



**INTRODUCTION/UTANGULIZI**

Thank you for agreeing to take part in this interview. Ipsos Synovate on behalf of Twaweza is conducting a survey of how people in Tanzania are living and the services that they use. Your Village / Street has been selected to take part in the Wananchi Survey. The survey has the potential to improve the availability of information to the public and contribute to the development of better public services. Your health facility was selected as one of those in which questions will be asked. You were not selected for any specific reason. Simply, your health facility is in a village/streets that appeared on a list of all villages or streets those in this district and it was chosen randomly. Today, we would simply like to gather some basic information about the health facility.

In the results of the evaluation, we will not identify you or this dispensary or this village by name and all of the results will be held in confidence. If, however, you do not feel comfortable answering any of the questions, please do feel free to say so. I am about to start our short interview. Do you have any questions? [INTERVIEWER POSE FOR QUESTIONS] May I begin now?

Asante kwa kukubali kushiriki kwenye mahojiano. Ipsos Synovate kwa niaba ya Twaweza inafanya utafiti jinsi watu wa Tanzania wanavyoishi na huduma wanazotumia. Kijiji/mtaa wako kimechaguliwa kushiriki katika huu utafiti wa Wananchi Survey. Utafiti huu una nia ya kuboresha upatikanaji wa taarifa kwa umma na kuchangia maendeleo ya huduma nzuri za umma

Kijiji chako/kata ilitchaguliwa kati ya zile ambazo zitaulizwa maswali. Haikuchaguliwa kwa sababu yeyote maalum. Kwa sababu, kijiji chako/kata kilijitokeza kwenye orodha ya wote kwenye mkoa huu nailichaguliwa kwa bahati nasibu.

Wakati wa kutoa majibu, hatutakutaja wewe au zahanati hii au kijiji hiki/kata kwa jina na matokeo yote yatakuwa siri. Hata hivyo, kama hautajisikia huru kujibu baadhi ya maswali, tafadhali jisikie huru kusema.

Nataka kuanza mahojiano yetu mafupi., Kabla sijaanza Una swali lolote? Naweza kuanza?

**INTERVIEWER MAKE SURE THAT YOU HAVE ADDRESSED THE QUESTIONS BEFORE STARTING./MHOJI HAKIKISHA UNAELEZEA MASWALI{KABLA}YA KUANZA.**

**RANDOM VISIT/ MATEMBEZI YA DHARURA**

Observation/Uchunguzi 1. Was the facility open when the enumerator first attempted to visit?/Je kituo kimefunguliwa wakati mhoji alikwenda kwa mara ya kwanza?

1.Yes/ Ndio

2.No/ Hapana

Observation/Uchunguzi 2. Was this truly an unannounced visit? [i.e. does the enumerator believe that the facility staffs were not aware that the survey team would visit them]/ Ni kweli yalikuwa matembezi ya kushtukizwa? [Hii inamaan kwamba wahudumu wa zahanati hawakutambua kama watafiti watawatembelea?]

1..Yes/ Ndio

2..No/ Hapana

Observation/Uchunguzi 3. Did the interview take a place in the health facility or in another location?/Je, mahojiano yalifanyika ndani ya kituo cha afya au sehemu nyingine?

In the health facility/ Ndani ya kituo cha afya

In a separate location (Specify the location)/Sehemu nyingine(Elezea sehemu) \_\_\_\_\_

Observation/Uchunguzi 4. How many patients are in the health facility/wagonjwa wangapi wako kwenye kituo cha afya?

Observation/Uchunguzi 5: How clean is the toilet?/Choo ni kisafi?

1.Very clean/kisafi sana

2.somewhat clean/ kiasi Fulani kisafi

3.dirty/kichafu

4.very dirty/kichafu sana



**ATTENDANCE/MAHUDHURIO**

Qn 1.1 How many health workers are employed to serve this health facility?RECORD IN THE TABLE BELOW/ Ni wafanyakazi wangapi wa afya wameajiriwa katika kituo hiki cha afya?REKODI HAPA CHINI

Qn 1.2.How many of these health workers are (READ POSITION)?/Ni wafanyakazi wa afya wangapi ambao ni (SOMA NAFASI)?

Qn 1.3. How many the (READ POSITION) are present at the health facility at the moment? ADD ALL THE HEALTH WORKERS REPORTED PRESENT AND RECORD AT THE TOP/ (SOMA WADHIFA) Ni wangapi wapo katika kituo cha afya kwa sasa? JUMLISHA WAFANYAKAZI WOTE WA AFYA WALIOTAJWA SASA NA ANDIKA JUU

Qn 1.4. Where are the other (calculate the difference between those hired and those that are present) (READ POSITION)?/ Wako wapi wengine (tafuta tofauti kati ya walioajiriwa na wale waliopo) (SOMA WADHIFA)?

Qn 1.5. Why are the others(READ POSITION) not at work? RECORD CODE AS PER THE CODE TABLE/ Kwa nini hawa(SOMA WADHIFA) hawapo kazinni? ANDIKA NAMBA KUTOKANA NA NAMBA YA JEDWALI

Position/Nafasi	Qn 1.2 Employed/ Wajiriwa	Qn 1.3 Present/ Waliopo	Qn 1.4 Absent/ Ambao hawakuwepo	Qn 1.5 Reason for Absence /Sababu ya kutokuwepo		
				Reason 1/ Sababu 1	Reason 2/ Sababu 2	Reason 3/ Sababu 3
1.1 TOTAL/JUMLA.....	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Doctors/Madaktari.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ass. Medical Officers/Madaktari wasaidizi.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Clinical Officer/Afisa wa kliniki.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ass. Clinical Officer/Afisa msaidizi wa kliniki.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Nurses/ Nesi.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Lab/ Pharmacy/Maabara/Duka la madawa.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Public Health worker/Wafanyakazi wa afya ya umma..	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medical Attendant/Wasaidizi.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MCH Aide/Msaidizi wa mama na mtoto (MCH).....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Others (Medical)/ Wengine (madawa).....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Others (Non-Medical)/ Wengine (isiyo ya dawa).....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**1.5 RESULT CODE/NAMBA ZA MATOKEO: REASONS OF THE ABSENCE/SABABU YA KUTOKUWEPO**

- |   |  |
|---|--|
| 1. Sick/ Maternity/Ugonjwa/mzazi                  | 2. In Training/Katika mafunzo                        |
| 3. Official Mission/Nje kikazi                    | 4. Approved absence/ Amepewa ruhusu kutoingia kazini |
| 5. Not his or her shift/Hayuko kwenye zamu        | 6. Not approved absence/Hakupewa ruhusa              |
| 7. Go to retrieve salary/Amekwenda kutoa mshahara | 8. On strike/Amegoma                                 |
| 9. On Break/Kwenye mapumziko                      |  |
| 10.Others specify/Nyingine afafanua _____         |  |




Qn 1.6 .In the past 3 years have employees from this health facility been transferred to other work stations? /Kwa miaka 3 iliopita, wafanyakazi kutoka kituo hiki cha afya wamehamishwa kwenda vituo vingine?

Yes/Ndio.....  >CONTINUE/ENDELEA No/Hapana.....  >SKIP TO 1.8/RUKA HADI QN 1.8

Qn 1.7. Why were employees from this health facility Transferred?/Kwa nini wafanyakazi kutoka kituo hiki cha afya walihamishwa?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Qn 1.8. In the past 3 years have employees from this health facility been fired?/Je kwa miaka 3 iliyopita wafanyakazi kutoka kituo hiki cha afya wameachishwa kazi?

Yes/Ndio.....  >CONTINUE/ENDELEA No/Hapana.....  >SKIP TO/RUKA HADI QN 2.1

Qn 1.9.Why were employees from this health facility fired?/Kwa nini wafanyakazi kutoka kituo hiki cha afya waliachishwa kazi?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### GENEREAL INFORMATION ON HEALTHFACILITY/TAARIFA YA KITUO KWA UJUMLA

Qn 2.1. What type of health facility is this?/Je kituo hiki cha afya ni cha aina gani?

- 1.Dispensary /Zahanati  2.Health Center/Kituo cha afya
- 3.District Hospital/Hospitali ya wilaya  4.Regional or university hospital/Hospitali ya mkoa au ya chuo kikuu
- 5.Other(please specify)/Nyingine (fafanua) \_\_\_\_\_

Qn 2.2 .What is this health facility ownership type?/Je umiliki wa kituo hiki ukoje?

- 1.Public/government/Umma/serikali  2.Private not for profit / NGO/Binafsi isiyo ya faida/Isiyo ya kiserikali
- 3.Private for profit/Binafsi iliyo ya faida  4.Faith based/ Taasisi ya Kidini

Qn 2.3.How many villages / streets does this facility serve?/Ni vijiji/mitaa mingapi kituo hiki kinahudumia?

Qn 2.4a. Does the facility have any access to electricity?/Je kituo hiki kina umeme?

Yes/Ndio.....  >CONTINUE/ENDELEA No/Hapana .....  >GO TO QUESTION 2.5A/NENDA SWALI LA 2.5A

Qn 2.4 b. Kindly tell me if your electricity from the national electricity grid, from a generator, or from solar?/Tafadhali naomba niambie kama umeme unaotumika katik kituo hiki unatoka kwenye gridi ya taifa ya umeme, au genereta au nishati ya jua?

- 1.National Electric Grid/Gridi ya taifa ya umeme  2.Facility Generator/Jenereta
- 3.Solar System/Mfumo wa nishati ya jua
- 4.Other (specify)/Nyingine(fafanua) \_\_\_\_\_



Qn 2.5a. Does the facility have access to water?/Je kituo kina maji?

Yes/Ndio .....  >CONTINUE/ENDELEA No/Hapana .....  >SKIP TO 2.6/RUKA HADI QN 2.6

Qn 2.5 b. What is the main source of water?/Ni nini chanzo kikuu cha maji?

- 1.Piped water into building/Maji ya bomba kwenye jengo  2.Piped water to yard/plot/Maji ya bomba kwenye eneo  
 3.Public tap/standpipe/Bomba la umma  4.Water from Borehole/Maji ya kisma

- 1.Water from Open or Protected Well/Maji kutoka kwenye kisma kilichofunikwa kilichfunikwa au kisichofunikwa  
 2.Surface Water (River/Dam/Rain/Etc)/Maji ya mto/dimbwi/mvua  
 3.Tanker Truck, Vendor/Gari la maji, wauza maji  
 4.Other (please specify)/Nyingine ( fafanua) \_\_\_\_\_

Qn 2.6 .Does the facility have toilets for patients?/Je kituo kina vyoo vya wagonjwa?

- 1.Yes/Ndio  No/Hapana

Qn 2.7. Does the facility have any access to a telephone?/Je kituo kina simu?

- 1.Yes/Ndio  No/Hapana

Qn 2.8 .Does any of the health facility staff have a mobile phone?/Je kuna mfanyakazi yeyote mwenye simu ya mkononi? RECORD BELOW/ANDIKLA CHINI

- |   | Yes/ndiyo                | No/Hapana                |
|---|--------------------------|--------------------------|
| 2.8 a.Health Facility/Kituo cha afya.....                     | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.8 b.Health Facility Staff/Mfanyakazi wa kituo cha afya..... | <input type="checkbox"/> | <input type="checkbox"/> |

Qn 2.9. How many days per week is this facility open? Number (1-7)/Kituo hiki kinafunguliwa mara ngapi kwa wiki?

Qn 2.10. Is housing provided for health care workers?/Je makazi yanatolewa kwa wahudumu wa kituo hiki cha afya?

- 1.all workers/wafanyakazi wote  2.some workers/ Wafanyakazi wachache  3.no workers/Hakuna mfanyakazi yeyote.

Qn 2.11.Is there a waiting area for patients where they are protected from sun and rain?/Je kuna sehemu ya kusubiria ya wagonjwa ambapo wanakingwa na jua na mvua?

- 1.Yes/Ndio  2.No/Hapana

#### MATERIALS AND RESOURCES/ NYENZO NA RASILIMALI

Qn 3.1.How much is charged for a patient to register with the facility?/ Mgonjwa anatozwa kiasi gani cha fedha katika kujiandikisha kwenye kituo hiki cha afya.

Qn 3.2 .What is the price of an ADULT (<60 years) outpatient consultation?/ Malipo ya mgonjwa mtu mzima(chini ya miaka 60) anayetibiwa na kuondoka ni shilingi ngapi?

Qn 3.3. Do these prices(that is adult consultation fee) include drugs?/Je malipo haya ya mtu mzima yanajumuisha dawa?

- 1.Yes/Ndio  2.No/Hapana



Qn 3.4. What is the price of a CHILD (>5 years) outpatient consultation?/ Motto (chini ya miaka 5) anayetibiwa na kuondoka anatozwa kiasi gani cha fedha?

Qn 3.5. What is the price of a CHILD (<5 years) outpatient consultation?/ Mnalipishaje mtoto(chini ya miaka 5)anayeondoka?

Qn 3.7. Does this health facility sell drugs?/Je kituo hiki cha afya kinauza dawa?

Yes/Ndio

No/Hapana

Qn 3.8. How much do you charge for a lab test? (IF THE RESPONDENT ANSWERS THAT THE FACILITY DOES NOT DO LAB TESTS RECORD=98)/ Mnatoza kiasi gani cha fedha kama malipo ya vipimo vya maabara? (IWAPO MHOJIWA ATAJIBU KUWA KITUO CHA AFYA HAKITOI HUDUMA YA MAABARA ANDIKA=98)

98-Don't know/Sijui

Qn 3.9. Enumerator observation/Uchunguzi wa mhoji: Was there any information about prices/fees posted on the wall?/Je kulikuwa na habari zozote kuhusu bei/ada ziliyobandikwa kwenye ukuta?

Yes/Ndio

No/Hapana

#### COMMUNITY INVOLVEMENT/KUHUSIKA KWA JAMII

Qn 4.1. In the last three years, have health services in this village/ward improved, worsened or remained the same?/ Je katika miaka 3 iliyopita huduma za afya katika kijiji/kata hii zimeboreshwa, zimedhoofika au zimebaki vile vile ?

1.Improved/Boreshwa

2.Worsened/Dhoofika

3.Remained the same/zimemebaki vile vile

Qn 4.2. Are there any routine meetings about facility activities or management issues that include both facility staff and Village / Street members/Je kuna mikutano inayopangwa ya kujadili shughuli za kituo au mambo ya uongozi inayojumuisha wahudumu wa kituo na wanakijiji/Mtaa

1.Yes/Ndio.....  >CONTINUE/ENDELEA

2.No/Hapana.....  >GO Q.4.4/NENDA Q4.1

Qn 4.3. How often are routine meetings held with both facility staff and Village / Street members? Read out /Ni mara ngapi mikutano inayopangwa inafanywa ikijumuisha wahudumu wa kituo pamoja na wanakijiji? Msomee

1.monthly or more often/kila mwezi au kila mara  2.every 2-3 months/kila baada ya miezi 2-3

3.every 4-6 months/ kila baada ya miezi 4-6  4.less than every 6 months or Irregularly/Chini ya kila baada ya miezi sita/haitabiriki

Qn 4.4. How frequently, if ever, do people in this Village / Street contact you to discuss the quality of health care? Would you say (READ OUT OPTIONS)/Ni mara ngapi kama ipo watu katika jamii hii wanawasiliana na wewe kujadili ubora wa huduma ya afya? Je unaweza kusema(MSOMEE)

1. More than once a week/Zaidi ya mara moja kwa wiki

2. Once a week/Mara moja kwa wiki

3. Two to three times a month/Mara mbili au tatu kwa mwezi

4. Once a month/Mara moja kwa mwezi

5. Less than once a moth/Chini ya mara moja kwa mwezi

6. Sporadically only/Mara mojamoja

99. Don't know/Sijui



Qn 4.5. Health facilities often face many types of problems. What would you say are the three biggest problems affecting the quality of health care in this village/neighborhood starting with the most severe problem?

/Vituo vya afya huwa vinakumbwa na matatizo ya aina nyingi. Unaweza sema ni matatizo gani makuu matatu yanayoathiri kituo cha afya kwenye kijiji hiki au jirani ukianza na tatizo kuu? [Enumerator/Mhoji: Do not prompt/Usidadisi].....

	Ist Main problem /Tatizo kuu	2nd Main problem Tatizo la pili kwa ukubwa	3rd Main problem/ Tatizo la tatu kwa ukubwa
1.No trained professionals/ Hakuna wauguzi waliohitimu.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.Cleanliness of facility Usafi wa kituo .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.Lack of medicines/ Ukosekanaji wa madawa.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.Corruption/rushwa/ufisadi.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.Long waiting time/ Muda mrefu wa kusubiria.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.Cost of services/ Gharama za huduma.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needing to use private health care or private pharmacies because public care is inadequate/ Kufuata huduma za afya kutoko vituo vya afya au maduka ya dawa ya watu binafsi kwa sababu huduma kutoka vituo vya serikali hazikidhi mahitaji.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.Distance to clinic/ Umbali wa kliniki.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) Nyingine (fafanua) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
99. Don't know/ Sijui.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Qn 4.6. When this facility runs out of medicines, what steps do you take? [ENUMERATOR: DO NOT PROMPT; MARK ALL THAT APPLY]/Kama kituo hiki kitakosa madawa, ni hatua gani unachukua? [MHOJI: USIMSOME: JAZA MAJIBU MENGI]

1. Purchase more drugs from Medical store department (MSD)/Tunanunua dawa nyingine kutoka MSD

2. Notify district health officials/Julisha maafisa wa afya wa wilaya

3. Notify other government officials/Julisha maafisa wengine wa serikali

4. Nothing/Hakuna

5. other, specify/Nyingine, fafanua: \_\_\_\_\_



