

## Contents

1. Summary
2. Background
3. Methodology used while conducting and analyzing the survey
4. Outcomes of the survey
5. Conclusions, recommendations



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## 1. Summary

At the beginning of the year 2012, the IFRC office in Kosovo launched two DREF operations to respond to the extreme winter condition and to support the most vulnerable families in the affected areas.

The beneficiary satisfaction survey was conducted 14-30 April 2012, among the people who were assisted through the DREF operations *MDRKV004 and MDRKV005* responding to extreme winter condition during January-February 2012. During the survey, a total of 370 families were interviewed in all of the affected areas. 44 volunteers and 5 Red Cross staff were involved in conducting the beneficiary satisfaction survey. The collected information was analyzed in a database.

According to the comments received, mainly the roofs of the houses were damaged. Other issues were also mentioned such as the lack of food, or the people did not own the house themselves, they were cut off because of the snow, and electricity was not working. 99 per cent of the interviewed beneficiaries stated that only the Red Cross assisted them.

The survey confirmed that the distributed items met the basic needs of the assisted persons. The assistance arrived in time, relatively soon after the launch of the operation, therefore the distributed items were useful for the beneficiaries. People appreciated that relief was distributed directly to them as they would have experienced some difficulties to travel and pick up the items. The support of the Red Cross volunteers was highlighted in the comments.

In general, the beneficiaries were asked about their needs and were informed about the distributions. However, based on the feedbacks, being personally contacted is the preferred way of receiving information. According to the feedbacks, community mobilization was also activated as people were informing and supporting each other during the operation.

Two thirds of the interviewed people stated that only the Red Cross asked them about their needs. Some of them were participating also in the needs assessment and unloading the relief goods. The majority of the respondents received the relief within one week. The efforts of the Red Cross organization were much appreciated related to the timely delivery.

The operation aimed to assist the most vulnerable families during the extreme winter condition to meet their basic needs. Many of the people supported would not have been able to cope with the situation without external support

99% of the people participating in the survey confirmed that they had recognized that they received the support from the Red Cross. Parcels had Red Cross logo and volunteers were wearing Red Cross uniforms as well.

## 2. Background

Although not prone to frequent natural disasters, the geological configuration of Kosovo – its location within a region characterized by seismic volatility renders it susceptible to earthquakes, landslides, and seasonal river floods. Such incidents happen at least once or twice each year. Kosovo cannot be described as a high risk area. However, when looking at the low capacities or level of coping mechanisms and particularly high vulnerability, it becomes evident that even small-scale disasters have a strongly negative impact on communities and thus require the development of better disaster preparedness and response capacity. The Red Cross is among a handful of actors that have some capacity to respond and is the only one being approached by the communities whenever some disaster happens.

At the beginning of the year 2012, the IFRC office in Kosovo launched two DREF operations to respond to the extreme winter condition and to support the most vulnerable families in the affected

areas.

**MDRKV004** - Due to strong winds that lasted for 24 hours in Kosovo followed by heavy snowfall that started late on January 6<sup>th</sup> and 7<sup>th</sup>, several municipalities in Kosovo were affected by the natural disaster. The most affected municipalities were Istog, Kamenica and Peja. As a result of electricity blackout and broken communication lines, the flow of information was hampered. In order to assist the most vulnerable families among affected, the International Federation launched a DREF operation.

Based on the assessment conducted by Red Cross staff and volunteers 6,078 households were affected and the Red Cross of Kosova prepared the list of 700 most vulnerable families for support. The assistance provided was: 700 food parcels (family food parcel containing wheat flour, cooking oil, sugar, pasta, rice, beans, potatoes, onion and salt), 2800 blankets, firewood for 400 families (800 cubic meters) and 700 plastic sheets. Additional 100 families were assisted with food parcels due to some leftover funding from savings as items were procured at a lower price than foreseen.

Item	No. of units
Food (family food parcel containing wheat flour, cooking oil, sugar, pasta, rice, beans, potatoes, onion and salt)	700
Blankets	2,800
Firewood for 400 families	800 cubic metres
Plastic sheets	700 pcs
Additional Food parcels purchased from savings	100

**MDRKV005** – Due to extremely low temperatures and windstorms followed by heavy snowfall starting in January this year, several municipalities in Kosovo have been heavily affected. February 2012 brought even more snowfall that resulted in covering many villages by snow reaching two meters in height and being cut off from road traffic and supply of goods and electricity/ communication cuts. The snowstorm caused an avalanche causing nine fatalities and one person had been rescued in the village of Restelica, Dragash municipality. Following that, the Red Cross organisations in Kosovo (RCK and RCKM) activated their disaster response teams in order to assess the situation and respond accordingly to the situation.

Based on the assessments of the RC branches, a total of 3,800 families were affected and RC organizations in Kosovo requested to support 1,200 of the most vulnerable families with food and nonfood items. Following that a DREF supported relief operation was launched. Distribution of all relief items was completed by the RC organizations as it was planned. Additional 500 families were assisted with hygiene parcels and blankets. The most affected municipalities were Dragash, Peja, Deqan, Gjakova, Istog, Skenderaj, Kamenica, Vushtrri, Mitrovica, Novo Brde, Viti, Gračanica, Rahovec, Podujeva, Klina, Prishtina, Kacanik, Prizren, Obiliq, Malisheva, Suhareka, Shtime, Strpce, Leposavic, Zubin Potok and Zvečan. The majority of the affected villages are situated in the rural and poor areas of Kosovo, and the emergency situation represents an additional factor in deteriorating their already difficult situation. Families were assisted with the provision of 1,050 food parcels (family



food parcel containing wheat flour, cooking oil, sugar, pasta, rice, beans, potatoes, onion and salt) and 135 replenished ones, 1,050 family hygiene parcels and 135 replenished ones, 2,400 blankets (two pieces per family), 750 cubic meters firewood for 375 families, 700 pair of boots and 700 shovels. Due to favorable exchange rate and lower price of relief goods there were savings and therefore 500 blankets and 500 hygiene parcels were purchased as preparedness for the possible spring floods and repositioned in the Red Cross warehouses.

Item	No. of units
Food (family food parcel containing wheat flour, cooking oil, sugar, pasta, rice, beans, potatoes, onion and salt)	1,050
Family hygiene parcels	1,050
Blankets (two pieces per family)	2,400
Firewood for 375 families	750 cubic metres
Boots	700 pair
Shovels	700 pcs
Additional Blankets for preposition of stock	500 pcs.
Additional Hygiene parcels for preposition of stock	500

### 3. Methodology used while conducting and analysing the survey

#### Scope of the survey

The survey questions touched upon issues of relevance/appropriateness of goods and services, timeliness, information dissemination and visibility. Most of the questions in the questionnaire (see in annex 1) can be classified in one of these categories. Therefore this report will present the findings and conclusions based on these four main criteria.

The beneficiary satisfaction survey was conducted 14-30 April 2012, among the people assisted through the DREF operations *MDRKV004* and *MDRKV005* responding to extreme winter condition during January-February 2012.

The areas covered by the survey included the most affected municipalities: Dragash, Peja, Deqan, Gjakova, Istog, Skenderaj, Kamenica, Vushtrri, Mitrovica, Novo Brde, Viti, Gracanica, Podujeva, Prishtina, Shtime, Strpce, Leposavic, Zubin Potok and Zvecan.

#### Purpose of the survey

1. To find out whether beneficiaries were satisfied with the goods and services received during the operation
2. To expand the knowledge base, identify best practices and provide concrete recommendations for the future appropriateness and relevance of the disaster response operations
3. To enhance the visibility of the International Red Cross and Red Crescent Movement, especially the Red Cross organisations in Kosovo
4. To provide feedback on further improvement possibilities of the beneficiary satisfaction survey and its usage
5. To contribute to the DREF final report

Main activities carried out were the following: Meetings with branch secretaries to be involved in the survey, workshops for volunteers and branch secretaries, field visits and data gathering (interviews, observation), monitoring of the conducting the survey by the headquarters and IFRC office representative, regular coordination with IFRC Europe Zone Office, data analysis, survey report writing.

## Context

*Status of the operations at the time of conducting the survey:* The implementation of the DREF operation MDRKV004 had been finalized by mid-March 2012. The other DREF operation (MDRKV005) was in the implementation phase of the completion of the relief distribution. The International Federation Acting Disaster Management Coordinator had conducted a monitoring visit during the DREF operation before the survey started. The Red Cross organizations and the International Federation were organizing a lessons learnt workshop for the volunteers who participated in the distribution to share their experience and provide feedback during the time the survey was conducted.

## Methodology

*Methods:* the methods used for data collection included mainly individual and household interviews and to some extent observation. Monitoring of the interviewing and activities was done by the representatives of the International Federation office in some of the involved municipalities.

*Data analysis:* The collected information was registered by the Red Cross staff in a database prepared by the International Federation and data analysis was carried out with the support of Europe Zone office.

*Selection of beneficiary sample:* The team did aim to reach a representative sample, therefore the selection of interviewed families was decided to be done in the majority of affected municipalities in order to reach a wider impression about the scale of the operation, and the quality of assistance provided to the beneficiaries. A total of 370 families were selected to participate in the survey, representing 19% of the total targeted families. This number provides a broad sample for database to analyze if the operation reached its objectives and the needs of targeted beneficiaries were met.



The following table shows the number of families interviewed in each of the municipalities:

Branch	Number of families interviewed	Branch	Number of families interviewed
Dragash	30 families	Prishtina	12 families
Peja	40 families	Podujeva	4 families
Istog	40 families	Novoberda	12 families
Decan	22 families	Kamenica	40 families
Vushtrri	30 families	Viti	10 families
Mitrovica	30 families	Gjakova	10 families
Skenderaj	20 families	Zvecan	10 families
Leposavic	15 families	Gracanica	10 families
Zubin Potok	15 families	Novo Brdo	10 families
Mitrovica north	10 families		

*Validity and reliability of the data collected:* Given the situation that the survey was conducted in a representative sample of the beneficiaries, the data collected is providing us reliable and valid information about the opinion of the beneficiaries. The questionnaire was translated to local languages with a special attention to give the same meaning to the questions.

As the survey was conducted mainly by volunteers a workshop was organized for them in order to prepare them for the survey during field visit and meeting with beneficiaries. During the workshop the following issues were discussed:

- How to approach the beneficiaries (what behaviour is appropriate, how to introduce ourselves, familiarise the respondents with the situation etc)
- Interviewing techniques
- Going through and interpreting each of the questions with guidance of the International Federation representative

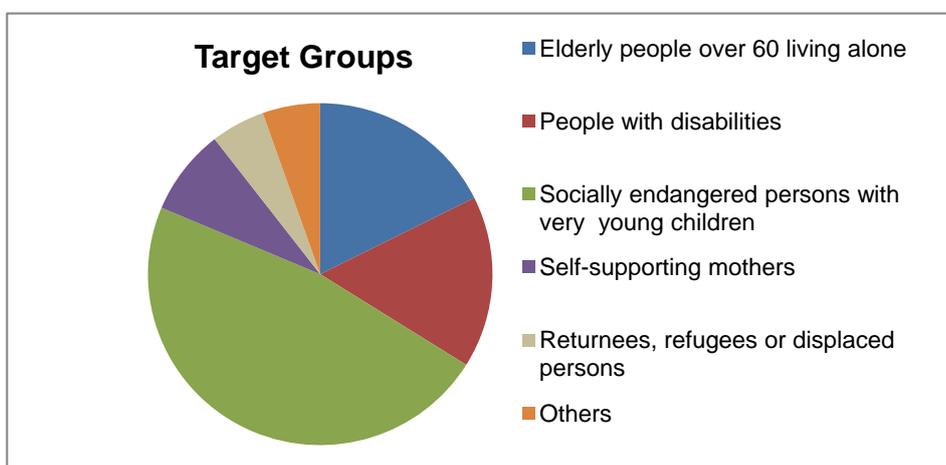
It had been agreed that the survey was to be conducted in a participatory way through discussion. Volunteers did not ask the questions one by one to the people, but were talking with them about how they felt about the assistance they received. Therefore people interviewed felt more comfortable and were openly sharing their opinion. The team consisted of: 44 volunteers and 5 Red Cross staff.

*Meeting with stakeholders and their involvement in the implementation of the survey:* before starting the implementation of the survey, Red Cross branch secretaries and their headquarters were invited to a meeting where they were informed about the survey and coordination with them was agreed. During the implementation of the survey, branch secretaries were also participating in different phases of the activity. They participated in the interview, monitored some interviews, and supported the volunteers. The Red Cross headquarters staff was also involved in the monitoring as well as in compiling all the information received from the volunteers in the database. International Federation staff also conducted monitoring and field visits and was observing the interviews.

## 4. Outcome of the survey

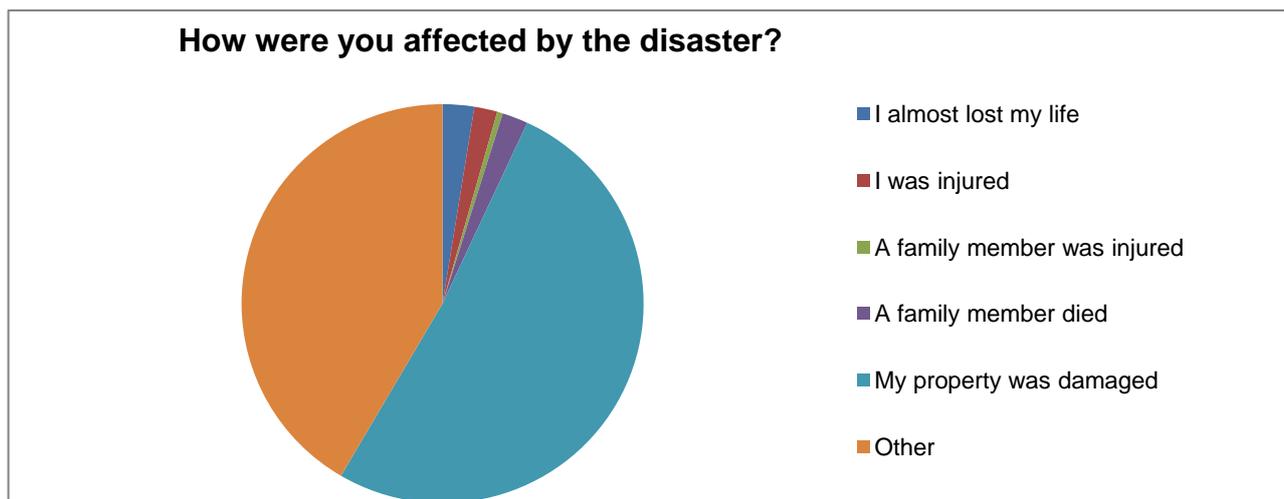
### Background

The operations aimed at targeting the most vulnerable population groups with basic relief items to support them to deal with the consequences of the extreme weather conditions.



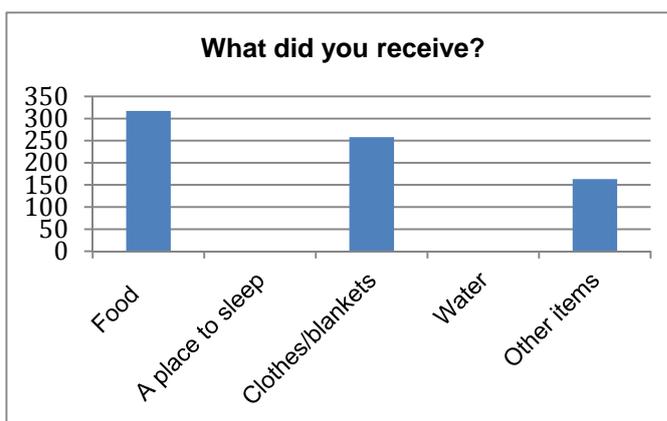
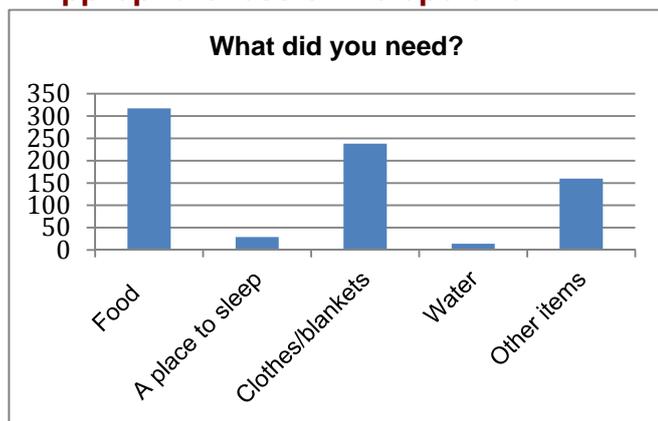
Most of the families assisted are in bad social situation with many children, and also elderly and disabled people.

The respondents reported that the majority of them and their relatives were not injured during the extreme winter condition. However their properties were damaged as this was the mainstream answer they reported. Principally roofs of houses were damaged, but also some people reported that they had electricity cut offs and in two cases household fires were reported, basically the container where the people were living burned out so they lost their shelter. Under "Other", some families stated that they were anyway in difficult situation and their situation had worsened during the disaster. They mainly listed the lack of food and firewood as they could not gather all these necessary means to mitigate the consequences.



When asked about who provided the relief items for them, 93% of the respondents stated that only the Red Cross was supporting them. Only 2 per cent stated that they received some support from the government, but they did not specify from which body. 3 per cent mentioned also others among those who supported them; they highlighted the Albanian Red Cross and the Turkish Red Crescent and also in general NGOs were mentioned. 1 per cent of the people said that they don't know from whom they received the support.

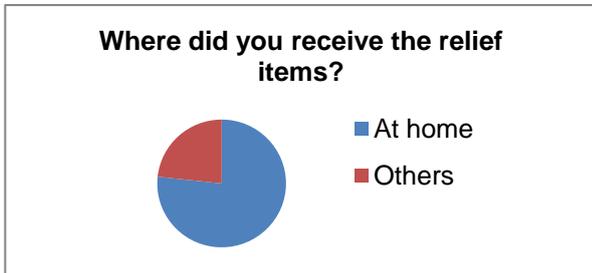
### Appropriateness of the operation



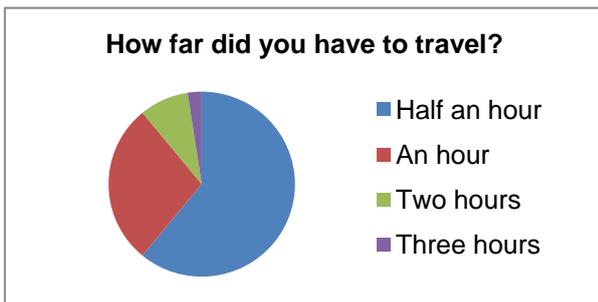
The appropriateness of the operation was measured through the questions related to the needs of the beneficiaries, to the received relief items, and to the distributions process. The two charts above show the answers of the people about their needs and what they have received. The table clearly shows that the needs of the people were met through the items distributed.

The tables above do not show what the affected families needed and received among other items. During the interviews volunteers asked beneficiaries to specify what they mean under other items. Most of them have mentioned medicines, firewood, hygienic kits and fodder for animals. Among the received items the beneficiaries listed hygienic kits, fire wood and water. Only five persons answered that they received water that was not among the items distributed in the framework of the DREF operations.

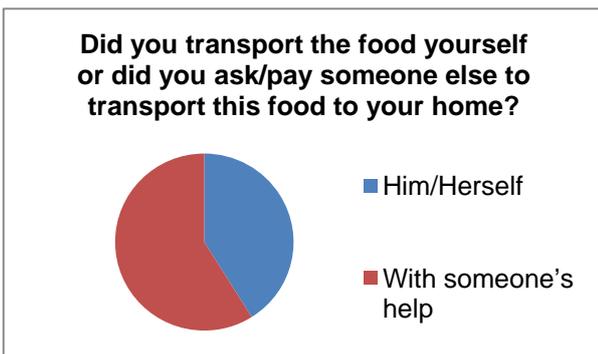
About the distributions, people were asked about the time and method of distributions. Also they provided some feedback related to the time and timeliness of the distributions.



More than 75% of the respondents received the relief at home. They also stated that in case they would have had to travel, that would have caused difficulties for them as due to the snow, roads were blocked, many of the beneficiaries did not have any transportation means or they had to stay at home to take care of their relatives.



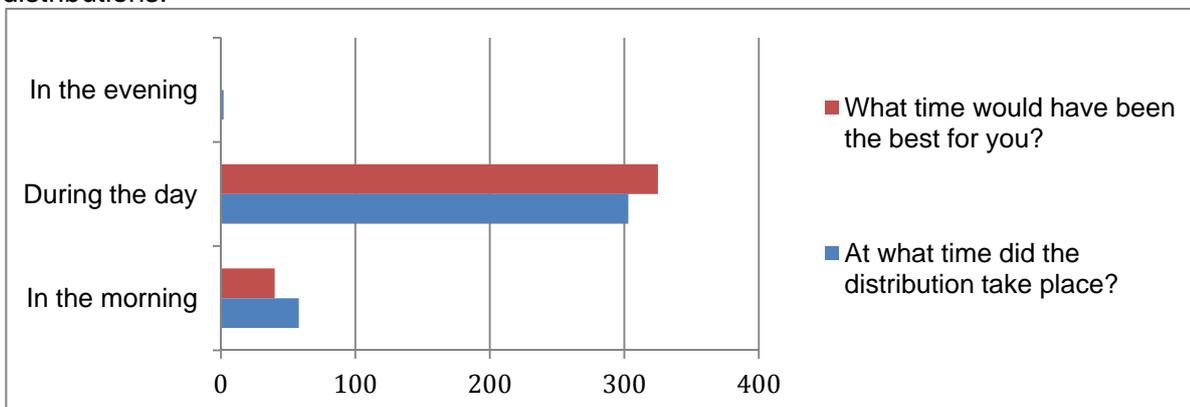
The remaining almost 25% of the respondents had to travel to collect the relief goods. The chart below shows their answers about how far they had to go for this purpose. People usually had to travel to the Red Cross depot to collect the relief items. This was mainly true for three municipalities: Istog, Decan and Gjakova. In some communities it was reported that people organised the relief distribution with the Red Cross representatives.



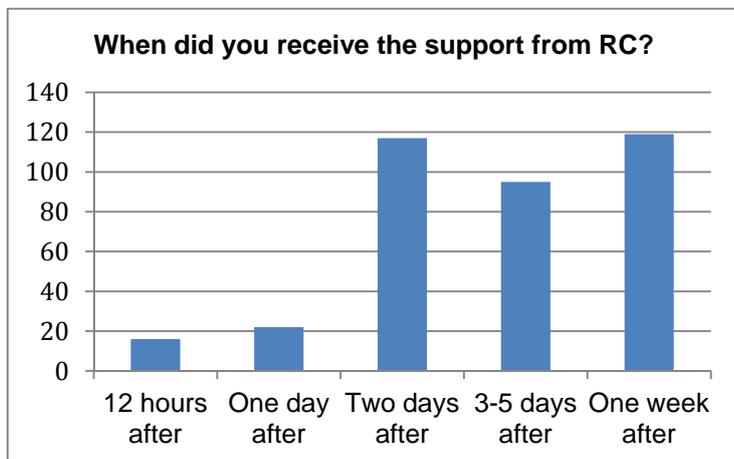
Therefore many of the asked beneficiaries said that someone else from their community or the Red Cross volunteers supported them in transportation and the relief items were distributed to them directly at home. Many people highlighted here the role of the Red Cross volunteers in the local community in this process.

When asked about the time of the distribution, people answered that the majority of them received the items during the day that was also the preferred time for the distribution. Also two families received the relief in the evening. However they did not mention this as a problem for them but the contrary as appreciation of the work of the Red Cross.

The chart below shows the answers to the questions about the actual and preferred time of distributions.



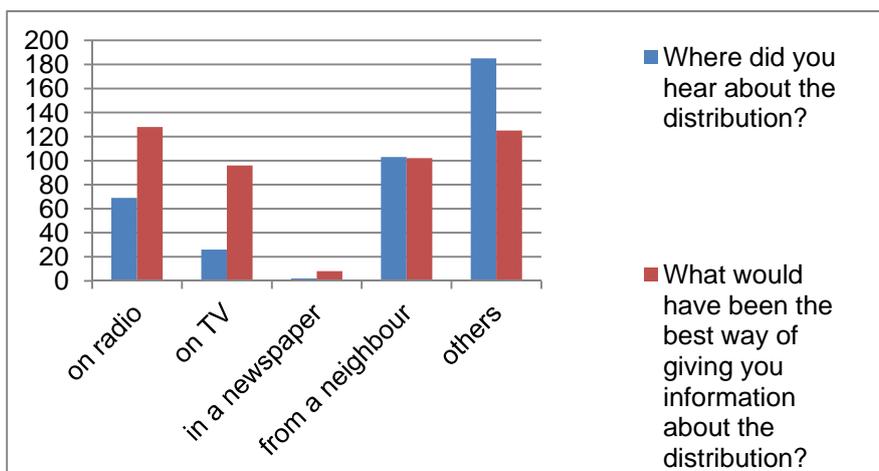
The answers of the beneficiaries related to when they received the relief items are summarised in the chart below:



This shows clearly that two-thirds of the beneficiaries received the support within one week after the DREFs were requested. The remaining one third of the beneficiaries received some items later as there was a second allocation. None of the respondents answered that they have received the relief items more than two weeks after the disaster.

### Information dissemination

92% of the beneficiaries answered that they have received all the necessary information related to the distributions on the information channels summarized in the chart below.

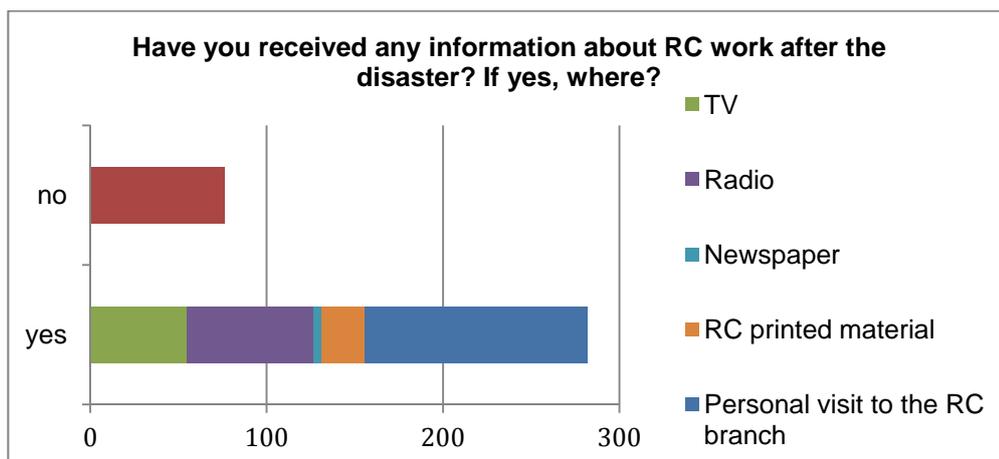


This chart shows that the majority of the respondents received information through other means of communication. Many of them were contacted by the Red Cross staff and volunteers personally or on the phone. Phone was highly preferred by many of the respondents. Also they appreciated to be directly contacted, so they could also provide additional

information about their situation and also they could ask questions related to the distributions.

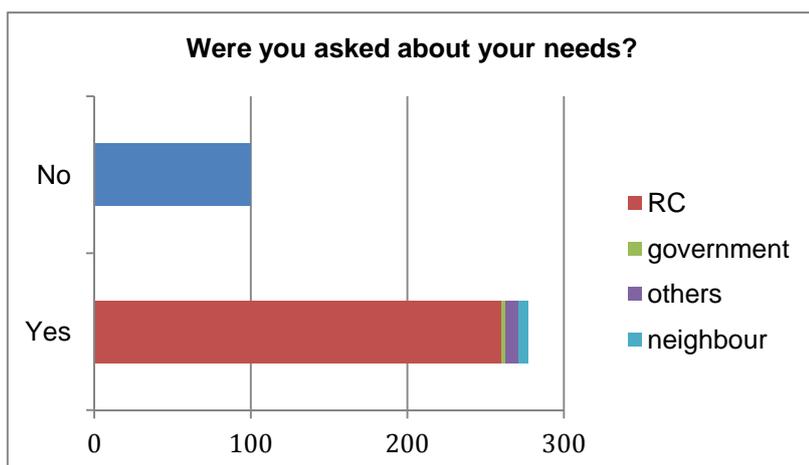
People who were contacted directly were aware about the contents of the distributed items and also knew about the time of distributions. When asked about safety and hygienic rules, two-thirds of the respondents answered that volunteers informed them about these.

Also beneficiaries were asked if they had any information about the Red Cross activities after the disaster and 78% of the respondents answered yes. The chart below shows the detailed information through which information channel they heard any news about the Red Cross.



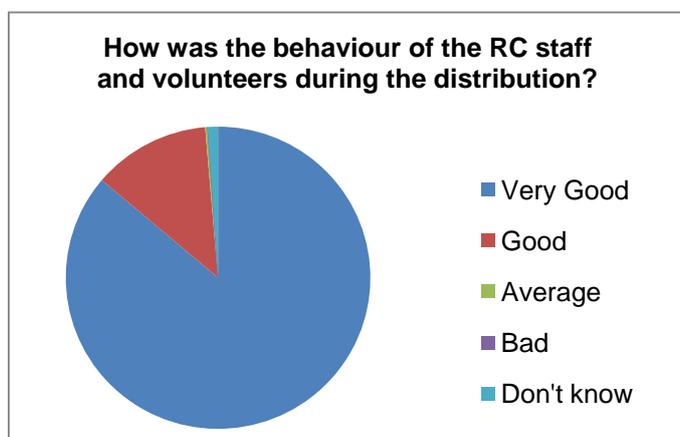
### Participation/ involvement of targeted people

Out of the 370 families participating in the survey, 100 stated that they were not asked about their needs. The table below shows answers related to who contacted the beneficiaries to ask about their needs during the extreme winter weather.



70% of the respondents also stated that they provided advice about how to help the people affected. 35% of the respondents stated that they were involved in needs assessment, implementation and response activities during the disaster. 61% of the respondents knew how to make a complaint about the response operation.

### Image and Visibility



In general, all the respondents were satisfied with the Red Cross operation. They appreciated the fact that the Red Cross organisations mobilised their resources and provided support for them. 99% of the beneficiaries stated that the relief items had the Red Cross logo and volunteers were wearing uniforms or the Red Cross emblem was visible on their clothes. The below chart shows the answers related to the question about the behaviour of the volunteers during the distributions:

When beneficiaries were asked to give their opinion about the operations performed by the Red Cross organisations more than 90% of the respondents were satisfied and would not change anything in the process. However, a few people stated that they would prefer if in their municipality there would be at least one person who would contact them and provide information. Also they would prefer to have a focal point in the Red Cross whom they can contact when they are in need. People also mentioned that they would need more aid not only in case of disasters. The target group of the operation was the most vulnerable segment within the affected population. Therefore when people were asked if they would have sufficient means after the disaster, the majority answered no. This again shows that the support provided by the Red Cross organisations was necessary and essential for the affected people as they would not have been able to cope with the consequences from their own resources.

## 5. Conclusions and recommendations

### General Conclusions

The biggest value of conducting the survey was that it complemented the analysis on output or outcome level indicators by the voices of the people assisted and managed, showing the very essence of the Red Cross work which is improving the lives of individuals. It is important to have the voices of the people heard not only during the initial assessment but also in the following phases of the project cycle.

Apart from obtaining information on how people felt about the goods and services in terms of appropriateness and timeliness, anecdotal information and individual stories can add value to the analysis and can put the people reached in the focus of the reports and in the focus of our thinking again. After all, the operation was done to address their basic needs.

The conclusion of the team that worked on the survey was that it is highly recommended to make this kind of survey a routine after emergency operations and therefore to include the corresponding costs in the budget. Although surveys might be laborious and costly, they provide valuable information on the overall success of an operation. It is important not only to provide assistance to the people but to also get their feedback about it. It also has an added value in itself to visit some of the families in difficult conditions and talk to them and discuss as this makes them feel that the Red Cross/Red Crescent cares about them.

### Conclusions and recommendations while using the questionnaire

- The data collection was based on a questionnaire. However at some points this questionnaire could be more adapted to the given situation to reflect the interpretation of the beneficiaries related to the specific activities implemented by the operation.
- This is really important to highlight that professional translation can further improve the reliability of the collected information because it was easier for the volunteers and the interviewees to understand the general aim of the questions. Also the training on the survey can help volunteers to better understand what each question aims at.
- To avoid that people get tired of the too many questions it is advised to conduct the survey through discussions and when a topic is not taken up then ask a question.
- It is worth to test the questionnaire in a panel before using it so we can avoid that some questions are not clear, or we can not get the needed information from those.

### Conclusions and recommendations by the Red Cross organisations in Kosovo

- In case elderly is targeted in an operation the distribution of medicines has to be considered therefore should be further topic of advocacy work of the Red Cross organisations towards other partner institutions.
- Respondents prefer to be directly contacted either by phone or through personal visits. Also

it was mentioned that a Red Cross staff or volunteer should be dedicated as contact person in each municipality during emergency operations.

- The items distributed to beneficiaries met their basic needs and supported them to cope with the consequences of the disaster.
- During the distributions some communities mobilised themselves and were supporting the community members in the transportation of relief, distributing the items to the homes of targeted people, providing information about the needs of affected people and sharing information among themselves related to the time and process of distributions.
- The Red Cross organisations in Kosovo will continue using these practices and tools in other types of projects in order to be more accountable towards the beneficiaries.

## How we work

*Strategy 2020* voices the collective determination of the International Federation of Red Cross and Red Crescent Societies (IFRC) to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



Over the next ten years, the collective focus of the IFRC will be on achieving the following strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
2. Enable healthy and safe living
3. Promote social inclusion and a culture of non-violence and peace

## Contact information

For further information, please contact:

- **IFRC Office in Kosovo:** Shafiquzzaman Rabbani, Head of Office,
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  - office phone: +36 1 8884 500;
  - email: [alberto.monguzzi@ifrc.org](mailto:alberto.monguzzi@ifrc.org)

<b>Interviewer(s):</b>	<b>Location:</b>	<b>Date:</b>	<b>Start time:</b>	<b>End time:</b>
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Information on respondent		
<b>Gender of respondent</b>	a) Male      b) Female	<b>Additional factor of vulnerability (target group):</b>
<b>Location/community</b>		<b>a) Elderly people over 60 living alone</b> <b>b) People with disabilities</b> <b>c) Socially endangered persons with very young children</b> <b>d) Self-supporting mothers</b> <b>e) Returnees, refugees or displaced persons</b>  (to be amended depending on the target population)
<b>Other information</b>		

Question and alternatives	Thematic category	Additional comments
<b>1. How were you affected by the disaster?</b>	Background	
a) I almost lost my life      b) I was injured      c) A family member was injured d) A family member died      e) My property was damaged      f) Other		
<b>2. What did you need?</b>	Appropriateness of the operation	
a) Food      b) A place to sleep c) Clothes/blankets      d) Water      e) Other items		
<b>3. What did you receive?</b>	Appropriateness	
a) Food      b) A place to sleep c) Clothes/blankets      d) Water      e) Other items		
<b>4. Who gave you this?</b>	Background	
a) Government      b) Red Cross Red Crescent c) Others:      d) Don't know		
<b>5. What did you receive from each?</b>	Background	

<b>6. Were you asked about your needs?</b>	Participation/ involvement of targeted people	
a) Yes: by RCRC      b) by government c) by others      d) by neighbour      e) No		
<b>6.1. If yes to previous question: Did you give advice about how to help the people affected by the disaster?</b>	Participation/ involvement of targeted people	
a) Yes      b) No		
<b>7. If support came from the RCRC, when did you receive it?</b>	Timeliness	
a) 12 hours after      b) One day after      c) Two days after d) 3-5 days after      e) One week after      f) Two weeks after		
<b>8. Where did you receive the food/water/clothes-blankets?</b>	Appropriateness	
a) At home      b) Other (please specify)		
<b>8.1. If other to previous question: How far did you have to travel?</b>	Appropriateness	
a) Half an hour      b) An hour c) Two hours      d) Three hours		
<b>8.2. If other to question 8: Was there anything that hampered you to go there?</b>	Appropriateness	
a) Yes      b) No (please specify)		
<b>8.3. If other to question 8: Did you transport the food yourself or did you ask/pay someone else to transport this food to your home?</b>	Appropriateness	
a) Him/Herself      b) With someone's help		
<b>9. At what time did the distribution take place?</b>	Appropriateness	
a) In the morning      b) During the day      c) In the evening		
<b>10. What time would have been the best for you?</b>	Appropriateness	
a) In the morning      b) During the day      c) In the evening		

<b>11. Where did you hear about the distribution?</b> a) On radio    b) In TV    c) In a newspaper d) From a neighbour/friend    e) Other (please specify)	Information dissemination	
<b>12. Was all necessary information on the date, time and place of the distribution included?</b> a) Yes    b) No (please specify)	Information dissemination	
<b>13. What would have been the best way of giving you information about the distribution?</b> a) On radio    b) On TV c) In a newspaper    d) Other (please specify)	Information dissemination	
<b>14. Did you know what will be distributed before going there?</b> a) Yes    b) No	Information dissemination	
<b>15. Were you informed about food hygiene or safety rules?</b> a) Yes    b) No	Information dissemination	
<b>16. After the end of the operation, will you have the means to be self-sufficient?</b> a) Yes    b) No	Sustainability	
<b>17. Have you received any information about the work of the Red Cross/Red Crescent since the disaster happened?</b> a) Yes    b) No	Information dissemination	
<b>18. Where did you receive this information from?</b> a) TV    b) Radio c) Newspaper    d) Printed material from RCRC e) Personal visit to the local branch	Information dissemination	

<b>19. Were the RCRC staff/volunteers wearing uniform and/or a visible RCRC emblem?</b>	Visibility	
a) Yes                      b) No		
<b>20. Do you know how to make a complaint about the goods/services you received?</b>	Participation/ involvement of targeted people	
a) Yes                      b) No		
<b>21. How was the behaviour of the RCRC staff and volunteers during the distribution</b>	Image	
a) Very good              b) Good c) Average                d) Bad e) Don't know		
<b>22. Were you involved in needs assessments, planning, implementing and monitoring the response?</b>	Participation/ involvement of targeted people	
a) Yes (underline relevant activity)      b) No		
<b>23. Is there any change you would like to see in regard to the operation?</b>		

**End. Thank you for your time.**

**Your answers will help the Red Cross/ Red Crescent to design better programmes and responses in the future.**