



**GROUND TRUTH
SOLUTIONS**

HURRICANE MARIA

DOMINICA

SURVEY ON PERCEPTIONS OF INFORMATION AND SHELTER

31 MAY 2018





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OVERVIEW

This report analyses data collected from interviews conducted with 483 Dominicans between 14 and 20 May 2018¹. In this fifth survey of Dominicans' perceptions in the wake of Hurricane Maria, we dig deeper into the issues that are central to the recovery process now underway. These relate to people's access to information and, with so many homes lost or damaged by the hurricane, shelter and reconstruction.

Information

- Most people do not feel they had the information they needed to access support in the immediate aftermath of the hurricane
- Power outages knocked out most forms of communication and most respondents say that in the event of another disaster the focus should be on providing information in meetings with government representatives and aid agency staff
- Members of Parliament, village council members and government ministries are the most trusted sources of information
- Topics on which information is most in demand now are how to access financial and material support to rebuild their homes and businesses
- The elderly are seen as having the most difficult experience getting information
- There is little knowledge about how to lodge complaints but most people would prefer to do so through their parliamentary representative or the local council

Shelter

- The majority of respondents have not yet started repairing their homes
- Lack of money, building materials, and labour (in that order) are the main obstacles
- Two-thirds of those who have made a start at repairing their homes say they did it themselves
- Most respondents were not aware of Technical Assistance Centres
- Most people do not know about Dominica's new building codes
- More than two-thirds of respondents do not think their home is ready for the coming hurricane season, and less than half feel safe
- Most people say their homes were not sufficiently insured before the hurricane and more than half of those interviewed do not plan to improve coverage now

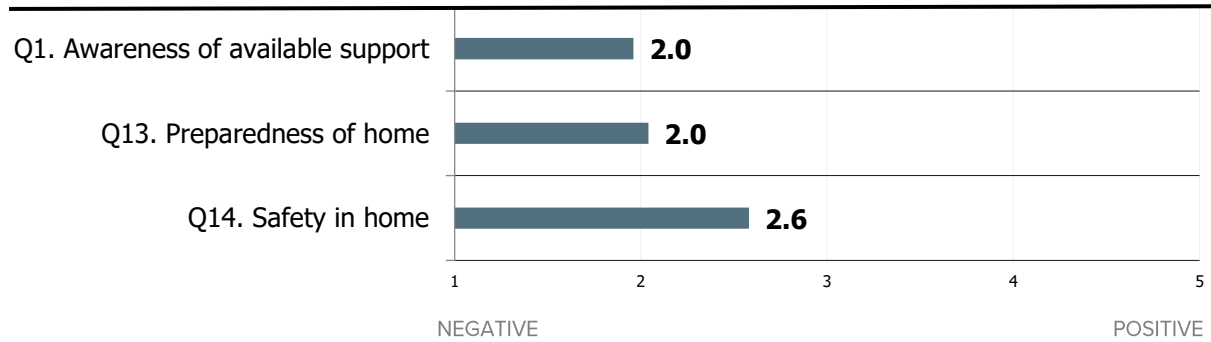
¹ As part of the [H2H Network](#)'s DFID-funded mission in the Caribbean, Ground Truth Solutions, an NGO, is providing a regular flow of feedback on community perceptions about the effectiveness of the response and their evolving needs. The surveys offer decision-makers insight into community concerns as the basis for programmatic course corrections and to manage people's expectations. This report covers the fifth round of surveys in Dominica. For reference, the first four reports as well as our report on cash support can be found on [our website](#). The raw data from the completed rounds of data collection can also be found on [HDX Connect](#).



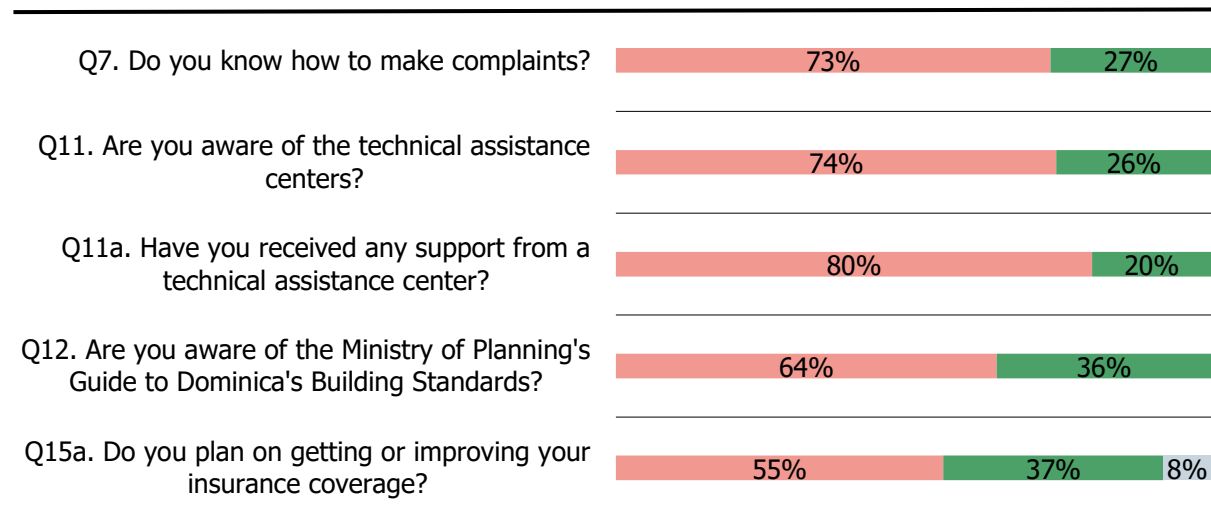
Overview of mean scores

Closed questions use a five-point scale. Mean scores above three indicate a tendency towards positivity; mean scores below three suggest a tendency towards negativity. A more detailed analysis is provided in the question-by-question breakdown of responses in the body of the report.

OVERVIEW OF MEAN SCORES FOR CLOSED LIKERT QUESTIONS



OVERVIEW OF BINARY QUESTION RESULTS





SURVEY QUESTIONS - INFORMATION

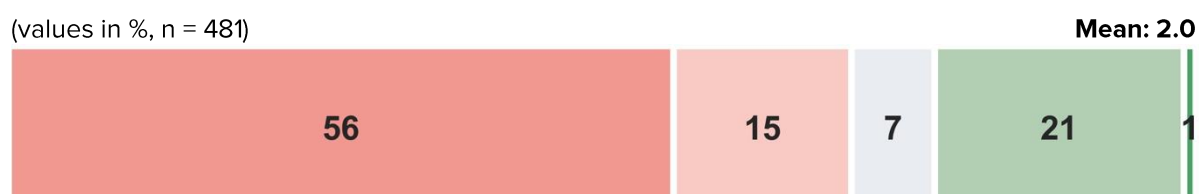
For closed questions, the bar charts show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For open questions, percentages do not always total 100% because respondents might have been given the option to provide multiple answers. For each question, we indicate the main take-away or conclusion drawn from the data.

Q1. Awareness of available support

Do you know how to access support and ongoing recovery programmes?



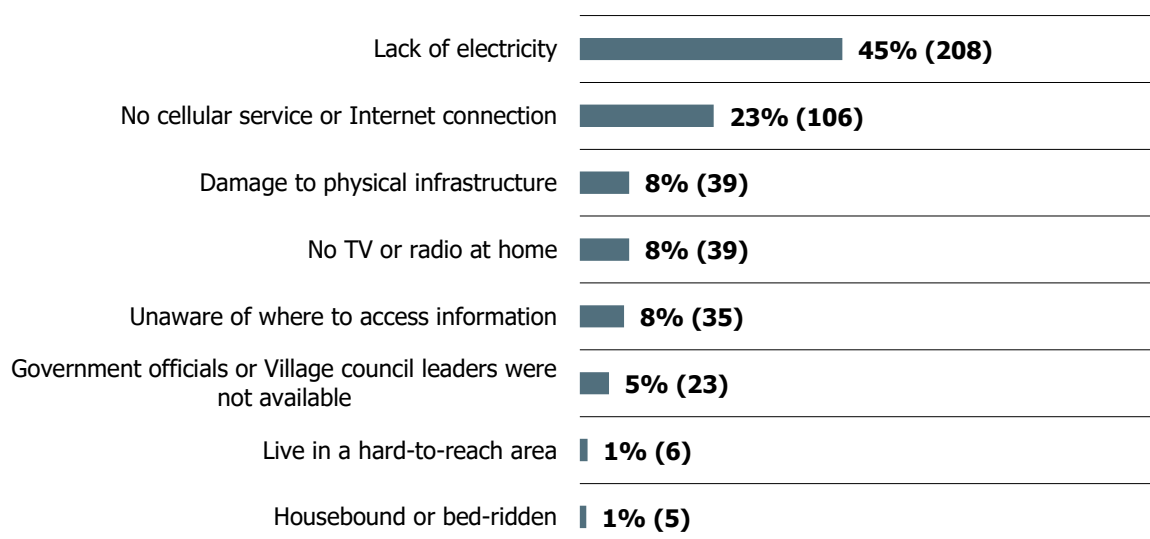
(values in %, n = 481)



A majority of respondents do not feel that they have been kept informed about how to access support and ongoing recovery programmes.

Q2. Obstacles to access to information

Following Hurricane Maria, what was the greatest obstacle for you to get the information you needed?

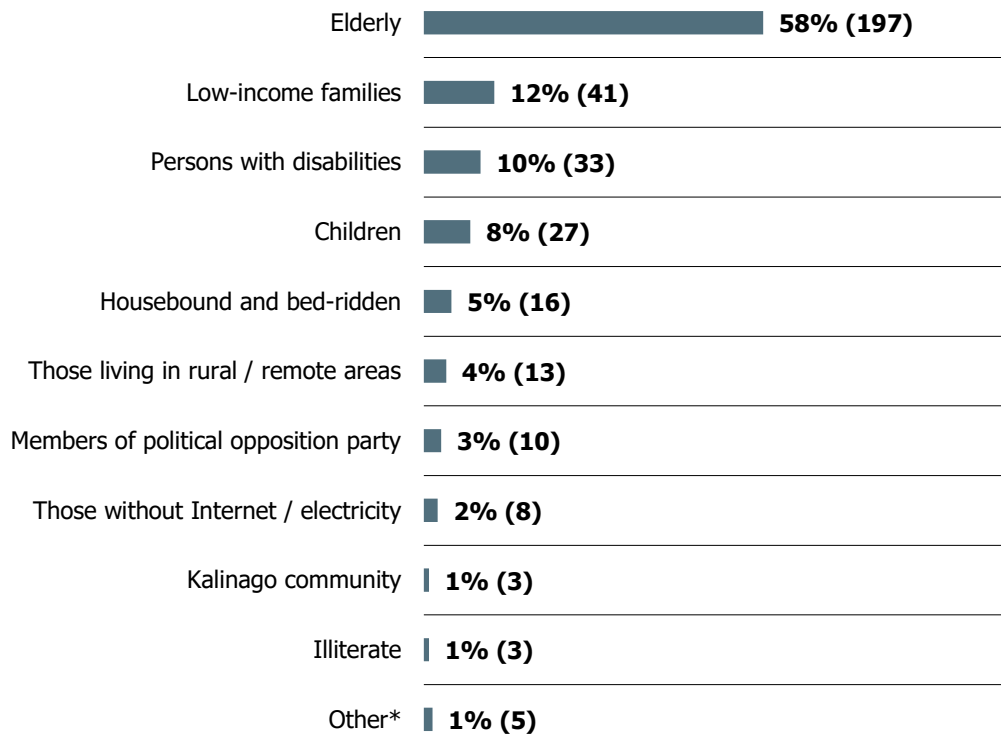


A large proportion of respondents say that power outages following Hurricane Maria were the greatest obstacle to getting the information they needed.



Q3. Those most in need of information

What group of people have the most difficulty gaining access to information about available support after a disaster?



A majority of respondents believe the elderly have the most difficulty getting access to information about available support following a disaster.

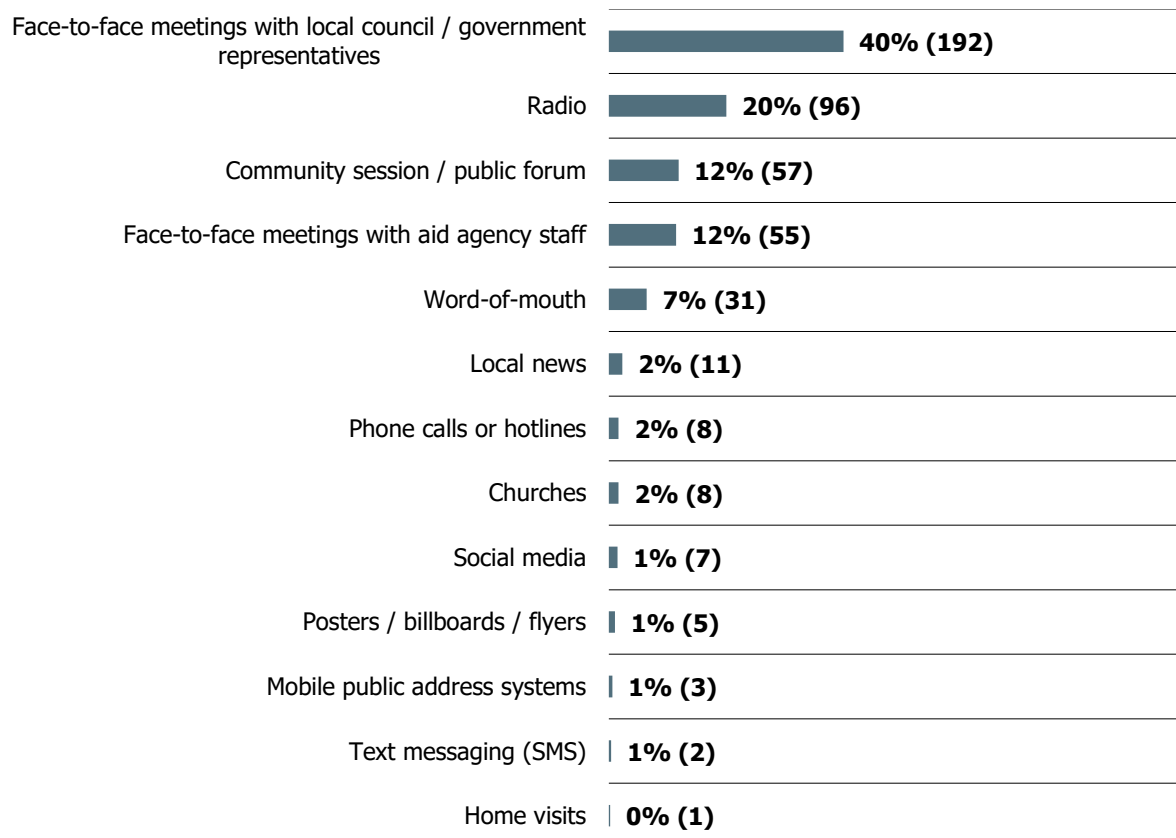
* 'Other' includes those who do not listen to the radio, those who are not tech savvy, those with no means to communicate, and pregnant women.

For open questions, percentages do not always total 100% because respondents might have been given the option to provide multiple answers, or because only the most common responses are displayed. For a complete breakdown of responses please contact info@groundtruthsolutions.org.



Q4. Preferred information channels during immediate aftermath

What information channel would you most recommend be used by the government and aid agencies immediately after a disaster to provide information to Dominicans?

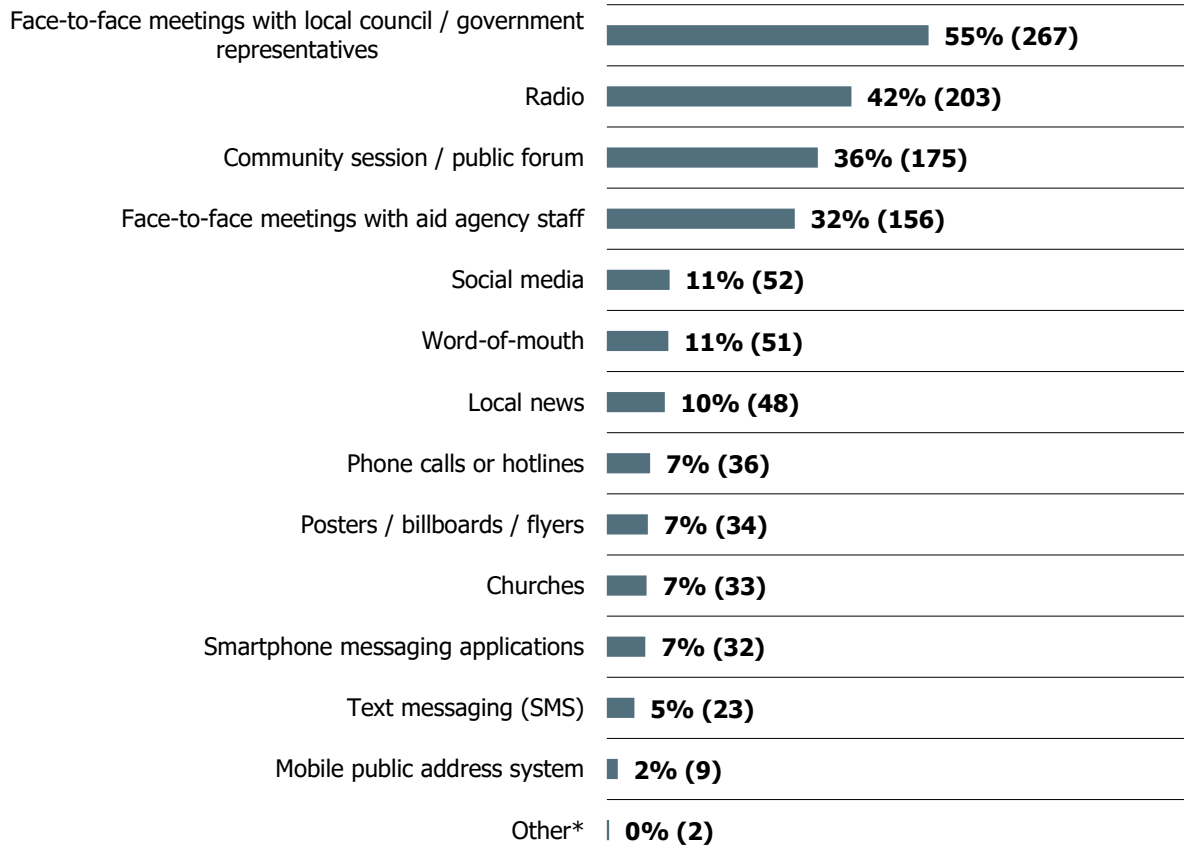


Because of widespread power outages that occurred following Hurricane Maria, most respondents prefer in-person meetings with government representatives and aid agency staff immediately following a disaster to be able to receive information.



Q5. Preferred information channels during recovery

What information channel would you recommend be used by the government and aid agencies in the months after a disaster to provide information to Dominicans?



When asked to select up to three communication channels they would prefer be used by the government and aid agencies during the recovery phase of a response, respondents continue to prefer in-person interactions.

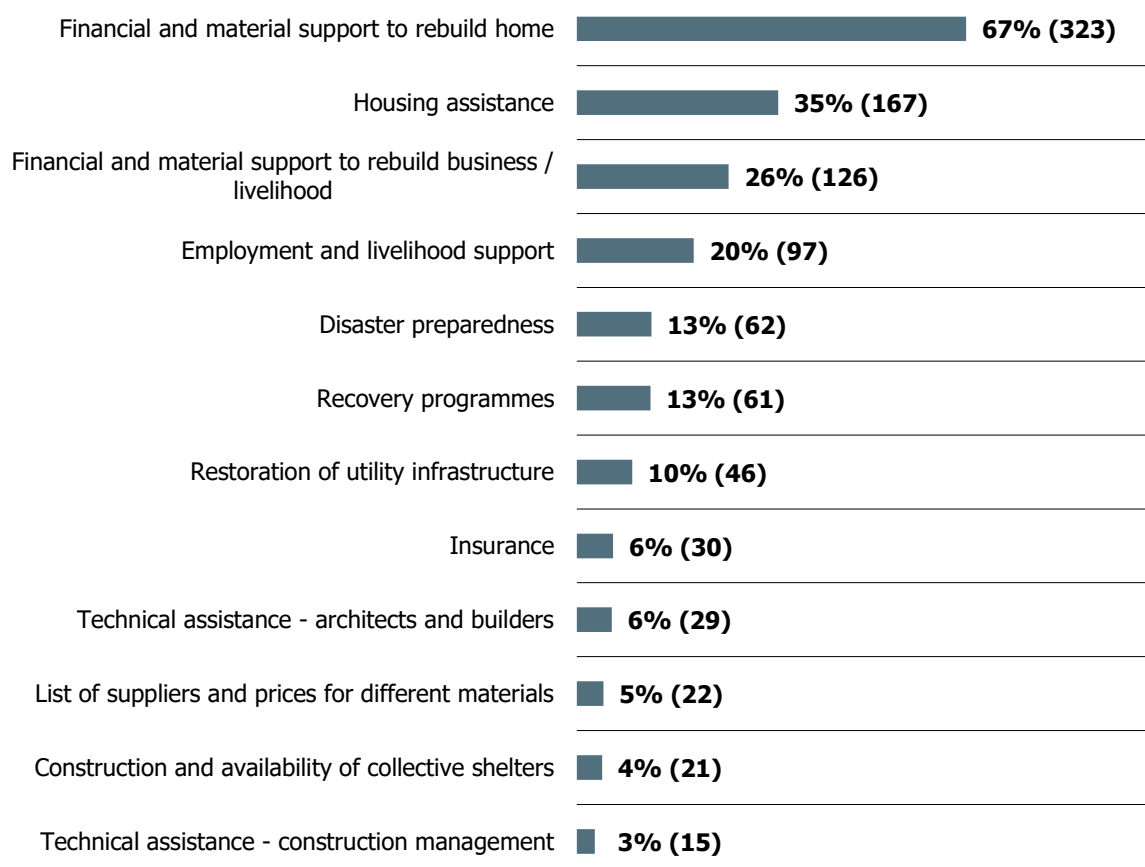
* "Other" includes house-to-house visits and ham radios.

Percentages do not total 100% because respondents were given the option to provide up to three answers. For a complete breakdown of responses please contact info@groundtruthsolutions.org.



Q6. Information needs

What are the topics on which additional information would help improve your current situation?



A majority of respondents say they would like more information about how they can access financial or material support to help rebuild their homes and/or businesses. Over a third report a need for more information on how to get housing assistance.

Percentages do not total 100% because respondents were given the option to provide up to three answers. For a complete breakdown of responses please contact info@groundtruthsolutions.org.



Q7. Awareness of complaints mechanisms

Do you know how to make complaints about the support or services that you received since Hurricane Maria?



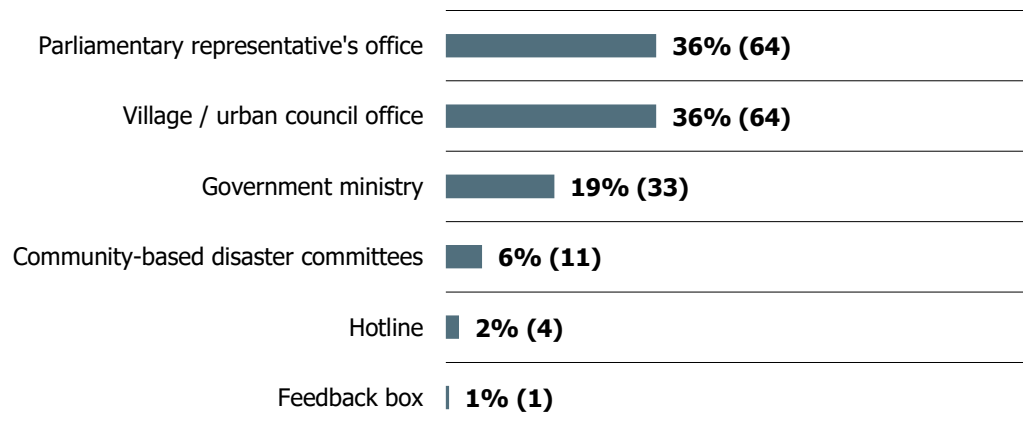
(values in %, n = 473)



Just under three-quarters of respondents do not know how to make complaints.

Follow-up question asked to those who responded “yes” to Q7:

How?



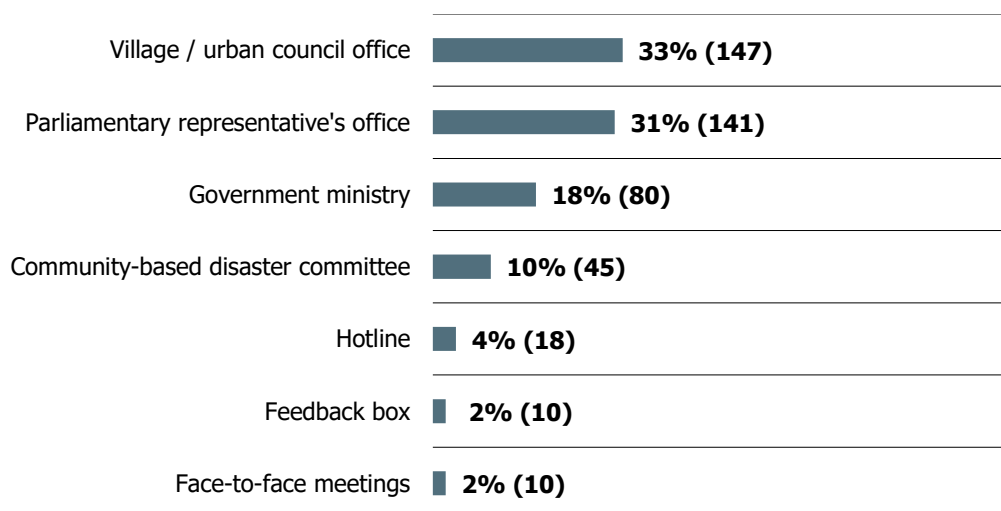
Among those who are aware of how to make complaints to those who provide support many know they can do so through their parliamentary representative’s office and their village or urban council office.

For open questions, percentages do not always total 100% because respondents might have been given the option to provide multiple answers, or because only the most common responses are displayed. For a complete breakdown of responses please contact info@groundtruthsolutions.org.



Q8. Preferred feedback channels

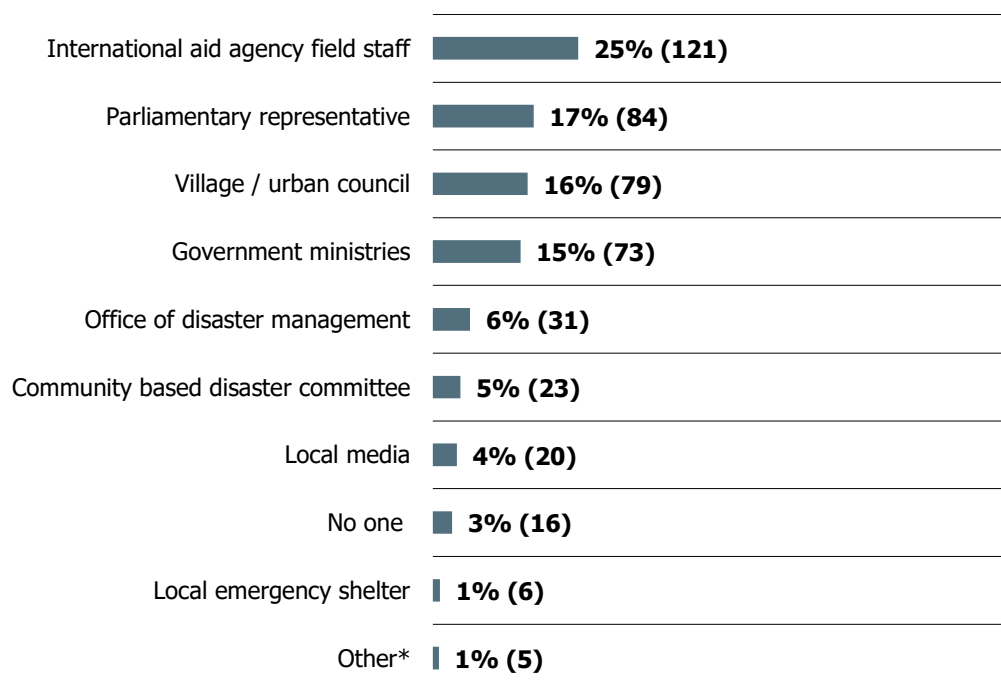
How would you like to make suggestions or complaints to those who provide support following a disaster and during recovery?



Respondents report a preference for submitting complaints through their parliamentary representative's office and their village or urban council office.

Q9. Trustworthy sources of information

Who do you trust to give you accurate information about the support available to Dominicans?



* "Other" includes an apolitical group, parents, people walking around, and everyone.



SURVEY QUESTIONS - SHELTER

Q10. Repair process

Have you started repairing your home?

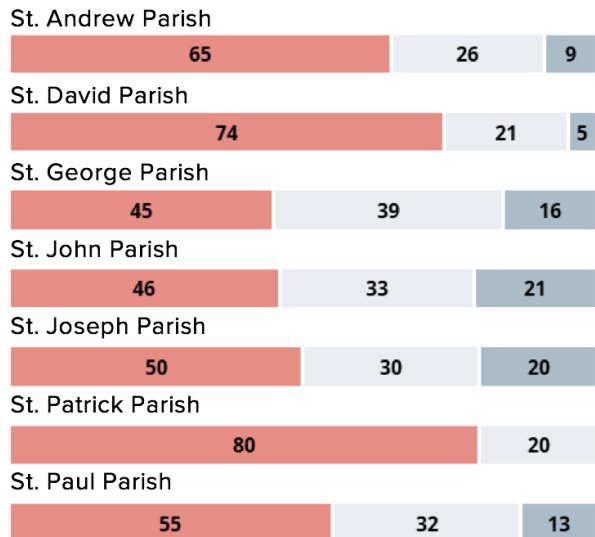
No, not started yet
Yes, ongoing
Yes, completed
No need to repair my home

(values in %, n = 468)

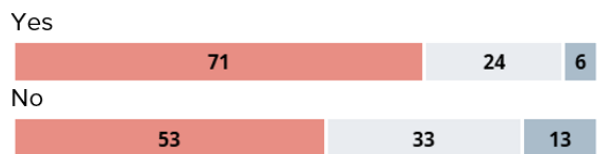


The majority of respondents have not started the process of repairing their homes yet.

Parish



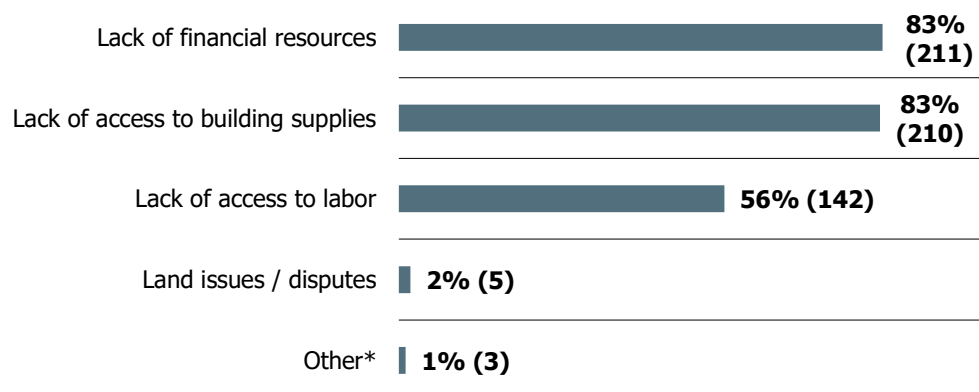
Disability





Follow-up question asked to those who responded “no” to Q10:

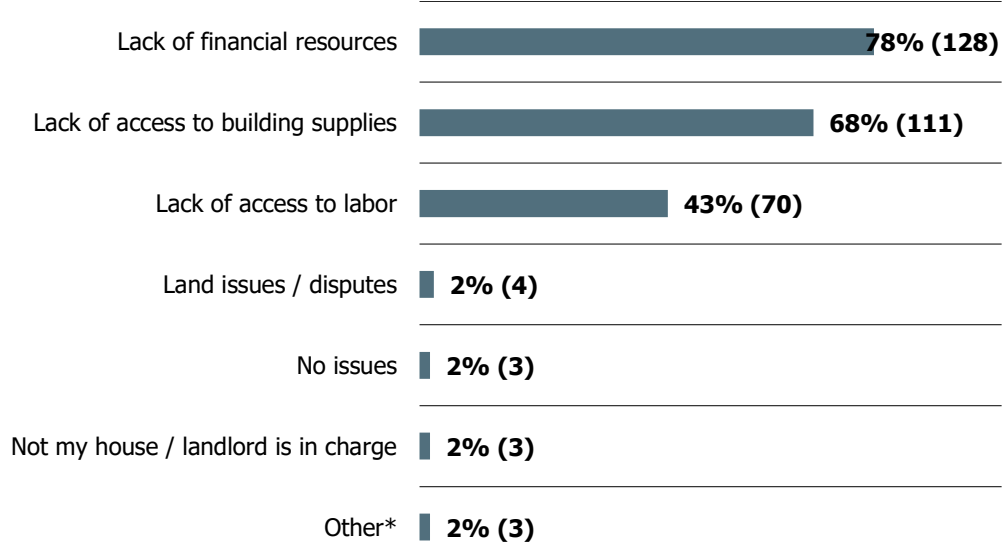
If not, what have been some of the challenges?



* “Other” includes insurance problems and waiting for the government to provide support.

Follow-up questions asked of those who responded “yes” to Q10:

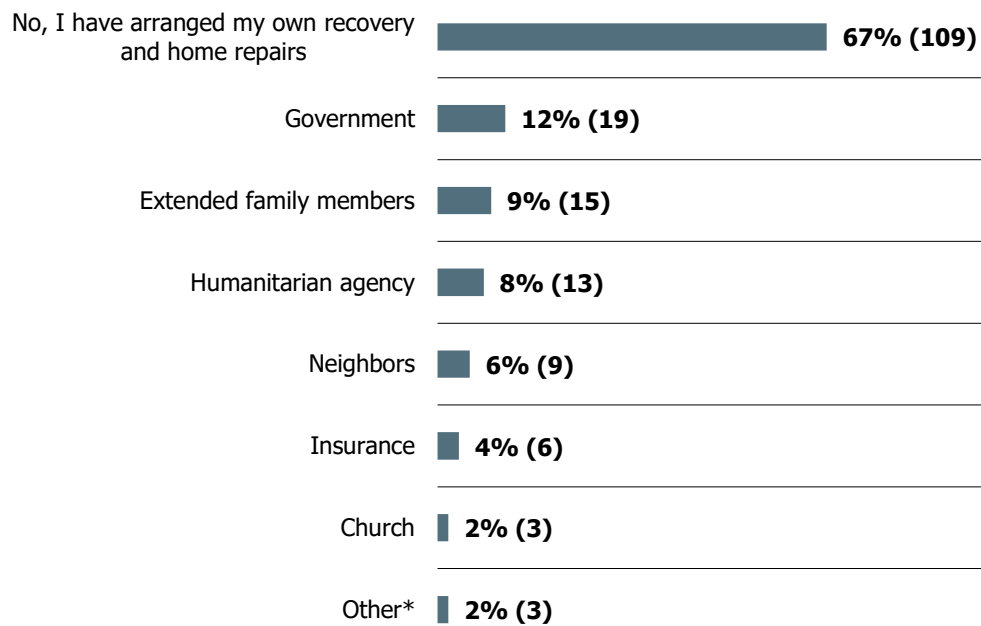
If yes, what have been some of the challenges?



* “Other” includes having to spend time helping others, long wait to receive insurance pay-out, and the fact they needed to rely on government support.



Have you received help from any of these sources to help repair your home – either financial or material?



* “Other” includes their village council, and not needing to repair their home as they either are renting or do not own their damaged home.

Follow-up question asked to those who received help from the Government:

How helpful was the support you received from the government to help repair your home?

Of the 19 respondents who received support from the government, three people think it was not helpful (at all), two were undecided, and 14 say it was either helpful or very helpful.

Follow-up question asked to those who received help from aid agencies:

How helpful was the support you received from aid agencies to help repair your home?

Of the 10 respondents to this question, seven find it helpful or very helpful, two are undecided, and one person did not find the support helpful at all.



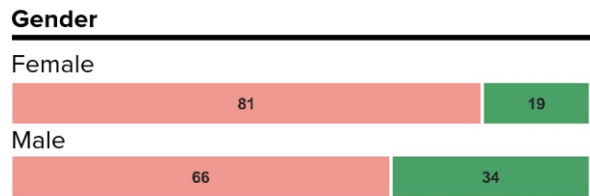
Q11. Awareness of Technical Assistance Centres

Are you aware of the Technical Assistance Centres (TAC) where you can access technical support to help you rebuild your home to better withstand natural disasters?

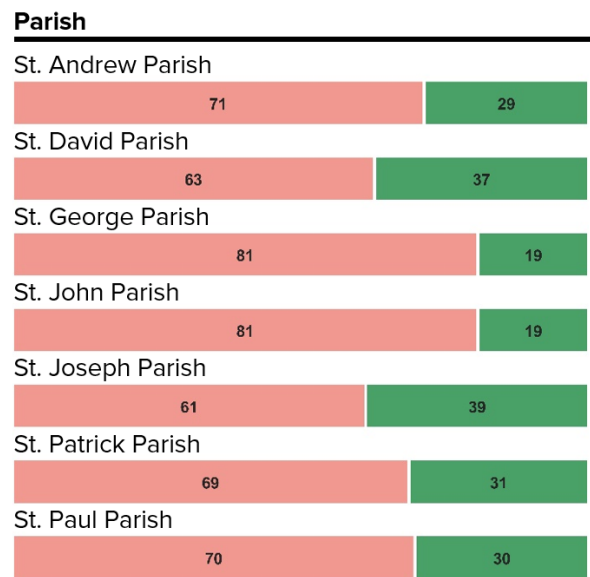


Most respondents were not aware of Technical Assistance Centres.

Women are less informed of the centres than men.



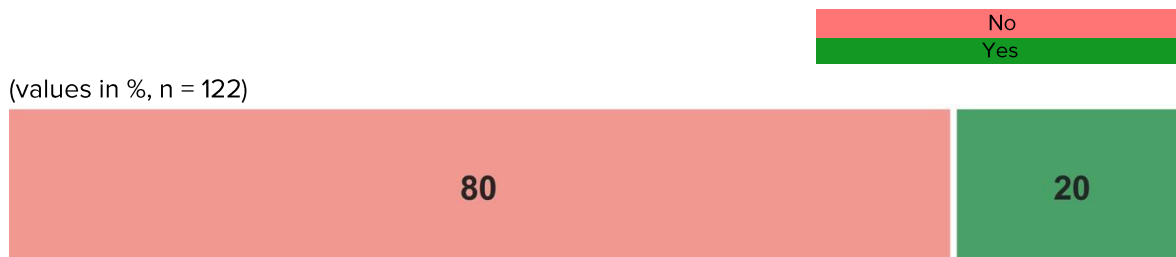
Respondents in the Saint George and Saint Patrick parishes are least informed.





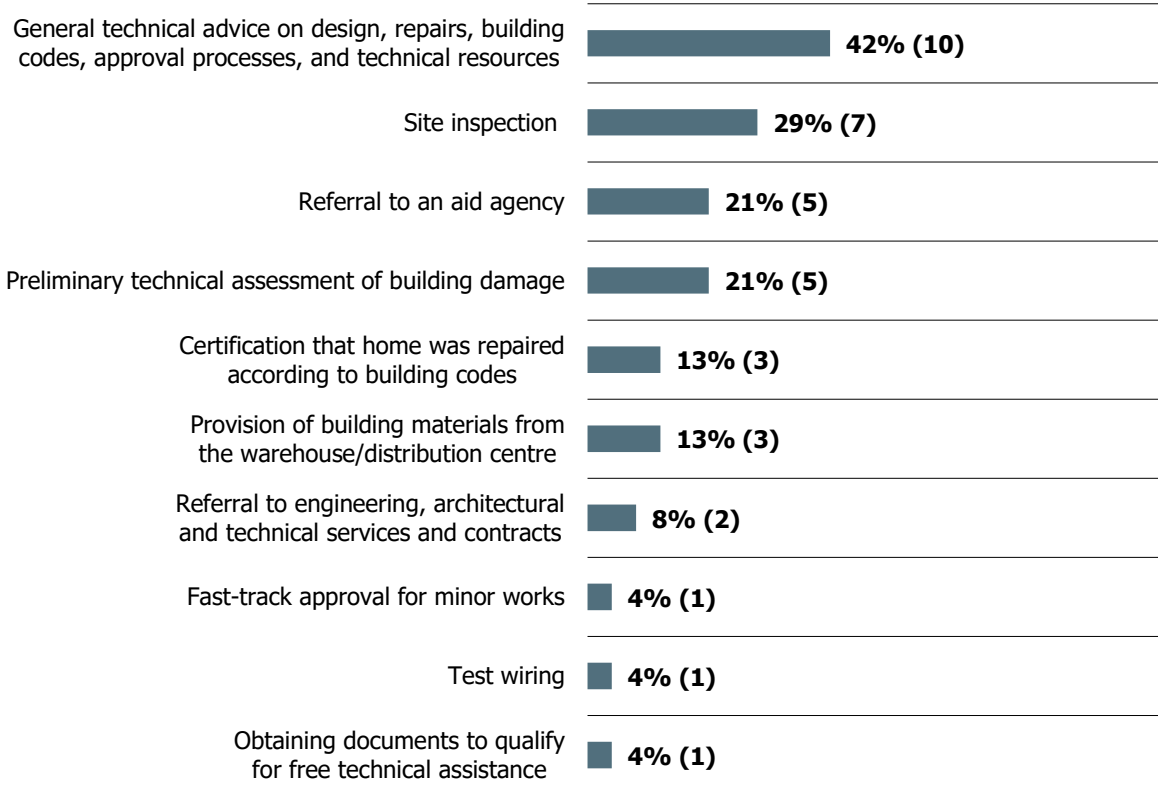
Follow-up question asked to those who are aware of TACs:

Have you received support from a TAC?



Among those who have heard of TACs, most have not received support from one.

If you have received support, what type?





Follow-up questions asked of those who have not received any support from the TACs:

If you have not received support from a TAC, what service would you require?

General technical advice on design, repairs, building codes, approval processes, and technical resources **45% (44)**

Provision of building materials from the warehouse/distribution centre **40% (39)**

Site inspection **28% (27)**

Fast track approval for minor works **23% (23)**

Preliminary technical assessment of building damage **13% (13)**

Obtaining documents to qualify for free technical assistance **12% (12)**

Certification that home was repaired according to building codes **11% (11)**

Referral to engineering, architectural and technical services and contracts **8% (8)**

No need for support **6% (6)**

Referral to an aid agency **4% (4)**

Other* **3% (3)**

* "Other" includes information on disaster preparedness.



Q12. Awareness of guide on housing standards

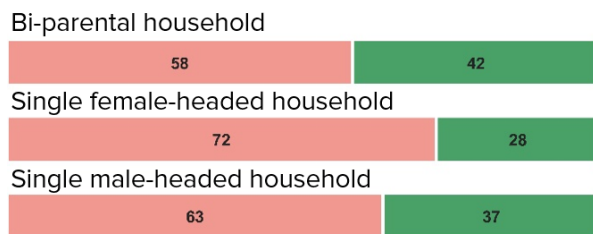
Are you aware of the Ministry of Planning and Economic Development's Guide to Dominica's Housing Standards?



The majority of respondents do not know about building codes in Dominica.

Those living in a female-headed household are least informed about the codes.

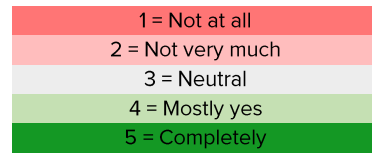
Makeup of household





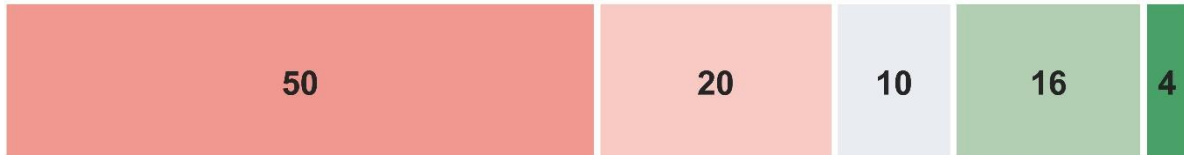
Q13. Preparedness of home

How prepared do you think your home is for the coming hurricane season?



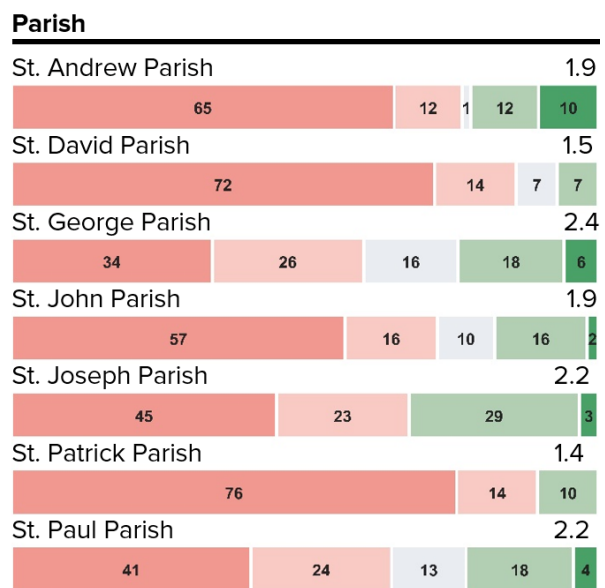
(values in %, n = 475)

Mean: 2.0



More than two thirds do not think their home is ready for the coming hurricane season.

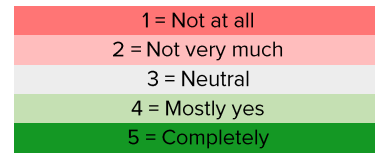
Respondents in St. Patrick and St. David Parish seem to feel least prepared. These are also the parishes with the highest proportion of totally destroyed houses.





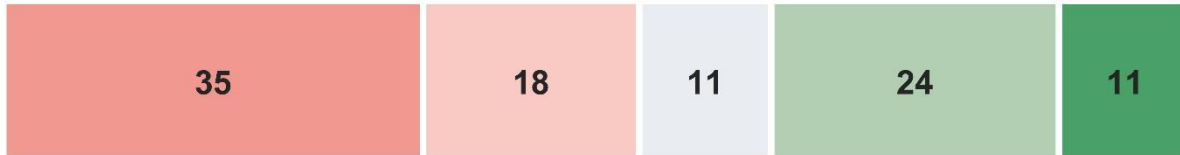
Q14. Safety

How safe do you feel in living in your home?



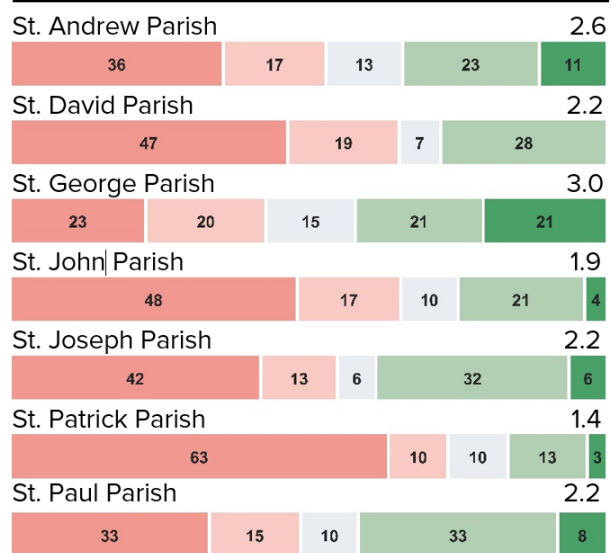
(values in %, n = 478)

Mean: 2.6



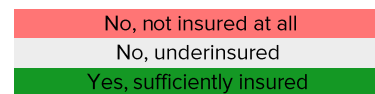
More than half of Dominicans interviewed do not feel safe living in their homes.

Parish



Q15. Insurance

Was your house sufficiently insured at the time of Hurricane Maria?



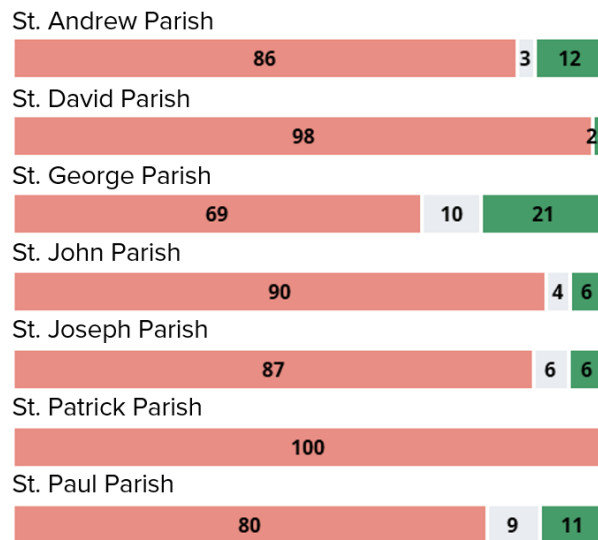
(values in %, n = 459)



Most homes were insufficiently insured at the time of the hurricane.



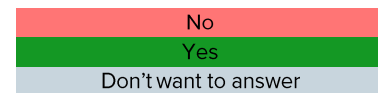
Parish



Follow-up questions asked to those whose house was insufficiently insured:

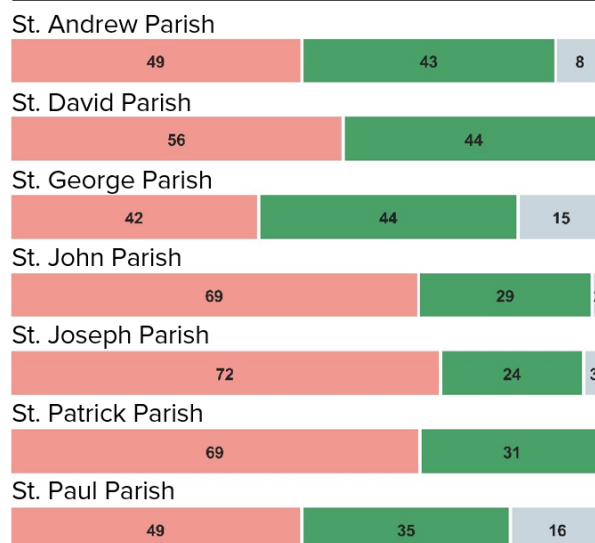
Do you plan to get or improve your insurance coverage?

(values in %, n = 400)



More than half of the Dominicans interviewed are not planning to improve the insurance coverage of their homes.

Parish

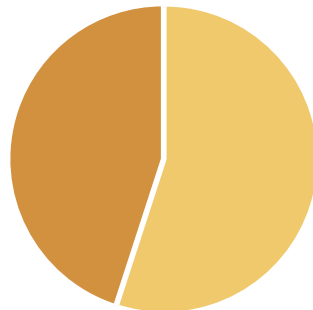




DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 483 respondents. Each graph includes percentages as well as the frequency in parentheses.

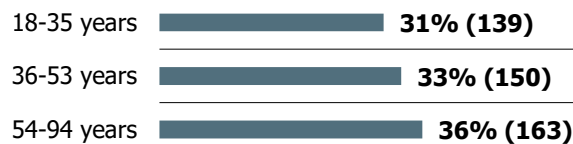
Gender



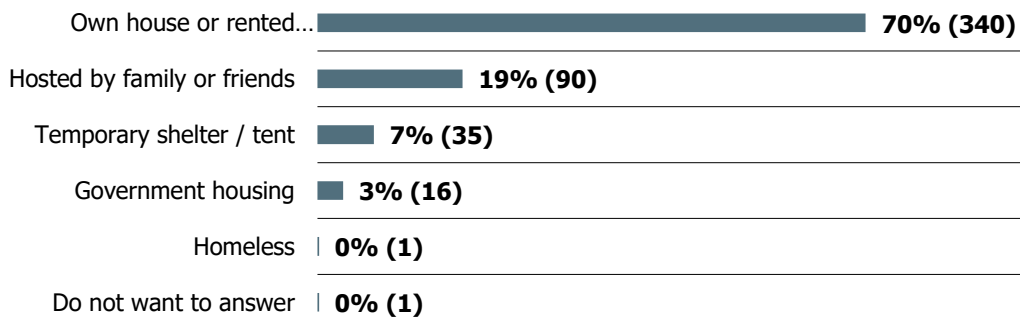
Male **45% (215)**

Female **55% (268)**

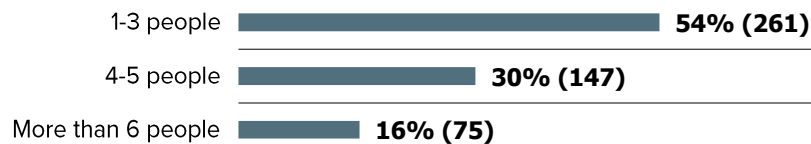
Age



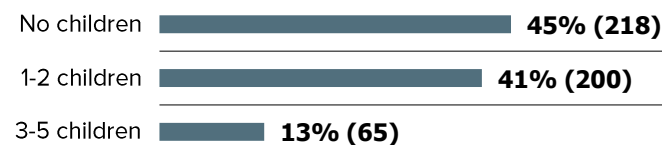
Current housing situation



Household size after the hurricane



Number of children in household





Make-up of household

A bi-parental household		43% (206)
A single female-headed household		31% (152)
A single male-headed household		25% (123)
Do not want to answer		0% (2)

House damage

Major damage		35% (168)
Minor damage		26% (125)
Totally destroyed		25% (121)
No significant damage		14% (68)
Do not want to answer		0% (1)

Location of interview

Saint George Parish		32% (156)
Saint Paul Parish		15% (73)
Saint Andrew Parish		14% (70)
Saint John Parish		11% (52)
Saint David Parish		9% (43)
Saint Patrick Parish		7% (32)
Saint Joseph Parish		6% (31)
Saint Luke Parish		2% (11)
Saint Peter Parish		2% (9)
Saint Mark Parish		1% (6)



METHODOLOGY

Sample size

Interviews were conducted with 483 Dominicans currently residing in Dominica.

Sampling methodology

The survey was conducted face-to-face and recorded using handheld phones following the CAPI method. Only individuals 18 years of age or older were interviewed. Each enumerator aimed to ensure an even number of males and females were surveyed.

Data disaggregation

Data is disaggregated by parish, gender, makeup of household, and disability. The analysis in the report includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories. To see the complete breakdown of responses, please request the output file by sending an email to info@groundtruthsolutions.org. Data was collected from all 10 of Dominica's administrative parishes, however the parishes of St. Luke, St. Peter, and St. Mark were omitted from the question breakdowns as the sample sizes from each were too low. The number of respondents from each parish can be found in the Demographics section above.

To identify groups of persons with disabilities within the sample, a staff member at [Handicap International](#) was consulted and participants were asked a series of questions:

- Do you have difficulty seeing, even if wearing glasses?
- Do you have difficulty hearing, even if using a hearing aid?
- Do you have difficulty walking or climbing steps?
- Do you have difficulty remembering or concentrating?

For the purposes of this survey, if a survey participant indicates having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Language of the survey

This survey was conducted in English.

Data collection

Data was collected in face-to-face, one-on-one interviews between 14 and 20 May 2018 by DMR Insights, an independent data-collection company based in the Caribbean.

For more information on the survey, please contact info@groundtruthsolutions.org.