

Survey Questionnaire Guide

Good morning/afternoon, my name is _____ and am a student at University of Malawi. As part of the requirement for my Master of Business Administration Degree in Project Management. I am conducting a study to understand the role of community monitoring in improving access to HIV/AIDS services. The findings of this study will be used solely for academic purposes. Our conversation will not take more than 20 minutes, and you will not get anything for participating in this survey. You are free to withdraw from this discussion at any point in time, you feel so and if you feel uncomfortable responding to any question, you are not forced to answer.

Consent

Are you willing to take part in this discussion? Yes-Continue No-End the survey

Part 1

Purpose: To gather quantitative data on the level and nature of community involvement in monitoring HIV/AIDS services.

Section A: Demographic Information (For all respondents)

1. **Age:** 15-18 19-35 36-60 61+
2. **Gender:** Male Female Other
3. **Education level:** None Primary Secondary Tertiary
4. **Location:** Limbe Ndirande
5. **Participants characteristics** Person with HIV/AIDS CLM member Other-
Specify

Section B: Awareness of Community-Led Monitoring / (CLM) (PLHIV ONLY)

6. **Have you heard of Community-Led Monitoring (CLM)**

Yes No

- 6b. **If not, next question should not appear. If yes, where did you first hear about CLM?**

Community meeting Health facility Friend NGO Other (specify).

7. **What are the Key CLM Activities that you know (How well do you understand CLM activities?) (List the activities here):**

Data collection and documentation Data analysis and interpretation Feedback and dialogue with stakeholders Advocacy and accountability actions Capacity building of community monitors Continuous monitoring cycle

Section C: Involvement in CLM Activities (CLM MEMBERS ONLY)

8. **Have you ever participated in CLM activities?**

Yes No

If yes, in what form were you involved? (Tick all that apply)

Attending community meetings Collecting feedback from service users Attending review sessions with health facility staff Monitoring service quality or stock-outs Participating in advocacy actions Other (specify): _____

9. **How often do you participate in CLM activities?**

Rarely Occasionally Frequently

10. **Who usually invites or mobilizes you for CLM activities?**

Community leader / Health worker Peer educator NGO staff Other

Section D: Perceived Impact and Benefits (for CLM member)

11. **Do you think community participation in CLM has improved HIV service delivery?**

Yes No Not sure

12. **What changes have you observed since CLM activities began?**

Improved service quality Reduced waiting time Better communication with staff Increased access to ARVs or HIV testing No change

13. **On a scale of 1–5, how would you rate the level of community involvement in monitoring HIV services at your facility?**

1 Very Low 2 Low 3 Moderate 4 High 5 Very High

Section E: Barriers and Suggestions (FOR CLM MEMBERS)

14. **What are the main challenges preventing people from participating in CLM?**

Lack of information Limited time or resources Fear of stigma or discrimination Lack of feedback from authorities Other: _____

15. **What suggestions do you have for improving community involvement in monitoring HIV services?** [Click or tap here to enter text.](#)

Part 2

Purpose: To collect quantitative data on accessibility, equity, and confidentiality of HIV/AIDS services.

Section A: Accessibility of HIV/AIDS Services (PLHIV ONLY)

16. **How far is the nearest Clinic from your home**

Less than 1 km 1–3 km More than 3 km

17. **How easy is it for you to access HIV services at this facility?**

Very easy Easy Difficult Very difficult

18. **What are the main barriers you face when accessing HIV/AIDS services? (Tick all that apply)**

Long waiting time Stigma or discrimination Lack of privacy Transport cost or distance Unfriendly staff Other (specify): _____

19. **Are HIV services available at convenient times for you?**

Yes No Not sure

20. Have you ever missed an appointment due to service inaccessibility?

Yes No

Section B: Equity in HIV/AIDS Service Delivery (FOR ALL RESPONDENT)

21. Do you feel all clients are treated equally regardless of age, gender, or HIV status?

Always Sometimes Rarely Never

22. Have you ever witnessed or experienced discrimination when seeking HIV services?

Yes No

If yes, what type of discrimination?

Based on gender Based on HIV status Based on age Based on disability

Other: _____

23. Do you think young people and key populations (e.g., sex workers, MSM) have equal access to HIV services?

Yes No Not sure

Section C: Confidentiality and Privacy (PLHIV ONLY)

24. Do you feel your information is kept confidential at the facility?

Always Sometimes Rarely Never

25. Are HIV services provided in private and confidential settings (e.g., separate rooms)? Yes No

26. Have you ever avoided seeking services due to fear of confidentiality breaches?

Yes No

27. How respectful are health workers when handling clients' private information?

Very disrespectful Disrespectful Neutral Respectful Very respectful

Section D: Overall Perception and Suggestions (FOR ALL)

28. Overall, how satisfied are you with the rights-based approach to HIV services at your facility?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

29. What improvements would you suggest, making HIV/AIDS services more accessible, equitable, and confidential? [Click or tap here to enter text.](#)

PART 3

Purpose: To collect quantitative data on perceived effects of CLM on service quality, accountability, and responsiveness.

Section A: Perceived Changes in Service Quality (CLM MEMBERS)

30. Since CLM activities began, have you noticed any improvements in HIV/AIDS services?

Yes No Not sure

31. If yes, which areas have improved? (Tick all that apply)

Shorter waiting times Availability of drugs and test kits Friendliness of health worker Respect for clients' rights Improved facility cleanliness Other (specify): _____

32. How would you rate the overall quality of HIV services now compared to before CLM?

Much worse Worse The same Better Much better

Section B: Accountability and Feedback (PLHIV)

33. Do you know how to report complaints or feedback about HIV services?

Yes No

34. Have you ever provided feedback to health workers or CLM monitors about HIV services?

Yes No

If yes, how was your feedback handled?

Ignored Acknowledged Acted upon Led to changes

35. Have you seen any mechanisms (e.g., suggestion boxes, meetings, CLM reports) used to ensure accountability?

Yes No Not sure

Section C: Responsiveness of Service Providers (CLM MEMBERS)

36. How quickly do health facilities respond to community or client concerns?

Very slowly Slowly Moderately Quickly Very quickly

37. Do you think CLM has made health workers more responsive to community needs?

Yes No Not sure

38. Do you believe CLM has improved communication between community members and health workers?

Yes No Not sure

39. On a scale of 1–5, how satisfied are you with how the facility now responds to issues raised by the community?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

Key informant questionnaire (KII) GUIDE

Target group: For CLM focal person and Clinic Staff

Group composition: 6–10 participants

Introduction

Welcome everyone. Thank you for coming. My name is _____ and I am a student at University of Malawi. As part of the requirements to complete my studies, I am conducting a study which aims to understand how community led monitoring helps to improve Health service delivery services at this clinic. This discussion aims to learn about your experiences and views regarding community participation in monitoring Health services. The findings of this study will be used for academic purposes and nothing else. Participation in this focus group is voluntary, and you are free to walk out at any point during the discussion. Please share your honest opinions; there are no right or wrong answers. Everything you say will remain confidential. This discussion should not last more than 1hr.

Consent: Are you all willing to take part in this survey? Yes No

Part 1: Background information

1	Date of FGD:	
2	Location of the FDG:	
3	Number of participants:	Male: Female: Total:
4	Age range of the participants:	Oldest: Youngest:
5	Group Name:	

PART 1

Purpose: To collect quantitative data on perceived institutional, structural, and social barriers to CLM implementation.

Section A: Institutional Barriers

1. Are health workers supportive of CLM activities at the facility?
2. Is there adequate coordination between CLM teams and facility management?
3. Do you think there is sufficient funding and resources to support CLM activities?
4. How often do CLM findings lead to concrete actions or improvements at the facility?
5. What institutional challenges limit CLM effectiveness? (Tick all that apply)

Section B: Structural and Logistical Barriers

1. Are CLM data collection tools (forms, checklists) readily available?
2. Do monitors have adequate training to conduct CLM effectively?
3. Are there logistical challenges when conducting CLM activities?
4. How often do CLM meetings or feedback sessions occur as planned?

Section C: Social and Community Barriers

1. Do community members understand the purpose of CLM?

2. Are there social or cultural factors that discourage community participation in CLM?
3. If yes, which ones?
4. In your opinion, which type of barrier has the greatest effect on CLM implementation?

FOCUS GROUP DISCUSSION (FGD) GUIDE

Target group: Community members and HAC.

Group composition: 3–5 participants

Introduction

Welcome everyone. Thank you for coming. My name is _____ and I am a student at University of Malawi. As part of the requirements to complete my studies, I am conducting a study which aims to understand how community led monitoring helps to improve Health service delivery services at this clinic. This discussion aims to learn about your experiences and views regarding community participation in monitoring different services including HIV/AIDS services. The findings of this study will be used for academic purposes and nothing else. Participation in this focus group is voluntary, and you are free to walk out at any point during the discussion. Please share your honest opinions, there are no right or wrong answers. Everything you say will remain confidential. This discussion will not last more than 1hr.

Consent

Are you all willing to take part in this survey? Yes No

Part 1: Background information

1	Date of FGD:	
2	Location of the FDG:	
3	Number of participants:	Male: Female: Total:
4	Age range of the participants:	Oldest: Youngest:
5	Group Name:	

Part 2: understand CLM in the community

1. What does *community-led monitoring* mean to you?
2. What are the main CLM activities happening in your area or facility?
3. How are community members involved in these activities? (probe: feedback meetings, data collection, advocacy, etc.)
4. Who usually participates and who is left out? Why?
5. How are your views or complaints shared with health workers or authorities?
6. Have you seen any changes or improvements in HIV service delivery because of community involvement?

Part 3: Accessibility of HIV/AIDS Services

1. How easy or difficult is it for people to access HIV services in your area? (Probe: distance, waiting times, cost, clinic hours)
2. Who in your community finds it harder to access HIV services? Why? (women, men, young, old, rich, poor)
3. Do you think everyone is treated equally when receiving HIV services? (Probe: gender, youth, marital status, key populations, disability)
4. How do health workers treat clients when they come for services? (Probe: respect, attitudes, fairness)

5. Are HIV services provided in a way that protects your privacy and confidentiality? (Probe: consultation spaces, record handling, staff conduct)
6. Have there been any cases of a breach of confidentiality that you have heard of or experienced? How did it affect trust or service use?
7. How can HIV services be improved to make them more accessible, equitable, and confidential?

Part 4: Impact of CLM

1. Since CLM started, what changes have you observed in how HIV services are provided? (Probe: friendliness of staff, waiting time, availability of ARVs/test kits, feedback handling)
2. How does CLM make health workers or facilities more accountable to the community?
3. How are community concerns raised through CLM addressed by the health facility?
4. Do you think CLM has improved communication between community members and health workers?
5. Are there any challenges that limit the impact of CLM in improving service quality?
6. In your opinion, how has CLM influenced respect for clients' rights and dignity?

Part 5: Main Discussion Questions

1. What challenges or difficulties do people face when participating in CLM activities?
2. Are health workers and facility managers supportive of CLM? Why or why not?
3. Do you feel CLM activities are adequately funded or supported by materials and transport?
4. What problems arise when conducting CLM activities such as data collection or community feedback?
5. How do cultural, gender, or social norms influence people's participation in CLM?
6. Are there cases where people fear speaking up or sharing feedback about HIV services? Why?
7. How do these challenges affect the effectiveness of CLM in improving HIV delivery?
8. What can be done to overcome these barriers and make CLM more effective and sustainable?

Thank you very much for your time. This marks the end of this discussion. You are free to ask me questions.