

## Exit Poll for assessing levels of satisfaction among new asylum seekers at the Reception Centre

Please tick [v] as appropriate

Date of arrival at Reception Centre: \_\_\_\_\_ Date of exit at Reception Centre: \_\_\_\_\_

Nationality: \_\_\_\_\_ Gender: \_\_\_\_\_ Age: \_\_\_\_\_ Family size: \_\_\_\_\_

1) The **General conditions** at the Reception Centre were

- a) Clean and well maintained [ ]
- b) Dirty and poorly maintained [ ]

Other comments regarding **General conditions** at the Reception Centre

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2) The **LWF Staff** at the Reception Centre were

- a) Polite, friendly and approachable [ ]
- b) Rude and unfriendly [ ]
- c) Confident and knowledgeable [ ]
- d) Confused and not sure of their work [ ]

Other comments regarding **LWF staff** at the Reception Centre

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3) The **Food** at the reception centre was

- a) Very well cooked [ ]
- b) Well cooked [ ]
- c) Not well cooked [ ]
- d) Very poorly cooked [ ]
- e) Adequate in terms of quantity [ ]
- f) Inadequate in terms of quantity [ ]
- g) Served on time [ ]

Other comments regarding **Food** at the Reception Centre

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4) The **Accommodation facilities** at the Reception Centre were

- a) Enough for all individuals [ ]
- b) Not enough for all individuals [ ]
- c) Clean and tidy [ ]
- d) Untidy [ ]

Other comments regarding **Accommodation facilities** at the Reception Centre

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5) The **Water supply** at the Reception Centre was

- a) Adequate for all my needs [ ]
- b) Not adequate for all my needs [ ]

Other comments regarding **Water supply** at the Reception Centre

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Please tick [v] as appropriate

6) The **Latrines and Bathrooms** at the Reception Centre were

- a) Clean and well maintained [ ]
- b) Dirty and poorly maintained [ ]
- c) Safe to use, even by ladies at night [ ]
- d) Not safe at all [ ]

Other comments regarding **Latrines and Bathrooms** at the Reception Centre

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7) Distribution of **NFIs** at the Reception Centre was

- a) Very well organized [ ]
- b) Poorly organized [ ]
- c) Very fair [ ]
- d) Very unfair [ ]

Other comments regarding distribution of **NFIs** at the Reception Centre

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8) **Safety and Security** at the Reception Centre was

- a) Well taken care of [ ]
- b) Not well taken care of [ ]

Other comments regarding **Safety and Security** at the Reception Centre

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9) The **Information sharing** with refugees at the Reception Centre is

- a) Accurate [ ]
- b) Timely [ ]
- c) Useful [ ]
- d) False [ ]
- e) Late [ ]
- f) Not useful [ ]

Other comments regarding **Information sharing** at the Reception Centre

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10) Comments on any other services at the Reception Centre?

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