



INTER-AGENCY COMMON FEEDBACK PROJECT Nepal Earthquake 2015



---

# Community Survey

---

NEPAL - ROUND 3

---

➔ 13. 10. 2015

---



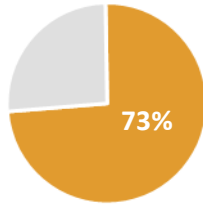
# Contents

Highlights Round 3 .....	3
Recommendations .....	4
Reading the charts and maps .....	5
Question 1 - Are your main problems being addressed?.....	6
Question 2 - Are you satisfied with what the government is doing for you after the earthquake? .....	7
Question 3 - Do you have the information you need to get relief and support?.....	8
Question 4 - Are you satisfied with what non-governmental agencies are doing for you after the earthquake? .....	9
Question 5 - Is support provided in a fair way? .....	10
Question 6 - Do you feel you can cope with another disaster? .....	11
Question 7 - Do you feel you have been heard?.....	12
Question 8 - Overall, is the post-earthquake relief effort making progress? .....	13
Question 9 - As a woman, are your particular problems being addressed? .....	14
Scores per district.....	15
Sample size and demographics.....	19
Ground Truth Score.....	20
Background .....	21
Purpose.....	21
Data Collection.....	21
Survey Development.....	21
Sampling Methodology.....	22
Challenges to relief agencies .....	23
Opportunity.....	24
Feedback.....	24
Partners and Funders .....	24



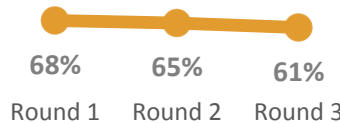
# Highlights Round 3

73% say their PRIORITY NEEDS are NOT MET



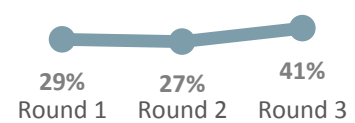
Perceptions of GOVERNMENT'S EFFORTS stay at a LOW LEVEL

Negative respondents:



41% are POSITIVE on their INFORMATION NEEDS being met

Positive respondents:

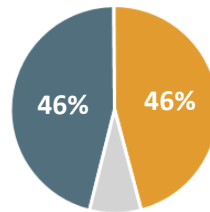
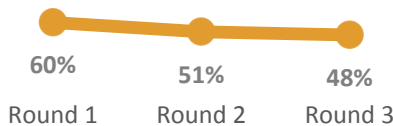


- People need:
1. long-term shelter
  2. financial support
  3. livelihoods

- INFORMATION GAPS:
1. news on government decisions
  2. how to get shelter materials

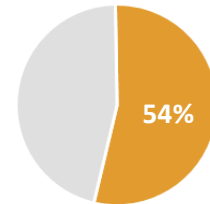
NGOs perceived as doing a SLIGHTLY BETTER JOB

Negative respondents:



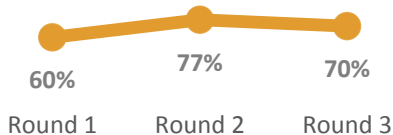
46% say SUPPORT is provided in a FAIR WAY – 46% say it is NOT FAIR

54% say they DO NOT FEEL PREPARED for another disaster

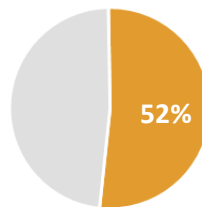


People DO NOT FEEL HEARD

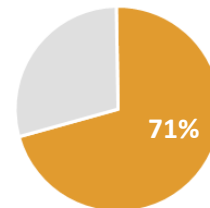
Negative respondents:



MORE THAN HALF say the relief efforts are NOT MAKING PROGRESS



71% of WOMEN say their PROBLEMS are NOT ADDRESSED



For detailed analysis and recommendations, please see our full Community Survey Report Round 3.

Findings and recommendations in this report represent the analysis and views of Ground Truth Solutions in consultation with Accountability Lab and Local Interventions Group. They do not necessarily reflect the views of the United Nations or DFID.



# Recommendations

## 1. Priority needs.

With the majority of respondents still saying their priority needs are not addressed, agencies should dig deeper into concerns through follow-up inquiry in districts where scores are lowest (Kavrepalanchowk and Ramechhap). Cash assistance may make sense in hard to reach locations, in coordination with the Cash Working Group.

## 2. Government's role.

Low scores on the efficacy of the government's role may be because affected people don't know about its plans. Humanitarian organizations should work with the government to communicate how it will act on the feedback. It would also be useful to take perception data and overlay with other data sets to understand what is driving perceptions.

## 3. Access to information.

To fill the (narrowing) information deficit, work with media and communications agencies to provide information on issues like registration, accessing support and acquiring shelter materials.

## 4. Satisfaction with NGOs.

To maintain improved perceptions, NGOs should explain clearly both what they plan to do and the limits on what they can provide. Visits to affected communities about recovery plans would be welcome, according to the recent information and communications needs assessment.

## 5. Fairness of distribution.

Agencies should communicate clearly to communities their approach to distribution to ensure the latter understand what is being done and why.

## 6. Preparedness for future natural disasters.

Dig deeper into concerns about lack of preparedness by exploring why people in Dhading and Rasuwa are more confident than other districts. If more positive views in these districts correlate with actions on priority concerns – like shelter and access to information - replicate good practice in districts where scores are low.

## 7. Voice.

To enhance people's sense that they have been heard, which remains a concern, increase media programming on issues like shelter and access to support.

## 8. Progress with the relief effort.

To counteract negative perceptions on the progress of the response, communicate plans for recovery in a structured and systematic way, with regular updates in the media and in public pronouncements. Consider developing some kind of progress index, with regular updates, that the media can track.

## 9. Women's issues.

To address prevalent sense among women that their issues are ignored, consider organizing dialogue sessions to hear their stories and understand their concerns. Combine this with increased opportunities for individual and group counseling of women.



## Reading the charts and maps

The bar charts in this report show the frequency (in percent) that each option was chosen for a particular question – with colors ranging from dark orange for negative answers to dark blue for positive ones. The trend of GT scores for each question is visualized with a simple line graph. Anything below zero suggests a tendency to disagree with the statement. Scores above zero suggest a tendency to agree.

Maps show the GT score for each district in Round 3, with colors ranging from dark orange for negative scores to dark blue for positive ones. For more information about how district GT scores compare from round to round, please see our 'scores per district' section on page 14.

Arrows beside the GT scores for each demographic group indicate a rise (green), fall (red) or 'no change' (grey).

For more information on how we calculate the GT score, please see the methodology note at the end of this report.

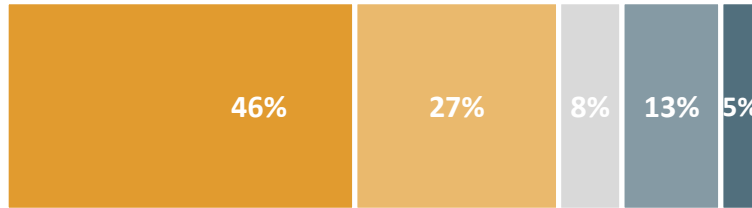
Fine tuning of our analytical code in Round 3 led to small variations in results by district and demographic group, but these don't affect the overall findings.



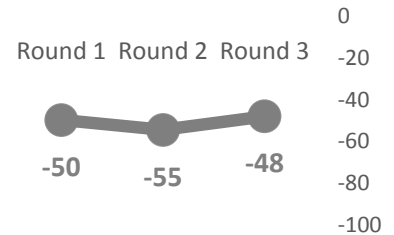
# Question 1 - Are your main problems being addressed?

distribution of responses

not at all  
very little  
neutral  
mostly  
completely



trend of GT scores



## Findings:

There is little improvement in people's perceptions as to whether their most important needs are addressed. Some 73% of respondents still express negative views, resulting in a GT score of -48.

Although scores have improved at least slightly across all demographic groups, with the exception of the Dalit community, there are some variations at the district level.

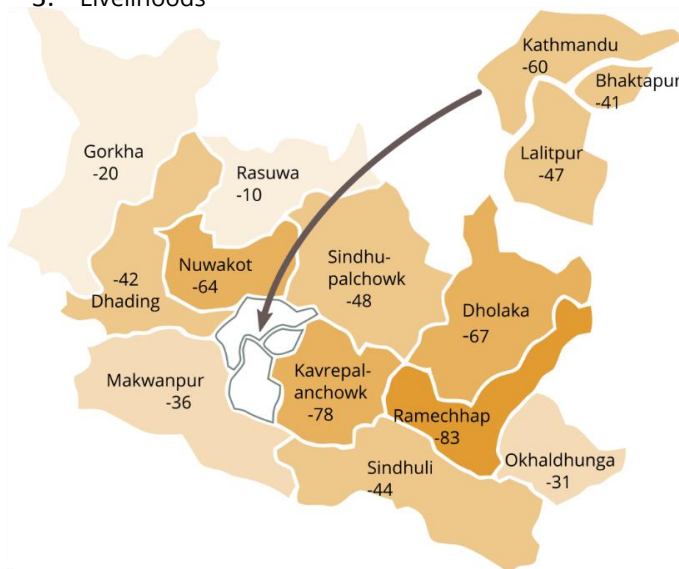
Ramechhap is very negative, as in the last round. Respondents in all districts indicate that their most pressing need is for long-term shelter. In Ramechhap healthcare is also seen as a priority.

In addition to shelter, respondents in Kavrepalanchowk say they need clean water, healthcare and seeds/fertilizers. In Nuwakot, livelihoods, healthcare and toilets/sanitation are also in demand.

As in previous rounds, Gurungs are most satisfied, with 49% giving positive answers.

## Top 3 things people say they need:

1. Long-term shelter
2. Financial support
3. Livelihoods

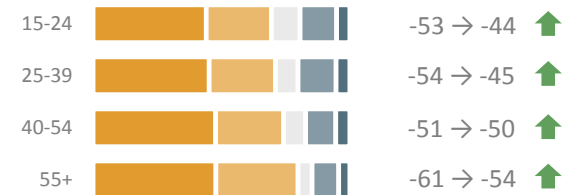


gender

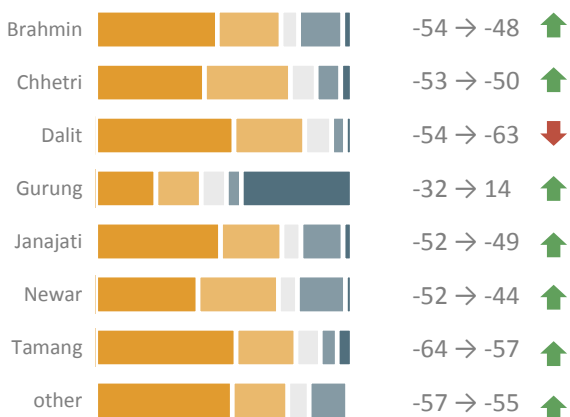


trend of GT scores

age groups



caste/ethnic group



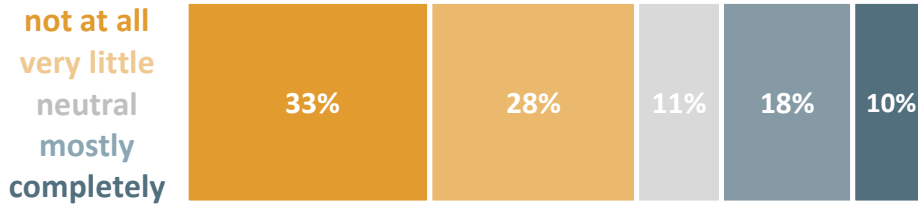
## Recommendations:

- Agencies should dig deeper into concerns through follow-up inquiry in districts where scores are lowest (Kavrepalanchowk and Ramechhap).
- Cash assistance may make sense in hard to reach locations, in coordination with the Cash Working Group.

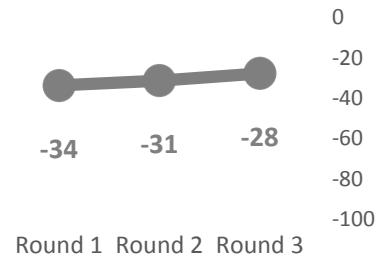


# Question 2 – Are you satisfied with what the government is doing for you after the earthquake?

distribution of responses



trend of GT scores



## Findings:

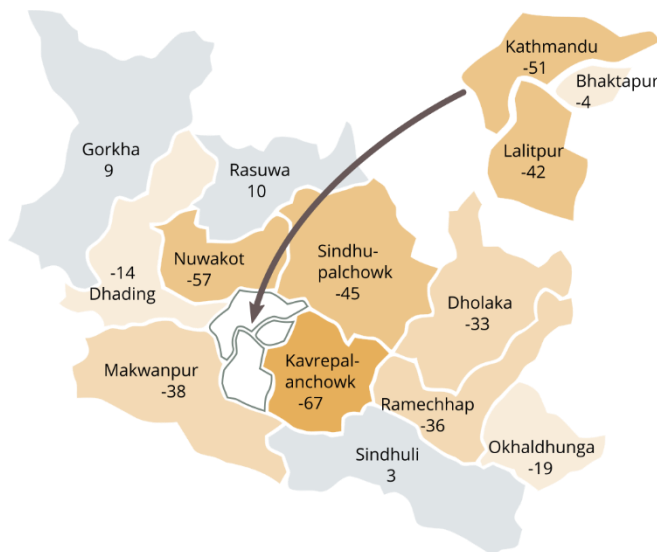
Perceptions on the government’s role remain essentially unchanged and GT scores are low. More than 60% of respondents voice dissatisfaction with the government’s efforts.

Gorkha, Ramechhap and Rasuwa remain the most positive districts. Scores have increased most in Bhaktapur and Sindhuli, and have fallen most in Ramechhap. Kavrepalanchowk is the most negative district with respondents asking mainly for building materials.

Caste/ethnic group scores are similar to round 2 with the exception of the Gurung community who are significantly more positive.

## Top 2 things people say they need:

1. Building materials
2. Cash for work



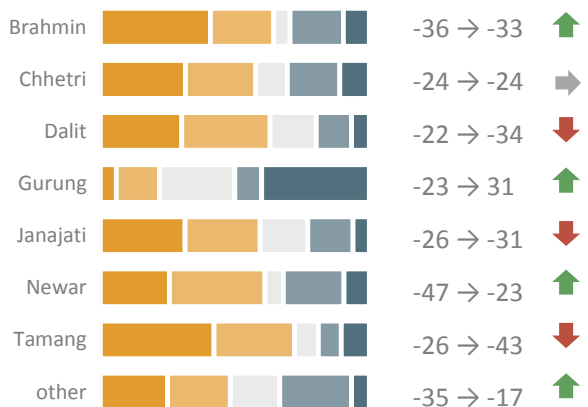
gender



age groups



caste/ethnic group



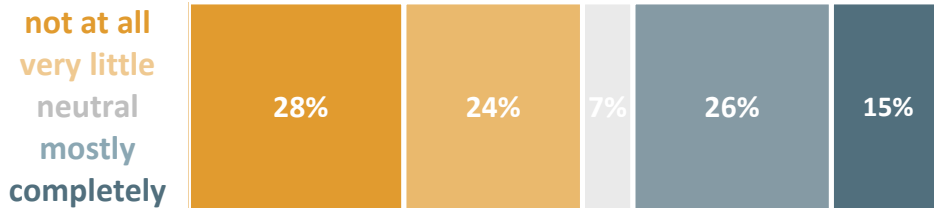
## Recommendations:

- Low scores on the efficacy of the government’s role may be because affected people don’t know about its plans. Humanitarian organizations should work with the government to communicate how it will act on the feedback.
- Would also be useful to take perception data and overlay with other data sets to understand what is driving perceptions.

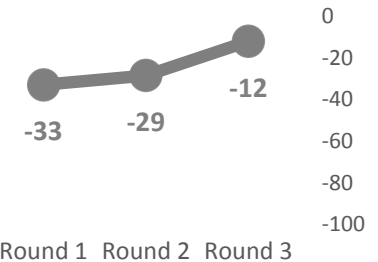


# Question 3 – Do you have the information you need to get relief and support?

distribution of responses



trend of GT scores



## Findings:

Respondents are more positive about access to information. While 30% responded positively in round 2, 41% are now mostly, or completely, content.

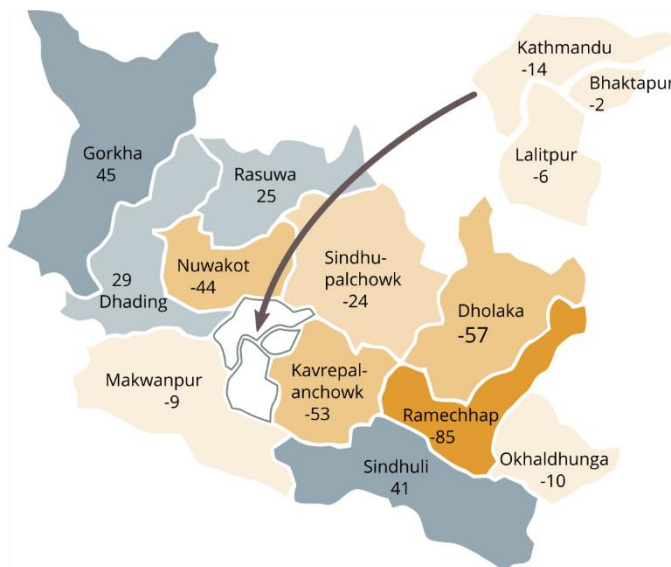
As in the last round, Gorkha, Sindhuli and Dhading are the most positive districts. Rasuwa’s score has increased dramatically, possibly because of the increased number of Gurungs being interviewed in this district.

In Ramechhap, the most negative district with 98% saying they do not have the information they need, a majority of people say they need information about how to register, access support and acquire shelter materials. People in Kavrepalanchowk also need information on how to locate missing people.

Gurungs are largely positive about their access to information, with 76% saying they have most or all the information they need.

## Top 2 things people say they need:

1. News about government decisions
2. Information on how to get shelter materials



gender

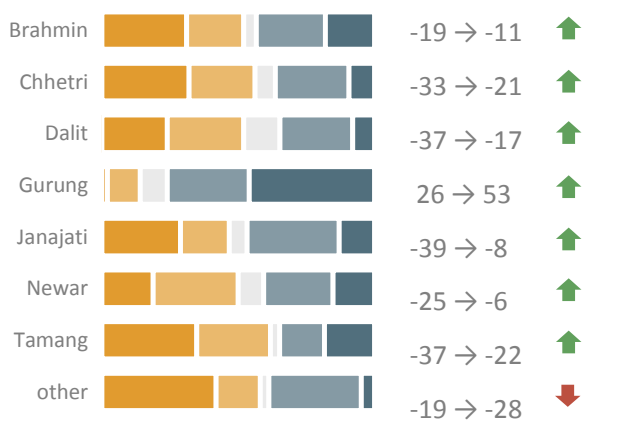


trend of GT scores

age groups



caste/ethnic group



## Recommendations:

- To fill the (narrowing) information deficit, work with media and communications agencies to provide information on issues like registration, accessing support and acquiring shelter materials
- Use the communication channels recommended in the Information and Communications Needs Assessment – which are radio and TV. <sup>1</sup>
- Work with media and communications agencies to improve outward communication.

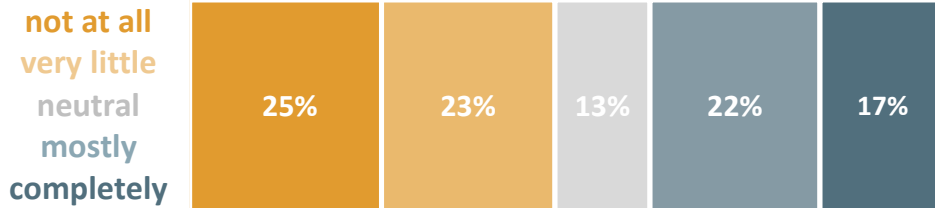
<sup>1</sup> <http://reliefweb.int/report/nepal/inter-agency-common-feedback-project-nepal-earthquake-2015-information-and>



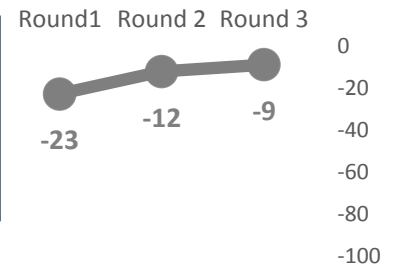


# Question 4 – Are you satisfied with what non-governmental agencies are doing for you after the earthquake?

distribution of responses



trend of GT scores



## Findings:

Non-governmental agencies are perceived as doing slightly better overall, although public opinion is still marginally negative on their performance.

As in previous rounds, women appear less satisfied than men.

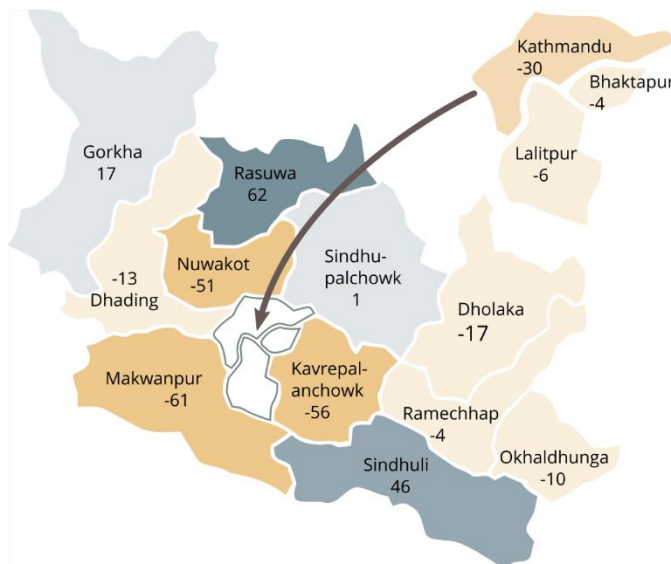
Scores have risen considerably in the Sindhuli and Rasuwa districts, whereas they remain especially low in Makwanpur, Nuwakot and Kavrepalanchowk.

Gurungs remain the most satisfied ethnic group, with 73% responding positively to this question.

## Top 2 things people say they need:

1. Building materials
2. Cash for work

In Makwanpur, the most negative district, cash for work is the top priority, followed by the need for building materials.



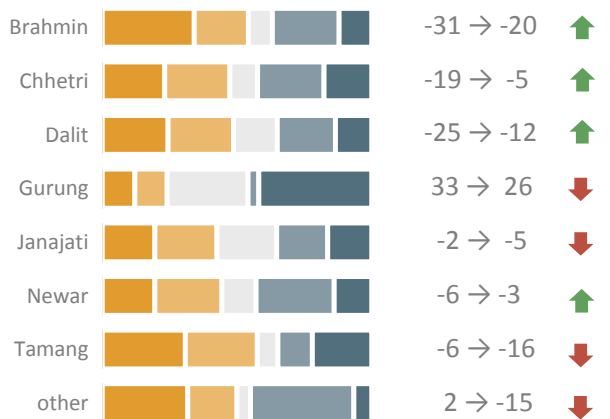
## gender



## age groups



## caste/ethnic group



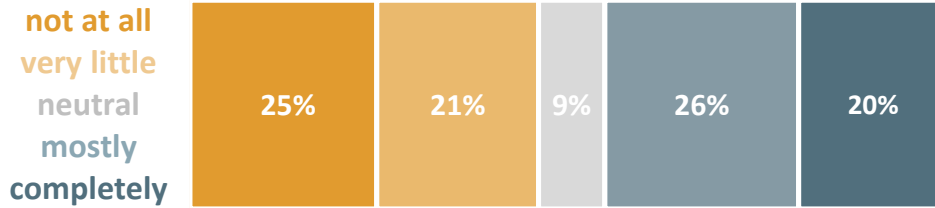
## Recommendations:

- To maintain improved perceptions, NGOs should explain clearly both what they plan to do and the limits on what they can provide.
- Visits to affected communities about recovery plans would be welcome, according to the recent information and communications needs assessment.

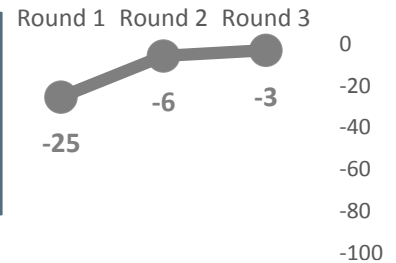


# Question 5 – Is support provided in a fair way?

distribution of responses



trend of GT scores



## Findings:

The latest data suggests perceptions about fairness are improving overall.

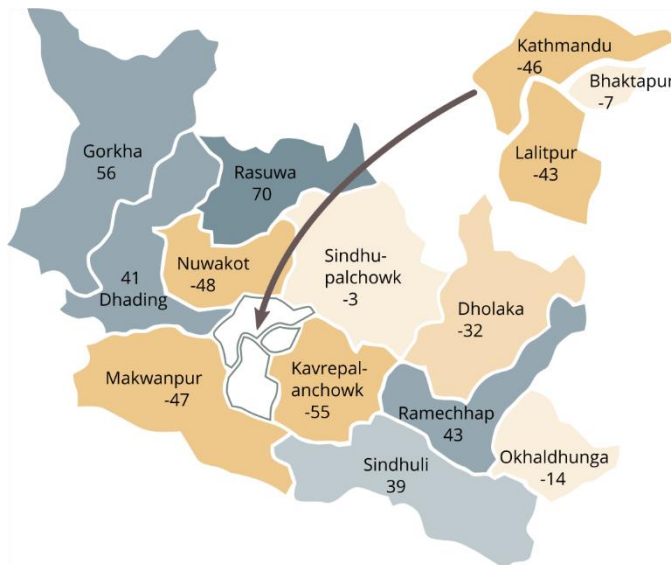
The Tamangs and Newars are the only ethnicities to respond less positively than in the previous round. As a result, the Tamang, Newar and Brahmin communities have the lowest scores. Gurungs are very positive, with 75% of respondents saying that the distribution of support is mostly or completely fair.

As in round 2, Rasuwa, Gorkha, Dhading and Ramechhap are the most positive districts and scores have increased further in round 3. But, as our map shows, there are still some districts where people feel aggrieved.

## Top 2 reasons why people think support is NOT provided in a fair way:

1. Based on political party affiliation
2. First come, first served

In Kavrepalanchowk and Lalitpur, where scores have fallen most, caste discrimination is more frequently cited than in other districts.



## gender

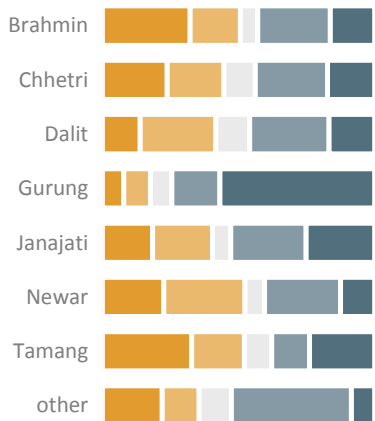


## trend of GT scores

## age groups



## caste/ethnic group

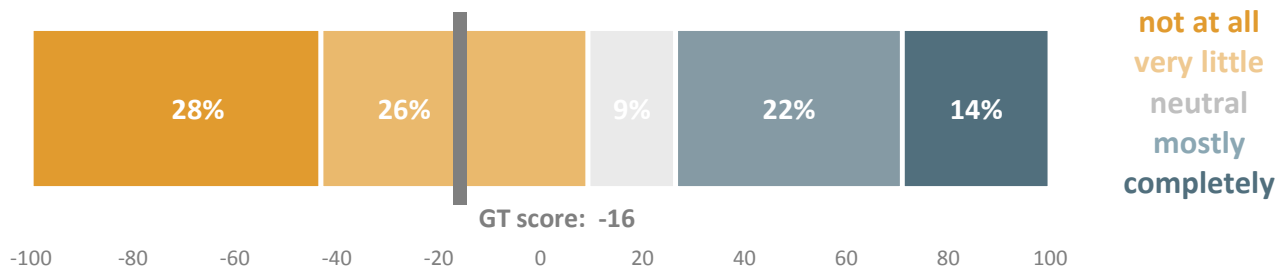


## Recommendation:

Agencies should communicate clearly to communities their approach to distribution to ensure the latter understand what is being done and why.



# Question 6 – Do you feel you can cope with another disaster?



## Findings:

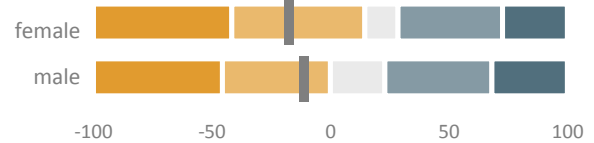
This is a new question and respondents are largely negative. More than half the sample says they do not feel prepared for another disaster.

Results are very similar to the scores of our previous question – ‘are you prepared for monsoon season?’. Dholaka and Sindhupalchowk are the most negative districts, with more than 80% of respondents saying they do not feel prepared.

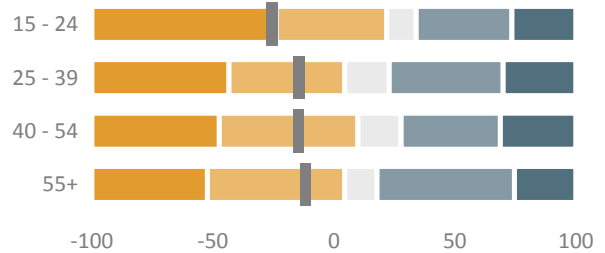
Farmers and laborers appear to be the most negative (scoring -21), while people working for a business or an NGO are rather more positive (with a GT score of 16).

Gurungs are the most positive caste/ethnicity, while other ethnic groups are negative to a similar degree.

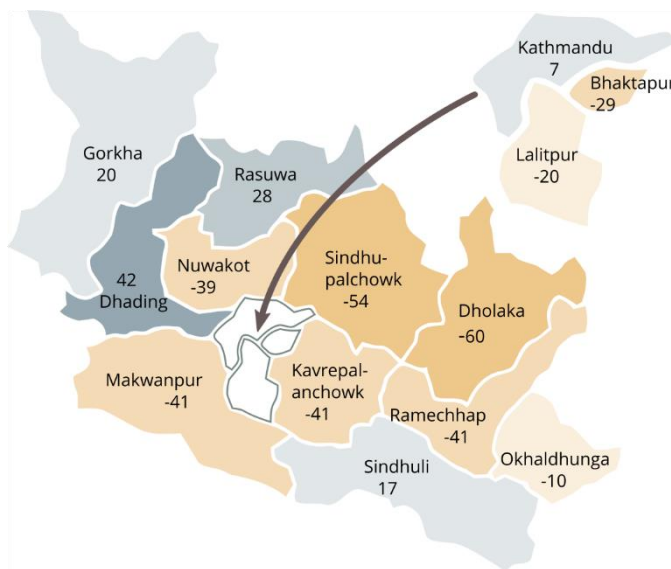
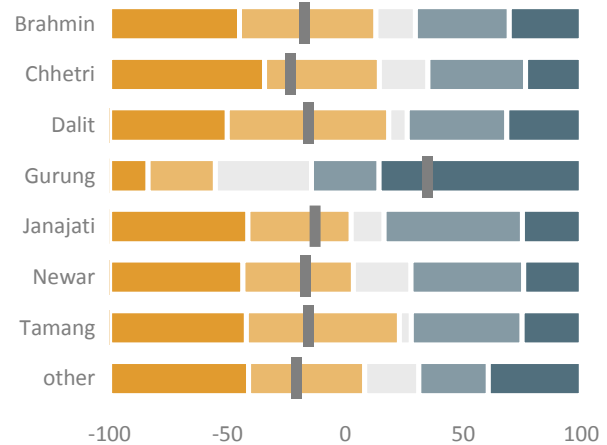
## gender



## age groups



## caste/ethnic group



## Recommendation:

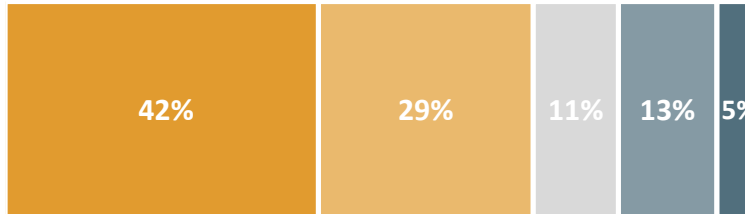
Dig deeper into concerns about lack of preparedness by exploring why people in Dhading and Rasuwa are more confident than other districts. If more positive views in these districts correlate with actions on priority concerns – like shelter and access to information - replicate good practice in districts where scores are low.



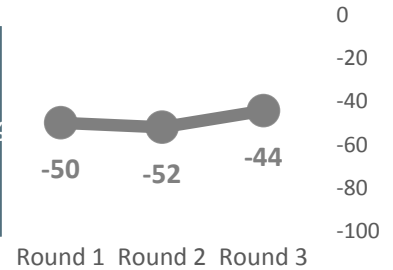
# Question 7 – Do you feel you have been heard?

distribution of responses

not at all  
very little  
neutral  
mostly  
completely



trend of GT scores



## Findings:

Scores for this question are up slightly from round 2, but more than 70% of respondents still say that they do not feel heard.

As in the previous rounds, people aged 55 are most negative.

The most positive districts are Gorkha, Sinduli and Rasuwa. These districts are home to the largest communities of Gurungs in the survey area who are consistently the most positive ethnic group. Scores in Ramechhap have fallen lower than in round 2, to a GT score of -86, which may relate to the low scores we observed for question 3 – ‘do you have the information you need to get relief and support’.

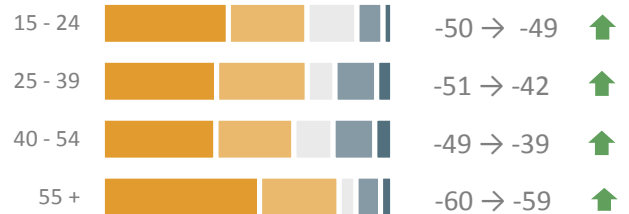
Gurungs, who responded negatively to this question in round 2, are most positive with GT scores up from -43 to 23.

gender

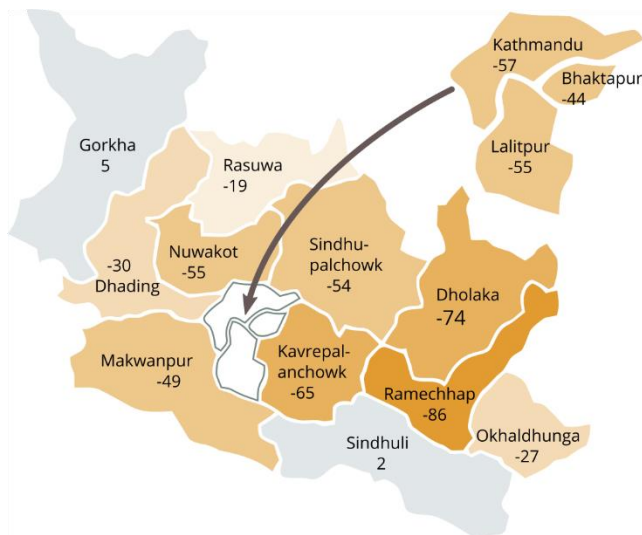
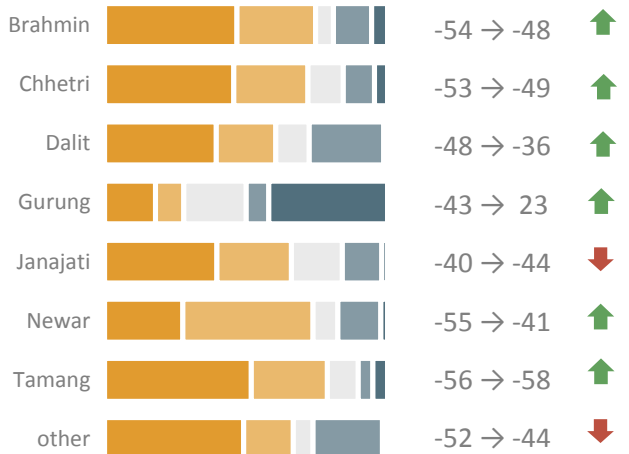


trend of GT scores

age groups



caste/ethnic group



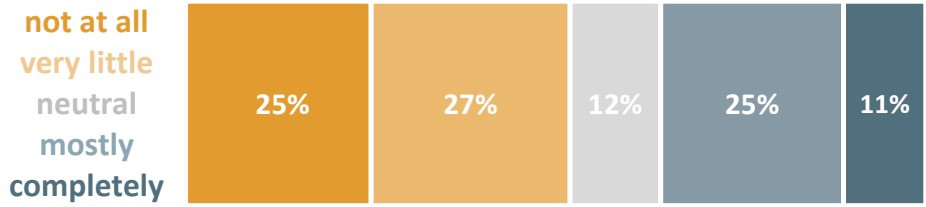
## Recommendation:

To enhance people's sense that they have been heard, which remains a concern, increase media programming on issues like shelter and access to support.

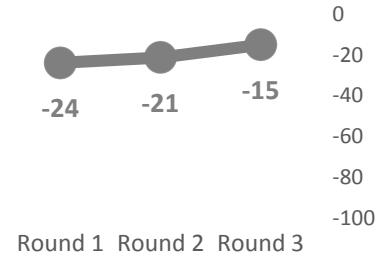


# Question 8 – Overall, is the post-earthquake relief effort making progress?

distribution of responses



trend of GT scores



## Findings:

More than half of respondents say the relief effort is not making progress.

Gurungs are most positive with a GT score of 43, and districts with the highest proportion of Gurung respondents, such as Gorkha and Rasuwa, have the highest scores.

People working for an NGO or a business are more negative than other occupational groups.

In this round, the Tamang community are the least satisfied ethnic group.

gender

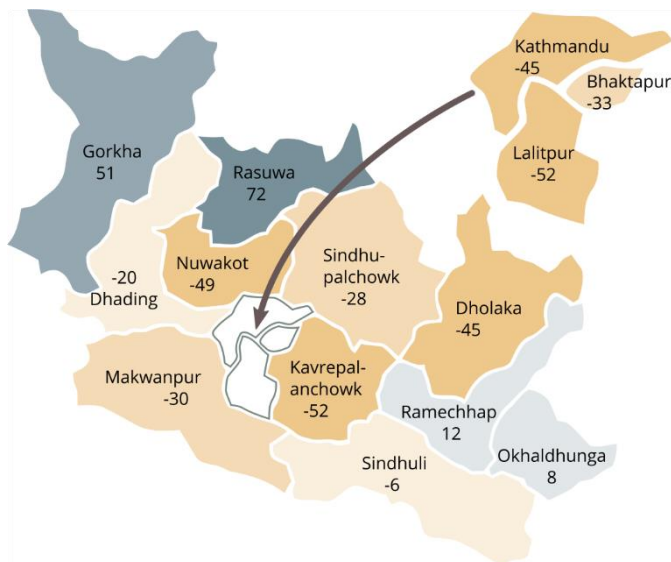
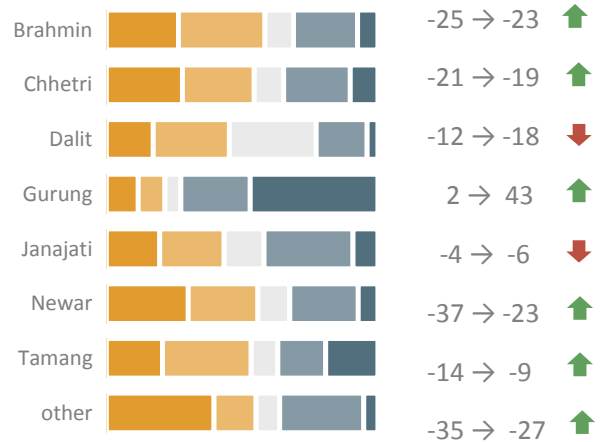


trend of GT scores

age groups



caste/ethnic group



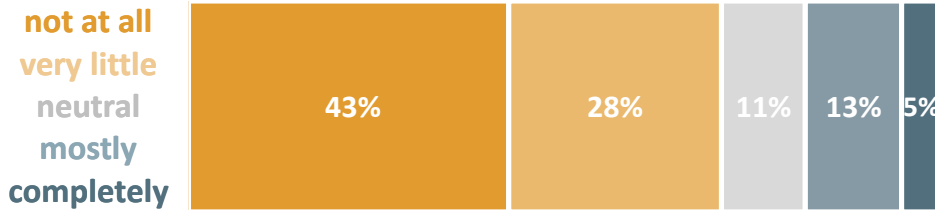
## Recommendations:

- To counteract negative perceptions on the progress of the response, communicate plans for recovery in a structured and systematic way, with regular updates in the media and in public pronouncements.
- Consider developing some kind of progress index, with regular updates, that the media can track.
- Communicate how feedback from surveys is influencing decision-making processes.

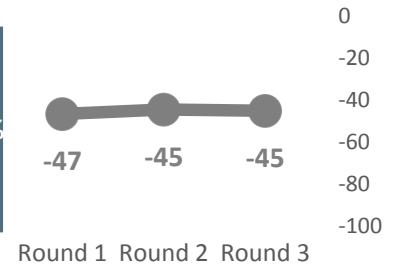


# Question 9 – As a woman, are your particular problems being addressed?

distribution of responses



trend of GT scores



## Findings:

Scores for this question have not improved over the past month. Some 71% of women say their problems have still not been addressed.

As in the last round, women of 55 years or over respond most negatively.

Scores have risen most in Rasuwa, possibly boosted by the presence of Gurung communities that are consistently more positive than other ethnic groups. Scores have also risen in Bhaktapur and Ramechhap (the latter is still very negative with a GT score of -63).

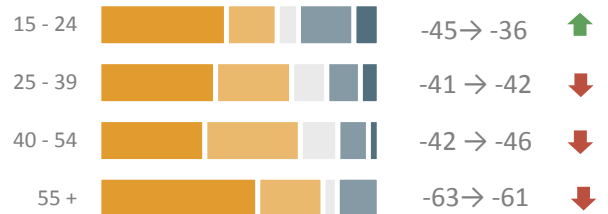
## Top 2 things people say they need:

1. Long-term shelter
2. Financial support

In Nuwakot, Kavrepalanchowk and Ramechhap – the most negative districts – healthcare is a top priority as is long-term shelter (which is also the case in all other districts).

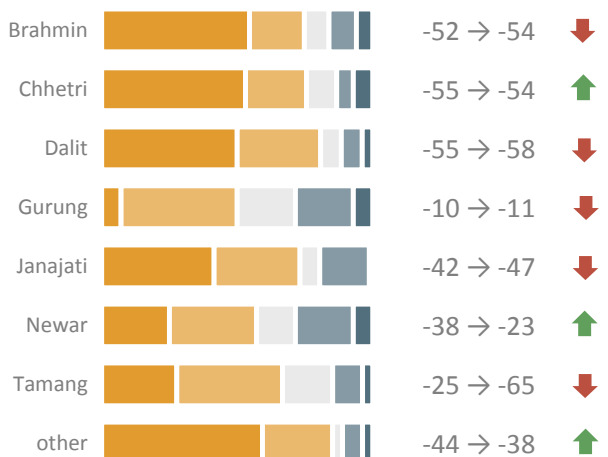


age groups



trend of GT scores

caste/ethnic group



## Recommendations:

To address prevalent sense among women that their issues are ignored, consider organizing dialogue sessions to hear their stories and understand their concerns.





## Scores per district

District	not at all	very little	neutral	mostly	completely	GT score		
						R1	R2	R3
<b>Question 1 - Are your main problems being addressed?</b>								
Bhaktapur	39%	30%	5%	26%	0%	-28	-35	-41
Dhading	33%	37%	11%	19%	0%	-36	-35	-42
Dolakha	52%	34%	10%	4%	0%	-59	-71	-67
Gorkha	34%	14%	16%	28%	8%	-22	-6	-20
Kathmandu	45%	33%	19%	3%	0%	-63	-75	-60
Kavrepalanchok	64%	28%	8%	0%	0%	-55	-64	-78
Lalitpur	39%	38%	5%	15%	3%	-56	-79	-47
Makwanpur	51%	14%	1%	25%	9%	-78	-47	-36
Nuwakot	51%	37%	2%	8%	2%	-68	-74	-64
Okhaldhunga	32%	24%	21%	20%	3%		-30	-31
Ramechhap	71%	26%	2%	0%	1%	-11	-69	-83
Rasuwa	48%	5%	1%	10%	36%	-61	-76	-10
Sindhuli	56%	10%	5%	23%	6%	-34	-47	-44
Sindhupalchowk	31%	48%	12%	4%	5%	-74	-58	-48
<b>Question 2 - Are you satisfied with what the government is doing for you after the earthquake?</b>								
Bhaktapur	15%	35%	2%	38%	10%	-26	-37	-4
Dhading	22%	30%	10%	27%	10%	-18	-14	-14
Dolakha	35%	30%	12%	10%	12%	-19	-24	-33
Gorkha	10%	8%	40%	38%	4%	16	10	9
Kathmandu	33%	42%	19%	5%	1%	-39	-66	-51
Kavrepalanchok	48%	42%	7%	2%	1%	-31	-33	-67
Lalitpur	43%	29%	3%	19%	6%	-52	-60	-42
Makwanpur	48%	16%	6%	24%	5%	-75	-50	-38
Nuwakot	43%	42%	1%	10%	3%	-50	-41	-57
Okhaldhunga	25%	20%	26%	24%	4%		-45	-19
Ramechhap	46%	25%	2%	8%	19%	2	12	-36
Rasuwa	32%	13%	1%	11%	43%	-45	-2	10
Sindhuli	23%	16%	14%	28%	20%	-12	-30	3
Sindhupalchowk	35%	39%	15%	3%	8%	-71	-54	-45
<b>Question 3 - Do you have the information you need to get relief and support?</b>								
Bhaktapur	13%	34%	9%	31%	13%	-15	-39	-2
Dhading	10%	21%	3%	34%	32%	19	4	29
Dolakha	44%	38%	5%	10%	2%	-39	-49	-57
Gorkha	1%	3%	14%	68%	14%	8	30	45
Kathmandu	12%	41%	14%	27%	5%	-22	-42	-14
Kavrepalanchok	45%	34%	4%	15%	2%	-49	-38	-53
Lalitpur	20%	21%	16%	36%	6%	-35	-6	-6
Makwanpur	31%	21%	1%	27%	19%	-64	-23	-9
Nuwakot	46%	27%	0%	23%	4%	-49	-41	-44



**GROUND TRUTH  
SOLUTIONS**

Okhaldhunga	27%	16%	13%	40%	5%	-44	-10
Ramechhap	76%	22%	0%	0%	2%	-7	-85
Rasuwa	34%	3%	0%	3%	59%	-82	25
Sindhuli	10%	4%	9%	46%	31%	-47	41
Sindhupalchowk	24%	42%	7%	11%	16%	-45	-24

**Question 4 - Are you satisfied with what non-governmental agencies are doing for you after the earthquake?**

Bhaktapur	24%	22%	5%	34%	15%	-24	-7	-4
Dhading	17%	34%	14%	28%	7%	-11	-26	-13
Dolakha	24%	36%	5%	20%	15%	-8	-30	-17
Gorkha	8%	5%	37%	44%	5%	14	25	17
Kathmandu	20%	37%	28%	15%	0%	-9	-24	-30
Kavrepalanchok	46%	32%	8%	12%	1%	-20	-27	-56
Lalitpur	19%	24%	20%	23%	14%	-10	8	-6
Makwanpur	60%	16%	12%	7%	4%	-63	-63	-61
Nuwakot	44%	33%	3%	17%	2%	-28	-31	-51
Okhaldhunga	27%	16%	18%	31%	9%	-13	-10	
Ramechhap	31%	23%	4%	6%	36%	-11	16	-4
Rasuwa	10%	7%	0%	15%	68%	-39	18	62
Sindhuli	9%	9%	10%	30%	44%	-29	-15	46
Sindhupalchowk	17%	25%	11%	33%	14%	-53	-11	1

**Question 5 - Is support provided in a fair way?**

Bhaktapur	20%	27%	9%	34%	10%	-4	-2	-7
Dhading	11%	13%	1%	34%	41%	-11	12	41
Dolakha	27%	42%	5%	19%	7%	-20	-29	-32
Gorkha	3%	0%	5%	66%	26%	25	26	56
Kathmandu	28%	46%	15%	11%	0%	-24	-29	-46
Kavrepalanchok	46%	32%	10%	11%	1%	-31	-20	-55
Lalitpur	45%	25%	7%	20%	4%	-18	-11	-43
Makwanpur	57%	12%	6%	17%	7%	-84	-49	-47
Nuwakot	45%	30%	8%	11%	6%	-41	-22	-48
Okhaldhunga	24%	17%	25%	31%	3%	-24	-14	
Ramechhap	8%	17%	4%	22%	48%	-26	18	43
Rasuwa	4%	8%	2%	14%	72%	-55	55	70
Sindhuli	8%	9%	11%	40%	32%	-24	-15	39
Sindhupalchowk	19%	23%	14%	30%	13%	-8	18	-3

**Question 6 – Do you feel prepared to deal with another disaster?**

Bhaktapur	32%	26%	18%	18%	7%	-29
Dhading	13%	7%	1%	42%	37%	42
Dolakha	40%	47%	7%	6%	0%	-60
Gorkha	18%	9%	18%	26%	29%	20
Kathmandu	10%	26%	10%	49%	5%	7
Kavrepalanchok	43%	28%	4%	17%	8%	-41
Lalitpur	19%	32%	24%	18%	6%	-20





**GROUND TRUTH  
SOLUTIONS**

Makwanpur	48%	17%	9%	19%	6%			-41
Nuwakot	21%	58%	1%	18%	2%			-39
Okhaldhunga	20%	30%	12%	28%	10%			-10
Ramechhap	48%	23%	0%	18%	10%			-41
Rasuwa	24%	7%	0%	27%	42%			28
Sindhuli	20%	15%	9%	23%	33%			17
Sindhupalchowk	42%	40%	8%	2%	7%			-54

**Question 7 - Do you feel you have been heard?**

Bhaktapur	27%	52%	4%	14%	2%	-31	-58	-44
Dhading	36%	23%	9%	30%	3%	-21	-30	-30
Dolakha	61%	29%	6%	3%	0%	-56	-69	-74
Gorkha	11%	11%	40%	34%	4%	-10	-14	5
Kathmandu	43%	30%	22%	4%	0%	-57	-73	-57
Kavrepalanchok	52%	30%	14%	4%	0%	-61	-51	-65
Lalitpur	40%	45%	4%	8%	3%	-50	-58	-55
Makwanpur	48%	23%	10%	14%	4%	-61	-40	-49
Nuwakot	45%	35%	7%	12%	1%	-80	-82	-55
Okhaldhunga	33%	21%	14%	29%	2%		-27	-27
Ramechhap	80%	16%	0%	1%	2%	-36	-77	-86
Rasuwa	46%	14%	1%	8%	31%	-80	-74	-19
Sindhuli	22%	18%	15%	24%	21%	-34	-20	2
Sindhupalchowk	33%	50%	11%	4%	2%	-73	-60	-54

**Question 8 - Overall, is the post-earthquake relief effort making progress?**

Bhaktapur	45%	14%	9%	27%	5%	-39	-84	-33
Dhading	16%	39%	16%	27%	2%	0	19	-20
Dolakha	31%	46%	7%	16%	0%	-13	-26	-45
Gorkha	2%	1%	10%	68%	19%	19	24	51
Kathmandu	32%	35%	23%	10%	0%	-49	-28	-45
Kavrepalanchok	28%	55%	9%	6%	1%	-10	-27	-52
Lalitpur	47%	27%	12%	11%	3%	-25	-45	-52
Makwanpur	30%	29%	16%	23%	2%	-35	-26	-30
Nuwakot	37%	43%	5%	12%	3%	-46	-31	-49
Okhaldhunga	8%	20%	26%	40%	6%		-27	8
Ramechhap	12%	30%	5%	26%	27%	-8	-9	12
Rasuwa	2%	5%	3%	25%	65%	-39	1	72
Sindhuli	29%	13%	13%	32%	14%	-40	-25	-6
Sindhupalchowk	33%	23%	17%	20%	6%	-22	-7	-28

**Question 9 - As a woman, are your particular problems being addressed?**

Bhaktapur	25%	13%	8%	42%	13%	-33	-26	2
Dhading	23%	40%	27%	7%	3%	-34	-43	-37
Dolakha	58%	23%	6%	4%	8%	-38	-68	-59
Gorkha	28%	22%	19%	25%	6%	-16	-2	-20
Kathmandu	24%	38%	26%	12%	0%	-33	-34	-37
Kavrepalanchok	50%	33%	14%	0%	3%	-67	-70	-64



GROUND TRUTH  
SOLUTIONS

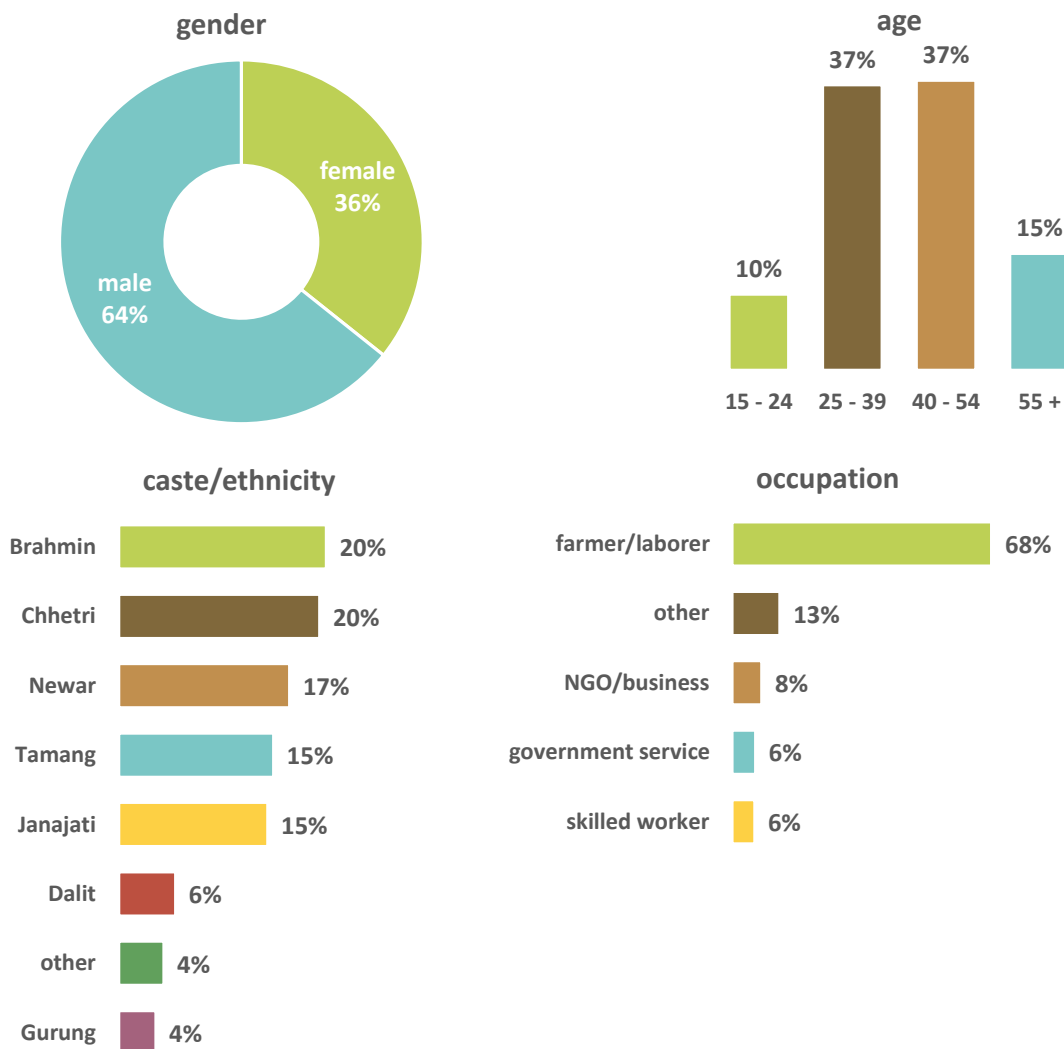
Lalitpur	44%	29%	15%	12%	0%	-34	-57	-53
Makwanpur	45%	33%	3%	15%	3%	-62	-47	-52
Nuwakot	43%	50%	0%	7%	0%	-52	-21	-64
Okhaldhunga	43%	22%	11%	17%	7%		-23	-39
Ramechhap	59%	28%	0%	3%	9%	-47	-85	-63
Rasuwa	28%	28%	0%	33%	11%	-70	-76	-14
Sindhuli	59%	9%	9%	13%	11%	-55	-44	-46
Sindhupalchowk	43%	41%	8%	8%	0%	-73	-49	-59



# Sample size and demographics

The third round of data collection was conducted between September 18th and October 1st, 2015. Volunteers from #quakeHELPDESK collected the data face-to-face in the 14 districts most severely hit by the earthquake. The goal is 100 people per district, for an aggregate sample size of 1,400 people. Results at the district level are indicative but not representative due to the size of the sub-samples.

The graphs below depict the demographic breakdown of the 1400 respondents in Round 3.

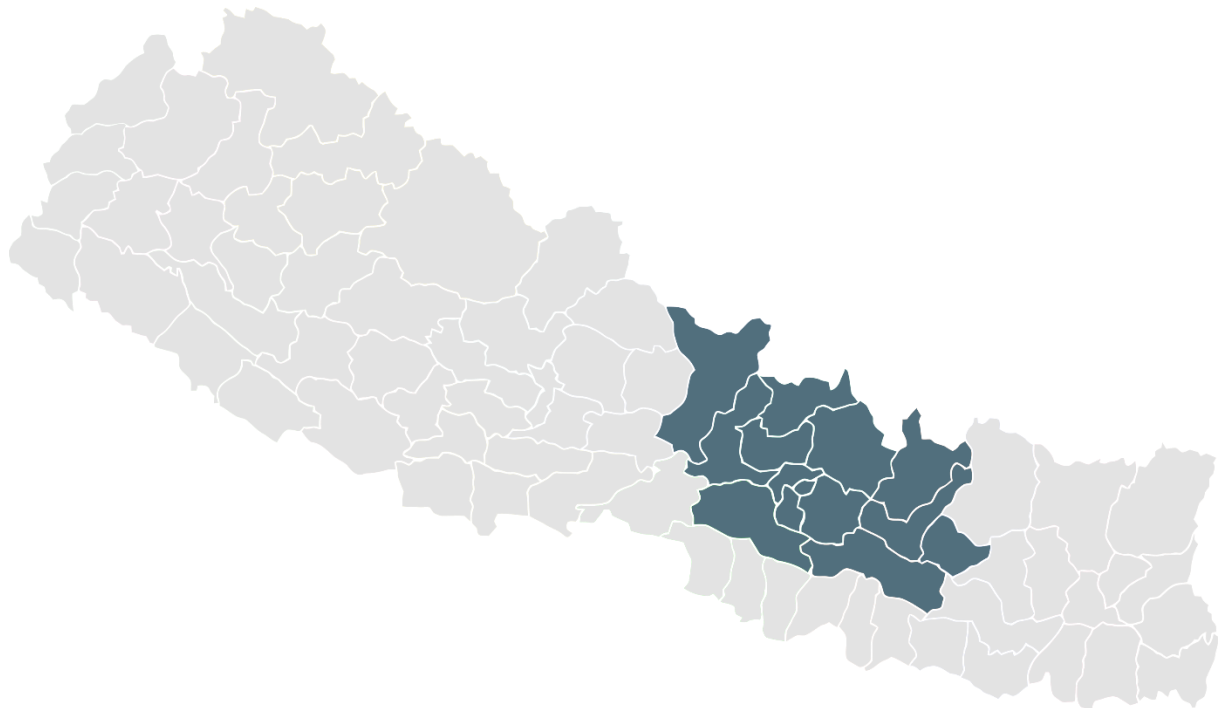


For the purposes of this survey, Janajati is defined as a minority ethnic group other than Tamang, Gurung and Newar, as these groups have been represented separately because they have large populations across the affected area.



---

This 14 districts covered by this survey are coloured dark blue in the map.



## Ground Truth Score

The data is presented as a *Ground Truth score* based on a weighted average of responses. GT scores range from +100 to -100 with zero as the mid-point value. The GT score is based on the formula: the **percentage** of respondents who fully agree **plus half the percentage** of respondents who partially agree **minus half the percentage** of respondents who don't agree **minus the percentage** of respondents who don't agree at all.

$$\% \text{ strongly agree} + \frac{1}{2} (\% \text{ agree}) - \frac{1}{2} (\% \text{ disagree}) - \% \text{ strongly disagree.}$$

Negative scores indicate a tendency to disagree with the statement. The distribution of responses across the 5-point scale is also given.

The GT score provides a reading of perceptions at the time of the survey. Over time, GT scores allow organizations involved in the recovery to track how the programme is perceived – and how perceptions change over time as they respond to the feedback with programme course corrections. The data is presented both as an aggregate score by question and broken down by demographic group and district.



# Background

## Purpose

Ground Truth Solutions collects the views of affected people on key aspects of the humanitarian response, analyzes what they say, translates the feedback into a more effective response, and communicates the resulting insight to the government and broader humanitarian community. The goal is better-informed decision-making and a more effective response. If the sequence of collecting information, learning and course correction is repeated at regular intervals, it becomes a powerful tool of both accountability and performance management.

## Data Collection

The approach is rapid-cycle and asks a representative sample of the population a few questions – 9 questions in the Community Survey – on a frequent and consistent basis. By requiring respondents to score questions – in Nepal we use a 1-5 scale – answers become a measure that can be tracked over time. Each new round provides aid managers with an updated sense of what is working and what isn't. Understanding *why* comes from responses to drill-down questions in the questionnaire and from further insight provided by affected people during follow-up dialogue sessions designed to make sense of the feedback. As the data set builds up over time, the story becomes clearer and provides an increasingly robust guide to action.

## Enumeration

Volunteers from #quakeHELPDESK, a joint initiative of the Accountability Lab and Local Interventions Group, conducted the monthly surveys in the 14 districts identified as the most severely impacted by the earthquake. Volunteers are community members who live in the districts – often in the VDCs – where they serve.

## Survey Development

The aim is to craft questions that bring out issues that are at once important to affected people and amenable to action by aid managers. The former want aid that is more responsive to their needs and enables them to play their part in finding solutions. The latter want feedback that informs their decision-making and helps them run better programmes.

The nine questions in the community survey were developed over a two-month process of community-based testing and consultations with a range of stakeholders, including responders, enumerators, and affected people. In June 2015, a test survey collected feedback from 1,064 respondents across 10 districts using an initial set of perceptions questions.



---

Insights from this survey were combined with stakeholder feedback on the questionnaire and tested in smaller groups over the course of a month. After taking all feedback into account, two focus group discussions were conducted with affected people and the questionnaire was finalized. This process led to the current version of the micro-survey. The questionnaire can be adapted after each round to drill down into priority issues and incorporate further feedback. But many of the same questions will remain in the survey in order to track response trends over time. Questions will be retired if they are no longer relevant, and others may be added to capture people's views on emerging issues.

The pace of data collection can be adjusted to balance relief agencies' ability to digest and act on feedback with the need to adapt the line of inquiry to a changing situation. The right frequency depends on both the volatility of the situation and agencies' capacity to process feedback and act on the findings. In emergencies, changing survey questions to take account of fast-moving challenges ensures fresh insight and a more compelling narrative, which in turn helps drive interest and action. As a general rule, the pace of collection must allow enough time between rounds for aid agencies to digest the information and act on it.

## Sampling Methodology

The goal is to gather perceptions of people in the 14 most affected districts. The focus of the survey is on collecting data from Village Development Committees (VDCs)<sup>1</sup> where communities are in greatest need. Need is determined by initial reports of mortality and destruction, as well as consultations with district-level government officials, police authorities, and civil society organizations.

Below the VDC level, random sampling is used, with VDCs segmented into clusters (4-5 per district) based on geographic location. From each of these clusters, 4 to 5 wards are randomly selected. Because the selection is random, wards may be grouped together in one VDC, or spread across several. Excel is used to generate the random selection.

Within each of the selected wards, trained volunteers use a random sampling methodology to select households. Starting at a common gathering point (primary school, water source, meeting area, etc.), the volunteer spins a pen or stick on the ground to select a direction. Following the path of the pen, the volunteer visits the first household in that direction. Upon finishing the interview, the volunteer stands with his/her back to the doorway of the house and turns to the right, skipping two homes to visit the third for the next interview. This process continues until the volunteer reaches a set number of households (around 5 per ward), interviewing every third household. This sampling method is more difficult in some areas than others – particularly in mountainous regions – so there may be some flexibility in interpreting the guidelines. In order to

---

<sup>1</sup> Nepal's 75 districts are subdivided into localities known as village development committees



capture a more diverse set of perceptions, volunteers interview a different demographic from one household to the next—not just the head of the household.

The survey aims to gather representative results on a national basis, with the qualification that they will only be representative of some of the most affected districts and VDCs. To this end, around 100 respondents per district will be surveyed, for an aggregate overall sample size of 1,400 people. At the district level, results should be viewed as indicative rather than representative due to the size of the sub-sample.

The number of wards each volunteer visits is based on the random selection for that round of surveys, with each volunteer assigned to specific VDCs. On average, each volunteer will visit 4 wards, conducting 5 surveys per ward, for a total of 20 surveys per round. In this way, the survey will gather data from some 100 respondents per district.

## Challenges to relief agencies

The micro-surveys allow relief agencies to gauge overall perceptions of the response effort and provide insight for decision-makers. However, further investigation is essential in making sense of survey findings and working out how to respond. It is important to see the surveys as part of a longer sequence of collecting information, learning and making course corrections.

There is a role here for each agency. First, we ask you to include the findings in your own internal discussions and to consider the feedback data alongside other sources when planning and evaluating your programmes. Second, we ask you to discuss the findings with affected populations themselves, to get a better sense of the reasons they answered as they did. This can happen as part of your own ongoing engagement and communication activities. Third, we ask you to share any thoughts or insight on the data, underlying issues identified or any other reflections that emerge in the previous two steps. You can do so by contacting Ground Truth Solutions at [info@groundtruthsolutions.org](mailto:info@groundtruthsolutions.org).

Without these follow-up steps, the generic nature of the questions may make it difficult to identify specific programmatic interventions, although they will provide some indication of what actions might be taken or explored.

While the micro-surveys are representative at the national level, logistical barriers make it hard to collect data from people in some of the areas seriously affected by the earthquake, particularly in mountainous regions where data collection is therefore limited.



## Opportunity

While the focus of the Community survey is on the recovery programme as a whole, the Inter-Agency Common Feedback Project is interested in conducting surveys on specific services and in particular locations. Organizations interested in extending the survey process in this way should contact Giovanni Congi at [Giovanni.congi@one.un.org](mailto:Giovanni.congi@one.un.org).

## Feedback

We welcome your questions and feedback. Please contact Giovanni Congi at [Giovanni.congi@one.un.org](mailto:Giovanni.congi@one.un.org), Narayan Adhikari at [Narayan@accountabilitylab.org](mailto:Narayan@accountabilitylab.org), Pranav Budathoki at [pranav@localinterventions.org.uk](mailto:pranav@localinterventions.org.uk) or Nick van Praag at [Nick@groundtruthsolutions.org](mailto:Nick@groundtruthsolutions.org).

## Partners and Funders

This survey is part of the Inter-Agency Common Feedback Project and has been developed in close collaboration with our in-country partners, Accountability Lab and Local Interventions Group.



The work of Ground Truth Solutions in Nepal is financed by DFID, the IKEA Foundation, the Swiss Agency for Development and Cooperation and private donors through Global Giving.

