

Insights from Surveying Polio Vaccinators

Republic of the Congo
Campaign Round 1 and Round 2



Welcome To Your 60dB Results

We enjoyed hearing from 583 vaccinators who worked in Polio Vaccination Campaigns in Republic of the Congo in May and August– they had a lot to say!

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About the Survey

This study aims to understand vaccinators' experience with payments and identify ways to ensure payments are timely, complete and convenient.

Countries In This Report

 Republic of the Congo
(Insights from Round 1 & Round 2)

Other Countries Studied

 [Côte d'Ivoire](#)

 [Liberia](#)

Upcoming Countries

 Burkina Faso

 The Gambia

Purpose of the Study

Delays and challenges in vaccinator payments have been identified as a common issue affecting Polio campaign quality. The Global Polio Eradication Initiative (GPEI) is supporting a shift from cash payments to mobile money payments to improve the speed of payment, worker satisfaction, and Polio campaign quality in Africa. This study seeks to understand how vaccinators experience mobile money payments. Subsequently, these results will be compared to campaign performance to understand the relationship between worker payment experiences and campaign results.

We conducted two studies in the Republic of the Congo – in the first study we surveyed vaccinators two weeks after Round 1 of the campaign ([see Round 1 report](#)); we conducted the second study 4 weeks after Round 2 of the campaign. The purpose of surveying vaccinators twice is to understand how their experiences change over time. The follow-up survey allows us to track changes in vaccinators mobile money, payments, and the overall campaign experience. More details on the structure of the study can be found on [pages 7 to 9](#).

Digital Finance as a Part of Polio Outbreak Response Strategy

The WHO Digital Finance Team (DFT) as a part of the WHO polio outbreak response strategy was established in 2020. Its objective is to support the roll-out of mobile money for Polio campaigns and other health programs in the African region.

DFT is responsible for country operations, documentation, partnership management, capacity building and all other aspects of the digital payment initiative within WHO AFRO. In addition, it aims to build capacity within WHO to support adoption of an evidence-based, government-managed digital payment system for all health programs by Ministries of Health.

3 Headlines: What's Going Well?

1 Vaccinators find mobile money to be convenient. Nearly all successfully cash out their payments and report no challenges in doing so.

In both rounds, nearly all vaccinators had either cashed out all their payments at the time of the survey or had kept the funds in their accounts as savings or for future transactions. Only 2% of mobile money recipients in both rounds reported challenges with payment cash-out ([p 25](#))

Further, the convenience of mobile money as a mode of payment was also the top reason why vaccinators preferred it over cash ([p 34](#)).

2 Payment timelines improved in Round 2, compared to Round 1, which led to improved payment experience.

Vaccinators indicate valuing speed of payment over the amount of payment received ([p 36](#)). Hence, as payment timelines and vaccinators' perception of these timelines improved in Round 2, payment experience improved as well ([p 31](#)).

That payment timelines determine vaccinators' payment experience was also supported by qualitative evidence, as vaccinators report timely payments to explain positive payment experience, and payment delays to explain negative payment experience ([p 30](#)).

3 Mobile money is the preferred mode of payment among two-thirds of the vaccinators and provides a better payment experience than cash.

The unique payment structure of the campaign allowed us compare the experiences of those who received cash payments with those who received mobile money payments ([p 20](#)).

Mobile money recipients were more likely to report a good or very good payment experience (83%) compared to cash recipients (61%) ([p 32](#)).

Further, among those who participated in both rounds, less than 1 in 10 reported preferring cash over mobile money in Round 1 as well as Round 2, while 6 in 10 preferred mobile money in both rounds ([p 35](#)).

3 Headlines: Areas for Improvement

1 There is high turnover of vaccinators, and higher for female than male vaccinators between both rounds of the campaign.

Half of the vaccinators report factors related to campaign administration to explain why they could not participate in Round 2 of the campaign. This includes vaccinators who were deterred because of low salary levels or long payment timelines (14%) and those who did not participate because they were not invited or not notified about the second round of the campaign (43%). We find evidence that female vaccinators were more likely report the latter as a reason for drop-out compared to their male peers ([p 9](#)).

Food for thought:

High turnover and loss of already-trained vaccinators can impact campaign effectiveness. What can be done to better retain vaccinators, especially female vaccinators, across rounds?

2 Dissatisfaction with salary levels and lack of information on payment amount persist across both rounds of the campaign.

In both rounds, over half of the vaccinators report dissatisfaction with their salary ([p 38](#)). Further, also across both rounds, 2 in 5 vaccinators report not having any expected payment amount in mind, indicating information asymmetry around salary levels ([p 28](#)).

Low salary levels were also the top driver of 'fair', 'poor', and 'very poor' vaccinator experiences in both rounds of the campaign ([p 30](#)).

An idea: Ensure transparency around payment amount & composition, set clear payment expectations prior to the campaign, and assess if current salary levels are an adequate compensation for vaccinators given the nature of work.

3 Receiving payments in multiple instalments and receiving cash payments may be hampering payment experience.

In Round 2, half of the vaccinators received their payment in 2 instalments, and 1 in 5 vaccinators received at least a part of their payment in cash ([p 23](#)).

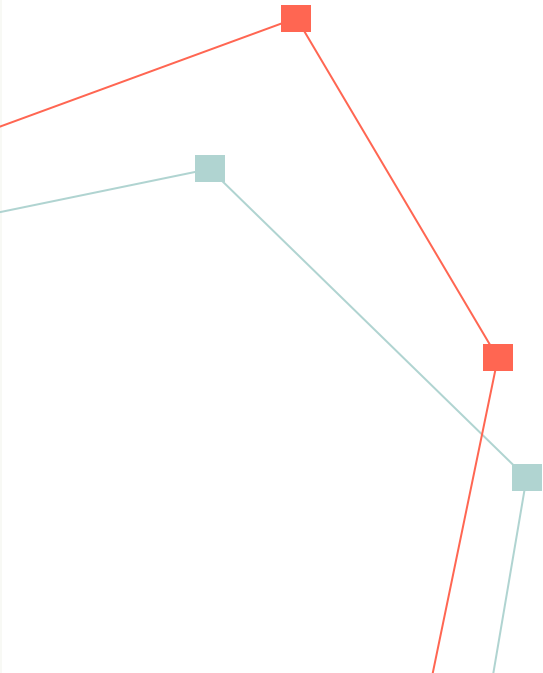
Receiving payments in multiple instalments as well as receiving cash payments are both linked with increased likelihood of poor payment experience among vaccinators ([p 29](#) and [p 32](#)).

Food for thought: How can payments be streamlined to encourage the use of a single mode of payment and sending the entire payment in one go?

Vaccinator Voices

We loved hearing from vaccinators who participated in the Polio campaigns in Republic of the Congo in May and August 2021.

Here are some voices that stood out.



Payment Experience

Vaccinators shared what made their payment experience good (50%), fair (13%), or poor (37%).

Good Payment Experience

“I found the payment to be quick with mobile money compared to the other campaigns before.” – Male, Round 1

“Compared to the previous campaign, this time the payment [through mobile money] was very quick.” – Female, Round 2

“Although the amount paid was small and I paid the withdrawal fee, I enjoyed receiving my payment via mobile money.” – Male, Round 2

Fair or Poor Payment Experience

“I went to Mongo Mpoukou district with bus ticket costing CFA 600 to collect CFA 3000. It’s like I received CFA 2400.” – Female, Round 2

“I felt like the Mobilisers were graciously taken more care of than me as they were paid in cash and not mobile money.” Female, Round 1

“In previous campaigns, they paid us on the same day, but they were not organized with payment this time.” – Female, Round 2

Overall Comments on Campaign Work

At the end of the survey, 26% vaccinators shared specific comments on their campaign work experience

“I was the only vaccinator in my group and that was so bad because I had a lot of work to do. Other vaccinators who were supposed to be with me.” – Male, Round 1

“There were many mountains in our place of work and the access was difficult and we had to walk painfully under the sun without protection, foods, and medication.” – Female, Round 1

“I suggest that we receive the training a few days before starting the campaign to better assimilate things.” – Male, Round 1

“I ask the organizers to pay us in cash and not by mobile money to avoid additional charges unless the money is sent with the charges.” – Male, Round 2

“I suggest that we are paid as much as possible and please make sure that we receive the real amount that the WHO sends.” – Female, Round 2

“I am still awaiting payment for one day of training and one additional day of work which remains unpaid to this day.” – Male, Round 2

Data Collection Approach (1/2)

We conducted phone-based surveys with 583 vaccinators who participated in the Polio campaign in Republic of the Congo in May and August 2021.

Set-Up

- We surveyed vaccinators over two rounds. Round 1 survey aimed to profile vaccinators and understand their experiences with the first round of the campaign. Our goal in the follow-up survey was to see how vaccinator's experiences changed between the two rounds.
- On average, we surveyed vaccinators ~20 days after they received their Round 1 payments, and ~45 days after they had received their Round 2 payments.
- 8 trained enumerators in Republic of the Congo remotely surveyed vaccinators over the phone.

Sampling

- For Round 1, we received contacts of ~830 vaccinators from 13 districts of Brazzaville and Pointe-Noire. We surveyed 521 of them, sampled at random.
- In Round 2, contacts of ~2700 vaccinators was provided. Of these, we interviewed 223 vaccinators who had also participated in Round 1 and 62 who had only participated in Round 2.
- Overall, ~966,000 children were vaccinated in Round 1 and ~1,222,200 in Round 2 of the polio campaign in Republic of the Congo.

Summary of data collected

- **Survey Mode:** Phone
- **Country:** Republic of the Congo
- **Language:** English
- **Round 1 Campaign:** May 27 – 29, 2021
- **Round 1 Survey:** June 15 – July 2, 2021
- **Round 2 Campaign:** August 20 – 23, 2021
- **Round 2 Survey:** September 30 – October 29, 2021
- **Round 1 Response Rate:** 90%
- **Round 2 Response Rate:** 87%
- **Wrong Numbers:** 1%
- **Unwilling to be Interviewed:** 2%

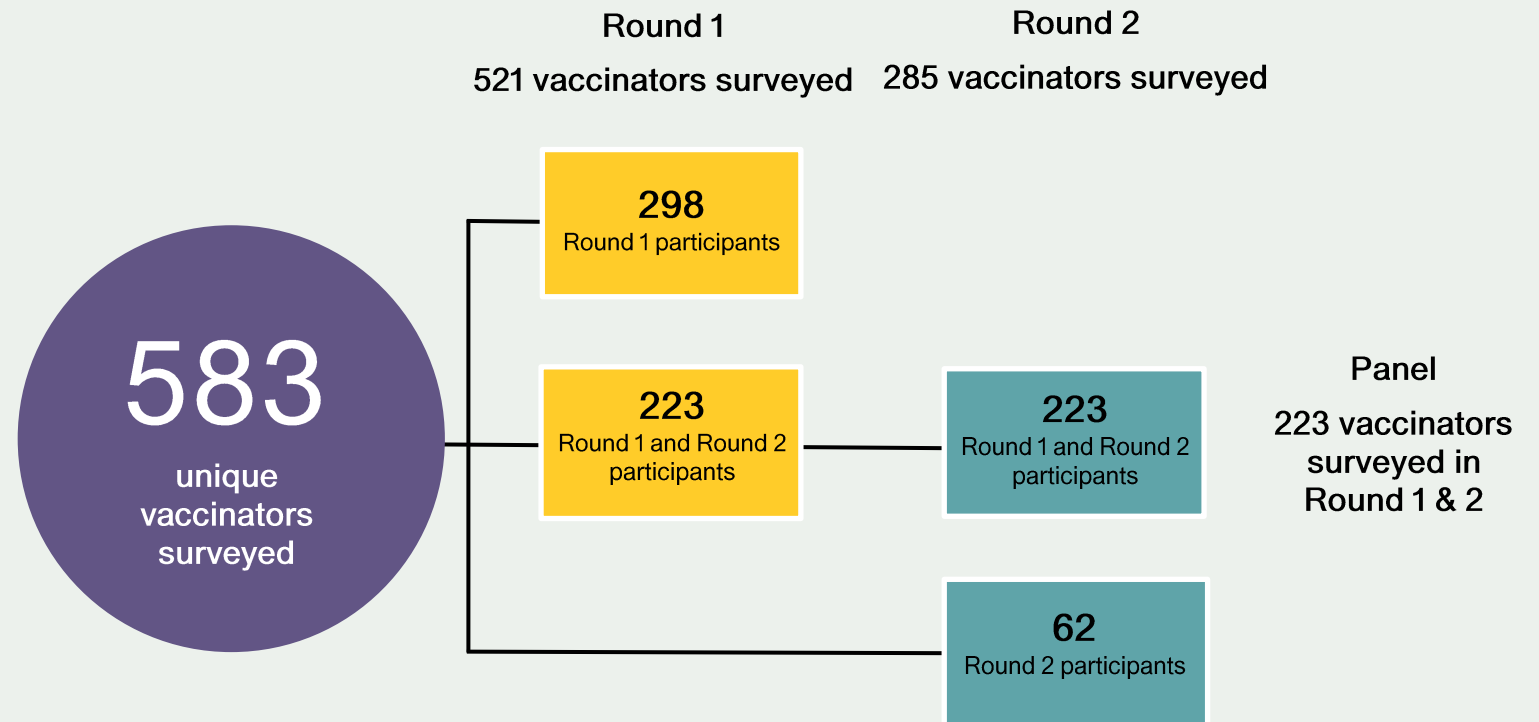
Data Collection Approach (2/2)

In July 2021, we surveyed 521 vaccinators to understand their [campaign and payment experiences in Round 1](#) of the polio campaign. In October, we spoke with 285 Round 2 vaccinators which included:

- 223 of 521 vaccinators from Round 1 who also participated in Round 2. We refer to this group as the 'Panel' group.
- 62 vaccinators who participated only in Round 2 of the campaign. This was done to understand the experiences of new vaccinators who joined the campaign in Round 2.

Additionally, in October, we also re-surveyed 54 Round 1 vaccinators who dropped out after this round to understand their [reasons for non-participation in Round 2](#).

Of the 583 vaccinators surveyed, 223 participated in both rounds of the campaign.



Reasons For Non-Participation in Round 2

Female vaccinators comprised of 69% of the Round 1 workforce, but formed a higher proportion of the sub-sample that did not participate in the campaign after Round 1 (82%). This indicates that Round 1 female vaccinators may have been more likely not to participate in Round 2 compared to their male peers.

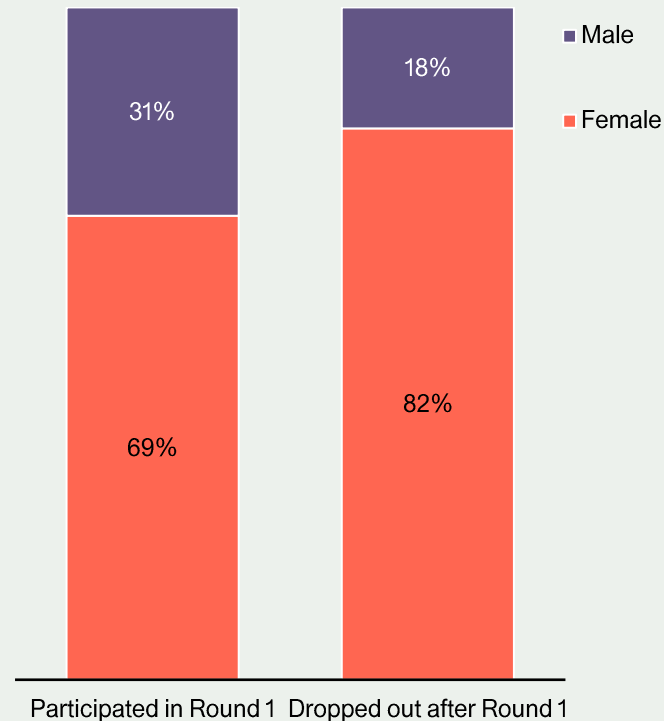
Further, a higher proportion of female than male vaccinators cited not being notified or invited to participate in Round 2 as a reason for non-participation.

Note that the sample of non-participants is too small for these results to be conclusive.

We asked 54 Round 1 vaccinators to share why they did not participate in Round 2. Female vaccinators were slightly more likely to drop out than their male peers.

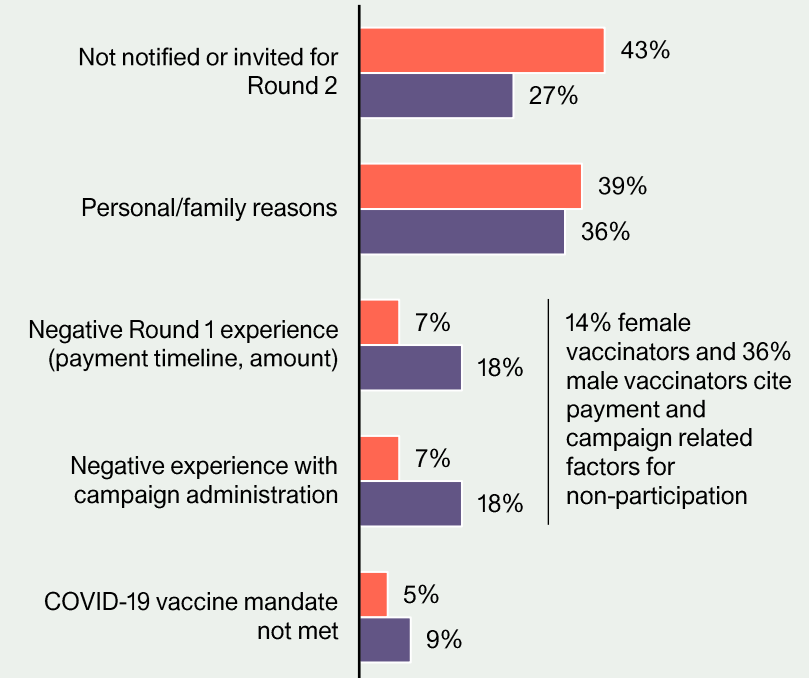
Vaccinators' Round 1 Participation and Post Round 1 Drop-out by Gender

(Participated in Round 1 n = 521, Dropped out after Round 1 n = 54)



Reasons for Non-Participation in Round 2

Q: Can you share with us why you did not participate in Round 2 of the Polio campaign? (Open ended, coded by 60 Decibels, n = 54)



Participated in Round 1 Dropped out after Round 1

Key Questions We Set Out to Answer

- Who Are The Vaccinators?
 - Vaccinator Profile: Demographics
 - Vaccinator Profile: Mobile Money Access
 - Vaccinator Profile: Work Profile
- Campaign Experience
 - COVID-19 Concern During Campaign
 - Vaccinator Training & Campaign Participation
 - Time Spent On Campaign Activities
- Mobile Money and Payments
 - Nature of Payments- Payment Composition and Modes
 - Time Taken to Cash Out Payments
 - Mobile Money Experience
- Payment Experience of Vaccinators
 - Experience with Cashing Out Payments
 - Perception of Payment Delay
 - Payment Expectations
 - Payment Experience
- Vaccinator Preference and Perceptions
 - Preference for Mobile Money
 - Willingness to Wait For Payments
 - Perception of Work & Job Satisfaction

“Please monitor opportunities for us to work in polio campaigns. I received 2000 via cash delivered by my sister who went at the center while expecting 3000 for extra work.”

Vaccinator Profile: Demographics

At the time of the survey, 99% of vaccinators in Round 1 and 97% in Round 2 had received their payment.

In Round 1, 97% of all vaccinators received their payments entirely via mobile money. In Round 2, 78% received their payments entirely via mobile money, while others received at least a portion of their payment in cash.

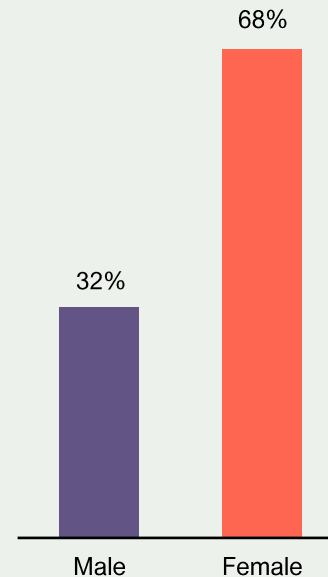
A similar proportion of female vaccinators participated in both rounds of the campaign (70% in Round 1 and 68% in Round 2).

7 in 10 vaccinators are female. They were slightly less likely to have tertiary education compared to their male peers.

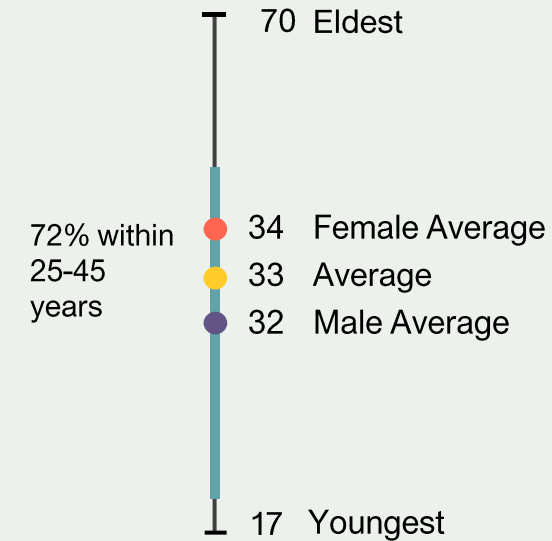
About the Vaccinators We Spoke With in Round 1 and Round 2

Data relating to vaccinator characteristics collected the first time a vaccinator was surveyed (n=583)

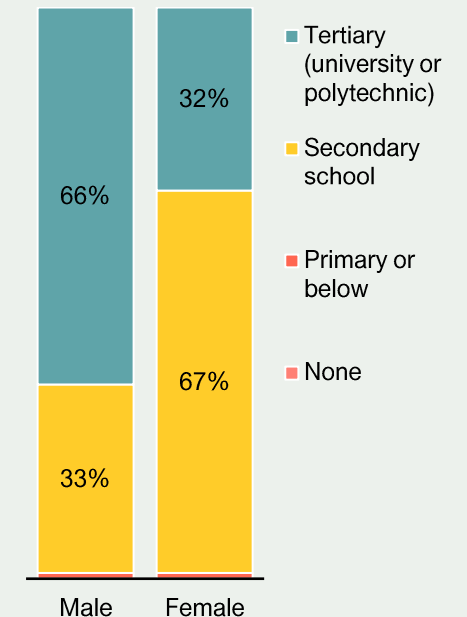
Gender



Age



Education



Vaccinator Profile: Mobile Money Access

90% vaccinators reported having a mobile money account registered in their own name, while others use an account registered on the name of their spouse, family member, or acquaintance. Vaccinators could choose the mobile financial service provider they wanted to receive payments: 74% use only MTN, 1% use only Airtel, and 25% use both MTN and Airtel

All vaccinators reported having used their mobile money accounts for withdrawing payments prior to the 2021 polio campaign. They also reported bill payments and purchasing internet packages as some of their other mobile money transactions.

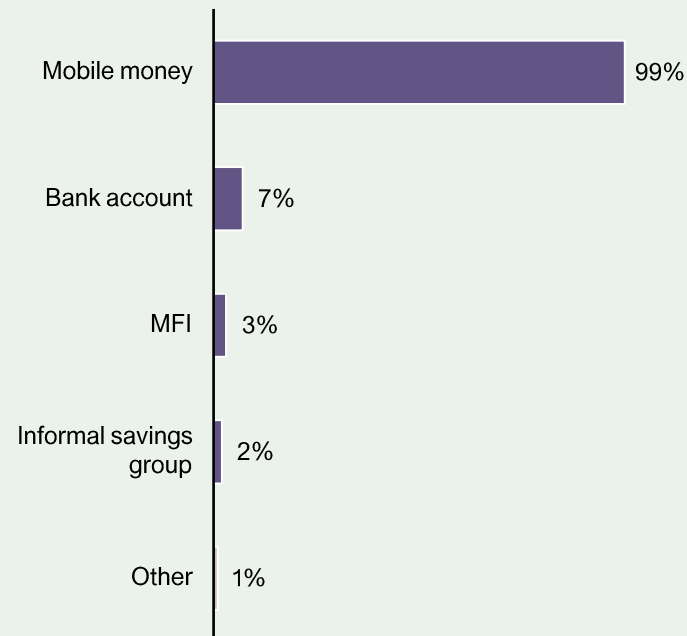


No meaningful difference in mobile money usage by gender.

Mobile money is the most prevalent form of financial account used by vaccinators. It is used widely for various types of financial transactions.

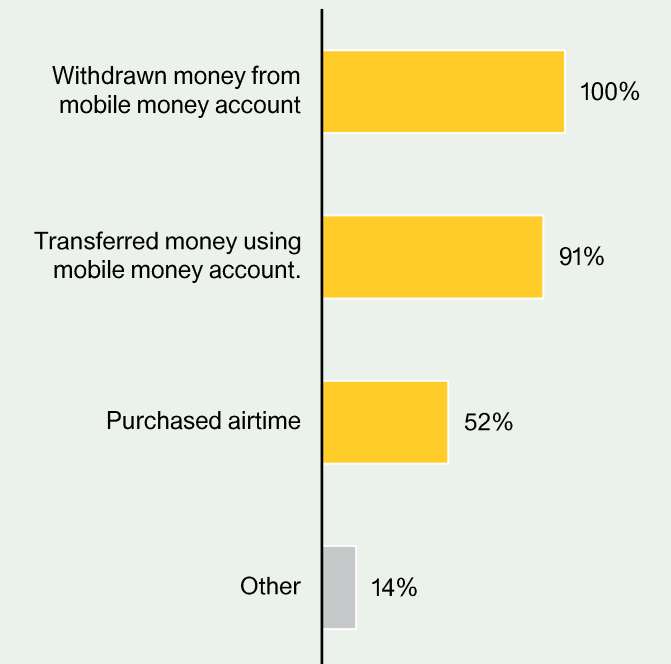
Mobile Money Usage

Q: Do you currently use any of the following? (Tick all that apply) (n=583)



Round 2: Prior Mobile Money Transactions

Q: Before your work with the Polio campaign, which of the following have you used your mobile money account for? (Asked in Round 2 only, tick all that apply) (n=285)



Vaccinator Profile: External Work

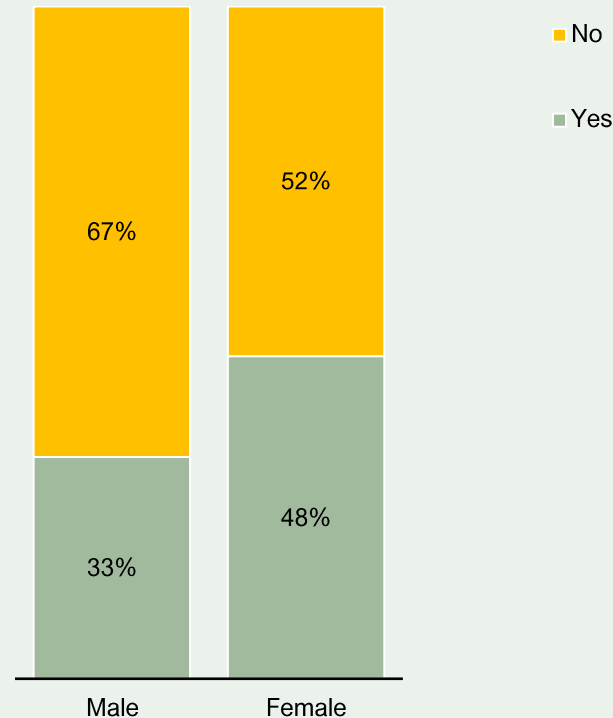
43% of vaccinators surveyed across both rounds reported being engaged in paid work outside the polio campaign.

Male vaccinators were nearly twice as likely to be small business owners compared to their female peers.

Female vaccinators were more likely to be working for pay outside the campaign and be employed as a health worker in a public or private facility compared to their male peers.

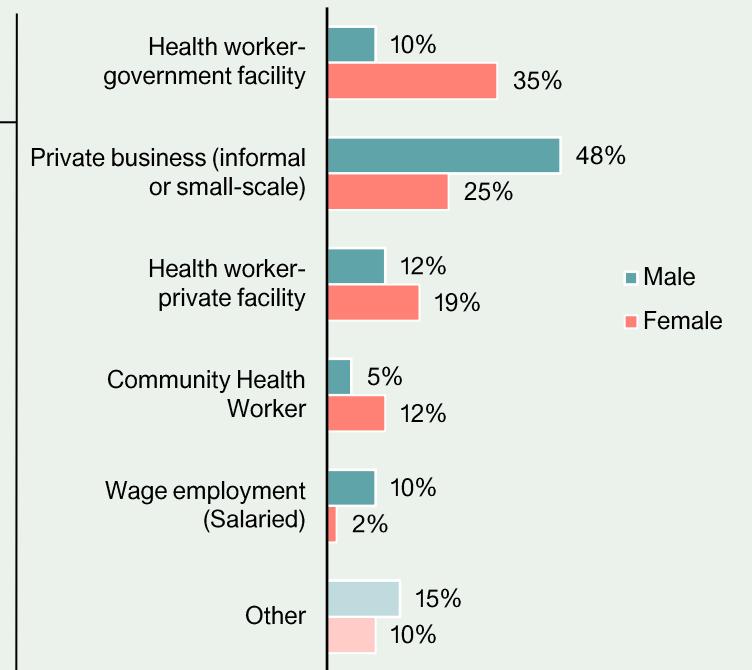
Paid Work Outside the Campaign

Q: Aside from contributing to vaccination efforts, do you do any other kind of work for pay? (Female n = 396, Male n = 187, n = 583)



Jobs of Vaccinators Outside the Campaign

Q: What kind of a job or activity is it? Select all that apply. (Female n = 188, Male n = 61, n = 249)



Vaccinator Profile: Previous Campaign Work

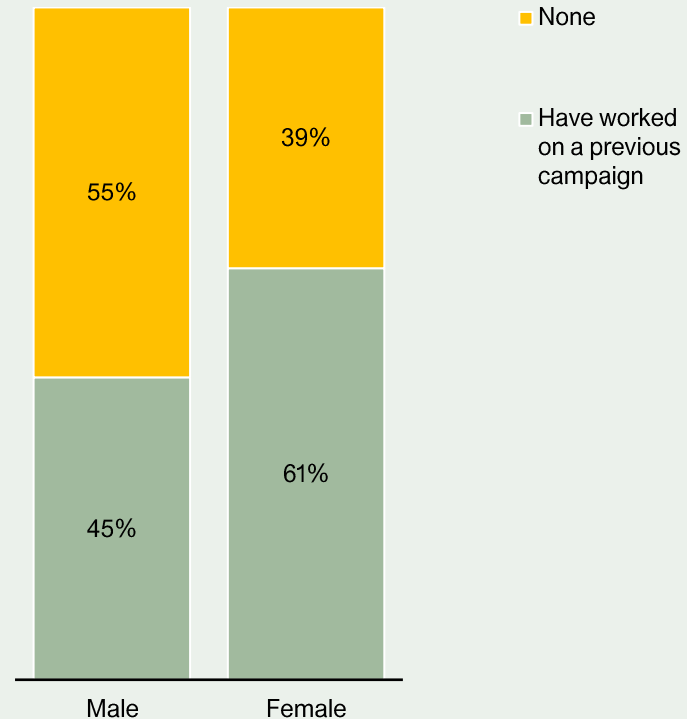
We asked vaccinators about their prior experience working in vaccination campaigns.

On average, vaccinators with tertiary education have participated in fewer campaigns (3.6) compared to their peers with primary or secondary education (5.4).

Female vaccinators had more experience working in prior campaigns compared to their male peers.

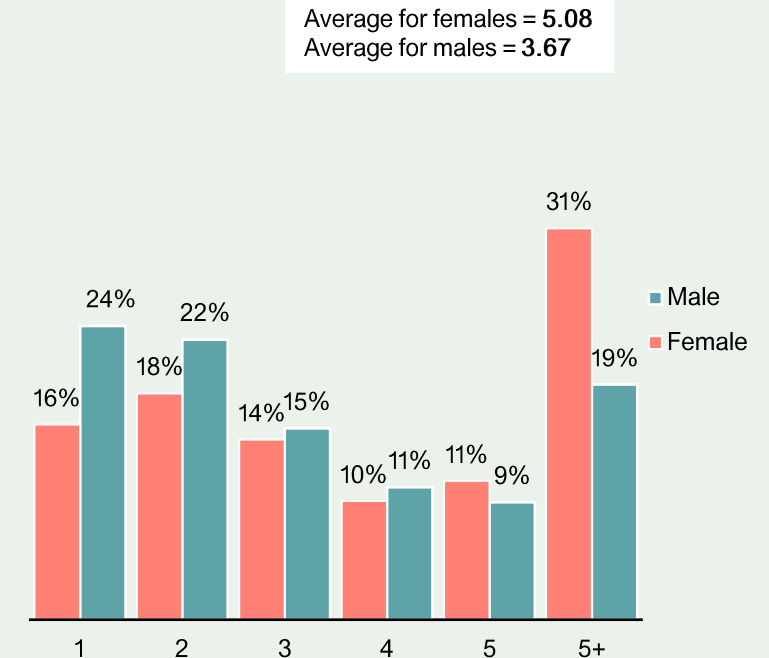
Previous Work on Vaccination Campaigns

Q: Before your work in the Polio campaign, how many other vaccination campaigns did you participate in? (n = 583)



Number of Prior Vaccination Campaigns Participated in

(Female n = 243, Male n = 85, n = 328)



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“I want all field vaccination officers to be vaccinated against COVID-19 for their protection during other vaccination campaigns.”

COVID-19 Concern During Campaign

Level of concern about contracting COVID-19 was low and similar across all districts.

There is a slight but statistically significant difference in the adoption of face masks during the campaign by region. Vaccinators from Brazzaville were slightly more likely to report 'always' wearing a mask (91%) compared to their peers from Pointe-Noire (85%).

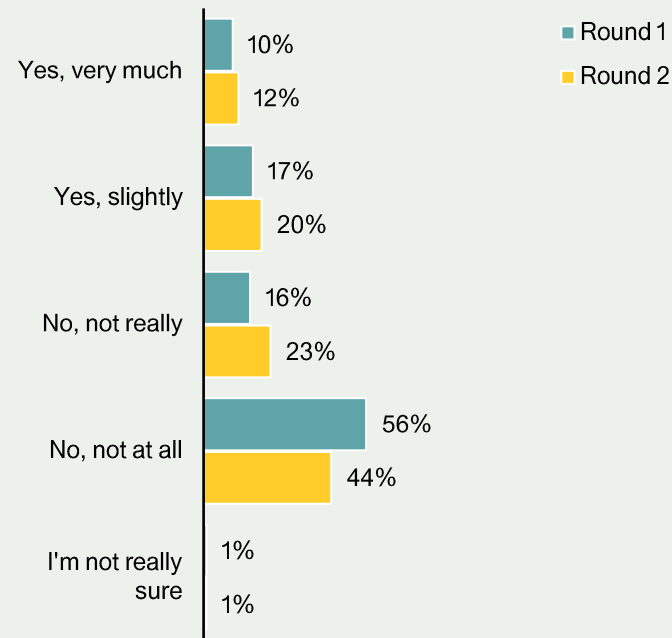


No meaningful difference in COVID-19 concern by gender.

In both rounds, only 1 in 10 vaccinators were 'very much concerned' about contracting COVID-19 while working, and 9 in 10 reported 'always' wearing a mask.

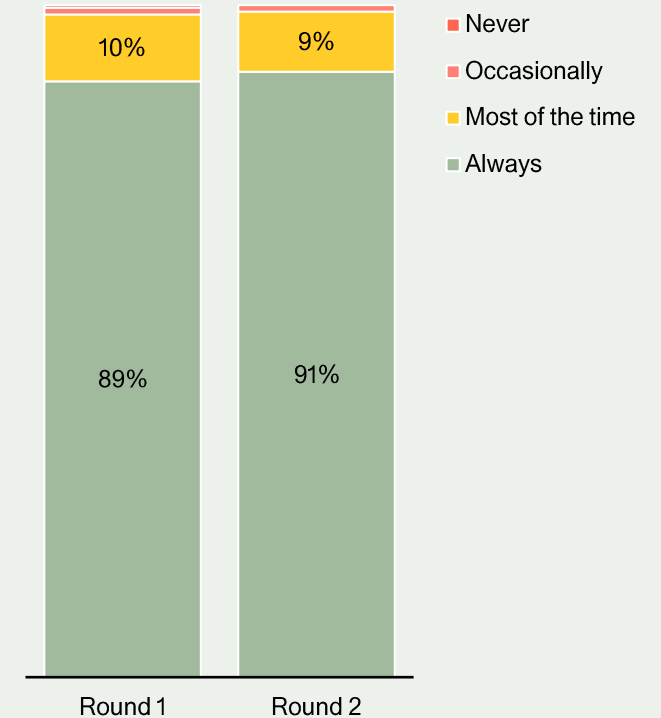
Concern About COVID-19

Q: Were you concerned about contracting COVID-19 while doing vaccination? (Round 1 n = 521, Round 2 n = 285)



Usage of Face Masks During Campaign

Q: How often did you wear a mask during the campaign? (Round 1 n = 521, Round 2 n = 285)



Vaccinator Training & Campaign Participation

Only 12 of 583 vaccinators across both rounds reported that they were unable to work on all the days that they were scheduled to work. This was on account of being unwell or attending another paid job.

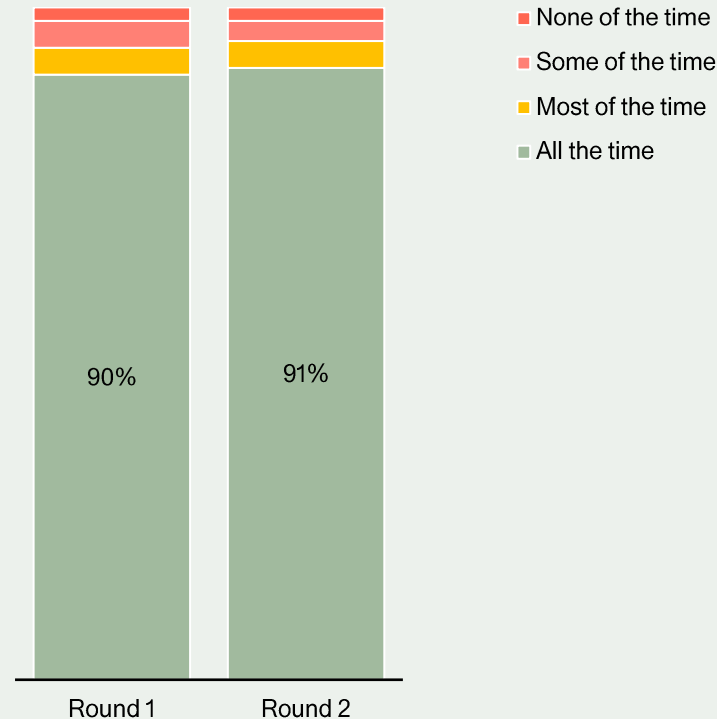


No meaningful difference in campaign participation by gender.

Across both rounds, nearly all vaccinators reported working on all days of the campaign. 9 in 10 reported that their supervisor was present 'all the time' during their training.

Supervisor Attendance During Training

Q: For how much of the training was your direct supervisor present? (Round 1 n = 521, Round 2 n = 285)



Campaign Worker Attendance

Q: Over the course of the campaign, were there any days that you were scheduled to work but you were not able to work? (Round 1 n = 521, Round 2 n = 285)

98%

Round 1 campaign workers present on all days of training and campaign


99%

Round 2 campaign workers present on all days of training and campaign

Time Spent On Campaign Activities

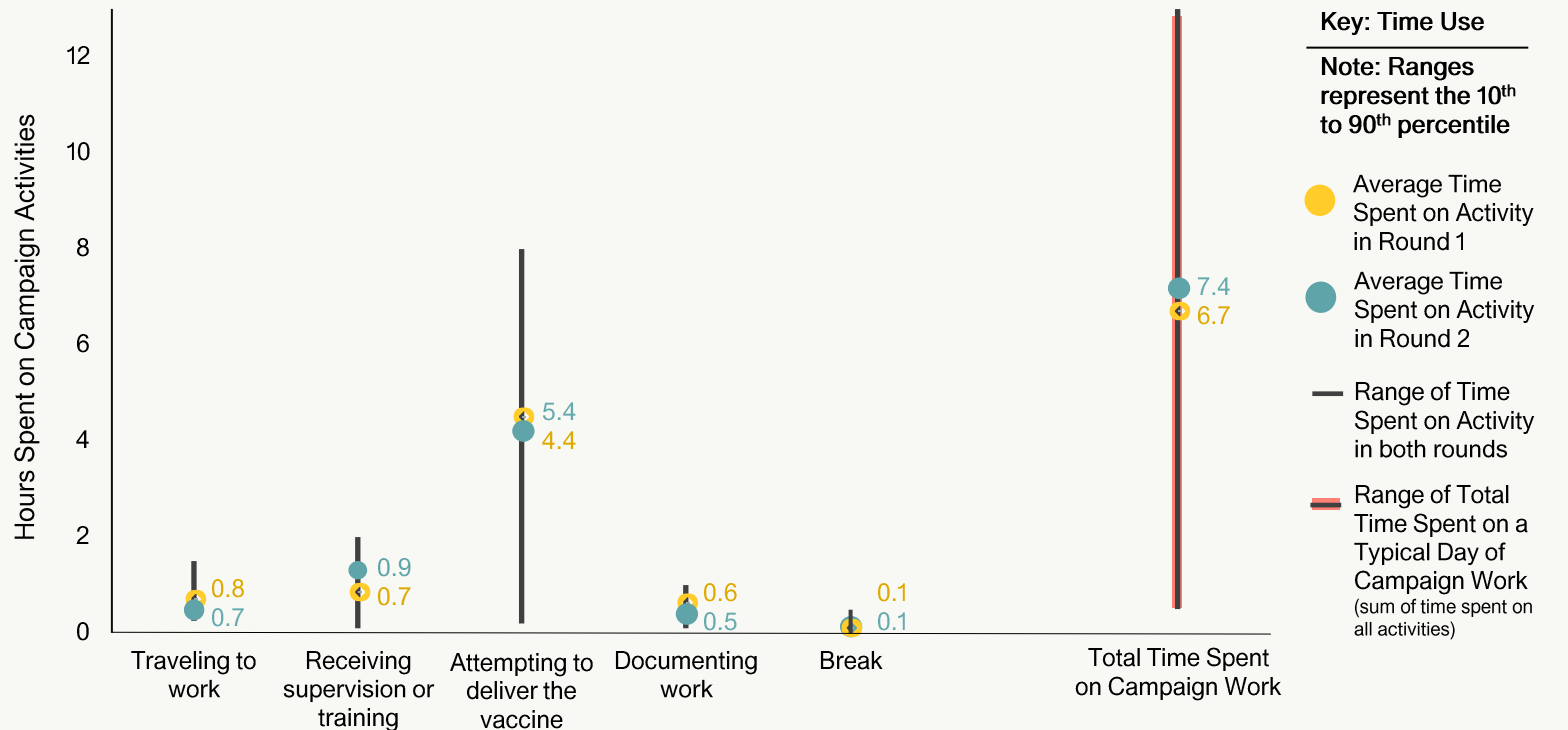
On average, vaccinators who participated in both rounds spent an hour more on attempting to deliver the vaccine in Round 2 compared to Round 1.

Vaccinators' time spent on other tasks like traveling to work, receiving training, documentation and taking breaks was similar across both rounds.

 No meaningful difference in time use by gender.

Panel: Number of Hours Spent on Campaign Work by Activity

Q: On a typical day at work, during the campaign, how many hours of this time did you spend on each of the following activities? (n = 223)



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“We worked for 4 days and I only received one installment and I don't know why. I am still waiting for the rest of my payment.”

Payment Composition

Vaccinators were paid ~USD 20 (CFA 11,385) for campaign work. This included:

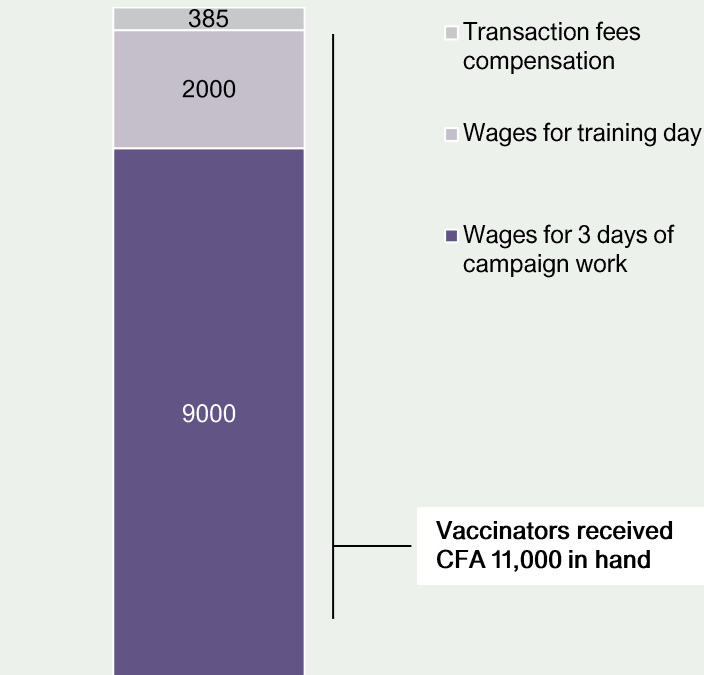
- ~USD 16 (CFA 9,000) for 3 days of campaign work.
- ~USD 3.5 (CFA 2,000) as wages for 1 day of training .
- ~USD 0.5 (CFA 385) to cover mobile money transaction fees, deducted at the point of collection.

Vaccinators received ~USD 19 (CFA 11,000) in hand.

In both rounds, vaccinators were sent CFA 11,385 as total payment, of which CFA 385 covered mobile money transaction fees. They received CFA 11,000 in hand.

Payment Composition

Vaccinators' payment for 1 day of training and 3 days of campaign work.



Nature and Mode of Payment

In Round 2, we asked vaccinators about the number of instalments they received payments in, and the mode of payment used for each of these instalments.

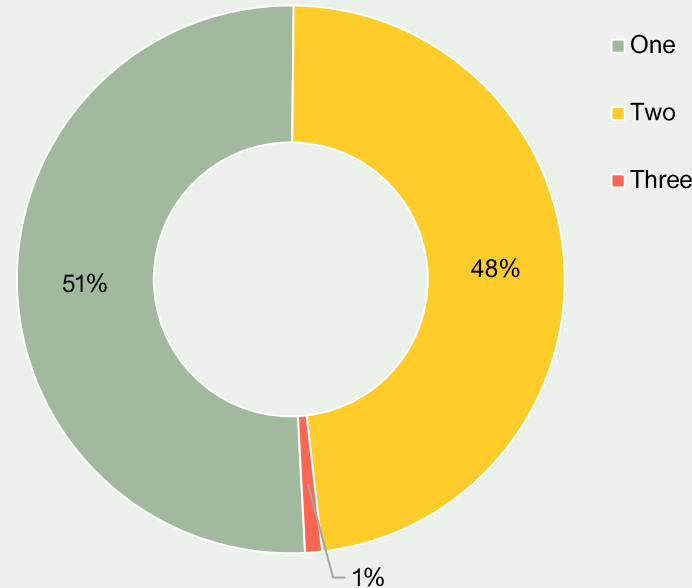
Nearly half of the vaccinators received payments in 2 instalments - they received the wages for 3 days of campaign work as one instalment, and wages for the training day as a second instalment.

Overall, 22% vaccinators who had received payments, received at least one payment instalment in cash.

Half of the vaccinators received their payment in 2 instalments, and 1 in 5 vaccinators received at least a part of their payment in cash.

Round 2: Number of Instalments

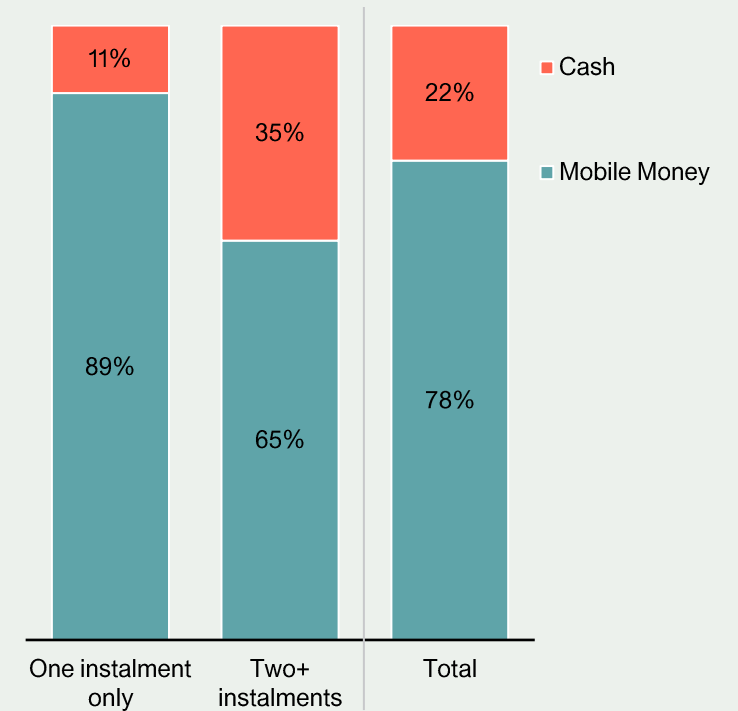
Q: How many instalments did you receive your payment in?*
(n = 278)



*These questions were only asked in the Round 2 survey. Those who had not received payments at the time of the survey did not answer these questions.


Round 2: Mode of Payment

Q: For each instalment that you have received I am going to ask you to list how you were paid*. (One instalment only n = 143, Two+ instalments n = 135, Total n = 278)



Time Taken to Cash Out Payment

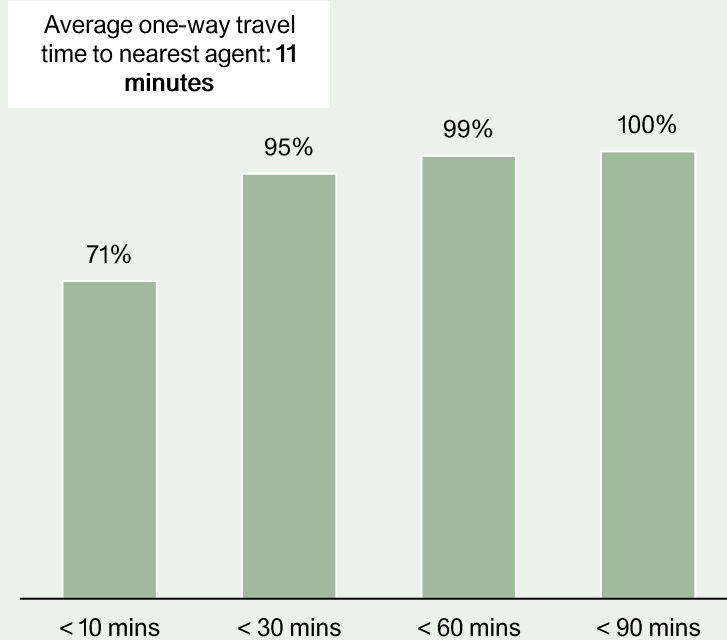
Fewer than 1 in 10 vaccinators in both rounds had to spend more than 30 minutes on both one-way travel and cashing out payment from an agent.

 No meaningful difference in time taken to cash out by gender.

In both rounds, vaccinators spent ~15 minutes on average on both one-way travel to the agent and cashing out their payments.

Time Taken for One-Way Travel to the Nearest Mobile Money Agent

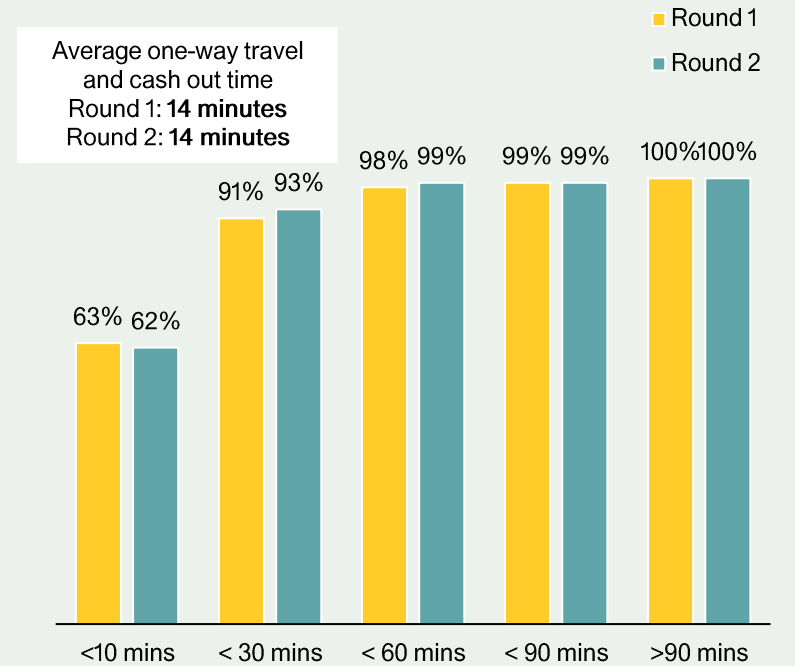
Q: How long does it take you to travel to your nearest mobile money agent, in minutes?*(Round 1 n = 500, Round 2 n = 58, Total n = 558)



*This question was asked to all vaccinators once, i.e. the first time they were surveyed. 4% vaccinators responded 'Do not know'.

Time Taken to Reach and Cash Out Mobile Money Payment

Q: How long did it take you to travel to a mobile money agent and cash out your payment?†(Round 1 n = 437, Round 2 n = 239)



† This question was asked to vaccinators in both rounds. Excludes 15% vaccinators from Round 1 and 9% vaccinators from Round 2 who either had not travelled to cash out payments or responded "Do not know".

Mobile Money Experience

In Round 2, we noted that vaccinators who had received at least a part of their payment via cash were significantly less likely to report being 'very confident' about being able to get the cash out of their account when needed (51%) compared to those who received payments fully via mobile money (71%).

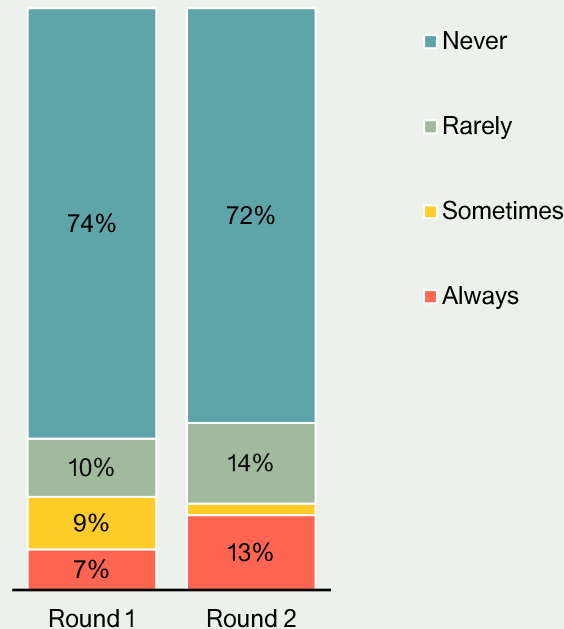


No meaningful difference in mobile money experience by gender.

Among vaccinators who participated in both rounds, confidence related to cashing out payments successfully saw a slight decline.

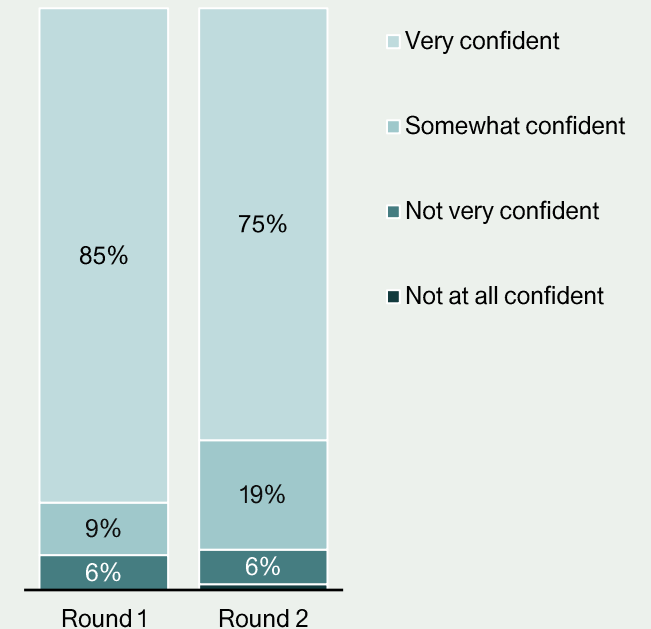
Panel: Independence in Using Mobile Money

Q: When you use your mobile money account, how often do you ask someone else for help? (n = 223)



Panel: Confidence in Cashing Out Payments When Needed

Q: Imagine you needed to get cash out of your mobile money account. How confident are you that you can get all the cash in your account when you need it? (n = 223)



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“You should take time with district chief and mobilizers to make things easy for vaccinators with communication.”

Experience With Cashing Out Payments

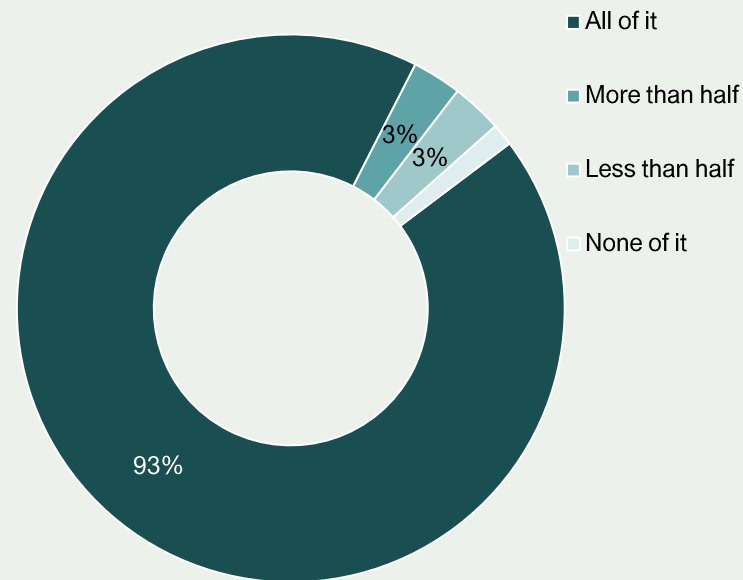
At the time of the Round 1 surveys, 99% of vaccinators had received their payment. At the time of the Round 2 surveys, 97% of vaccinators had received their payments. Nearly all vaccinators in both rounds had cashed out their payment fully.

Only a handful of vaccinators across both rounds faced challenges with cashing out their payments (2%).

Across both rounds, more than 9 in 10 vaccinators had cashed out all their payment. The rest were planning to save the money or use it for future transactions.

Proportion of Payment Cashed Out

Q: How much of your payment have you taken out of your account as cash so far? (Round 1 n = 511, Round 2 n = 261, Total n = 772*)



*Excludes observations for those who did not receive payments, or received only cash payments. The 'Total n' is the number of responses for this question, and includes 2 responses from those surveyed in both rounds.

Reason for Not Cashing Out All Payment

Q: What is the primary reason you have not yet cashed out your full payment? (Round 1 n = 37, Round 2 n = 17)

1. Desire to save money / keep for future use in mobile account

(72% of those who did not cash out all payments: 5% of all vaccinators who received payment)

“It’s safer to keep the money there [mobile money account] until I need it.”- Male, Round 1

2. Transfer to friend or relatives:

(13% of vaccinators who did not cash out all payments: 1% of all vaccinators)

“I activated bundles, transferred money to my daughter. I didn’t withdraw cash.” -Female, Round 2

3. Use it for online purchase

(9% of vaccinators who did not cash out all payments: 1% of all vaccinators)

“I wanted to save a little for certain operations such as purchasing airtime.”- Female, Round 1

Payment Timelines

In Round 1 as well as Round 2, nearly all received at least a part of their payment within 10 days of campaign end. In Round 2, 4 in 5 received full payment within 10 days.

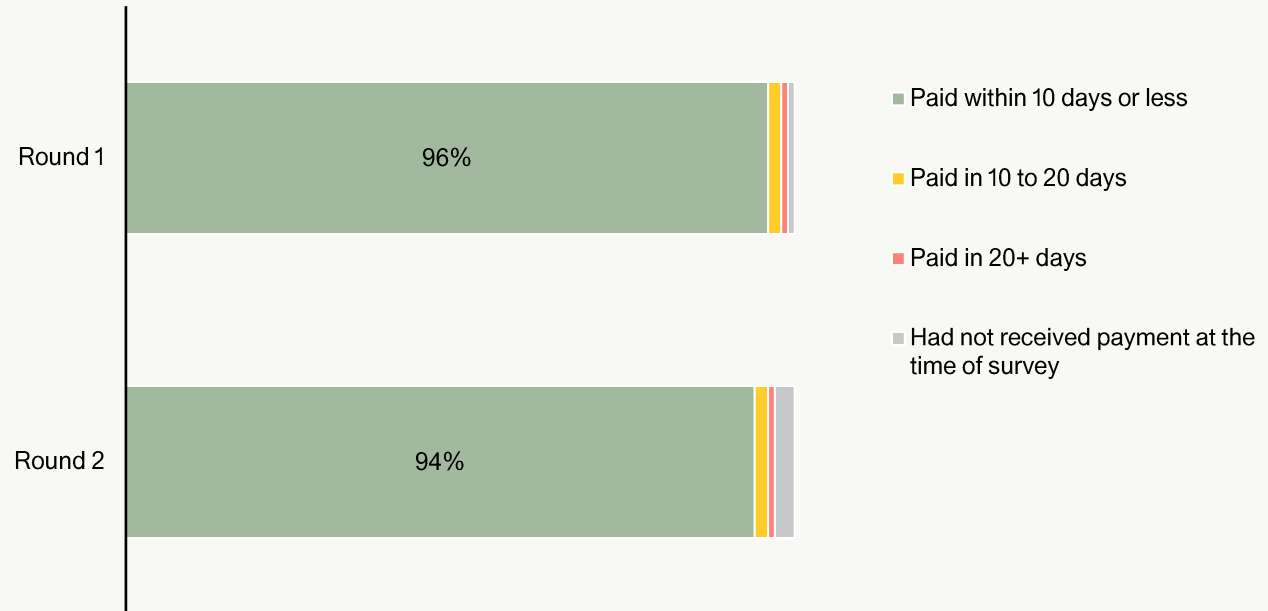
In both rounds, vaccinators received at least their first payment instalment within 3.5 days of campaign end.

In Round 2, we collected data on the timeline of each instalment. On average, vaccinators reported receiving their full payment (i.e. all instalments) within 7 days of the campaign end.

Overall, in Round 2, 94% of vaccinators received at least the first instalment within 10 days of the campaign end, and 81% of vaccinators received both instalments within 10 days of the campaign's end.

Payment Timelines for First or Only Payment Instalment by Round

(Round 1 n = 379, Round 2 n = 268)



Perception of Payment Delay

Vaccinators were more likely to report receiving payment at the expected time in Round 2 compared to Round 1.

In both rounds, on average, vaccinators who reported receiving payments at the expected time also reported getting paid 2 days sooner than their peers who did not receive payments at the expected time (3 days vs. 5 days).

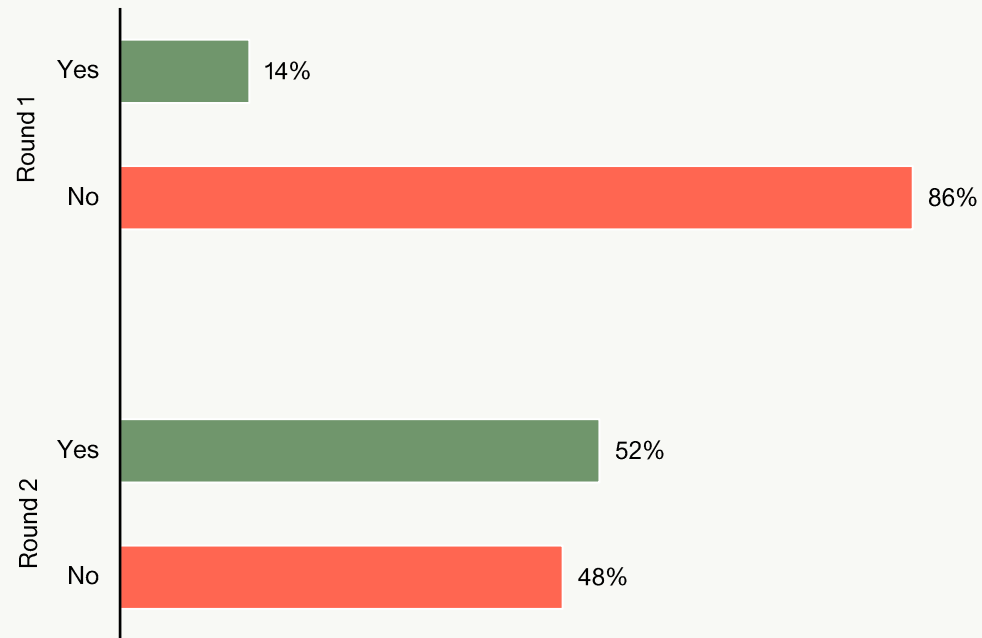
This indicates that in Republic of the Congo, vaccinators expect to receive payments within 3 days of the campaign end on average.



No meaningful difference in perception of delay by gender.

Vaccinator Perception of Payment Delay

Q: Did you receive payment at the expected time?* (Round 1 n = 517, Round 2 n = 278)



Average number of days to first payment notification

3

5

3

5

*Excludes those who did not receive payments

Expected and Actual Payments Amounts

We asked vaccinators how much they received as payment for their work in the campaign, and what was the expected payment amount they had in mind. In both rounds, 40% had no expected amount in mind. For the others, we calculated an *expectation gap** by subtracting the 'expected payment amount' from 'actual payment amount'.

In Round 2, vaccinators who had also participated in Round 1 were more likely to report being paid as expected (15%) compared to new vaccinators (7%), likely because they had payment information from Round 1 to set their expectations.

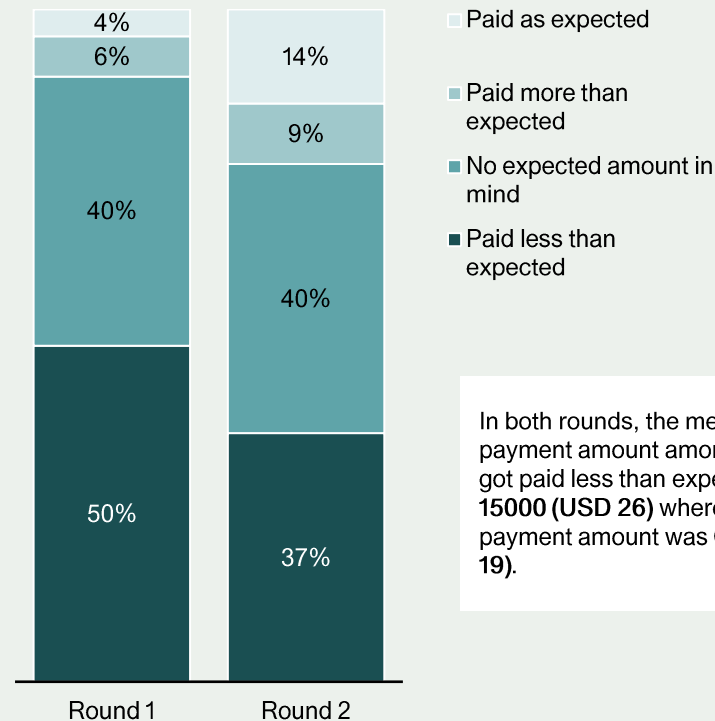


No meaningful difference in payment expectations by gender.

2 in 5 vaccinators in both rounds did not have an expected payment amount in mind. The proportion of vaccinators who got paid less than their expectations reduced in Round 2.

Payment Expectation Gap by Round

Expectation gap* = reported payment expectation in CFA less reported actual payment amount in CFA. (Round 1 n = 518, Round 2 n = 216)



In both rounds, the median expected payment amount among vaccinators who got paid less than expected was CFA 15000 (USD 26) whereas the actual payment amount was CFA 11000 (USD 19).

Payment Experience by Round (1/2)

The proportion of vaccinators reporting a 'good' or a 'very good' payment experience in Round 2 (56%) was higher than in Round 1 (38%).

Panel Insight: Among vaccinators who participated in both rounds, fewer reported a 'poor' or 'very poor' payment experience in Round 2 (26%) compared to Round 1 (41%).

Additionally, new Round 2 vaccinators were also significantly more likely to report a 'good' or 'very good' payment experience (61%) compared to Round 1 vaccinators (38%). This implies that Round 2 payment experience was better for new and old vaccinators alike.

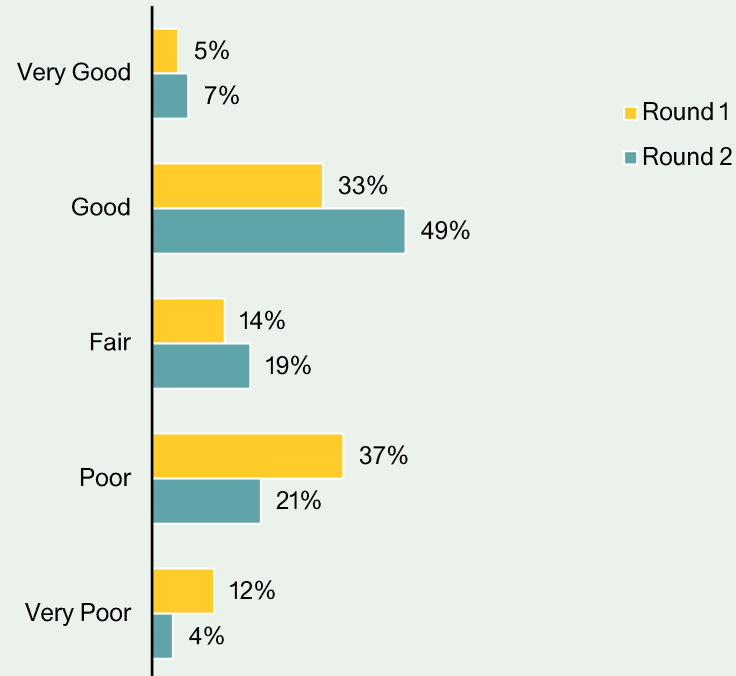


No meaningful difference in payment experience by gender.

Payment experience improved in Round 2 compared to Round 1. In Round 2, those who received payment in a single go report a more positive payment experience.

Payment Experience Rating by Round

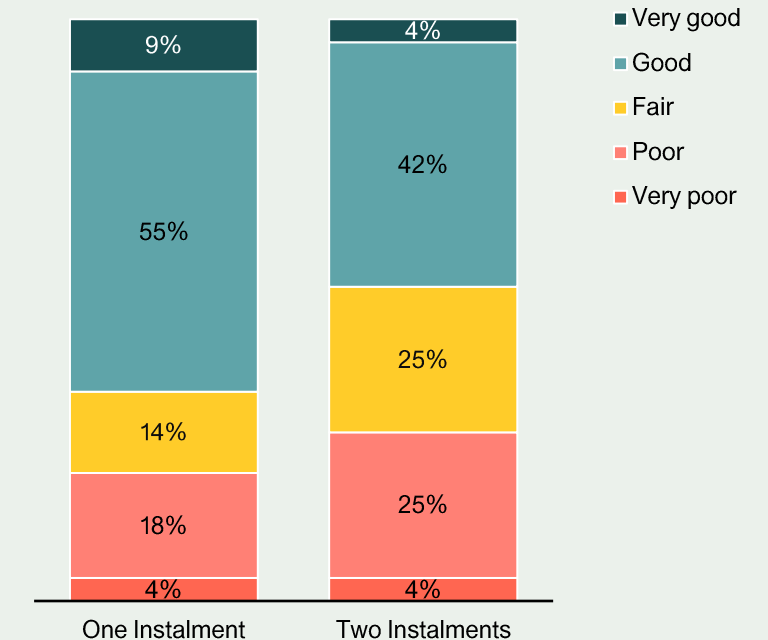
Q: Overall, how was your payment experience during the [first / second] round of the campaign? (Round 1 n = 517; Round 2 n = 278)



Round 2: Payment Experience by Number of Instalments

Q: Overall, how was your payment experience during the second round of the campaign?(n = 278)

Q: How many instalments did you receive your payment in?*(n = 278)



Payment Experience by Round (2/2)

Good payment experience was largely driven by mode and timeliness of payment. The top causes of poor payment experience were low amounts and delayed payments.

Round 1		Round 2		Round 1		Round 2	
38% had a “very good” or “good” payment experience		56% had a “very good” or “good” payment experience		61% had a “fair”, “poor” or “very poor” payment experience		44% had a “fair”, “poor” or “very poor” payment experience	
(n = 195)		(n = 157)		(n=322)		(n=121)	
63%	Mobile money was a good mode of payment (24% of all Round 1 vaccinators)	41%	Payment came on time (20% of all Round 2 vaccinators)	71%	Payment amount was low (44% of all Round 1 vaccinators)	50%	Payment amount was low (19% of all Round 2 vaccinators)
55%	Payment amount is good – sufficient, reasonable and as per expectations (21% of all Round 1 vaccinators)	21%	Payment amount is good – sufficient, reasonable and as per expectations (11% of all Round 2 vaccinators)	34%	Payment was delayed (21% of all Round 1 vaccinators)	13%	Payment was delayed (5% of all Round 2 vaccinators)
32%	Smooth payment and cash out process (12% of all Round 1 vaccinators)	15%	Payment experience was better than first round (8% of all Round 2 vaccinators)	13%	Payment came in installments (8% of all Round 1 vaccinators)	3%	Payment came in installments (~1% of all Round 2 vaccinators)

Payment Experience by Perception of Delay

Payment experience was most positive among those who reported receiving payments at the expected time in Round 2.

Within rounds, vaccinators who reported receiving their payments at the expected time were also more likely to report a 'good' or 'very good' payment experience.

Perception of Payment Delay and Payment Experience



Payment Experience by Payment Mode

As we saw earlier ([p 21](#)), nearly 2 in 10 vaccinators received at least a part of their payment via cash in Round 2. This allows us to compare payment experience of vaccinators by the mode of payment.

Across both rounds only a handful of vaccinators reported challenges with payments. However, the incidence of challenges was slightly higher among cash recipients (9%) than mobile money recipients (2%).

Challenges with cash primarily revolved around long travel and waiting time for cash collection. The handful of mobile money challenges were related to network issues.

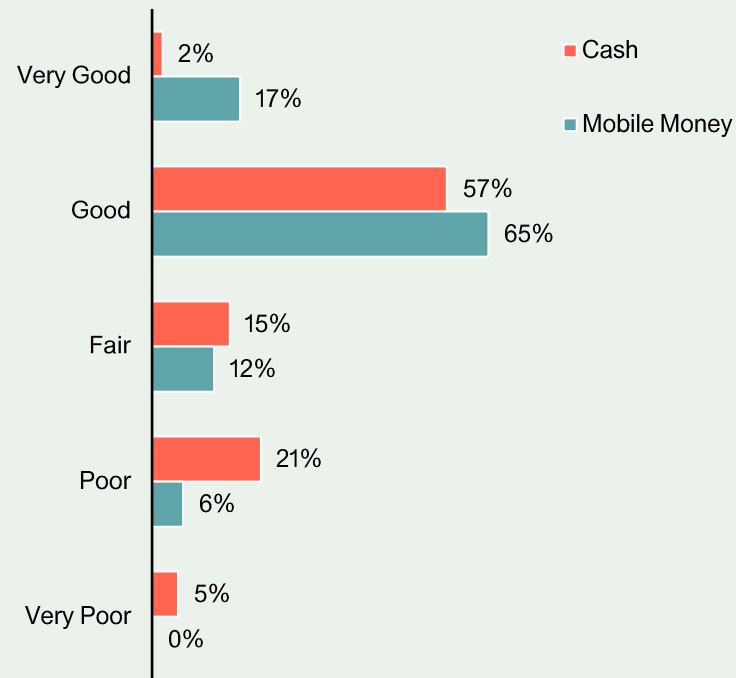


No meaningful difference in payment experience by gender.

Overall, vaccinators who received their payment via mobile money report a slightly more positive payment experience than those who received cash payments.

Round 2: Payment Experience Rating by Payment Method

Q: Specifically, how was your experience with receiving payment via [cash/mobile money]? (Cash n = 61; Mobile Money n = 261*)



“I did not receive training payment, I had to walk a long way to collect cash payment”-Female, Round 2

“Payment is simple and with mobile money, you are free to collect at any time.”-Male, Round 2

*This question was added after the pilot phase of the project. Hence, 'n' is less than 278 (i.e. the total number of vaccinators who had received Round 2 payments at the time of the survey. 44 of 61 vaccinators who got cash payments also got one of their instalments via mobile money. They were asked about both- their experience with cash and mobile money.

Key Questions We Set Out to Answer

- Who Are The Vaccinators?
 - Vaccinator Profile: Demographics
 - Vaccinator Profile: Mobile Money Access
 - Vaccinator Profile: Work Profile
- Campaign Experience
 - COVID-19 Concern During Campaign
 - Vaccinator Training & Campaign Participation
 - Time Spent On Campaign Activities
- Mobile Money and Payments
 - Nature of Payments - Payment Composition and Modes
 - Time Taken to Cash Out Payments
 - Mobile Money Experience
- Payment Experience of Vaccinators
 - Experience with Cashing Out Payments
 - Perception of Payment Delay
 - Payment Expectations
 - Payment Experience
- Vaccinator Preference and Perceptions
 - Preference for Mobile Money
 - Willingness to Wait For Payments
 - Perception of Work & Job Satisfaction

“Mobile money helps me keep the money safe and away from temptation of using it when not necessary.”

Preference for Mobile Money

Mobile money was the preferred mode of payment for 7 in 10 vaccinators across both rounds. They cited convenience and security as drivers of this preference.

In Round 1 where 97% payments were processed via mobile money and vaccinators with positive and negative payment experiences alike preferred mobile money over cash.

However, in Round 2, we noted that vaccinators who received their entire payment via mobile money and had a 'fair' or 'poor' payment experience, were significantly more likely to prefer cash (57%) over mobile money (37%).

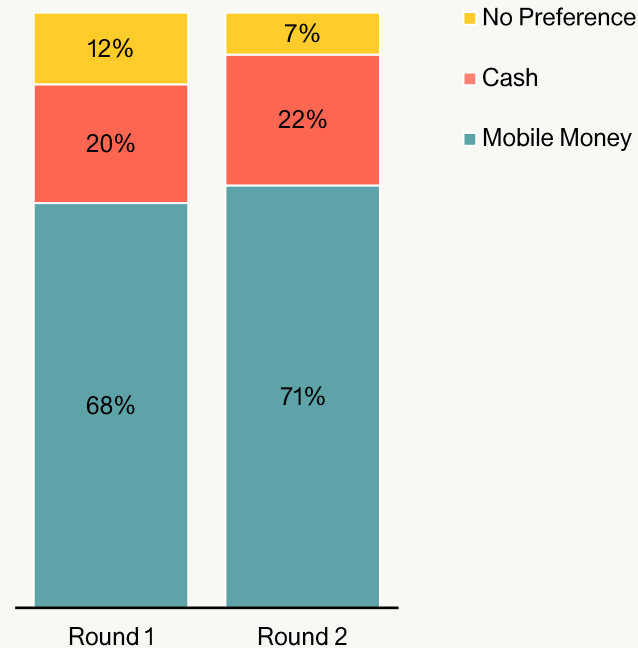
This indicates that negative payment experience with mobile money and the presence of cash payments as an option may be linked with vaccinators preference of cash over mobile money.



No meaningful difference in payment preference by gender.

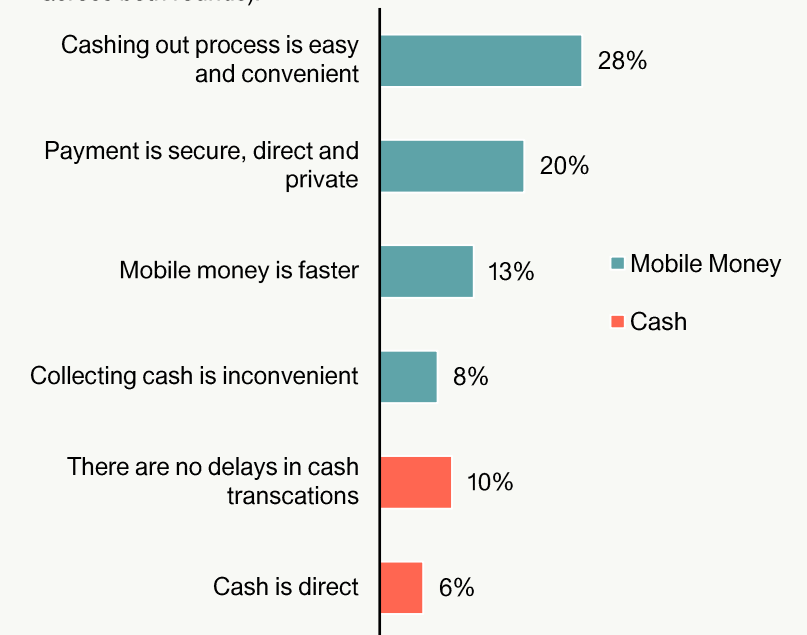
Panel: Preferred Payment Method

Q: Overall, would you prefer to be paid by cash or mobile money for this campaign? (Round 1 n = 521, Round 2 n = 285)



Mode of Payment Preference: Top Reasons

Q: Overall, would you prefer to be paid by cash or mobile money for this campaign? Please explain your answer. (Open ended, coded by 60 Decibels, Round 1 n = 521, Round 2 n = 285. Qual codes aggregated across both rounds).



Changes in Preferred Mode of Payment over Time

30 of 207 vaccinators switched from preferring mobile money or having no preference in Round 1 to preferring cash in Round 2. They reported the following reasons for preferring cash:

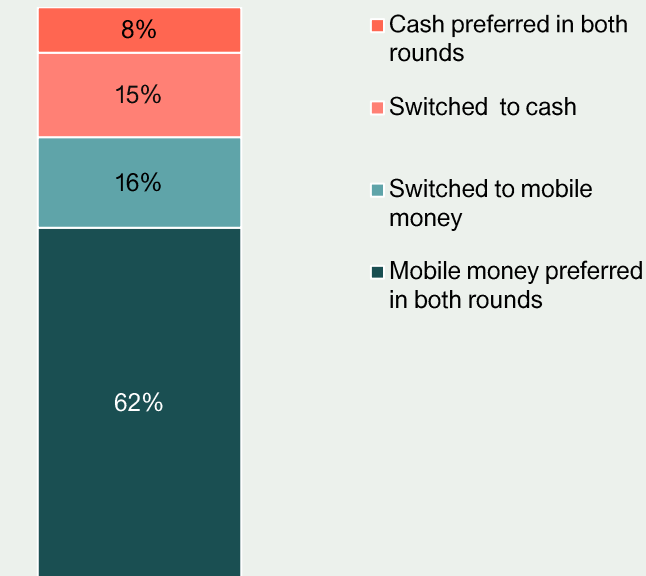
- Cash is faster than mobile money (23 of 30 vaccinators)
- Mobile money is not trustworthy (4 of 30 vaccinators)

Among the 32 of 207 vaccinators who switched to preferring mobile money in Round 2, most reported that the convenience of mobile money payments drove this switch in their preference.

6 in 10 reported mobile money as their preferred mode of payment in both rounds.

Panel: Changes in Preferred Mode from Round 1 to Round 2

Q: Overall, would you prefer to be paid by cash or mobile money for this campaign? (n = 207*)



*Excludes those who had 'no preference' in Round 2.

“Having lived the 2 experiences on mobile money, I think it would be better to be paid in cash because with the delay, mobile money does not seem to be reassuring any more to receive pay.”- Male, Round 2

“With mobile money, even if I’m not available to go and cash out payment, I can get paid by that way without being present somewhere.”- Female, Round 2

Willingness to Wait For Payments

We asked vaccinators a hypothetical question wherein they could choose between:

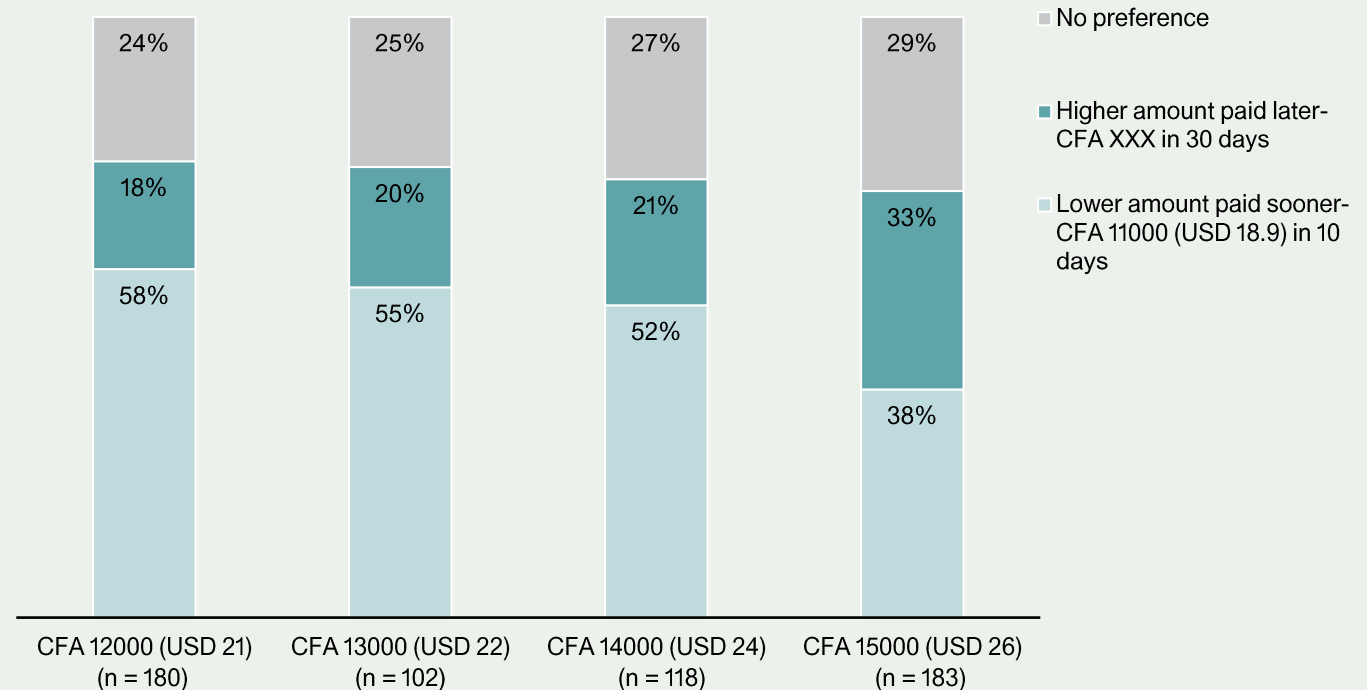
- Receiving a smaller amount of payment sooner (CFA 11,000 in 10 days) OR
- Receiving a higher amount (any one amount from CFA 12,000, CFA 13,000, CFA 14,000, or CFA 15,000 was chosen at random for every vaccinator) in 30 days.

We found that, overall, vaccinators indicated preference for receiving the smaller amount sooner. It was only among the group that had the option of being paid the highest hypothetical amount (CFA 15,000) that vaccinators were nearly evenly divided between receiving the smaller amount sooner and higher amount later.

Vaccinators indicated a preference for receiving their payments sooner over receiving a higher amount on a later date.

Trade-off Between Receiving Payments Sooner and Higher Payment Amount

Q: Would you rather receive your payment of CFA 11,000 in 10 days after the campaign or CFA XXX 30 days after the campaign? ? (n = 583)



Perception of Campaign Work

Vaccinators who had prior experience of working in campaigns were more likely to 'strongly agree' to feeling motivated (75%) compared to their peers with no prior campaign work experience (57%).

They were also more likely to 'strongly agree' to having adequate resources during the campaign (69%) compared to their peers with no prior campaign experience (51%).

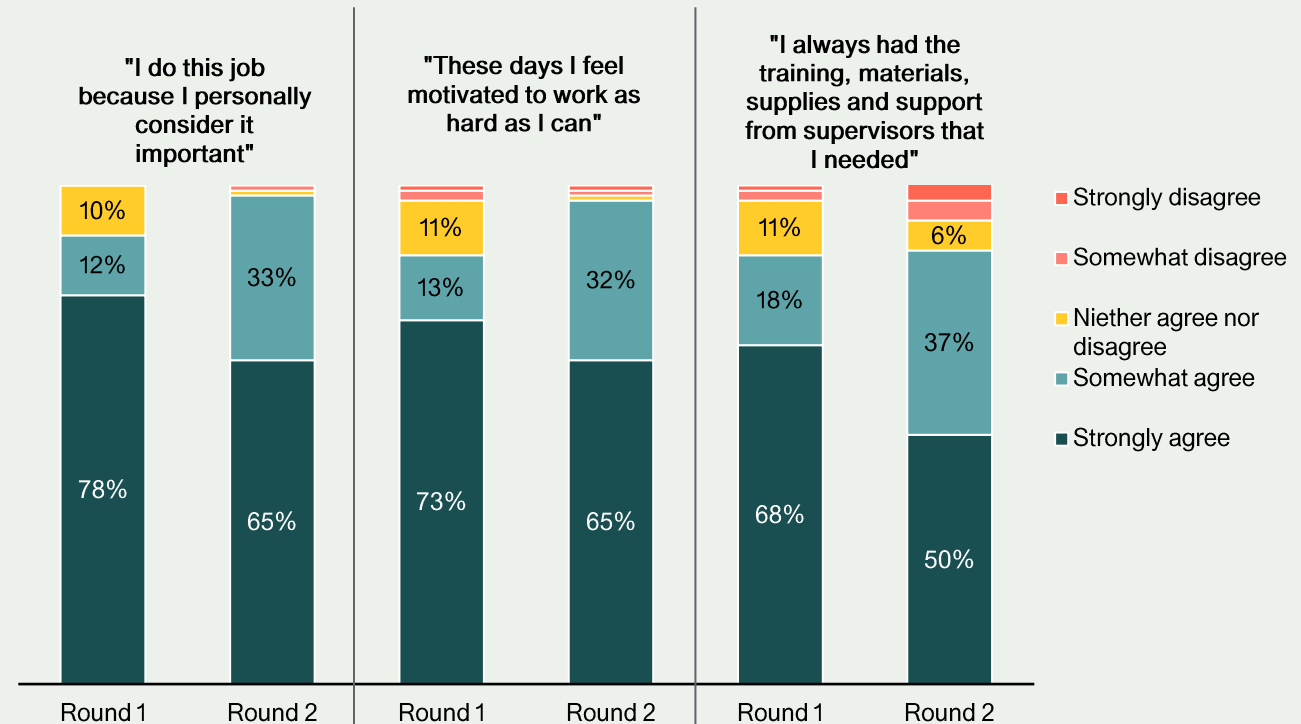


No meaningful difference in perception of work by gender.

Perception of campaign work was positive in both rounds, but somewhat less so in Round 2.

Vaccinators' Perception of Work

Q: To what extent do you agree or disagree with the following statements, with respect to your job as a vaccination campaign worker?* (Round 1 n = 265, Round 2 n= 285)



*Note that this question was only asked to a subset of vaccinators in Round 1 to keep the time taken to administer survey in check.

Vaccinators' Satisfaction With Work

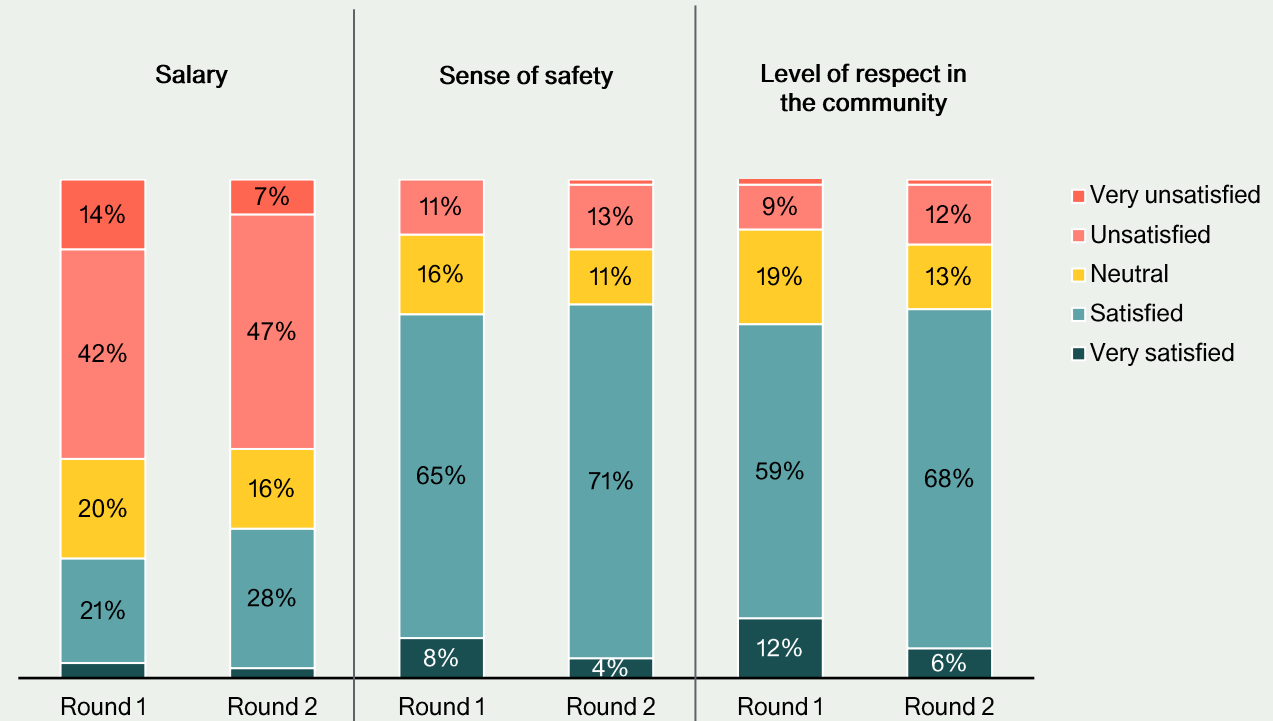
In both rounds, over half of the vaccinators report dissatisfaction with their salary levels. Those who are engaged in paid work outside the campaign are slightly more likely to be unsatisfied with salary (61%) compared to their peers (49%).

Vaccinators who are 'satisfied' or 'very satisfied' with their salary are also significantly more likely to report a positive payment experience (73%) compared to their peers (32%).

Satisfaction with salary, sense of safety, and level of respect in the community all remained similar across rounds.

Vaccinator Satisfaction with Salary, Sense of Safety, Level of Respect in Community

Q: I am going to read to you a series of statements about your level of satisfaction with various aspects of your current job. For each of these aspects, please tell me whether you are*: (Round 1 n = 265, Round 2 n = 285)



*Note that this question was only asked to a subset of vaccinators in Round 1 to keep the time taken to administer survey in check.

Appendix

Summary of Data Collected

583 unique vaccinators from the Republic of the Congo polio campaign were surveyed, of which 223 were surveyed after both rounds of the campaign.

Methodology

Survey mode	Phone
Country	Republic of the Congo
Language	French, Lingala
Round 1 Survey	June 15 – July 2, 2021
Round 2 Survey	September 30 – October 29, 2021
Round 1 Response Rate	90%
Round 2 Response Rate	87%

Responses Collected

Vaccinators	583
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Sampling by District

	% sample	% population
Loandjili	7%	10%
Mongo-Mpoukou	8%	9%
Ngoyo	8%	9%
Talangai	10%	7%
Djiri	5%	7%
Moungali	9%	6%
Ouenze	11%	6%
Makelekele	10%	6%
Mfilou	6%	6%
Madibou	7%	5%
Mvou-Mvou	6%	5%
Poto-Poto	6%	5%
Bacongo	6%	4%

Sampling by District

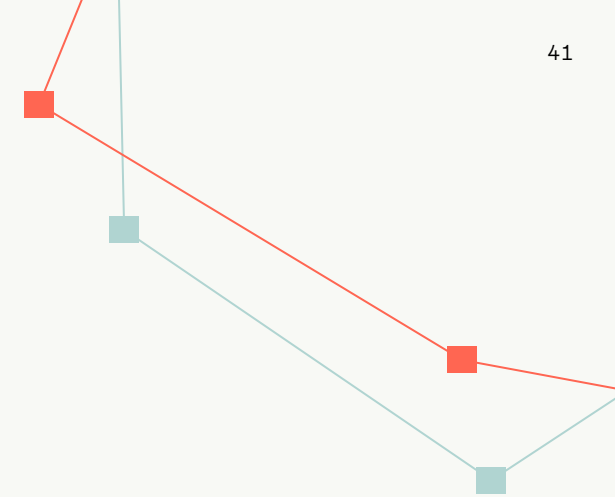
	% sample	% population
Tietie*	1%	10%
Lumumba*	1%	6%

Accuracy

Confidence Level	95%
Margin of error	4%

*Contact details of vaccinators from these districts were only shared in Round 2 not Round 1.

About 60 Decibels



About 60 Decibels

60 Decibels is a global, tech-enabled impact measurement company that brings speed and repeatability to social impact measurement and customer insights. We provide genuine benchmarks of impact performance, enabling organizations to understand impact relative to peers and set performance targets.

We make it easy to listen to the people who matter most by combining voice, SMS, and other technologies to collect data remotely with proprietary survey tools. We have a network of 750+ researchers in 50+ countries and have worked with more than 350 of the world's leading impact investors, companies, foundations, corporations, NGOs, and public sector organizations.

60 Decibels has offices in London, Nairobi, New York, and Bengaluru. To learn more, visit 60decibels.com.

We are proud to be a Climate Positive company. 

Acknowledgements

Thank you to the WHO Digital Finance Team, Ministry of Health and Population of Republic of the Congo, Harvard School of Public Health, Dimagi, The Bill & Melinda Gates Foundation, and The Solina Group for supporting this work.

Payment experience was good in Round 2
because I got paid just 3 days
after the end of the campaign.

I suggest that we have

>gloves,

>gels,

>mask,

>waterproof

during the vaccination.

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