

# Transparency for Development (T4D) Program

## Beneficiary Scorecard Survey (INDONESIA)

August 2015

*This survey was developed for the T4D intervention in collaboration with Pattiro and SurveyMeter (Indonesia).*



TRANSPARENCY FOR DEVELOPMENT



END TIME	:	:	:
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**SECTION A. CONFIRMATION**

ID HH    :    

<b>A01</b>	<p>Have you given birth in the last 24 months?          From DD/MM/YY until DD/MM/YY (one day before interview date)          I'm sorry if this question causes you sadness, but please answer "yes" even if the child died or was still born.</p>	<p>1. Yes → <b>CONTINUE INTERVIEW</b>          3. No → <b>END INTERVIEW</b></p>
<b>A02</b>	<p>Date of birth and name of most recent child  <b>(RECORD "SB" IF CHILD IS STILLBORN FOR THE NAME OF CHILD)</b></p>	<p>a.    /    /              DATE / MONTH / YEAR          b. Name of child: _____</p>
<b>A03</b>	<p>Did you live in this village when you gave birth to your most recent child?</p>	<p>1. Yes → <b>CONTINUE INTERVIEW</b>          3. No → <b>END INTERVIEW</b></p>

**SECTION B. LOCATION**

Now I'd like to ask some questions about the location of your house and your contact information.

<p><b>B01.</b> Province</p>	
<p><b>B02.</b> District</p>	
<p><b>B03.</b> Sub-district</p>	
<p><b>B04.</b> Village</p>	
<p><b>B05.</b> Sub-village/RT/RW</p>	<p>a. Sub-village : _____  b. RW : _____  c. RT : _____</p>
<p><b>B06.</b> Complete address   (WRITE THE NAME OF STREET, ALLEY AND HOUSE NUMBER, RT/RW, SUB-VILLAGE, VILLAGE)</p>	<p>_____  _____</p>
<p><b>B07.</b> Location Description   (RECORD LANDMARK/BUILDING NEARBY THE RESPONDENT'S HOUSE/LOCATED ON THE SAME STREET SUCH AS SCHOOL, MOSQUE, CHURCH OR OTHER BUILDING )</p>	<p>_____  _____</p>
<p><b>B08.</b> Telephone</p>	<p>A. Telephone : <input type="text"/> - <input type="text"/> W. NOT APPLICABLE Y. DON'T KNOW  B. Mobile phone : <input type="text"/> , User: _____</p>

**SECTION C. BIRTH PREPAREDNESS PLAN**

Now I'd like to ask you about your experience preparing for the delivery of your most recent child.

C01	When you were pregnant with your most recent child, did you meet with any health attendant (midwife, nurse, doctor) and talk about the preparation for your delivery?	1. Yes → C03 3. No
C02	Why not?  <b>READ ANSWER CHOICES, MULTIPLE ANSWERS</b>	A. I did not think it is important → SECTION D B. I did not know it is important/ No one has told me to make such plans → SECTION D C. My family was not supportive / no one to accompany me to talk to the midwife → SECTION D D. I prefer to talk with the baby dukun → SECTION D E. It is too costly to see the midwife/go to facility to be checked → SECTION D F. I did not think the midwife/other provider would be helpful → SECTION D V. Other, specify _____ → SECTION D
C03	During the talk, did you make plans about the <b>birth attendant</b> you planned to use for delivery?	1. Yes 3. No
C04	During the talk, did you make plans about the <b>place of delivery</b> you planned to use for delivery?	1. Yes 3. No
C05	During the talk, did you make plans for <b>saving money</b> to pay for delivery or to cover the costs in the case of emergency during delivery?	1. Yes 3. No
C06	During the talk, did you make plans for <b>transportation</b> to the place of delivery?	1. Yes 3. No  5. Not Applicable (i.e. the respondent lives close by to the health facility, or the respondent decided to deliver at home)
C07	During the talk, did you identify <b>potential blood donor</b> in the case of emergency during your delivery?	1. Yes 3. No
C08	During the talk, did you identify <b>a person to care for your other children</b> for when you are in labor?	1. Yes 3. No

		5. Not Applicable (i.e. the respondent has no other children in her care)
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**COX. INTERVIEWER CHECK C03-C09: COUNT THE "YES" ANSWERS (OPTION 1).**

NUMBER: |\_\_|

**SECTION D. Birth in Facility**

Now I'd like to ask you about the place of birth for your most recent child

<b>D01</b>	For your most recent child, where did you give birth?	1. Health Facility (Puskesmas, Hospital, Pustu, Poskesdes/Polindes, Clinic) → <b>SECTION E</b> 2. Others (home, midwife's house, baby dukun's house)
<b>D02</b>	Why did you choose to give birth at [location] instead of in a health facility?  <b>READ ANSWER CHOICES, MULTIPLE ANSWERS</b>	A. I did not think it is important to give birth in a facility B. I did not know it is important/ No one has told me about the importance of birth in facility C. My family encouraged me to give birth at home/ somewhere else D. I prefer to give birth with baby dukun at home E. It is costly to give birth in a facility V. Other, specify _____

**SECTION E. POST NATAL CARE FOR MOTHER AND BABY**

Now I'd like to talk to you about checks on your and your baby's health after delivery. These checks could have occurred at your home, at a facility or elsewhere.

<b>E01</b>	Within the <u>first week (7 days)</u> after you gave birth to your most recent child, did any medical personnel (doctor, nurse, midwife) check on <b>your health</b> ?	1. Yes 3. No → <b>E3</b>
<b>E02</b>	Please only think about any checks that happened within the first week (7 days) after your delivery. Did the check(s) (E01) include....?  <b>READ ANSWER CHOICES, MULTIPLE ANSWERS</b>	A. Checking your body for danger signs (e.g bleeding) → <b>E4</b> B. Checking your temperature → <b>E4</b> C. Checking your breasts → <b>E4</b> D. Providing you counsel on nutrition → <b>E4</b> E. Providing you counsel on danger signs after delivery (for mother and baby) → <b>E4</b> F. Providing you counsel on home care for baby → <b>E4</b> G. Giving you vitamin A and other supplements → <b>E4</b>
<b>E03</b>	Why did <b>you</b> not have a check with a health professional within 7 days of your delivery?  <b>READ ANSWER CHOICES, MULTIPLE ANSWERS</b>	A. Did not think it is important to be checked (e.g: I was healthy, etc) B. Did not know it is important /what checks are important C. No one was able to accompany me to get these checks (no family support) D. I prefer to be checked with baby dukun E. It is too costly to see the midwife/go to facility to be checked V. Other, specify _____
<b>E04</b>	Within the first week (7 days) after you gave birth to your most recent child, did any medical personnel (doctor, nurse, midwife) check on <b>your baby's health</b> ?	1. Yes 3. No → <b>E6</b>
<b>E05</b>	Did the check(s) (E04) include...?  <b>READ ANSWER CHOICES, MULTIPLE ANSWERS</b>	A. Checking the baby's body for danger signs → <b>SECTION F</b> B. Weighing the baby → <b>SECTION F</b> C. Checking baby's temperature → <b>SECTION F</b> D. Checking baby's eyes → <b>SECTION F</b> E. Checking baby's skin → <b>SECTION F</b> F. Checking baby's umbilical cord → <b>SECTION F</b> G. Checking baby is able to breastfeed → <b>SECTION F</b> H. Giving the baby immunizations (like hepatitis B) → <b>SECTION F</b>

<b>E06</b>	<p>Why did <b>your baby</b> not have a check from a health professional within 7 days of your delivery?</p> <p><b>READ ANSWER CHOICES, MULTIPLE ANSWERS</b></p>	<p>A. Did not think it is important to be checked (e.g: My baby was healthy, etc)</p> <p>B. Did not know it is important /what checks are important</p> <p>C. No one was able to accompany me to get these checks (no family support)</p> <p>D. I prefer to be checked with baby dukun</p> <p>E. It is too costly to see the midwife/go to facility to be checked</p> <p>V. Other, specify _____</p>

**E0X. INTERVIEWER CHECK E02: COUNT HOW MANY CIRCLED ANSWERS**

NUMBER: |\_\_|

**E0Y. INTERVIEWER CHECK E05: COUNT HOW MANY CIRCLED ANSWERS**

NUMBER: |\_\_|

**SECTION F. GENERAL QUESTIONS ABOUT HEALTH SERVICE QUALITY AND ACCESS**

**Now I'd like to ask about your opinion about the village midwife, and the Puskesmas**

<b>F01</b>	<p>Do you ever felt disrespected by the current village midwife or heard from others that the midwife is disrespectful to patients?</p> <p>By disrespect, I mean she was not friendly, she used strong or offensive language, she did not show attention/care, etc.</p>	<p>1. Yes</p> <p>3. No</p>
<b>F02</b>	<p>Do you ever experience any difficulty in trying to reach the village midwife or heard from others that the midwife is too difficult to reach?</p> <p>By difficulty, I mean maybe she was not at her house/facility during open hours, she</p>	<p>1. Yes</p> <p>3. No</p>



	repeatedly canceled or rescheduled posyandu, she did not answer her phone, or that you/other patients had to wait too long to see her.	
<b>F03</b>	<p>How would you rate your overall satisfaction with the midwife</p> <p>Please think about her knowledge/skill as midwife, her attitude/friendliness, and her availability. Even if you have not interacted with the midwife, you may have heard about the performance from others.</p> <p>Note: 4 being very satisfied and 1 being very not satisfied</p>	<p>1. Very Unsatisfied</p> <p>2. Unsatisfied</p> <p>3. Satisfied</p> <p>4. Very Satisfied</p>

Now, I would like you to think about the Puskesmas that serves this village, which is PUSKESMAS \_\_\_\_\_

<b>F4</b>	<p>In the past one year, have you ever wanted to go to the Puskesmas but could not because you have difficulty in transportation?</p> <p>This could mean you did not have the money to pay for public transportation/to rent a vehicle/buy gasoline, or it could be that there was no convenient public transportation, or that you did not have anyone to take you to the facility and it is difficult to go alone using public transportation</p>	<p>1. Yes</p> <p>3. No</p>
<b>F5</b>	<p>Please think about the location of the Puskesmas and what most community members in this village needs to do to access the Puskesmas.</p> <p>Choose one statement that mostly reflect your opinion regarding access to Puskesmas</p>	<p>1. Puskesmas is far and difficult to access by most people in this community</p> <p>2. Puskesmas is close, but difficult to access by most people in this community (e.g bad road access, no public transportation)</p> <p>3. Puskesmas is easy to access by most people in the community</p>

**THANK THE RESPONDENT**

Thank you for your time in completing this survey and sharing your experience! Your experience will be very valuable in informing the community members of this village about the obstacles faced by women in this village to get appropriate healthcare, and I hope that together as a community, we can make improvements to MNH Services in this village.

**INTERVIEWER'S NOTE**

SECTION	QUESTION NUMBER	INTERVIEWER'S NOTE