

Household questionnaire

Nr of quest. |__|__|__|__|

Code of the interviewer: |__|__|__|__| Date: |__|__| Month: |__|__| 2014

The visit when the interview was conducted |__| The hour of beginning of the interview: |__|__|:|__|__|

My name is ... I am a field operator at the Center of Sociological Investigations and Marketing „CBS AXA“. We are an independent research organisation. At the moment we are conducting a research of the households to investigate the social problems connected to water supply and the sanitation situation. We are interviewing a high number of households about their needs and problems. We guarantee that no personal information about you will be disclosed and your opinions will be analyzed together with the opinions of other families. Only the statistical data and the general information will be used to determine the general situation.

W1. Locality: _____ |__|__|

W2. District/Raion:

W3. Settlement type

- | | |
|---|------------|
| 1. Detached house with a single floor | Go to W 4. |
| 2. Detached house with 2 or more floors | Go to W 4. |
| 3. A part of the house on a land | Go to W 4. |
| 4. Multi-story apartment | Go to W 3 |
| 5. Others (specify _____) __ __ | |

W4. (If apartment)

1. How many floors has the building where you live?	__ __
2. On what floor do you live?	__ __
3. How many families, including your own, live in this apartment?	__ __

W5. How many people live in this house/apartment are in the household and how old are they?

(WILL BE INCLUDED ALL MEMBERS OF THE HOUSEHOLD, IN A DECREASING ORDER OF THEIR AGE.)

CODE	GIVEN NAME	AGE	SEX	
			Male	Female
Respondent 1		__ __	1	2
Person 2		__ __	1	2
Person 3		__ __	1	2
Person 4		__ __	1	2
Person 5		__ __	1	2
Person 6		__ __	1	2
Person 7		__ __	1	2
Person 8		__ __	1	2
Person 9		__ __	1	2
Person 10		__ __	1	2
Total		__ __		

W6. What is your position in the household (mark one):	Head of the household	1
	Husband/wife of the household head	2
	Member of the household (has to have 15 years old or more)	3

W7. What is the highest level of education that you obtained	No education, incomplete primary school (till 4 grades)	1
	Primary school (4 grades)	2
	Incomplete general education (9 grades)	3
	General school (10-11 grades)	4
	High school (12 grades)	5
	Vocational school (1 year of education)	6
	Vocational school (technical college) 3 years of education	7
	College (2-5 years of education)	8
	Incomplete high education (BA) (3-4 years)	9
	Complete high education (master's degree MA) (5-6 years)	10
	Master's degree, PhD	11

W8. What is your main occupation at the moment (in Republic of Moldova)?			
I have my own business	1	Unemployed	7
Manager, deputy manager	2	Pupil/student	8
Employee with high education or vocational education	3	Retired/disabled person	9
Employee in non-agricultural area	4	Maternity leave/ household	10
Agriculture employee	5	Work abroad	11
Seasonal worker	6	Other (what exactly?) _____	_ _

W9. What is your monthly average income of your household (from all the sources of income)?
 |_|_|_|_|_|_|_| lei

A. WATER SUPPLY CONDITIONS

A 1. Can you tell us what is the main source of water that you are using for various purposes?

Let's begin with the water that you are using for drinking. What is the main source of water for drinking for the members of your household?		a) Drinking water /for cooking	b) Water for hygiene/ bath	c) Water for washing dishes and house hygiene	d) Water for irrigation	e) Water for animals	f) Other
Public piped water supply	1. into dwelling (internal tap)	1	1	1	1	1	1
	2. to yard (external tap)	2	2	2	2	2	2
	3. public tap (in the street)	3	3	3	3	3	3
Dug wells	4. private	4	4	4	4	4	4
	5. public	5	5	5	5	5	5
Borehole	6. private	6	6	6	6	6	6
	7. public	7	7	7	7	7	7
8. Surface water (river, lake or other natural basins)		8	8	8	8	8	8
9. Water reservoir filled by rainwater		9	9	9	9	9	9
10. Water reservoir filled by water tanker		10	10	10	10	10	10
11. Bottled water		11	11	11	11	11	11
12. Other (specify _____)		_ _	_ _	_ _	_ _	_ _	_ _

A 2. Tell me please, for each source which is the amount of water consumed per day by your household, from this source? (for respondents who are connected to the water supply system, asked water consumption per month, for respondents who are not connected to water supply system, asked daily consumption, and then multiply by 30 days).

A 3. Tell me please, when, in what seasons, do you use the given sources of water the most often?
INTERVIEWER WATCH OUT!!! Put the codes of the seasons for each source of water. 1. All year round 2. Winter, 3. Spring, 4. Summer, 5. Autumn, 99. I never use this source of water.

		A2	A3
Public piped water supply	1. into dwelling (internal tap)	_ _ _ _ liters	
	2. to yard (external tap)	_ _ _ _ liters	
	3. public tap (in the street)	_ _ _ _ liters	
Dug wells	4. private	_ _ _ _ liters	
	5. public	_ _ _ _ liters	
Borehole	6. private	_ _ _ _ liters	
	7. public	_ _ _ _ liters	
8. Surface water (river, lake or other natural basins)		_ _ _ _ liters	
9. Water reservoir filled by rainwater		_ _ _ _ liters	
10. Water reservoir filled by water tanker		_ _ _ _ liters	
11. Bottled water		_ _ _ _ liters	
12. Other (specify _____)		_ _ _ _ liters	
13. Total		_ _ _ _ liters	

INTERVIEWER! [Please calculate the average water consumption) For all respondents. After following formula $A2.13/W5 \text{ Total}/30 \text{ days}$ and note the result. |_|_|_|
 If the result indicates less than 90 liters per person per day, answer on A4. Otherwise go to A5.

A 4. The average consumption of water in Central Europe varies between 90 and 120 litres per person per day and is a little higher in some countries such as Ukraine. You consume, as a result from the information you provided... litres/person/day. Why do you think you use so little water?

1. I have no money to use and pay for more water. The costs of the water is quite high
2. I have no money to invest in bathroom/kitchen/equipment, otherwise I would use more water
3. Another explanation (note) _____

A 5. For households who are drinking water from the well response 4,5,6,7, question A1. Tell me please if your household is connected to the water from the well through the pump?	Yes	1
	No	2
	DK/NA	3

The questions A6, A7 all respondents who answer the question A1 said that are connected to the water supply answers 1,2,3, or fountain pump / well answer 1 on question A5 The rest go to the question A14

A 6. Tell me please if the following objects from your household are connected to the water pipe or to your dug well/borehole:

	Yes	No	Does not exist
1. Tap in the yard (external tap)	1	2	3
2. One tap in the dwelling from where you can take water	1	2	3
3. A tap and a sink in the kitchen	1	2	3
4. A tap and a sink in the bathroom	1	2	3
5. Washing machine	1	2	3
6. Bath-tub	1	2	3
7. Shower cabin	1	2	3

8. Toilet connected to water	1	2	3
9. Others (mention which one) _____	1	2	3

A 7. When did you do these connections to the tap?	Before connecting to the water supply system	1
	Immediately after you connected to the system of water supply	2
	A few years after you connected to the water supply system	3
	Another situation _____	4
	DK/NA	5

Answer only the respondents that mentioned that are connected to the water pipe, the answers 1,2,3, at the A1 answer. The rest go to question A14

A 8. Please assess what is the quality of the water that you drink? Considering on a scale from 1 to 5 water quality for each component.	Safety	Unsafe to drink	2	3	4	Safe to drink
		1	2	3	4	5
	Taste	Bad taste	2	3	4	Good taste
		1	2	3	4	5
	Smell	Bad smell	2	3	4	Good/no smell
		1	2	3	4	5

A 9. How often in the last 12 months the water supply service was interrupted?	No interruption in the last 12 months	1	Go to A11
	More often than once per month	2	
	Once per month	3	
	Less than once per month	4	
	DK/NA	5	

A 10. On average for how long was the water supply service interrupted in the last 12 months?	Less than one day	1
	For one day	2
	From 2 to 7 days	3
	More than 7 days	4
	Only for winter	5
	DK/NA	6

A 11. Do you have enough water for your needs?	Enough water all year long	1
	Water shortage in some years	2
	Water shortage every year for less than 1 month	3
	Water shortage every year for more than 1 month	4
	DK/NA	5

A 12. How do you rate the work of the water consumer association regarding:	Very good	Good	Average	Bad	Very bad	DK/NA
1. Transparency , means that the WCA is informing you about its activities, budget, financial status, tariff system, quality of water, and that all informations are visible and accessible	1	2	3	4	5	9
2. Accountability , means that all complaints that you might have are heard and resolved	1	2	3	4	5	9
3. Participation in decision making process , means that the people like you can influence the activities of the WCA, have	1	2	3	4	5	9

opportunities for participation (e.g participation to the WCA annual General Assembly)						
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A 13. Do you think your quality of life improved since you are connected to the water supply system?	Improved	1
	Improved a little	2
	Stayed the same	3
	Got worse a little	4
	Got worse	5
	DK/NA	9

Respond only respondents who mentioned that use water from sources other than the water from the water supply system answers 4.5.6.7.8.9.10.11. the question A1. Respondents who are connected to the water pipe answers 1,2,3 on A1, but in some cases used water from other sources than the aqueduct responding to questions from A14 until A17. Respondents who use only water in the aqueduct go to question D1

A 14. Please assess what is the quality of the water that you drink? Appreciating on a scale of 1 to 5 the quality of water for each component.	Safety	Unsafe to drink	2	3	4	Safe to drink
		1	2	3	4	5
	Taste	Bad taste	2	3	4	Good taste
		1	2	3	4	5
	Smell	Bad smell	2	3	4	Good/no smell
		1	2	3	4	5

A 15. Do you have enough water for your needs?	Enough water all year long	1
	Water shortage in some years	2
	Water shortage every year for less than 1 month	3
	Water shortage every year for more than 1 month	4
	DK/NA	5

A 16. What is the effort that you need to invest in fetching water from your well?	No effort is needed	1
	Some effort is needed	2
	A lot of effort is needed (because the well is far)	3
	DK/NA	4

A 17. Please tell me why aren't you connected to the water pipe at the moment? (multiple answer)	I do not need water from the pipe, we have enough water	1
	I would like to connect, but the connection fee is too expensive	2
	I would like to connect, but the cost for the consumed water is high	3
	I would like to connect to the water pipe, but the Water Consumer Association does not accept	4
	I would like to be connected but I do not trust the Water Consumer Association	5
	Other:.....	
	DK/NA	9

D 1. Please describe what options of toilet do you know? Use the instructions with the types	Flush toilet flushed with water from pipe connection (WC)	1
	Flush toilet flushed with water bucket	2
	Pit latrine	3
	VIP latrine	4

<i>of toilets in order for the respondent to be able to identify the type of toilet that they know</i> Multiple answer	Simple latrine	5
	Ecosan toilet	6
	Bucket toilet	7
	Other toilet (note answer _____)	8

D 2. Please describe what options of to eliminate residual water do you know?	Sewerage	1
	Septic tank	2
	Cesspit	3
	Soakpit	4
	Other	5
	DK/NA	6

SANITATION CONDITIONS

D 3. What type of toilet has your household? multiple answer

INTERVIEWER!!! IF THE HOUSEHOLD HAS SEVERAL (2 OR MORE) TYPES OF TOILETS ANSWER THE QUESTIONS D4, D5, BUT IN CASE THE RESPONDENT MENTIONED JUST ONE TYPE OF TOILET GO TO QUESTION D6

D 4. Which of them is used more often by your household?

INTERVIEWER Use the instructions with the types of toilet for the respondent to be able to identify the type of toilet that they have. Take the photo)	D3	D4
Flush toilet flushed with water from pipe connection (WC)	1.	1.
Flush toilet flushed with water bucket	2.	2.
Pit latrine	3.	3.
VIP latrine	4.	4.
Simple latrine	5.	5.
Ecosan toilet	6.	6.
Bucket toilet	7.	7.
Other toilet (note answer _____)	8	8.

D 5. If the household has several types of toilets, when and who is using the toilets the most often?	1. When do you use it?			2. By whom is it used the most often?			
	All the time	More often during winter	More often during summer	All the members	Children	Adults 15-65	Elderly people
1. Flush toilet flushed with water from pipe connection (WC)	1	2	3	1	2	3	4
2. Flush toilet flushed with water bucket	1	2	3	1	2	3	4
3. Pit latrine	1	2	3	1	2	3	4
4. VIP latrine	1	2	3	1	2	3	4
5. Simple latrine	1	2	3	1	2	3	4
6. Ecosan toilet	1	2	3	1	2	3	4
7. Bucket toilet	1	2	3	1	2	3	4
8. Other toilet (note answer _____)	1	2	3	1	2	3	4

**Operator verify that the distance coincides with what really mentioned the respondent!!!
The question D6 only respondents respond who responded 3,4 or 5 on the question D3**

D 6. What is the distance between your well and the toilet?	Till 10 metres	10-20 metres	More than 20 metres	DK/N/A
4. Pit latrine	1	2	3	4
5. VIP latrine	1	2	3	4
6. Simple latrine	1	2	3	4

D 7. Only those who respond to the question D3 they respond 1 or 2. When you flush the toilet where does the water go (where the toilet is connected to)? <i>INTERVIEWER</i> picture to be taken	Through pipes	Sewerage system	1
		Garden, street, pit	2
	Septic tank (with concrete floors and walls)		3
	Cesspit (with concrete walls and floors, that has to be emptied sometimes)		4
	Soak pit (Walls from concrete or unlined earth, floor earth or gravel where water can infiltrate to soil)		5
	Others _____		6
	DK/NA		99

D 8. Where does the residual water from kitchen, bathroom, washing of clothes go?			kitchen	bathroom	m	washing	
	Garden, street, pit		1	1		1	
	Through pipe	Sewerage system		2	2		2
		Garden, street, pit		3	3		3
	Toilet		4	4		4	
	Septic tank		5	5		5	
	Cesspit (with concrete walls and floors, that has to be emptied sometimes)		6	6		6	
	Soak pit (Walls from concrete or unlined earth, floor earth or gravel where water can infiltrate to soil)		7	7		7	
	Other _____		8	8		8	
DK/NA		99	99		99		

D 9. Do you have any problems related to the maintenance of the septic tank, cesspit, soak pit ?	There are no problems		1
	It is clogged often		2
	There is a bad smell		3
	There is a leakage of the residual water		4
	We have to empty it often, and this procedure is expensive		5
	Other (note answer) _____		6
	DK/NA		9

D 10. What do you do when the pit latrine, VIP latrine, septic tank, cesspit, soak pit, is full?	We dig a new pit/built a new septic tank/cesspit/soak pit		1
	We empty it with a vacuum truck		2
	We empty it with another method (note the answer) _____		3
	Other (note answer) _____		4
	DK/NA		9

D 11. How often do you empty the pit latrine, VIP latrine,	Once per year		1
	Twice per year		2
	Once every two years		3

septic tank, cesspool, infiltration pool?	Once every 3-5 years	4
	Another period _____	5
	Never (or "It hasn't been emptied yet").	6
	DK/NA	9

D 12. How would you note your toilet from the point of view of:	Hygienic Protects the health	Protects the environment	Comfortable to use	Easy to clean
Very bad/very decreased level	1	1	1	1
Bad/decreased level	2	2	2	2
Neither good/nor bad/average level	3	3	3	3
Good/ High level	4	4	4	4
Very good/ very high level	5	5	5	5
DN/NA	6	6	6	6

D 13. In the last three years how much did you invest in the construction, repairment, and emptying the toilet (for the most used toilet in the household)?	_ _ _ _ _ lei
D 14. In the last 3 years how much did you invest in the construction and repairing of your septic tank, cesspit, soakpit?	_ _ _ _ _ lei

D 15. In the next 3 years do you have plans to build a better toilet and not to use the existent one	1.Yes, I will build a better toilet	1
	2.I wish, but it is too expensive and difficult	2
	3.No, my toilet is pretty good	3
	4.Others	4
	9. DK/NA	5

D 16. Please tell me, your household would agree to pay for the construction, hygiene and maintenance of such toilet?	Yes	No	DK/NA
For a better and more comfortable toilet	1	2	3
For an Ecosan toilet	1	2	3
For a toilet connected to water	1	2	3
For a septic tank, cesspit, soakpit	1	2	3
For connection to the sewerage system	1	2	3

D 17. Is there water and soap for washing hands after using the toilet? Operator Check if there is or not	Respondent's answer	Operator's answer
Water and soap are easily accessible	1	1
Usually both water and soap are available but today they are not	2	2
Water and soap are available, but it is difficult to use (for ex. toilet is too far)	3	3
It is not available neither water nor soap	4	4
Other	5	5

D 18. What do you think can be done to have safe drinking water from wells?	Yes	No	DK/NA
The water coming from the well is safe, no action is needed	1	2	3
The well has to be maintained all the time with care and has to be covered	1	2	3
The water has to be boiled	1	2	3
The water has to be filtered	1	2	3
The construction of the toilets has to be as far as possible from the well	1	2	3

	Connection of the toilets to the sewerage system	1	2	3
	Other	1	2	3

D 19_ How much does your household spend on average per month for the following things?	lei	DK/NA
1. All types of food, in total	_ _ _ _ _ _ _	9998
2. Meat, chicken, fish, butter, milk and eggs	_ _ _ _ _ _ _	9998
3. Clothes	_ _ _ _ _ _ _	9998
4. Electricity	_ _ _ _ _ _ _	9998
5. Cold water	_ _ _ _ _ _ _	9998
6. Hot water	_ _ _ _ _ _ _	9998
7. Sewerage (or any methods)	_ _ _ _ _ _ _	9998
8. Collection of solid waste	_ _ _ _ _ _ _	9998
9. Central heating	_ _ _ _ _ _ _	9998
10. Fuel for food and heating (natural gas)	_ _ _ _ _ _ _	9998
11. TV/ TV cable	_ _ _ _ _ _ _	9998
12. Phone services	_ _ _ _ _ _ _	9998
13. Fee for the house maintenance	_ _ _ _ _ _ _	9998
14. Health services	_ _ _ _ _ _ _	9998
15. Transport	_ _ _ _ _ _ _	9998
16. Education	_ _ _ _ _ _ _	9998
17. Entertainment, parties, free time	_ _ _ _ _ _ _	9998
18. Other	_ _ _ _ _ _ _	9998

Questions for respondents

Interviewer attention !!! make sure that you make a picture of the toilet and septic tank, Cesspit or Soak pit			3, Pit latrine	4, VIP latrine	5, Simple latrine	6, Ecosan toilet	
G1. From which material is the toilet structure made of?	Concrete or bricks		1	1	1	1	
	Wood		2	2	2	2	
	Other		3	3	3	3	
G2. What is the type of ventilation for your toilet?	1. Is there a ventilation of the pit (pipe fitted to the pit)?	Yes	1	1	1	1	
		No	2	2	2	2	
	2. Is there a ventilation in the cabin?	No		1	1	1	1
		Window can be open		2	2	2	2
		Ventilation holes in the walls		3	3	3	3
Space under the roof for air		4	4	4	4		
G3. What is the type of the toilet floor and finishing?	Wood, no finishing		1	1	1	1	
	Wood + linoleum or other finishing		2	2	2	2	
	Concrete, no finishing		3	3	3	3	
	Concrete with tiles, linoleum or other finishing		4	4	4	4	
	Other		5	5	5	5	

TO BE FILLED IN BY THE OPERATOR:

G4. In case of private or public well, indicate if it is protected or unprotected.	protected	1
	unprotected	2

The interviewer's observations about the respondent's toilet		3, Pit latrine	4, VIP latrine	5, Simple latrine	6, Ecosan toilet
G5. Please note, what is the level of cleanliness in the main used toilet?	Very dirty	1	1	1	1
	Dirty	2	2	2	2
	Clean	3	3	3	3
	Very clean	4	4	4	4
	DK/NA	9	9	9	9
G6. Please note in what state is the toilet (bad shape: the floor is broken, the door is broken or lacking, to good shape: all pieces intact, well maintained)?	Very bad	1	1	1	1
	Bad	2	2	2	2
	Good	3	3	3	3
	Very good	4	4	4	4
	DK/NA	9	9	9	9
G7. From what you observed the toilet is equipped with ...?	Ceramic chair, concrete, or wood (seat)	1	1	1	1
	Ceramic plate (Turkish style)	2	2	2	2
	A hole in the toilet floor	3	3	3	3
	Other	4	4	4	4
G8. If answer 1 or 2 to question G7 ask if there is a seat or squatting plate?	Yes	1	1	1	1
	No	2	2	2	2
G9. Where is the toilet located?	Attached to the house with entrance from the yard	1	1	1	1
	Attached to the house with entrance from the house	2	2	2	2
	Located in the house	3	3	3	3
	Separately	4	4	4	4

G10. Assess how the area around, septic tank, cesspit, soak pit look like ?	There is grass around the septic tank, cesspit, soakpit	1
	Presence of bad smell around the area where the septic tank, cesspit or soakpit is located	2
	Leakage of residual water from the septic tank, cesspit, soakpit is visible	3
	Clean/neat	4

G11. Based on your own impressions, the household is poor, average or rich?	Rich	1
	Average	2
	Poor	3

G12. How would you evaluate the hygienical standards of the house?	Good	1
	So, so	2
	Bad	3

Interviewer attention!!! make sure that you make a picture of the toilet and septic tank, Cesspit or Soak pit

G13. Did you take a picture of the toilet ?	Yes	1
	No	2

G14. If no, why?	Respondent has refused	1
	Other causes	

G15. Did you take a picture of the system to eliminate residual water?	Yes	1
	No	2

G16. If not, why?	Respondent has refused	1
	The system is not visible	2
	There is no system	3
	Other causes	4

Interviewer: Thank you for your work! Please read the following statement and then sign.
I declare that I conducted this interview in accordance with the instructions for the face to face interviewing with a respondent that was selected according to the sampling instructions.
Name of the operator _____ **Hour of finishing the interview:** Hour: |__|__|:|__|__|