



Assessment AWARENESS
LEVELS AND ACCESS TO
INFORMATION ON SOCIAL
PROTECTION schemes
among CAMBODIAN
CITIZENS



OXFAM

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	5
1.1 Summary of Notable Findings	5
1.2 Recommendations	6
2 INTRODUCTION	7
2.1 Project Background.....	7
2.2 Purpose.....	7
3 METHODOLOGY.....	8
3.1 Desk Review	8
3.2 Data Collection.....	9
3.3 Data Collection Tools	11
3.4 Limitations.....	12
4 FINDINGS.....	13
4.1 Demographics	13
4.2 Use of Digital Technology	15
4.3 Government Broadcast Methods.....	16
4.4 Citizen Awareness of Social Protections	17
4.5 Citizen Sources of Information	21
4.6 Challenges to Seeking Information.....	24
4.7 Knowledge of ID Poor	30
ANNEX 1: ADDITIONAL DATA TABLES	33
ANNEX 2: DATA COLLECTION TOOLS	41

ACRONYMS AND ABBREVIATIONS

COVID-19	Coronavirus Disease Novel 2019
CSO	Civil Society Organizations
EPI	Expanded Program for Immunization
ID Poor	Identification of Poor Households in Cambodia
KII	Key Informant Interviews
MoEYS	Ministry of Education, Youth and Sport
MoH	Ministry of Health
MoLVT	Ministry of Labour and Vocational Training
MoSAVY	Ministry of Social Affairs, Veterans and Youth Rehabilitation
NCDM	National Committee for Disaster Management
NSCP	National Social Protection Council
NSPBM	National Social Protection Broadcasting Mechanism
NSSF	National Social Security Fund
NSSPF	National Social Protection Policy Framework
PWD	People With DisabilityPWD
RGC	Royal Government of Cambodia
TVET	Technical Vocational and Educational Training

EXECUTIVE SUMMARY

1.1 SUMMARY OF NOTABLE FINDINGS

Digital Device Ownership: The majority of respondents owned a smart phone (80%), which was consistent across the demographics, with the lowest ownership being the ID Poor (68%) and respondents aged 65+ (65%) and the highest ownership respondents aged 18-19 (88%).

Internet Access: Given the high access to smart phone (80%) access to the internet was not as widespread, however it was still moderately high at 65%. Not unsurprisingly the demographics with the lowest access were ID Poor and People with disability (PWD) (both 48%) and those aged over 65 (38%). The demographic group with the highest access rate was those aged 18-29 (83%) and 30-44 (73%). Surprising there was not much differentiation between rural (63%) and urban respondents (66%). (See Figure 2)

Accessibility on Digital Device: Of the respondents who had access to the internet and a smart phone (65%), 18% did not know how to read or write on that digital device.

Local Authority Dissemination: Village authorities reported that they used mainly loud speakers and door to door dissemination to inform the public about social protection. Commune authorities also mentioned disseminating social protection information during commune monthly meetings. Local authorities reported that they receive information directly about social protections from the relevant ministries responsible for that social protection.

Knowledge of social protections: The most known type of social protection was the COVID-19 Cash Transfer (85%) followed by ID Poor (75%), the Cash Transfer for Pregnant Mothers and Children (54%), School Scholarships (42%) and the Health Equity Fund (41%). (See Figure 3 and Table 3)

Source of Knowledge: The main source of knowledge for social protections was village/local authorities (55%). This was followed by hearing about it from a friend/neighbor (42%). Notably ID Poor (67%) respondents were the demographic that mostly heard about social protections from village authorities while respondents aged 18-19 were the least likely (57%). (See Figure 4 and Table 4) In terms of which village/local authority that respondents sourced their information from, this was the village chief (82%). (See Table 6) In terms of respondents that found information about social protections from social media, main platform used on social media was reported as Facebook news pages (79%) followed by Facebook social group pages (15%).

Social Protections Received: The most common social protection received by all respondents was ID Poor (31%) followed by the COVID-19 Cash Transfer (24%) and the Health Equity Fund (7%).

Preferred Source for Social Protection Information: Specifically, for social protection information respondents reported that they wanted to find information about social protections from village authorities (71%), social media (44%), commune authorities (40%), TV advertising (31%) and loudspeakers (25%). Looking at the demographics, it is notable that it is the younger aged respondents that are preferring social media: 18-29 (61%) and 30-44 (56%) compared to 45-64 (36%) and 65+ (15%).

Reasons why there is a perception of difficulty in finding information on Social Protections: For respondents that found it difficult to find information on social protections, their main reasons were that they didn't know who to contact (74%) or that they found what information that had seen as confusing (32%). Respondents aged over 65 years were the most likely to know now who to contact (81%). (See Figure 9 and Table 10)

Challenges to Receiving Information about Social Protections: The main perceived challenges to receiving information about social protections in general were there no dissemination of social protection information (31%), not having enough information (30%) and no one telling them about social protection services (26%). Notably 36% of respondents said that there were no challenges to receiving information. What appears to be the most consistent issue is that respondents do not have information to know they missing out of social protections or to even be aware that such social protections exist. (See Figure 13 and Table 14)

1.2 RECOMMENDATIONS

1. The two major sources of information for social protections preferred by citizens are local authorities (village chiefs in particular) (71%) and social media (Facebook) (44%). Therefore, any communication's strategy would need to focus on utilizing these two mediums.
2. Even amongst citizens who have access to the internet and a smart phone, finding out information from the village chief is still the preferred method. Therefore, a communication strategy should prioritize strengthening the capacity and knowledge of local authorities on available social protections. In particular, citizens reported knowing of social protections in general, but not specifically knowing who to contact for further information on eligibility and actually applying for the social protection. Therefore, local authorities and advocacy tools should have information related on who exactly citizens need to contact for such details.
3. Of the respondents who had access to the internet and a smart phone (65%), 18% did not know how to read or write on that digital device. Couple this with the understanding that social media is the preferred method to receive information (for those with internet access), communication tools should focus on audio visual mediums in order to enhance the accessibility of information. This would help to engage both the youth and illiterate demographics.
4. Traditional methods of dissemination (loud speaker, door to door) by the local authorities are still in widespread use. Similarly, citizens recognize that traditional methods of TV advertising (as opposed to TV programs) and loud speakers still have place as a source of information. Often citizens are not aware certain social protections are actually available (that is they don't know they are unaware) and these traditional mediums will help to raise awareness of their existence; ideally prompting them to then seek further information, be it through social media or directly from their village chief. For this reason, it is recommended that traditional means of advocacy still be utilised and be tailored to inform and guide citizens to seek further information from the local authorities or social media.
5. While many respondents had heard of the social protections, comparatively not many actually were receiving social protections. This may well be a reflection of their eligibility for social protections, nevertheless it tends to reinforce the findings that the main challenges to receiving social protection is not knowing who to contact or where to find further information or just not knowing that the social protection exists. One finding indicated that knowledge of social protection was word of mouth (that is hearing about it from a neighbor or a friend), therefore it is recommended that communication tools should incorporate an element of 'informing your neighbor about social protections'. Advocacy strategies could aim to encourage word of mouth potentially through a hash tag or sharing trend on social media or simply by encouraging citizens to tell a friend in real life about social protections.
6. Knowledge of the ID Poor system is quite high (75%), however knowledge of the On Demand ID Poor is not as widespread (34%), particularly amongst women over 65 years of age (71%) and people living with disability (70%). It is therefore recommended that the availability of the On Demand ID Poor system be promoted as a priority through the local authorities, which were the main source of information for the existing citizens who had heard about the On Demand ID Poor.

2 INTRODUCTION

2.1 PROJECT BACKGROUND

Under its program in social protection, Oxfam is to implement a project to complement the National Social Protection Council's (NSPC) initiative of developing a National Social Protection Broadcasting Mechanism within the framework of the National Social Protection Policy Framework (NSSPF).

The overall objective of the project is to broadcast comprehensive and consistent narratives on both social assistance and social security schemes to the entire population of Cambodia. The project will support the NSPC in establishing a nationwide broadcasting communication mechanism and infrastructure that will also serve as a powerful national emergency broadcast system for shock responsive social protection, such as in pandemics or floods.

The project will also bring voices of vulnerable Cambodians to the forefront to support the Royal Government of Cambodia (RGC)'s ambition to build a more shock responsive social protection system. Without clear and effective communication on the various COVID-19 social protection measures announced by the RGC, the situation of the most affected could become worse without the knowledge on how to access the available schemes. Unclear messages would leave the intended beneficiaries of this project confused and increase the mistrust in the system. In parallel, the project will focus on supporting the urban and rural poor, elderly persons and persons with disabilities across all 25 provinces in Cambodia in accessing accurate and comprehensive information about various schemes.

2.2 PURPOSE

The overall objective of this Research Study was to conduct a research on how citizens in Cambodia receive and access information on available governmental social protection programs, their levels of awareness, difficulties in accessing this information, and to recommend more efficient and effective communications channels to be used by Ministries and civil society organizations (CSOs).

The findings will be used to inform the development and implementation of a nationwide communication mechanism and guide the formulation of key messages to increase awareness of the public of available social protection programs.

3 METHODOLOGY

3.1 DESK REVIEW

The research commenced with a desk review of key documents covering the Project to help inform the design of the Study. Key documents included:

- Oxfam CAST Proposal;
- National Social Protection Council (NSPC) Fact Sheet;
- National Social Protection Broadcasting Mechanism (NSPBM) Fact Sheet;
- Relevant publications such as the: CARE, *Garment Workers Needs Assessment During Covid-19* (2020); ILO, *Operational Review of the Cambodian National Social Security Fund* (2017); ILO, *Rapid Market and Value Chain Assessment of the building construction sector in Cambodia* (2021); OECD, *Social Protection System Review of Cambodia* (2017); The World Bank, *The Socioeconomic Impacts of COVID-19 on Households in Cambodia: Results from the High-Frequency Phone Survey of Households Round 1* (2020); and the Cambodian Government's National Social Protection Policy Framework 2016-2025 (2017).

Based on the Desk Review the following main social protections were found to exist (or have existed) in Cambodia:

Table 1: Main Social Protection Schemes in Cambodia

Category of Social Protection	Type of Social Protection	Responsible Agency	Benefit Provided
Social Assistance	Food for Emergency Relief Program	National Committee for Disaster Management (NCDM)	Food and cash support to natural disaster affected households
	Cash Transfer for Pregnant Mothers and Children Under 2	Ministry of Health (MoH)	Pays cash transfers to poor mothers and their children aged under two as a means of improving nutrition levels and cognitive and physical development of children.
	School Food Programme/Home-grown school feeding	Ministry of Education, Youth and Sport (MoEYS)	Food for students in rural/remote areas with food insecurity
	School Scholarships	MoEYS	Cash (USD 60-90) for students from primary to upper secondary school.
	Cash Transfer Programme for Poor and Vulnerable Households during COVID-19	National Social Protection Council (NSPC) and Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSAVY)	Monthly cash transfer for ID Poor households and COVID-19 affected households (death).
	Disability Allowance	MoSAVY	Cash (USD 5) for people with disabilities, elderly or have no supporting families, verified by local authorities
Social Insurance	Health Equity Fund (HEF)	Ministry of Health (MoH)	Free health care for ID Poor households

	Old-age pension	MoSAVY	Cash for retired civil servant, veterans, police and armed forces.
	National Social Security Fund for Civil Servants (NSSF-C)	MoSAVY	Health insurance for civil servants
	National Fund for veterans	MoSAVY	Health insurance for veteran, police and armed forces.
	Employment Injury Insurance (EII)	The National Social Security Fund (NSSF) through the Ministry of Labour and Vocational Training (MoLVT)	Contributions based fund provides injury insurance for all private sector employees. Benefits include: medical care, nursing cash allowance, funeral benefit and disability benefit.
	Social Health Insurance (SHI)	The National Social Security Fund (NSSF) through the Ministry of Labour and Vocational Training (MoLVT)	Contributions based fund provides health care and hospitalisation for all private sector employees.
Labour and Employment	Technical Vocational and Educational Training (TVET)	Department of Technical Vocational and Educational Training (TVET) in the Ministry of Labour and Vocational Training (MoLVT)	Training for youth drop-outs, referred by local or school authority

3.2 DATA COLLECTION

This study used a multi-stage sampling technique combining cluster/area random sampling, stratified sampling and systematic random sampling, as described below:

Stage 1 - Cluster/Area Random Sampling

To be representative on a national level, the country is divided into four regions: Plain region, Tonle Sap region, Plateau/Mountainous region and Coastal region. A sample size of 1,003 Households was used in five randomly selected provinces in Cambodia's 4 regions.

The target provinces randomly chosen are:

1. Mondul Kiri – Plateau/Mountain
2. Siem Reap - Tonle Sap
3. Takeo - Plain
4. Kampot - Coastal
5. Battambang – Plain

In addition to the household interviews, the research conducted key informant interviews (KIIs) with relevant CSO partners and government staff.

TABLE 1: Summary of Data Collection Sample Sizes

Type of Beneficiaries	Survey	KII
Households	1003	-
Relevant staff from social protection stakeholders		
Village and commune authorities (2 village chiefs, 2 commune chiefs in each province – one rural one urban)		20
CSO Partners	-	6
National Social Security Fund (NSSF)	-	1
Ministry of Labour and Vocational Training (MoLVT)	-	1
National Social Protection Council (NSPC)	-	1
Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSAVY)		2
Total	1003	34

Stage 2 - Sampling Technique (Selecting the Households)

Household selection was governed by the use of 'systematic random' sampling technique which is an adapted from the Expanded Program for Immunization (EPI) sampling method. Such sampling is characterized by the use of a standard interval of units down a list of households (supervisors ask for the cooperation of village chiefs to produce the list of households and drawing a location map of the cluster/village). Although systematic sampling is not random, it does help to limit bias in the selection of sampling units (households in this case). When a household list was available, enumerators selected by determining the sampling interval (Household selection interval = Number of households divided by sample size needed) and selecting every Nth household thereafter in the randomly selected from the list in each village. However, if a household list was not available, then enumerators used the geographical configuration of the village for its systematic sampling of households. In the latter case, enumerators would choose a geographical starting point, which could be a village house, a temple or a main road in the village. Then picked every fourth household from the starting point until the sampling size was achieved. In the case that the respondent was not available at the time of the visit, the next household would be chosen for the next screening interview.

Ethical Considerations

RTE conducted the data collection adhering to ethical protocols which included:

- Obtaining and documenting full and informed consent (oral) from respondents prior to commencing interviews.
- Adhering to a “Do no harm principle” to avoid exposing people to additional risks through the actions of the research.
- Adhering to anti-harassment policy to ensure that enumerators treat respondents with the utmost respect and do not harass respondents on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, parental status, political affiliation or any other basis.
- Informing respondents that participation was totally voluntary, that they did not have to answer specific questions if they felt uncomfortable and that they could stop the interview at any time without giving reason.

COVID-19 Precautions

In order to ensure the safety of the team and respondents being interviewed, the following COVID-19 protection measures were adhered to during the field research:

1. Wearing of face masks by all parties.
2. Interviews where possible to be conducted in an open-air space or in a room with good ventilation.
3. Social distancing observed by all parties.

- Keep 1.5 meters away from each other.
 - Avoid any physical contact such as handshaking, hugs etc.
4. Observe good hand, sneeze and cough hygiene.
 5. Providing participants with alcohol-based hand rub to be used before and after each interview.
 6. All enumerators having had two vaccination shots.

3.3 DATA COLLECTION TOOLS

Once the sample size and respondents were finalized and selected, data collection tools were developed based on the desk review, scope of the research as detailed in the Terms and Reference and in cooperation with Oxfam staff. The follow matrix details the study's research questions and the data sources for those questions.

Topics	Research Questions	Data Source	Data Collection Method
Broadcast Methods	1. What channels are used by government, CSOs and other stakeholders to broadcast information on social protection schemes to citizens?	-Households -NGO -Government Officials	-Survey (Section 2) -KII
	2. Does information reach the intended target groups? Is the information clear and accurate?	-Households -NGO -Government Officials	-Survey (Section 1) -KII
Citizen Source of Information	3. What are citizens' preferred means of accessing information on available social protection schemes, taking into account urban, rural, indigenous, isolated and/or vulnerable communities?	-Households	Survey (Section 2)
Citizen Challenges	4. What challenges and communication barriers do citizens face in accessing information on social protection schemes?	-Households	Survey (Section 3)
Citizen Awareness	5. What are citizens' awareness and understanding of social protection schemes they qualify for?	-Households	Survey (Section 1)
Recommendations	6. Recommendation on the most efficient and effective channels/means of broadcasting information to all citizens, with specific recommendations for different category of people (urban, rural, indigenous, isolated communities, etc.). What key principles and recommendations should be taken into account when	-Households -NGO -Government Officials	-Survey -KII

	designing a communication broadcasting mechanism that can reach all citizens in Cambodia?		
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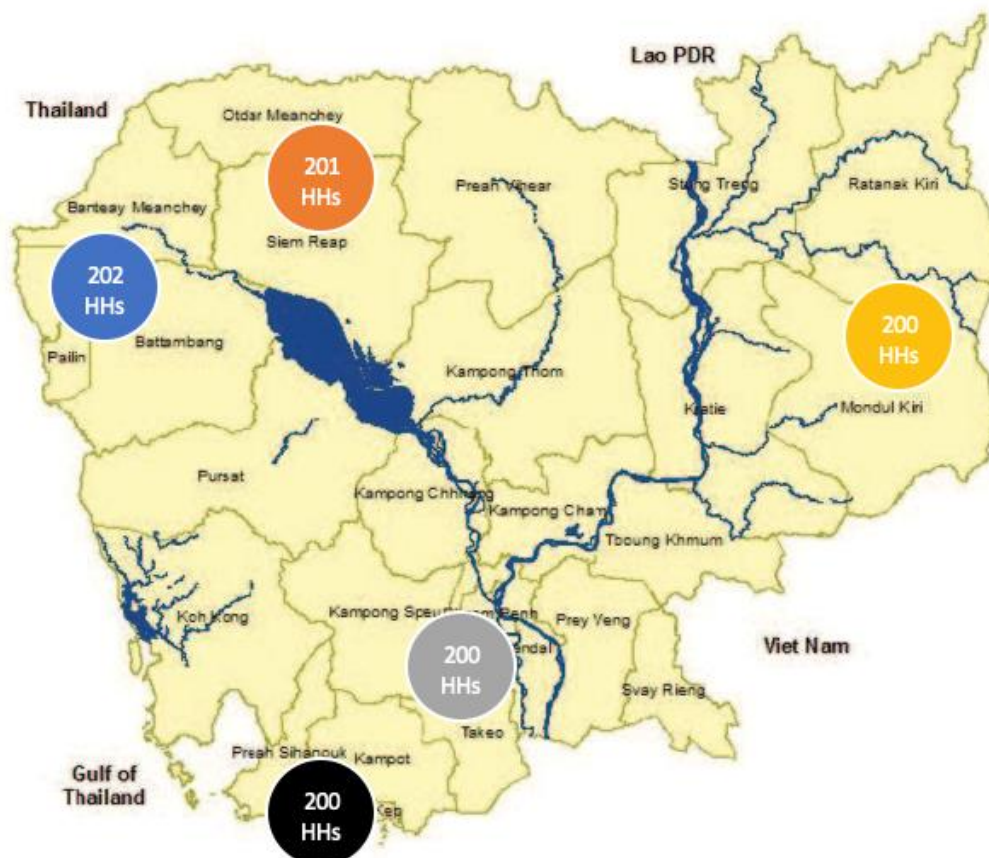
3.4 LIMITATIONS

Originally the capital Phnom Penh was supposed to be chosen as a target province for the sample size, however due to delta variant COVID-19 restrictions it was decided to move the research to Battambang province - Battambang having a similar large urban/city population, however with less COVID-19 restrictions from local authorities.

There were slight delays in the data collection schedule due to various COVID-19 travel restrictions that caused the slower processing of permissions to enter the target provinces.

4 FINDINGS

4.1 DEMOGRAPHICS



Category	#	Percentage
Total Surveys	1003	
Province/Geographical Region		
Battambang (Plain)	202	20%
Kampot (Coastal)	200	20%
Mondul Kiri (Plateau)	200	20%
Siem Reap (Tonle Sap)	201	20%
Takeo (Plain)	200	20%
Location		
Rural	529	53%
Urban	474	47%
Age		
18-29	148	15%
30-44	347	35%
45-64	378	38%
65+	130	13%
Gender		
Female	540	54%
Male	463	46%

Position in Household		
Head of Household	535	53%
Spouse of head of household (husband/wife/partner)	357	36%
Other	111	11%
Education		
Higher than secondary	21	2%
Complete lower secondary	53	5%
Complete upper secondary	38	4%
Completed primary	54	5%
Incomplete upper secondary	42	4%
Incomplete lower secondary	152	15%
Incomplete primary	402	40%
No formal school	241	24%
Marital Status		
Divorced	33	3%
Married	784	78%
Single	49	5%
Widowed	137	14%
ID Poor		
Yes - Level 1	98	10%
Yes - Level 2	210	21%
No	695	69%
Ethnicity		
Cham	51	5%
Khmer	779	78%
Phnong	173	17%
Occupation		
Animal raising	11	1%
Construction worker	43	4%
Factory worker	10	1%
Farmer	368	37%
Fishermen (fishing)	61	6%
Food Processor	4	0%
Government employee	35	3%
Househusband	7	1%
Housewife	142	14%
Informal sector (tuk-tuk/moto drivers, taxi drivers, street vendors, and small restaurant workers)	28	3%
Labour worker	45	4%
Own business	138	14%
Private employee	10	1%
Student/vocation training staff	6	1%
Unemployed	93	9%
Others	2	0%
People Living with Disability		
Yes	893	11%
No	110	89%
Type of Disability (Can choose more than one)		
Seeing	38	27%
Hearing	20	14%

Walking	50	35%
Concentrating	11	8%
Self-care	14	10%
Communication	8	6%

4.2 USE OF DIGITAL TECHNOLOGY

Digital Device Ownership: A large majority of respondents owned a smart phone (80%), which was mostly consistent across the demographics, with the lowest ownership being the ID Poor (68%) and respondents aged 65+ (65%) and the highest ownership being respondents aged 18-19 (88%) and males (84%). Ownership of traditional means of communication, televisions (47%) and radios (16%) was quite low compared to smart phones. (See Figure 1 and Table 2)

Internet Access: Given the high access to smart phone (80%) access to the internet was not as widespread, however it was still moderately high at 65%. Not unsurprisingly the demographics with the lowest access were ID Poor and PWD (both 48%) and those aged over 65 (38%). The demographic group with the highest access rate was those aged 18-29 (83%) and 30-44 (73%). Surprising there was not much differentiation between rural (63%) and urban respondents (66%). (See Figure 2)

Accessibility on Digital Device: Of the respondents who had access to the internet and a smart phone (65%), 18% did not know how to read or write on that digital device. Of those with a smart phone and access to the internet the preferred method to received or find information was social media (83%) followed by chat services (2%).

Figure 1: Ownership of Digital Device (n=1003)

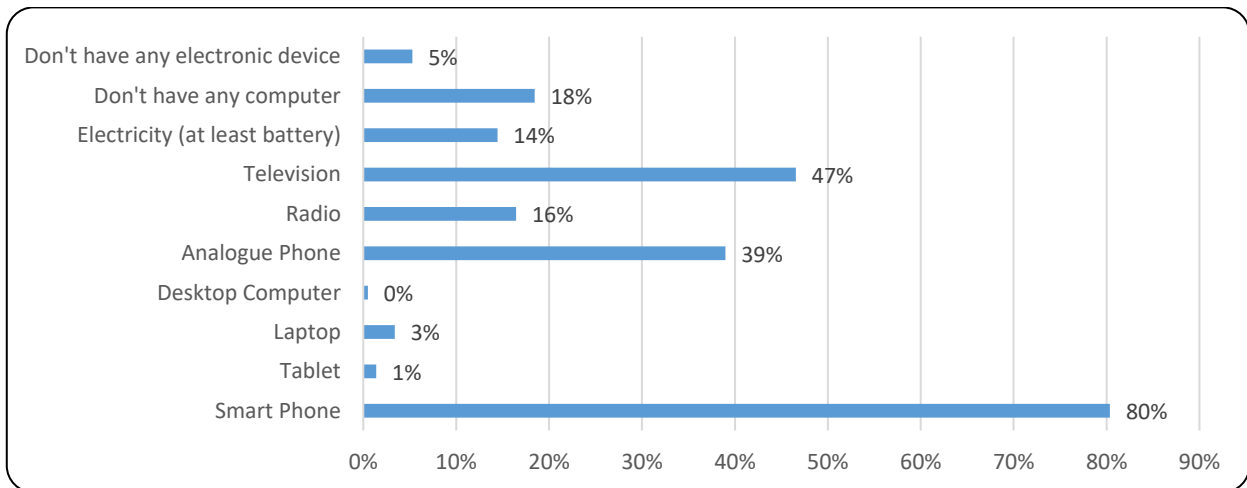
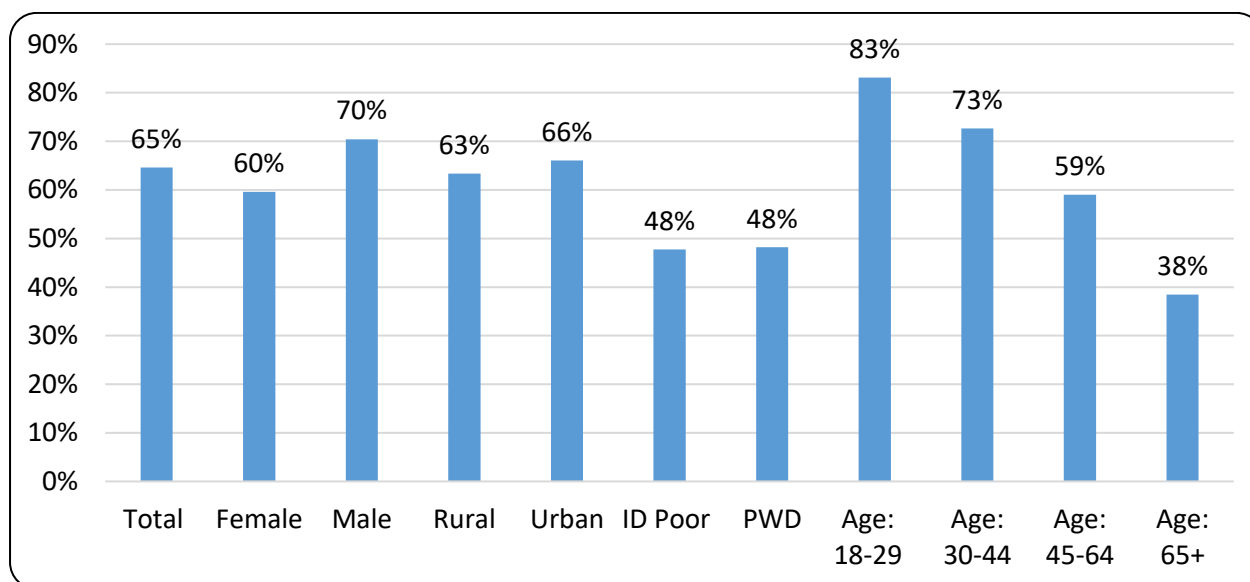


Table 2: Digital Device Ownership and Access to the Internet Disaggregation

	Total	Smart Phone	Television	Radio
Total	1003	80%	47%	16%
Female	540	77%	45%	13%
Male	463	84%	49%	21%
Rural	529	78%	40%	16%
Urban	474	71%	25%	17%
ID Poor	308	68%	36%	16%

PWD	110	70%	45%	21%
Age: 18-19	148	88%	34%	9%
Age: 30-44	347	82%	42%	8%
Age: 45-64	378	82%	55%	19%
Age: 65 +	130	65%	50%	38%

Figure 2: Access to the Internet Disaggregated



4.3 GOVERNMENT BROADCAST METHODS

Local Authority Dissemination

The main social protection that local authorities reported that they supported and promoted were the COVID-19 Cash Transfer (100%), Cash Transfer to Pregnant Mothers (95%), HEF (75%), Natural Disaster Support (70%) and School Scholarships (55%). Village authorities reported that they used mainly loud speakers and door to door dissemination to inform the public about social protections, commune authorities also mentioned disseminating social protection information during commune monthly meetings. Local authorities estimated that they would reach about 40%-50% of their intended target groups, however there was not specific tailoring of broadcast information for vulnerable groups. Local authorities reported that they receive information directly about social protections from the relevant ministries responsible for that social protection.

National Social Security Fund (NSSF) Dissemination

Information is disseminated to all employers by the NSSF, with NSSF staff meeting with employers to explain to them the operation of the NSSF, with some team members meeting with employees at their home to explain the NSSF. Other channels used are the official NSSF social media sites (YouTube¹ and Facebook²), a free call hotline and advertising monthly on TV (Bayon, Hangmeas). The NSSF does not have any specific data or research to indicate the reach and effectiveness of their dissemination/advocacy. The NSSF only targets employees and employers and there is no specific targeting of vulnerable groups such as indigenous, disabled or remote people. The NSSF is in the process of developing a mobile app to help improve dissemination and use of the NSSF. The

¹ https://www.youtube.com/channel/UC_wS4gBIs-ZaHXw0ic8skLw

² <https://www.facebook.com/nssfpage>

NSSF believes that cooperation with the Ministry of Economics and Finance through the NSPC can help their broadcasting to be more effective and accurate.

Ministry of Labour and Vocational Training (MoLVT) Dissemination

The MoLVT dissemination is divided into two levels: the national and sub-national level. National level dissemination is aimed at showing the overall information of TVET at a national event (TVET day – 5 June) by mobilizing all relevant education institutes or employers to have event activities at Koh Pich to announce open jobs for the citizen as well as the dissemination the available technical skills study courses. National level dissemination is also responsible for the preparation of the video tools and leaflets and their social media. At the sub-national level the MoLVT organizes school visits to disseminate information on TVET and employers in the community.

The MoLVT does conduct dissemination aimed at indigenous, people with disabilities and those living in remote and rural areas. For example videos using Phnong language for indigenous people and sign language for deaf people have been produced. The MoLVT does not have any specific data or research to indicate the reach and effectiveness of their dissemination/advocacy.

National Social Protection Council (NSPC) Dissemination

The main broadcast mediums used by the NSPC are its official Facebook pages and its Telegram channel. However, its mandate to help coordinate social protection with relevant ministries is focused at the national level, with each ministry itself have its own sub-national/local dissemination network. Additionally, the NSCP works with ministries to create information and education communication (IEC) documents that are used in the dissemination at the sub-national level.

Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSAVY)

MoSAVY has three main methods of promotion: 1. Social media (Facebook and Youtube) using posters and video clips; 2. Mass medias such as TV and radio; and 3. Meetings with village and commune authorities to build the capacity of local authorities to disseminate information on social protections to the people. Additionally, MoSAVY also engages monks to support in the dissemination of information (particularly to help disseminate information during special holiday events/celebrations) and as well as placing posters and banners at Wing banking station. MoSAVY also aims to disseminate their information to vulnerable groups, with promotional materials translated into indigenous languages and using sign language for people with disabilities. MoSAVY understands that not all target groups are able to receive the social protection information and there is need for new strategies to reach all those eligible.

4.4 CITIZEN AWARENESS OF SOCIAL PROTECTIONS

Knowledge of Social Protections: The most known type of social protection was the COVID-19 Cash Transfer (85%) followed by ID Poor (75%), the Cash Transfer for Pregnant Mothers and Children (54%), School Scholarships (42%) and the Health Equity Fund (41%). These proportions were relatively consistent across all the demographics. (See Figure 3 and Table 3)

Source of Knowledge: The main source of knowledge for social protections was village/local authorities (55%). This was followed by hearing about it from a friend/neighbor (42%). Notably ID Poor (67%) respondents were the demographic that mostly heard about social protections from village authorities while respondents aged 18-19 were the least likely (57%). (See Figure 4 and Table 4) In terms of which village/local authority that respondents sourced their information from, this was the village chief (82%). (See Table 6) In terms of respondents that found information about social protections from social media, the main platform used on social media was reported as Facebook news pages (79%) followed by Facebook social group pages (15%).

Social Protections Received: The most common social protection received by all respondents was ID Poor (31%) followed by the COVID-19 Cash Transfer (24%) and the Health Equity Fund (7%).

This was mostly consistent and as expected across the demographics, however notably only 76% of the ID Poor respondents were receiving the COVID-19 Cash Transfer. (See Figure 5 and Table 5) Specific knowledge of the social protection that respondents received was quite low; for those receiving the COVID-19 Cash Transfer only 42% knew who was eligible and 51% knew how much they would receive; for the Health Equity Fund only 23% knew who was eligible and only 7% knew how eligibility was assessed. (See table 18)

Figure 3: Types of Social Protections Known (n=1003)

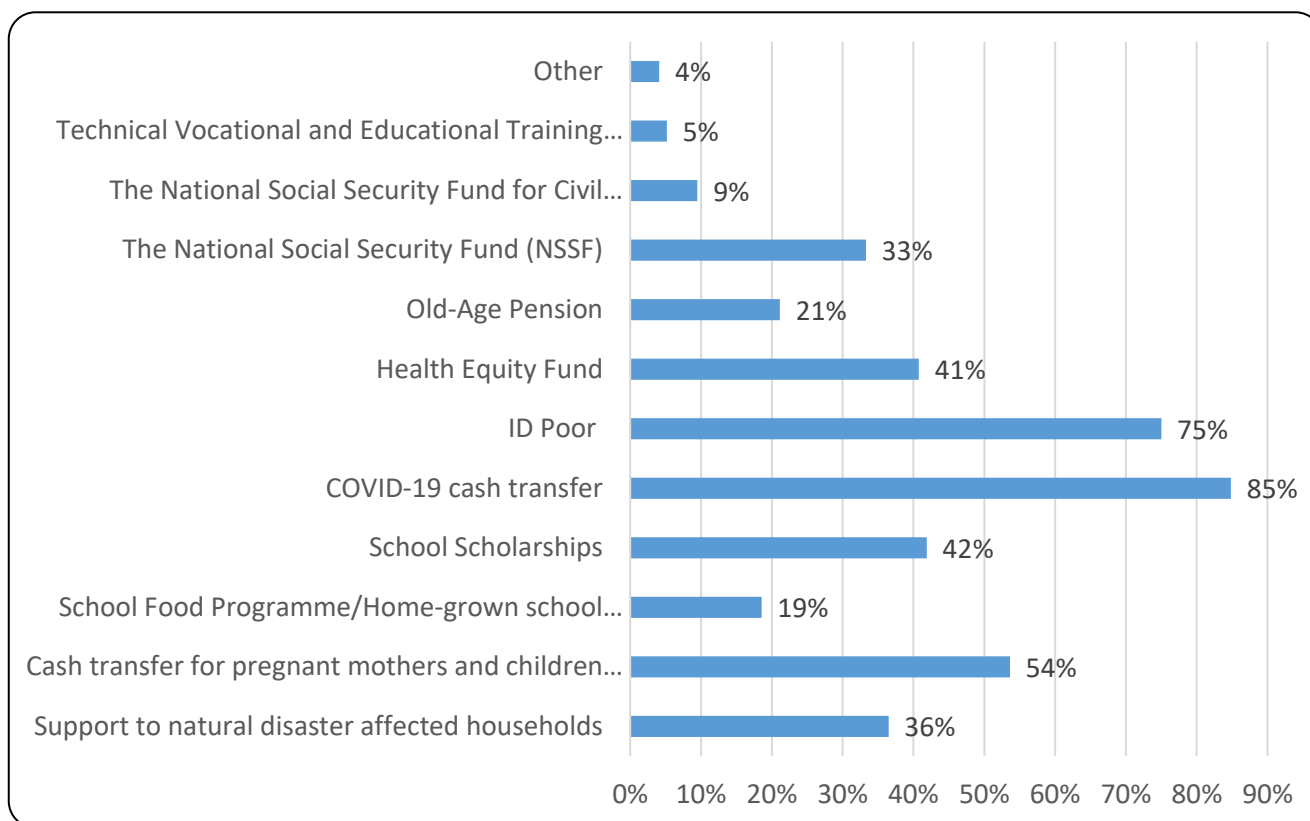


Table 3: Types of Social Protections Known Disaggregated

Types of Social Protection Heard of (Can choose more than one)	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Support to natural disaster affected households	36%	35%	38%	34%	39%	34%	52%	32%	35%	40%	37%
Cash transfer for pregnant mothers and children under 2	54%	56%	51%	55%	52%	57%	58%	57%	59%	51%	45%
School Food Programme/Home-grown school feeding	19%	18%	20%	19%	18%	19%	21%	22%	20%	17%	13%
School Scholarships	42%	40%	44%	41%	43%	34%	30%	48%	45%	40%	32%
COVID-19 cash transfer	85%	85%	84%	85%	84%	91%	80%	81%	88%	83%	86%
ID Poor	75%	69%	81%	77%	72%	76%	68%	66%	75%	77%	75%
Health Equity Fund	41%	41%	41%	45%	36%	40%	35%	40%	42%	40%	39%
Old-Age Pension	21%	19%	24%	21%	21%	13%	16%	24%	21%	23%	13%
The National Social Security Fund (NSSF)	33%	33%	34%	32%	34%	28%	30%	39%	37%	29%	32%

The National Social Security Fund for Civil Servants (NSSF-C)	9%	8%	11%	7%	13%	3%	6%	11%	9%	10%	7%
Technical Vocational and Educational Training (TVET)	5%	4%	6%	4%	7%	4%	5%	8%	5%	5%	4%
Other	4%	4%	4%	3%	6%	4%	5%	3%	4%	5%	5%

Figure 4: Source of Knowledge of Known Social Protections (n=1003)

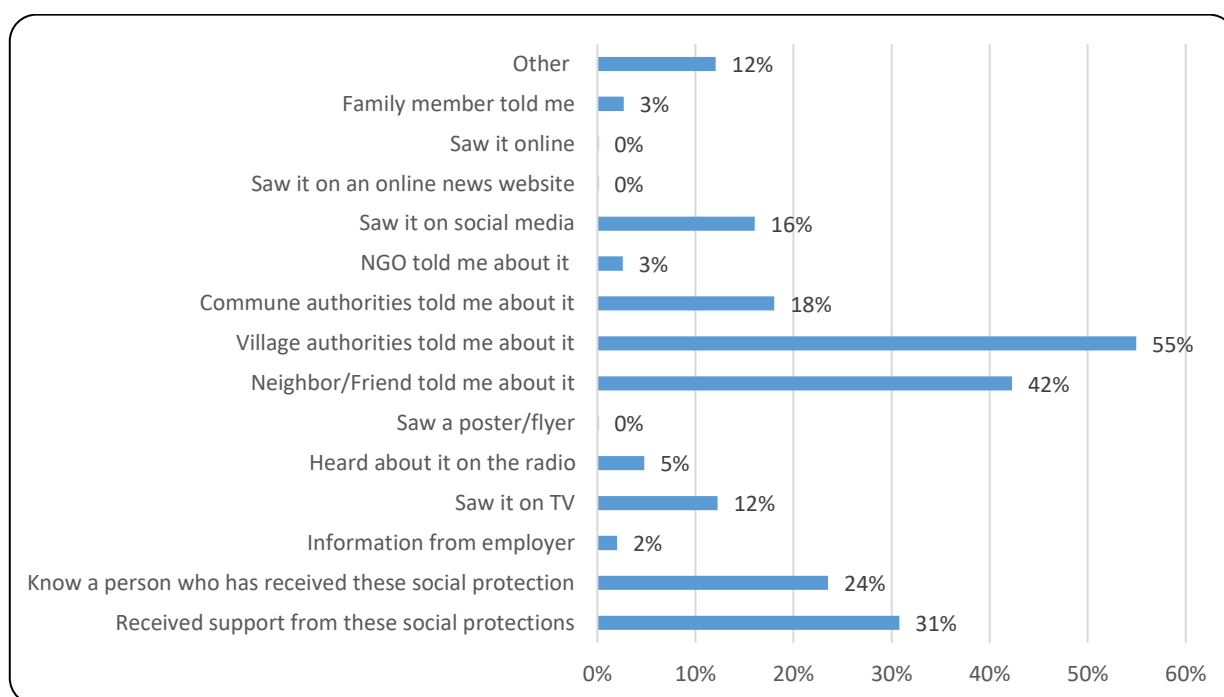


Table 4: Source of Knowledge of Known Social Protections Disaggregated

Q19.How/where did you know/hear about these social protections?	Total	Female	Male	Rural	Urban	ID Poor	PW D	Age: 18-29	Age : 30-44	Age : 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Received support from these social protections	31%	33%	29%	30%	32%	79%	40%	28%	32%	29%	37%
Know a person who has received these social protection	24%	24%	22%	24%	23%	9%	11%	30%	28%	19%	15%
Information from employer	2%	2%	2%	2%	2%	0%	0%	3%	3%	2%	0%
Saw it on TV	12%	11%	13%	9%	15%	11%	10%	7%	10%	16%	14%
Heard about it on the radio	5%	3%	7%	4%	5%	4%	10%	1%	3%	5%	14%
Saw a poster/flyer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neighbor/Friend told me about it	42%	45%	39%	42%	43%	26%	34%	44%	43%	43%	37%
Village authorities told me about it	55%	54%	56%	58%	52%	67%	54%	47%	56%	58%	52%
Commune authorities told me about it	18%	17%	20%	16%	20%	22%	24%	11%	20%	20%	17%

NGO told me about it	3%	2%	3%	3%	3%	3%	2%	3%	1%	4%	2%
Saw it on social media	16%	12%	21%	15%	17%	5%	10%	28%	19%	11%	8%
Saw it on an online news website	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Saw it online	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Family member told me	3%	13%	11%	11%	14%	9%	15%	14%	8%	13%	17%
Other	12%	3%	2%	3%	2%	4%	6%	4%	3%	2%	2%

Figure 5: Type of Social Protection Received (n=1003)

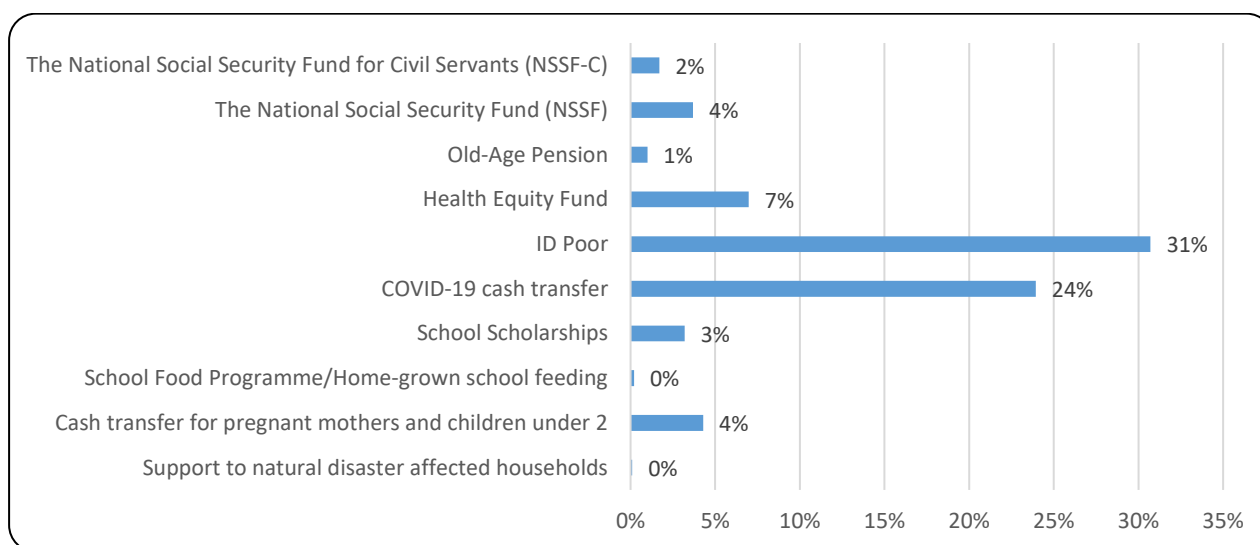


Table 5: Types of Social Protections Received

Q20. What types of social protection did you receive?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Support to natural disaster affected households	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cash transfer for pregnant mothers and children under 2	4%	6%	3%	4%	4%	10%	4%	5%	7%	2%	2%
School Food Programme/Home-grown school feeding	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	2%
School Scholarships	3%	4%	2%	3%	3%	7%	4%	2%	5%	3%	1%
COVID-19 cash transfer	24%	25%	22%	23%	25%	76%	35%	19%	24%	22%	35%
ID Poor	31%	33%	28%	29%	33%	100%	52%	25%	31%	30%	41%
Health Equity Fund	7%	7%	6%	7%	7%	19%	12%	7%	9%	6%	7%
Old-Age Pension	1%	1%	1%	0%	2%	1%	2%	1%	0%	2%	1%
The National Social Security Fund (NSSF)	4%	3%	4%	4%	3%	3%	4%	5%	4%	4%	2%
The National Social Security Fund for Civil Servants (NSSF-C)	2%	2%	2%	1%	2%	0%	0%	1%	2%	2%	1%
Other	1%	1%	0%	1%	1%	2%	2%	0%	1%	1%	2%

Table 6: Types of Village/Local Authorities Received social protection Information From

Q30. Which person from the village/local authorities informed you?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	568	300	268	313	255	210	61	72	202	227	67
CCWC committee member	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Commune chief	5%	5%	5%	3%	7%	8%	7%	4%	4%	5%	6%
Don't remember	1%	0%	1%	1%	1%	0%	0%	4%	0%	1%	0%
Health centre staff told me	1%	2%	1%	2%	0%	0%	7%	1%	1%	0%	3%
Other commune authority staff	2%	2%	2%	1%	3%	3%	2%	3%	1%	2%	1%
Other village authority staff	7%	6%	8%	9%	4%	8%	10%	6%	7%	7%	6%
School principal or teacher	2%	2%	3%	2%	3%	1%	0%	1%	3%	2%	1%
Village chief	82%	83%	81%	82%	82%	79%	75%	81%	83%	81%	82%

4.5 CITIZEN SOURCES OF INFORMATION

Sources of Government Information: The main source of government information for all respondents was from village authorities (75%), followed by commune authorities (36%) and social media (31%). Within the demographic groups, ID Poor respondents were the most likely to source information from village (82%) and commune (43%) authorities, with those aged 18-29 to be the least likely to source information from village (68%) and commune (28%) authorities. (See Figure 6 and Table 7)

Preferred Source for Social Protection Information: Specifically, for social protection information respondents reported that they wanted to find information about social protections from village authorities (71%), social media (44%), commune authorities (40%), TV advertising (31%) and loudspeakers (25%). Looking at the demographics, it is notable that it is the younger aged respondents that are preferring social media: 18-29 (61%) and 30-44 (56%) compared to 45-64 (36%) and 65+ (15%).

Supporting the idea that tradition communication mediums may still have some relevance, for respondents with a smart phone and internet access (64%), these percentages were similar with the main preferred sources of information for social protection was village authorities (68%), social media (58%), commune authorities (39%), TV advertising (31%) and loudspeakers (24%). (See Figure 7, 7A and Table 8)

Figure 6: Usual Sources of Government Information

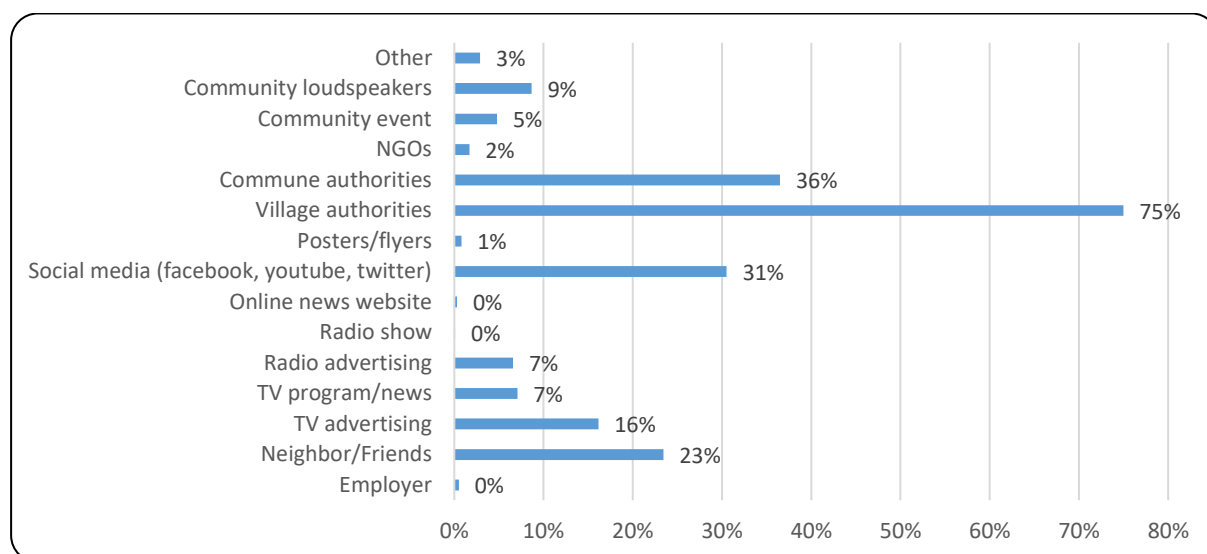


Table 7: Usual Sources of Government Information Disaggregated

Q41.How/where do you normally find out /hear about government information/services?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Employer	0%	0%	1%	1%	0%	0%	0%	1%	1%	1%	0%
Neighbor/Friends	23%	24%	22%	26%	21%	22%	23%	28%	23%	23%	20%
TV advertising	16%	16%	17%	15%	17%	15%	14%	14%	13%	20%	15%
TV program/news	7%	7%	7%	4%	11%	3%	5%	7%	6%	8%	6%
Radio advertising	7%	4%	9%	5%	8%	6%	9%	4%	5%	8%	12%
Radio show	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Online news website	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%
Social media (facebook, youtube, twitter)	31%	26%	36%	27%	34%	17%	17%	57%	36%	21%	12%
Posters/flyers	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%
Village authorities	75%	76%	74%	76%	74%	82%	75%	68%	78%	75%	76%
Commune authorities	36%	36%	38%	36%	36%	43%	38%	28%	37%	36%	45%
NGOs	2%	2%	2%	2%	1%	3%	2%	1%	1%	2%	2%
Community event	5%	4%	5%	5%	5%	4%	3%	2%	5%	7%	3%
Community loudspeakers	9%	7%	10%	9%	9%	9%	10%	7%	10%	8%	10%
Other	3%	3%	3%	2%	3%	2%	4%	2%	3%	3%	5%

Figure 7: Preferred Source for Social Protection Information (n=1003)

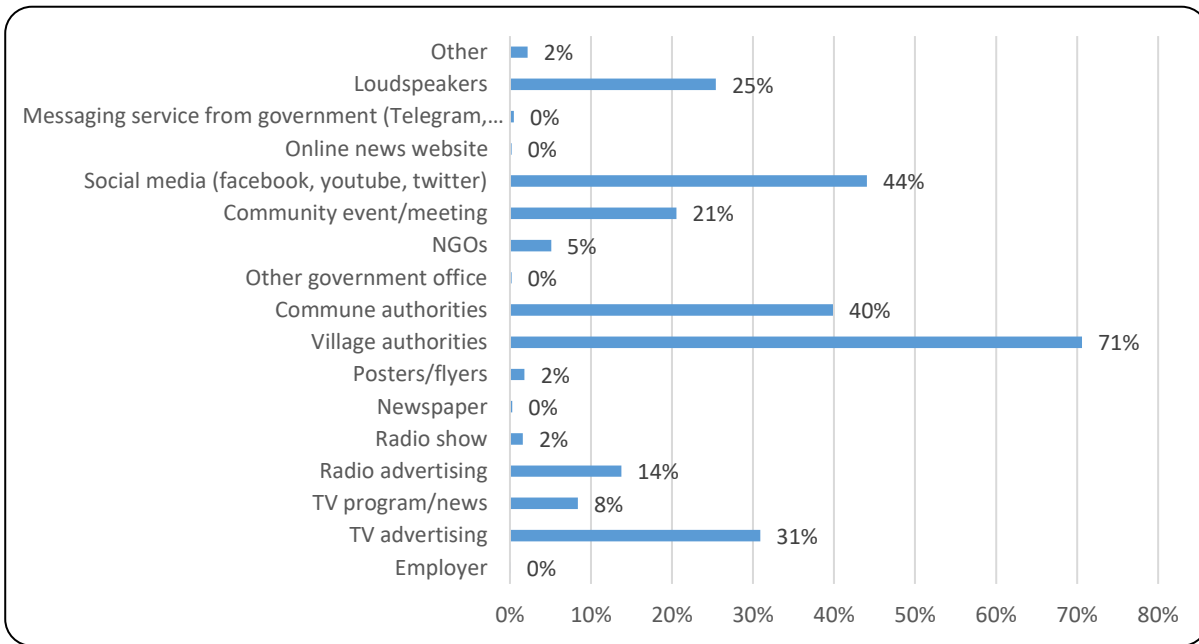


Figure 7A: Preferred Source for Social Protection Information For those with Smart Phones and Internet Access (n=641)

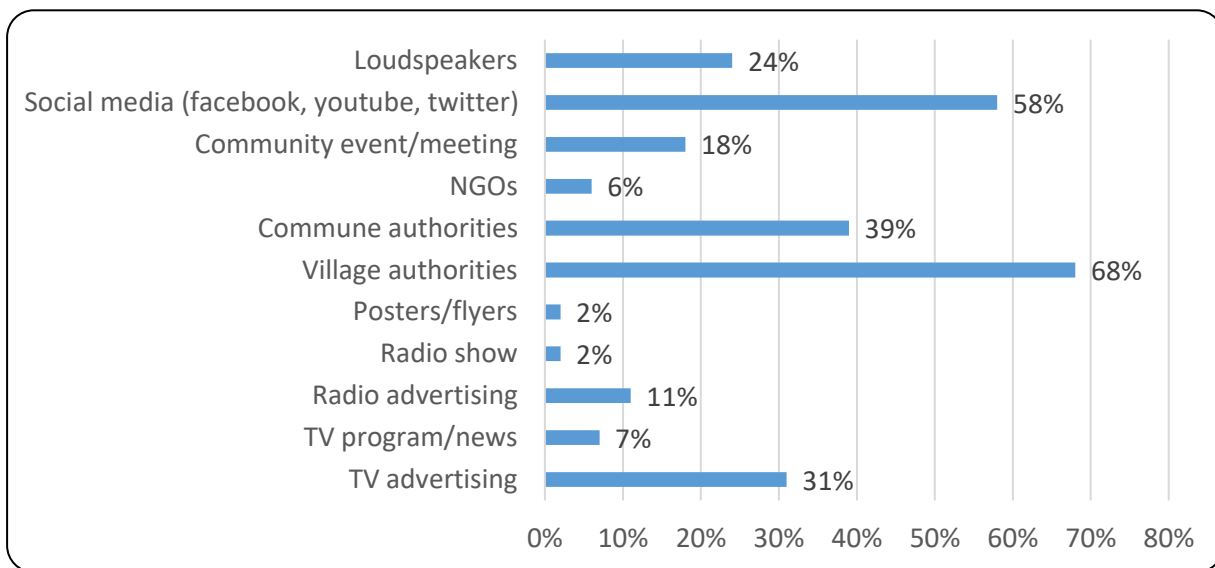


Table 8: Preferred Source for Social Protection Information Disaggregated

Q42.How/where would you prefer to find out /hear about social protection information?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Employer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TV advertising	31%	30%	32%	31%	31%	29%	25%	27%	33%	33%	25%
TV program/news	8%	8%	9%	6%	11%	5%	6%	8%	8%	9%	7%

Radio advertising	14%	11%	17%	14%	14%	13%	14%	9%	10%	17%	18%
Radio show	2%	1%	2%	2%	1%	1%	0%	1%	2%	2%	1%
Newspaper	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Posters/flyers	2%	2%	2%	2%	1%	1%	2%	3%	2%	1%	2%
Village authorities	71%	72%	69%	70%	72%	74%	77%	64%	68%	75%	74%
Commune authorities	40%	39%	41%	38%	42%	47%	48%	34%	40%	40%	46%
Other government office	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NGOs	5%	6%	4%	7%	3%	8%	3%	5%	7%	5%	2%
Community event/meeting	21%	20%	21%	22%	19%	23%	16%	23%	22%	19%	19%
Social media (facebook, youtube, twitter)	44%	40%	49%	44%	44%	29%	23%	61%	56%	36%	15%
Online news website	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Messaging service from government (Telegram, WhatsApp, Messenger)	0%	0%	1%	0%	1%	0%	0%	2%	1%	0%	0%
Loudspeakers	25%	24%	28%	30%	21%	28%	28%	28%	26%	25%	22%
Other	2%	2%	3%	2%	3%	1%	4%	1%	1%	3%	2%

4.6 CHALLENGES TO SEEKING INFORMATION

Perception of Finding Information about Social Protection Schemes: Respondents perceived quite evenly that it can be both easy and hard to find information on social protection Schemes. From Figure 8 you can see respondents are balanced between perceptions of easy (38%) and hard/very hard (38%) with 24% being indifferent. Demographic disaggregation indicated that this sentiment was fairly consistent across the sub-groups.

Reasons why difficulty perception in finding information on social protections: For respondents that found it difficult to find information on social protections, their main reasons were that they didn't know who to contact (74%) or that they found what information that had seen as confusing (32%). Respondents aged over 65 years were the most likely to know now who to contact (81%). (See Figure 9 and Table 10)

Reasons why ease perception in finding information on social protections: For respondents that found it easy to find information on social protections, their main reasons were that they could look it up on social media (50%), it was already clearly explained to them by a government official (35%) and they could look it on the internet (26%) or ask a friend (24%). As expected, respondents aged 18-19 and 30-44 were the highest to report that they could easily look at social media or the internet to find social protection information. (See Figure 10 and Table 11)

Social Protections Not Receiving but Perceived to be Eligible: Note that the research team was not assessing if the respondents were actually eligible for the social protection, this was just the perception of the respondent. Two thirds of respondents thought they should be receiving a social protection that were eligible for, but for reason they were not currently receiving it. The main social protections they thought they should be receiving were the COVID-19 Cash Transfer (59%) and the Health Equity Fund (56%). This was fairly consistent across the various demographics. (See Figure 11 and Table 12) Strangely 66 respondents who were ID Poor holders and reported that they were

receiving the COVID-19 Cash Transfer, also said that they thought they were eligible for the COVID-19 Cash Transfer. This may well indicate that they were confused about this question.

The main reason for not receiving these social protections was not knowing who to contact about the social protections (47%), not having enough information about the social protection (37%) and not knowing if they were eligible (30%). ID Poor and respondents over 65 years of age were the groups mostly likely not to know who to contact (59%) and (58%) respectively. (See Figure 10 and Table 13)

Challenges to Receiving Information about social protections: The main perceived challenges to receiving information about social protections in general were there no dissemination of social protection information (31%), not having enough information (30%) and no one telling them about social protection services (26%). Notably 36% of respondents said that there were no challenges to receiving information. What appears to be the most consistent issue is that respondents do not have information to know they are missing out on social protections or to even missing out on being aware social protections exist. This is idea that is supported by the NSPC. Lack of general knowledge of social protections as a concept is absent and therefore citizens are not aware of the possibility of social support. (See Figure 13 and Table 14)

Figure 8: Perception of Finding Information on social protection (n=1003)

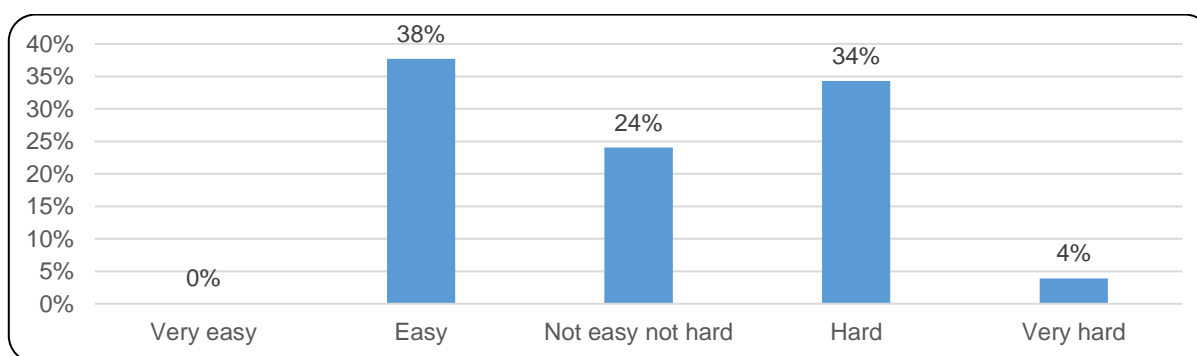


Table 9: Perception of Finding Information on social protection Disaggregated

Q52.Finding information about social protection schemes?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Very easy	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Easy	38%	37%	38%	36%	40%	37%	29%	41%	40%	37%	30%
Not easy not hard	24%	24%	24%	26%	22%	27%	26%	24%	20%	24%	33%
Hard	34%	34%	34%	34%	35%	34%	39%	33%	34%	36%	32%
Very hard	4%	4%	4%	4%	4%	3%	5%	1%	5%	3%	5%

Figure 9: Reason for Difficulty in Finding Information on social protection (n=383)

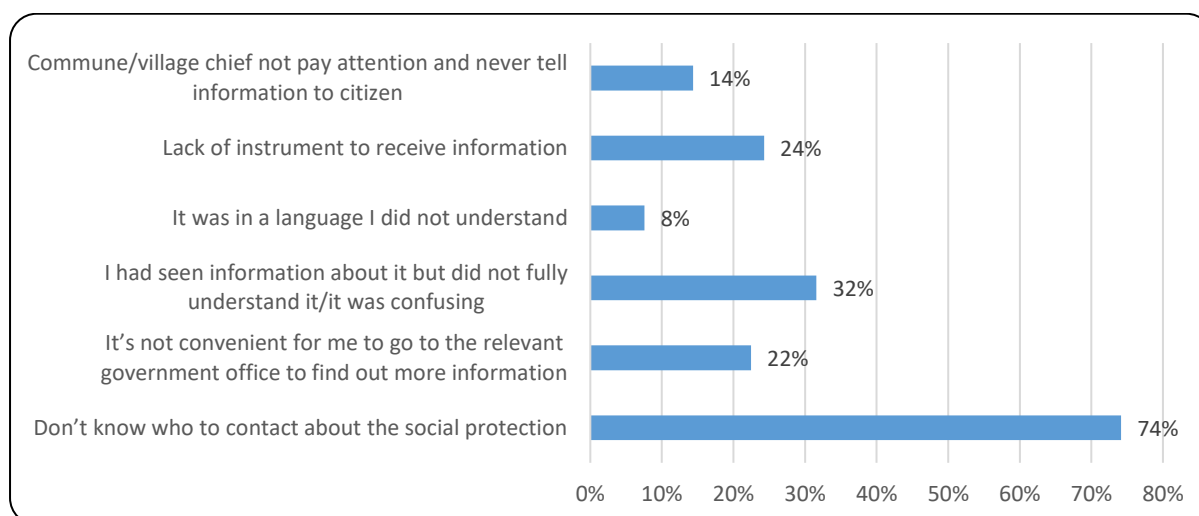


Table 10: Reason for Difficulty in Finding Information on social protection Disaggregated

Q53.For those that found it hard/very hard, why?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	383	207	176	201	182	113	49	51	136	148	48
Don't know who to contact about the social protection	74%	72%	76%	76%	72%	71%	63%	69%	76%	72%	81%
It's not convenient for me to go to the relevant government office to find out more information	22%	23%	22%	24%	21%	23%	33%	24%	17%	24%	31%
I had seen information about it but did not fully understand it/it was confusing	32%	34%	29%	33%	30%	35%	24%	43%	32%	28%	31%
It was in a language I did not understand	8%	8%	7%	6%	9%	9%	12%	12%	7%	7%	4%
Lack of instrument to receive information	24%	25%	23%	27%	21%	26%	22%	20%	27%	26%	17%
Commune/village chief not pay attention and never tell information to citizen	14%	15%	14%	16%	13%	7%	14%	14%	15%	16%	10%

Figure 10: Reason for Ease in Finding Information on social protection (n=379)

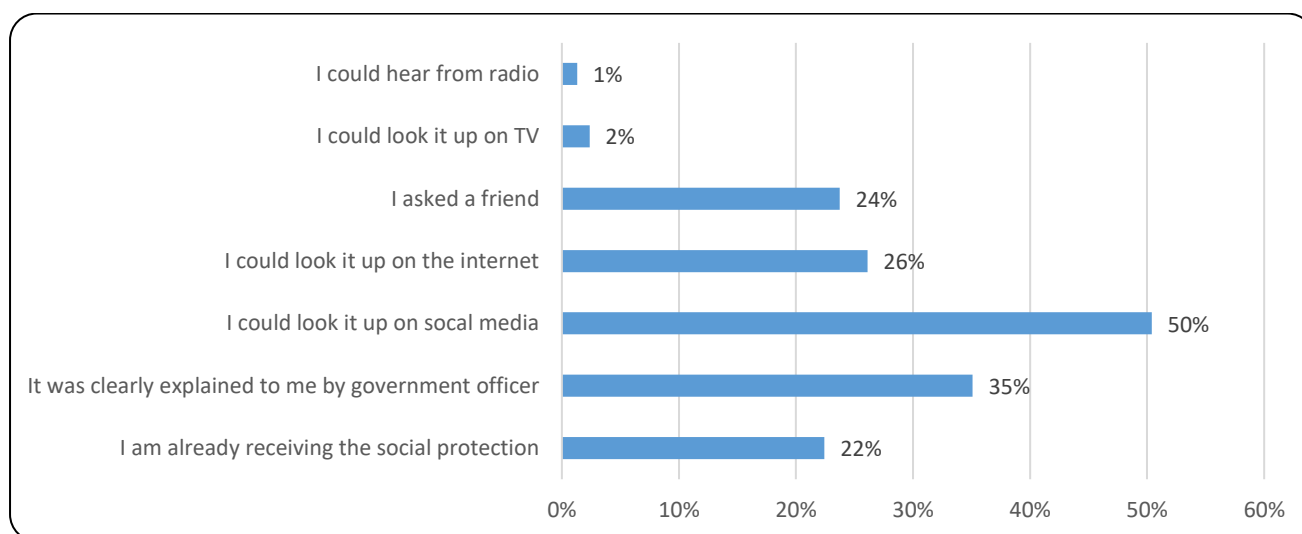


Table 11: Reason for Ease in Finding Information on social protection Disaggregation

Q54.For those that found it easy/very easy, why?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	379	202	177	198	190	113	32	61	141	138	39
I am already receiving the social protection	22%	25%	19%	21%	23%	55%	47%	16%	22%	24%	28%
It was clearly explained to me by government officer	35%	33%	38%	35%	34%	45%	66%	20%	37%	34%	56%
I could look it up on social media	50%	46%	55%	42%	56%	23%	16%	69%	58%	44%	15%
I could look it up on the internet	26%	22%	31%	22%	29%	8%	9%	51%	30%	17%	8%
I asked a friend	24%	26%	21%	23%	24%	24%	9%	16%	22%	29%	23%
I could look it up on TV	2%	2%	2%	1%	4%	2%	0%	0%	2%	4%	3%
I could hear from radio	1%	1%	2%	2%	1%	1%	0%	0%	1%	1%	8%

Figure 11: Social Protection Scheme Should be Receiving (n=661)

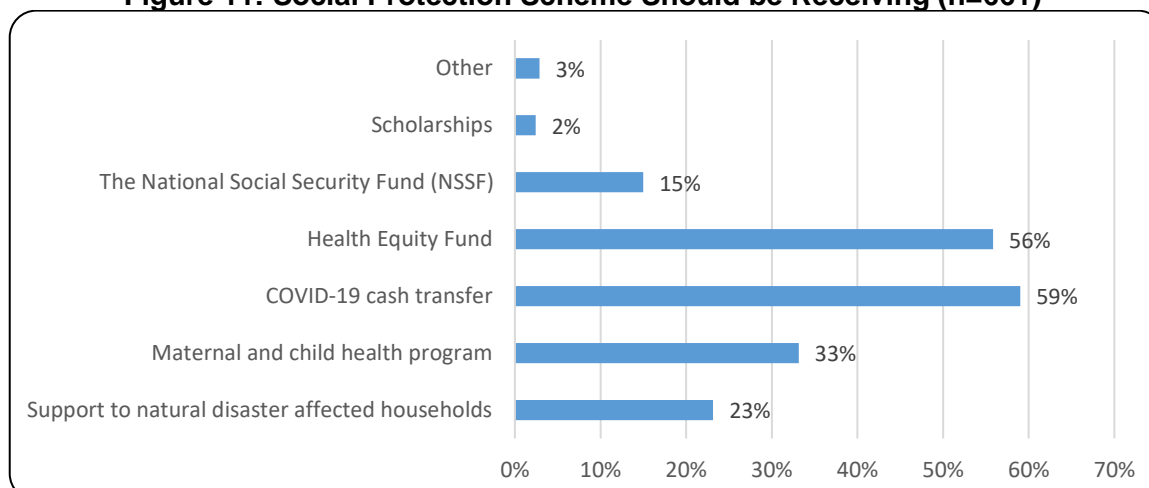


Table 12: Social Protection Scheme Should be Receiving Disaggregation

Q55.Is there a social protection scheme that you are not receiving but think you should be receiving?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
No	34%	34%	35%	30%	39%	43%	31%	33%	34%	33%	38%
Yes	66%	66%	65%	70%	61%	57%	69%	67%	66%	67%	62%
Q56.If yes, which one?	661	359	302	370	291	175	76	99	228	254	80
Support to natural disaster affected households	23%	20%	26%	22%	24%	36%	39%	24%	22%	22%	26%
Maternal and child health program	33%	34%	32%	31%	35%	37%	33%	42%	38%	28%	24%
COVID-19 cash transfer	59%	60%	58%	60%	58%	39%	58%	58%	60%	57%	63%
Health Equity Fund	56%	51%	62%	59%	52%	49%	54%	44%	56%	58%	63%
The National Social Security Fund (NSSF)	15%	15%	15%	15%	15%	18%	11%	20%	17%	15%	3%
Scholarships	2%	3%	2%	2%	2%	1%	1%	1%	4%	2%	1%
Other	3%	3%	2%	3%	3%	3%	5%	1%	2%	4%	3%

Figure 12: Reasons Why Not Receiving a Perceived Eligible Social Protection (n=661)

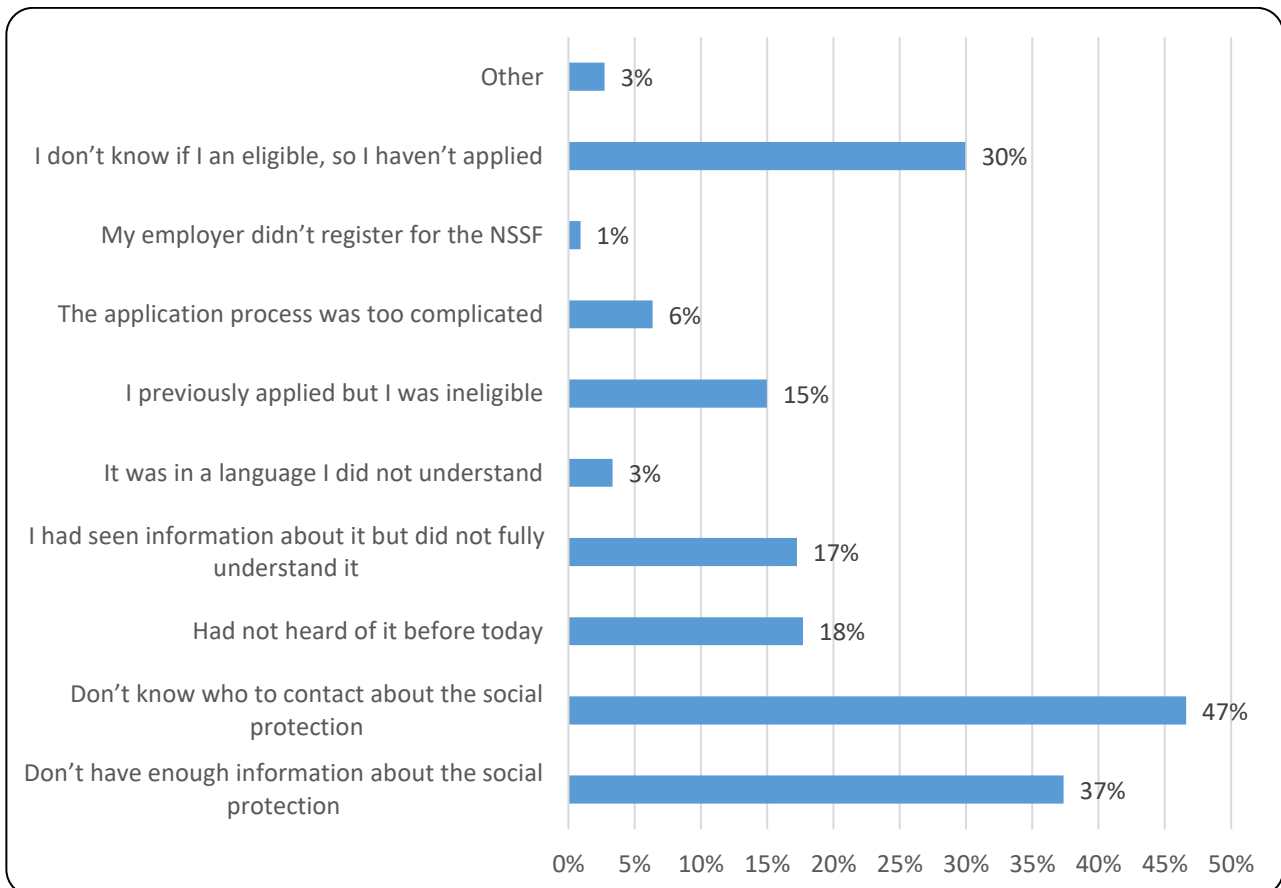


Table 13: Reasons Why Not Receiving a Perceived Eligible Social Protection Disaggregation

Q57.If yes, why have you not received that social protection?	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	661	359	302	370	291	175	76	99	228	254	80
Don't have enough information about the social protection	37%	37%	37%	39%	35%	40%	36%	39%	38%	37%	34%
Don't know who to contact about the social protection	47%	44%	50%	46%	48%	59%	49%	36%	44%	50%	58%
Had not heard of it before today	18%	18%	17%	18%	17%	22%	18%	22%	20%	15%	15%
I had seen information about it but did not fully understand it	17%	16%	19%	15%	21%	19%	22%	21%	17%	18%	10%
It was in a language I did not understand	3%	3%	3%	4%	3%	2%	5%	6%	2%	4%	1%
I previously applied but I was ineligible	15%	18%	12%	15%	15%	4%	14%	16%	18%	13%	10%
The application process was too complicated	6%	7%	6%	5%	8%	3%	3%	7%	7%	7%	3%
My employer didn't register for the NSSF	1%	1%	1%	1%	1%	1%	0%	1%	0%	2%	0%
I don't know if I am eligible, so I haven't applied	30%	28%	32%	28%	32%	21%	26%	28%	28%	33%	29%
Other	3%	4%	1%	2%	3%	3%	3%	2%	3%	3%	4%

Figure 13: Challenges to Receiving Information about Social Protections (n=1003)

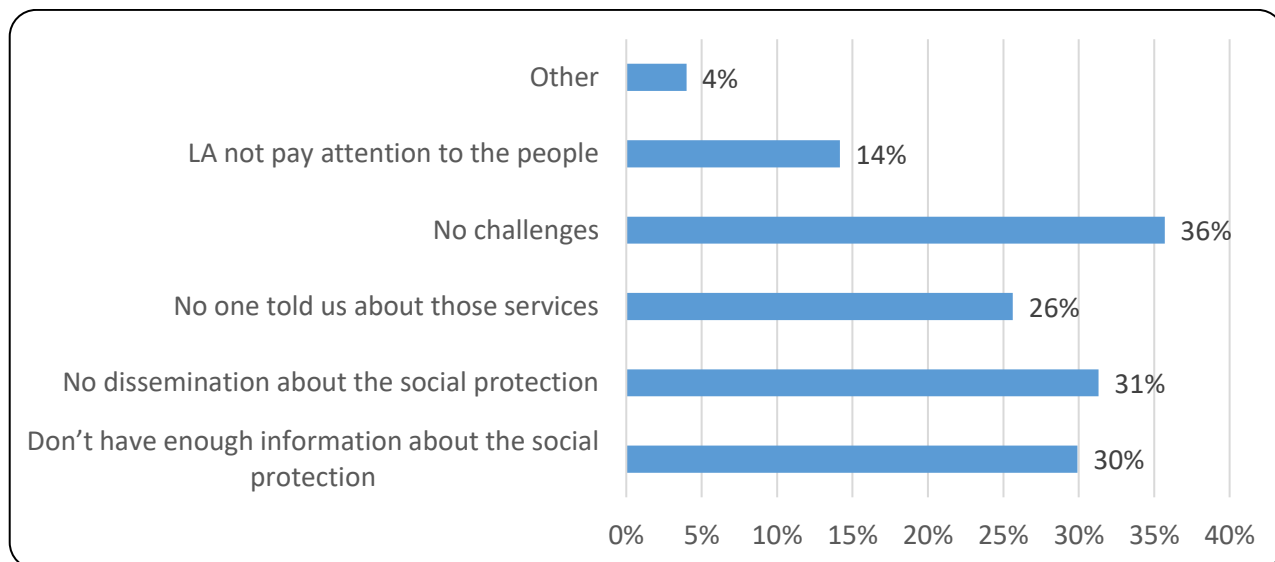


Table 14: Challenges to Receiving Information about Social Protections Disaggregation

Q58.What other challenges do you think there are for you to receive information about social protections	Total	Female	Male	Rural	Urban	ID Poor	PWD	Age: 18-29	Age: 30-44	Age: 45-64	Age: 65+
Total	1003	540	463	529	474	308	110	148	347	378	130
Don't have enough information about the social protection	30%	31%	29%	34%	25%	27%	22%	37%	33%	28%	20%
No dissemination about the social protection	31%	31%	31%	33%	29%	31%	31%	32%	30%	34%	28%
No one told us about those services	26%	25%	26%	24%	27%	24%	18%	18%	24%	28%	30%
No challenges	36%	36%	36%	32%	40%	39%	33%	34%	36%	35%	40%
LA not pay attention to the people	14%	14%	14%	14%	14%	9%	28%	15%	13%	15%	13%
Other	4%	4%	4%	4%	4%	4%	6%	2%	5%	4%	4%

4.7 KNOWLEDGE OF ID POOR

Knowledge ID Poor: 748 (75%) of respondents knew of the ID Poor Card, with respondents understanding that it helps poor families (68%), provides for free healthcare (73%) and provides cash support (61%). Respondents reported that poor households (95%) can receive the ID Poor Card. Of those that don't have one (695), 72% would apply for one in the future, mostly because the village authorities told them about it (72%). (See Table 15)

Knowledge On Demand ID Poor: 337 (34%) of respondents knew of the On Demand ID Poor Card, mostly because the village authorities told them about it (62%) or a neighbor (18%).

Table 15: Knowledge of ID Poor

Q59.Do you know what the Equity/ID Poor Card is?	Total	Female	ID Poor	PWD	Age: 65+	Female Age 65+
Total	1003	540	308	110	130	55
No	25%	25%	24%	32%	25%	22%
Yes	75%	75%	76%	68%	75%	78%
Q60.If yes, what is it?						
Total	748	406	234	75	98	43
Help poor families	68%	65%	63%	64%	61%	60%
Treat and health care for free at the HC	73%	74%	72%	60%	67%	70%
Maternal for free at the HC	13%	16%	11%	9%	6%	2%
Provide cash support	61%	60%	62%	64%	68%	72%
Provide materials for usage	27%	26%	20%	24%	34%	47%
Scholarship to children to study in school	6%	6%	4%	5%	5%	5%
Don't know	3%	3%	4%	1%	7%	2%
Other	1%	1%	1%	3%	1%	2%
Q61.Who can get the ID Poor Card in your village?						

All households	1%	1%	2%	0%	0%	0%
Don't know	2%	1%	1%	4%	2%	0%
Middle class households	2%	2%	3%	1%	1%	2%
Poor households	95%	96%	95%	95%	97%	98%
Rich households	0%	0%	0%	0%	0%	0%
Q62.What are the processes involved in getting an ID Poor card?						
Request Commune Council/Village chief for an assessment	32%	34%	33%	26%	23%	22%
Commune Council/Village chief visit our house per request	22%	22%	23%	25%	23%	22%
Commune Council/Village chief observe our household (roof, floor, wall)	45%	44%	53%	40%	52%	58%
Commune Council/Village chief ask about possession and other things (phone, TV, motorbike, bike, fan, age, family member)	30%	30%	38%	34%	33%	44%
If we are poor, we are qualified for ID Poor card	27%	29%	30%	25%	27%	36%
Commune council distribute an ID Poor card for us	18%	18%	23%	31%	22%	27%
Don't know	25%	24%	11%	19%	26%	22%
Q63.What are the benefits of getting an ID Poor card for you/family?	Total	Female	ID Poor	PWD	Age: 65+	Female Age 65+
Get cash support (from state, authorities)	67%	67%	82%	67%	72%	75%
Get free healthcare (at public health facilities)	73%	75%	83%	72%	65%	62%
Get in-kind support (from state, authorities)	40%	38%	40%	45%	43%	40%
Other	3%	3%	2%	2%	3%	5%
Don't know	10%	11%	2%	7%	10%	13%
Q64.If you do not have an ID Poor card, will you apply for one in the future?	695	178	308	57	53	26
No	28%	27%	0%	21%	32%	35%
Yes	72%	73%	0%	79%	68%	65%
Q65.Why/why not?	695	178	308	57	53	26
Better to give to poor people as I have better livelihood	22%	21%	0%	6%	18%	15%
Children can study without paying money	2%	1%	0%	2%	0%	0%
Difficult and complicated with the request process	2%	2%	0%	6%	8%	19%
Don't know where and who to contact to get the ID Poor	1%	1%	0%	0%	0%	0%
Get cash support (from state, authorities)	8%	7%	0%	8%	9%	8%
Get free healthcare (at public health facilities)	30%	33%	0%	19%	26%	35%
Get in-kind support (from state, authorities)	3%	2%	0%	4%	1%	0%
Giving birth at the health center without pay	1%	1%	0%	4%	0%	0%
More useful for our family	27%	28%	0%	34%	27%	23%
Not useful for our family	2%	2%	0%	4%	3%	0%
Other	3%	2%	0%	15%	8%	0%
If yes, how did you hear about?	498	264	0	42	52	17

Ask someone who received it	4%	4%	0%	0%	0%	4%
Commune authorities told me about it	6%	8%	0%	14%	6%	6%
Family member told me	1%	0%	0%	0%	2%	1%
Friend told me about it	0%	1%	0%	2%	0%	0%
Heard about it on the radio	0%	0%	0%	0%	2%	0%
Information from employer	0%	0%	0%	0%	0%	0%
NGO told me about it	1%	1%	0%	5%	2%	1%
Neighbor/Friend told me about it	11%	12%	0%	19%	13%	11%
Other	2%	2%	0%	2%	0%	2%
Saw it on social media	1%	1%	0%	0%	0%	1%
Saw it on TV	1%	1%	0%	2%	2%	1%
Village authorities told me about it	72%	70%	0%	55%	73%	72%

Table 16: Knowledge of On-Demand ID Poor

Q67. Have you ever heard of the On-Demand ID Poor?	Total	Female	ID Poor	PWD	Age: 65+	Female Age 65+
No	66%	66%	65%	70%	68%	71%
Yes	34%	34%	35%	30%	32%	29%
Q68. If yes, how did you hear about?	337	186	107	33	42	17
Commune authorities told me about it	9%	7%	11%	9%	7%	9%
Family member told me	1%	2%	1%	0%	0%	1%
Friend told me about it	0%	1%	0%	0%	0%	0%
Heard about it on the radio	2%	1%	1%	9%	2%	2%
Information from employer	1%	1%	1%	0%	0%	1%
NGO told me about it	1%	2%	2%	0%	0%	1%
Neighbor/Friend told me about it	18%	20%	11%	18%	19%	18%
Other	1%	1%	2%	0%	0%	1%
Saw it on social media	1%	0%	0%	6%	0%	1%
Saw it on TV	2%	2%	1%	3%	7%	2%
Saw it online	0%	1%	1%	0%	0%	0%
Village authorities told me about it	62%	63%	69%	55%	64%	62%

ANNEX 1: ADDITIONAL DATA TABLES

Table 17: Digital Device Data

Digital Device Ownership (Can own more than one)	#	Percentage
Smart Phone	80%	806
Tablet	1%	14
Laptop	3%	34
Desktop Computer	0%	5
Analogue Phone	39%	391
Radio	16%	165
Television	47%	467
Electricity (at least battery)	14%	145
Don't have any computer	18%	185
Don't have any electronic device	5%	53
Access to the Internet		
Yes	65%	648
No	35%	355
Able to Read and Write on Digital Device		
Yes	48%	477
No	34%	341
Language used on Digital Device		
Both	14%	141
English	1%	8
Khmer	40%	398
Types of Digital Communication Used (Can choose more than one)		
Chat Service (Telegram, Line, WhatsApp, Viber etc.)	11%	114
Social media (Facebook, YouTube)	55%	552
Email	1%	15
Web browser (Firefox, chrome, safari)	0%	2
SMS – text message	2%	19
None	45%	449
Preferred Digital Communication to Receive/Find Information		
Chat Service (Telegram, Line, WhatsApp, Viber etc.)	1%	12
SMS – text message	0%	2
Social media (Facebook, Twitter, YouTube)	54%	541
None	45%	448

Table 18: Citizen Awareness of Social Protections Data

Heard of Social Protection Before		
Yes	76%	240
No	24%	763
Types of Social Protection Heard of (Can choose more than one)		

Support to natural disaster affected households	36%	366
Cash transfer for pregnant mothers and children under 2	54%	538
School Food Programme/Home-grown school feeding	19%	186
School Scholarships	42%	420
COVID-19 cash transfer	85%	851
Health Equity Fund	41%	409
Old-Age Pension	21%	212
The National Social Security Fund (NSSF)	33%	334
The National Social Security Fund for Civil Servants (NSSF-C)	9%	95
Technical Vocational and Educational Training (TVET)	5%	52
Other	4%	41
How/where know/hear about these social protections (Can choose more than one)		
Received support from these social protections	31%	309
Know a person who has received these social protection	24%	236
Information from employer	2%	20
Saw it on TV	12%	123
Heard about it on the radio	5%	48
Saw a poster/flyer	0%	1
Neighbor/Friend told me about it	42%	424
Village authorities told me about it	55%	551
Commune authorities told me about it	18%	181
NGO told me about it [prompt: which NGO if can remember]	3%	26
Saw it on social media	16%	161
Saw it on an online news website	0%	1
Saw it online	0%	1
Other (please specify)	3%	27
Family member told me	12%	121
Teacher told me	2%	19
Health worker told me	1%	15
Types of Social Protection Received (Can choose more than one)		
Support to natural disaster affected households	0%	1
Cash transfer for pregnant mothers and children under 2	4%	43
School Food Programme/Home-grown school feeding	0%	2
School Scholarships	3%	32
COVID-19 cash transfer	24%	240
ID Poor	30%	308
Health Equity Fund	7%	70

Old-Age Pension	1%	10
The National Social Security Fund (NSSF)	4%	37
The National Social Security Fund for Civil Servants (NSSF-C)	2%	17
Other	1%	7
Last Time Received the Benefit		
2005	0%	1
2012	0%	1
2014	1%	2
2016	0%	1
2017	0%	1
2018	1%	2
2019	2%	5
2020	8%	25
2021	87%	257
Main source of this benefit		
Government	74%	227
NGO	3%	9
Not sure	23%	70
Private company	1%	2
TV Program Saw Information About Benefit		
Don't remember	2%	2
TV News program	77%	95
TV spot advertisement (Government)	16%	20
TV spot advertisement (NGO)	5%	6
TV Channel Saw Information About Benefit		
Apsara TV	1%	1
Bayon TV	23%	28
CNC	5%	6
CTN	12%	15
Don't remember	5%	6

Hang Meas HDTV	31%	38
MYTV	2%	2
PNN	1%	1
SeaTV	1%	1
TV2	2%	2
TV5	7%	8
TV9	1%	1
TVK	11%	14
Radio Station/Program Heard Information About Benefit		
ABC	8%	4
Bayon Radio	23%	11
Don't remember	8%	4
FM 103	4%	2
FM 88	2%	1
Local station	46%	22
Radio Free Asia	6%	3
VAYO FM 105.5	2%	1
Local Authority that Informed Respondent		
CCWC committee member	0%	1
Commune chief	5%	27
Don't remember	1%	5
Health centre staff told me	1%	7
Other commune authority staff	2%	11
Other village authority staff	7%	38
School principal or teacher	2%	13
Village chief	82%	466
Social Media Platform that Informed Respondent		
Facebook news page	79%	125
Facebook social group page	15%	24
Telegram group	1%	1
Youtube	6%	9
Knowledge about Maternal/Child Health Benefit		
Benefit provided: Cash relief provided by government	81%	35
Who is eligible?	37%	16
Who to contact to receive benefit?	26%	11
Knowledge about COVID-19 Cash Transfer		

Benefit provided: Cash transfer provided by government	62%	148
Amount per month	51%	122
Who is eligible?	42%	100
What documents are needed to prove eligibility?	48%	116
Who to contact to receive benefit?	19%	46
Duration of cash benefit	35%	83
Other	1%	3
Knowledge about HEF		
Benefit provided: Free health care provided by government	69%	48
Need HEF card to show health care providers	74%	52
Who is eligible?	23%	16
How is eligibility determined?	7%	5
Who to contact to receive benefit?	11%	8
Knowledge about NSSF		
Benefit provided: Access to NSSF health care	95%	35
Benefit provided: Access to NSSF work injury compensation	73%	27
Who is eligible? (All private employers with 8 more employees)	43%	16
How is eligibility determined? (Employer registration)	16%	6
Who to contact to receive benefit? (NSSF)	32%	12
Other	3%	1

Table 19: Citizen Sources of Information on Social Protections

Preferred Language		
Khmer	93%	934
Phnong	7%	68
Usual Information Source For Government Info (Can choose more than one)		
Employer	0%	5
Neighbor/Friends	23%	235
TV advertising	16%	162
TV program/news	7%	71
Radio advertising	7%	66
Radio show	0%	1
Online news website	0%	3
Social media (facebook, youtube, twitter)	31%	306
Posters/flyers	1%	8
Village authorities	75%	752
Commune authorities	36%	366
NGOs	2%	17
Community event	5%	48
Community loudspeakers	9%	87
Other	3%	29
Preferred Medium to Find Out Info about social protection (Can choose more than one)		
Employer	0%	1

TV advertising	31%	310
TV program/news	8%	84
Radio advertising	14%	138
Radio show	2%	16
Newspaper	0%	3
Posters/flyers	2%	18
Village authorities	71%	708
Commune authorities	40%	400
Other government office	0%	2
NGOs	5%	51
Community event/meeting	21%	206
Social media (facebook, youtube, twitter)	44%	442
Online news website	0%	2
Messaging service from government (Telegram, WhatsApp, Messenger)	0%	5
Loudspeakers	25%	255
Other	2%	22
Preferred TV Channel (Can choose more than one)		
CTN/NCN	58%	211
Bayon TV	53%	194
Hang Meas	51%	187
TV5	28%	104
MyTV	23%	85
SeaTV	6%	22
TV3	6%	22
Other	10%	37
TVK	33%	121
PNN	5%	18
Preferred Radio Channel (Can choose more than one)		
Radio Free Asia	23%	36
FM 103	13%	20
VAYO FM 105.5	14%	22
Bayon Radio	27%	42
Local station	62%	96
Other	23%	36
ABC	9%	14

Table 20: Challenges to Seeking Information on Social Protections

How Easy is it to Find Information about social protection		
Very easy	0%	1
Easy	38%	378
Not easy not hard	24%	241
Hard	34%	344
Very hard	4%	39
Reasons Why it was Hard (Can choose more than one)		

Don't know who to contact about the social protection	74%	284
It's not convenient for me to go to the relevant government office to find out more information	22%	86
I had seen information about it but did not fully understand it/it was confusing	32%	121
It was in a language I did not understand	8%	29
Lack of instrument to receive information	24%	93
Commune/village chief not pay attention and never tell information to citizen	14%	55
Reasons Why it was Easy (Can choose more than one)		
I am already receiving the social protection	22%	85
It was clearly explained to me by government officer	35%	133
I could look it up on social media	50%	191
I could look it up on the internet	26%	99
I asked a friend	24%	90
I could look it up on TV	2%	9
I could hear from radio	1%	5
social protection that not receiving but think you should be receiving		
Yes	66%	661
No	34%	342
social protection that should be receiving (Can choose more than one)		
Support to natural disaster affected households	23%	153
Maternal and child health program	33%	219
COVID-19 cash transfer	59%	390
Health Equity Fund	56%	369
The National Social Security Fund (NSSF)	15%	99
Scholarships	2%	16
Other	3%	19
Why haven't been receiving the social protection (Can choose more than one)		
Don't have enough information about the social protection	37%	247
Don't know who to contact about the social protection	47%	308
Had not heard of it before today	18%	117
I had seen information about it but did not fully understand it	17%	114
It was in a language I did not understand	3%	22
I previously applied but I was ineligible	15%	99
The application process was too complicated	6%	42
My employer didn't register for the NSSF	1%	6
I don't know if I am eligible, so I haven't applied	30%	198
Other	3%	18

Other Challenges to Receiving Info About social protection (Can choose more than one)		
Don't have enough information about the social protection	30%	300
No dissemination about the social protection	31%	314
No one told us about those services	26%	257
No challenges	36%	358
LA not pay attention to the people	14%	142
Other	4%	40

ANNEX 2: DATA COLLECTION TOOLS

HOUSEHOLD SURVEY

Demographics

“I am going to ask you some general questions about yourself.”

Topic / Indicator	#	Question	code	Answer
	1.	Age		
	2.	Gender	1	Male
			2	Female
			3	Other [Open]
			4	Prefer not to say
	3.	Position in household	1	Head of Household
			2	Spouse of head of household (husband/wife/partner)
			3	Other
Education	4.	Highest education level	1	No formal school
			2	Incomplete primary
			3	Completed primary
			4	Incomplete lower secondary
			5	Complete lower secondary
			6	Incomplete upper secondary
			7	Complete upper secondary
			8	Higher than secondary
	5.	Marital Status	1	Single
			2	Married
			3	Widowed
			4	Divorced
ID Poor Status	6.	Do you have an ID Poor Card	1	No
			2	Yes – Level 1
			3	Yes – Level 2
Disability	7.	In relation to any one of the following: seeing, hearing, walking, concentrating, self-care and communication, do they have <u>a lot of difficulty</u> or can't do at all?	1	Yes
			2	No
			3	

	8.	If yes, choose which one. <i>Can choose multiple.</i>	1	Seeing
			2	Hearing
			3	Walking
			4	Concentrating
			5	Self-care
			6	Communication
	9.	Ethnicity.	1	Khmer
			2	Vietnamese
			3	Chinese
			4	Lao
			5	Cham
			6	Jarai
			7	Kachak
			8	Kavet
			9	Kreung
			10	Phnong
			11	Tumpoun
			12	Brao
			13	Other
Occupation	10.	What is your job?	1	Farmer
			2	Fishermen (fishing)
			3	Labor worker
			4	Own Business
			5	Government employee
			6	Private employee
			7	Organization employee
			8	Factory worker
			9	Driver/Mechanic
			10	Construction worker
			11	Animal raising
			12	Food Processor
			13	Housewife
			14	Househusband
			15	Student/vocation training staff
			16	Informal sector (tuk-tuk/moto drivers, taxi drivers, street vendors, and small restaurant workers)
			17	Unemployed
			18	Others (.....)
Technology	11.	Do you own or have access to any of	1	Smart Phone

	the following technology in your household? <i>[Can choose multiple]</i>	2	Tablet
		3	Laptop
		4	Desktop Computer
		5	Analogue Phone
		7	Radio
		8	Television
		9	Electricity (at least battery)
12.	Do you have access to the internet?	1	Yes
		2	No
13.	Are you able to read and write on your digital device?	1	Yes
		2	No
14.	When using your digital device what language do you read and write in?	1	English
		2	Khmer
		3	Both
		4	Do not read or write on digital device
15.	Do you use the following types of digital communication to receive information? <i>[Can choose multiple]</i>	1	Chat Service (Telegram, Line, WhatsApp, Viber etc.)
		2	Social media (Facebook, Twitter, YouTube)
		3	Email
		4	Web browser (Firefox, chrome, safari)
		5	SMS – text message
		6	None
16.	Which types of digital communication do you prefer to receive/find information? <i>[Choose one]</i>	1	Chat Service (Telegram, Line, WhatsApp, Viber etc.)
		2	Social media (Facebook, Twitter, YouTube)
		3	Email
		4	Web browser (Firefox, chrome, safari)
		5	SMS – text message
		6	None

Section 1: Citizen Awareness of Social Protections and Accuracy of Information

“I am going to ask you some questions about social protection. Social protection is assistance provided or administered by the government to protect citizens from poverty and vulnerability. It normally means giving citizens in need, access to essential health care and income security/support.”

Topic / Indicator	#	Question	code	Answer
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Citizen Awareness (Q5)	17.	Have you heard about social protection before?	1	Yes
			2	No
Citizen Awareness (Q5)	18.	What types of social protection have you heard about? <i>[Can prompt and choose multiple]</i>	1	Support to natural disaster affected households
			2	Cash transfer for pregnant mothers and children under 2
			3	School Food Programme/Home-grown school feeding
			4	School Scholarships
			5	COVID-19 cash transfer
			6	Health Equity Fund
			7	Old-Age Pension
			8	The National Social Security Fund (NSSF)
			9	The National Social Security Fund for Civil Servants (NSSF-C)
			10	Technical Vocational and Educational Training (TVET)
			11	Other
Citizen Awareness (Q5)	19.	How/where did you know/hear about these social protections? <i>[Can prompt and choose multiple – 3 maximum]</i>	1	Received support from these social protections
			2	Know a person who has received these social protection
			3	Information from employer
			4	Saw it on TV
			5	Heard about it on the radio
			6	Read about it in a newspaper
			7	Saw a poster/flyer
			8	Friend told me about it
			9	Village authorities told me about it
			10	Commune authorities told me about it
			11	NGO told me about it [prompt: which NGO if can remember]

			12	Saw it on social media
			13	Saw it on an online news website
			14	Saw it online
			15	Other (please specify)
If answered above question – need further details for how/where information was heard/seen:				
Citizen Awareness (Q5)	20.	Method 1: What types of social protection did you receive? <i>[Can prompt and choose multiple]</i>	1	Support to natural disaster affected households
			2	Cash transfer for pregnant mothers and children under 2
			3	School Food Programme/Home-grown school feeding
			4	School Scholarships
			5	COVID-19 cash transfer
			6	Health Equity Fund
			7	Old-Age Pension
			8	The National Social Security Fund (NSSF)
			9	The National Social Security Fund for Civil Servants (NSSF-C)
			10	Technical Vocational and Educational Training (TVET)
			11	Other
Citizen Awareness (Q5)	21.	When was the last time you received this benefit?		Date
Citizen Awareness (Q5)	22.	What was the total value of the benefit?		Riel
Citizen Awareness (Q5)	23.	What was the main source of this benefit?	1	Government
			2	Community organisation
			3	NGO
			4	Religious organisation
			5	Not sure
			6	Other (please specify)
Citizen Awareness (Q5)	24.	Method 3: Who is your employer?	1	Government
			2	Private (8 or more employees)

			3	Private (Less than 8 employees)
			4	NGO
			5	Other
Citizen Awareness (Q5)	25.	Method 4: What TV program did you see?	1	TV spot advertisement (NGO)
			2	TV spot advertisement (Government)
			3	TV News program
			4	Other
Citizen Awareness (Q5)	26.	Method 4: What TV Channel did you see it on?	1	TV3
			2	TV5
			3	CTV
			4	Apsara TV
			5	CTN
			6	Bayon TV
			7	MYTV
			8	CNC
			9	Hang Meas HDTV
			10	Other
			11	<i>[Add more options]</i>
			12	
Citizen Awareness (Q5)	27.	Method 5: What radio station/program did you hear?	1	Radio Free Asia
			2	FM 103
			3	VAYO FM 105.5
			4	Bayon Radio
			5	Local station
			6	<i>[Add more options]</i>
			7	Other (please specify)
Citizen Awareness (Q5)	28.	Method 6: Which newspaper?	1	Rasmei Kampuchea Daily
			2	Kohsantepheap Daily
			3	Phnom Penh Post
			4	...??
			5	Other (please specify)
Citizen Awareness (Q5)	29.	Method 7: Where did you see the poster/flyer?	1	Village Chief office
			2	Health Centre
			3	Referral Hospital
			4	<i>[Add more options]</i>
			5	Other (please specify)
Citizen Awareness (Q5)	30.	Method 8/9: Which person from the village/commune authorities informed you?	1	Village chief
			2	Other village authority staff
			3	Commune chief

			4	Other commune authority staff
			5	CCWC committee member
			6	Police
			7	Health centre staff told me
			8	School principal or teacher
			9	<i>[Add more options]</i>
			10	Other (please specify)
Citizen Awareness (Q5)	31.	Method 11: Which NGO informed you?	1	...
			2	...
			3	...
			4	<i>[Add more options]</i>
			5	Other
Citizen Awareness (Q5)	32.	Method 12: Which social media platform?	1	Facebook social group page
			2	Facebook news page
			3	Twitter
			4	Youtube
			5	<i>[Add more options]</i>
			6	Other
Citizen Awareness (Q5)	33.	Method 13: Which online media website?	1	Fresh News
			2	Radio Free Asia (RFA)
			3	Khmer times
			4	Phnom Penh Post
			5	Rasmei Kampuchea Daily
			6	Kohsantepheap Daily
			7	
			8	
			9	<i>[Add more options]</i>
			5	Other
Citizen Awareness (Q5)	34.	Method 14: What website?	1	NGO website
			2	Ministry Website
			3	...
			4	<i>[Add more options]</i>
			5	Other
For respondents that has heard of or have received a specific social protection – ask these follow up questions:				
Citizen Awareness (Q5)	35.	What do you know about these social protections [Type 1: Disaster relief]?	1	Benefit provided: Food or cash relief
			2	Who is eligible? (affected by disaster)

Accuracy of Information (Q2)		<i>[Can prompt and choose multiple]</i>	3	Who to contact to receive benefit? (village chief?)
			4	Other
Citizen Awareness (Q5) Accuracy of Information (Q2)	36.	What do you know about these social protections [Type 2: Maternal/child health]? <i>[Can prompt and choose multiple]</i>	1	Benefit provided: Cash relief provided by government
			2	How much cash provided? [add amount]
			3	Who is eligible?
			4	What documents are needed to prove eligibility?
			5	Who to contact to receive benefit?
			6	Other
Citizen Awareness (Q5) Accuracy of Information (Q2)	37.	What do you know about these social protections [Type 3: COVID-19 cash transfer]? <i>[Can prompt and choose multiple]</i>	1	Benefit provided: Cash transfer provided by government
			2	Amount per month
			3	Who is eligible?
			4	What documents are needed to prove eligibility? (ID poor or other?)
			5	Who to contact to receive benefit?
			6	Duration of cash benefit[?]
			7	Other
Citizen Awareness (Q5) Accuracy of Information (Q2)	38.	What do you know about these social protections [Type 4: Health Equity Fund]? <i>[Can prompt and choose multiple]</i>	1	Benefit provided: Free health care provided by government
			2	Need HEF card to show health care providers
			3	Who is eligible? (ID Poor)
			4	How is eligibility determined? (household is assessed)
			5	Who to contact to receive benefit? (village chief?)
			6	Other

Citizen Awareness (Q5) Accuracy of Information (Q2)	39.	What do you know about these social protections [Type 5: NSSF]? <i>[Can prompt and choose multiple]</i>	1	Benefit provided: Access to NSSF health care
			2	Benefit provided: Access to NSSF work injury compensation
			3	Who is eligible? (All private employers with 8 more employees)
			4	How is eligibility determined? (Employer registration)
			5	Who to contact to receive benefit? (NSSF)
			6	Other

Section 2: Citizen Source of Information

"I am going to ask you some questions about how you want to receive information about social protection."

Topic / Indicator	#	Question	code	Answer
Citizen Source of Info (Q3)	40.	What language do you prefer information about social protection to be in?	1	Khmer
			2	Vietnamese
			3	Chinese
			4	Lao
			5	Cham
			6	Jarai
			7	Kachak
			8	Kavet
			9	Kreung
			10	Phnong
			11	Tumpoun
			12	Brao
			13	English
			12	Other (please specific)
Government Broadcast Methods (Q1)	41.	How/where do you normally find out /hear about government information/services? <i>[Can prompt and choose multiple]</i>	1	Employer
			2	Friends
			3	TV advertising
			4	TV program/news
			5	Radio advertising
			6	Radio show
			7	Newspaper
			8	Online news website

			9	Social media (facebook, youtube, twitter)
			10	Posters/flyers
			11	Village authorities
			12	Commune authorities
			13	NGOs
			14	Community event
			15	Community loudspeakers
			16	Other
Citizen Source of Info (Q3)	42.	How/where would you prefer to find out /hear about social protection information? <i>[Can prompt and choose multiple]</i>	1	Employer
			2	TV advertising
			3	TV program/news
			4	Radio advertising
			5	Radio show
			6	Newspaper
			7	Posters/flyers
			8	Village authorities
			9	Commune authorities
			10	Other government office
			11	NGOs
			12	Community event/meeting
			13	Social media (facebook, youtube, twitter)
			14	Online news website
			15	Messaging service from government (Telegram, WhatsApp, Messenger)
			16	<i>[Add more options]</i>
			17	Other
If answered above question – need further details on type of information provider:				
Citizen Source of Info (Q3)	43.	Method 2&3 (TV): Which TV channel? <i>[Can prompt and choose multiple]</i>	1	CTN
			2	Bayon TV
			3	Hang Meas
			4	TV5
			5	MyTV
			6	<i>[Add more options]</i>
Citizen Source of Info (Q3)	44.	Method 4&5 (Radio): Which radio channel?	1	Radio Free Asia
			2	FM 103
			3	VAYO FM 105.5

		<i>[Can prompt and choose multiple]</i>	4	Bayon Radio
			5	Local station
			6	<i>[Add more options]</i>
			7	Other
Citizen Source of Info (Q3)	45.	Method 6 (newspaper): Which newspaper <i>[Can prompt and choose multiple]</i>	1	Rasmei Kampuchea Daily
			2	Kohsantepheap Daily
			3	Phnom Penh Post
			4	...??
			5	Other
			6	<i>[Add more options]</i>
Citizen Source of Info (Q3)	46.	Method 7 (poster): Where would you like to see posters/flyers? <i>[Can prompt and choose multiple]</i>	1	Village Chief office
			2	Commune office
			3	Police
			4	Health Centre
			5	Referral Hospital
			6	Market
			7	
			8	
			9	<i>[Add more options]</i>
			10	Other
			11	
Citizen Source of Info (Q3)	47.	Method 10 (NGO): Which Government office? <i>[Can prompt and choose multiple]</i>	1	MoSAVY
			2	
			3	<i>[Add more options]</i>
Citizen Source of Info (Q3)	48.	Method 11 (NGO): Which NGO? <i>[Can prompt and choose multiple]</i>	1	
			2	
			3	
			4	
			5	
			6	<i>[Add more options]</i>
Citizen Source of Info (Q3)	49.	Method 13: Which social media platform? <i>[Can prompt and choose multiple]</i>	1	Facebook social group page
			2	Facebook news page
			3	Twitter
			4	Youtube
			5	<i>[Add more options]</i>
			6	Other
Citizen Source of Info (Q3)	50.	Method 14: Which online media website? <i>[Can prompt and choose multiple]</i>	1	Fresh News
			2	Radio Free Asia (RFA)
			3	Khmer times
			4	Phnom Penh Post

			5	Rasmei Kampuchea Daily
			6	Kohsantepheap Daily
			7	
			8	
			9	<i>[Add more options]</i>
			5	Other
Citizen Source of Info (Q3)	51.	Method 15: Which messaging platform? <i>[Can prompt and choose multiple]</i>	1	Facebook messenger
			2	WhatsApp
			3	Telegram
			4	Viber
			5	Line
			6	<i>[Add more options]</i>
			7	Other

Section 3: Citizen Challenges to Seeking Information

"I am going to ask you some questions about any challenges/barriers you may have in receiving information about social protection."

Topic / Indicator	#	Question	code	Answer
Citizen Challenges (Q4)	52.	How easy do feel it is to find out information about social protection schemes that are available to you?	1	Very hard
			2	Hard
			3	Not easy not hard
			4	Easy
			5	Very easy
Citizen Challenges (Q4)	53.	For those that found it hard/very hard, why do you say this? <i>[Can prompt and choose multiple]</i>	1	Don't know who to contact about the social protection
			2	It's not convenient for me to go to the relevant government office to find out more information
			3	I had seen information about it but did not fully understand it/it was confusing
			4	It was in a language I did not understand
			5	
			6	Other
			7	
			8	
			9	

			10
			11	<i>[Add more options]</i>
			12	Other
Citizen Challenges (Q4)	54.	For those that found it easy/very easy, why do you say this? <i>[Can prompt and choose multiple]</i>	1	I am already receiving the social protection
			2	It was clearly explained to me by government officer
			3	I could look it up on social media
			4	I could look it up on the internet
			5	I asked a friend
			6
			7	Other
Citizen Challenges (Q4)	55.	Is there a social protection scheme that you are not receiving but think you should be receiving?	1	Yes
			2	No
Citizen Challenges (Q4)	56.	If yes, which one? <i>[Can prompt and choose multiple]</i>	1	Support to natural disaster affected households
			2	Maternal and child health program
			3	COVID-19 cash transfer
			4	Health Equity Fund
			5	The National Social Security Fund (NSSF)
			6	Other
Citizen Challenges (Q4)	57.	If yes, why have you not received that social protection? <i>[Can prompt and choose multiple]</i>	1	Don't have enough information about the social protection
			2	Don't know who to contact about the social protection
			3	Had not heard of it before today
			4	I had seen information about it but did not fully understand it
			5	It was in a language I did not understand
			6	I previously applied but I was ineligible
			7	The application process was too complicated

			8	My employer didn't register for the NSSF
			9	I don't know if I am eligible, so I haven't applied
			10
			11	<i>[Add more options]</i>
			12	Other
Citizen Challenges (Q4)	58.	What other challenges do you think there are for you to receive information about social protections	1	Open
			2	[Or add options after day 1]
			3	
			4	

Section 4: Citizen Challenges to Seeking Information

"I am going to ask you some questions about the ID Poor Card."

ID Poor	59.	Do you know what the Equity/ID Poor Card is?	1	Yes
			2	No
ID Poor	60.	If yes, what is it?		[Or add options after day 1]
ID Poor	61.	Who can get the ID Poor Card in your village? <i>[Do not prompt, can choose only one]</i>	1	Poor households
			2	Middle class households
			3	Rich households
			4	All households
			5	Don't know
ID Poor	62.	What are the processes involved in getting an ID Poor card? <i>[Do not prompt, can choose multiple]</i>	1	Request Commune Council/Village chief for an assessment
			2	Commune Council/Village chief visit our house per request
			3	Commune Council/Village chief observe our household (roof, floor, wall)
			4	Commune Council/Village chief ask about possession and other things (phone, TV, motorbike, bike, fan, age, family member)
			5	If we are poor, we are qualified for ID Poor card

			6	Commune council distribute an ID Poor card for us
ID Poor	63.	What are the benefits of getting an ID Poor card for you/family? <i>[Do not prompt and choose multiple]</i>	1	Get cash support (from state, authorities)
			2	Get free healthcare (at public health facilities)
			3	Get in-kind support (from state, authorities)
			4	Other (specify.....)
ID Poor	64.	If you do not have an ID Poor card, will you apply for one in the future?	1	Yes
			2	No
ID Poor	65.	Why/why not?		Open
ID Poor	66.	If yes, how did you hear about?		[Or add options after day 1]
ID Poor	67.	Have you ever head of the On-Demand ID Poor?	1	Yes
			2	No
ID Poor	68.	If yes, how did you hear about?		[Or add options after day 1]
	69.			

GOVERNMENT OFFICIAL KII

Topic / Indicator	#	Question	code	Answer
	1.	Gender	1	Male
			2	Female
	2.	Position/title		Open

Type of Social Protection	3.	What type of social protection scheme does your office/ministry provide?	1	Open Need details of: -Type of benefit (How much? How often?) -How is given/paid? -Eligibility requirements? -How(who) is eligibility assessed? -What documents are needed? -Is there a village/commune level, contact point? -When did the benefit start operating?
Government Broadcast Method (Q1)	4.	How do you inform the public about your social protection scheme?	1	Open Need details of: - What medium is used? (TV, radio, social media etc.) -How often?
Government Broadcast Method (Q1)	5.	Why do you use these methods?	1	Open
Government Broadcast Method (Q1)	6.	What costs are involved in using these methods?	1	Open
Accuracy and Delivery of	7.	Do you think these methods reach the intended target groups?	1	Open -Who are the intended target groups?

Information (Q2)				-Do you have evidence on whether it reaches the target group?
Accuracy and Delivery of Information (Q2)	8.	Are the methods tailored for vulnerable groups? E.g. indigenous language, people with disabilities, rural/remote citizens.	1	Open
Accuracy and Delivery of Information (Q2)	9.	Do you think the information that is published is clear and accurate?	1	Open -Is it easy to understand? - Can you provide us with examples?
Accuracy and Delivery of Information (Q2)	10.	Are there different/new methods of broadcasting information that your office wants to try to use?	1	Open -why?

Citizen Challenges (Q4)	11.	What challenges do you think there are for citizens to find out information about social protections?	1	Open
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Recommendations (Q6)	12.	Do you have any recommendations on how to broadcast information about social protection schemes to citizens? - To ensure that it reaches all citizens (including the vulnerable) -Using innovative and different mediums -Cost effective methods	1	Open -Who to target? -Broadcast method? -Frequency or timing?
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LOCAL AND COMMUNE AUTHORITIES KII

Topic / Indicator	#	Question	code	Answer
	1.	Gender	1	Male
			2	Female
	2.	Position/title		Open

Type of Social Protection	3.	What type of social protection scheme does your office support or promote in your village/commune?	1	Support to natural disaster affected households
			2	Cash transfer for pregnant mothers and children under 2
			3	School Food Programme/Home-grown school feeding
			4	School Scholarships
			5	COVID-19 cash transfer
			6	Health Equity Fund
			7	Old-Age Pension
			8	The National Social Security Fund (NSSF)
			9	The National Social Security Fund for Civil Servants (NSSF-C)
			10	Technical Vocational and Educational Training (TVET)
			11	Other
Broadcast Method (Q1)	4.	How do you inform the public about the social protection scheme?	1	Open Need details of: - What medium is used? (public events, posters/leaflets in office, social media etc.) -How often?
Broadcast Method (Q1)	5.	Why do you use these methods?	1	Open
Broadcast	6.	What costs are involved in using	1	Open

Method (Q1)		these methods?		
Accuracy and Delivery of Information (Q2)	7.	Do you think these methods reach the intended target groups?	1	Open -Who are the intended target groups? -Do you have evidence on whether it reaches the target group?
Accuracy and Delivery of Information (Q2)	8.	Are the methods tailored for vulnerable groups? E.g. indigenous language, people with disabilities, rural/remote citizens.	1	Open
Accuracy and Delivery of Information (Q2)	9.	Do you think the information that is published is clear and accurate?	1	Open -Is it easy to understand? - Can you provide us with examples?
Accuracy and Delivery of Information (Q2)	10.	Are there different/new methods of broadcasting information that your office wants to try to use?	1	Open -why?
Citizen Challenges (Q4)	11.	What challenges do you think there are for citizens to find out information about social protections?	1	Open
Recommendations (Q6)	12.	Do you have any recommendations on how to broadcast information about social protection schemes to citizens? - To ensure that it reaches all citizens (including the vulnerable) -Using innovative and different mediums -Cost effective methods	1	Open -Who to target? -Broadcast method? -Frequency or timing?

NGO PARTNER KII


Topic / Indicator	#	Question	code	Answer
	1.	Gender	1	Male
			2	Female
	2.	Position/title		Open


Type of Social Protection	3.	What type of social protection scheme does your NGO support or promote?	1	Support to natural disaster affected households
			2	Cash transfer for pregnant mothers and children under 2
			3	School Food Programme/Home-grown school feeding
			4	School Scholarships
			5	COVID-19 cash transfer
			6	Health Equity Fund
			7	Old-Age Pension
			8	The National Social Security Fund (NSSF)
			9	The National Social Security Fund for Civil Servants (NSSF-C)
			10	Technical Vocational and Educational Training (TVET)
			11	Other
Broadcast Method (Q1)	4.	How do you inform the public about your social protection scheme?	1	Open Need details of: - What medium is used? (TV, radio, social media etc.) -How often?
Broadcast Method (Q1)	5.	Why do you use these methods?	1	Open
Broadcast Method (Q1)	6.	What costs are involved in using these methods?	1	Open

Accuracy and Delivery of Information (Q2)	7.	Do you think these methods reach the intended target groups?	1	Open -Who are the intended target groups? -Do you have evidence on whether it reaches the target group?
Accuracy and Delivery of Information (Q2)	8.	Are the methods tailored for vulnerable groups? E.g. indigenous language, people with disabilities, rural/remote citizens.	1	Open
Accuracy and Delivery of Information (Q2)	9.	Do you think the information that is published is clear and accurate?	1	Open -Is it easy to understand? - Can you provide us with examples?
Accuracy and Delivery of Information (Q2)	10.	Are there different/new methods of broadcasting information that your NGO wants to try to use?	1	Open -why?
Citizen Challenges (Q4)	11.	What challenges do you think there are for citizens to find out information about social protections?	1	Open
Recommendations (Q6)	12.	Do you have any recommendations on how to broadcast information about social protection schemes to citizens? - To ensure that it reaches all citizens (including the vulnerable) -Using innovative and different mediums -Cost effective methods	1	Open -Who to target? -Broadcast method? -Frequency or timing?

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