Accountability to Affected People Task Force in Moldova  
Minimum question set  
communication, feedback and response  
May 2022

The below set of questions represent the minimum data needs to obtain an understanding of the information/communication needs and accessibility and effectiveness of feedback & response mechanism for refugees fleeing from Ukraine. The Accountability to Affected People Task Force (AAPTF) in Moldova recommends the integration of these questions in all assessments organised (individually or jointly) across all sectors, and encourages the systematic sharing of results for analysis purposes.

**Background:** As the number of refugees fleeing Ukraine continues to increase, timely and accurate information, effective two-way communication, and functioning and safe feedback and response mechanisms are identified as key priorities to ensure our accountability to affected people. The AAP TF is established to advance a coordinated approach to AAP activities and to provide technical support across sectors to ensure that the response is informed by the feedback and priorities of refugees and that refugees have information about the services available for them. To obtain a better understanding of information needs as well as accessibility to and quality of feedback mechanisms, the AAP TF developed a set of minimum questions to be integrated across assessments by all actors.

**Minimum requirements for enumerators:** training on asking questions (including how to work with an interpreter and/or a companion of the interviewee), how to manage data gathering (looking at hints, how to handle if language issues), suggested prompts for enumerators to use if respondents need help understanding what is being asked, training on asking appropriate questions in appropriate manner (i.e., training on the Washington Group Questions), training on safe disclosure and referral pathways.

**Minimum requirements for developed of questions:** Questions should be tested with community and clear, plain, easily understood language as identified by the community used.

Respondents identifiers:
**Gender:** Female, male, other, prefer not to say, unknown
**Age:** 0 - 04, 05 - 11, 12- 17, 18 - 24, 25 - 30, 31 - 59, 60+
Nationality: Ukraine, Russian Federation, Afghanistan, Algeria, Kenya, Ivory Coast, Turkmenistan, China, Morocco, Nigeria, Stateless, Other
Education Level: No schooling - illiterate, No schooling - literate, Primary Education, Secondary Education, College / University, Other
**Main language spoken at home:** armenian, belarusian, bulgarian, crimean tatar, english, Gagauz, hebrew, hungarian, karaim, polish, romani, russian, ukrainian, sign language, other
**Washington group 6 questions [if really not possible, short set (4 questions)]**

**Are the minimum requirement for all surveys.**
Segment 1. Communication and Information Needs:

Q1. What type of relevant information have you received to access the assistance you need? (option for multi-select)
   - My legal status in Moldova
   - How to claim asylum
   - How to obtain documentation and related rights
   - How to re-establish contact with relatives I am separated from
   - How to get to the place I want to go (transport)
   - Where to find accommodation
   - How to access medical care
   - How to access education
   - How to get an employment
   - How to access counselling/psychological support
   - What services are provided in other countries
   - Where can I get protection or support services as survivor of violence
   - How to get cash assistance
   - Other
   - None

REQUIRED QUESTION

Q2. What would you like to receive more information about at the moment? (Select top 3 options):
   - My legal status in Moldova
   - How to claim asylum
   - How to obtain documentation and related rights
   - How to re-establish contact with relatives I am separated from
   - How to get to the place I want to go (transport)
   - Where to find accommodation
   - How to access medical care
   - How to access education
   - How to get an employment
   - How to access counselling/psychological support
   - What services are provided in other countries
   - Where can I get protection or support services as survivor of violence
   - How to get cash assistance
   - Other
   - None

Q3. Which sources of information do you trust to give you that information?
   - International Media
   - Media from Ukraine
   - Moldovan Media
   - National Government
REQUIRED QUESTION
Q4. What channel(s) of communication are you using right now to find the information you need to support or help yourself and your family? (Indicate the three most preferred channels)

Social Media
  o If yes, which ones: ______
  o And please list pages or groups that you are using: ______

Television
  o If yes, which ones:

Telephone calls

Messaging Apps (i.e., ...)
  o If yes, which ones: ______

SMS

Face-to-Face interactions
  o If yes, with who: ______

Email

Printed Materials (newspapers)

Online sites
  o If yes, which ones: ______

Radio
  o If yes:
    o Analog or Online
      Moldovan
      International
      Ukrainian

Signs/Posters/Brochures, handouts
- Friends and family

Other
Q5. What would be your preferred way to receive the information about services, entitlements, rights in Moldova you need right now?
   Social Media
     o If yes, which ones: ________
     o And please list pages or groups that you are using: ________
   Television
     o If yes, which ones:
   Telephone calls
   Messaging Apps (i.e., ....)
     o If yes, which ones: ________
   SMS
   Face-to-Face interactions
     o If yes, with who: ________
   Email
   Printed Materials (newspapers)
   Online sites
     o If yes, which ones: ________
   Radio
     o If yes:
       o Analog or Online
         Moldovan
         International
         Ukrainian
   Signs/Posters/Brochures, handouts
   Other

Q6. What challenges are you facing in accessing information that you need at the moment?
   I don’t know where to look for information
   I don’t have a device to access online information
   I don’t know which information to trust
   Information is not available in the language(s) I speak
   Information is not available in formats that are accessible for me
   Information is not available through my preferred channel of communication
   Information provided by hotlines and official sources is insufficient/adequate
   Other ________

Segment 2. Feedback and Response

REQUIRED QUESTION
Q7. How would you prefer to provide feedback or make complaints to aid providers on the quality, quantity and appropriateness of the aid you have received or will receive?
   Social Media________
   Telephone calls
   Messaging Apps________
Face-to-Face interactions
Email
Complaint/suggestion box
Other

Q8. How would you prefer to provide feedback to aid providers about the behaviour of aid providers and other sensitive issues (e.g. discrimination, gender based violence, sexual exploitation and abuse)?
   Social Media
   Telephone calls
   Messaging Apps
   Face-to-Face interactions
   Email
   Complaint/suggestion box
   Other

Q9. What circumstances would you feel comfortable providing feedback to aid providers about the behaviour of aid providers and other sensitive issues? Select all that apply:
   If I can report to or be accompanied by someone I trust
   If I can report to someone of my own gender
   If I can report in my own language
   If my complaint will remain confidential and will be addressed effectively
   If my family will not know about my complaint