



मोबाइल चार्जिङ्ग स्टेशन



Ncell

August 2015

# INTER AGENCY COMMON FEEDBACK REPORT





# THE INTER-AGENCY COMMON FEEDBACK PROJECT

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# LISTENING TO COMMUNITIES

**'Affected people need to be kept informed to make choices necessary to develop their own strategies to recover and rebuild'**

Engagement with and accountability to affected people are critical. Affected people need to be kept informed about available services and aid while ensuring issues of gender quality and diversity of communities is addressed. Without access to reliable, timely, and accurate information, communities are unable to make the choices necessary to develop their own strategies to recovery and rebuild from the earthquake.

It is essential that communications is a two way process. By asking and listening to people's needs, opinions, and suggestions, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases its ability to be stronger and more resilient after the crisis.

The Common Feedback Project (CFP) is structured as an inter-agency common service that builds on existing structures and partnerships. Working with partners, the CFP synthesizes and elevates community feedback received from multiple platforms. This feedback is shared with the entire humanitarian country team including all clusters and organizations, as well as civil society and other actors. The aim of

elevating community feedback from multiple sources is to provide partners the data required to adapt programming to better address concerns and issues arising from communities.

The August 2015 edition of the Community Feedback Report incorporates community feedback received from:

1. Household level perception surveys
2. Targeted perception surveys
3. Rumor tracking
4. Community feedback via partner feedback mechanisms

## **Household level perception surveys**

Working with Ground Truth Solutions, Accountability Lab and Local Interventions Group, community perception surveys are carried out across 14 earthquake affected districts.

Conducted on a monthly basis, these perception surveys provide important insight, measured over time, on how communities perceive progress made in the response.

## **Targeted perceptions surveys**

In addition to household level perception surveys, the CFP works with partners in identifying target groups and areas to carry

out perception surveys and 'drill down questions' to further identify concerns and issues arising from specific community groups.

In August, the CFP partnered with UNFPA to conduct perception surveys, with three additional questions, in a Reproductive Health Camp in Dolakha district.

## **Rumor Tracking**

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Nepal project captures rumors and perceptions on the ground to eliminate information gaps between media, humanitarian agencies and communities.

## **Community feedback via partner feedback mechanisms**

Listening to communities occurs across organizations and platforms. The Inter Agency Common Feedback Project works with partners to collect, synthesize, and analyze feedback received across different channels from communities.

Bringing together feedback received across organization and channel can elevate community feedback and help identify key issues being raised that require attention and action.

# COMMUNITY PERCEPTION SURVEYS

**'By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns'**

Learning from major emergencies demonstrates the critical importance of two-way communications between communities and responders. By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases their ability to be stronger and more resilient after the crisis.

Funded by DFID and supported by the Inter Agency Common Feedback Project, Accountability Lab, Local Interventions Group, Nepal Scouts and Ground Truth Solutions are working together to collect and analyze feedback from communities. This feedback and analysis will allow humanitarian partners to better understand how communities feel about the response and how to better target community needs and concerns.

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. Around 100 people per district are surveyed, for an aggregate sample size of 1,400 people. At the district level, results can be viewed as indicative rather than representative due to the size of the sub-sample.

Responses in this analysis are reported as weighted percentages of the total. In some cases, responses such as 'don't know and/or 'refused' are excluded from the calculations, thus total used for these analyses may be different than total number of respondents. For the purposes of this survey, Janajati is defined as a minority ethnic group other than Tamang, Gurung, or Newar, as these groups were separated because they have large populations across

affected areas.

This round of micro surveys collected data from 1400 respondents across 14 affected districts (100 surveys per district +/- 5). While surveys offer national level representation, logistical barriers make it hard to capture perceptions from people in some of the most affected areas, particularly mountainous regions. Data collection in some of these locations is therefore limited.

For each of the questions asked, citizens were asked to respond on a scale of 1 to 5, where each number shows how much the respondent agrees with the question:

*An answer of 1 means 'not at all'*

*An answer of 2 means 'not very much'*

*An answer of 3 means 'neutral'*

*An answer of 4 means 'mostly yes'*

*An answer of 5 means 'completely yes'*

For many questions, those choosing a negative or neutral response (1, 2, or 3) received follow-up questions to identify their most significant needs and challenges.

While the program level perception surveys are being conducted by Accountability Lab and Local Interventions Group, with support from Ground Truth Solutions, the project aims to expand partnerships with organizations to conduct surveys at specific points of service, such as distribution points, and for targeted groups.

Organizations interested in participating should contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)

# Household Perception Survey

## August - Demographics



Dolakha

Gorkha

Bhaktapur

Dhading

Kavrepalanchowk

Lalitpur

Okhaldhunga

Ramechhap

Rasuwa

Sindhuli

Kathmandu

Makawanpur

Nuwakot

Sindupalchowk



35%



62%



A total of 1400 surveys carried out across 14 affected districts

# July

**74 PERCENT**

responded that their most important needs were not being addressed

# August

**76%**

responded that their most important needs were not being addressed

**14%**

responded that their most important needs were being addressed

## Priority needs



long and short term shelter



financial / livelihood support



clean water / WASH



healthcare

HOUSEHOLD PERCEPTION SURVEY:

**Q1. ARE YOUR MAIN PROBLEMS BEING ADDRESSED?**

## July



responded that they were not satisfied with the government



responded that they were satisfied with the government

## August



responded that they were not satisfied with the government



responded that they were satisfied with the government

## Main needs from Government



building materials



cash for work



home inspection



food support

HOUSEHOLD PERCEPTION SURVEY:

**Q2. ARE YOU SATISFIED WITH WHAT THE GOVERNMENT IS DOING?**

# July



responded that they did not have the information they need



responded that they did have the information they need

# August



responded that they do not have the information they need



responded that they do have the information they need

## Main information needs



government decisions



how to access shelter materials



access to healthcare and psycho-social support



information on finding missing people

HOUSEHOLD PERCEPTION SURVEY:

**Q3. DO YOU HAVE THE INFORMATION YOU NEED TO GET RELIEF AND SUPPORT?**

## July



responded that they were not satisfied with NGOs



responded that they were satisfied with NGOs

## August



responded that they are not satisfied with NGOs



responded that they are satisfied with NGOs

## Main needs from NGOs



building materials



cash for work



food support /  
seeds & fertilizers

HOUSEHOLD PERCEPTION SURVEY:

**Q4. ARE YOU SATISFIED WITH WHAT NGOS ARE DOING FOR YOU?**

## July

**61 PERCENT**

responded that they believed  
aid was not provided fairly

**32 PERCENT**

responded that they believed  
aid was provided fairly

## August

**45 PERCENT**

responded that they believed  
aid was not provided fairly

**39 PERCENT**

responded that they believed  
aid was provided fairly

### Reasons why aid not provided fairly



based on first  
come, first serve



based on networks - political  
parties, caste system, joint families

HOUSEHOLD PERCEPTION SURVEY:

**Q5. IS SUPPORT BEING PROVIDED IN A FAIR WAY?**

## July



responded that they  
did not feel prepared  
for the monsoon



responded that  
they felt prepared  
for the monsoon

## August



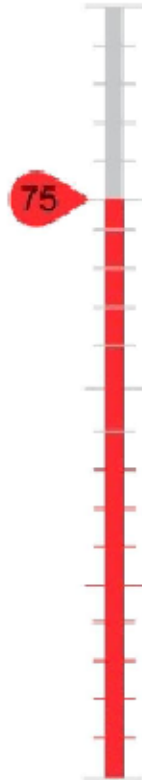
responded that they  
did not feel prepared  
for the monsoon



responded that  
they felt prepared  
for the monsoon

HOUSEHOLD PERCEPTION SURVEY:  
**Q6. ARE YOU PREPARED FOR THE MONSOON?**

# July



PERCENT

responded that they  
do not feel heard

# August



PERCENT

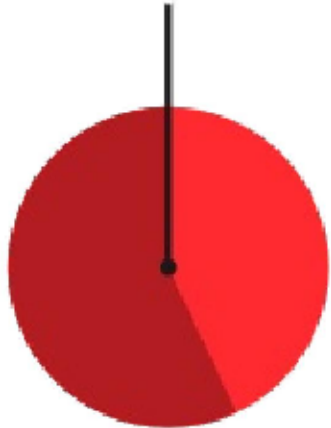
responded that they  
do not feel heard

HOUSEHOLD PERCEPTION SURVEY:

**Q7. DO YOU FEEL YOU HAVE BEEN HEARD?**

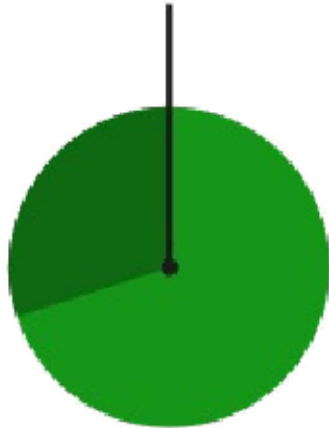
# July

57%



responded that they  
do not believe  
earthquake relief has  
made progress

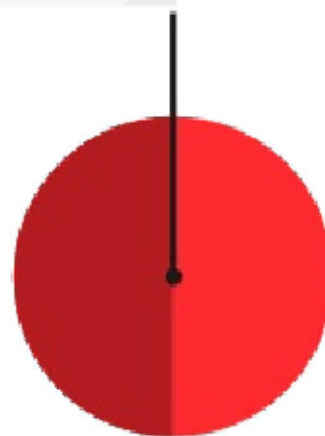
30%



responded that they  
believe earthquake  
relief has made  
progress

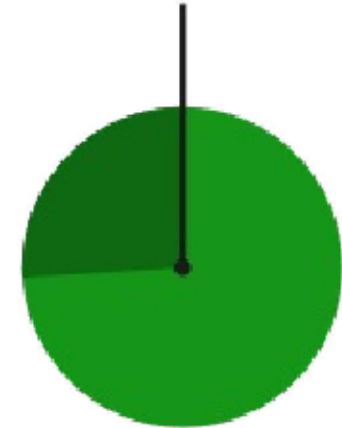
# August

50%



responded that they  
do not believe  
earthquake relief has  
made progress

26%



responded that they  
believe earthquake  
relief has made  
progress

HOUSEHOLD PERCEPTION SURVEY:

**Q8. OVERALL, IS THE EARTHQUAKE RELIEF EFFORT  
MAKING PROGRESS?**

## July



responded that their specific needs were not being addressed



responded that their specific needs were being addressed

## August



responded that their specific needs were not being addressed



responded that their specific needs were being addressed

### Main needs identified by women



shelter



financial support



healthcare



clean water and  
sanitation

HOUSEHOLD PERCEPTION SURVEY:

**Q9. AS A WOMEN, ARE YOUR PARTICULAR PROBLEMS  
BEING ADDRESSED?**

# TARGETED PERCEPTION SURVEYS

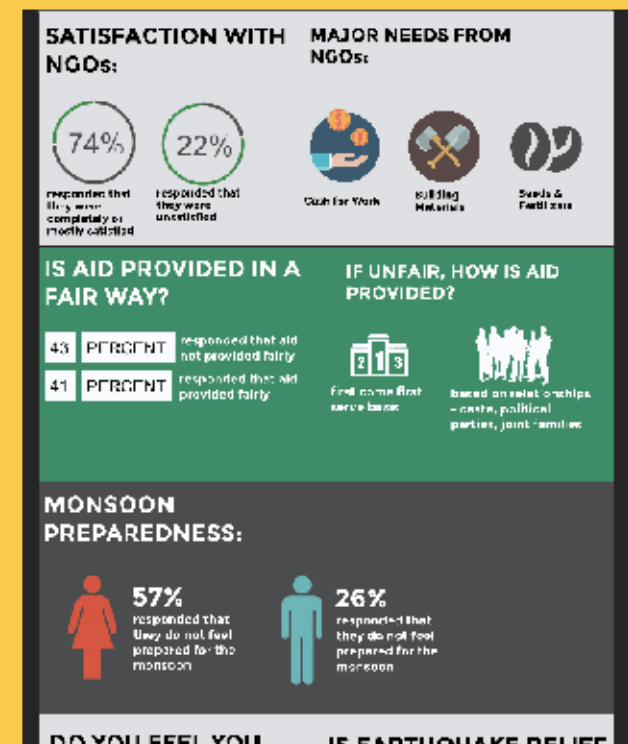
In addition to household level perception surveys, the CFP is working with partners to conduct perception surveys in targeted areas and for specific community groups. In August 2015, the CFP partnered with UNFPA to conduct perception surveys in a Reproductive Health Camp in Dolakha district. In total, approximately 50 target perception surveys were carried out.

The perception survey carried out included three additional 'drill down' questions to gather more specific insight from target groups.

The Common Feedback Project aims to expand partnerships with organizations to conduct perception surveys for target locations or groups. Organizations interested in participating should contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)



See the analysis of the target perception survey here:  
<http://my.visme.co/projects/unfpa-perception-survey-5daf1f>



# RUMOR TRACKING

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Project captures rumors and perceptions on the ground to eliminate information gaps between the media, humanitarian agencies and local people.

By providing local media and outreach workers with facts, Open Mic aims to create a better understanding of the needs of the earthquake affected communities and to debunk rumors before they can do any harm.

Rumor tracking bulletins are issued every week to allow quick action from media and humanitarian agencies. Organizations and individuals interested in receiving weekly rumor tracking updates should contact Indu Nepal at [indu@internews.org](mailto:indu@internews.org) or Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)

In August 2015, the following rumors, concerns and questions were raised and tracked in affected communities:

- Concerns about cholera epidemic
- Questions about compensation in cases of accidents while demolishing houses
- Questions about permanent settlements
- Rumors that government officials are not eligible for earthquake victim ID cards
- Rumors that victims have to return the relief money that the government
- Rumors about the next 'big' earthquake
- Concerns about trafficking of children and women
- Concerns about discomfort while urinating
- Concerns about new building codes and approvals for house designs
- Concerns about what the Kathmandu Valley constitutes when applying for loans
- Rumors that temporary shelters attract lightning

- Questions about replacing passports buried in the earthquake
- Concerns about livestock list due to the earthquake
- Concerns about children getting increasingly sick
- Questions about support for people living with disabilities
- Rumors about the loss of tourism
- Concerns about government loan modalities
- Concerns about distribution of assistance
- Concerns about second marriages

The collection of rumors, concerns and questions is only one element of the Open Mic Project. In addition, partnerships are being strengthened with media and humanitarian organizations to address these concerns raised by communities. For example, Oxfam is supporting Radio Sindhu in broadcasting information related to rumor tracking. Radio Gorkha has also begun broadcasting weekly programs using rumor tracking information to reach communities. Additional partnerships are encouraged to ensure communities receive factual and timely information.

View all Rumor Tracking reports here:

<http://www.quakehelpdesk.org/openmic.php>



*The above video is a weekly program from Radio Gorkha that uses rumor tracking information to support programming. By using rumor tracking, Radio Gorkha will ensure communities will receive accurate information they need.*

# COMMUNITY FEEDBACK VIA PARTNER MECHANISMS

As part of the response and recovery efforts, humanitarian partners have been collecting feedback from the communities they serve. Working with these partners, the Inter Agency Common Feedback Project (CFP) has collected, collated and analyzed feedback received from multiple platforms to identify key themes and issues being raised by communities.

Each month, the CFP requests organizations to complete a Common Feedback Form. The aim of this process is to capture and collate feedback received by implementing agencies.

By collecting feedback across channels, the CFP can elevate feedback from communities to all humanitarian partners to support adaptive programming in ensuring concerns and issues of communities are being addressed.

For the August 2015 report, the following feedback mechanisms were used to collect feedback:

- Feedback Desk
- Community Meetings
- Volunteer Monitoring Visit
- Toll free Number
- Suggestion Box

# WHAT COMMUNITIES ARE SAYING: AID DISTRIBUTION FAIRNESS



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur  
Gorkha  
Lalitpur  
Rasuwa  
Sindhuli  
Sindhupalchowk



## FREQUENCY

OVER  
**1,000**  
PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have expressed **concerns regarding the fairness of cash and other relief material distribution**. In addition, communities have provided feedback that some affected areas have yet to receive adequate relief support



## ACTIONS TAKEN

**Investigations**  
**Committees formed**

Community  
Consultations held



## ACTIONS REQUIRED

Further community  
consultations needed

**Strengthen monitoring**  
**at distribution points**

# WHAT COMMUNITIES ARE SAYING: INFRASTRUCTURE RECOVERY



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur  
Gorkha  
Kathmandu  
Lalipur  
Lamjung  
Sindhuli



## FREQUENCY

OVER  
**150**  
PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have requested support in the maintenance of key infrastructure, particularly drinking water supply systems, food, latrines and shelter.



## ACTIONS TAKEN

Support provided to strengthen access to key infrastructure



## ACTIONS REQUIRED

Strengthened coordination required between Government and I/NGOs to support repair of critical infrastructure

# WHAT COMMUNITIES ARE SAYING: LACK OF INFORMATION



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur  
Gorkha  
Kathmandu  
Lalitpur  
Sindhuli  
Sindhupalchowk



## FREQUENCY

OVER  
**110**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have raised concerns over the lack of information they have received to plan and take action individually. In particular, lack of information was a concern related to monsoon updates, cash, CGI sheet distribution and accessing relief support.



## ACTIONS TAKEN

Mobilize volunteers to  
share information

Broadcast information  
through radio  
programmes



## ACTIONS REQUIRED

Strengthen coordination  
between Government, NGOs  
and media to ensure effective  
communications

# WHAT COMMUNITIES ARE SAYING: PROTECTION AND EDUCATION



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur    Rasuwa  
Gorkha      Sindhuli  
Kathmandu   Sindhupalchowk  
Lalipur  
Lamjung  
Nuwakot



## FREQUENCY

OVER  
**100**  
PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Across affected areas, communities have raised concerns on:  
livelihood support, variation in quality of support received,  
difficulties/insecurities for females to share and live in tents, lack of  
education materials for children



## ACTIONS TAKEN

Investigation committees  
formed

Community  
consultations held to  
identify solutions



## ACTIONS REQUIRED

Need to strengthen coordination  
among Government and  
humanitarian partners in  
monitoring response efforts and  
addressing community concerns

# KEY INFORMATION MATERIALS

The feedback received across mechanisms highlights the need for government and humanitarian partners to strengthen its communications with communities. For example, based on feedback, information related to shelter and safe construction is important to affected communities. On the left is a video public service announcement that deals with this issue but it is important that this information reaches all affected communities using the most appropriate channels (audio, video, print, etc.).



The Communicating with Communities (CwC) Working Group has been working with humanitarian partners and media to ensure key information reaches affected communities. This includes collecting key messages and materials for communications.

Organizations are encouraged to work with the CwC and share relevant materials that can be used to reach affected communities.



Link to DropBox folder for common materials:

<https://www.dropbox.com/sh/s1h9zisnpziowk0/AAC4wElMwPKQQ73ZtZlVetExa?dl=0>

# INTER AGENCY COMMON FEEDBACK PROJECT



*Any comments on this issue of the Common Feedback Report are welcome. Please contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)*