

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

Ukrainian Community Leaders
Moldovan Community Leaders
Religious Leaders
Armed Forces
Local Police
Friends and Family locally
Friends and Family abroad
Networks of peers
NGOs
UN agencies
Civil Society Organizations
Volunteers
Business and Private Sector
Other

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

- If yes, which ones: _____
- And please list pages or groups that you are using: _____

Television

- If yes, which ones:

Telephone calls

Messaging Apps (i.e.,)

- If yes, which ones: _____

SMS

Face-to-Face interactions

- If yes, with who: _____

Email

Printed Materials (newspapers)

Online sites

- If yes, which ones: _____

Radio

- If yes:
- 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

- If yes, which ones: _____
- And please list pages or groups that you are using: _____

Television

- If yes, which ones:

Telephone calls

Messaging Apps (i.e., ...)

- If yes, which ones: _____

SMS

Face-to-Face interactions

- If yes, with who: _____

Email

Printed Materials (newspapers)

Online sites

- If yes, which ones: _____

Radio

- If yes:
- 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