



**GROUND TRUTH
SOLUTIONS**

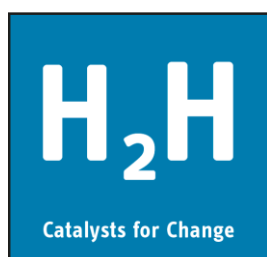
HURRICANE MARIA

GROUND TRUTH SOLUTIONS SURVEY OF PEOPLE AFFECTED BY
HURRICANE MARIA

DOMINICA

– ROUND ONE –

15 DECEMBER 2017





CONTENTS

OVERVIEW.....	3
Introduction.....	3
Highlights.....	3
Overview of mean scores	3
SURVEY QUESTIONS.....	5
Q1. Information about support	5
Q2. Information channels.....	7
Q3. Health and safety	7
Q4. Effectiveness of support.....	8
Q5. Usefulness of household items.....	9
Q6. Safety and security.....	11
Q7. Fairness of aid provision.....	13
Q8. Community engagement.....	15
Q9. Respect.....	16
Q10. Awareness of complaints mechanisms.....	18
Q11. Trust in government complaints mechanisms.....	19
Q12. Trust in aid agency complaints mechanisms.....	19
Q13. Improvements in people’s lives	20
Q14. Push factors.....	22
Q15. Incentives to return	23
DEMOGRAPHICS	24
RECOMMENDATIONS AND NEXT STEPS.....	25
NOTES ON METHODOLOGY	26
Background.....	26
Survey development.....	26
Sample size.....	26
Sampling methodology.....	26
Data disaggregation	26
Language of the survey.....	26
Data collection.....	26



OVERVIEW

Introduction

This report analyses data collected from interviews conducted with 399 Dominicans impacted by Hurricane Maria. As part of the [H2H Network](#)'s DFID-funded mission in the Caribbean, Ground Truth Solutions is providing a regular flow of feedback on how those affected by the storm view the effectiveness of the humanitarian response and their evolving needs. The surveys offer decision-makers insight into community concerns as the basis for making course corrections in the recovery programme and managing expectations.

Highlights

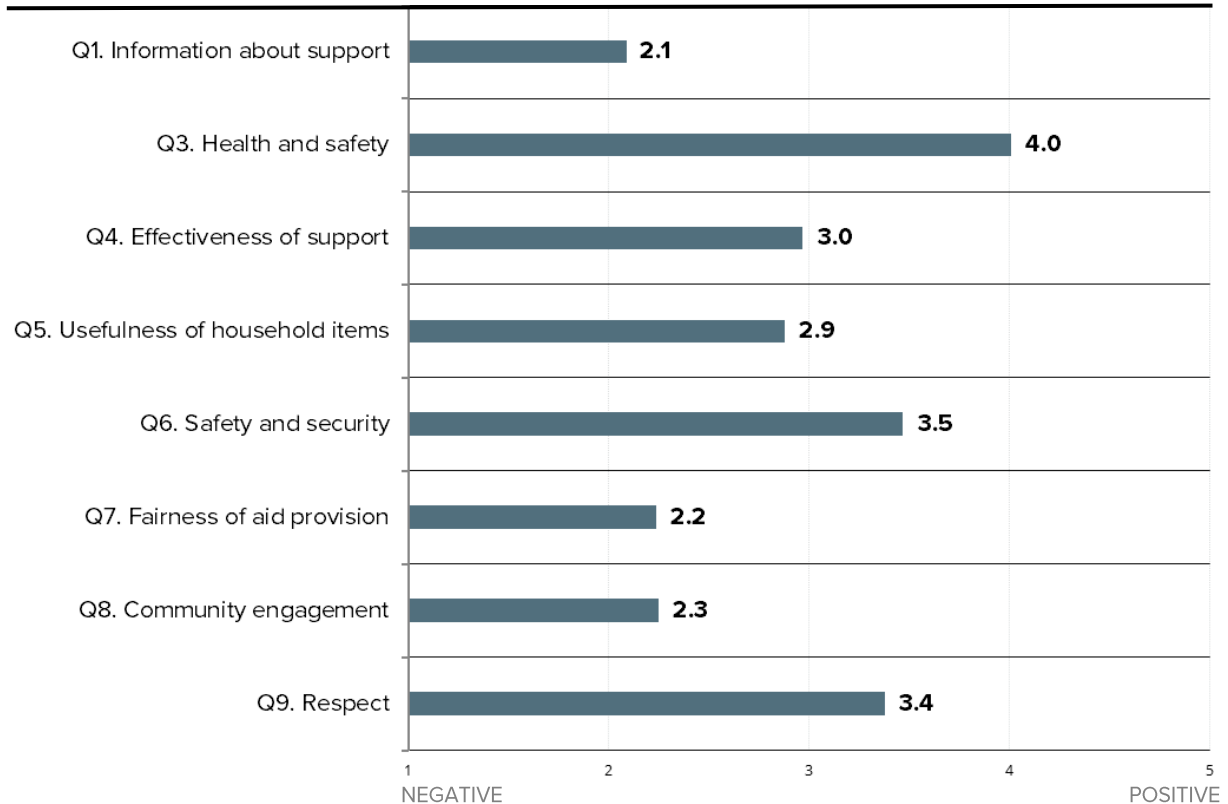
- Over two-thirds of respondents do not know how to access available support (Q1);
- Forty-three percent say that their most important needs are being met (Q4); food, material and funding for rebuilding homes, and water remain the most important unmet needs;
- Over half of interviewed Dominicans do not think that support goes to those who need it most (Q7); the poorest of society and the elderly are mentioned as groups most excluded from support;
- Most respondents are not satisfied with how they have been consulted on the support they receive (Q8);
- Most survey participants feel safe in their current accommodation (Q3); those residing in collective shelters feel safest while those staying in temporary shelters near their homes feel the least safe;
- Most respondents do not think that the lives of Dominicans are improving (Q13);
- Across most questions, those currently residing in collective shelters are more positive than those staying in other types of accommodation;
- Respondents who are satisfied with how they have been consulted on the support they receive (Q13) are more likely to think that support is going to those who need it most (Q12).



Overview of mean scores

The survey includes eight core questions about affected people's perceptions on a range of issues related to the effectiveness of the response. Closed questions use a five-point Likert scale, with three as the midpoint. Mean scores above three indicate a tendency towards positivity; mean scores below three suggest a tendency towards negativity. A more nuanced analysis is provided in the question-by-question breakdown of responses.

OVERVIEW OF MEAN SCORES PER QUESTION





SURVEY QUESTIONS

The bar charts for closed questions 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 these charts, 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.

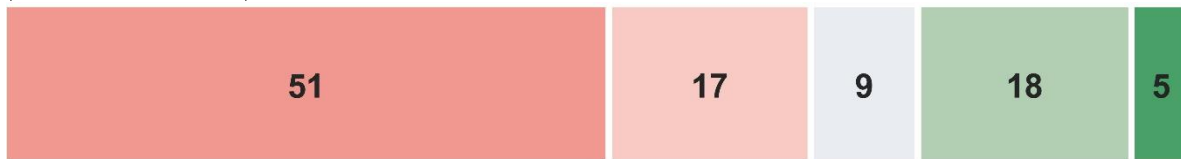
Q1. Information about support

Have you been kept informed about how to access the support available to you?



(values in %, n = 396)

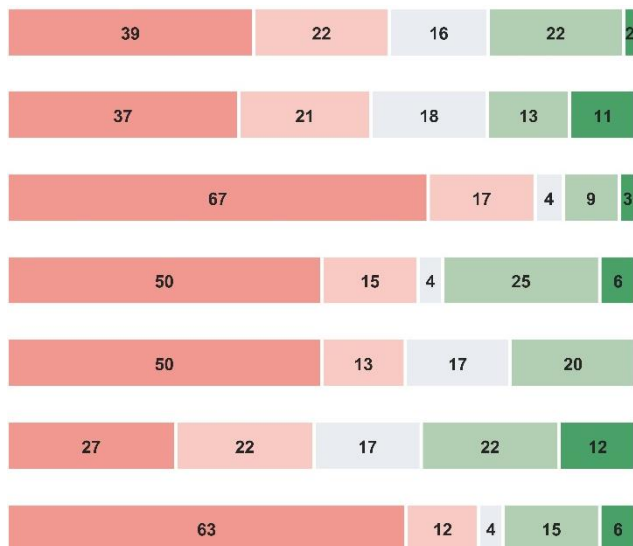
Mean: 2.1



Awareness of available support is low, with over two-thirds of respondents responding negatively.

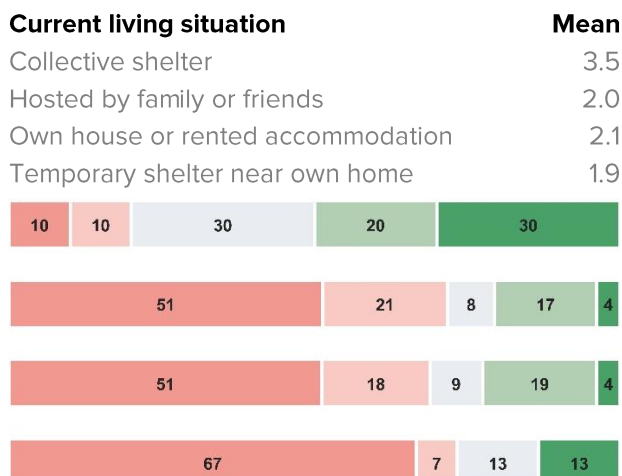
An overwhelming proportion of respondents in St. George Parish and St. Paul Parish feel uninformed about how to access the support available to them.

Parish	Mean
St. Andrew Parish	2.3
St. David Parish	2.4
St. George Parish	1.6
St. John Parish	2.2
St. Joseph Parish	2.1
St. Patrick Parish	2.7
St. Paul Parish	1.9



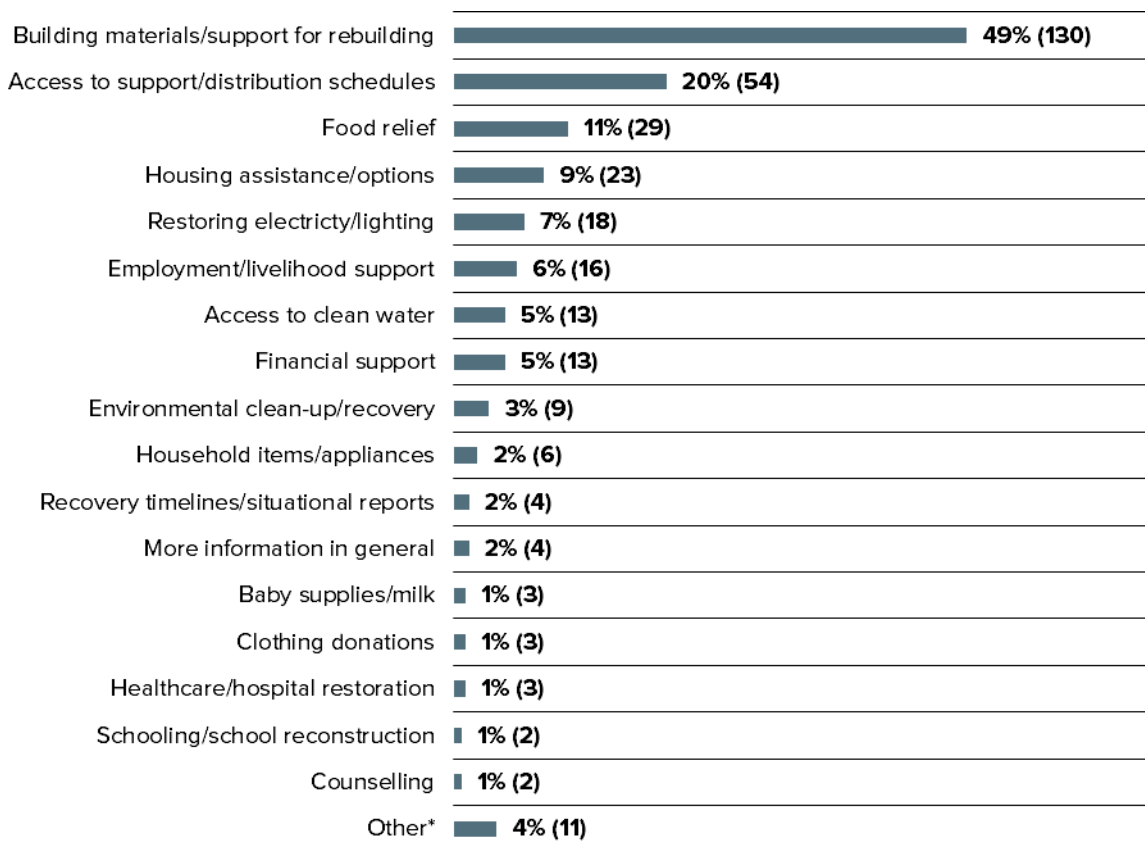


Those currently residing in collective shelters feel most informed.



Follow-up question asked to those who answered 1, 2, or 3 to Q1:

What would you like to have more information about to help improve your current situation?



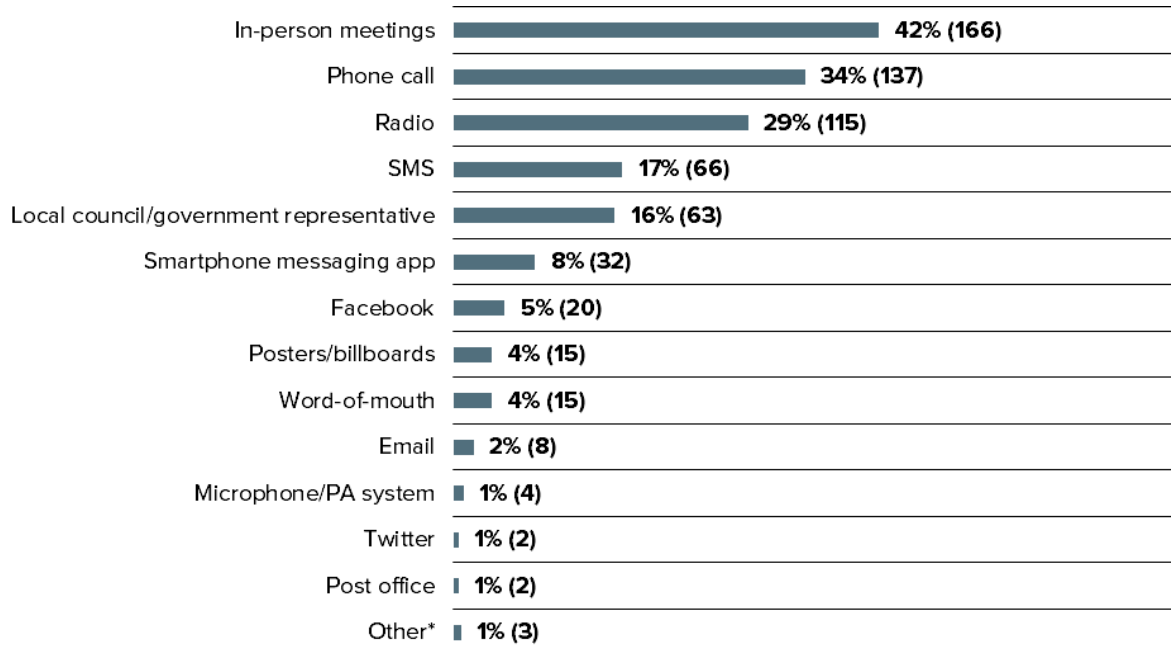
Just under half of respondents would like to have more information about how they can gain access to funds or materials to help them rebuild their homes as well as guidance on how to ensure that their home is able to withstand a disaster in the future. A large proportion of respondents would also like to know when and where distributions of relief supplies occur. This mirrors the finding of the previous question that awareness of available support is low.

* "Other" includes how to access relief, schedule of meetings, supplies and care for the elderly, road reconstruction, personal supplies, weather forecasts, police investigations of theft, news sources, where to voice concerns, and where they can access public facilities (e.g. toilets).



Q2. Information channels

What is your preferred method of receiving information about the support available to you?



A large portion of respondents would like to receive information through face-to-face meetings, while over one-third prefer phone calls.

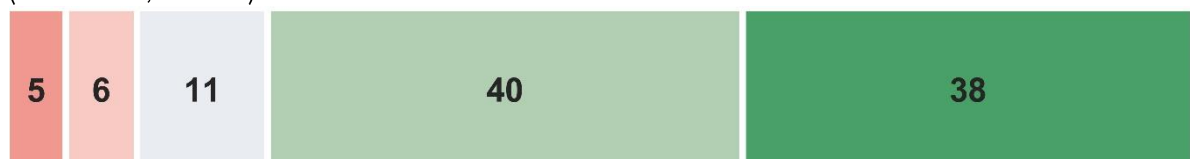
* "Other" includes through church, television, and Dominica News Online.

Q3. Health and safety

Do you know how to avoid health risks in the aftermath of the hurricane?



(values in %, n = 390)

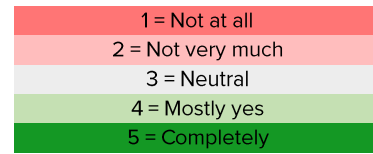


A majority of respondents say they know how to avoid health hazards.



Q4. Effectiveness of support

Are your most important needs being met?



(values in %, n = 395)



Responses are distributed across the scale, with only 43% of respondents saying that their most important needs are being met.

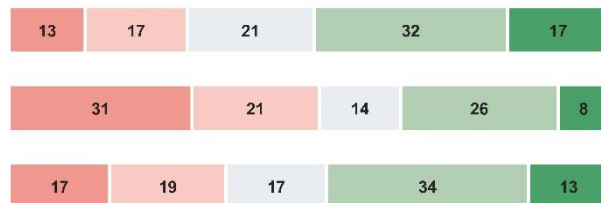
Those who are staying in a temporary shelter or tent near their damaged home are least positive.

Current living situation	Mean
Collective shelter	3.1
Hosted by family or friends	2.8
Own house or rented accommodation	3.0
Temporary shelter near own home	2.2



Respondents between the ages of 36 and 53 are least positive about the effectiveness of the support.

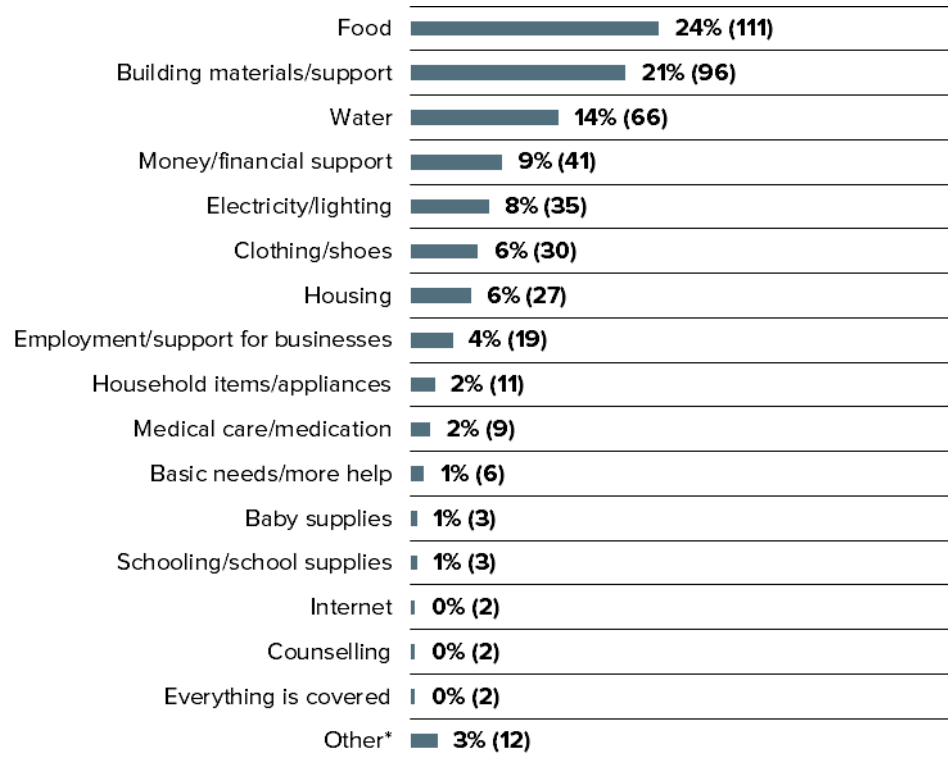
Age	Mean
18-35 years	3.2
36-53 years	2.6
54-88 years	3.1





Follow-up question asked to those who answered 1, 2, or 3 to Q4:

What are your most important needs that are not adequately addressed?



Just under a quarter of respondents say that they continue to lack food, while 21% of respondents reiterate the need for more material and financial assistance to help them rebuild their homes. They specifically mention the need for help in reinforcing the structure of their homes and to mend roofs with galvanised steel and tarpaulins.

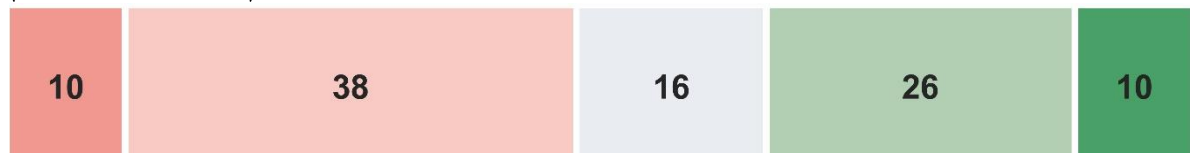
* "Other" includes a building of a river wall, fishing equipment, toiletries, support for the elderly, shop for groceries, rebuilding of infrastructure, information on aid distributions, transportation, help cleaning up, financial support for businesses, and a choice of where to relocate.

Question asked to recipients of household items:

Q5. Usefulness of household items

How important is the provision of household items for your family's well-being?

(values in %, n = 200)



Of the 201 recipients of household items involved in this survey, almost half say these items have made no difference or only a small difference to their family's well-being.



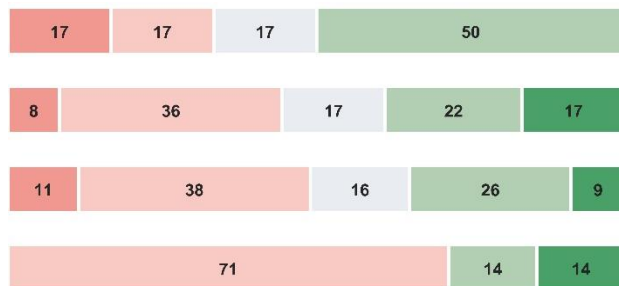
The proportion of negative responses is greatest among respondents in St. Andrew Parish, St. George Parish, and St. Paul Parish.

Parish	Mean
St. Andrew Parish	2.6
St. David Parish	3.0
St. George Parish	2.7
St. John Parish	3.1
St. Joseph Parish	3.4
St. Patrick Parish	3.4
St. Paul Parish	2.6



Positive responses are least prevalent among those currently residing in a temporary shelter outside of their damaged home and their own house or rented accommodation.

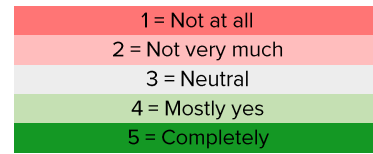
Current living situation	Mean
Collective shelter	3.0
Hosted by family or friends	3.0
Own house or rented accommodation	2.8
Temporary shelter near own home	2.7





Q6. Safety and security

Do you feel safe in your accommodation?



(values in %, n = 399)

Mean: 3.5



Most respondents feel safe in their current accommodation.

Feelings of safety are highest among respondents in the parishes of St. Paul, St. Joseph, and St. John.

Parish	Mean
St. Andrew Parish	3.2
St. David Parish	3.2
St. George Parish	3.5
St. John Parish	3.7
St. Joseph Parish	3.7
St. Patrick Parish	3.0
St. Paul Parish	3.8





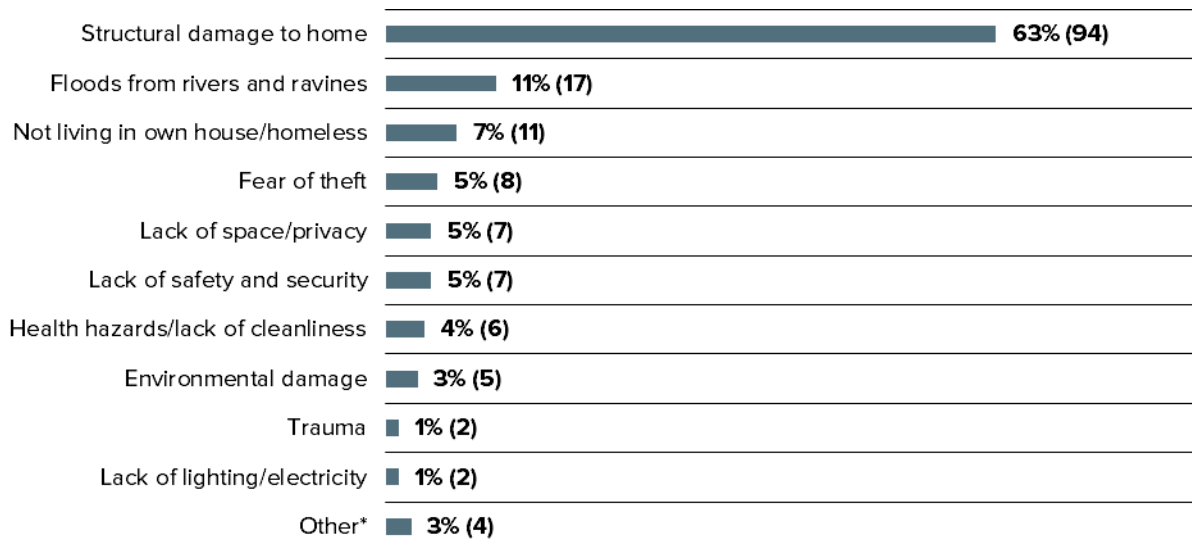
Nearly three-quarters of respondents living in temporary shelters outside their damaged homes say they feel unsafe.

Current living situation	Mean
Collective shelter	4.1
Hosted by family or friends	3.2
Own house or rented accommodation	3.6
Temporary shelter near own home	2.9



Follow-up question asked to those who answered 1, 2, or 3 to Q6:

Why not?



Just under two-thirds of respondents say they feel unsafe because of damage incurred to their homes during the hurricane and the now poor structural integrity. Respondents mention a fear of their house collapsing because of loose-fitting partitions and nervousness when the wind blows because their roof or tarpaulin covering has not been attached properly. A lack of windows and doors are said to also contribute to people's fear of theft. Those who live close to rivers or ravines say that floodwaters are recurrent, adding to the instability and existing damage to their homes.

* "Other" includes lack of assistance for the elderly, noise from generators that inhibits sleep, unfamiliar people and surroundings, and a fear of rock slides.



Q7. Fairness of aid provision

Do you think that support is going to the people who need it most?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely
Don't know

(values in %, n = 396)



Over half of respondents do not think support goes to those most in need.

Negative responses are spread across parishes.

Parish	Mean
St. Andrew Parish	2.2
St. David Parish	2.5
St. George Parish	2.1
St. John Parish	2.3
St. Joseph Parish	2.6
St. Patrick Parish	2.4
St. Paul Parish	2.0

Parish	1 = Not at all	2 = Not very much	3 = Neutral	4 = Mostly yes	5 = Completely	Don't know
St. Andrew Parish	41	16	14	18	2	10
St. David Parish	32	16	18	21	5	8
St. George Parish	36	26	9	13	3	13
St. John Parish	36	10	10	20	2	22
St. Joseph Parish	27	20	10	23	7	13
St. Patrick Parish	34	22	12	17	10	5
St. Paul Parish	40	17	6	13	2	21

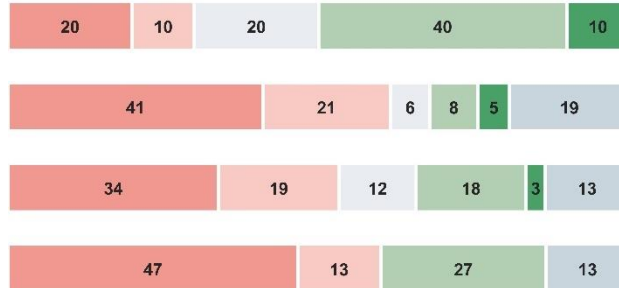


Those currently living in collective shelters are most positive about the fairness of aid provision, which is possibly tied to the finding that those residing in shelters feel most informed about available support.

Current living situation

Mean

Collective shelter	3.1
Hosted by family or friends	2.0
Own house or rented accommodation	2.3
Temporary shelter near own home	2.1

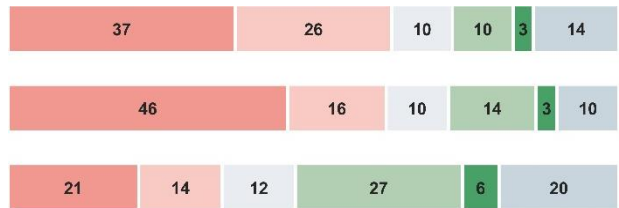


Respondents between the ages of 54 and 88 are most positive about support reaching those most in need. This is interesting given that “the elderly” are mentioned by 31% of respondents who answered negatively to this question as a group who are excluded from support (see *follow-up question*).

Age

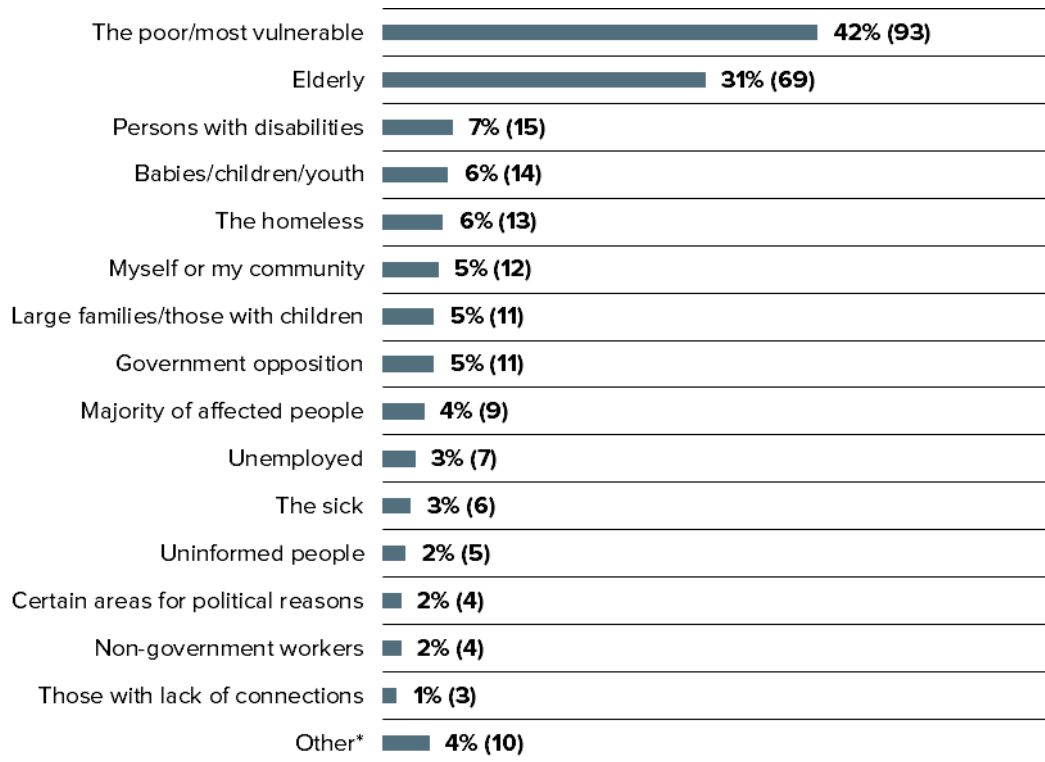
Mean

18-35 years	2.0
36-53 years	2.0
54-88 years	2.8





Follow-up question asked to those who answered 1, 2, or 3 to Q7: Who do you think is excluded from support?



A majority of respondents feel that those most in need of support are the ones who do not receive support. Almost one-third say that the elderly lack adequate support.

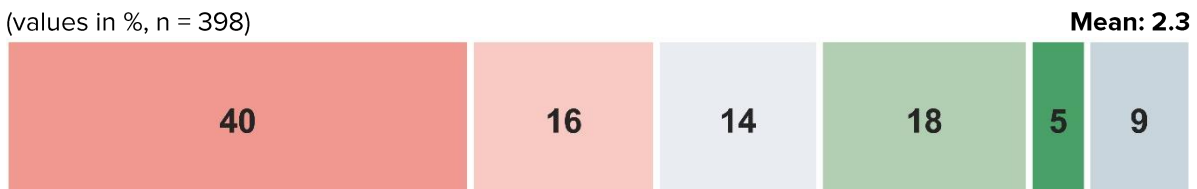
* "Other" includes government workers, those far from distribution sites, homeowners without a roof, and those who did not lose their homes. It is also mentioned that aid workers pocket the food, and people do not receive support because of unequal and disorganised distributions.

Q8. Community engagement

Are you satisfied with how you and your community have been consulted on the support for people affected by the hurricane?



(values in %, n = 398)

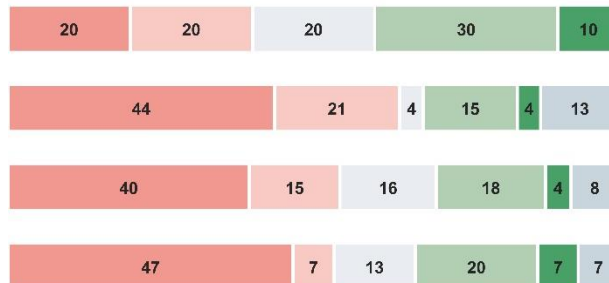


A majority of respondents are dissatisfied with how they or their communities have been consulted on the support provided.



Dominicans residing in collective shelters appear to have experienced more engagement with aid agencies around the support they receive compared to those living outside of shelters.

Current living situation	Mean
Collective shelter	2.9
Hosted by family or friends	2.0
Own house or rented accommodation	2.3
Temporary shelter near own home	2.3



Q9. Respect

Do relief workers treat you with respect?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely
Don't want to answer

(values in %, n = 390)



Just under half of respondents feel that aid workers treat them with respect.



Perceptions that relief workers are disrespectful are highest among respondents in St. Andrew Parish.

Parish	Mean
St. Andrew Parish	2.8
St. David Parish	3.3
St. George Parish	3.6
St. John Parish	3.5
St. Joseph Parish	3.3
St. Patrick Parish	3.6
St. Paul Parish	3.5



Positive views about the treatment of affected people from relief workers are most prevalent among current residents of collective shelters. Forty percent of respondents currently residing in shelters are satisfied with how they have been consulted on the support they receive, which perhaps contributes to feeling respected by relief workers.

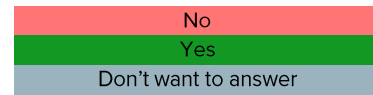
Current living situation	Mean
Collective shelter	4.3
Hosted by family or friends	3.0
Own house or rented accommodation	3.4
Temporary shelter near own home	3.3





Q10. Awareness of complaints mechanisms

Do you know how and where to make complaints about the support you received?



(values in %, n = 399)



Three-quarters of respondents are not aware of complaints mechanisms in place to provide feedback on the support they received.

Negative perceptions are spread across all parishes, with respondents in St. John Parish being the least positive.

Parish

- St. Andrew Parish
- St. David Parish
- St. George Parish
- St. John Parish
- St. Joseph Parish
- St. Patrick Parish
- St. Paul Parish



Awareness of complaints mechanisms is highest among respondents living in collective shelter, however 60% of this group still score negatively.

Current living situation

- Collective shelter
- Hosted by family or friends
- Own house or rented accommodation
- Temporary shelter near own home

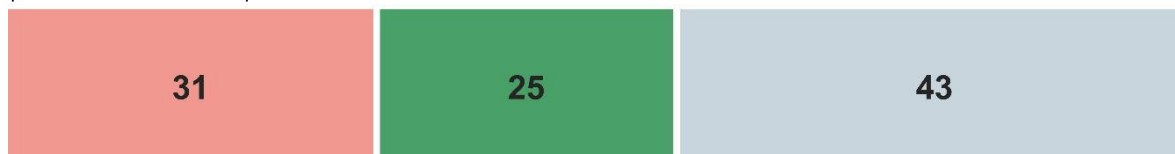


Q11. Trust in government complaints mechanisms

If you were to make a complaint to the government, do you think you would get a response?



(values in %, n = 394)



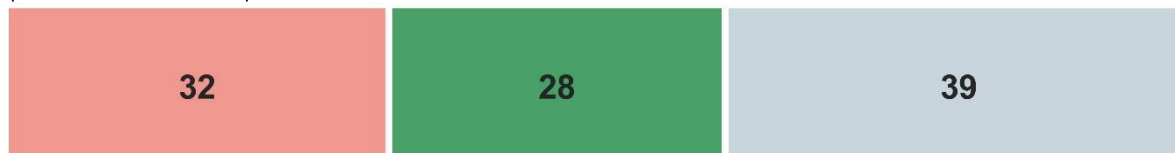
Just under one-third of respondents do not think they would receive a response from the government following the submission of a complaint.

Q12. Trust in aid agency complaints mechanisms

If you were to make a complaint to relief workers, do you think you would get a response?



(values in %, n = 394)



Just under one-third of respondents do not think they would receive a response from relief workers if they were to make a complaint to them.

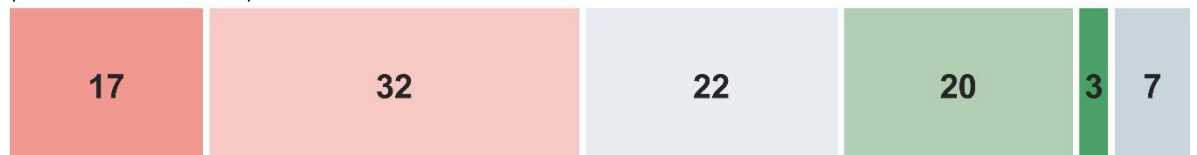


Q13. Improvements in people's lives

Overall, is life improving for the people affected by the hurricane?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely
Don't know

(values in %, n = 396)



Most say life is not improving for Dominicans in the aftermath of the hurricane.

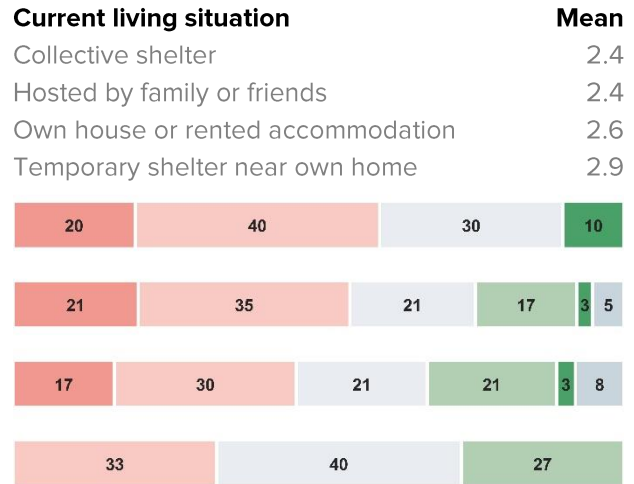
Perceptions that affected people's lives are improving are most positive among respondents located in St. John Parish.

Parish	Mean
St. Andrew Parish	2.5
St. David Parish	2.5
St. George Parish	2.6
St. John Parish	3.2
St. Joseph Parish	2.4
St. Patrick Parish	2.5
St. Paul Parish	2.4



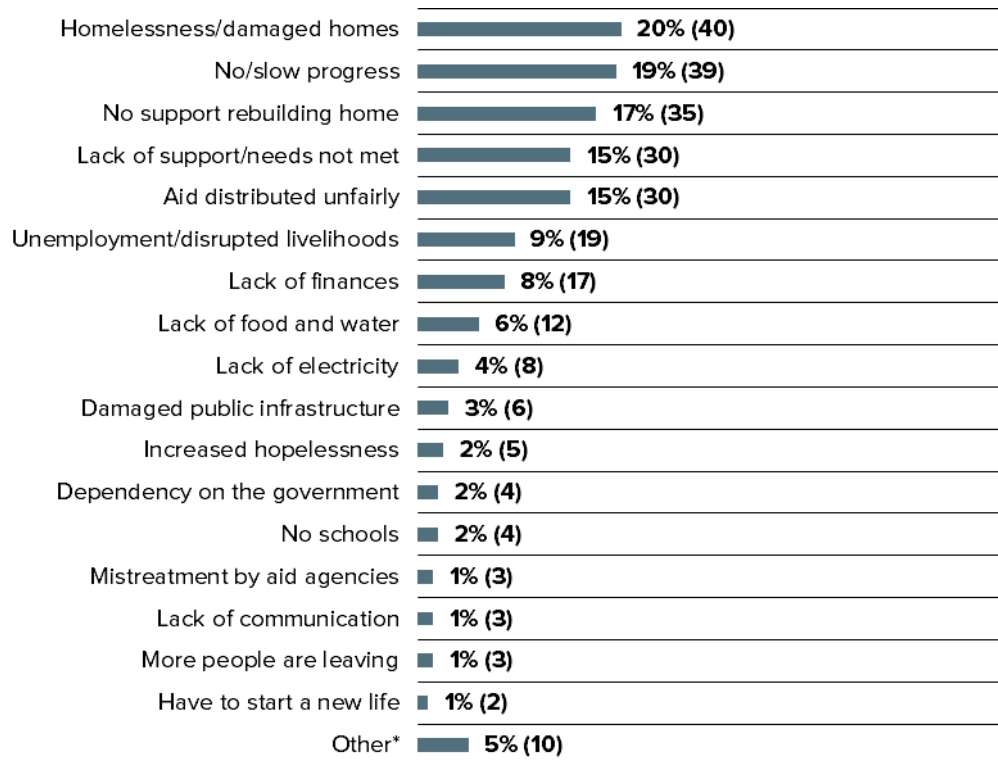


Though still mostly negative, respondents currently residing in a temporary shelter near their own home have the most positive outlook on the situation of Dominicans.



Follow-up question asked to those who answered 1, 2, or 3 to Q13:

Why not?



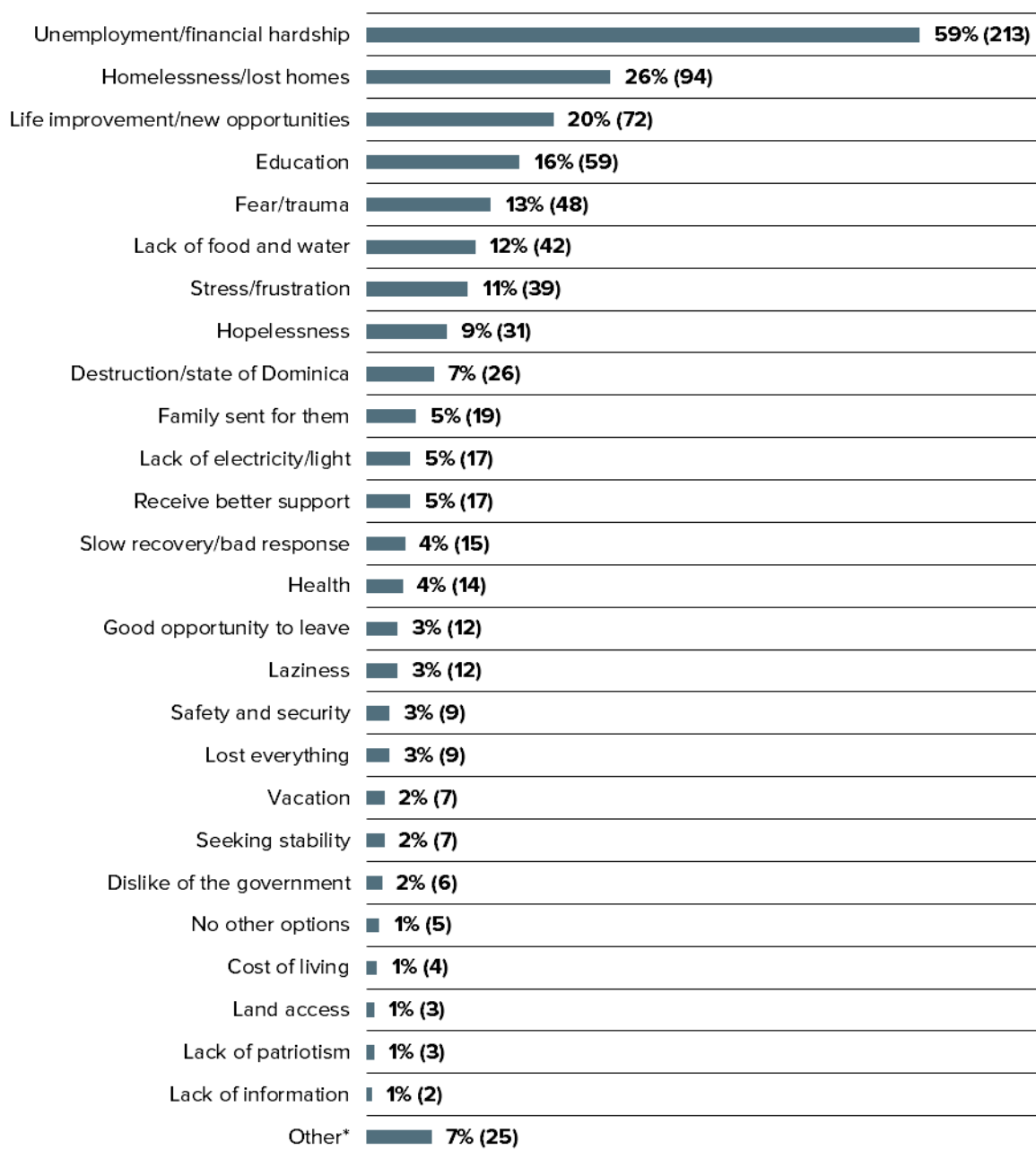
Among respondents who do not see the lives of Dominicans as improving, a large number cite the destruction of homes and widespread homelessness as reasons for their own negative outlook. An almost equal number of respondents feel that not much has been done since the hurricane or that the response has been very slow.

* “Other” includes the effectiveness and efficiency of aid agencies, loneliness, government is still focused on relief and not rebuilding, elderly need assistance, increase of mosquitos, lack of sleep, increase in violence, lack of baby supplies, inflation of prices, and a lack of insurance straining individuals.



Q14. Push factors

What do you think are the top three reasons some people are leaving Dominica?



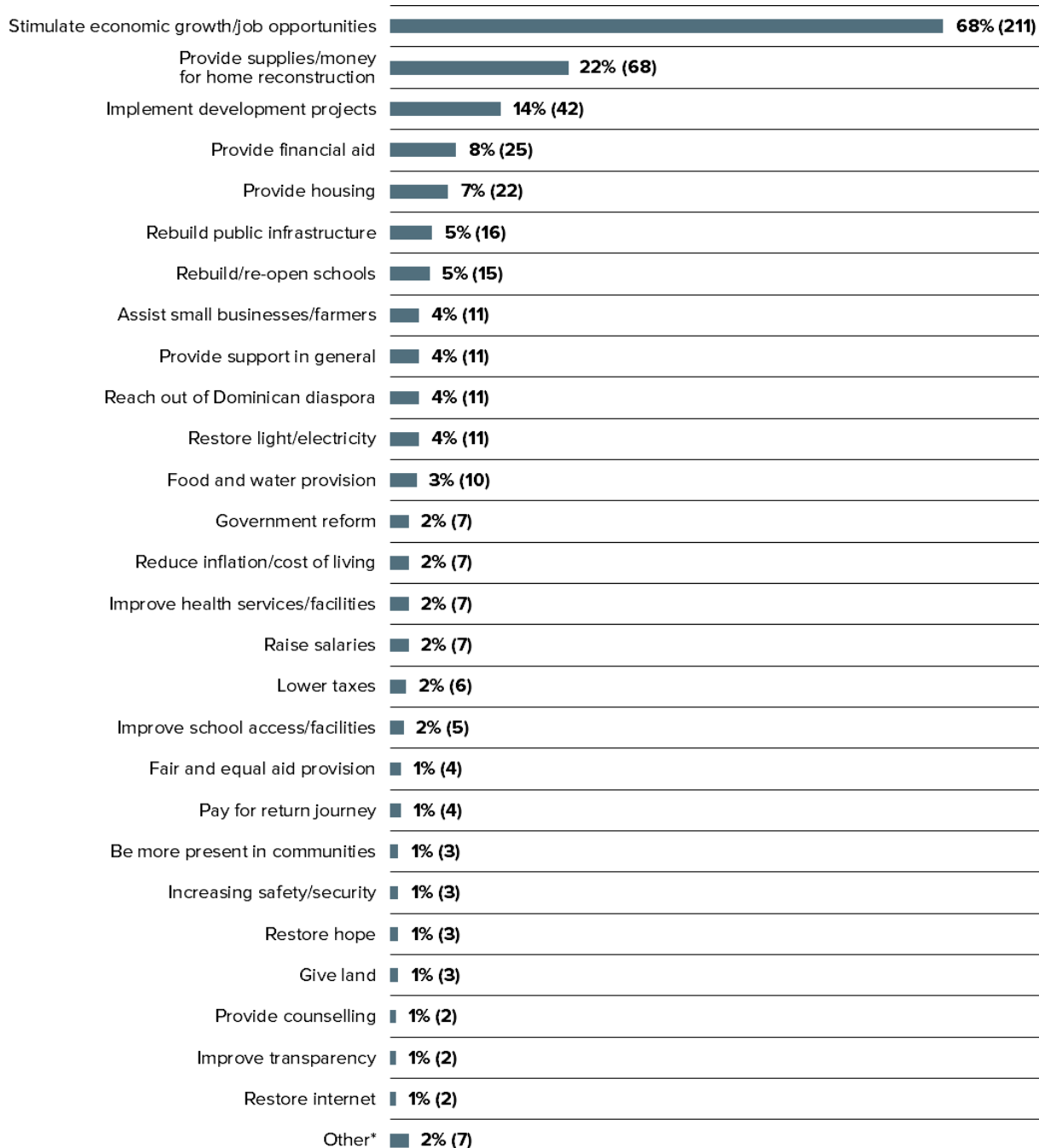
Most respondents say the lack of employment opportunities in Dominica and subsequent poverty motivate Dominicans to leave the country. A lack of adequate housing and a desire to improve their standard of living are also mentioned as top push factors.

* "Other" includes climate issues, lack of patience, following the trend, personal reasons, lack of baby supplies, no commodities, to take advantage of the low travel fares, uninsured homes, lost loved ones or no family, easiest thing to do, sudden impulses, having no responsibilities, survival, and disrespect from aid agencies.



Q15. Incentives to return

How could the government facilitate/encourage the return of those people who left the island?



Over two-thirds of respondents say that governments could incentivise individuals to return to Dominica by encouraging the development of job opportunities. Around a quarter of respondents believe that the government should provide financial and material support to Dominicans to help them rebuild their homes.

* “Other” includes reducing the cost of school supplies, finding out the reasons for why people are leaving, doing their job, help reunite Dominicans, provide entertainment, restore tourism, make promises, increase resilience against future disasters.



DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 399 respondents. Each graph includes percentages, as well as the frequency in parentheses.

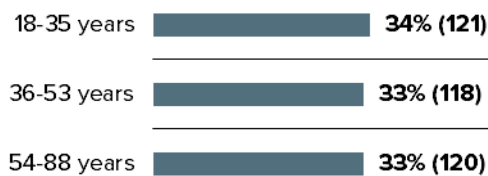
Gender



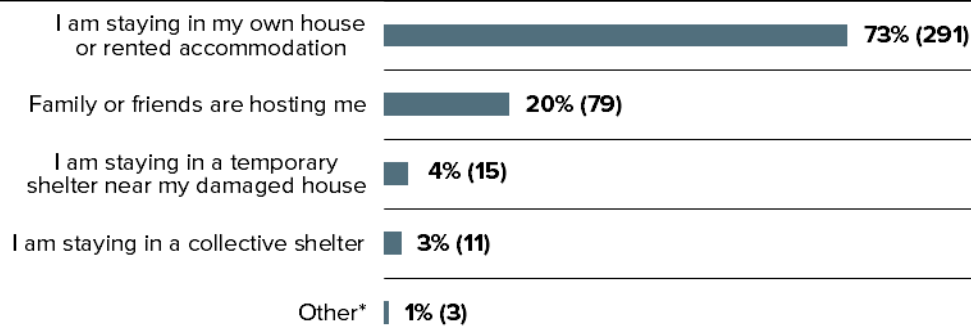
Male 50% (199)

Female 50% (200)

Age

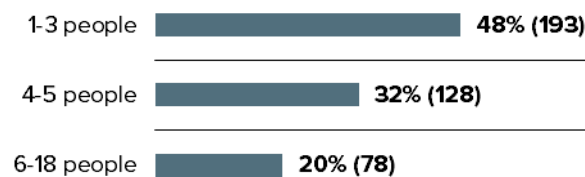


Current housing situation



* "Other" includes on the street, government housing, or a tent.

Household size prior to the hurricane



Types of support received

Recipients of household items  **50% (201)**

Recipients of cash support | **1% (2)**

Parish

St. George Parish  **30% (115)**


St. John Parish  **14% (52)**

St. Paul Parish  **14% (52)**

St. Andrew Parish  **13% (51)**

St. Patrick Parish  **11% (41)**

St. David Parish  **10% (38)**

St. Joseph Parish  **8% (30)**

RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by humanitarian actors and government agencies in Dominica:

Dialogue. A Ground Truth Solutions staff member will be present on the ground to discuss the main findings with relevant aid agencies and representatives. It is important that you also circulate the main findings within your own organisation and to partner agencies. Ground Truth Solutions will also be communicating the findings back to affected communities through SMS, email, and social media. It is requested that you use your proximity to the affected communities to engage in discussions around the findings to add more depth to the feedback, improve your organisation's situational awareness, and bridge information gaps. These “sense-making” dialogues should focus on themes where the data suggests that further attention or action may be necessary.

Closing the loop. Encourage field staff to close the feedback loop by informing affected communities of how services are being adapted to take their feedback into account. Organisations should be responsive to requests for information provision to be done through low-tech mechanisms such as face-to-face meetings and phone calls by exploring the possibility of holding more community meetings and establishing hotlines. Like the support offered to communities, information provision should also be demand-led by directly addressing the information needs specifically mentioned in this report.

Jon Horler, a Senior Programme Officer at Ground Truth Solutions, is available in Dominica to discuss findings with humanitarian actors and government agencies.

NOTES ON METHODOLOGY

Background

As part of the [H2H Network](#), Ground Truth Solutions provides humanitarian actors and government agencies in the Caribbean with the means to systematically listen, react, and respond to the views of people affected by Hurricanes Irma and Maria. Through a series of light-touch surveys conducted with affected communities in Antigua and Barbuda and Dominica, the goal is to help decision-makers to better understand community concerns, manage expectations, and make adjustments to the hurricane response.

Survey development

Ground Truth Solutions developed the survey questions in close collaboration with representatives of humanitarian agencies on the ground, including numerous humanitarian NGOs and UN agencies active in Dominica, as well as H2H partners. The goal is to gather feedback from aid recipients and track how perceptions evolve over time. Most closed questions use a 1-5 Likert scale to quantify answers. Several questions are followed by an open-ended question to understand why the respondent gave a particular response. Ground Truth Solutions' perceptual surveys complement regular programme monitoring and evaluation.

Sample size

Interviews were conducted with 399 Dominicans currently residing in Dominica. Simulations were used to define the sample size for Dominica. A sample size of 400 was considered an appropriate trade-off between precision and sample size, with 95% confidence intervals for the sample means at +/-14.

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. Each of Dominica's ten administrative parishes was sampled, and the quota for each parish was distributed proportionate to the population size as per updated settlement data provided by UNOCHA. Slight adjustments were made to ensure inclusion of the Kalinago Territory in addition to the sample in the Saint David enumeration area. While further adjustments may occur to some extent and collective shelters may be closed in the future, rounds two and three of data collection will maintain these parish quotas to maintain compatibility across rounds.

Data disaggregation

Data is disaggregated by gender, age quantile, current living situation, parish, town, and size of household prior to Hurricane Maria. 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 Andrew Hassan (andrew@groundtruthsolutions.org).

Language of the survey

This survey was conducted in English.

Data collection

Data was collected in face-to-face, one-on-one interviews between 17 and 25 November 2017 by Dichter & Neira and DMR, independent data-collection companies based in the Caribbean. Jon Horler, a Senior Programme Officer for Ground Truth Solutions, was responsible for assisting in the design of the survey tools, sampling strategy, and overseeing the data collection on the ground.

For more information about Ground Truth Solutions surveys in Dominica, please contact Jon Horler (Senior Programme Officer – jon@groundtruthsolutions.org) or Andrew Hassan (Programme Analyst – andrew@groundtruthsolutions.org).