

## APPENDIX 12: Sample Questionnaire on Drinking Water Services

Name of Investigator: \_\_\_\_\_  
Date: \_\_\_\_\_

Starting Time: \_\_\_\_\_  
Ending Time: \_\_\_\_\_

### Investigator Introduction:

Hello, my name is \_\_\_\_\_, and I work for \_\_\_\_\_, a Social Science Survey Agency that is collecting information on drinking water services in \_\_\_\_\_. May I speak to an adult member of your household? (*Modify the introduction to sound as natural as possible.*)

*Instruction to investigator: please use pencils and circle the code where applicable and write the answers in legible handwriting in the spaces provided for responses.*

### Section I. Demographic Questions

- 1 What is your name? \_\_\_\_\_
- 2 Gender of respondent  
1- Male  
2- Female
- 3 What is your age?  
----- years
- 4 Location/ Address: \_\_\_\_\_
- 5 Type of family  
1-Nuclear  
2-Joint/ extended
- 6 a. Number of adult males in the household \_\_\_\_\_  
b. Number of adult females in the household \_\_\_\_\_  
c. Number of male children \_\_\_\_\_  
d. Number of female children \_\_\_\_\_
- 7 How many members in the household are employed? \_\_\_\_\_
- 8 What is the monthly household income?  
1- <1000 Rs  
2- 1001-2500 Rs  
3- 2501-5000 Rs  
4- 5001-10000 Rs  
5- > 10000 Rs

### Section II. Drinking Water

#### General

- 9 Which of the following sources of drinking water are available in your neighborhood? (Multiple responses are possible)  
1- Bore well/ hand pump  
2- Public tap  
3- Community well  
4- Household water supply (piped)  
5- Other
- 10 Which of the following sources of drinking water does your household use? (Multiple responses are possible)  
1- Bore well/ hand pump  
2- Public tap  
3- Open well  
4- Household water supply (piped)  
5- Other

- 11 What is your main source of water? Single response
- 1- Bore well/ hand pump (skip to q. 12)
  - 2- Public tap (skip to q.18)
  - 3- Open well (skip to q.28)
  - 4- Household water supply/ piped (skip to q. 32)
  - 5- Other specify ----- (skip to Q36)

Bore well/ hand pump

- 12 How far (in meters) is the bore well/ hand pump that you use? \_\_\_\_\_
- 13 How long (in minutes) does it take to fetch water and return home? \_\_\_\_\_
- 14 Who fetches water most often ?
- 1- Adult male
  - 2- Adult female
  - 3- Male child
  - 4- Female child
- 15 Has the bore well / hand pump broken down in the past one year?
- 1- Yes
  - 2- No (skip to q. 36)
- 16 How frequently has the bore well/ hand pump broken down during the past one year?
1. Once a week
  2. Once a fortnight
  3. Once a quarter
  4. Once in six months
  5. Once a year
- 17 Is the bore well/ hand pump fixed promptly when it breaks down?
- 1- Yes
  - 2- No

**GO TO QUESTION 36**

Public tap

- 18 How far (in meters) is the public tap that you use? \_\_\_\_\_
- 19 How long (in minutes) does it take to fetch water and return home? \_\_\_\_\_
- 20 Who fetches water most often?
- 1- Adult male
  - 2- Adult female
  - 3- Male child
  - 4- Female child
- 21 What is the frequency of water supply?
- 1- More than once a day
  - 2- Once a day
  - 3- Once in two days
  - 4- Once in three days
  - 5- Once a week
  - 6- Other
- 22 Is this frequency sufficient for your needs?
- 1- Yes (skip to q. 24)
  - 2- No
- 23 How often would you like to get water?
- 1- More than once a day
  - 2- Once a day
  - 3- Other
- 24 On the days that you get water, how many hours do you usually get water for? \_\_\_\_\_

- |    |   |   |
|----|---|---|
| 25 | Has the public tap broken down in the past one year?  | 1- Yes<br>2- No (skip to q. 36)   |
| 26 | How frequently has it broken down?                    | 1- Once a week<br>2- Once a fortnight<br>3- Once a quarter<br>4- Once in six months<br>5- Once a year |
| 27 | Is the public tap fixed promptly when it breaks down? | 1- Yes<br>2- No   |

**GO TO QUESTION 36**

Open well

- |    |  |  |
|----|--|--|
| 28 | How far (in meters) is the open well from which you get water?     | _____  |
| 29 | How long (in minutes) does it take to fetch water and return home? | _____  |
| 30 | Who fetches water most often?                                      | 1- Adult male<br>2- Adult female<br>3- Male child<br>4- Female child                               |
| 31 | What is the frequency of cleaning the well?                        | 1- Once in a quarter<br>2- Once in six months<br>3- Once a year<br>4- Not cleaned in the last year |

**GO TO QUESTION 36**

Household water supply (piped)

- |    |  |   |
|----|--|---|
| 32 | What is the frequency of water supply?                                       | 1- 24 hour supply (skip to q. 36)<br>2- More than once a day<br>3- Once a day<br>4- Once in two days<br>5- Once in three days<br>6- Other |
| 33 | Is this frequency sufficient for your needs?                                 | 1- Yes (skip to q. 36)<br>2- No   |
| 34 | How often would you like to get water?                                       | 1- More than once a day<br>2- Once a day<br>3- Other  |
| 35 | On the days that you get water, how many hours do you usually get water for? | _____   |

**CONTINUE TO QUESTION 36**

Common Questions

- |    |  |                                 |
|----|--|---------------------------------|
| 36 | Is the quantity of water that you receive (from your main source of water) adequate? | 1- Yes<br>2- No                 |
| 37 | Is water available (from your main source) throughout the year?                      | 1- Yes (skip to q. 39)<br>2- No |
| 38 | Which months do you face scarcity? Multiple  | 1- January                      |

response	2- February 3- March 4- April 5- May 6- June 7- July 8- August 9- September 10- October 11- November 12- December
39 Generally, how does the water smell?	1- No smell 2- Foul smell
40 Generally, does the water have a taste?	1- Yes 2- No (tasteless)
41 Generally, what does the water look like?	1- Clear 2- Cloudy/ dirty
42 Do you pay for water?	1- Yes 2- No (skip to q. 45)
43 How much do you pay a month?	
44 Are the bills that you receive accurate?	1- Yes 2- No
45 Have you made a complaint related to your drinking water service in the past one year?	1- Yes 2- No (skip to q. 48 )
46 To whom did you complain?	
47 What was the result of the complaint?	1- Prompt action taken 2- Delayed action taken 3- No action taken
48 Overall, are you satisfied with your drinking water service?	1- Satisfied 2- Dissatisfied (skip to q. 50)
49 What is the extent of your satisfaction?	1- Complete (skip to q. 51) 2- Partial (skip to q. 5)
50 What are the reasons for your dissatisfaction? (list up to three)	
51 Have you paid a bribe for any service related to drinking water in the last one-year?	1- Yes 2- No (interview complete)
52 For what purpose have you most recently paid a bribe?	1- To get a connection/ to access water supply 2- To finish repair work 3- Other
53 How much did you pay?	
54 Was the bribe demanded (or did you pay on your own)	1- Demanded 2- Paid on my own
55 Did the work get done after paying the bribe?	1- Yes 2- No

**(Interview Complete)**