

# Appendix 4

## GROWS Quantitative Surveys

**Form Name: GROWS CBWSO Quantitative Survey**

Status: Published \*\* Version: 7 \*\* Language: EN

**Introduction [Introduction]****\*In what village is the respondent located?** [Village\_Name]

- Ghata
- Ikhanoda
- Ilongero
- Itaja
- Kijota
- Laghanida
- Maghojoa
- Matumbo
- Mdilu
- Mgori
- Mikuyu
- Mjughuda
- Mpambaa
- Mpilo
- Msange
- Msimihi
- Msihi
- Mtinko
- Mvae
- Mwarufyu
- Mwasauya
- Ngimu
- Nkhora
- Pohoma
- Sughana
- Ughandi "A"

**\*In what district is the respondent located?** [District]**\*Enter today's date** [Date]**\*Enter your (the enumerator's) full name - first and surname.** [Enumerator\_Name]**\*What gender is the respondent?** [Respondent\_Gender]

- Male
- Female

Enumerator please say the following to the respondent:

Hello, my name is [insert your name]. Today I would like to ask you some questions so we can get a better understanding of the water system in your community. I have been hired by Global Partners for Development for a simple research project, and the results will not impact the interactions of Global Partners or any other organization with your community. Global Partners is not politically affiliated. Please answer all the questions as honestly as you can. Your name will not appear in any of the reports derived from this study, and your individual responses will be kept fully confidential. This is NOT a test, and you will not be graded or judged.

You do not have to participate if you do not wish to do so. Once we begin, if you dont want to answer a question, thats ok. You can also stop the survey at any time if you dont want to finish it. Do you have any questions? *[Survey\_Introduction]*

**\*Do you agree to participate in this survey?** *[Verbal\_Consent]*

Yes

No

## **Informant Background Questions** *[Informant\_Background\_Questions]*

**\*What is your full name?** *[Respondent\_Name]*

**\*How old are you?**

*[Respondent\_Age]*

*ENUMERATOR NOTES: Read all options aloud and have respondent choose one.*

0 - 17

18 - 24

25 - 35

36 - 50

51 - 65

65 +

\*What is the name of the CBWSO that the respondent represents? [CBWSO\_Name]

- Amani WC
- Dimwa WC
- Maji Ghana WC
- Makuro Water Supply
- Mghumo WCA
- Mikimandu WCA
- Mimaji WCA
- Mkhomoi WCA
- Mpambaa WC
- Mreyi WCA
- Msimi WC
- Murga WC
- Mwadiraka WC
- Mwamurungu WC
- Mwitija WCA
- Ufanga WCA
- Uwaumusa WCA
- Uyanjo WCA
- Other (please specify)

\*

\*What is your title within the CBWSO? [CBWSO\_Title]

- CBWSO Chairman
- CBWSO Secretary
- CBWSO Treasurer
- CBWSO Committee Member
- CBWSO Accountant
- CBWSO Technician
- Other (please specify)

\*

\*How long have you held this position?

[Years\_in\_Position]

ENUMERATOR NOTES: all responses should be in years.

\*ENUMERATOR NOTES: Write any notes you have on the CBWSO representative below (their title, time in position, etc.) [Years\_in\_Position\_Notes]

\*How many functional hand-dug wells with a hand pump are currently available in your village? [Hand\_Dug\_Wells\_with\_Pump]

\* **How many functional hand-dug wells without a hand pump (open) are currently available in your village?** *[Hand\_dug\_Wells\_Open]*

\* **How many functional drilled boreholes are currently available in your village?** *[Drilled\_Boreholes]*

\* **How many functional protected springs are currently available in your village?** *[Protected\_Springs]*

\* **How many functional taps from pipelines are currently available in your village?** *[Taps\_from\_Pipeline]*

\* **Name the clean water source we are requesting information about below:**

*[Clean\_Water\_Source]*

ENUMERATOR NOTES: Tell the respondent which water source we are referring to. Let the respondent know that the next questions are related only to this source. This is the GROWS drilled borehole.

\* **Do you collect data by household?** *[Data\_by\_Household]*

- Yes  
 No

\* **If you do collect data by household, how many households in the village use the water source at least one time per week?** *[Household\_Water\_Use]*

This field will be shown only if any of the following conditions are true:  
IF Data\_by\_Household 1

\* **How many days last month was the water source operational?**

*[Water\_Source\_Operational]*

ENUMERATOR NOTES: Must be verified by documentation

\* **Did the water source break down in the last six months?** *[Water\_System\_Break\_Down]*

- Yes  
 No

\* **If the water source did break down in the last six months, how many days did it take to be repaired?** [Days\_Repair]

*This field will be shown only if any of the following conditions are true:*

*IF Water\_System\_Break\_Down 1*

\* **If the water system did break down, please describe why it broke down and details about the repairs:** [Breakdown\_Description]

*This field will be shown only if any of the following conditions are true:*

*IF Water\_System\_Break\_Down 1*

\* **How much do people currently pay per 20 liters of water from this water source?**

[Cost\_per\_20L]

*ENUMERATOR NOTES: Must be verified with documentation. All responses should be in Tanzanian Shillings.*

\* **Has a technician been assigned to this CBWSO by RUWASA?** [CBWSO\_technician]

- Yes  
 No

\* **Has an accountant been assigned to this CBWSO by RUWASA?** [CBWSO\_accountant]

- Yes  
 No

\* **Are their individuals currently part of the CBWSO committee who act as technician or accountant?** [CBWSO\_other\_technician\_accountant]

- No, there is no one acting as technician or accountant  
 Yes, there is a technician  
 Yes, there is an accountant  
 Yes, there is both a technician and accountant

## Accountability Questions [Accountability\_Questions]

\* **Approximately how many users provided feedback to your CBWSO within the last six months?**

[User\_Feedback]

*ENUMERATOR NOTES: Must be verified with documentation.*

\*If users did provide feedback, how was the feedback received? [User\_Feedback\_Method]

*This field will be skipped if any of the following conditions are true:*

*IF User\_Feedback is equal to 0*

- Paper forms
- By phone (SMS, Calls, Whatsapp)
- Email or social media
- Verbal or in-person methods
- Other

\*

\*How many times in the last six months has your CBWSO requested feedback from water users that was officially recorded?

[COWSO\_Requested\_Feedback]

*ENUMERATOR NOTES: Must be verified with documentation.*

- None
- 1-2 times
- 3-4 times
- More than 5 times

\*If the CBWSO did request feedback, how was the feedback received?

[COWSO\_Feedback\_Method]

*This field will be skipped if any of the following conditions are true:*

*IF COWSO\_Requested\_Feedback 0*

- Paper forms
- By phone (SMS, Calls, Whatsapp)
- Email or social media
- Verbal or in-person methods
- Other

\*

\*Was the feedback requested anonymous?

[Feedback\_Anonymous]

*ENUMERATOR NOTES: Must be verified with documentation.*

*This field will be skipped if any of the following conditions are true:*

*IF COWSO\_Requested\_Feedback 0*

- Yes
- No

\*How many times in the last six months was user feedback used to make changes to the water system?

[Feedback\_Used]

*ENUMERATOR NOTES: Must be verified with documentation*

\* **If feedback was used to make changes, how was it used?** [Feedback\_Used\_Detail]

*This field will be skipped if any of the following conditions are true:  
IF Feedback\_Used is equal to 0*

\* **In the last six months, how many complaints were filed by users?** [Complaints\_Filed]

\* **If complaints were filed, how many of them have been addressed?**

[Complaints\_Addressed]

*ENUMERATOR NOTES: Must be verified by documentation.  
This field will be skipped if any of the following conditions are true:  
IF Complaints\_Filed is equal to 0*

\* **If complaints were received or addressed, please describe.** [Complaints\_Detail]

*This field will be skipped if any of the following conditions are true:  
IF Complaints\_Filed is equal to 0*

\* **In the past two weeks, how many people have used the water system?**

[Number\_of\_Users]

*ENUMERATOR NOTES: Must be verified with documentation*

\* **In the past two weeks, how many people have paid in full for their water use?**

[Users\_Paid]

*ENUMERATOR NOTES: Must be verified by documentation*

\* **How many times has the water system been tested for quality?** [Water\_Quality\_Testing]

\* **What were the results of the test(s)?**

[Water\_Quality\_Results]

*ENUMERATOR NOTES: Must be verified with documentation when possible. If the CBWSO is unsure of the results, please describe why in detail. If there have been no water quality tests, put NA.*

\*If the test(s) had poor results, has this been rectified? [Poor\_Water\_Quality\_Results]

- Yes
- No
- Not Applicable

\*Please explain what has been done to rectify the poor water quality results. If nothing has been done, please explain why. [Poor\_Quality\_Explain]

\*Which of the following two-way communication mechanisms do you currently use to communicate with all water users?

[Communication\_Method]

ENUMERATOR NOTES: Must be verified with documentation

- Telephone or cell phone (Including SMS and WhatsApp)
- Email or social media
- Scheduled public forums
- Ongoing in-person opportunities at the water source
- Other

\*

\*Which of the following two-way communication mechanisms do you currently use to communicate with government officials? [Govt\_Communication]

- Telephone or cell phone (including SMS and Whatsapp)
- Email or social media
- Scheduled public forums
- Ongoing in-person opportunities at the water source
- Other

\*

\*How many mass communications have been sent out to all water users from your CBWSO in the last six months?

[COWSO\_User\_Communication]

ENUMERATOR NOTES: Must be verified with records.

\*If one or more mass communications have been sent, how many have included information about how money is being spent?

[COWSO\_User\_Communication\_Money]

ENUMERATOR NOTES: Must be verified by records.

This field will be skipped if any of the following conditions are true:

IF COWSO\_User\_Communication is equal to 0

\*Were the results of the latest water quality test shared with all users?

[Water\_Quality\_Comms]

- Yes
- No
- Not Applicable

\*If the water quality test results were shared, how were they shared?

[Water\_Quality\_Comms\_Type]

This field will be shown only if any of the following conditions are true:

IF Water\_Quality\_Comms is equal to 1

- Telephone or cell phone
- Electronic communication (email/whatsapp/etc.)
- Scheduled public forums/village meetings
- Ongoing in-person opportunities at the water source
- Other

\*

\*If the results of the latest water quality test were shared with users, how quickly were the results shared? [Water\_Quality\_Results\_Time]

This field will be shown only if any of the following conditions are true:

IF Water\_Quality\_Comms is equal to 1

- Within 1 week
- 2-4 weeks
- More than 1 week
- Unsure

## Trust Questions [Trust\_Questions]

\*Do service authorities from the government monitor your actions as the CBWSO?

[COWSO\_Monitoring]

- Yes
- No

\* Please explain what monitoring if any is conducted by the government.

[COWSO\_Monitoring\_Explain]

\* Does the Private Operator monitor your actions as the CBWSO?

[Private\_Operator\_Monitoring]

ENUMERATOR NOTES: By private operator we mean a private business that operates the water system. For all other cases, select "Not Applicable"

- Yes
- No
- Not Applicable

\* Please explain what monitoring if any is conducted by the private operator.

[Private\_Operator\_Monitoring\_Explain]

ENUMERATOR NOTES: If none, enter "none". If not applicable, enter "NA".

\* Do you think water users trust the CBWSO to oversee the system? [User\_Trust]

- Yes
- No

\* Please explain why or why not you think water users trust the CBWSO's oversight.

[User\_Trust\_Explain]

\* Do you think water users understand the technologies that are being used to operate the system? [Users\_Understand\_Technologies]

- Yes
- No

\* Please explain why or why not you think users understand technologies used at the water system. [Understand\_Technologies\_Explain]

## Equity Questions [Equity\_Questions]

\* How many women are part of the CBWSO committee? [Women\_COWSO\_Leadership]

ENUMERATOR NOTES: This is the number of women who are more than general committee members.

\*Does the CBWSO consider the situations of women users separately from other users in the oversight of the water system? [Women\_Users]

- Yes  
 No

\*Please explain how the situations of women are considered by the CBWSO if applicable. [Women\_Users\_Explain]

\*Does the CBWSO consider the situations of users with disabilities separately from other users in their oversight of the water system? [Disabilities\_Users]

- Yes  
 No  
 Unsure

\*Please explain in what ways the CBWSO does or does not consider the situations of users with disabilities: [Disabilities\_Users\_Please\_Explain]

\*Does the CBWSO consider the situations of other minority users separately from other users in their oversight of the water system? [Minority\_Users]

- Yes  
 No  
 Unsure

\*Please explain in what ways the CBWSO does or does not consider the situations of minority users at the water source: [Minority\_Users\_Please\_Explain]

\*Is water use ever restricted? [Water\_Use\_Restricted]

- Yes  
 No

\*If water use is ever restricted, are there any groups who are still able to collect water? [Water\_Use\_Restricted\_Fairly]

*This field will be shown only if any of the following conditions are true:  
IF Water\_Use\_Restricted 1*

- Yes  
 No

**\* If water use is not restricted equally (e.g. if one group of people are still allowed to use the water source during a time of restriction) why not? What groups of people would continue to have access to the water source? [Water\_Use\_Restricted\_Describe]**

*This field will be skipped if any of the following conditions are true:*

*IF Water\_Use\_Restricted\_Fairly is equal to 0*

*OR Water\_Use\_Restricted is equal to 0*

### **Final Comments & Questions [Final\_Comments\_\_\_Questions]**

Please read the following to the respondent:

Thank you for sharing your insights on the current water situation in your village. Please feel free to contact Global Partners for Development with questions about the survey. Do you have anything else to add or any questions? [Enumerator\_Instruction\_3]

**For the enumerator:**

**Please write any relevant notes about the respondent or any of their responses below.**

[Enumerator\_Notes3]

**Form Name: GROWS Users Survey**

Status: Published \*\* Version: 5 \*\* Language: EN

**Introduction [Introduction]****\*Which GROWS site are you surveying?** [GROWS\_sitename]

- Site 1 - Mjughuda
- Site 2 - Ilongero
- Site 3 - Mpambaa
- Site 4 - Msimi
- Site 5 - Ghata/Mgori/Sughana
- Site 6 - Nkora
- Site 7 - Laghanida
- Site 8 - Ughandi "A"
- Site 9 - Ngimu
- Site 10 - Mwarufyu/Mvae
- Site 11 - Msange 1 (Murga WC)
- Site 12 - Msange 2 (Uwaumusa WCA)
- Site 13 - Mpilo/Maghojoa
- Site 14 - Itaja
- Site 15 - Pohama
- Site 16 - Kijota/Mtinko
- Site 17 - Ikhanoda/Msimihi
- Site 18 - Mdilu/Mwasauya
- Site 19 - Matumbo/Mikuyu

\*In what village does the respondent live? [Village\_Name]

- Ghata
- Ikhanoda
- Ilongero
- Itaja
- Kijota
- Laghanida
- Maghojoa
- Matumbo
- Mdilu
- Mgori
- Mikuyu
- Mjughuda
- Mpambaa
- Mpilo
- Msange
- Msimihi
- Msisi
- Mtinko
- Mvae
- Mwarufyu
- Mwasauya
- Ngimu
- Nkhora
- Pohoma
- Sughana
- Ughandi "A"
- Other (please specify)

\*

\*In what district is the respondent located? [District]

\*Enter today's date [Date]

\*Enter your (the enumerator's) full name - first and surname. [Enumerator\_Name]

\*What gender is the respondent? [Respondent\_Gender]

- Male
- Female

Enumerator please say the following to the respondent:

Hello, my name is [insert your name]. Today I would like to ask you some questions so we can get a better understanding of the water system in your community. I have been hired by Global Partners for Development for a simple research project, and the results will not impact the interactions of Global Partners or any other organization with your community. Global Partners is not politically affiliated. Please answer all the questions as honestly as you can. Your name will not appear in any of the reports derived from this study, and your individual responses will be kept fully confidential. This is NOT a test, and you will not be graded or judged.

You do not have to participate if you do not wish to do so. Once we begin, if you dont want to answer a question, thats ok. You can also stop the survey at any time if you dont want to finish it. Do you have any questions? *[Survey\_Introduction]*

**\*Do you agree to participate in this survey?** *[Verbal\_Consent]*

- Yes  
 No

### **Informant Background Questions** *[Informant\_Background\_Questions]*

**\*Are you the individual in your household who is mainly responsible for making decisions about family finances?** *[Head\_Of\_Household]*

- Yes  
 No

**\*How old are you?**

*[Respondent\_Age]*

*ENUMERATOR NOTES: Read all options aloud and have respondent choose one.*

- 0 - 17  
 18 - 24  
 25 - 35  
 36 - 50  
 51 - 65  
 65 +

**\*Are you the individual in your household who is mainly responsible for collecting water?** *[Water\_Collection]*

- Yes  
 No

**\*Do you have any disabilities that affect your ability to retrieve water?** *[Disability]*

- Yes  
 No

**FOR ENUMERATOR (Do not read aloud): Make any comments regarding the previous responses below.** *[Enumerator\_Notes1]*

## Household Questions *[Household\_Economics]*

**\*What is the main source of drinking water for members of your household?**

*[household\_drinking\_water]*

- Water piped into home
- Household Rainwater Collection System
- Drilled Borehole
- Open hand dug well
- Unprotected spring
- Other (please specify)

\*

**\*What is the main source of water used by your household for other purposes such as cooking and handwashing?** *[household\_water\_other\_use]*

- Water piped into home
- Household Rainwater Collection System
- Drilled Borehole
- Open hand dug well
- Unprotected spring
- Other (please specify)

\*

**\*What kind of toilet facility do members of your household usually use?** *[household\_toilet]*

*Enumerator Notes: "flush toilet" can either be pour flush or automatic.*

- Flush toilet to piped sewer system
- Flush toilet to septic tank
- Flush toilet to pit latrine
- Flush toilet to somewhere else
- Ventilated pit latrine with secure doors & windows
- Pit latrine with concrete slab
- Open pit latrine
- Bucket toilet
- No latrine (use bush or field)
- Other (please specify)

\*

\*Do you share this toilet facility with other households? *[household\_toilet\_shared]*

- Yes  
 No

\*In your household, what type of cookstove is mainly used for cooking?

*[household\_cookstove]*

- Gas stove with canister  
 Biogas stove  
 Three stone stove or open fire  
 No food is cooked in the household  
 Other (please specify)

\*

\*Do you have a separate room which is used as a kitchen? *[household\_kitchen]*

- Yes  
 No

\*At night, what does your household mainly use to light the home? *[household\_electricity]*

- Electricity through TANESCO  
 Solar lanterns  
 Rechargeable flashlight or lantern  
 Battery powered flashlight or lantern  
 Kerosene lamp  
 Candles  
 No lighting in the household at night  
 Other (please specify)

\*

\*Does this household own any livestock, herds, or other farm animals? *[household\_livestock]*

- Yes  
 No

## Water Governance Assessment Questions *[Water\_Governance\_Assessment\_Questions]*

\*What is the primary water source you use? *[Primary\_Water\_Source]*

\*FOR ENUMERATOR: Write the clean water source we are requesting information about here. This should be the specific GROWS borehole. *[Clean\_Water\_Source]*

FOR ENUMERATOR (do not read aloud): Though there may be other water sources available, describe to the respondent the specific water source the following questions are in reference to. The "GROWS" water

source. [Enumerator\_Instructions]

\*Do you collect water from the source I just named at least once per week?

[Weekly\_Water\_Collection]

- Yes  
 No

\*Do you collect water from any other sources? [Other\_Water\_Sources]

- Yes  
 No

\*If yes, why do you collect water from other sources? [Other\_Water\_Why]

*This field will be skipped if any of the following conditions are true:  
IF Other\_Water\_Sources 0*

- Distance is closer  
 Price is lower  
 Quality of water is better  
 Water system operations are more efficient and reliable  
 Other

\*

\*How many days last month was the water source operational?

[Water\_Source\_Operational]

*ENUMERATOR NOTES: This is referring to the GROWS water source only. Must be verified with documentation. Tell the respondent that the next questions are related to the water source you named at the beginning of this section only.*

\*Did the water system break down in the last six months? [System\_Break\_Down]

- Yes  
 No

\*If so, how many days did it take to be repaired? [Days\_Repair]

*This field will be skipped if any of the following conditions are true:  
IF System\_Break\_Down is equal to 0*

\*Please describe the nature of the break down and any repairs. [Repair\_Describe]

*This field will be skipped if any of the following conditions are true:  
IF System\_Break\_Down is equal to 0*

\*How much do people currently pay per 20 Liters of water from this source?

[Cost\_20L]

*ENUMERATOR NOTES: Must be verified with documentation. All responses should be in Tanzanian shillings.*

\*Do you think this price is reasonable? [Reasonable\_Price]

- Yes  
 No

\*How do you pay for water?

[Water\_Payment]

ENUMERATOR NOTES: Must be verified with documentation

- Cash at time of service  
 Cash in advance  
 Cash after time of service  
 Electronically at time of service  
 Electronically in advance  
 Electronically after time of service

\*

\*How often do you pay for water?

[Water\_Payment\_Frequency]

ENUMERATOR NOTES: Must be verified with documentation

- At least once per week  
 At least once per month  
 At least once per quarter (3 months)  
 At least once per year  
 Other

\*

## Accountability Questions [Accountability\_Questions]

\*In the last six months, have you provided feedback about the water system to any of these providers? [Feedback\_Provided]

- Village Leadership  
 Private Operator  
 CBWSO  
 No, I did not provide feedback  
 Other

\*

\*If you provided feedback, how did you submit this feedback? [Feedback\_Method]

This field will be skipped if any of the following conditions are true:

IF Feedback\_Provided includes any 4

- Paper Forms  
 By Phone (SMS, Calls, Whatsapp)  
 Email or social media  
 Verbal or in-person methods

Other

\*

\*How many times in the last six months has the village leadership requested feedback from all water users? [Village\_Leadership\_Request\_Feedback]

- None
- 1-2 times
- 3-4 times
- More than 5 times
- Not sure

\*If Village Leadership requested feedback, how did they request this feedback?

[Village\_Leadership\_Feedback\_Method]

**This field will be skipped if any of the following conditions are true:**

IF Village\_Leadership\_Request\_Feedback is equal to 0  
OR Village\_Leadership\_Request\_Feedback is equal to 4

- Paper forms
- By phone (SMS, Calls, Whatsapp)
- Email or social media
- Verbal or in-person methods
- Other

\*

\*Was the feedback requested anonymous? [Feedback\_Anonymous]

**This field will be skipped if any of the following conditions are true:**

IF Village\_Leadership\_Request\_Feedback is equal to 0

- Yes
- No
- Not Sure

\*How many times in the last six months has the private operator requested feedback from all water users? [Private\_Operator\_Feedback]

- None
- 1-2 times
- 3-4 times
- More than 5 times
- Not sure
- Not Applicable

\*If the private operator requested feedback, how did they request this feedback?

[Private\_Operator\_Feedback\_Method]

**This field will be skipped if any of the following conditions are true:**

IF Private\_Operator\_Feedback is equal to 0  
OR Private\_Operator\_Feedback is equal to 5

- Paper Forms
- By phone (SMS, Calls, Whatsapp)
- Email or social media
- Verbal or in-person methods
- Other

\*

\*Was the feedback requested anonymous? [PO\_Feedback\_Anonymous]

*This field will be skipped if any of the following conditions are true:*

*IF Private\_Operator\_Feedback is equal to 0*

*OR Private\_Operator\_Feedback is equal to 5*

- Yes
- No
- Not Sure

\*How many times in the last six months has the CBWSO requested feedback from all water users? [COWSO\_Request\_Feedback]

- None
- 1-2 times
- 3-4 times
- More than 5 times
- Not sure
- Not Applicable (no CBWSO)

\*If the CBWSO requested feedback, how did they request this feedback?

[COWSO\_Feedback\_Method]

*This field will be skipped if any of the following conditions are true:*

*IF COWSO\_Request\_Feedback is equal to 0*

*OR COWSO\_Request\_Feedback is equal to 4*

*OR COWSO\_Request\_Feedback is equal to Not\_Applicable\_\_no\_CBWSO\_*

- Paper forms
- By phone (SMS, Calls, Whatsapp)
- Email or social media
- Verbal or in-person methods
- Other

\*

\*Was the feedback requested anonymous? [Feedback\_Anonymous\_COWSO]

*This field will be skipped if any of the following conditions are true:*

*IF COWSO\_Request\_Feedback is equal to 0*

*OR COWSO\_Request\_Feedback is equal to 4*

*OR COWSO\_Request\_Feedback is equal to Not\_Applicable\_\_no\_CBWSO\_*

- Yes
- No
- Not Sure

\*How often do you think user feedback was used to make changes to the system?

[Feedback\_Used]

- Always
- Often
- Sometimes
- Rarely
- Never
- Not Applicable

\* **In the last six months, how many complaints did you file with the local government?**

[Complaints\_Filed]

\* **If you filed zero complaints, why did you not file a complaint?** [Why\_No\_Complaints]

ENUMERATOR NOTES: Do not read options aloud. Select all that apply.

**This field will be shown only if any of the following conditions are true:**

IF Complaints\_Filed is equal to 0

- The system served me well, so I had no complaints
- I am too busy to file a complaint
- It is too difficult to file a complaint
- I didn't know how to file a complaint
- I believed my complaint might not make a difference
- Other

\*

\* **How often are you unable or unwilling to pay for your water in full and on time?**

[Payment\_of\_Water\_in\_Full]

- Always
- Often
- Sometimes
- Rarely
- Never
- Prefer not to answer

\* **How many times in the past two weeks were you unable to pay in full for your water?**

[No\_Payment\_Last\_Two\_Weeks]

\* **Why was payment for water difficult within the last two weeks?** [Why\_Payment\_Difficult]

ENUMERATOR NOTES: Do not read options aloud. Select all that apply.

**This field will be skipped if any of the following conditions are true:**

IF No\_Payment\_Last\_Two\_Weeks is equal to 0

- I did not have enough money to pay due to a unique situation
- I did not have enough money due to seasonal issues
- I never or almost never have enough money to pay
- I think the price of water is too high
- I was not asked to pay
- Making payments is a confusing or long process
- Other

\*

## Transparency Questions [Transparency\_Questions]

\* **How many mass communications (sent to all water users) have you received from the local government in the last six months?** [Mass\_Communication]

\* **If one or more, how many have included information about how money is being spent?**

[Mass\_Comms\_Money]

*This field will be skipped if any of the following conditions are true:  
IF Mass\_Communication is equal to 0*

\* **If the local government sent mass communications, how did they send these messages?** [Mass\_Comms\_Method]

*This field will be skipped if any of the following conditions are true:  
IF Mass\_Communication is equal to 0*

- Paper Forms
- By phone (SMS, Calls, Whatsapp)
- Email or Social Media
- Verbal or in-person methods
- Other

\*

\* **How many mass communications (sent to all water users) have you received from the private operator in the last six months?** [Mass\_Communication\_Private\_Operator]

\* **If one or more, how many have included information about how money is being spent?**

[Mass\_Comms\_Money\_Private\_Operator]

*This field will be skipped if any of the following conditions are true:  
IF Mass\_Communication\_Private\_Operator is equal to 0*

\* **If the private operator sent mass communications, how did they send these messages?**

[Mass\_Comms\_Method\_private\_operator]

*This field will be skipped if any of the following conditions are true:  
IF Mass\_Communication\_Private\_Operator is equal to 0*

- Paper Forms
- By phone (SMS, Calls, Whatsapp)
- Email or Social Media
- Verbal or in-person methods
- Other

\*

\* **How many mass communications (sent to all water users) have you received from the CBWSO in the last six months?** [Mass\_Communication\_CBWSO]

\* **If one or more, how many have included information about how money is being spent?**

[Mass\_Comms\_Money\_COWSO]

*This field will be skipped if any of the following conditions are true:  
IF Mass\_Communication\_CBWSO is equal to 0*

\* **If the CBWSO sent mass communications, how did they send these messages?**

[Mass\_Comms\_Method\_COWSO]

*This field will be skipped if any of the following conditions are true:  
IF Mass\_Communication\_CBWSO is equal to 0*

- Paper Forms
- By phone (SMS, Calls, Whatsapp)
- Email or Social Media
- Verbal or in-person methods
- Other

\*

\* **Have you ever received information on the water quality of the system?**

[Water\_Quality\_Comms]

- Yes
- No

\* **If you have received information on the water quality of the system, how was it shared?** [Water\_Quality\_Comms\_Method]

*This field will be skipped if any of the following conditions are true:  
IF Water\_Quality\_Comms is equal to 0*

- Telephone or cell phone
- Electronic Communication (email, Whatsapp, etc.)
- Scheduled public forums/village meetings
- Ongoing in-person opportunities at the water source
- Other

\*

\* **If you have received information on the water quality of the system, how quickly were the results shared?** [Water\_Quality\_Results]

*This field will be skipped if any of the following conditions are true:  
IF Water\_Quality\_Comms is equal to 0*

- Within 1 week
- 2-4 weeks
- More than 1 week
- I do not know

## Trust Questions [Trust\_Questions]

\* **How often do you feel that your concerns are consistently addressed by local government?** [Concerns\_Addressed\_Govt]

- Always
- Often
- Sometimes
- Rarely
- Never

\*How often do you feel that your concerns are consistently addressed by the private operator? [Concerns\_Addressed\_PO]

- Always
- Often
- Sometimes
- Rarely
- Never
- Not Applicable

\*How often do you feel that your concerns are consistently addressed by the CBWSO? [Concerns\_Addressed\_COWSO]

- Always
- Often
- Sometimes
- Rarely
- Never
- Not Applicable

\*If you answered rarely or never to any of the previous three questions, please explain: [Rarely\_or\_Never\_Please\_Describe]

*This field will be shown only if any of the following conditions are true:*

*IF Concerns\_Addressed\_COWSO is equal to 4*  
*OR Concerns\_Addressed\_COWSO is equal to 0*  
*OR Concerns\_Addressed\_Govt is equal to 4*  
*OR Concerns\_Addressed\_Govt is equal to 0*  
*OR Concerns\_Addressed\_PO is equal to 0*  
*OR Concerns\_Addressed\_PO is equal to 4*

\*Do you believe that the technology used by the water systems is secure and reliable? [Water\_Technology]

- Yes
- No
- Unsure
- Not Applicable

\*If you responded no to the previous question, what are your concerns? [If\_No\_Describe]

*This field will be shown only if any of the following conditions are true:*

*IF Water\_Technology is equal to 0*

\*Do you believe that the water quality is high? [Water\_Quality]

- Yes  
 No  
 Unsure

\*Do you believe that the cost of the water is fair? [Fair\_Cost\_of\_Water]

- Yes  
 No  
 Not Applicable - do not pay

\*Do you believe that your payments for water are used appropriately by the water operator? [Appropriate\_Use\_of\_Funds]

- Yes  
 No  
 Not Applicable

\*Do you believe that the water system will be fully operational one year from now? [Operational\_Next\_Year]

- Yes  
 No

\*Do you believe that the private operators are monitored by local authorities? [PO\_Monitoring]

- Yes  
 No  
 Not Applicable

\*Do you believe that water operators/CBWSOs properly maintain the water systems? [System\_Maintenance]

- Yes  
 No  
 Not Applicable

## Equity Questions [Equity\_Questions]

\*Do you believe that the water system serves all your daily needs? [Serve\_Daily\_Needs]

- Yes  
 No

\*If you do not believe that the water system serves all of your daily needs, why not? [If\_No\_Why]

*This field will be shown only if any of the following conditions are true:  
IF Serve\_Daily\_Needs is equal to 0*

\*Are you able to access the water whenever you need it? [Water\_Access]

- Yes

Yes

No

\* **If are not able to access the water whenever you need it, why not?** [If\_No\_Why\_Access]

*This field will be shown only if any of the following conditions are true:*

*IF Water\_Access is equal to 0*

\* **How many households do you know who do not use the water system?**

[Households\_Use\_Water\_System]

Less than 10

10 - 20 households

20 - 50 households

More than 50 households

Unsure

\* **Do you believe that the water service providers care about you?** [Service\_Provider\_Care]

Yes

No

Not Applicable

\* **If you do not believe that service providers care about you, why not?** [Care\_Why\_Not]

*This field will be shown only if any of the following conditions are true:*

*IF Service\_Provider\_Care is equal to 0*

\* **Is water use ever restricted?** [Water\_Use\_Restriction]

Yes

No

\* **If water use is restricted, are there any groups that would still be able to use the water source?** [Water\_Use\_Restricted\_Equally]

*This field will be shown only if any of the following conditions are true:*

*IF Water\_Use\_Restriction is equal to 1*

Yes

No

\* **If water use is not restricted equally (e.g. if one group of people are still allowed to use the water source during a time of restriction) why not? What groups of people would continue to have access to the water source?** [Water\_Use\_Restriction\_Details]

*This field will be shown only if any of the following conditions are true:*

*IF Water\_Use\_Restricted\_Equally is equal to 1*

**Final Comments & Questions** [Final\_Comments\_\_Questions]

Please read the following to the respondent:

Thank you for sharing your insights on the current water situation in your village. Please feel free to contact Global Partners for Development with questions about the survey. Do you have anything else to add or any questions? [Enumerator\_Instruction\_3]

**For the enumerator:**

**Please write any relevant notes about the respondent or any of their responses below.**

*[Enumerator\_Notes3]*

**Form Name: GROWS Village Leadership Survey**

Status: Published \*\* Version: 3 \*\* Language: EN

**Introduction [Introduction]****\*In what village is the respondent located? [Village\_Name]**

- Ghata
- Ikhanoda
- Ilongero
- Itaja
- Kijota
- Laghanida
- Maghojoa
- Matumbo
- Mdilu
- Mgori
- Mikuyu
- Mjughuda
- Mpambaa
- Mpilo
- Msange
- Msimihi
- Msihi
- Mtinko
- Mvae
- Mwarufyu
- Mwasauya
- Ngimu
- Nkhora
- Pohoma
- Sughana
- Ughandi "A"

**\*In what district is the respondent located? [District]****\*Enter today's date [Date]****\*Enter your (the enumerator's) full name - first and surname. [Enumerator\_Name]****\*What gender is the respondent? [Respondent\_Gender]***enumerator notes: this is the gender of the person you are surveying.*

- Male
- Female

Enumerator please say the following to the respondent:

Hello, my name is [insert your name]. Today I would like to ask you some questions so we can get a better understanding of the water system in your community. I have been hired by Global Partners for Development for a simple research project, and the results will not impact the interactions of Global Partners or any other organization with your community. Global Partners is not politically affiliated. Please answer all the questions as honestly as you can. Your name will not appear in any of the reports derived from this study, and your individual responses will be kept fully confidential. This is NOT a test, and you will not be graded or judged.

You do not have to participate if you do not wish to do so. Once we begin, if you dont want to answer a question, thats ok. You can also stop the survey at any time if you dont want to finish it. Do you have any questions? [Survey\_Introduction]

**\*Do you agree to participate in this survey?** [Verbal\_Consent]

- Yes  
 No

## Informant Background Questions [Informant\_Background\_Questions]

**\*What is your full name?** [Respondent\_Name]

**\*How old are you?** [Respondent\_Age]

*ENUMERATOR NOTES: Read all options aloud and have respondent choose one.*

- 0 - 17  
 18 - 24  
 25 - 35  
 36 - 50  
 51 - 65  
 65 +

**\*What is your job title in Village Leadership?** [Village\_Title]

*Enumerator Notes: This should be the title or position within village leadership NOT the respondent's occupation (e.g. "farmer")*

- Village Chairman  
 Village Secretary  
 Village Executive Officer  
 Village Accountant/Treasurer  
 Village Committee Member  
 Other (please specify)

**\***

**\*How many years have you held this position?** [Position\_Length]

**\*How many years have you lived in this community?** [Years\_in\_Community]

**Note for Enumerator:** Enter any notes that are relevant from this section of the survey.

If there are no notes, continue to the next section. *[Enumerator\_Notes1]*

## People & Location Questions *[People\_\_\_Location\_Questions]*

\*What is the average number of people per household in your village? *[Average\_Household]*

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

unknown

\*How many households are there in your village?

**ENUMERATOR NOTES:** Must be verified with records/documents. *[Households\_in\_Village]*

\*How many people live in your village? *[Village\_Population]*

*ENUMERATOR NOTES: Must be verified with records/documents.*

**ENUMERATOR NOTES:** Please take photos of any documents reviewed to verify the previous responses. *[Document\_Verification1]*

Capture / Browse

## Water Assessment Questions *[Water\_Assessment\_Questions]*

\*How many hand-dug wells (with a hand pump) are currently functional and available in your village? *[Hand\_Dug\_Wells\_with\_Pump]*

\* **How many hand-dug wells (open) are currently functional and available in your village?**

[Hand\_Dug\_Wells\_Open]

\* **How many drilled borehole wells are currently functional and available in your village?**

[Drilled\_Boreholes]

\* **How many protected springs are currently functional and available in your village?**

[Protected\_Springs]

\* **How many taps from pipelines are currently functional and available in your village?**

[Pipeline\_Taps]

\* **If there are none of the previously listed water sources in the village, please check none below.** [No\_Water\_Sources]

- None of these water sources exist in my village
- There are water sources listed in this village

## Water Source1 [Water\_Source1]

\* **Name the clean water source we are requesting information about here:**

[Water\_Source\_Name]

*Enumerator Notes: This should be the "GROWS" borehole. After collecting information about this site, we will ask questions about other village water sources as applicable.*

- hand-dug well (with hand pump)
- Hand-dug well (open)
- Drilled borehole well
- Protected spring
- Taps from pipeline

ENUMERATOR NOTES: Tell the respondent that the next questions are related to the above water source only. [Enumerator\_Instruction2]

\* **How many households in the village use the water source at least one time per week?**

[Household\_Use\_Weekly]

*Enumerator Notes: This is the number of households not individual people. If this is unknown, enter 0 and make a note at the end of this section of the survey.*

\* **How many days last month was the water source operational?.** [Water\_Source\_Operational]

ENUMERATOR NOTES: Must be verified with records/documentation

\* **Did the water system break down in the last 6 months?** [Operational\_Last\_6\_Months]

- Yes

No

\* **If so, how many days did it take to be repaired?** [Days\_to\_be\_repaired]

*This field will be shown only if any of the following conditions are true:  
IF Operational\_Last\_6\_Months is equal to 1*

\* **Please describe any details about why the water source broke down and details about the repair.** [Please\_Describe\_Repairs]

*This field will be shown only if any of the following conditions are true:  
IF Operational\_Last\_6\_Months is equal to 1*

**Please write any notes regarding the water source discussed below.**

[Water\_Source\_Enumerator\_Notes]

\* **Are there additional water sources listed previously in the village? (e.g. hand dug wells, protected springs, borehole wells, taps from pipelines)** [Additional\_Water\_Source]

Yes

No

**Water Source2** [Water\_Source2]

\* **Name the clean water source we are requesting information about here:**

[Water\_Source\_Name\_2]

hand-dug well (with hand pump)

Hand-dug well (open)

Drilled borehole well

Protected spring

Taps from pipeline

ENUMERATOR NOTES: Tell the respondent that the next questions are related to the above water source only. [Enumerator\_Instruction2\_2]

\* **How many households in the village use the water source at least one time per week?**

[Household\_Use\_Weekly\_2]

*Enumerator Notes: This should be the number of households not the number of individuals. If the respondent does not know, enter 0 and write a note at the end of this section of the survey.*

\* **How many days last month was the water source operational?** [Water\_Source\_Operational\_2]

*ENUMERATOR NOTES: Must be verified with records/documentation.*

\* **Did the water system break down in the last 6 months?** [Operational\_Last\_6\_Months\_2]

Yes

No

\* **If so, how many days did it take to be repaired?** [Days\_to\_be\_repaired\_2]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_2 is equal to 1*

\* **Please describe any details about why the water source broke down and details about the repair.** [Please\_Describe\_Repairs\_2]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_2 is equal to 1*

**Please write any notes regarding the water source discussed below.**

[Water\_Source\_Enumerator\_Notes\_2]

\* **Are there additional water sources listed previously in the village? (e.g. hand dug wells, protected springs, borehole wells, taps from pipelines)** [Additional\_Water\_Source\_2]

Yes

No

**Water Source3** [Water\_Source3]

\* **Name the clean water source we are requesting information about here:**

[Water\_Source\_Name\_3]

hand-dug well (with hand pump)

Hand-dug well (open)

Drilled borehole well

Protected spring

Taps from pipeline

ENUMERATOR NOTES: Tell the respondent that the next questions are related to the above water source only. [Enumerator\_Instruction2\_3]

\* **How many households in the village use the water source at least one time per week?**

[Household\_Use\_Weekly\_3]

*Enumerator Notes: This should be the number of households not individuals. If the respondent does not know, enter 0 and make a note at the end of this section of the survey.*

\* **How many days last month was the water source operational?** [Water\_Source\_Operational\_3]

*ENUMERATOR NOTES: Must be verified with records/documentation.*

\* **Did the water system break down in the last 6 months?** [Operational\_Last\_6\_Months\_3]

Yes

No

\* **If so, how many days did it take to be repaired?** [Days\_to\_be\_repaired\_3]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_3 is equal to 1*

\* **Please describe any details about why the water source broke down and details about the repair.** [Please\_Describe\_Repairs\_3]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_3 is equal to 1*

**Please write any notes regarding the water source discussed below.**

[Water\_Source\_Enumerator\_Notes\_3]

\* **Are there additional water sources listed previously in the village? (e.g. hand dug wells, protected springs, borehole wells, taps from pipelines)** [Additional\_Water\_Source\_3]

Yes

No

**Water Source4** [Water\_Source4]

\* **Name the clean water source we are requesting information about here:**

[Water\_Source\_Name\_4]

hand-dug well (with hand pump)

Hand-dug well (open)

Drilled borehole well

Protected spring

Taps from pipeline

ENUMERATOR NOTES: Tell the respondent that the next questions are related to the above water source only. [Enumerator\_Instruction2\_4]

\* **How many households in the village use the water source at least one time per week?**

[Household\_Use\_Weekly\_4]

*Enumerator Notes: This should be the number of households not individuals. If the respondent does not know, enter 0 and make a note at the end of this section of the survey.*

\* **How many days last month was the water source operational?** [Water\_Source\_Operational\_4]

*ENUMERATOR NOTES: Must be verified with records/documentation.*

\* **Did the water system break down in the last 6 months?** [Operational\_Last\_6\_Months\_4]

Yes

No

\* **If so, how many days did it take to be repaired?** [Days\_to\_be\_repaired\_4]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_4 is equal to 1*

\* **Please describe any details about why the water source broke down and details about the repair.** [Please\_Describe\_Repairs\_4]

*This field will be skipped if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_4 is equal to 1*

**Please write any notes regarding the water source discussed below.**

[Water\_Source\_Enumerator\_Notes\_4]

\* **Are there additional water sources listed previously in the village? (e.g. hand dug wells, protected springs, borehole wells, taps from pipelines)** [Additional\_Water\_Source\_4]

Yes

No

## **Water Source5 [Water\_Source5]**

\* **Name the clean water source we are requesting information about here:**

[Water\_Source\_Name\_5]

hand-dug well (with hand pump)

Hand-dug well (open)

Drilled borehole well

Protected spring

Taps from pipeline

ENUMERATOR NOTES: Tell the respondent that the next questions are related to the above water source only. [Enumerator\_Instruction2\_5]

\* **How many households in the village use the water source at least one time per week?**

[Household\_Use\_Weekly\_5]

*Enumerator Notes: This should be the number of households not the number of individuals. If the response does not know, enter 0 and make a note at the end of this section of the survey.*

\* **How many days last month was the water source operational?** [Water\_Source\_Operational\_5]

*ENUMERATOR NOTES: Must be verified with records/documentation.*

\* **Did the water system break down in the last 6 months?** [Operational\_Last\_6\_Months\_5]

Yes

No

\* **If so, how many days did it take to be repaired?** [Days\_to\_be\_repaired\_5]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_5 is equal to 1*

\* **Please describe any details about why the water source broke down and details about the repair.** [Please\_Describe\_Repairs\_5]

*This field will be shown only if any of the following conditions are true:*

*IF Operational\_Last\_6\_Months\_5 is equal to 1*

**Please write any notes regarding the water source discussed below.**

[Water\_Source\_Enumerator\_Notes\_5]

## **Accountability Questions** [Accountability\_Questions]

\* **Approximately how many individuals provided feedback to village leadership within the last six months?** [Village\_Feedback]

*ENUMERATOR NOTES: Must be verified with records/documentation.*

\* **If any, approximately how many of these people were providing feedback about the water system?** [Water\_Feedback]

*This field will be skipped if any of the following conditions are true:*

*IF Village\_Feedback is equal to 0*

\* **How was this feedback received?** [Feedback\_Form]

- Paper Forms
- By Phone (SMS, Calls, Whatsapp)
- Email or Social Media
- Verbal or In-person
- There was no feedback received
- Other

\*

\* **How many times in the last six months has village leadership requested feedback from water providers that was officially recorded?** [Feedback\_Requested]

*ENUMERATOR NOTES: This should only be the water providers or operators (for example, the CBWSO). Must be verified with records/documents*

- None
- 1-2 Times
- 3-4 Times
- More than 5 Times

**\*If feedback was requested, how was this feedback requested?**

[Feedback\_Requested\_Method]

*This field will be skipped if any of the following conditions are true:  
IF Feedback\_Requested 0*

- Paper forms
- By Phone (SMS, Calls, WhatsApp)
- Email or Social Media
- Verbal or In-Person
- Other

\*

**\*Was the feedback requested anonymous? [Feedback\_Anonymous]**

*This field will be skipped if any of the following conditions are true:  
IF Feedback\_Requested 0*

- Yes
- No

**\*How many times in the last 6 months has the village leadership requested feedback from water users that was officially recorded? [Water\_Feedback\_Requested]**

*ENUMERATOR NOTES: Must be verified by records/documentation.*

- None
- 1-2 Times
- 3-4 Times
- More than 5 times

**\*If feedback was requested, how was this feedback requested?**

[Water\_Feedback\_Requested\_Method]

*This field will be skipped if any of the following conditions are true:  
IF Water\_Feedback\_Requested 0*

- Paper forms
- By Phone (SMS, Calls, WhatsApp)
- Email or Social Media
- Verbal or In-Person
- Other

\*

**\*Was the feedback requested anonymous? [Water\_Feedback\_Anonymous]**

*This field will be skipped if any of the following conditions are true:  
IF Water\_Feedback\_Requested 0*

- Yes
- No

**\*How many times in the last six months was user feedback used to make changes to the water system? [Feedback\_Used]**

*ENUMERATOR NOTES: Must be verified with records/documentation*

\* **If more than zero, how was this feedback used?** [How\_Feedback\_Used]

*This field will be skipped if any of the following conditions are true:  
IF Feedback\_Used is equal to 0*

\* **In the last 6 months, how many complaints were filed with the local government?**  
[Government\_Complaints]

\* **If complaints were filed, how many of them have been addressed?** [Complaints\_Addressed]

*ENUMERATOR NOTES: Must be verified with records/documentation  
This field will be skipped if any of the following conditions are true:  
IF Government\_Complaints is equal to 0*

\* **If complaints were addressed by the local government, please provide additional details:** [Please\_Describe\_Complaints]

*This field will be skipped if any of the following conditions are true:  
IF Government\_Complaints is equal to 0*

\* **How many times has the water system been tested for quality?** [Water\_Quality\_Testing]

\* **What were the results of the test(s)?** [Water\_Quality\_Results]

*ENUMERATOR NOTES: Must be verified with documentation when possible. If the village leadership is unsure of the results, please describe why in detail. If there have been no water quality tests, put NA.  
This field will be skipped if any of the following conditions are true:  
IF Water\_Quality\_Testing is equal to 0*

\* **If the test(s) had poor results, has this been rectified?** [Poor\_Water\_Quality\_Results]

*This field will be skipped if any of the following conditions are true:  
IF Water\_Quality\_Testing is equal to 0*

- Yes
- No
- Not Applicable

\* **Please explain what has been done to rectify the poor water quality results. If nothing has been done, please explain why.** [Poor\_Quality\_Explain]

*This field will be skipped if any of the following conditions are true:  
IF Poor\_Water\_Quality\_Results 2  
OR Water\_Quality\_Testing is equal to 0*

**Transparency Questions** [Transparency\_Questions]

\*In which of the following decision-making processes does the village leadership participate? [Village\_Leadership\_Participation]

- Setting the price of water
- Maintenance Scheduling
- Maintenance Payments
- Water system Operations
- They are not directly involved with water system operations and maintenance
- Other

\*

\*Which of the following two-way communication mechanisms do you currently use to communicate with all water users? [Communication\_Methods]

ENUMERATOR NOTES: Must be verified with records/documentation

- Telephone or mobile phone
- Electronic communication (email/Whatsapp/etc.)
- Scheduled public forums/village meetings
- Ongoing in-person opportunities at the water source
- Other

\*

\*How many mass communications have been sent out to all water users from the local government in the last six months? [Government\_Communication]

ENUMERATOR NOTES: Must be verified with records/documentation

\*If one or more, how many government mass communications have included information about how money is being spent? [Government\_Communication\_Details]

ENUMERATOR NOTES: Must be verified with records/documentation

**This field will be skipped if any of the following conditions are true:**

IF Government\_Communication is equal to 0

\*Were the results of the latest water quality test shared with all users? [Water\_Quality\_Comms]

- Yes
- No
- Not Applicable

\*If the water quality test results were shared, how were they shared?

[Water\_Quality\_Comms\_Type]

**This field will be shown only if any of the following conditions are true:**

IF Water\_Quality\_Comms is equal to 1

- Telephone or cell phone
- Electronic communication (email/whatsapp/etc.)
- Scheduled public forums/village meetings
- Ongoing in-person opportunities at the water source

Other

\*

\*If the results of the latest water quality test were shared with users, how quickly were the results shared? [Water\_Quality\_Results\_Time]

*This field will be skipped if any of the following conditions are true:*

*IF Water\_Quality\_Comms 0*

*OR Water\_Quality\_Comms is equal to 2*

- Within 1 week
- 2-4 weeks
- More than 1 week
- Unsure

## Trust Questions [Trust\_Questions]

\*Do you think water users trust that the water system will be well maintained?

[System\_Maintenance\_Trust]

*Enumerator Note: We are referring to the GROWS drilled borehole*

- Yes
- No
- Unsure

\*Please explain why or why not you think that water users trust that the system will be well maintained: [System\_Maintenance\_Please\_Explain]

\*Do water users understand the technologies that are used to operate the system?

[Water\_Users\_Understand\_Tech]

- Yes
- No
- Unsure

\*Please explain why or why not you believe water users understand the technologies used to operate the water system: [Understand\_Tech\_Please\_Explain]

\*Does the CBWSO understand the technologies that are used to operate the system?

[COWSO\_Understand\_Tech]

- Yes
- No
- Not Applicable

\*Please explain why or why not you believe the CBWSO understands the technologies used to operate the system: [COWSO\_Understand\_Tech\_Please\_Explain]

## Equity Questions [Equity\_Questions]

\* **How many employees does the local government have working on this water system?**

[Num\_Local\_Govt\_Employees]

Enumerator Notes: We are only referring to the GROWS drilled borehole system.

\* **How many women does the local government have working on this water system?**

[Num\_Women]

\* **Does the local government consider the situations of women users separately from other users in their oversight of the water system?** [Women\_Users]

- Yes  
 No  
 Unsure

\* **Please explain in what ways the local government does or does not consider the situations of women users at the water source:** [Women\_Users\_Please\_Explain]

\* **Does the local government consider the situations of users with disabilities separately from other users in their oversight of the water system?** [Disabilities\_Users]

- Yes  
 No  
 Unsure

\* **Please explain in what ways the local government does or does not consider the situations of users with disabilities:** [Disabilities\_Users\_Please\_Explain]

\* **Does the local government consider the situations of other minority users separately from other users in their oversight of the water system?** [Minority\_Users]

- Yes  
 No  
 Unsure

\* **Please explain in what ways the local government does or does not consider the situations of minority users at the water source:** [Minority\_Users\_Please\_Explain]

\* **Is water use ever restricted?** [Water\_Use\_Restricted]

- Yes  
 No

**\*If water use is restricted, are there any groups that are able to continue using the water source?** [Water\_Use\_Restricted\_Equally]

*This field will be skipped if any of the following conditions are true:  
IF Water\_Use\_Restricted 0*

- Yes  
 No

**\*If water use is not restricted equally (e.g. if one group of people are still allowed to use the water source during a time of restriction) why not? What groups of people would continue to have access to the water source?** [Water\_Use\_Restriction\_Details]

*This field will be shown only if any of the following conditions are true:  
IF Water\_Use\_Restricted\_Equally is equal to 1*

## **Final Comments & Questions [Final\_Comments\_\_\_Questions]**

Please read the following to the respondent:

Thank you for sharing your insights on the current water situation in your village. Please feel free to contact Global Partners for Development with questions about the survey. Do you have anything else to add or any questions? [Enumerator\_Instruction\_3]

### **For the enumerator:**

**Please write any relevant notes about the respondent or any of their responses below.**

[Enumerator\_Notes3]

**\*Click to End Survey** [End]

- End Survey