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GENDER EQUITY ASSESSMENT RATING

Gender Survey Questions

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GENDER EQUITY ASSESSMENT RATING (GEAR)

Gender Survey Questions

1. Approximately what percentage of your organization's customers are women? Mark only one.

- None/not sure
- 1-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

2. Approximately which of these customer groups served by your organization are at least 50% women? Mark only one per row.

- Youth
- Refugees & displaced persons
- Persons living in urban slums
- Persons living in conflict zones
- Persons living in areas recently affected by a natural disaster
- Other characteristics (e.g. rural)

2a. If you selected Other, please specify the other customer characteristics here:

3. Does your organization develop or adjust products and services based on women clients' voices and feedback? Mark only one.

- Yes
- No

3a. If yes, how does your organization do this?:

4. Are clients able to apply for a loan through a loan officer who visits their home or business? Mark only one.

- Yes
- No

5. Are clients able to apply for a loan online or via a mobile phone? Mark only one.

- Yes
- No

6. Does your organization offer any loan products designed specifically for these purposes? Check all that apply.

- Funding home-based businesses
- Funding agriculture businesses

- Loans for education
- None of the above

7. Do your financial products include any of the following features? Check all that apply.

- Mobile money or other digital channels
- Separate business accounts
- Direct deposits
- Flexible collateral and guarantor requirements
- Flexible repayment options
- Accompanying a loan product with a savings product
- Crop insurance
- Health insurance
- None of the above

8. Does your organization offer any of the following services for clients? Check all that apply.

- Financial literacy training
- Leadership skills training
- Negotiation tactics training
- Business record keeping and analysis training
- Network creation
- Childcare
- None of the above

9. Please select the types of customer data that your organization collects, along with your organization's ability to separate responses by gender. This is also known as collecting gender disaggregated data.

	Not Collected	Collected	Able to Disaggregate by Gender
Household Income or Consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Household Assets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Income/Revenue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational Attainment of Customers or Family Members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Satisfaction or Feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Poverty Assessment (e.g. PPI or % customers below poverty line)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Metrics related to SPM or social mission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9a. If you selected 'Other Metrics,' please specify the metric(s) that your organization collects here:

I0. Does your organization follow up with customers to survey or interview them to understand how their livelihoods have changed after they have received your services or products? Mark only one.

- Yes
- No

I0a. If yes, what are the primary impacts that your organization has collected to measure the changes in your customers' lives? Check all that apply.

- Change in business profit or revenue
- Change in household income
- Change in household assets (house quality, electricity, water, furniture, etc)
- Change in household spending (spending on food, education, children expenses, etc)
- Change in time savings
- Change in agricultural productivity or crop yields
- Change in cost savings
- Change in health outcomes
- Change in education outcomes
- Change in poverty levels
- Change in jobs created or employees
- Change in knowledge or skills
- Change in mental well-being (confidence, stress, happiness, empowerment, etc.)
- Other: _____

I0b. If yes, does your organization use the data to compare how customer outcomes are different for women compared to men? Mark only one.

- Yes
- No

I1. Does your organization or a partnering institution conduct any studies, surveys, or research that helps your organization better understand your customers or the impact that your organization has had on your customers or community? Mark only one. This could

include metrics that determine how your products or services have changed your customers' livelihoods such as a change in income, customer satisfaction, health, education, productivity, time savings, cost savings, etc. This also could include any qualitative case studies, poverty measurement surveys, client satisfaction reports, customer needs assessment, change in outcomes before and after study, randomized control trial experiments, etc.

- Yes
- No

I 1a. If yes, please select the types of customer studies or impact reports that your organization has conducted.

- Poverty Measurement (PPI; % customers under the poverty line; changes in poverty over time)
- Customer Case Study (Qualitative interviews with customers to understand social impacts)
- Customer Satisfaction Study
- Customer Needs Assessment
- Gender-focused Assessment
- Representative Survey Sample - Survey with a sample of customers; e.g. interviewing 200 clients
- 60decibels lean data study, etc
- Before and After Outcome Tracking (also known as a baseline and endline study)
- Experiment Research Study (Randomized Control Trial (RCT); or other similar experiment-based research study)
- None
- Other: _____

12. Which of the following pieces of information could you look up for any borrower using your MIS? Check all that apply.

- Contact Information
- Gender
- Current Repayment Status
- Full Loan History at Your Organization
- Reasons for Repayment Delinquency or Default
- Level of Business Assets or Business Income
- Level of Household Assets or Household Income
- Social Performance Management / Social Impact Measurements
- None of the Above
- Other: _____

13. Does your organization provide anti-bias training to loan officers (if applicable) or other staff members to eliminate potential biases against the following populations. Check all that apply.

- Women
- Refugees
- Ethnic or Racial Minorities
- Other anti-bias training focus
- No anti-bias training has been conducted

14. Do you have any of the following policies to support your employees? Check all that apply.

- Sexual harassment prevention Maternity leave
- Paternity leave
- Pay equity analysis and commitment Equal retention policies
- Equitable promotion practices
- Gender-forward recruitment policies and practices Capacity building opportunities for women employees Flexible work arrangements
- Childcare solutions
- Employee satisfaction surveys
- None
- Other: _____

15. The board holds the CEO/managing director accountable for making progress toward the provider's social goals. *Mark only one.*

- Yes
- No

16. What is your female staff turnover ratio (%)? _____

17. What percent of your organization's employees are women? _____

18. (If applicable) What percent of your loan officers are women? _____

19. What percent of your organization's board members are women? _____

20. Does your organization have a woman CEO? *Mark only one.* _____

- Yes
- No

21. Is there any additional information your institution would like to share regarding your institution's gender-focused efforts that have not already been shared or are not reflected in the answers to this survey?
