HOPE Quotient Survey

The HOPE Quotient (HQ) client survey is a tool that enables HOPE to track impact over time. It asks a cohort of clients around 100 questions relating to four domains of impact: spiritual, social, personal, and material.

The goal is to bring into focus God’s hand at work in the communities we serve, facilitate continuous improvement, and understand HOPE’s contribution to changing lives.

This document is a sample facilitation script for enumerators to use when administering the HOPE Quotient.

**Introductory script requesting clients to participate**

*Italicics with “quotation marks” indicate a script that should be read to the group member*

*Bold and italic* indicates instructions for enumerator. This should not be read out loud.

Enumerators: “My name is __________, and I am working with HOPE Malawi who is a partner of the __________ church denomination. We would like to welcome you to participate in a survey that asks about your material possessions, social connections, spiritual views, and attitudes about life. The purpose of this survey is to help HOPE Malawi and __specific church denomination__ understand better who participates in the savings groups they facilitate so that together we can do a better job forming new savings groups. None of your answers will influence how you or your specific savings group is treated. This means that the answers you give me will be used for learning purposes only and will not determine whether you receive any services in the future. Some of these questions ask about personal details of what you believe, but your answers are completely confidential. No one at HOPE Malawi or __specific church denomination__ will see your specific answers except me.

This survey usually takes 40-60 minutes to complete. We are inviting a select number of group members to participate in this about once a year. Would you be willing to be one of these participants and take this survey?”

**If yes, please say:**

“Great! We really appreciate your participation. Here is a small gift as a token of our appreciation for your participation. Do you have any questions about the survey before we start?”

**If no, please say:** “Thank you for your time today.”
Introductory bullet points (same as script above):

- Friendly introduction
- Explain the purpose of the survey
  - **Purpose:** To help the program leadership understand the group members and how their lives are changing so that the church can improve how they form and support savings groups and show God’s hand at work.
- Topics the survey covers:
  - Material, Business, Social, Spiritual, and Personal
- Answers will be confidential and names will be removed from the survey
- Answers will not change how they are treated or whether they receive any services in the future
- Survey time approximately 40-60 minutes
- Survey will be conducted yearly
- Ask for consent to participate in survey
Section 1: Material Domain

Start time: __________

Multidimensional Poverty Index & Progress out of Poverty Index

1. *Observational / Asked:* Is there electricity in your home?
   a. Yes
   b. No

2. *Observational / Asked:* Does your home have a sheltered *and* ventilated pit toilet?
   a. Yes
   b. No

3. *Observational / Asked:* Do you share the toilet that your household uses with your neighbors?
   a. Yes
   b. No

4. *Observational / Asked:* Where does your household’s drinking water come from?
   a. Public tap / piped water
   b. Borehole / hand pump
   c. Protected well
   d. Unprotected well
   e. Protected spring
   f. Unprotected spring
   g. Collected rainwater
   h. River / stream water
   i. Bottled water
   j. Other: ________________

5. *Observational / Asked:* How many minutes does it take to walk from your home to this water source?

   

6. *Observational / Asked:* What is the floor made of?
   a. Mud
   b. Dirt
   c. Sand
   d. Hardened dung
   e. Wood
   f. Cement
   g. Carpet / rug
   h. Other: ________________

7. *Observational / Asked:* What is the mostly roof made of?
   a. Grass / thatch
   b. Tin / corrugated metal
   c. Sod
   d. Tarp / plastic
   e. Shingles
   f. Other: ________________
8. **Observational / Asked:** What are the walls made of?
   a. Mud
   b. Plastered mud bricks
   c. Brick
   d. Concrete blocks
   e. Other: ______________

9. **Observational:** What is filling the windows?
   a. Glass
   b. Plastic
   c. Nothing filling windows
   d. No windows

10. **Observational:** Does your house have a door with a lock?
    a. Yes
    b. No

11. **Asked:** Has any woman in your household had a child die before the child reached age 18?
    a. Yes
    b. No

12. **Asked:** In the last twelve months, how often have people in your household had enough to eat? *(Read out responses)*
    a. Never
    b. Rarely
    c. Often
    d. Always

13. **Asked:** Does your household own any land?
    a. Yes
    b. No

14. **Asked if "yes" to #13:** How much land does your household own?

    | Number of units | Unit |
    |-----------------|------|

15. **Asked:** How many household members worked in their main activity in the past seven days as a farmer (mlimi)?
    a. 4+
    b. 3
    c. 2
    d. 1
    e. 0

16. **Asked:** What is your main source of cooking fuel?
    a. Collected firewood from forest reserve, crop residue, sawdust, animal waste, or other
    b. Collect firewood from unfarmed areas of community
    c. Collected firewood from own woodlot, community woodlot, or other places
    d. Purchased firewood
    e. Paraffin, charcoal, gas, or electricity

17. **Asked:** What is your main source of lighting fuel?
    a. Collected firewood, grass, or other
    b. Paraffin
    c. Purchased firewood, electricity, gas, battery/dry cell (torch), or candles
18. **Asked:** Does your household own any lanterns (paraffin)?
   a. Yes
   b. No

19. **Asked:** Does your household own any irons (for pressing clothes)?
   a. Yes
   b. No

20. **Asked:** How many sickles does your house own?
   a. None
   b. One
   c. Two or more

21. **Observational / Asked:** How many of the following items does your household own?
   a. Truck or car
   b. Radio
   c. Television
   d. Cellphone
   e. Bicycle
   f. Ox cart
   g. Motorcycle
   h. Refrigerator
   i. Fan
   j. Cow
   k. Goat
   l. Pig
m. Chicken and Ducks

n. Other appliances that require electricity

i. Specify:__________________________

ii. Specify:__________________________

iii. Specify:__________________________

v. Specify:__________________________

Income Evaluation Section

22. We want to learn about the income of your household (meaning anyone who lives under the same roof as you). I would like to know 3 things about each type of income: 1) what the income activity is, 2) who is responsible for producing that income, and 3) how much income you get from that activity on either a weekly, monthly, or annual basis. For example, if your brother lives with you and is a shop owner, please say profit from shop as the type of income, your brother as the source, and the average amount he makes every week or month. (Be sure to probe and make sure they are including all sources of income including money from family, government assistance, and agricultural income. Please only put the relationship to respondent under source. This means saying brother instead of the name of the person).

Use the following categories to select the type of income in the last column:
1. Self-employed (any form of small production or small business)
2. Regular employment
3. Temporary / casual labor
4. Agricultural income (production of agriculture; not buying and selling agricultural products)
5. Resources received (from family or friends outside the household. This could be remittances, gifts, or other personal contributions)
6. Non employment (from institutions or organizations. This could be grants, government assistance, charity from church, or others.)
7. Other
<table>
<thead>
<tr>
<th>#</th>
<th>Income activity</th>
<th>Source</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Annually</th>
<th><em>Type of income</em></th>
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</table>
23. Do you currently have an account at any of the following places? A bank, a credit union, or the post office?
   a. Yes
   b. No
   c. Don’t know
   d. Refuse to answer

24. In the past 12 months, have you borrowed any money from a bank, credit union, a microfinance institution?
   a. Yes
   b. No
   c. Don’t know
   d. Refuse to answer

25. In the past 12 months, have you borrowed any money or taken some item from a store by using installment credit or buying on credit?
   a. Yes
   b. No
   c. Don’t know
   d. Refuse to answer

26. In the last 12 months, have you borrowed any money from family or friends?
   a. Yes
   b. No
   c. Don’t know
   d. Refuse to answer

27. In the past 12 months, have you borrowed any money from an employer?
   a. Yes
   b. No
   c. Don’t know
   d. Refuse to answer

28. In the past 12 months, have you borrowed any money from a private lender?
   a. Yes
   b. No
   c. Don’t know
   d. Refuse to answer
Section 2: Social Domain

Introduction: “This next section asks about your personal relationships in various contexts.”

29. Think of a story about a significant interaction you have had with someone from your community. Please tell me about the interaction and why it was important to you:

30. The people in this story are (Read out responses and circle all that apply):
   a. Family members
   b. People who live close to me
   c. People from my church
   d. People associated with my savings group
   e. People from my town/village
   f. People from outside my community

31. When did this story take place:
   a. Within the last week
   b. Within the last month (but more than a week ago)
   c. Within the last year (but more than a month ago)
   d. More than a year ago

32. If one of your children or parents is sick, and you must leave your house for several hours, who would you ask to watch your sick family member? Name:____________________
   a. Who is this person? (Read out responses and circle all that apply):
      i. Extended family member
      ii. Friend
      iii. Saving group member
      iv. Fellow church member
      v. Neighbor

33. How many group members have you visited in their houses in the last week?

34. How many group members have visited you in your house in the last week?

35. How many friends who are NOT part of your saving group have visited you in your house in the last week?

36. How many people in the group did you talk to about personal matters in the last week?
37. On average, how many hours a week do you spend with group members outside your group meeting?

38. How many times have you been assisted by the group social fund?

39. How many times have you voluntarily helped a fellow group member financially?

40. How many times have you voluntarily helped a fellow group member non-financially (gifts, working together, helping with task, etc.)?

41. How many times has a fellow group member voluntarily helped you financially?

42. How many times has a fellow group member voluntarily helped you non-financially (gifts, working together, helping with task, etc.)?

43. What most influences your relationships with neighbors? Answer “yes” if the option I read influences your relationship with your neighbor. (Read out responses and make a check mark next to each one that the respondent says is influential. Of those that are checked, ask the respondent which 2 are the most important and then circle those)
   a. Financial resources
   b. Family members
   c. Available time
   d. Personal feelings
   e. Work
   f. Church
   g. Different seasons
   h. Politics
   i. Personal needs
   j. Savings group meetings
   k. God
   l. Proximity

44. In general, how strong are your relationships with your fellow group members? 1 represents the weakest relationships (someone you have talked to but do not know their name) and 10 represents your closest friends and family:

   1--------2--------3--------4--------5--------6--------7--------8--------9--------10

   Weak relationships  medium relationships  Strong relationships
Section 3: Spiritual Domain

45. Is God an active part of your everyday life?
   a. Yes  
   b. No

46. Please share four words that you feel describe what God is like:
   a. ________________________
   b. ________________________
   c. ________________________
   d. ________________________

47. What things most influence your understanding of God? Answer “yes” if the option I read influences how you understand God. (Read out responses and make a check mark next to each one that the respondent says is influential. Of those that are checked, ask the respondent which 2 are the most important and then circle those)
   a. Regular people
   b. Religious authorities
   c. Circumstances
   d. Reading a holy book
   e. Savings group meetings
   f. Holy Spirit
   g. Family

48. Please share 3 words that you feel describe Jesus Christ:
   a. ________________________
   b. ________________________
   c. ________________________

49. Which of these words would you say describe Jesus Christ? Answer “yes” if you think the word I read describes Jesus Christ. (Circle all options the respondent answers yes to)
   a. Human
   b. God
   c. Helper (or helpful)
   d. Myth
   e. Friend
   f. Punishing
   g. Savior
   h. Alive
   i. Dead
   j. Confusing
   k. Intercessor
   l. Appealing
   m. Problematic
   n. Prophet
   o. Powerful
   p. Insignificant
   q. Humble
   r. Active

50. How frequently do you attend church activities (services)?
   a. Not attending
   b. Attending at least once a month
   c. Attending once to twice a week
   d. Attending more than twice a week
   e. Only attending on holidays or special occasions

51. How frequently do you pray?
   a. Never
   b. Rarely
   c. When I am in a religious ceremony or service
   d. A few times a week
   e. Once a day
   f. Multiple times a day
   g. Constantly
52. Are you able to read the Bible?
   a. Yes
   b. No

53. (if "yes" to previous question) How often do you read the Bible?
   a. Every day or multiple times of day
   b. A few times a week
   c. A few times a month
   d. On holy days
   e. Never

54. Were you a member of a church before you decided to join the saving group?
   a. Yes
   b. No

55. Have you ever gone to a pastor of the savings group church for counsel?
   a. Yes
   b. No

56. How has your giving to your church changed in the last year?
   a. Increased
   b. Stayed the same
   c. Decreased
   d. N/A – did not give to church

57. In the past year, have you participated in any of the following? (circle all that apply):
   a. 5W savings meetings that included using Chalmers section D curriculum
   b. Group leader training
   c. Contributing to a group fund for the benefit of the group members
   d. Praying for a group member going through difficult circumstances
   e. Helping a group member in need
   f. Decided to follow Jesus as my savior and Lord at a SCA related gathering

58. Is there anything we can pray for you? At the end of the survey, we will have a time to pray. (If they say yes, record prayer request and categorize the request with the options below each request):

   A._______________________________________________________________

   Request for self Request for others Thanksgiving / Praise Confession

   B._______________________________________________________________

   Request for self Request for others Thanksgiving / Praise Confession

   C._______________________________________________________________

   Request for self Request for others Thanksgiving / Praise Confession
Section 4: Personal Domain

Introduction: “This section asks questions about your attitudes and beliefs about yourself and others. I will read a statement and then you can tell me if you strongly agree, agree, slightly agree, OR slightly disagree, disagree, strongly disagree. This scale will help you see your response options (hand sheet of paper with scale to client). The smiley faces mean agree and the frowny faces mean disagree. Don’t over-think your answer. Please answer with the first response that comes to your mind. I’ll go over a couple of examples to help you get the hang of it.”

Examples:

The sky is blue.

3

“I would choose the option ‘3, slightly agree’ for this question because the sky is often blue, but it is not always blue.”

The more I have, the better I feel.

4

“I would choose the option ‘4, slightly disagree’ for this question because although things make me feel better, I am not fulfilled just by getting things.”

59. Circumstances determine how I feel.

60. I forgive people who deeply hurt me.

61. I often imagine future situations that might happen to me or loved ones.

62. I have a plan that is very likely to succeed in making my family financially sufficient.

63. It is difficult for me to share what I have with people around me.

64. I have inner contentment (peace) even when things go wrong.
65. I don’t waste much time listening to others when I know I’m right about something.

66. When obstacles come up in my work it probably indicates that the work is not good.

67. My life is filled with joy.

68. When I see someone being taken advantage of, I want to protect them.

69. Nothing I do can change my circumstances.

70. I have special gifts to use to benefit the community around me.

71. Sometimes it is hard for me to determine whether I am rude or polite.

72. I have all the things I need to enjoy my life.

73. I give up material things I want in order to help others.

74. I am glad to have a good goal for my life.

75. I tend to participate emotionally in my friend’s problems.

76. My daily tasks will not make a lasting difference or matter to society.
77. I am often angry with myself, God, or others.

78. Some people are in trouble because they deserve it, so I shouldn’t care for them.

79. I am confident I can acquire the material resources I need to be comfortable.

80. There is no way to change the aspects of my life that I don’t like.

81. My hope for the future doesn’t depend on my health and wealth.
Section 5: Demographics

82. Please give me your first and last name. This will only be used to contact you next year and will not be included in any reports.

83. What is your age?

84. Observed: Circle group member’s gender:
   a. Male
   b. Female

85. What is your marital status?
   a. Single
   b. Married
   c. Common law marriage
   d. Separated/divorced
   e. Widowed

86. What is the highest level of education you attained:
   a. Never attended school
   b. Some primary
   c. Primary completed
   d. Some secondary
   e. Secondary completed
   f. Some university
   g. University completed

87. (If they did not complete primary school): Has anyone in your household completed five or more years of schooling?
   a. Yes
   b. No

88. Can the female head/spouse read a one-page letter in any language?
   a. Yes
   b. No
   c. No female head/spouse

89. Could you please provide me with a list of the people in your household, their gender, age, attendance in school, and whether they are contributing money or food to the household? Household means anyone who is permanently living under the same roof as you.
<table>
<thead>
<tr>
<th>Names</th>
<th>Gender</th>
<th>Year of birth / Age</th>
<th>Currently In School?</th>
<th>Contributing money or food</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male / Female</td>
<td>Yes / No</td>
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90. *Observed from table:* How many household members are 14-years-old or younger? ________

91. *Observed from table:* Number of dependents between 7 and 15 who are NOT attending school: ________

92. *Observed from table:* Number of children under age of 18: ________

93. *Observed from table:* Number of adults (over 18 years old) in the household: ________
94. What areas of your life has been most impacted by your involvement with your savings group? Answer "yes" to any of the options I read which have been impacted by your savings group. *(Read out responses and make a check mark next to each one that the respondent says has been impacted. Of those that are checked, ask the respondent which 2 are the most important and then circle those):*

a. Your understanding of the Bible  
b. Your personal relationships and willingness to rely on others  
c. Your hope for the future  
d. Your willingness to spend your time or money on other people  
e. Your belief that you manage everything you own on behalf of God  
f. Your understanding of God  
g. Your financial management skills  
h. Your sense of personal dignity  
i. Your material sufficiency  
j. Your obedience to God  
k. Your inner sense of peace

95. What is the name of your savings group?

96. Have you completed group formation training with your facilitator?
   a. Yes  
   b. No

97. How many members are in your savings group?

Closing prayer. *Go back to the prayer items at the end of the spiritual section and pray for the group member using these items.*

*End time:*__________
1-Strongly agree
Disagree
2-Agree
3-Slightly Agree
4-Slightly Disagree
5-Disagree
6-Strongly