to ensure that the most vulnerable people (pregnant and lactating women, elderly, people with special needs, etc.) in your community were given priority?
10. If the organization didn't provide these items, how do you think the community will find these items? (ex. Borrow from community members, borrow money from relatives to find items, continue living without them, etc.)
11. Do you know what efforts the community is doing to improve their current situation?

D. Concerned Implementing Partner [if there was no IP, then ignore this part]:

1. Was any of the beneficiary that your organization identified was left out during verification process?
2. Did you receive your required SNFIs in time?
3. Was anyone of beneficiary that your organization was covering, excluded from the assistance? If yes, please explain why did it happen?
4. Which among the items you received for onward distribution were of sub-standard quality? Please explain reasons.
5. Did the items contribute to responding to beneficiaries' main urgent needs?
6. What improvement would you like to be made in SNFI items?

7. What were the challenges experienced by you during the process of distribution and while beneficiaries taking items back home?
8. Any suggestions to improve the system of assessment, verification, distribution, rapid monitoring and post-distribution monitoring?
9. Was the place of distribution safe, accessible and comfortable for beneficiaries to collect the SNFIs?
10. Were the most vulnerable given priority during distribution?
11. Was there an operational complaint desk during distribution process?
12. What was the major complaint and was it addressed properly and timely?
13. Was there a change in behaviour and relationship of beneficiaries within the family and within the community after having received the items?
14. Is any other organization [UN or NGO] providing SNFI assistance in this area?

E. Government Counterpart

1. Are you receiving demands for SNFI from the POC [mention name] or around the area?
2. What feedback are you receiving from the communities which are receiving SNFI assistance?
3. Were you regularly informed by the program staff about the quantity and nature of SNFI items being provided to this POC [mention name] and areas around it? *If the officer is not informed, please elaborate to him the number of distributions made so far and the kind of items provided. This is a good opportunity to tell the government counterpart the achievements being made.*
4. Do you undertake field visits and meet with communities along with the program staff/distribution team?
5. Is the distribution system of [name of organization] efficient and provides timely assistance to the affected population?
6. Is the government satisfied with the contribution that [name of organization] is making for the benefit of affected population?
7. Has the government any plans to initiate any development project in this area?

F. Donor[s] *[this is important to determine donor's satisfaction about the implementation of the project] (some questions are pertinent only for agencies which work with implementing partners)*

1. How was the process of provision of funds for SNFI initiated? Did [name of organization] or any other IP approached to you for possible funding or you informed the [name of organization] or IPs to initiate the process?
2. How do you rate the quality of proposals being submitted by [name of organization] / IPs / cluster?
3. How much usually it takes from start of such a project to release of funds to [name of organization] or other IPs?
4. Are you satisfied with the M&E system of the IPs/cluster? Did any representative of you participate in assessment, verification, rapid monitoring or distribution process?
5. Has any of your representative conducted field visit to observe POC / area outside POC and met with beneficiaries?
6. Are you satisfied with the quality and timely production of monitoring, field visit, interim and final reports produced by [name of organization] / IPs?
7. Are you satisfied with the degree of visibility of your organization?
8. How do you feel about the interest of other donors in humanitarian assistance? What could be other potential donors? Will you recommend [name of organization] or other cluster members to other donors?
9. What could be other capable or potential NGOs for serving as IPs?

10. Do you feel any sense of donor fatigue or change in policy for humanitarian assistance in South Sudan?
11. Any development project being supported by you or any donor to sustain shelter and livelihood of affected population?