

Individual Local Leader Questionnaire – Commune Council

CONFIDENTIAL

Province:	
District:	
Commune:	
VISIT 1	
VISIT 2	
VISIT 3	
INTSTART - Press here when you start the interview	

Informed Consent

Hello! My name is . I am working with Angkor Research and Consulting. We are currently working with the NCDDS to conducting a survey about services in Health, Education and local government in Cambodia. This information will help us understand more about service delivery in Cambodia. Please let me know the real situation in your village and commune so we can give accurate information to the project partners. The more accurate the information is the more it will help us understand situation in this commune. Please be assured that we will not share your answer with anyone other than the research team and no one can trace your answer to your name, your village or your commune.

You can pause or skip any questions at any time during the interview or ask to clarify any question. The interview will take around half an hour. It is not a test, and thus there is no right or wrong answer.

After the interview, if you have any question about this survey, you can contact Mr.KhimSarun via phone number: 023 222 501.

Do you have any questions for me?

Can I start asking questions now?

Section **12**: Commune Council Chief / Deputy interview

General information

2_1	What is your position in the Commune Council	Commune Council Chief	1
		Deputy CC Chief	2
2_2	How many years have you hold this position for? <i>If less than one year, record "0".</i>	# years	
2_3	<i>What is the gender of the respondent?</i>	Male	1
		Female	2
2_4	How old are you?	# years	
2_5	What is the highest grade of education you have completed? <i>Use numbers 1 to 12 to code grade level.</i>	Pre-school/no education	0
		Grade:	1-12
		Some university	13
		Bachelors / Associates	14
		Masters/Doctorate	15
		Other (Specify)	88
Q2_6	Did you use any of the following sources of information in the last 7 days? <i>Multiple answers. Prompt.</i>	Radio	1
		Television	2
		Newspapers	3
		Magazines	4
		Mobile phone	5
		Internet	6
		Facebook or other social media	7
		Village notice board	8

		Posters at Commune Office, primary school or Health Centre	9
Commune Council Meeting			
Q2_14A	Does this Commune keep a record of all Commune Council Meetings?	Yes No	
2_14	How often is a Commune Council meeting organized in your Commune?	Monthly Every two months Quarterly Don't know	1 2 3 99
2_16	Who was present at this last Commune Council meeting? Multiple answers	Commune councillors District councillors Village chiefs Villagers Health Center Staff School Support Committee CBO members Other (Specify)	1 2 3 4 5 6 7 88
2_15	In total, how many people attended the last Commune Council meeting?	# attendees	
2_17	Ask if Q2_16=4 In total, how many villagers attended the last Commune Council meeting?	# villagers	
2_21	Ask if 2_16=4 Among the villagers in last meeting, who were present at the last Commune Council meeting? Multiple answers. Prompt answers.	Women Youth Ethnic or religious minorities People with disabilities Poor household members	1 2 3 4 5

Village Planning Meeting			
2_23	Was a Village Planning Meeting held in 2016?	No	0
		Yes	1
2_24	Ask if Q2_23=1 Were Village Planning Meetings organized at the Commune Council office or in each of the commune villages?	Commune Council office	0
		Each of Commune villages	1
		Don't know	99
Relationship with CBOs			
2_24A	In the last month, outside of public meetings, did you meet or talk with any of the following people about commune issues? Multiple answers. Prompt.	Village chief	1
		Commune councillors	2
		Commune associations such as farmer group or pagoda group	4
		NGO leaders/staff	5
		Monks or other religious leader	6
		School Principle / teacher	7
		Health Care director / staff	8
		Project Management Committee	9
		Village Health Support Group (VHSG)	10
2_29	Are there the following association and organisation in your communes? Multiple answers. Prompt.	Pagoda association	1
		Islamic association	2
		Cultural group	3
		Community Fisheries association	4
		Community Forestry association	5

		Farmer association	6
		Water and Sanitation User Group	7
		Savings/Credit group	8
		Road maintenance group	9
		Women association	10
		Self-help group / solidarity group	11
		Youth group	12
2_30	Overall how active are these community-based organisations in this commune? Prompt	Very active	1
		Active	2
		Neutral	3
		Not active	4
		Not at all active	5
2_31	Have the Commune Council worked with any CBOs to address commune issues in the past 12 months?	Yes	1
		No	0
2_32	Ask if 2.31=1/ Select from the CBOs selected in 2.29 Which CBO(s) did you work with? Multiple answers		
2_33	ASK IF Q2_31=1 From your experience, what are the benefits of working with these CBOs? Multiple answers	They helped with informing citizens	1
		They contributed financially	2
		They contributed human resources	3

		They helped organise event	4
		Other (specify)	88
2_34	ASK IF Q2_31=1 From your experience, what are the challenges Commune Council faced when working with these CBOs? Multiple answers	They are not well-organised and lack management They have low capacity They always lack resource No challenges Other (specify)	1 2 3 4 88
Awareness of citizens' rights and performance standards			
Q2_37	Citizens in your Commune have certain rights regarding services access and delivery from your Commune Council. Do you know any of these rights?	No Yes	0 1
2_38	Ask if 2_37=1 Could you tell me what the rights of citizens to Commune Service are? Multi Select. Do not prompt	Timely issuance of certificate Attending commune council meeting without invitation Being informed about Commune Council decisions Being consulted in development of CIP Transparency in fees and budget Elect Commune Council Members every 5 years None of the above	1 2 3 4 5 6 7
Q2_39	Commune Health Centre has to meet a number of Standards. Do you know any of these standards?	No Yes	0 1
Q2_40	Ask if Q2_39 1=1 Could you tell me what the Health Centre Standards are? Multi Select. Do not prompt	8 to 11 staff on duty 24 hours standby for emergency 12 drug deliveries per year Clean and separate toilets for men and women	1 2 3 4

		Transparency in fee and budget	5
		Health Centre Management Committee meets 12 times a year	6
		None of the above	7
Q2_41	Children in your Commune have certain rights regarding accessing education at Primary School. Do you know any of these rights?	No	0
		Yes	1
Q2_42	<p>Ask if Q2_41 1=1</p> <p>Could you tell me what the rights of children to Primary School education are?</p> <p>Multi Select. Do not prompt</p>	Free education	1
		Free textbook	2
		One teacher for every classroom	3
		Separate toilet for boys and girls	4
		No informal payment for education	5
		Monthly communication between parents and teachers	6
		None of the above	7
Commune Council Perceptions			
1_13	<p>If a donor wants to give your commune some money with a preference of building a kindergarten.</p> <p>What would you do if you know that citizens have prioritized investment in irrigation in a recent village meeting?</p> <p>Prompt, Multiple Select</p>	<p>Build a kindergarten as it might be used in the future Follow donor's preferences</p> <p>Re-negotiate with the donor to build irrigation</p> <p>Ask district councillors for advice</p> <p>Ask other village chiefs and commune councillors for advice</p> <p>Organised a meeting with citizens and see if a kindergarten is needed</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p>

		Other (Specify)	88
2_17a	<p>Among the following reasons, in your opinion, what is the most common reason villagers do not attend Commune Council Meeting?</p> <p>Prompt / Multiple select</p>	<p>Citizens cannot participate without an invitation</p> <p>Citizens don't care about commune issues</p> <p>Citizens don't have time to participate</p> <p>Commune Council doesn't publish information on time and date of Council Meeting widely</p> <p>Village chief forgets to invite villagers</p> <p>Other (specify)</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>88</p>
2_17b	<p>In your opinion, what is the most important reason citizens should participate in the Commune Council Meeting?</p> <p>Prompt / Only choose one</p>	<p>So as citizens are informed about commune decisions</p> <p>So as Commune Council knows about citizens' needs and other commune issues</p>	<p>1</p> <p>2</p>
1_15	<p>Among the following reasons, what are the factors causing delay in issuing certificates such as birth, death and marriage certificate or land registration?</p> <p>Prompt / Multiple select</p>	<p>Citizens do not bring all required documents</p> <p>Citizens do not understand the steps required to apply for certificates or land registration</p>	<p>1</p> <p>2</p>

		<p>Complicated procedures and no available information No public information about required documents and working hours</p> <p>Commune Clerk was not efficient in their work</p> <p>Other Specify</p>	<p>3</p> <p>4</p> <p>88</p>
	Q1_15A - How much is the commune council budget for last year?	_____ Riels	
Q1_16	As the commune chief, what are the challenges facing you in daily life? (open-ended)		
1_17	As a commune chief, what are the challenges that you face in involving citizens in commune decision meeting? (open-ended)		

Section 1: Physical audits			
Check for the following items by yourself.			
ENUMERATOR OBSERVED DO NOT ASK			
1_1	Do you see the Commune Office working hours?	No	0
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance	Yes, but not visible	1
		Yes, visibly seen	2
1_2	Do you see a phone number to contact the Commune Office?	No	0
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance	Yes, but not visible	1
		Yes, visibly seen	2
1_3	Do you see a list of Commune Office staff and their contact?	No	0
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance	Yes, but not visible	1
		Yes, visibly seen	2
Commune services			
1_4	Do you see service fees for different services and certificates?	No	0
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance	Yes, but not visible	1
		Yes, visibly seen	2
1_5	Do you see service processing time for different services?	No	0
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance	Yes, but not visible	1
		Yes, visibly seen	2
1_6	Do you see a scheduled time for Commune Council Meeting?	No	0
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance	Yes, but not visible	1
		Yes, visibly seen	2
Commune Budget Planning and Preparation			

1_7	Are the Commune Investment Programme development priorities publicly displayed		No	0
	Do you see the Commune Investment Plan displayed?		Yes, but not visible	1
	Not visible when info printed on A4 paper Visible when info can be seen from 1-meter distance		Yes, visibly seen	2
1_8	Ask if Q1_7=1OR 2 Select what are on the CIP development priorities Multiple select answers	Economic	Agriculture	1
			Roads	2
			Irrigation	3
			Credit	4
			Rural economy	5
		Social	Health	6
			Education	7
			Water & sanitation	8
			Other social	9
			Environment	Environmental education
		Environment protection		11
		Environmental management		12
		Admin / Security	Security	13
			Commune administration and services	14
			Local society (training and education about law, rules)	15
		Gender	Legal protection	16
			Gender mainstreaming	17
			Education and skills training	18
		Other (Specify)	88	

Commune Budget Execution

1_9	Do you see any information about the Commune Budget? <i>Not visible when info printed on A4 paper</i> <i>Visible when info can be seen from 1-meter distance</i>		No	0
			Yes, but not visible	1
			Yes, visibly seen	2
1_9a	Do you see any information on amount of budget spent in 2016? <i>Not visible when info printed on A4 paper</i> <i>Visible when info can be seen from 1-meter distance</i>		No	0
			Yes, but not visible	1
			Yes, visibly seen	2
1_10	Do you see any information on Commune Investment undertaken in 2016? <i>Not visible when info printed on A4 paper</i> <i>Visible when info can be seen from 1-meter distance</i>		No	0
			Yes, but not visible	1
			Yes, visibly seen	2
1_11	Ask if Q1_10=1 Select what investments were undertaken in 2016 <i>Multiple select answers</i>	Economic	Agriculture	1
			Roads	2
			Irrigation	3
			Credit	4
			Rural economy	5
		Social	Health	6
			Education	7
			Water & sanitation	8
			Other social	9
		Environment	Environmental education	10
			Environment protection	11
			Environmental management	12
		Admin / Security	Security	13
			Commune administration and services	14

			Local society (training and education about law, rules)	15
		Gender	Legal protection	16
			Gender mainstreaming	17
			Education and skills training	18
			Other (Specify)	88
1_12	Ask if Q1_10=1 Do you see any information on companies or organisations contracted for each of these investment?	No	0	
		Yes, but only some	1	
		Yes, all	2	
1_13 New	Ask if Q1_10=1 Is the information (all mentioned so far) displayed inside the Commune Office or outside of Commune office. Outside commune office means citizens can see the information when Commune Office closes	All inside Commune Office	0	
		Some inside some outside	1	
		All outside Commune Office	2	
Q2_39	What time did you arrive at the Commune Office?	HH:MM AM HH:MM PM		
Q2_39A	How many staff was there when you first arrived? Please do not count villagers or onlookers	Insert number		
Q2_40	Please take a photo of the front of the Commune Office Try to include the Notice Board in the photo if there is one.			

Section 3: Comments		
INTSTOP	INTSTOP - Press here when you complete the interview	
GPS	Press here to record GPS	
GPS_X	If tablet GPS is not working please enter x co-ordinate from yellow handheld device	
GPS_Y	If tablet GPS is not working please enter y co-ordinate from yellow handheld device	
Result Codes - Select the correct code		
<i>Completed</i>		1
<i>Incomplete-respondent termination</i>		2
<i>Incomplete-third party interruption</i>		3
<i>Respondent refusal</i>		4
<i>Parent/ administrator/ husband refusal</i>		5
<i>Respondent absent at 2nd appointment</i>		6
<i>Cannot interview respondent. e.g. mute/deaf/mental health etc</i>		7

Thank you for giving your time and participating in this interview.