



GROUND TRUTH
SOLUTIONS

Frontline Worker Survey

NEPAL - ROUND 1

➔ 04. 08. 2015

Putting people first in humanitarian operations

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Summary findings and recommendations

This report analyses the 1st set of data collected from frontline staff working for different non-governmental and grass roots organizations in districts hit most severely by the earthquakes in April and May, 2015. As more organizations join the survey in subsequent rounds, district-by-district breakdowns will be possible. Workers are asked to score each of the 8 questions on a 1 to 5 scale. The data is presented as a *Ground Truth score* based on a weighted average of responses. Negative scores indicate a tendency to disagree with the statement. The distribution of responses across the 5-point scale is also given. See methodological note for details.

Findings on main themes

1. Unmet needs

The survey data suggests that the recovery programme is struggling to meet people's priority needs—especially on shelter and clean water. The situation of women is of particular concern.

- Verify provision of short and long-term shelter and efforts to provide clean water with a view to expediting implementation.
- Encourage greater focus on maternal and neonatal care and investigate reasons behind reported gender-based violence with a view to taking follow-up action.

2. Grievances and information

The majority of frontline workers do not believe people are able to raise concerns or grievances although some 31% believe they are mostly able to do so. Meanwhile, respondents are fairly evenly split on whether they do or do not have the information they need to respond to questions they are asked - although more are negative than positive.

- Map out current arrangements for raising concerns and supplement initiatives where lacking—with due attention to ensuring capacity to respond to grievances raised.
- Find out what topics are raised most and why such a proportion of frontline workers feel unable to respond. Try and establish whether the problem is lack of information or inability to resolve issues indicated by affected communities. Once this is established, ensure that information gaps are filled.

3. Equity and agency

Frontline workers are quite positive about the fairness of distribution of relief supplies. They are less positive about communities' ability to contribute to finding solutions themselves.

- Explore provision or expansion of 'enabling' forms of support such as cash.
- Provide training in areas where inadequate skills are a bottleneck to recovery.
- Expand provision of psychological support to traumatized communities.

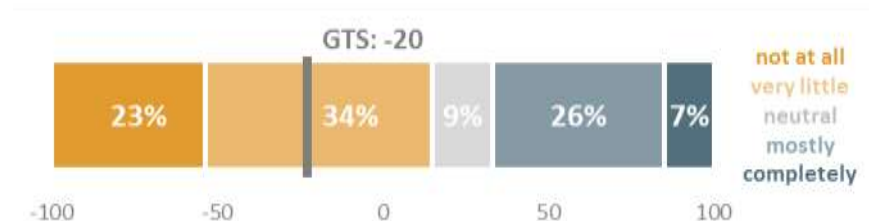
4. Welcome and progress

Frontline workers see themselves as welcomed by affected communities. They ascribe this to the usefulness of the services they provide. They are also positive about progress on the relief effort.

- High marks on progress is positive but needs to be set against negative scores on priority needs being met and people's ability to provide for themselves.
- This perception needs to be tracked against communities' views on the same question, which are negative.

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.

Question 1 - Are people's main problems being addressed?

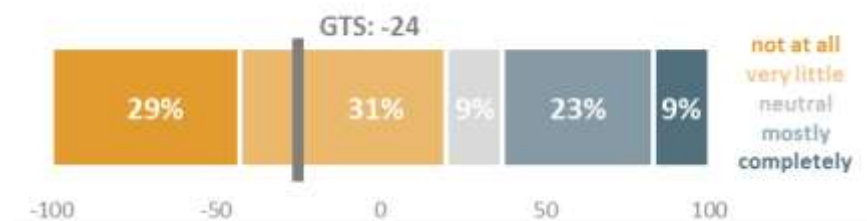


Findings:

More than half respondents feel people's most important needs are not being addressed. Some 23% say 'not at all' while 34% say 'not very much'. The GT score is -20.

Main problems: Short-term shelter, long-term housing, clean water

Question 2 - Are women's particular problems being addressed?

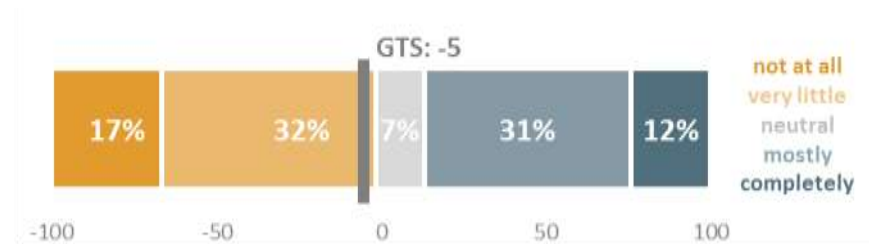


Findings:

Some 60% of respondents do not believe the particular problems of women are being addressed. Some 29% say 'not at all' and 31% 'very little'. GT score = -24.

Main problems: Maternal/neonatal care; gender based violence

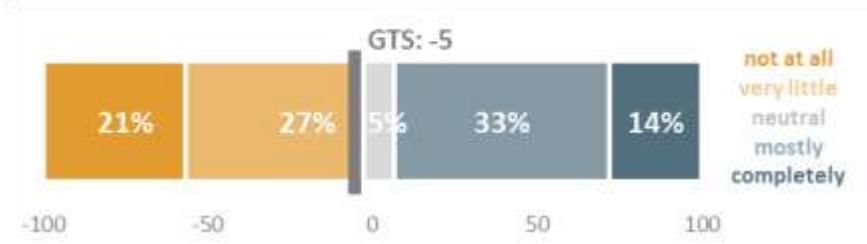
Question 3 - Are people able to raise concerns or grievances?



Findings:

Some 43% of respondents believe people are able to raise grievances; some 49% disagree – with 7% undecided. GT score = -5.

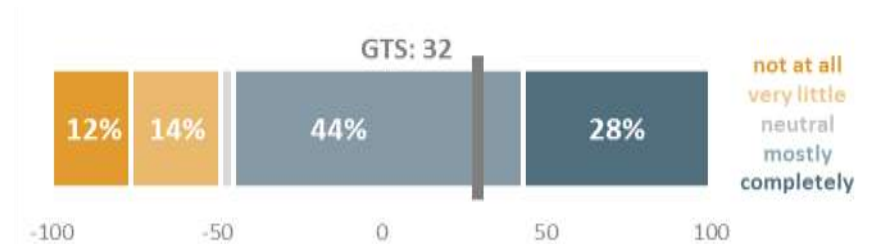
Question 4 - Do you have the information you need to answer people's questions?



Findings:

The majority of respondents do not feel they have the information they need to answer questions people ask them. The GT score of -5.

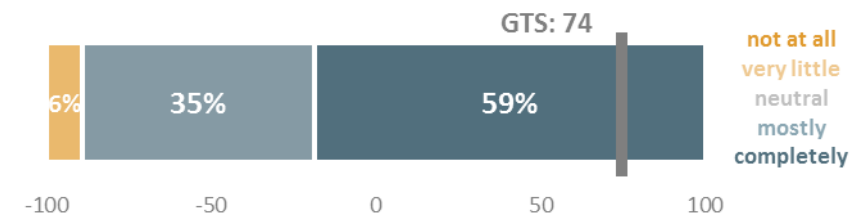
Question 5 – Is support provided in a fair way?



Findings:

Frontline workers see the provision of support as fair. Some 44% say it is 'completely' fair; 28% see it as mostly fair. GT score = 32.

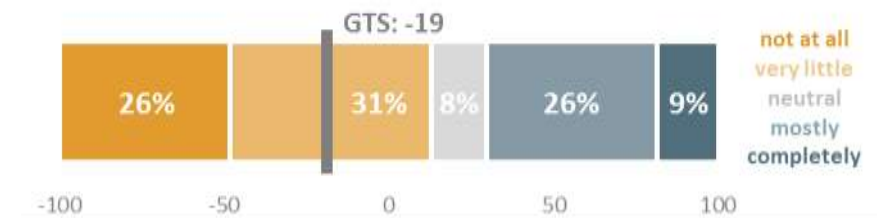
Question 7 – Do you feel welcome in the communities where you work?



Findings:

59% of respondents feel 'completely' welcome and 35% 'mostly'. GT score of 74. The public, they say, gives them the sense that the services they provide are valued.

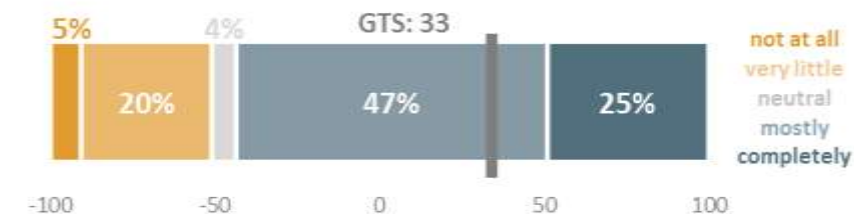
Question 6 – Do people feel able to contribute to finding solutions for their communities?



Findings:

A majority of frontline workers do not believe that people feel able to contribute to finding solutions. 26% say 'not at all' and 31% 'not very much'. Reasons given relate to dependence and feelings of being victims. Some say people lack resources or training in relevant skills. Others point to post-quake trauma.

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



Findings:

Most respondents see progress. 47% say the post-earthquake relief effort is 'mostly' making progress and 25% 'completely' agree, for a GT score of 33. These perceptions are at odds with the perceptions of communities whose views are negative (see Community Survey round 1)

Methodological note

Frontline workers are asked to score each of the 8 questions on a 1 to 5 scale. The data is presented as a *Ground Truth Solutions 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*. *Neutrals are not counted*.

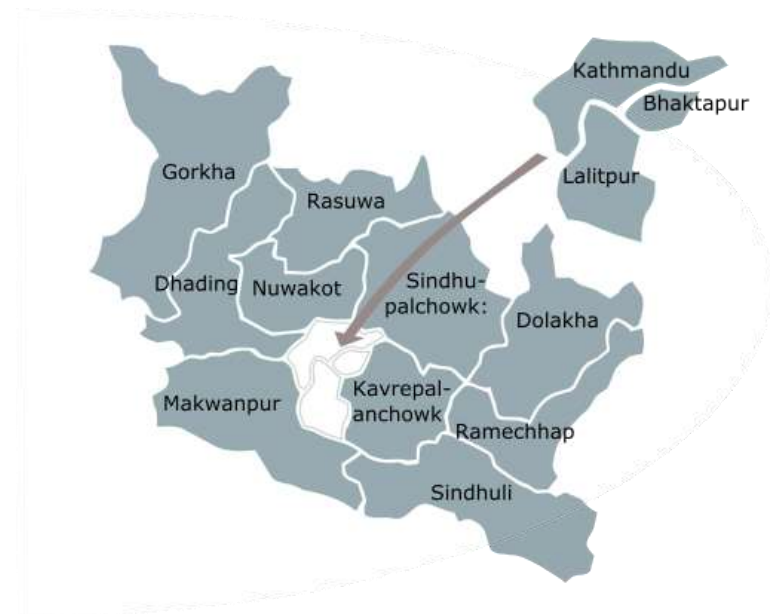
% strongly agree + ½ (% agree) - ½ (% disagree) - % strongly disagree.

Volunteers from #quakeHELPDESK collected data by phone during the week of July 13, 2015. They used cell numbers provided by participating agencies. The monthly frontline worker survey complements the community survey that is reported separately. Both surveys are part of the Inter-Agency Common Feedback Programme managed by the UN Office for the Coordination of Humanitarian Affairs, financed by DfID and other donors.

Sample size and demographics

Some 109 frontline workers from more than 70 organizations and groups participated in Round 1. The goal is to increase participation in the 2nd round. In addition to those who took part in the 1st round, the following agencies have opted-in to the survey process.

The map below indicates the districts covered in this survey.



Background

Purpose

Ground Truth Solutions (GTS) 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.

The focus of inquiry is on perceptions around four themes that, based on evidence from GTS's work in other programmes, offer insight into effectiveness and efficiency. These four themes are:

- **Relationships:** this measures the nature of the relationship between 'benefactor' and 'beneficiary' through questions concerning trust, acceptance, competence, respect, responsiveness and so on.
- **Services:** this relates to the nuts and bolts of humanitarian action -- perceptions on the quality, timeliness and relevance of services such as protection, shelter, WASH, medical services, the distribution of food and non-food items and cash-transfer programmes.
- **Agency:** this establishes whether people feel able to help find solutions or see themselves as passive recipients of aid.

- **Results:** this covers disaster-hit people's viewpoints on the outcomes of aid programmes, by asking how they rate progress relative to improvements in their living conditions and other desired programme results.

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; in other words, they want perceptions to which they can respond.

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.

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 individual agencies. 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.

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 both the Community and Frontline workers' surveys are 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.

Feedback

We welcome your questions and feedback. Please contact Nick van Praag at Nick@keystoneaccountability.org or Giovanni Congi at Giovanni.congi@one.un.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.



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