

# Results of Beneficiary Satisfaction Survey, April – May 2013

## Shelter component of Joint Recovery Program in Haiti

### German Red Cross/ Austrian Red Cross

Léogâne & Gressier



Total number of P-Shelter constructed: 2000

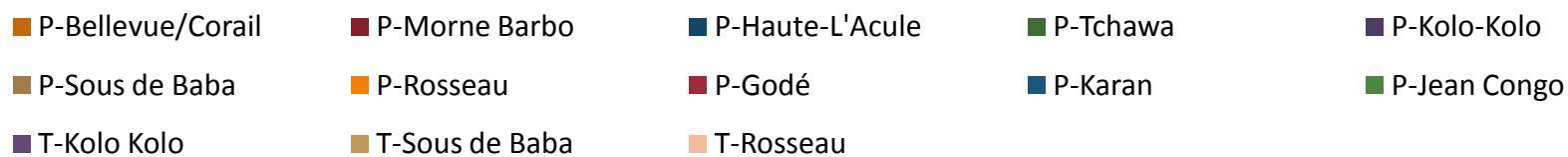
Total number of T-Shelter constructed: 1003

Total number of families interviewed: 357 (12% of the total number of beneficiaries)

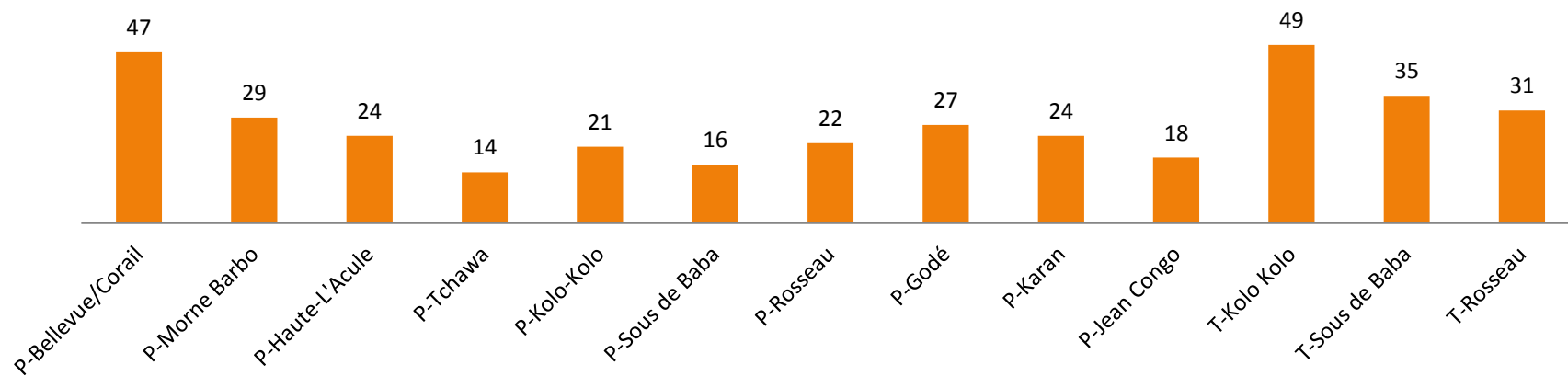
Average age: 41 years

Average members per household: 4.3

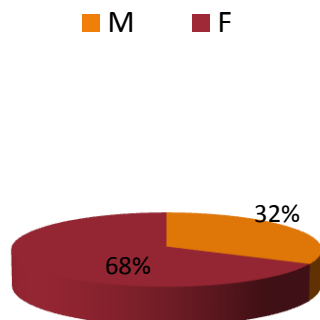
Percentage of families interviewed, by community



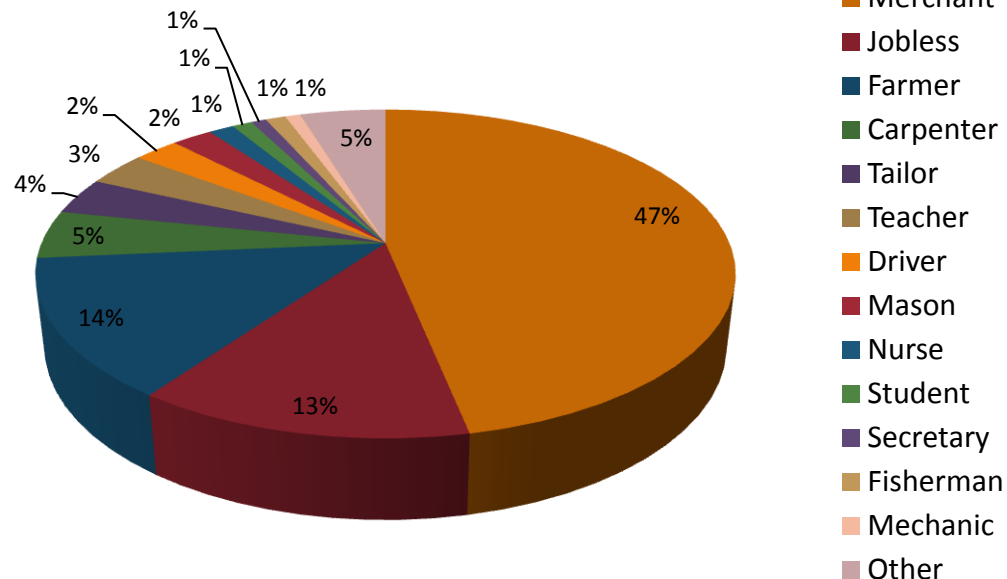
Number of families interviewed, by community



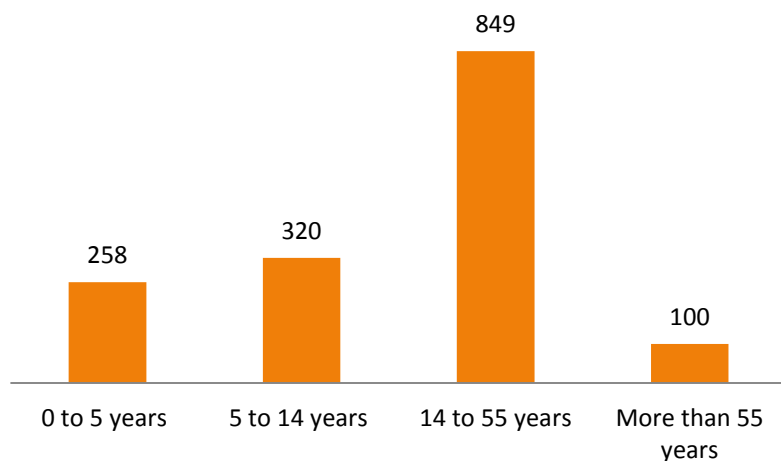
**Sex of the person interviewed (percentage)**



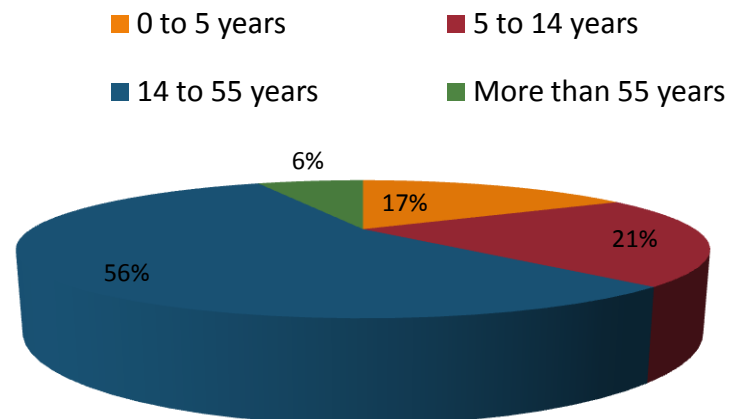
**Occupation (percentage)**



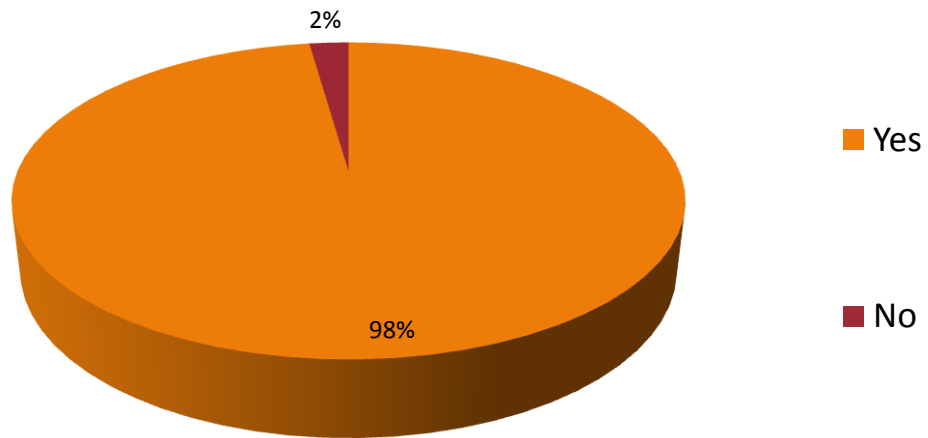
**Age of beneficiaries**



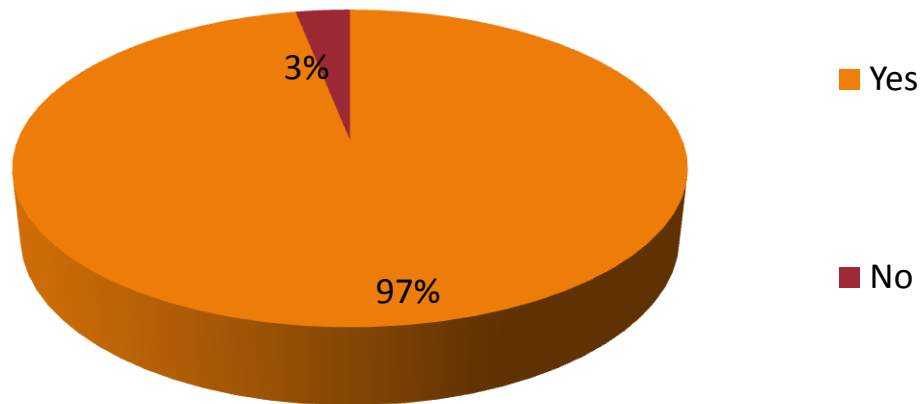
**Age of beneficiaries**



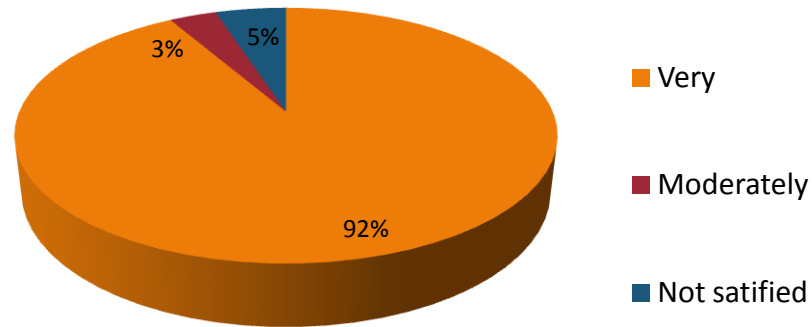
**3 - Are you the initial beneficiary? (percentage)**



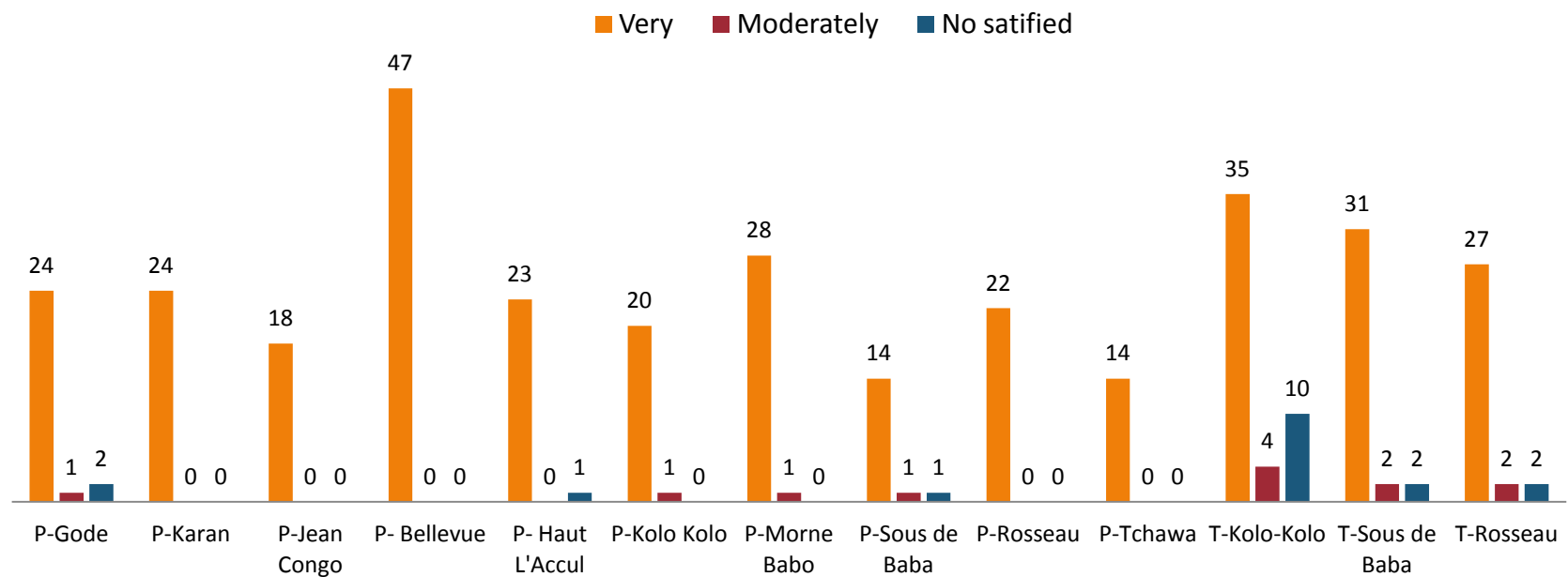
**4 - Is the house still constructed in the same place? (percentage)**



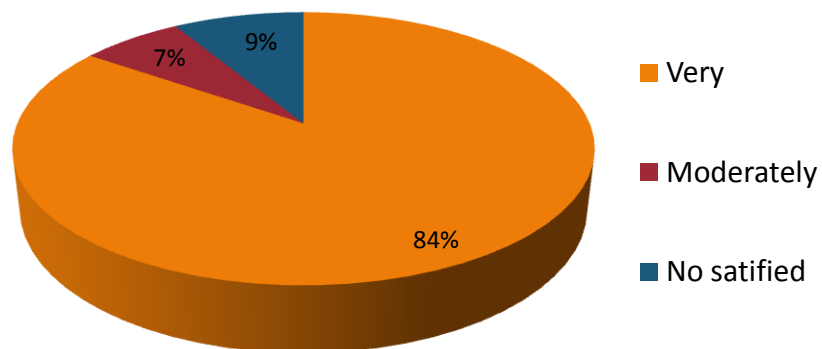
6- Short term 1 to 5 years (percentage)



6- Short term 1 to 5 years (number of families per community)

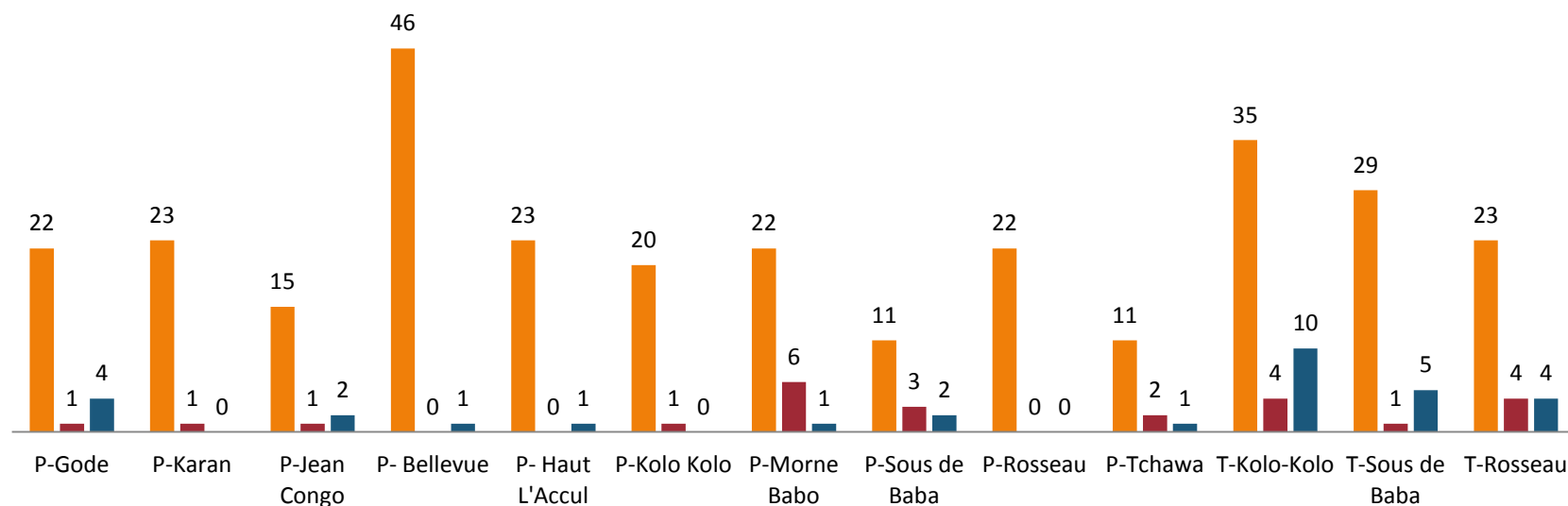


6- Long term more than 5 years (percentage)

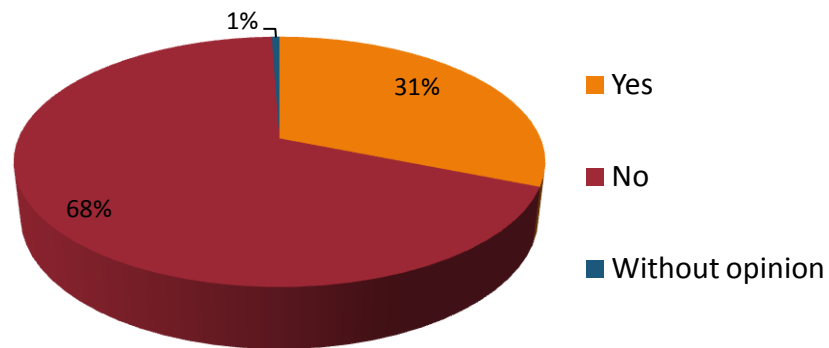


6- Long term more than 5 years (number of families per community)

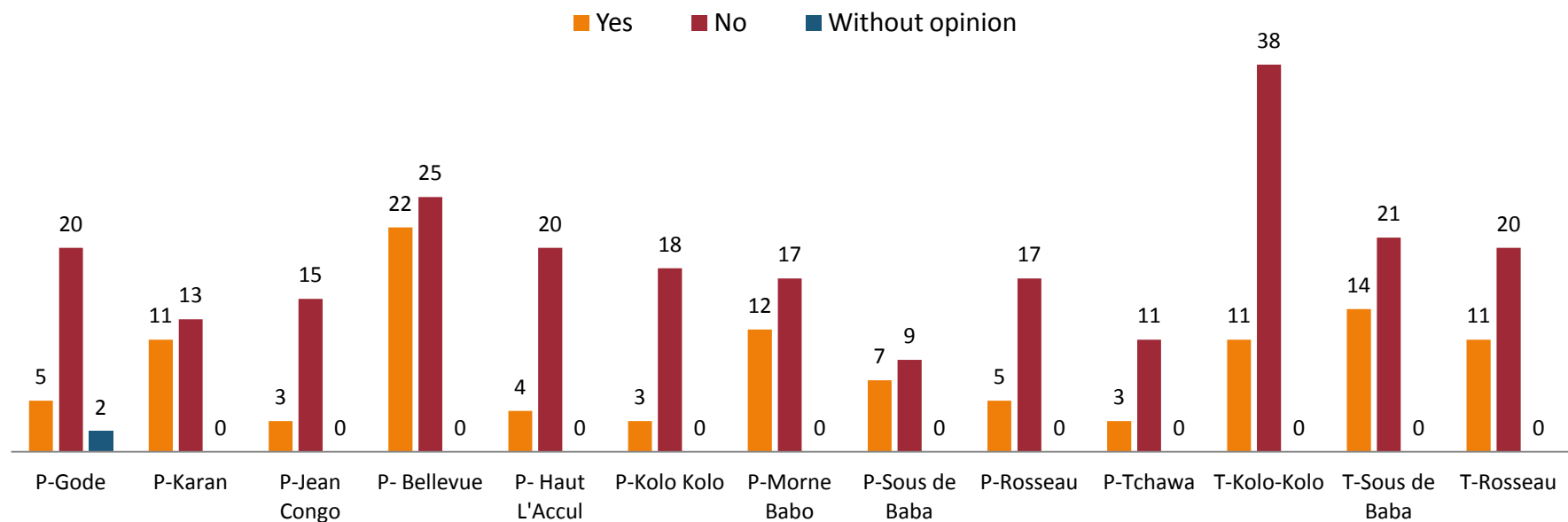
Very Moderately No satisfied



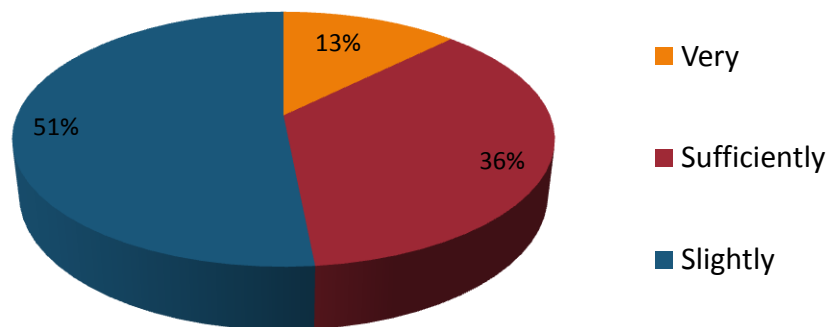
7- Do you think the living space in the shelter is large enough for your family? (percentage)



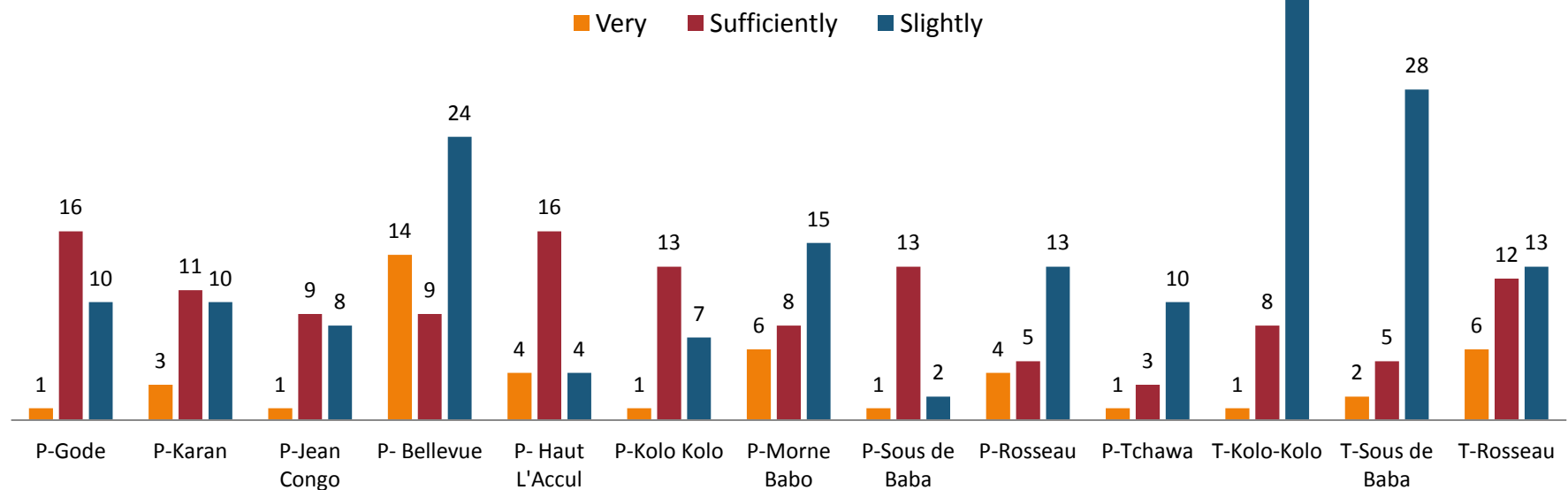
7- Do you think the living space in the shelter is large enough for your family? (Number of families per community)



8- Do you think that your shelter is well ventilated?  
(percentage)

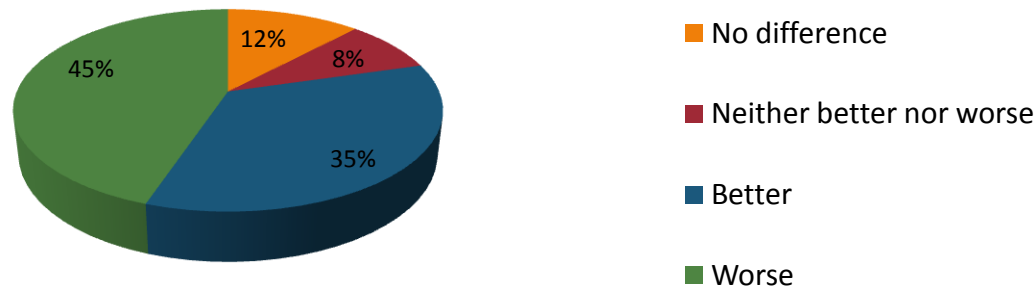


8- Do you think that your shelter is well ventilated? (Number of families per community)

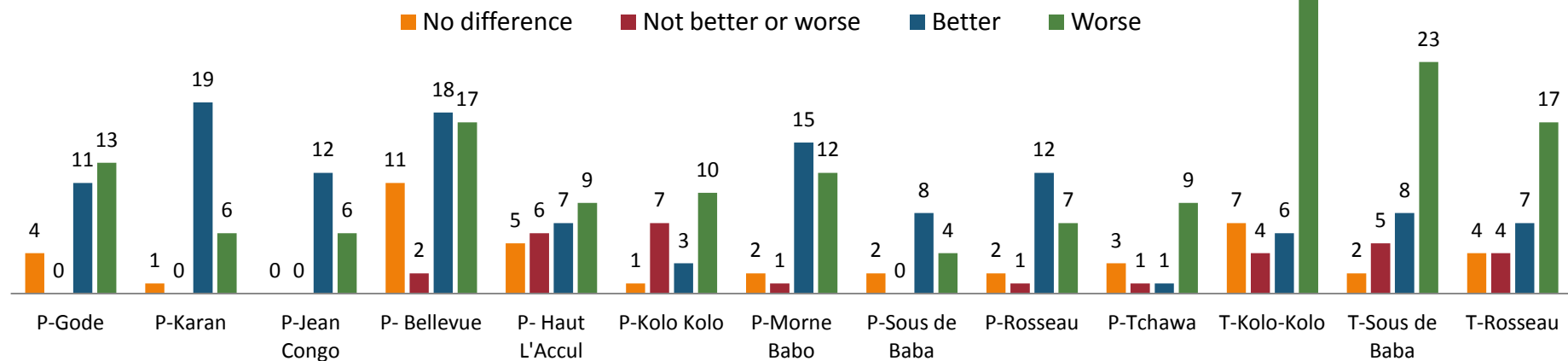




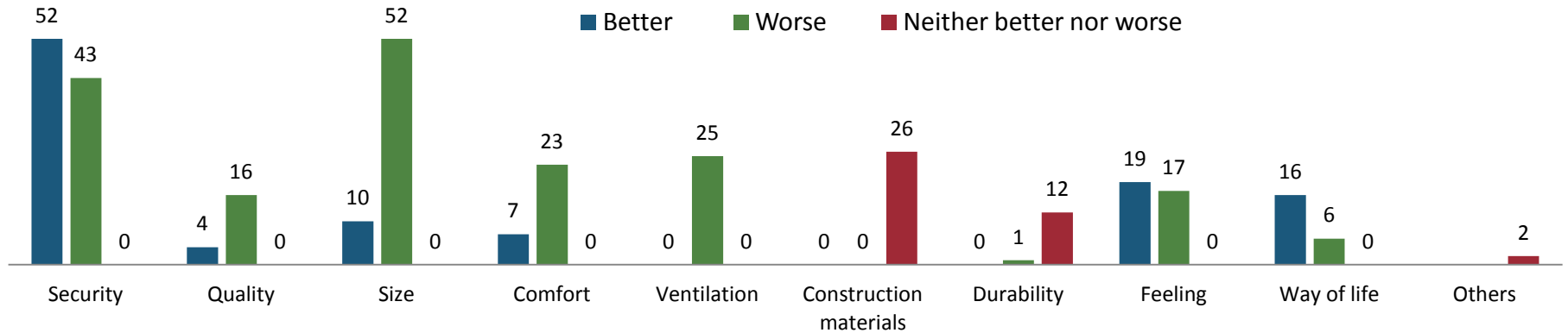
**9- Which is the difference between the way of life in this house in plywood, and your old house in which you inhabited before the earthquake (percentage)**



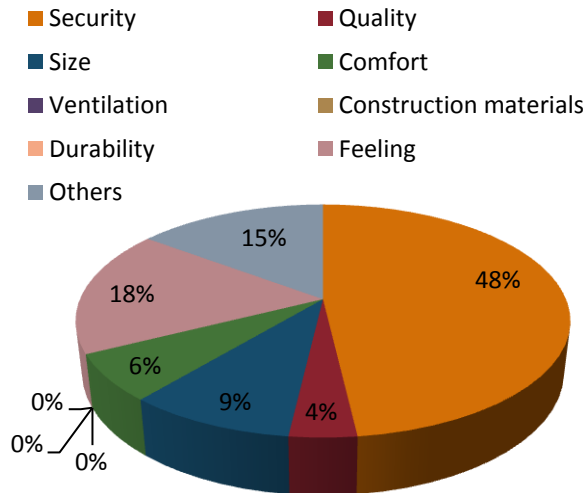
**9-Which is the difference between the way of life in this house in plywood, and your old house in which you inhabited before the earthquake. (number of families per community)**



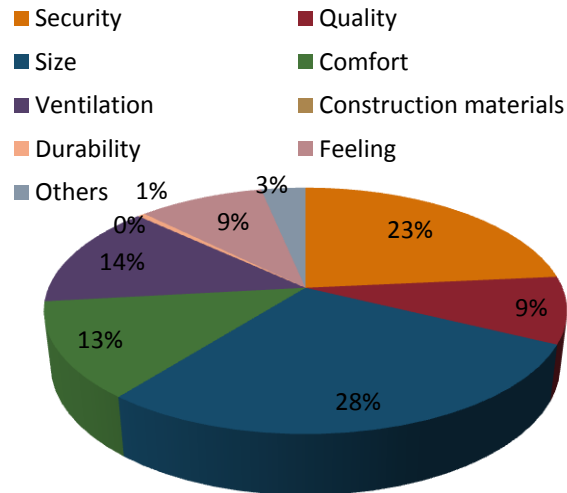
**9- What is the difference between the way of life in this house in plywood, and your old house in which you inhabited before the earthquake (number of families)**



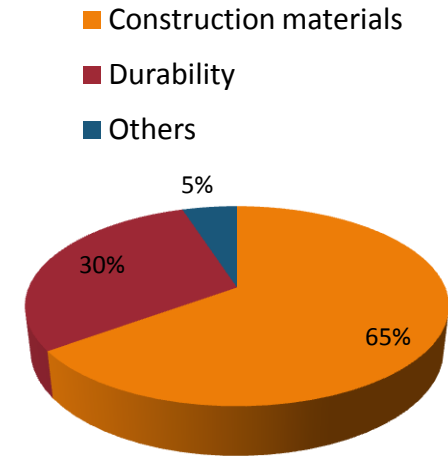
**9- The way of life is better now (percentage)**



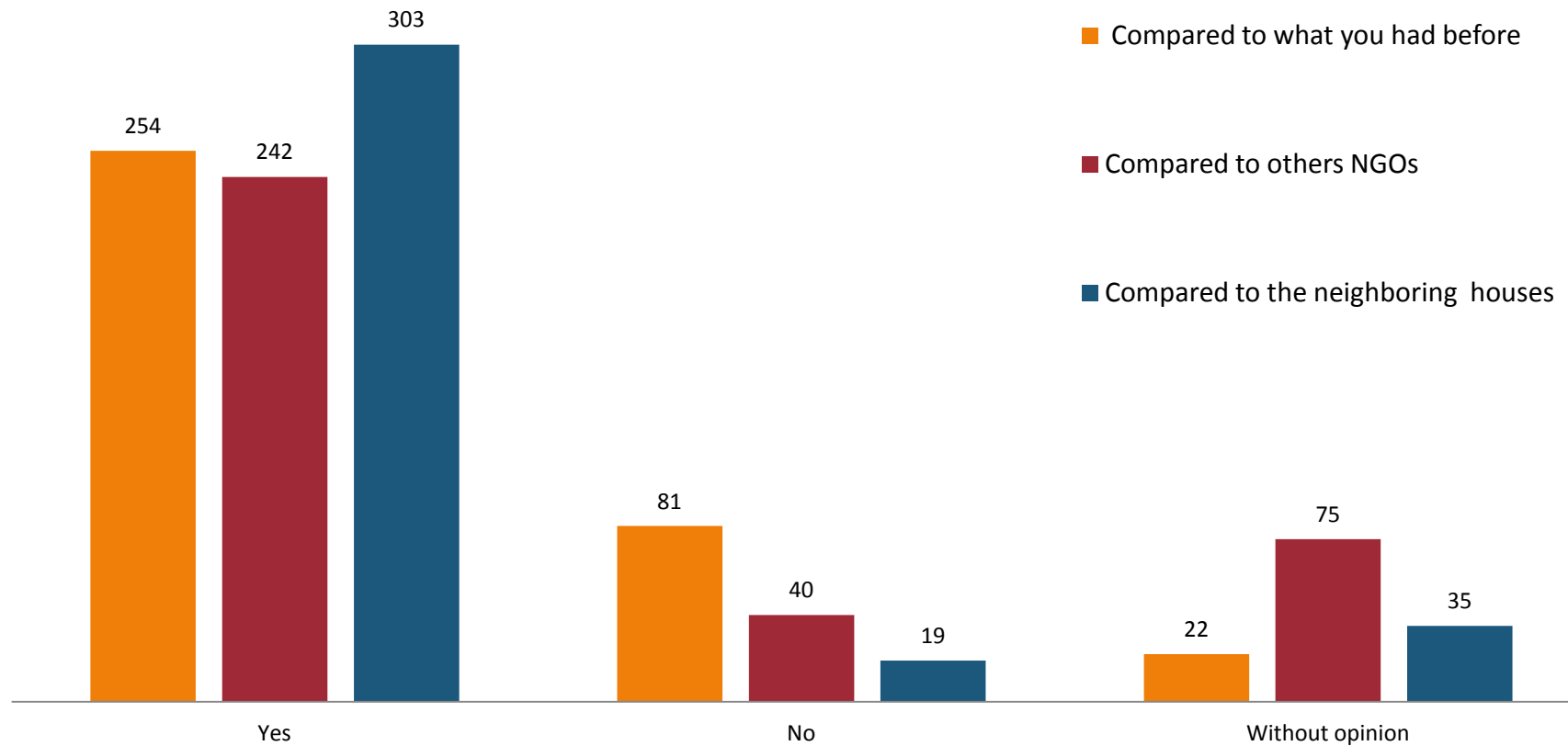
**9- The way of life is worse now (percentage)**



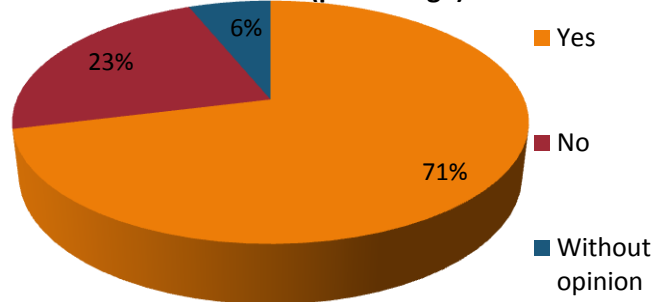
**9- The way of life is neither better nor worse (percentage)**



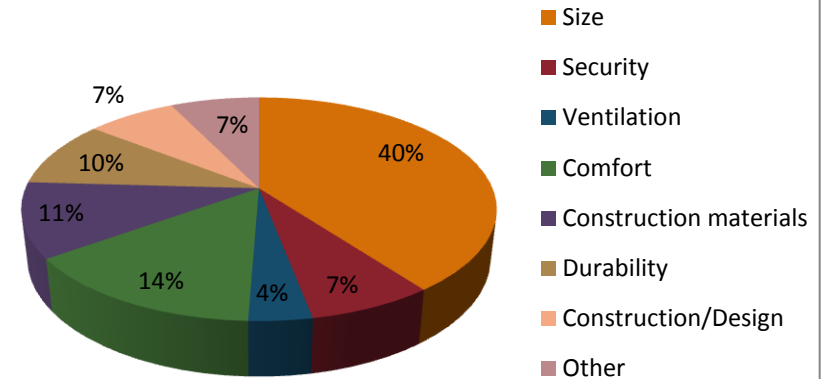
### 10- 11- 12- Model of shelter - beneficiary satisfaction (number of families)



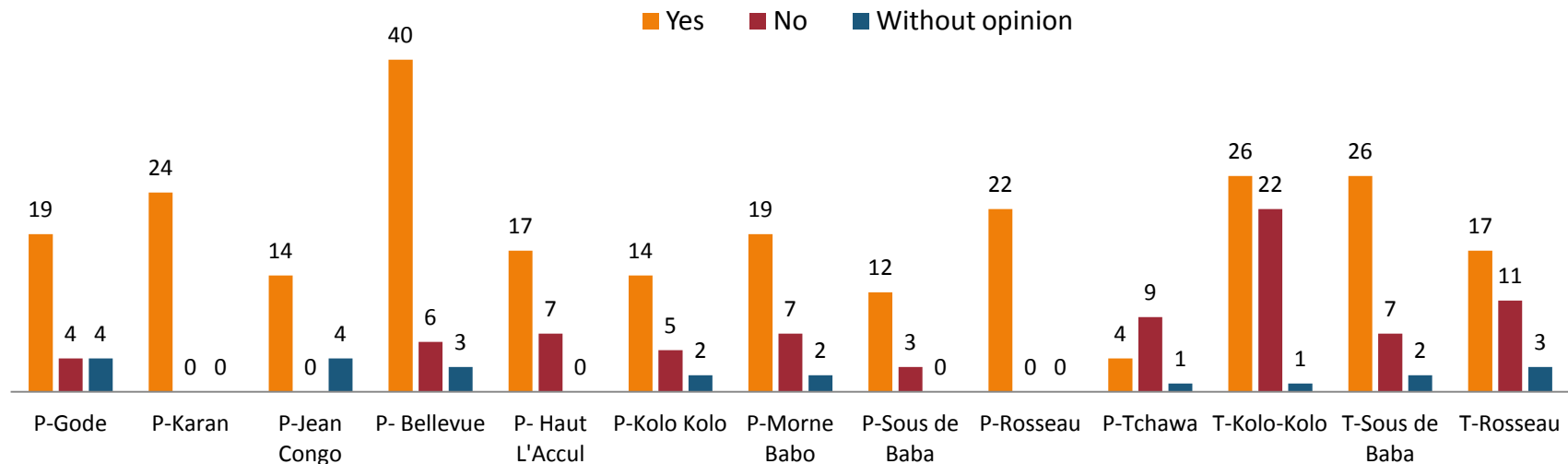
**10- Are you satisfied with the model of the GRC/AutRC shelter compared to what you had before? (percentage)**



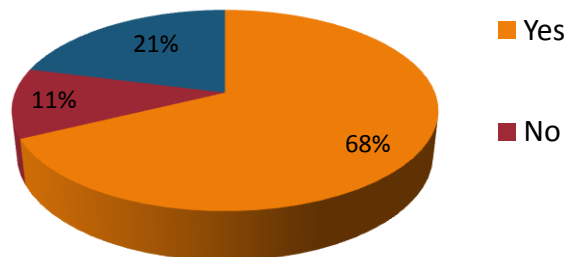
**10- If not, why not? (percentage)**



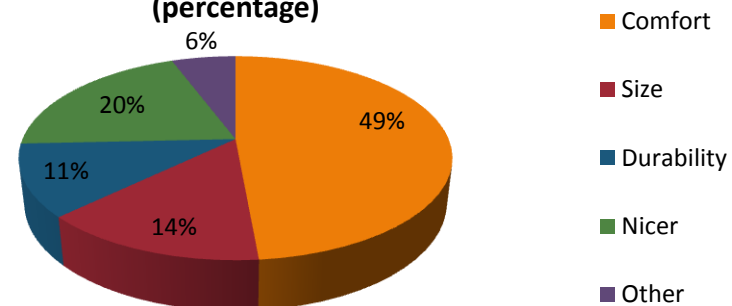
**10- Are you satisfied with the model of the GRC/AuRC shelter compared to what you had before? (numbers of families per community)**



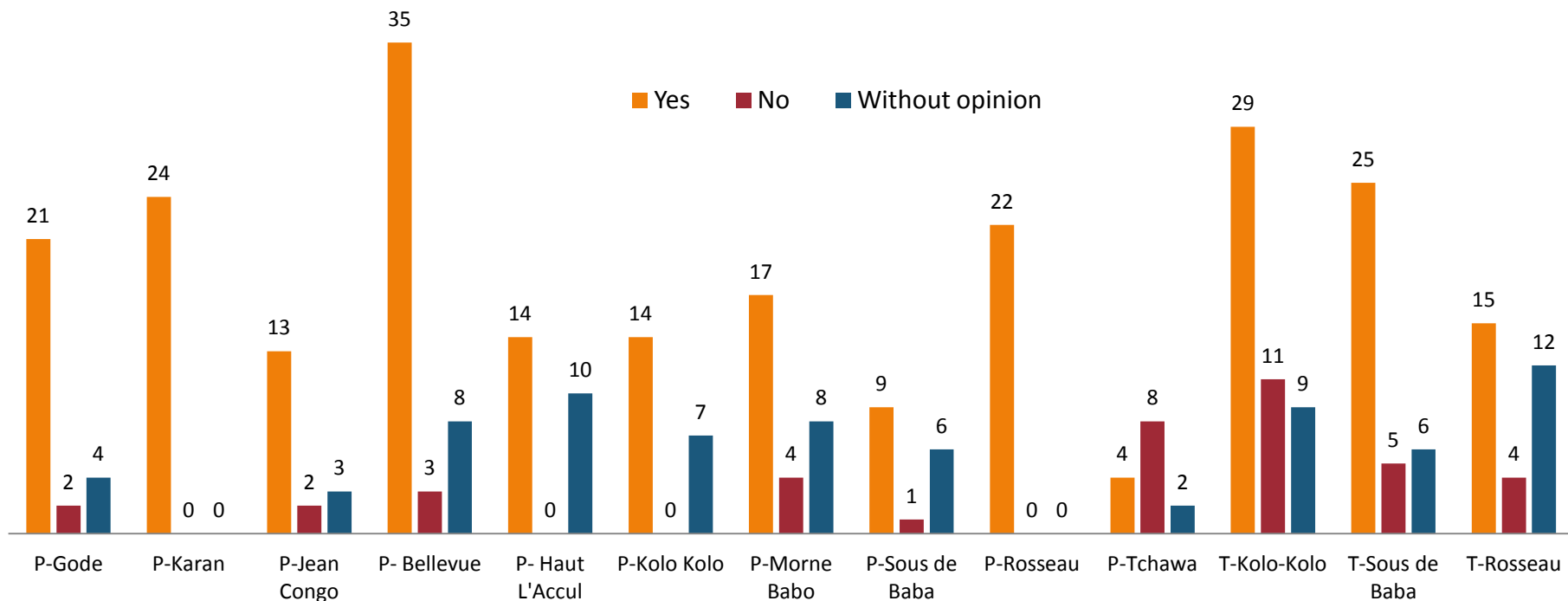
**11- Are you satisfied with the model of GRC/AutRC shelter compared to that of other NGOs? (percentage)**



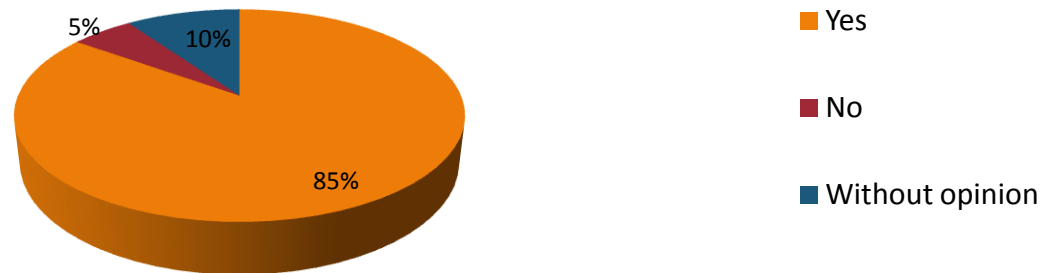
**11- The shelters of other NGOs are better in terms of: (percentage)**



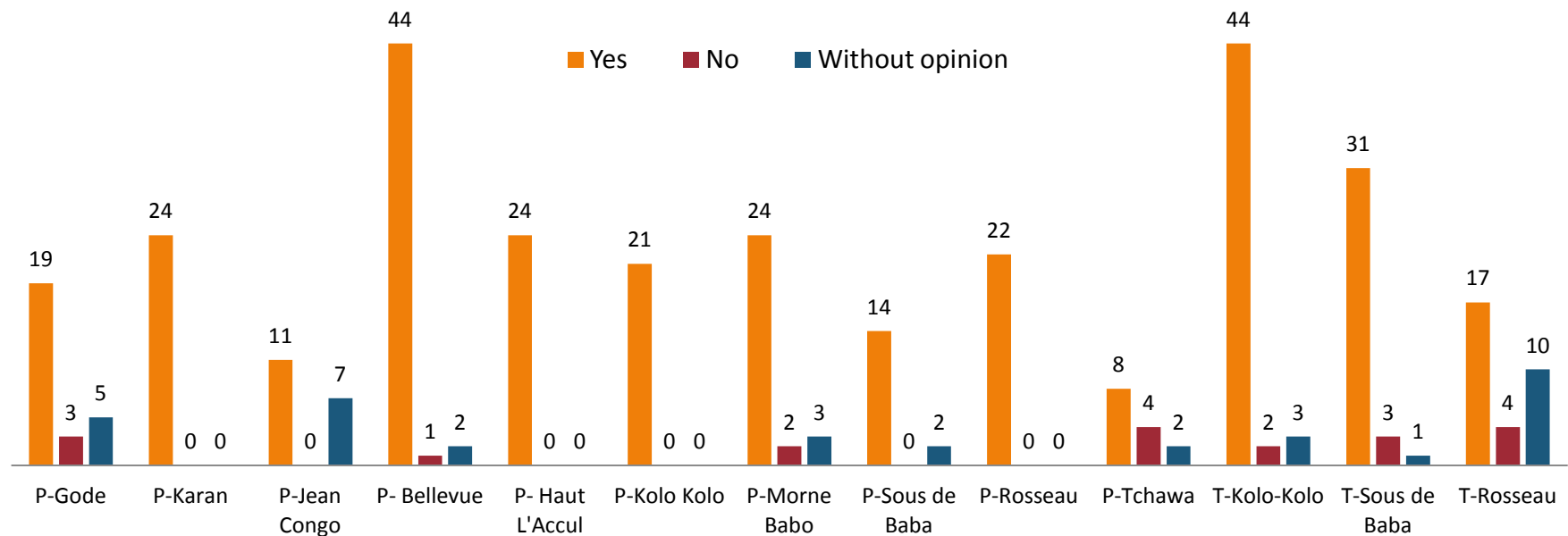
**11- Are you satisfied with the model of GRC/AutRC shelter compared to that of other NGOs? (number of families per community)**



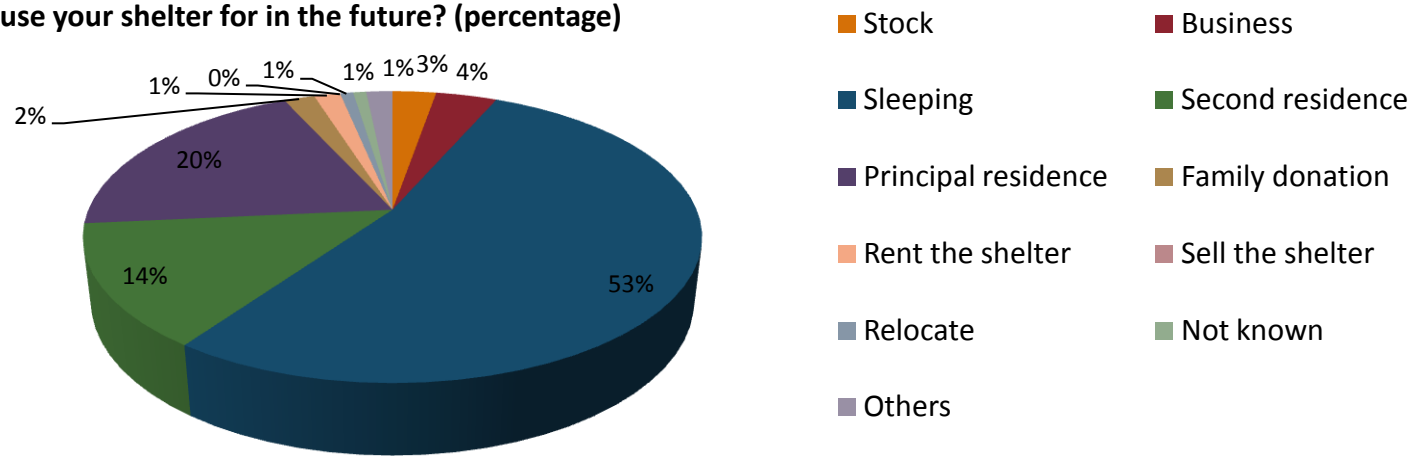
**12- Are you satisfied with the model of GRC/AutRC shelter compared to the neighbouring houses? (percentage)**



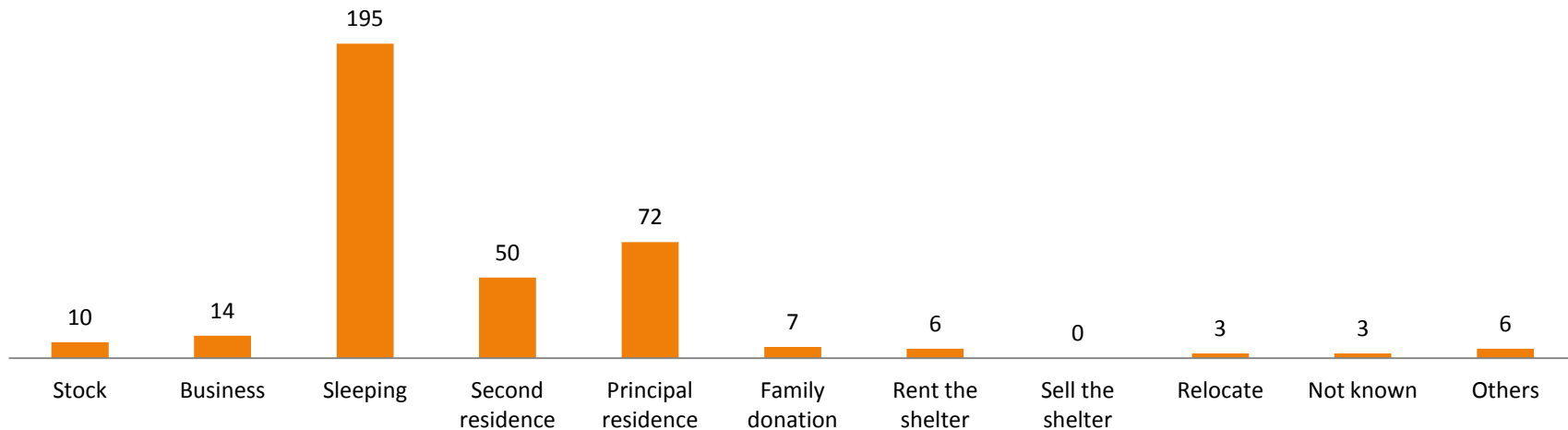
**12- Are you satisfied with the model of GRC/AutRC shelter compared to the neighbouring houses (number of families per community)**



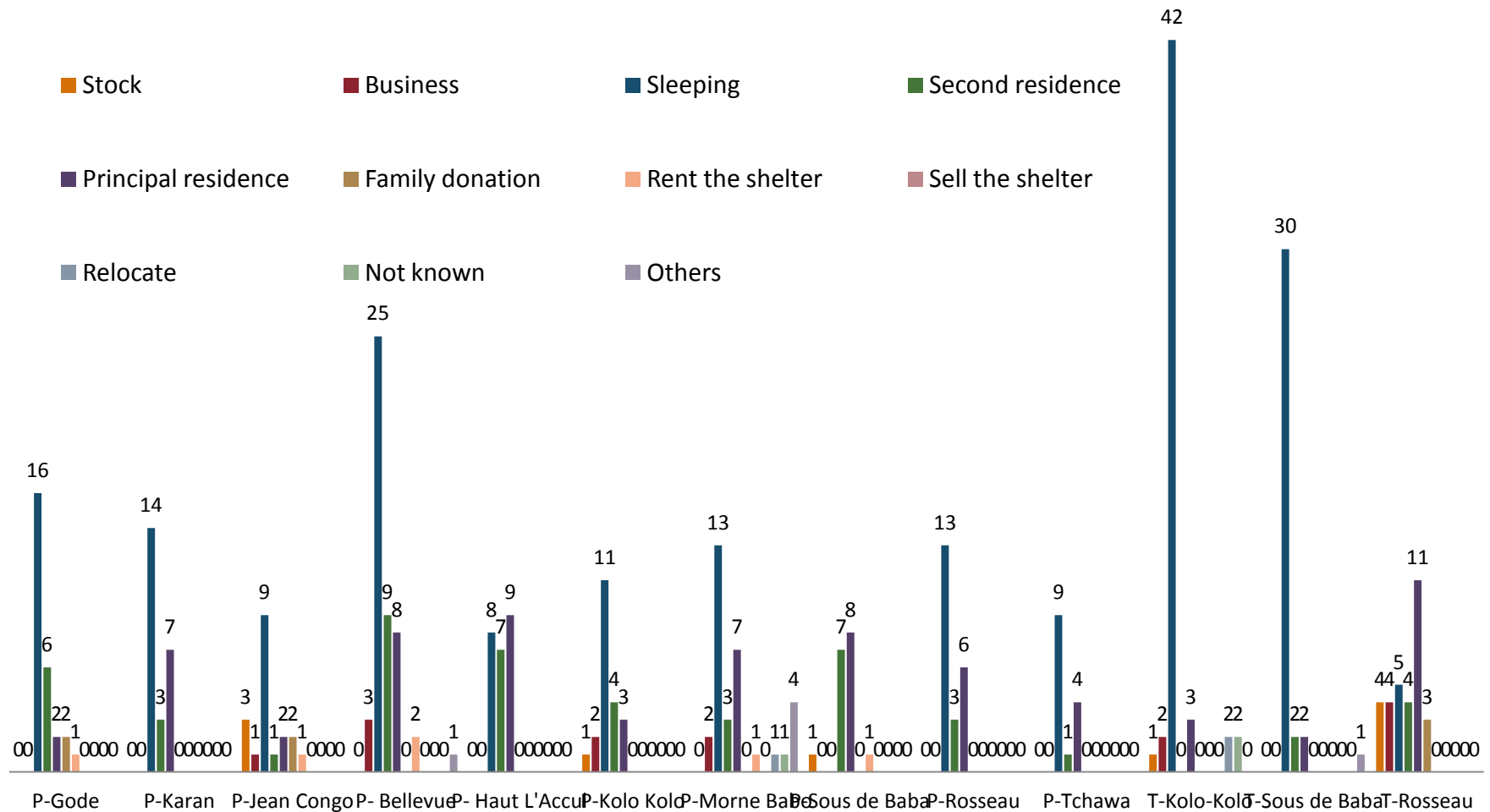
**13- What will you use your shelter for in the future? (percentage)**



**13- What will you use your shelter for in the future? (number of families)**

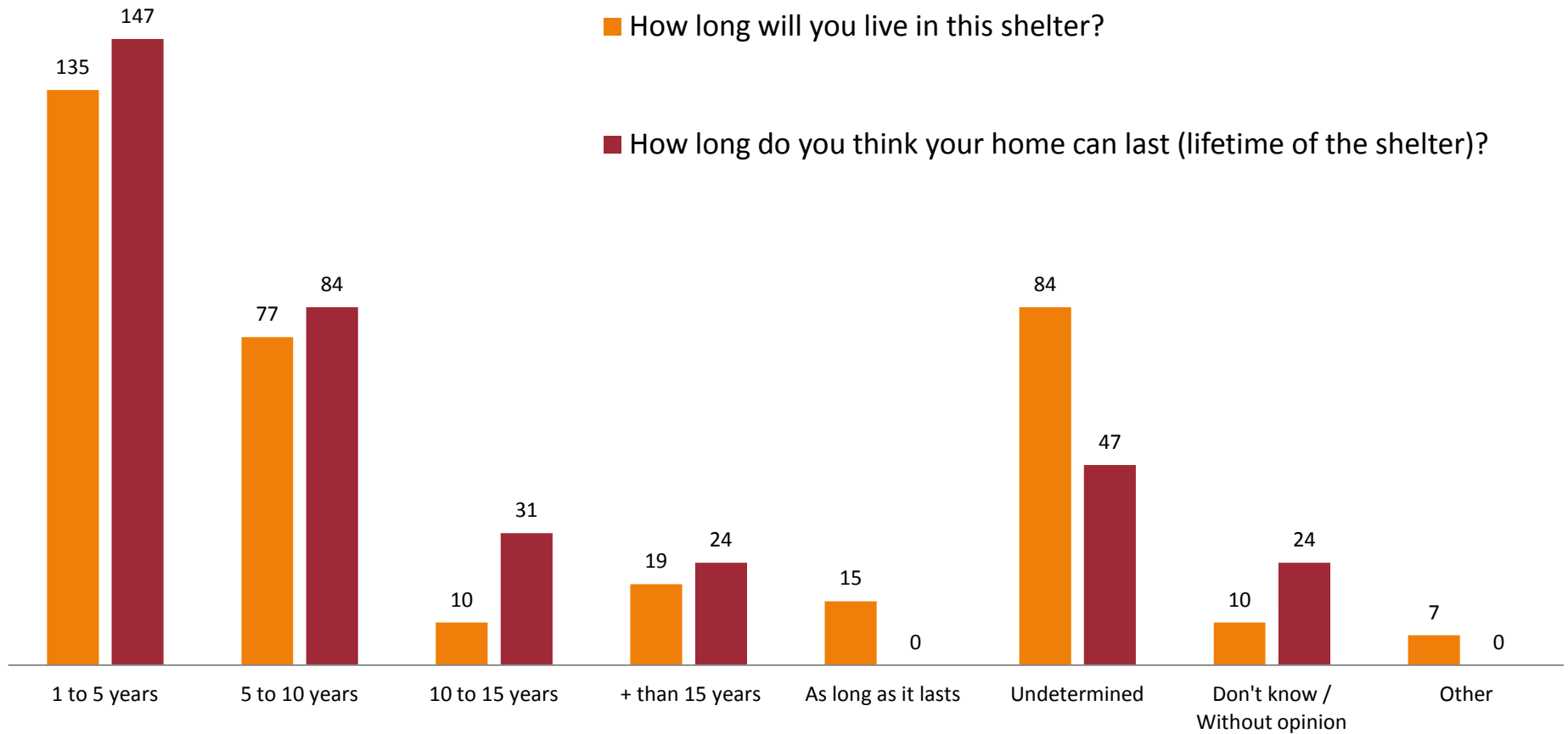


### 13- What would you like to make to your shelter in the future? (number of families per community)

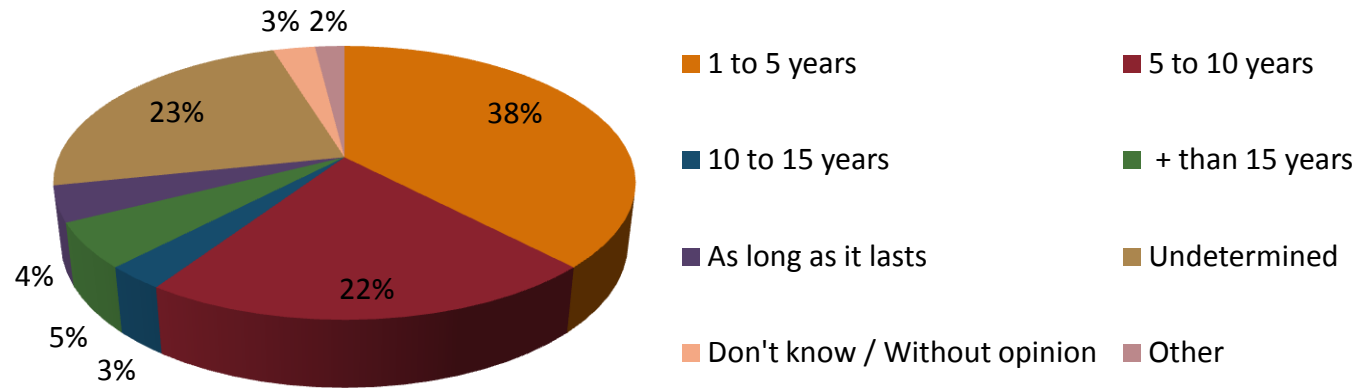




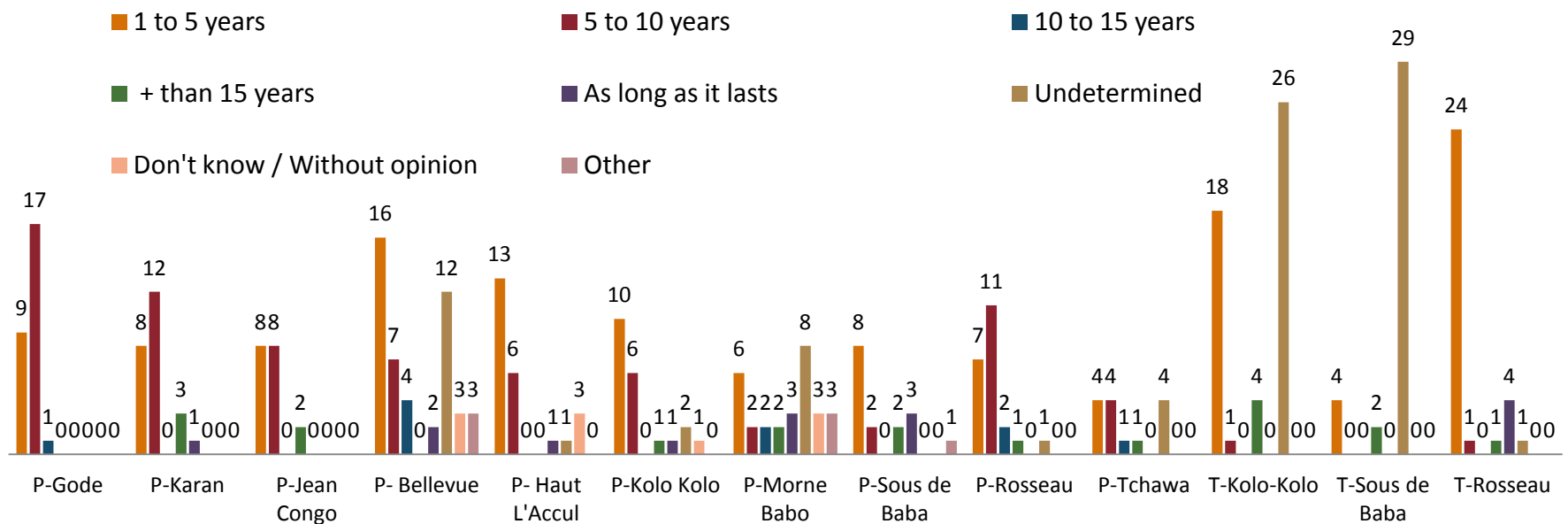
14 - How long will you live in your shelter  
 15 - How long do you think your shelter might last (lifetime of this shelter)



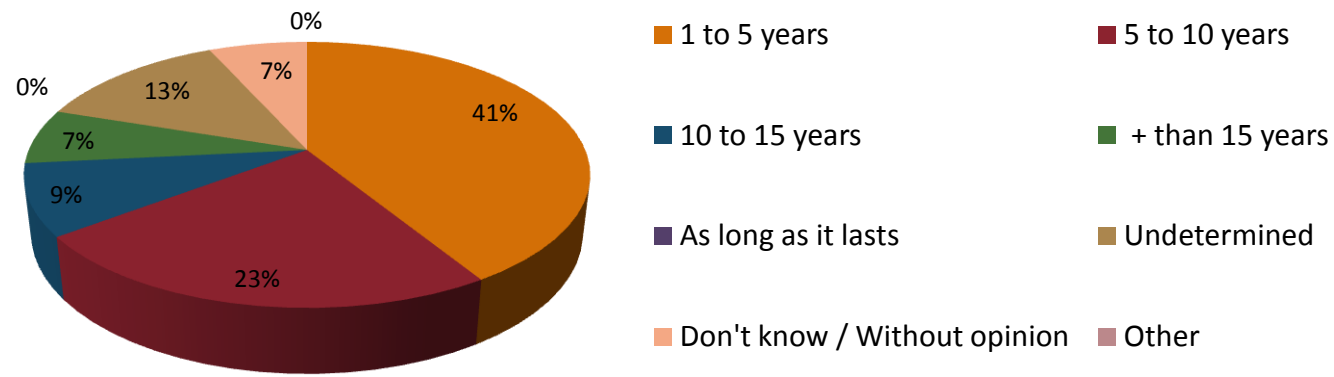
### 14- How long will you live in your shelter? (percentage)



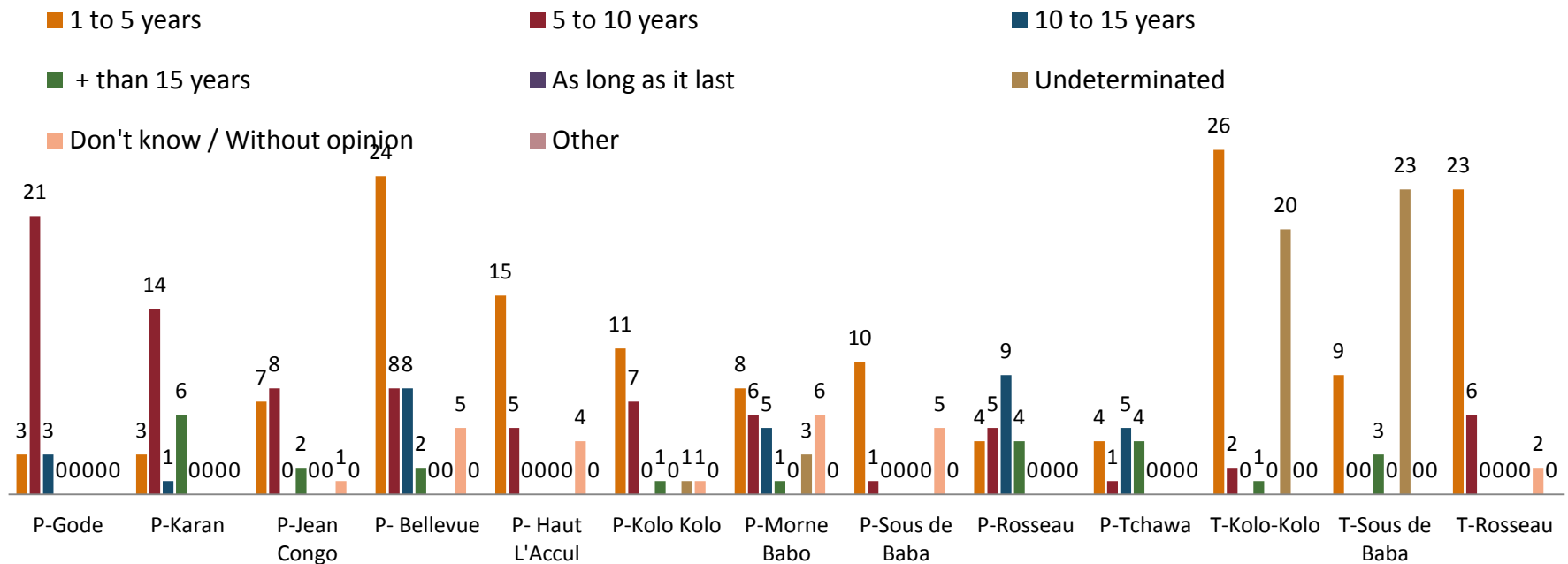
### 14- How long will you live in your shelter? (number of families per community)

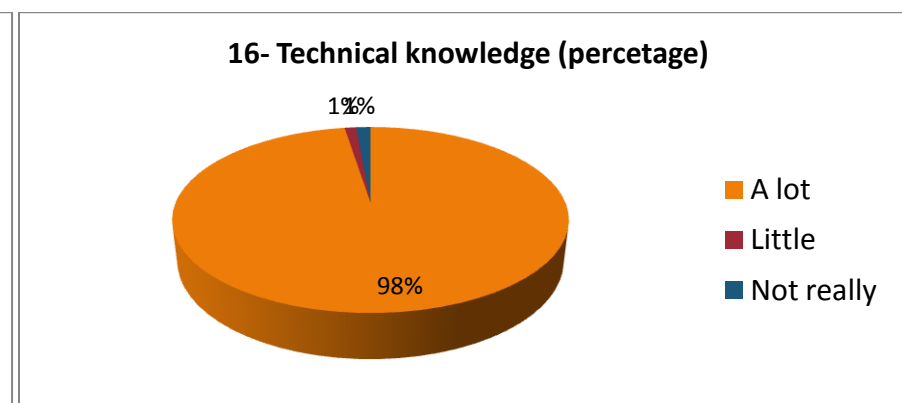
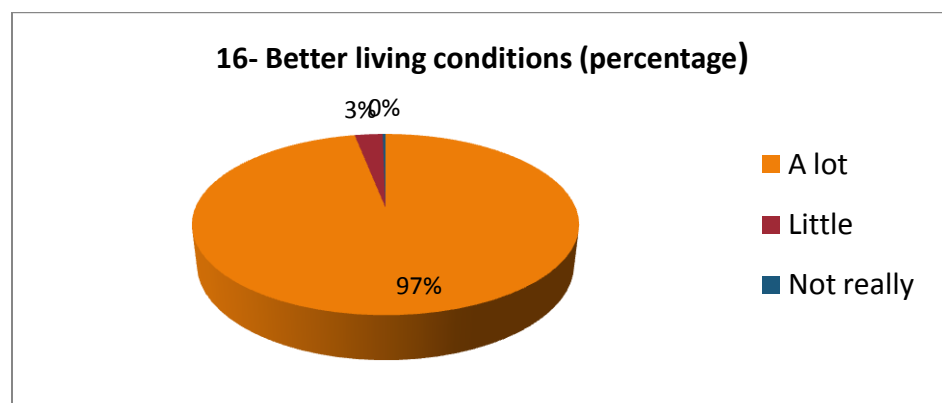
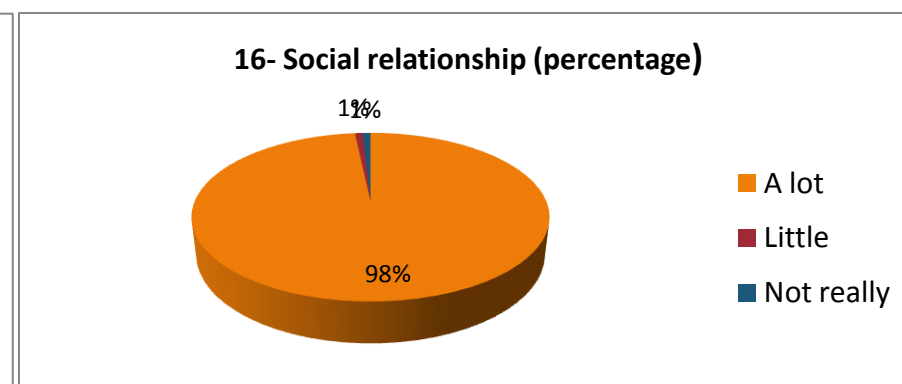
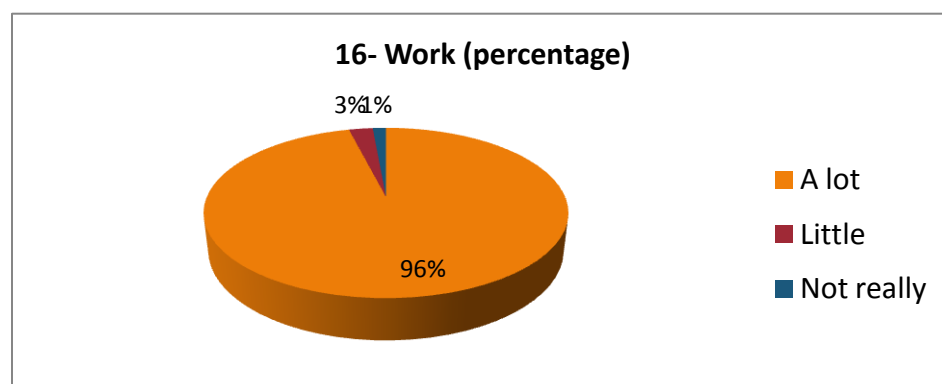
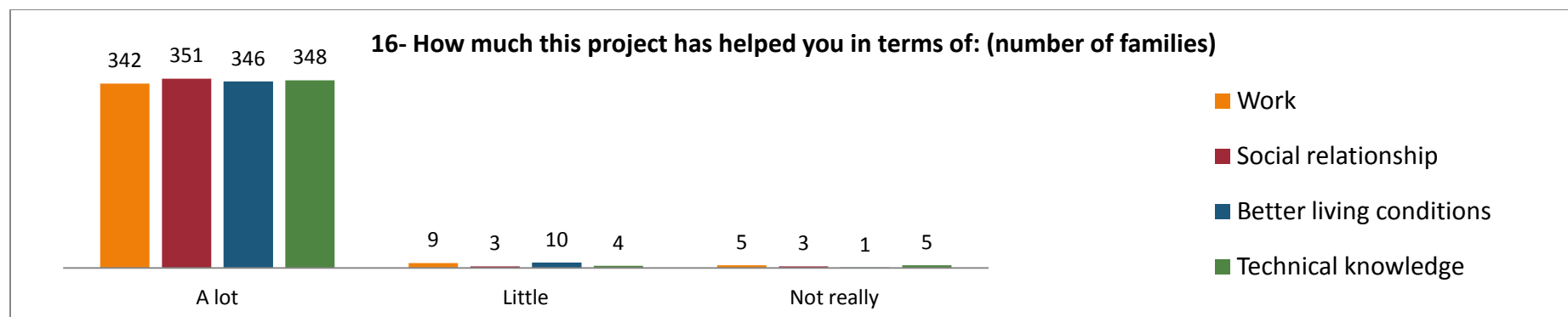


### 15- How long do you think your shelter might last (lifetime of the shelter)? (percentage)

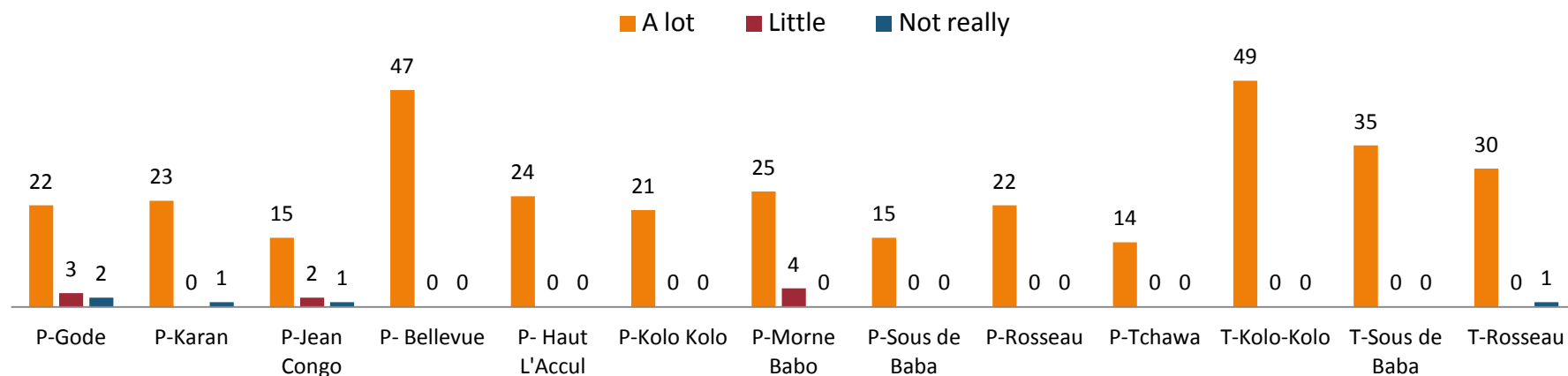


### 15- How long do you think your shelter might last (lifetime of the shelter)? (number of families per community)

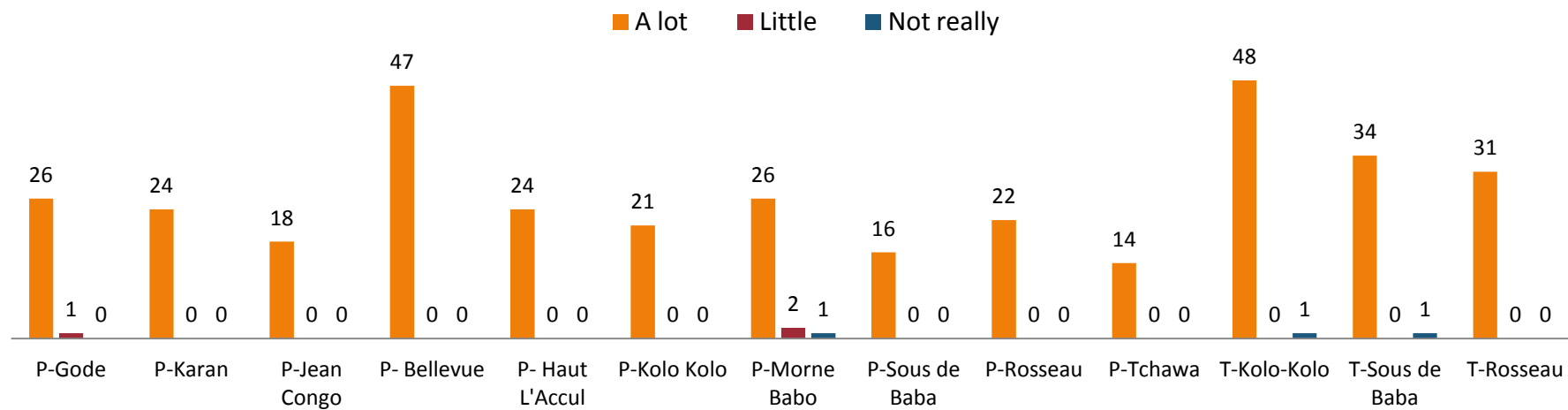




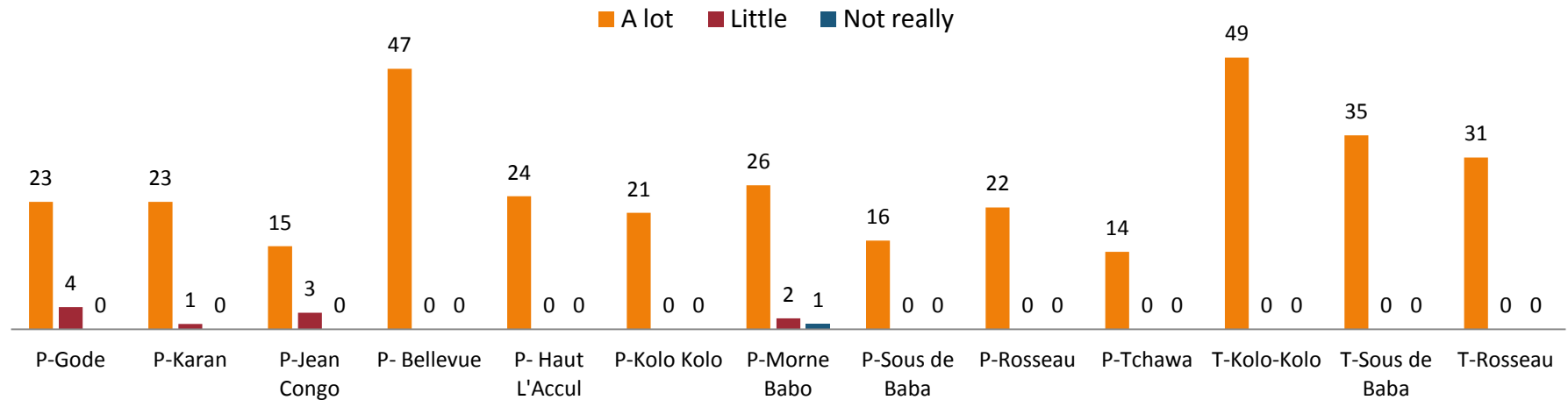
### 16- Work (number of families per community)



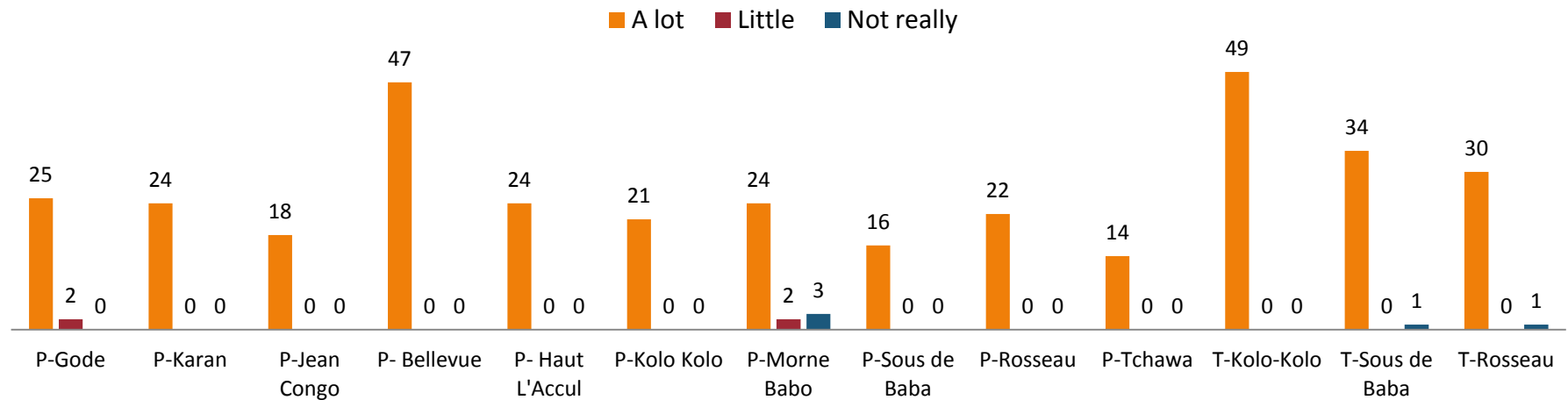
### 16- Social relationship (number of families per community)



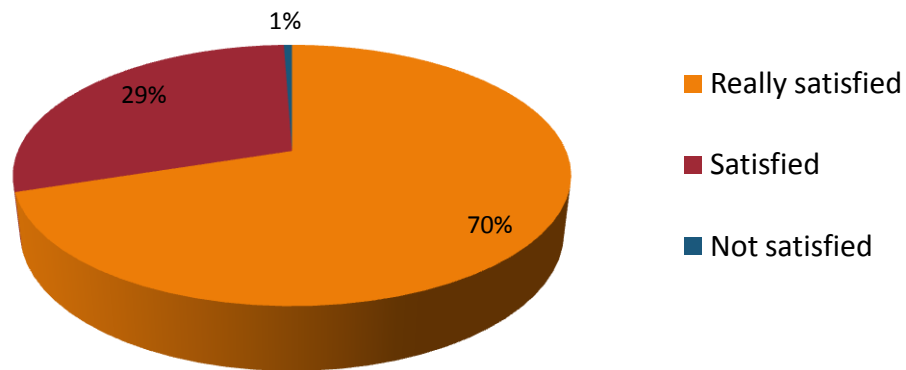
### 16- Better living conditions (number of families per community)



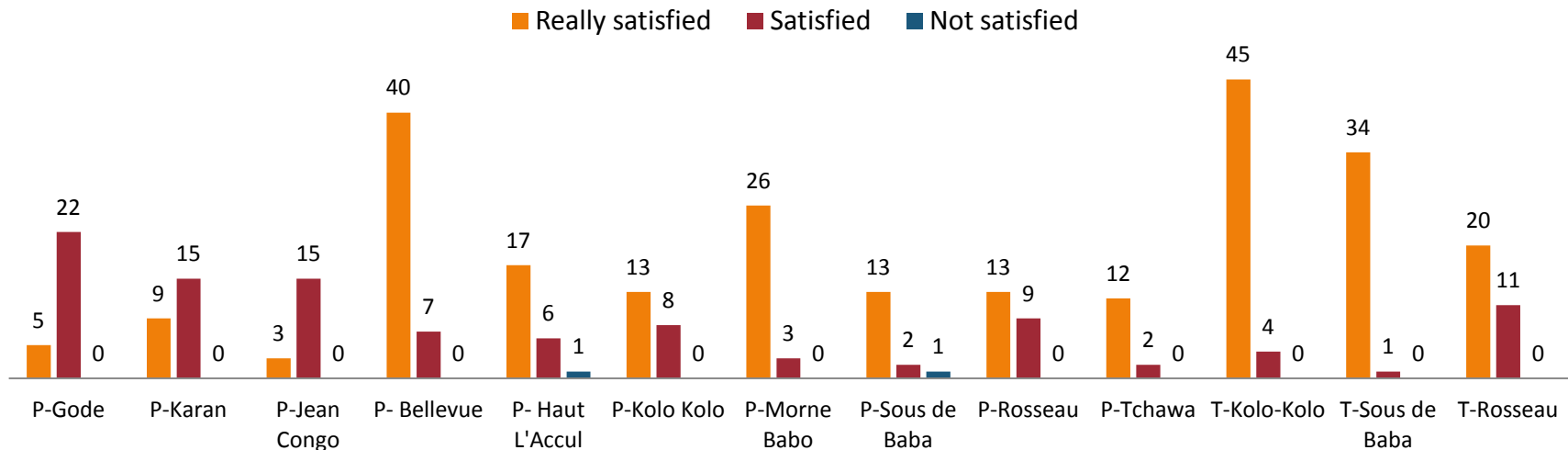
### 16- Technical knowledge (number of families per community)



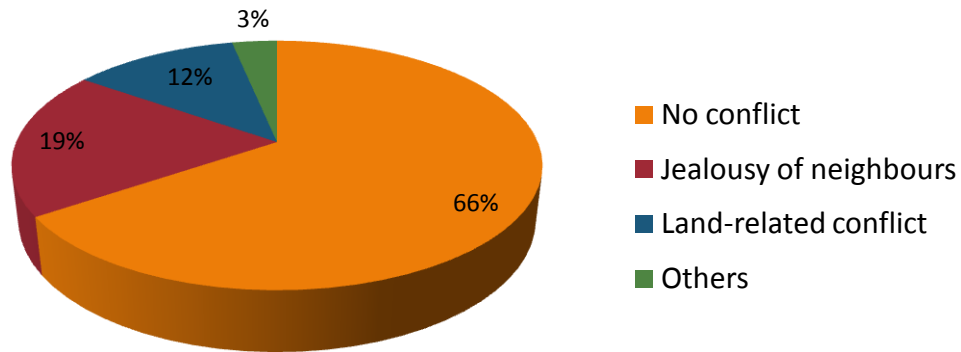
**17- Have you appreciated the work of the staff of the GRC / AuRC? (percentage)**



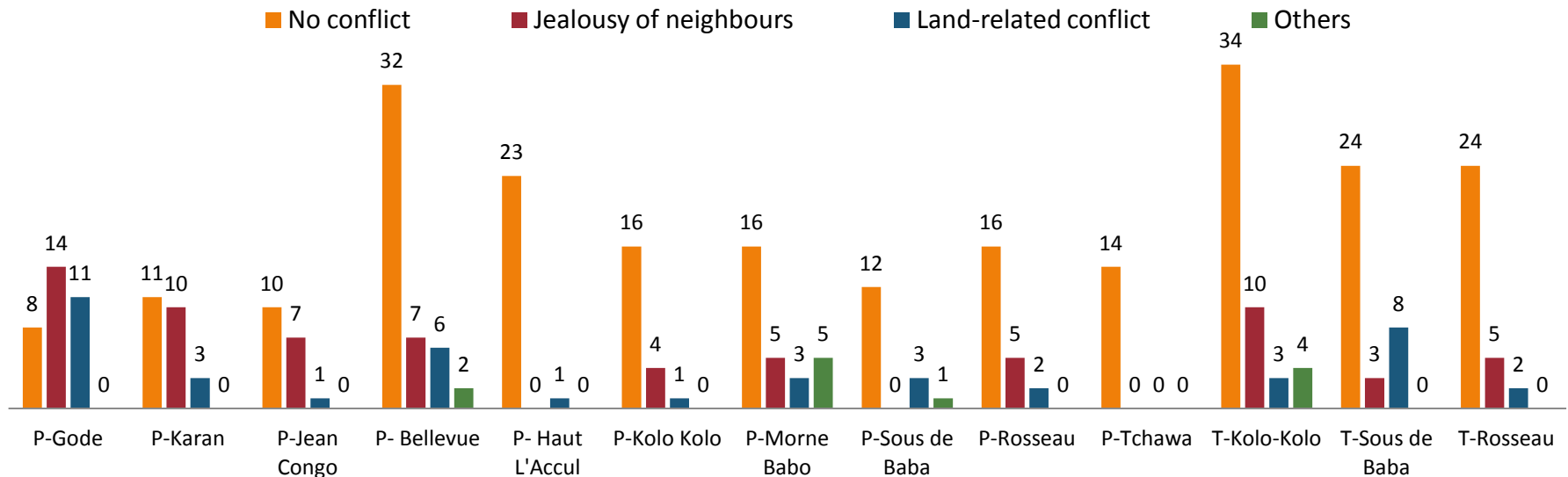
**17- Have you appreciated the work of the staff of the GRC / AuRC? (number of families)**



**18- Do you believe that there were conflicts within your community because of the project? (percentage)**

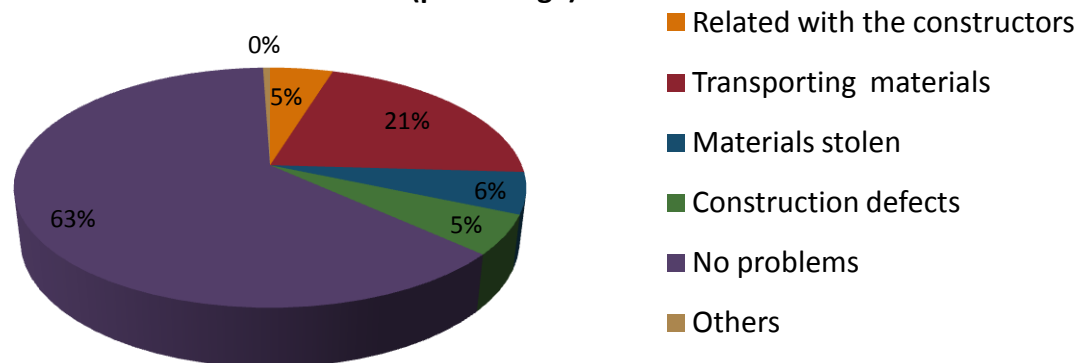


**18- Do you believe that there were conflicts within your community because of the project? (number of families per community)**

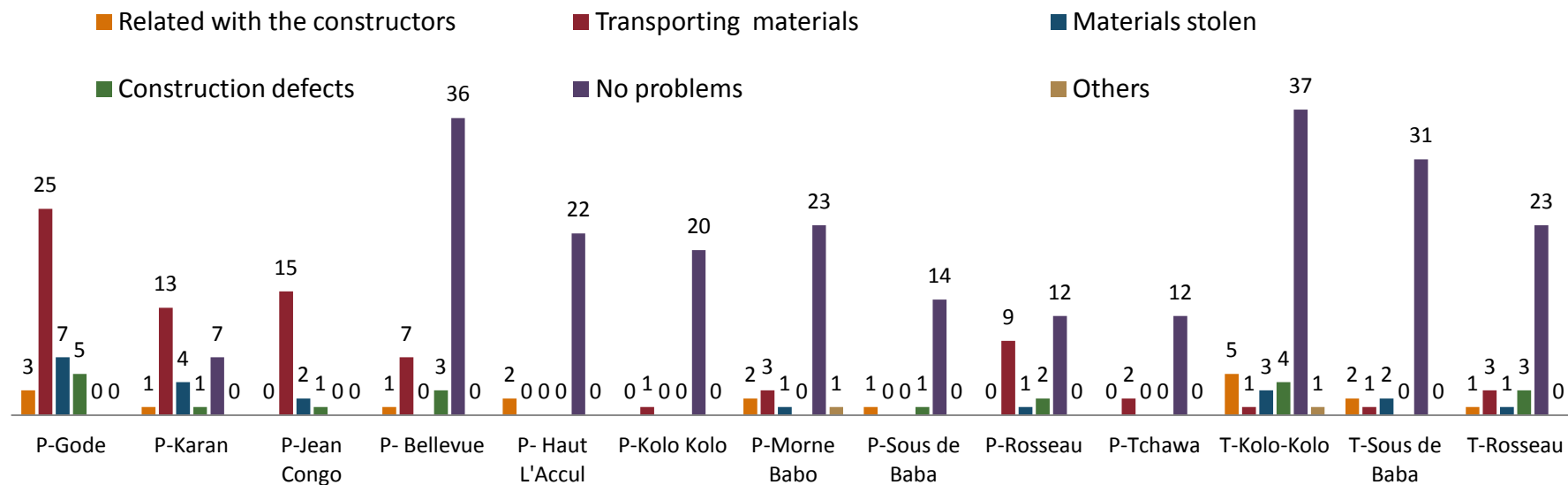




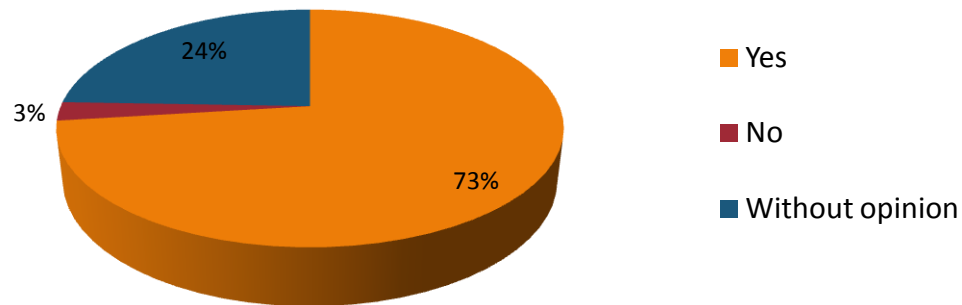
**19- Have you identified problems during the construction of your shelter?  
(percentage)**



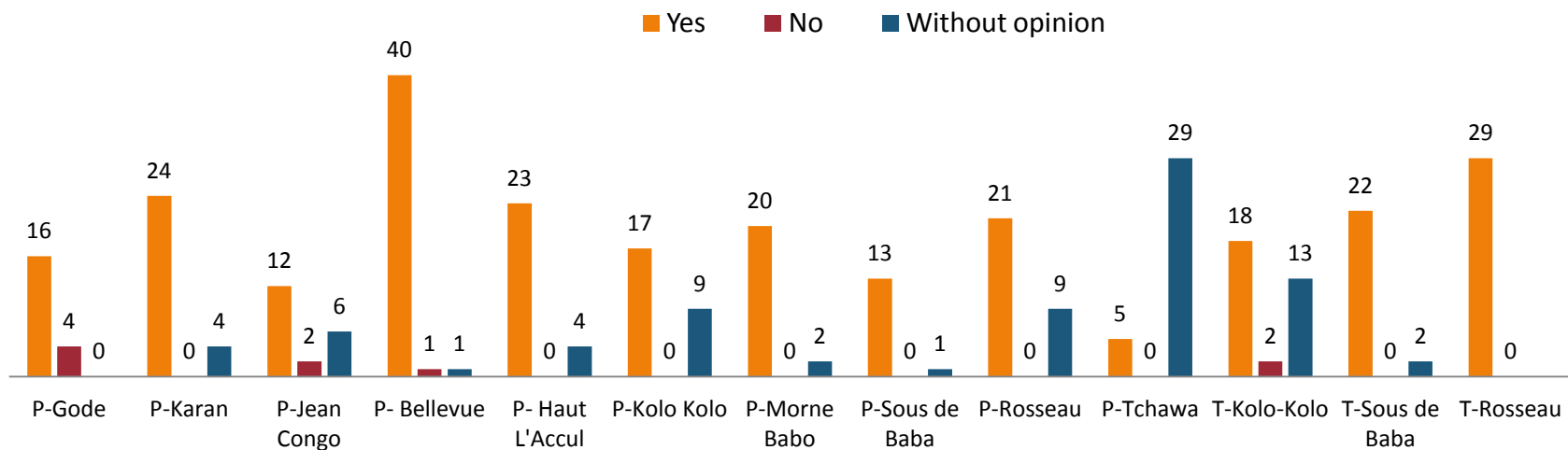
**19- Have you identified problems during the construction of your shelter? (number of families per community)**



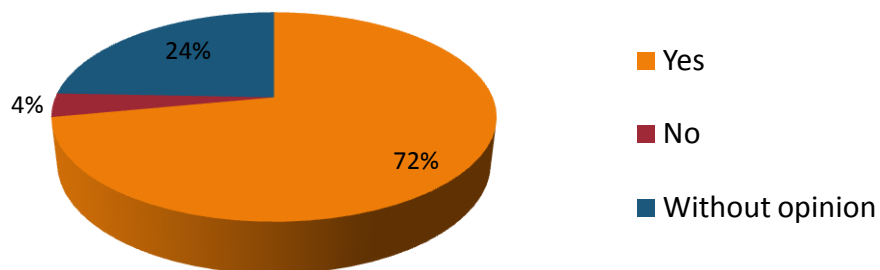
**20- Do you think that the beneficiary selection criteria has been well explained to the whole community? (percentage)**



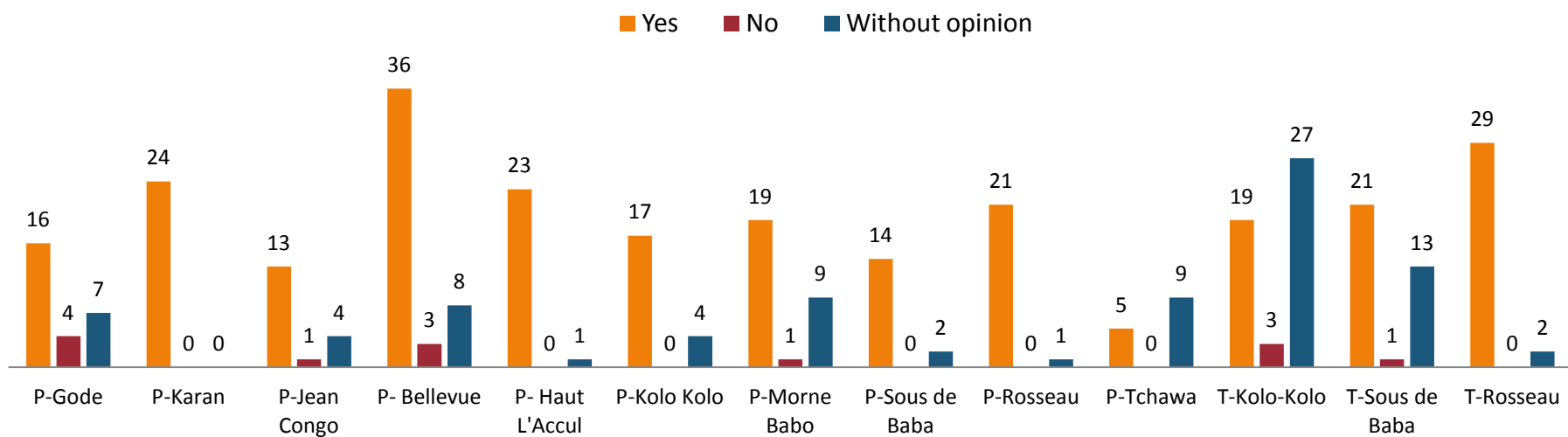
**20- Do you think that the beneficiary selection criteria has been well explained to the whole community? (number of families per community)**



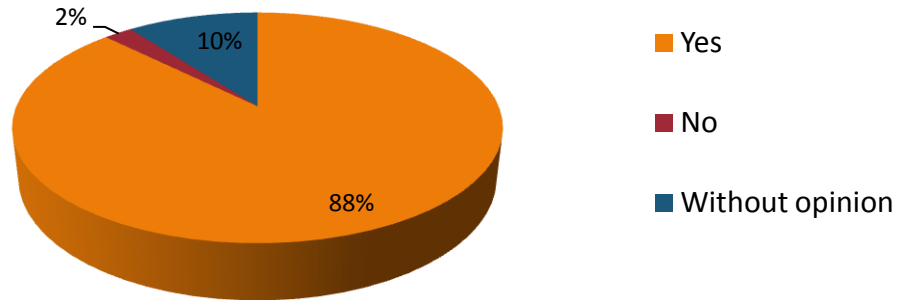
**21- Do you think that the beneficiary selection criteria has been respected? (percentage)**



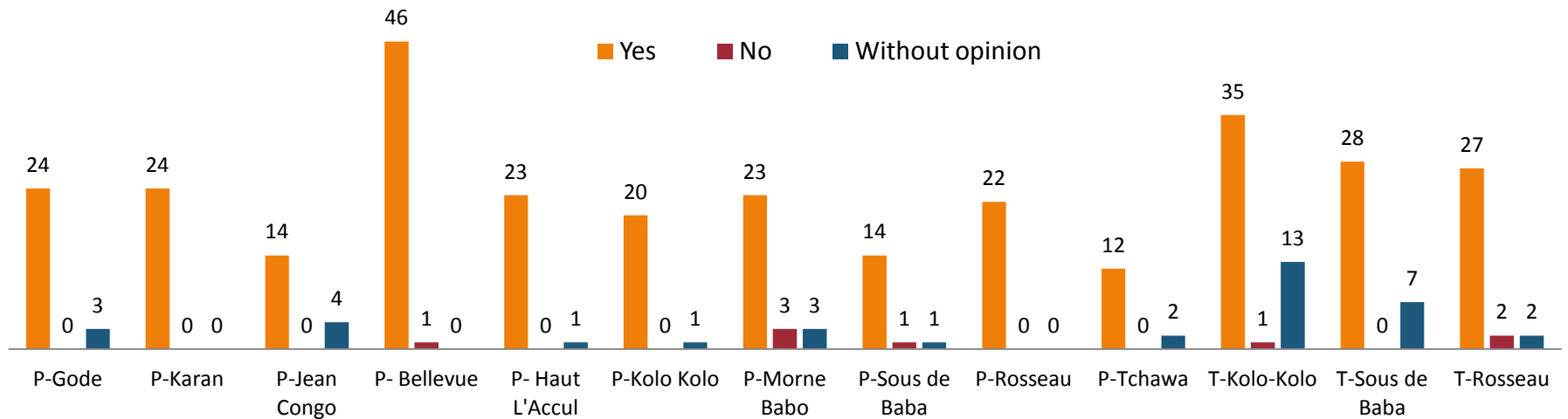
**21- Do you think that the beneficiary selection criteria has been respected? (number of families per community)**



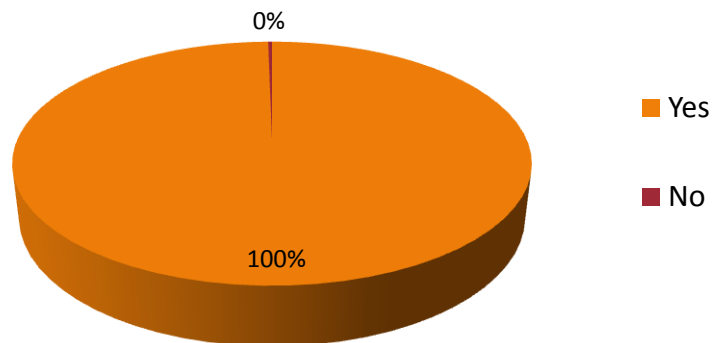
**22- Do you think that you have been sufficiently informed during the construction project? (percentage)**



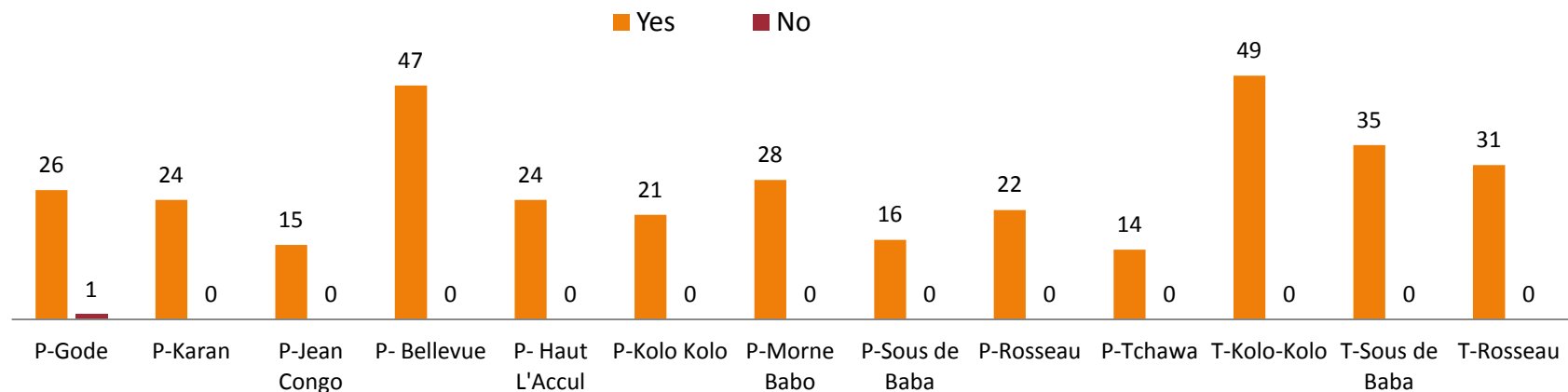
**22- Do you think that you have been sufficiently informed during the construction project? (number of families per community)**



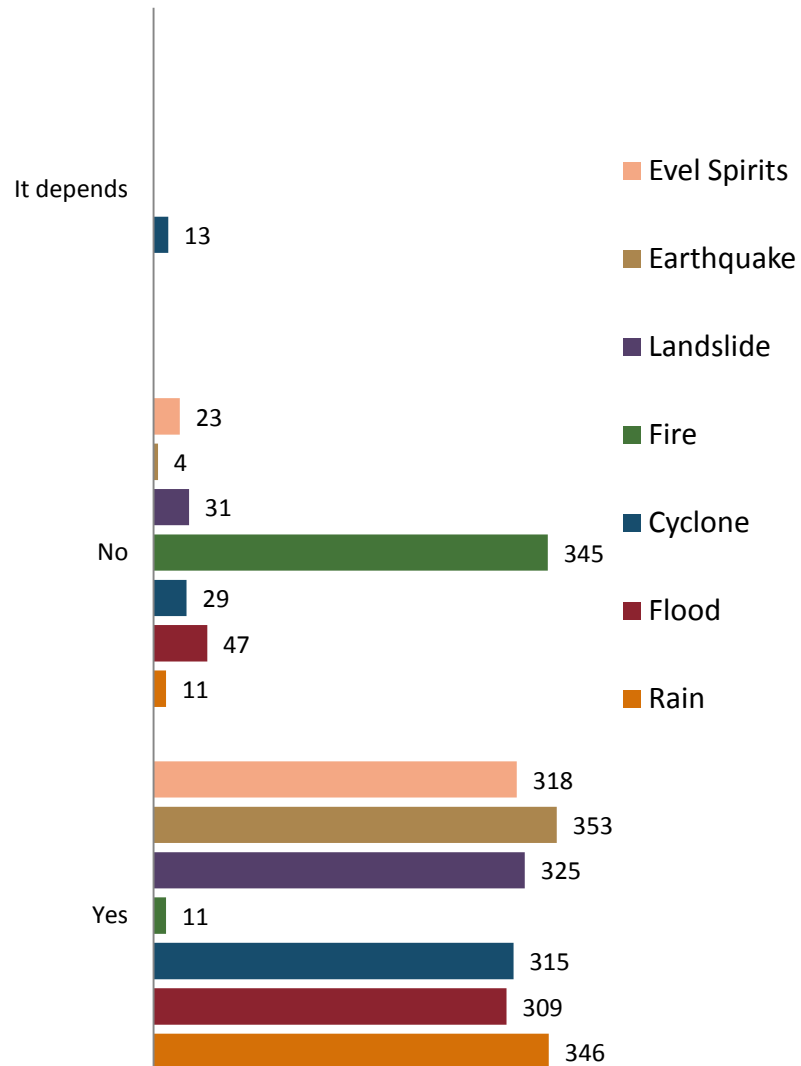
**23- Have you or your family been involved in the construction of the shelter? (percentage)**



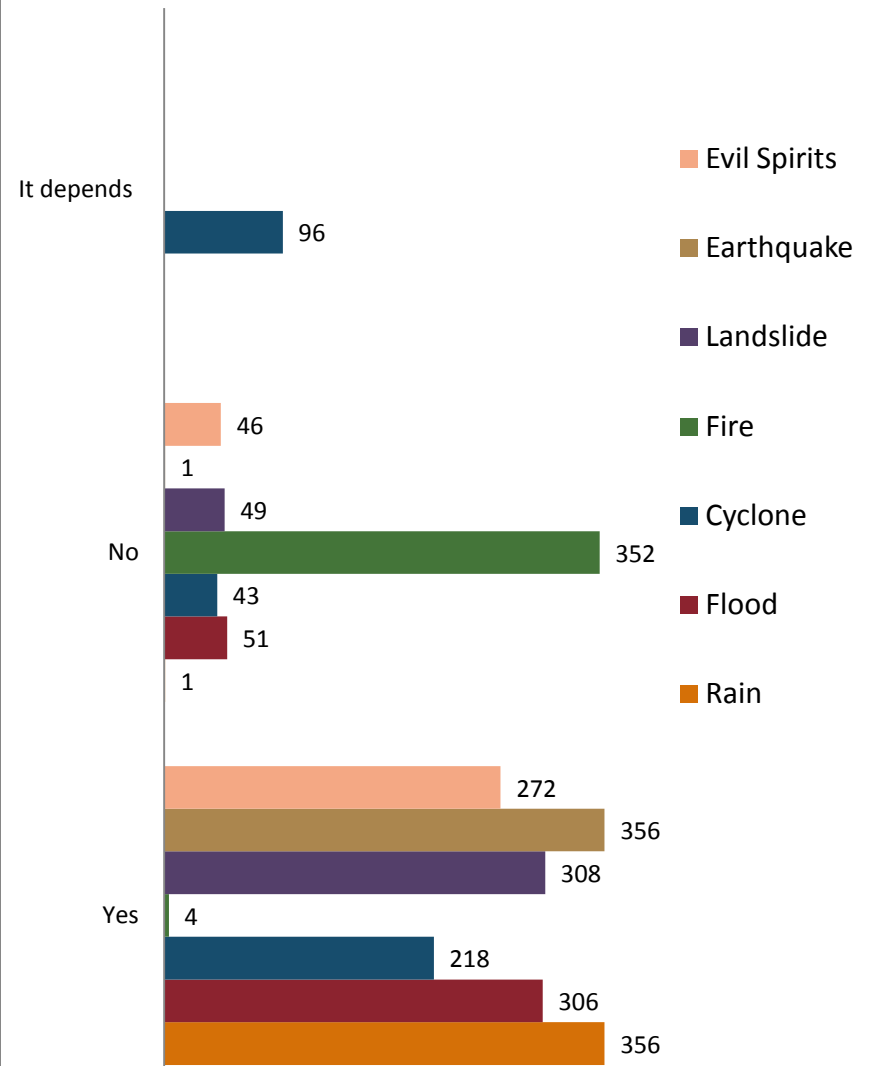
**23- Have you or your family been involved in the construction of the shelter? (number of families per community)**



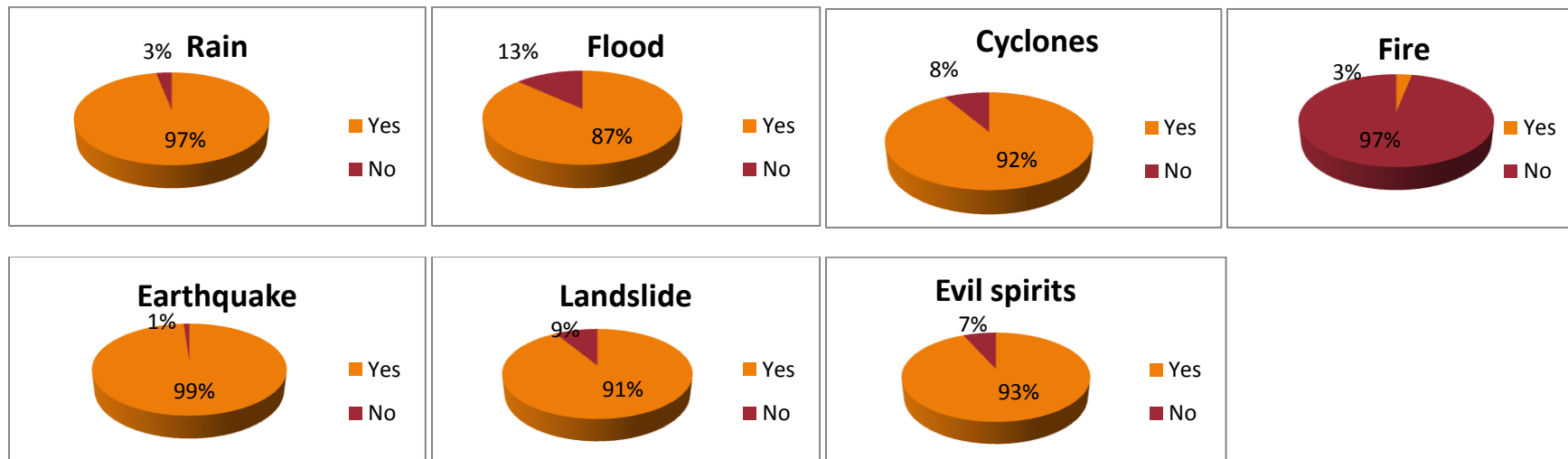
**24- According to you, this shelter protects you against ....? (number of families)**



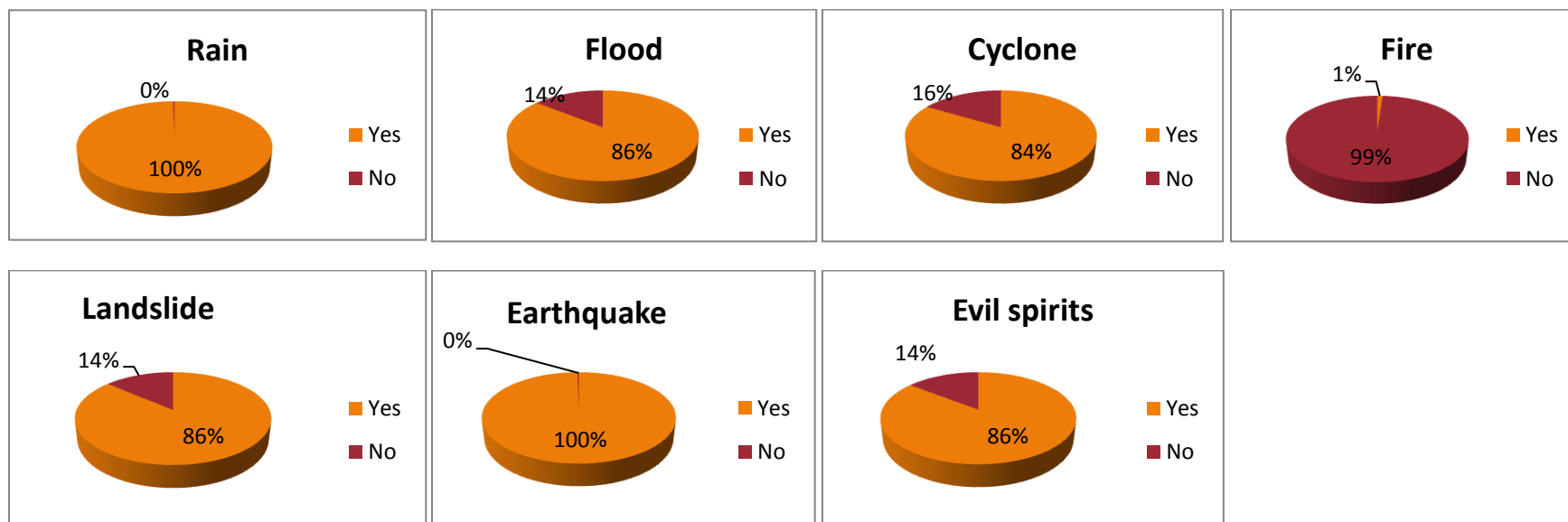
**25- According to you, this shelter protects you against....? (number of families)**

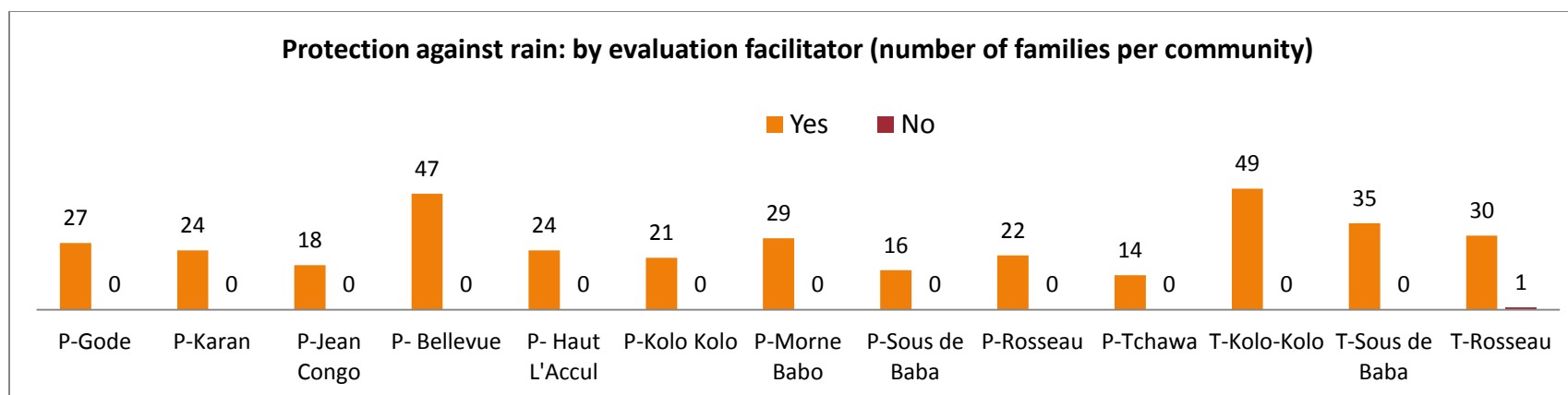
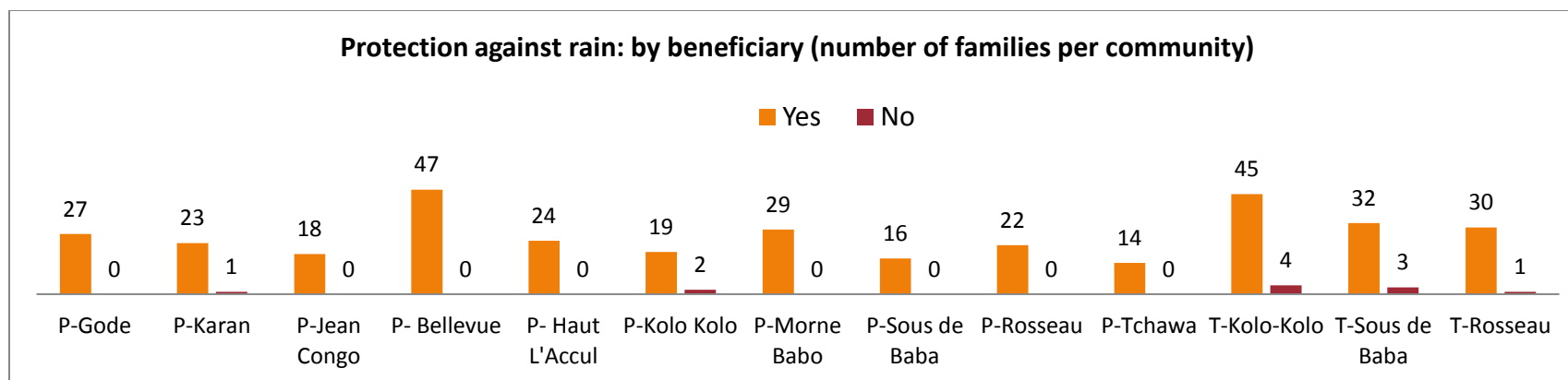
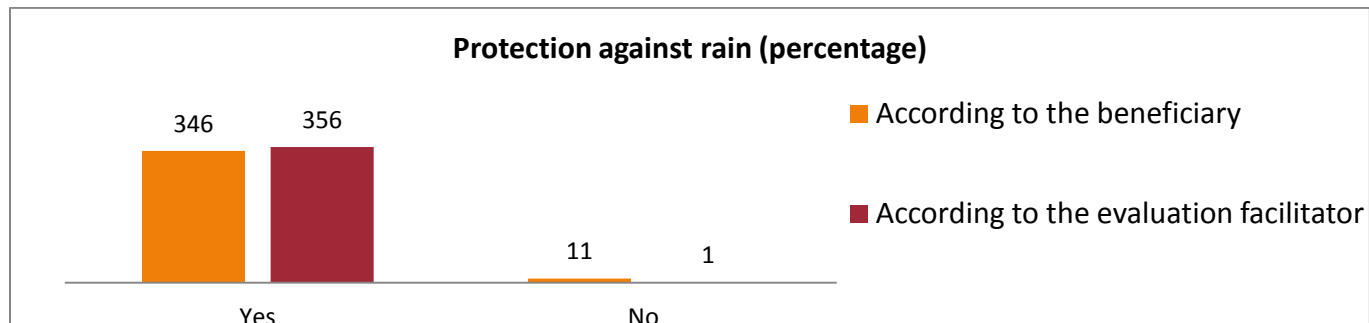


24- According to you, this shelter protects you against...? (percentage)

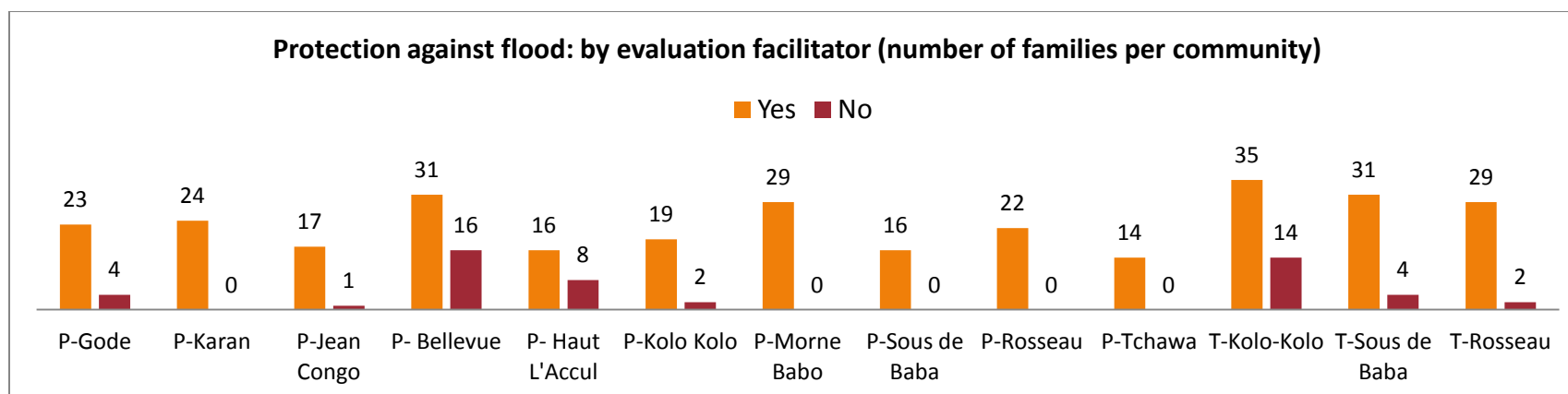
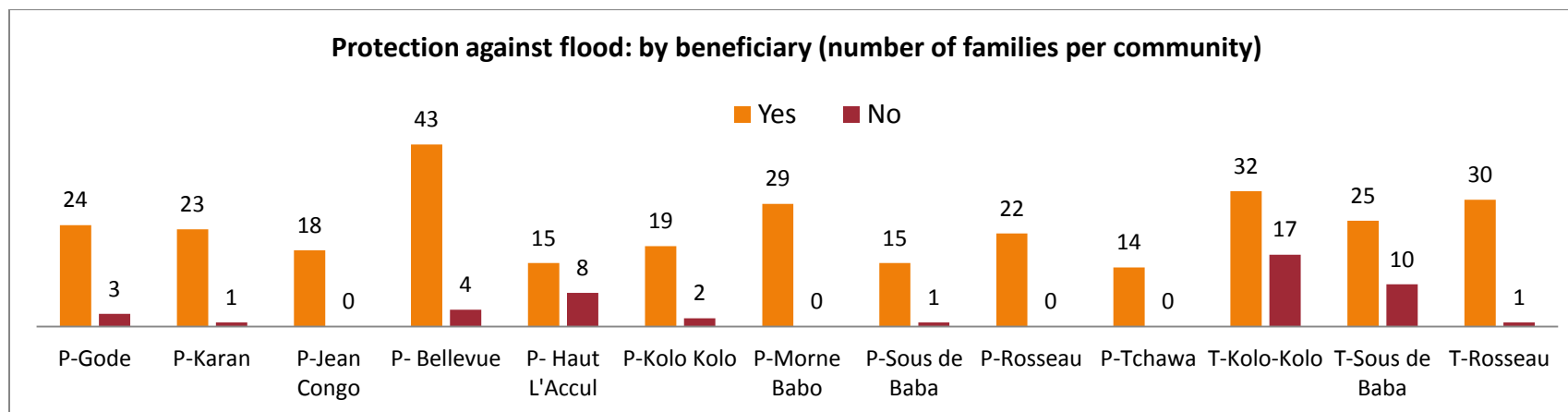
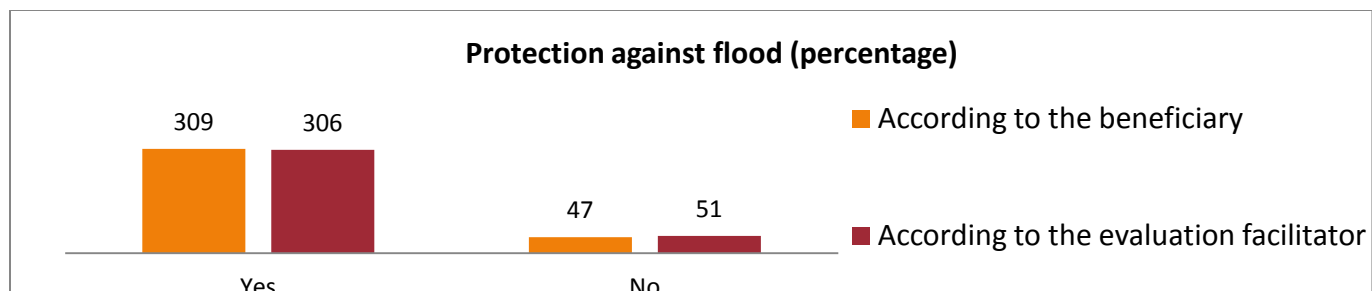


25- According to the facilitator, this shelter protects the beneficiary against...? (percentage)

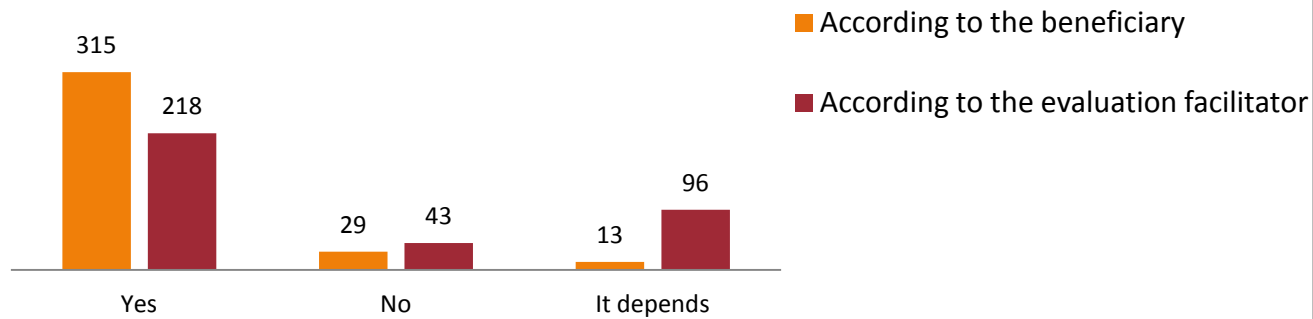




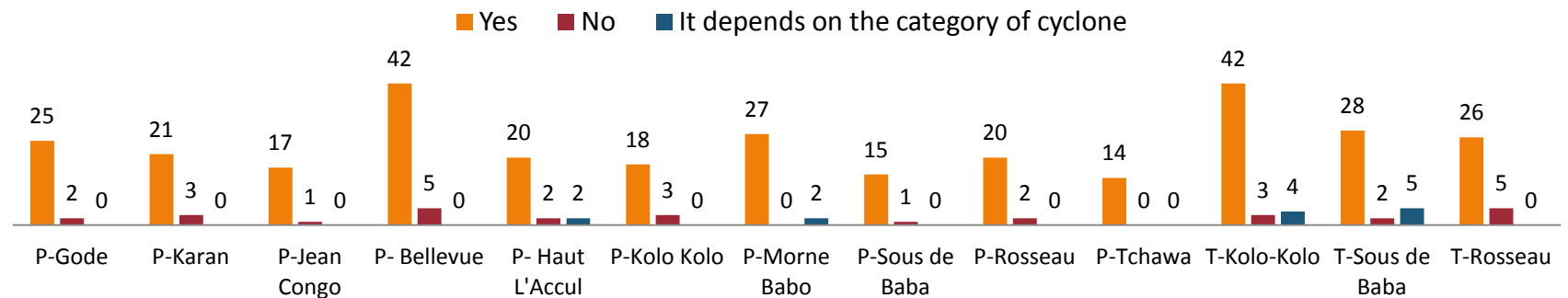




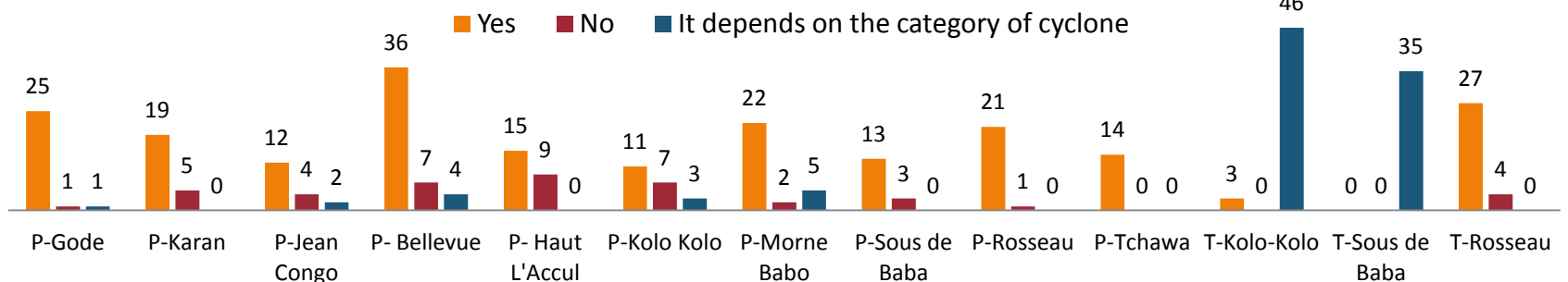
### Protection against cyclone (percentage)

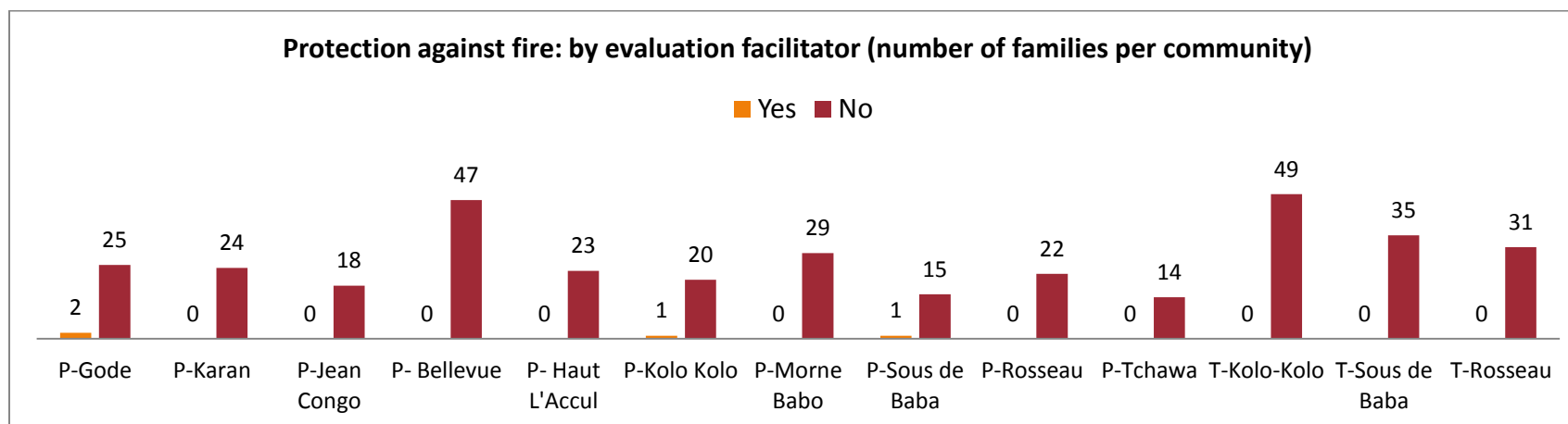
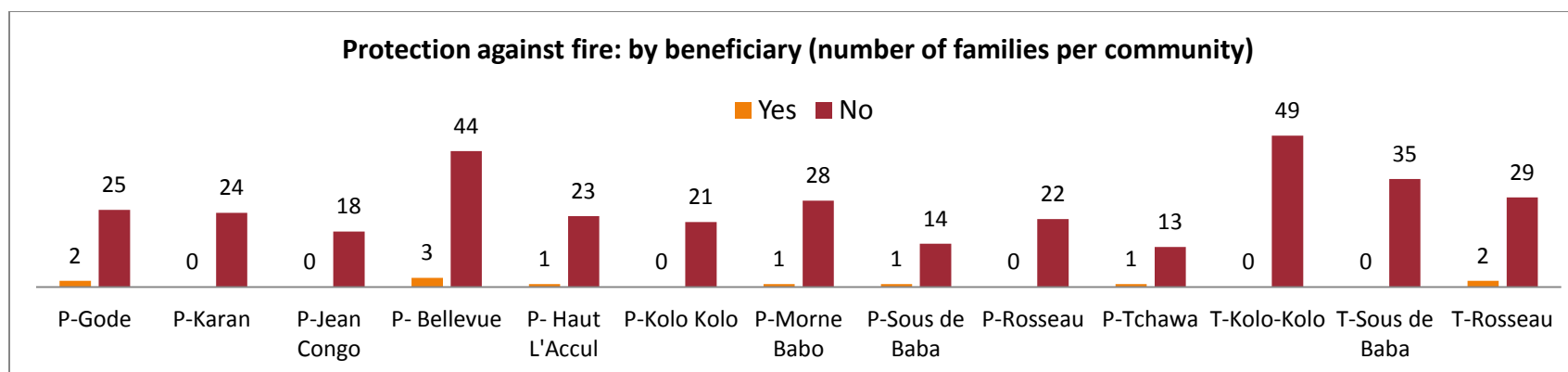
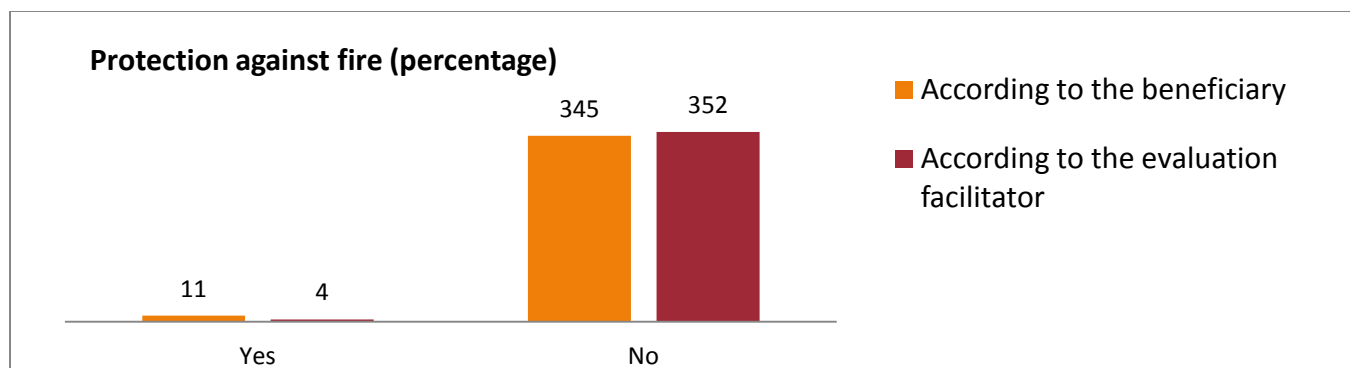


### Protection against cyclone: by beneficiary (number of families per community)

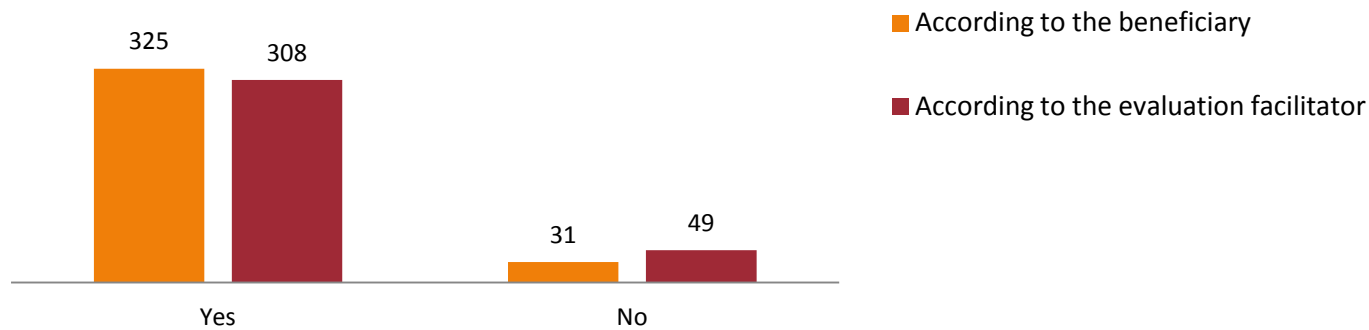


### Protection against cyclone: by evaluation facilitator (number of families per community)

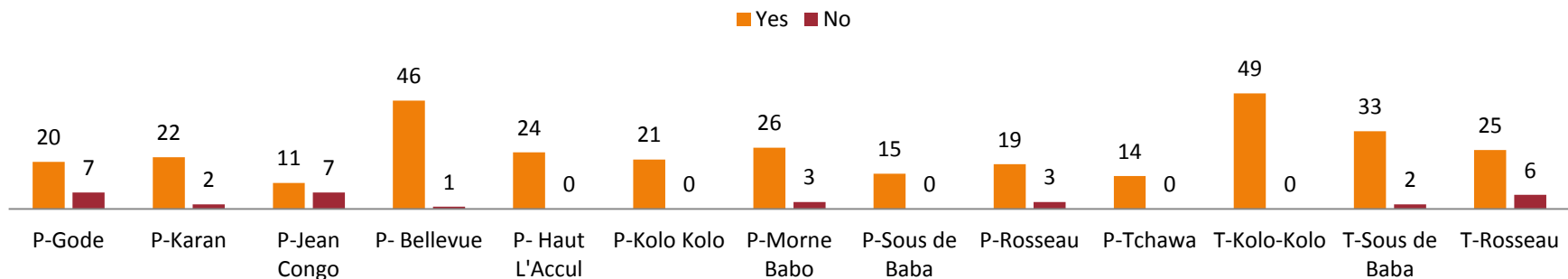




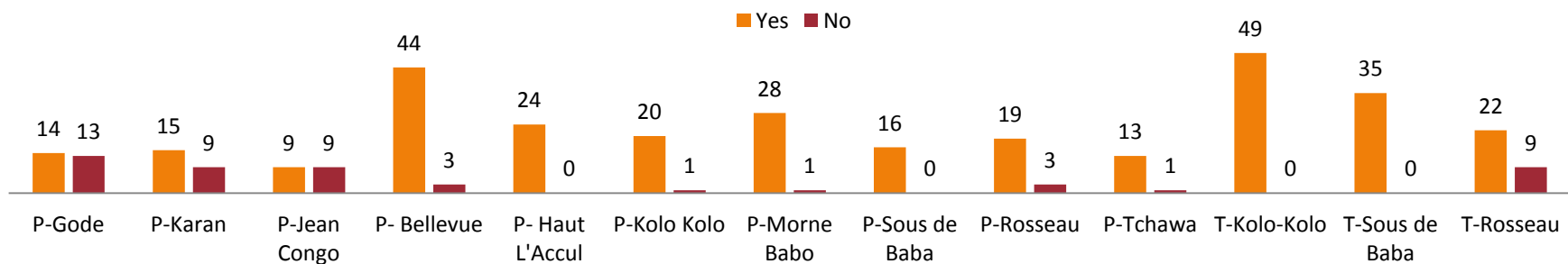
### Protection against landslides (percentage)



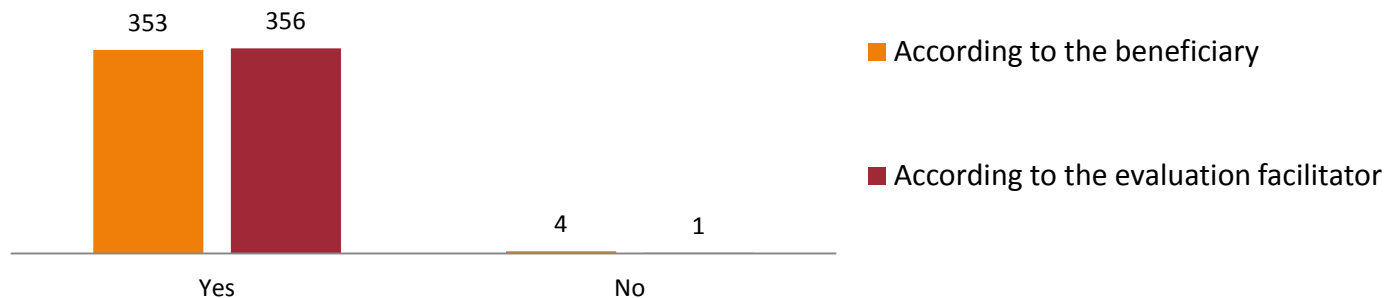
### Protection against landslides: by beneficiary (number of families per community)



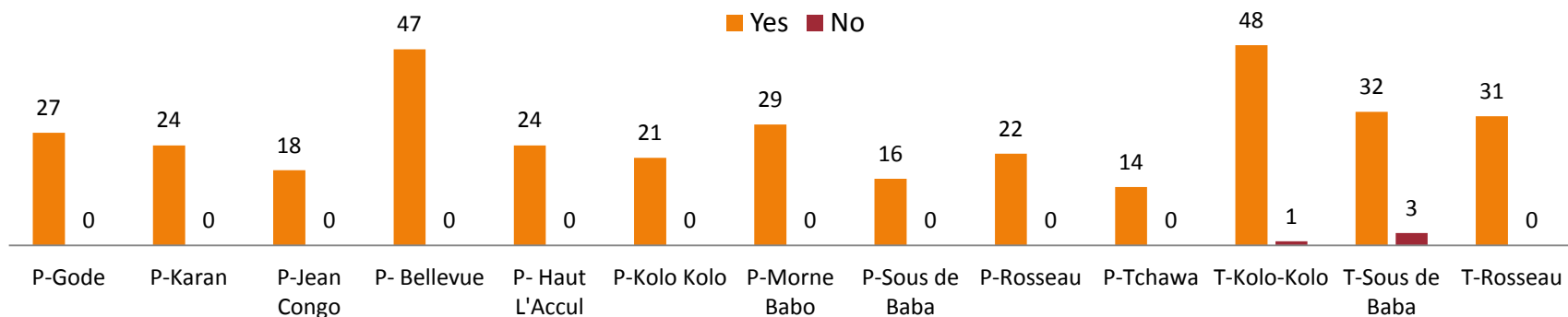
### Protection against landslides: by evaluation facilitator (number of families per community)



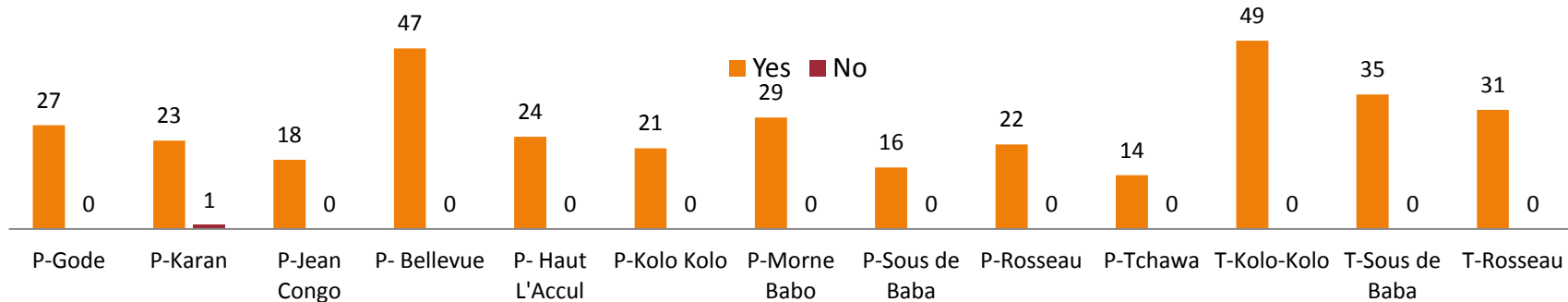
### Protection against earthquakes (percentage)



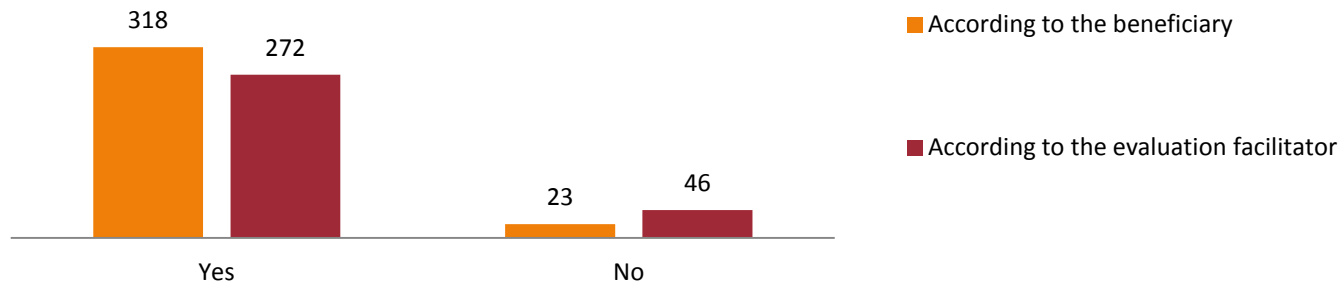
### Protection against earthquakes: by beneficiary (number of families per community)



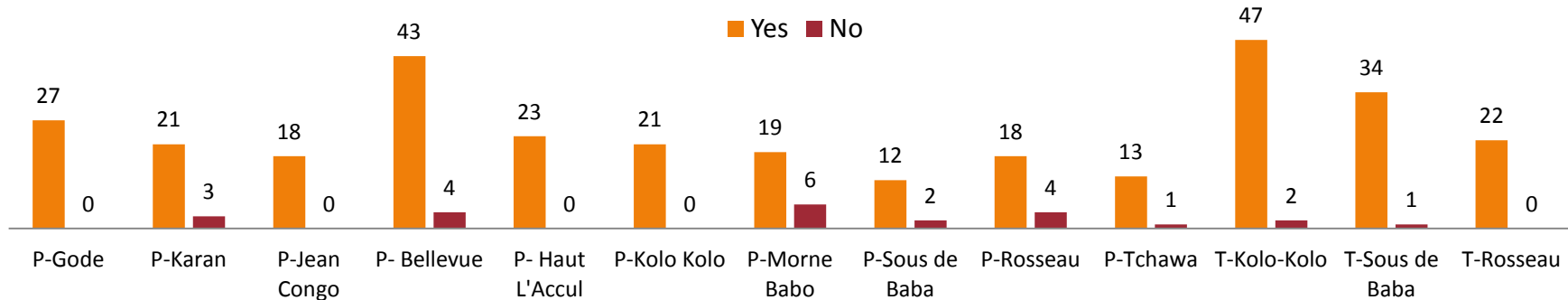
### Protection against earthquakes: by evaluation facilitator (number of families per community)



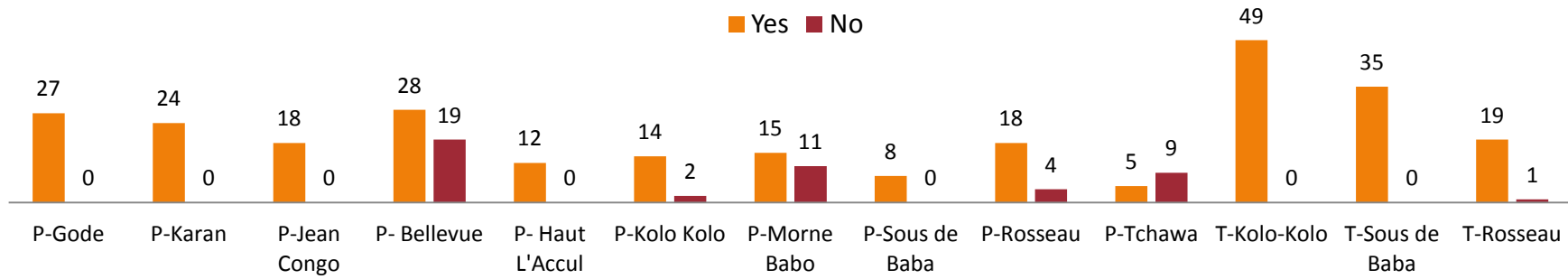
### Protection against evil spirits (percentage)



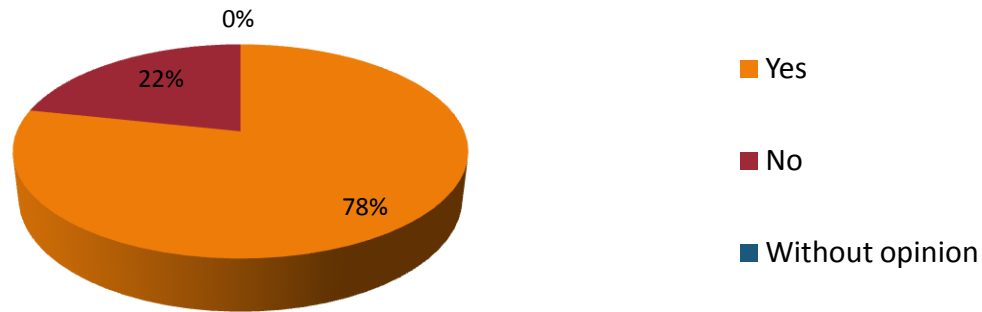
### Protection against evil spirits: by evaluation beneficiary (number of families per community)



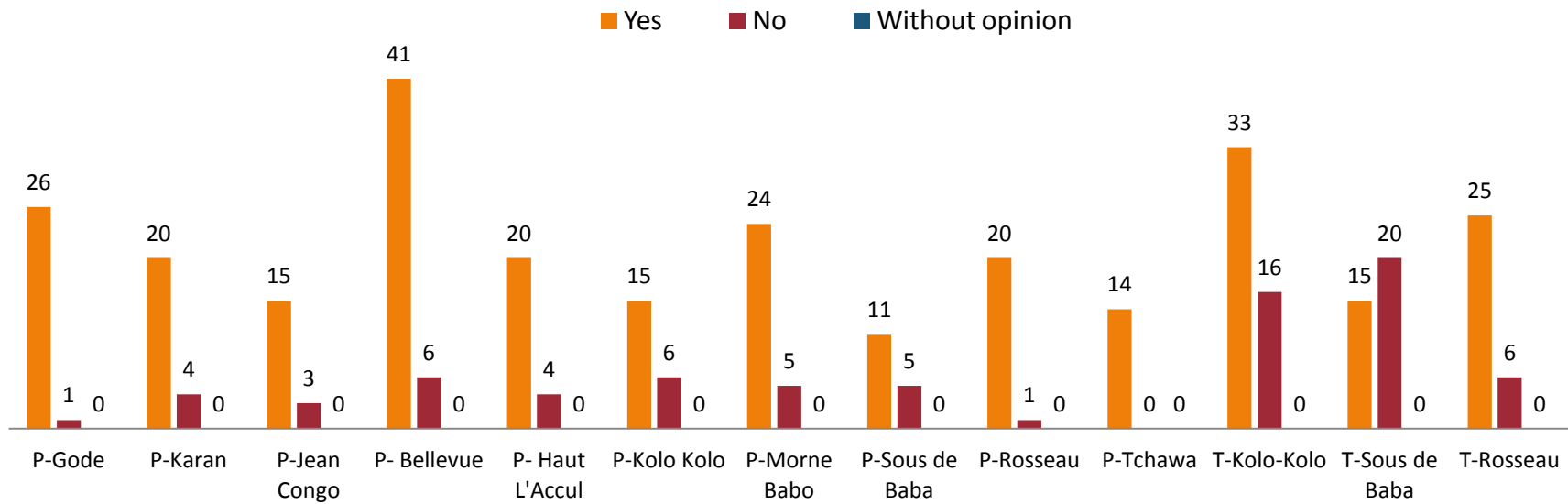
### Protection against evil spirits: by evaluation facilitator (number of families per community)



26- Are the cyclone straps still in place? (percentage)

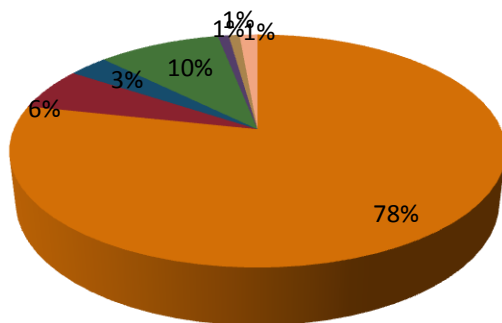


26- Are the cyclone straps still in place? (number the families per community)

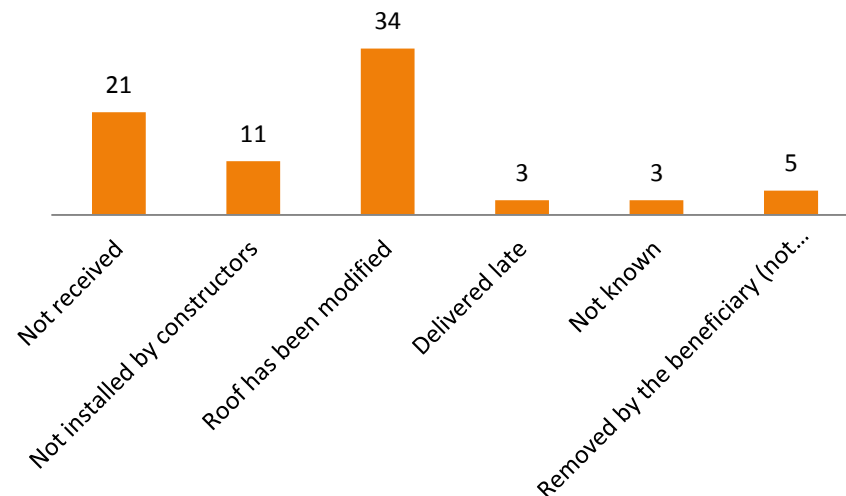


### 26- Are the cyclone straps still in place? (percentage)

- Yes
- Not received
- Not installed by constructors
- Roof has been modified
- Delivered late
- Not known
- Removed by the beneficiary (not practical, ugly)

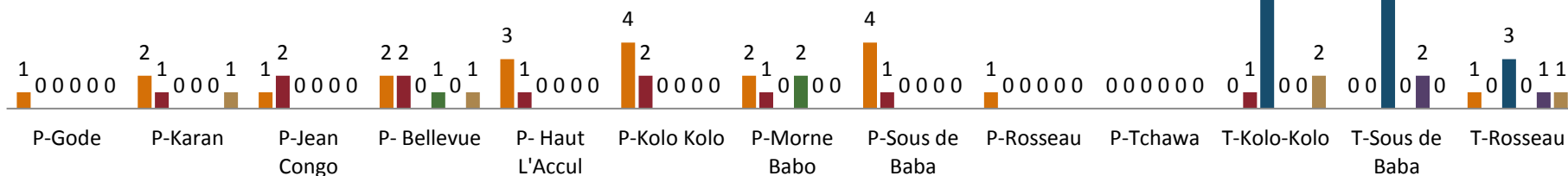


### 26- Why the cyclone straps are not in place (number of families)



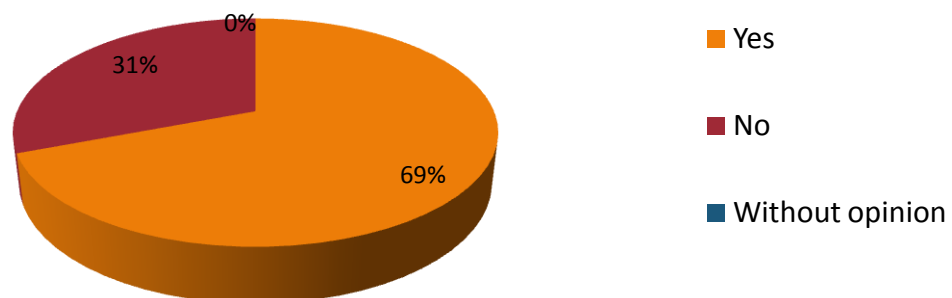
### 26- Why the cyclonic straps are not in place (number of families per community)

- Not received
- Not installed by constructors
- Roof has been modified
- Delivered late
- Not known
- Removed by the beneficiary (not practical, ugly)

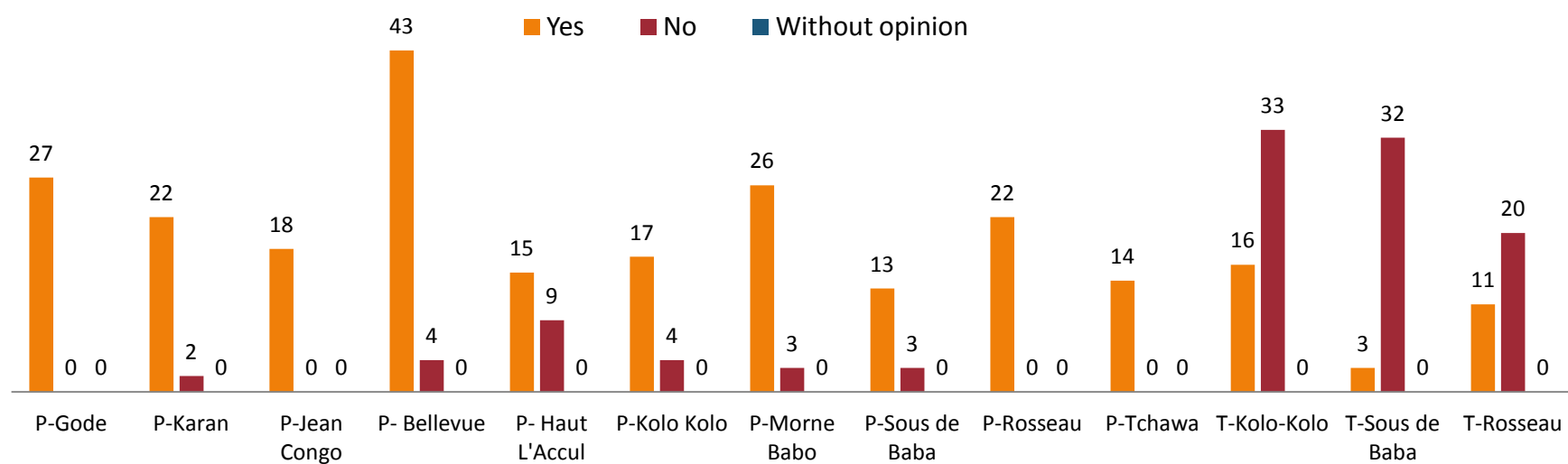




27- Is the timber roof bracing still in place? (percentage)

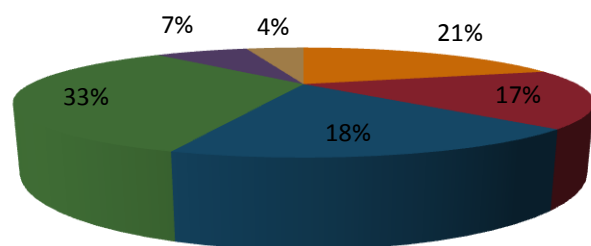


27- Is the timber roof bracing still in place? (number of families per community)

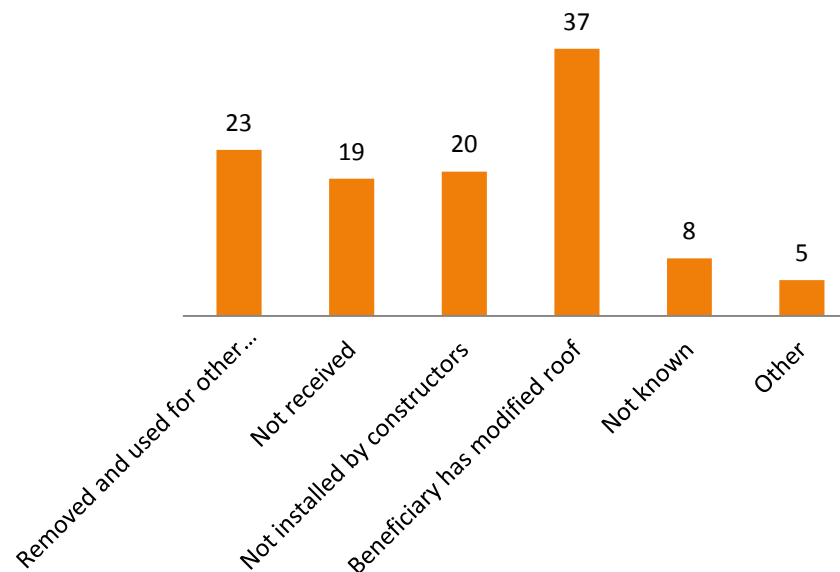


### 27- Is the timber roof bracing still in place? (percentage)

- Removed and used for other purposes
- Not received
- Not installed by constructors
- Beneficiary has modified roof
- Not known
- Other

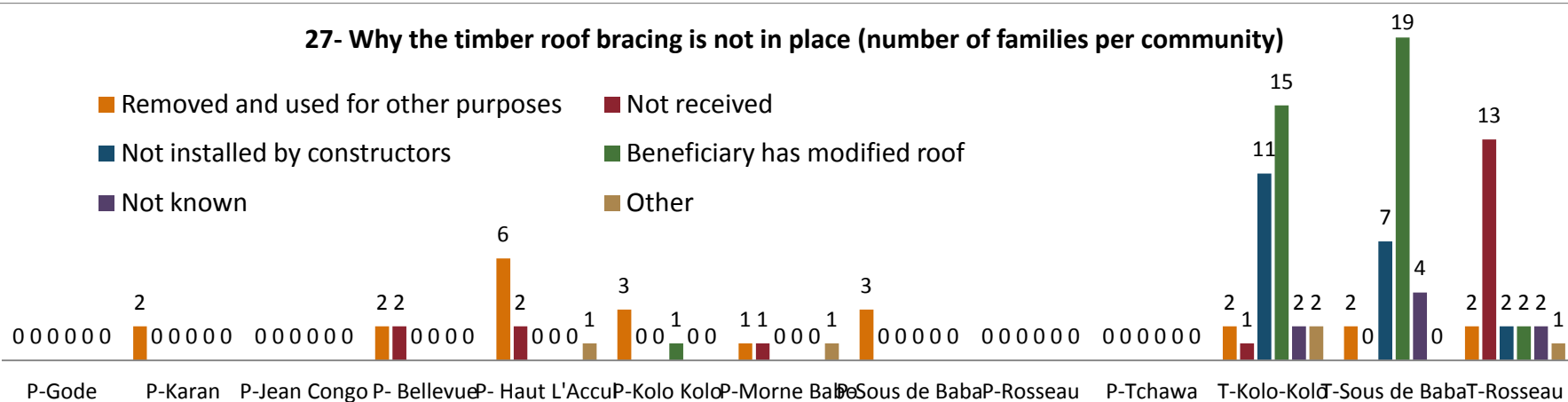


### 27- Why the timber roof bracing is not in place (number of families)

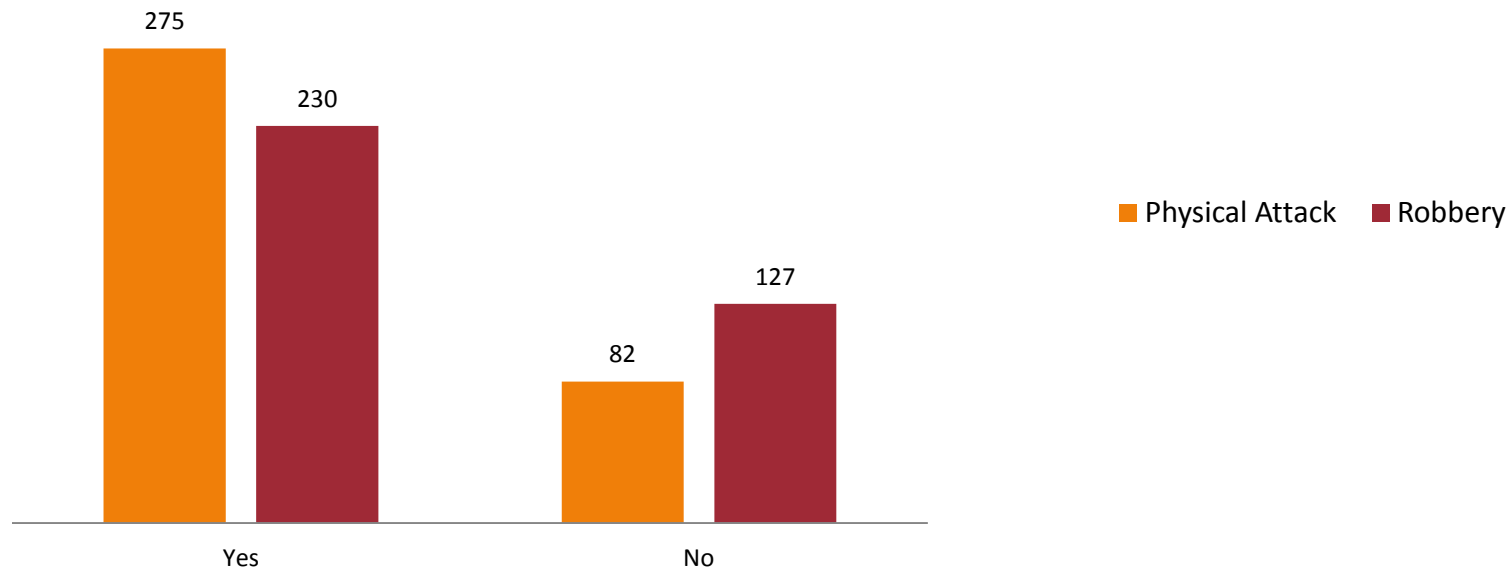


### 27- Why the timber roof bracing is not in place (number of families per community)

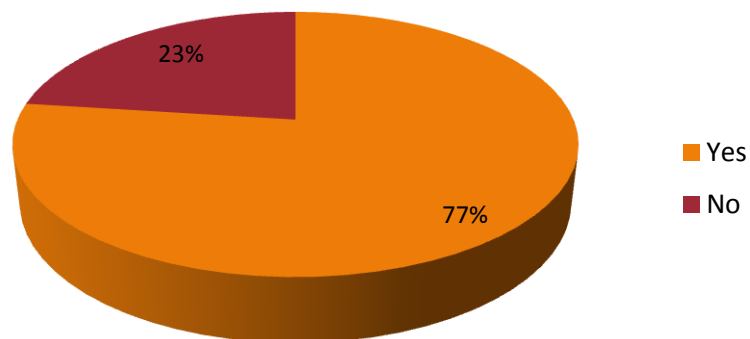
- Removed and used for other purposes
- Not received
- Not installed by constructors
- Beneficiary has modified roof
- Not known
- Other



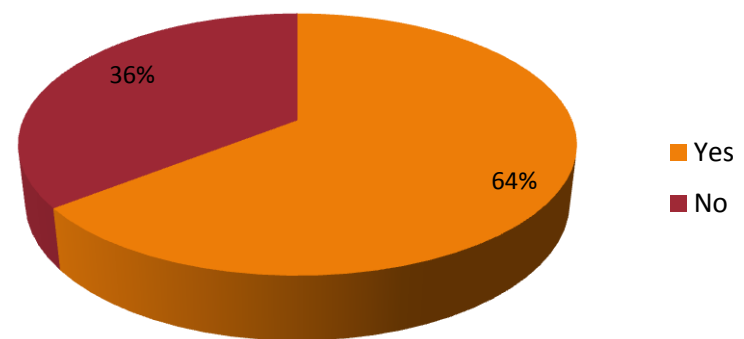
### 28- Do you feel that your new house protects you against... ? (number of families)



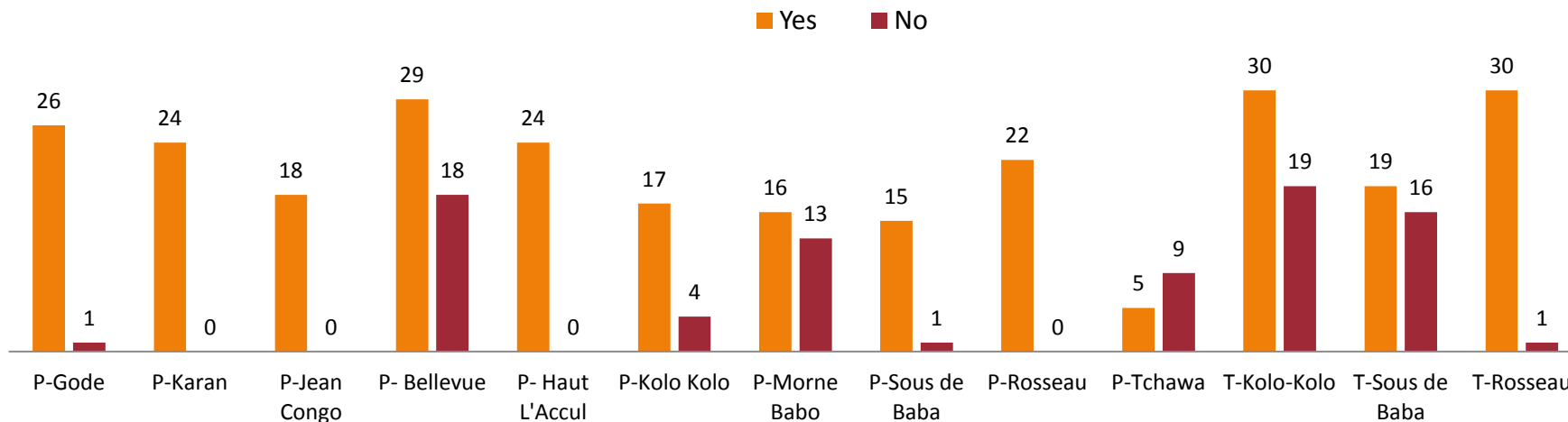
### 28- Physical Attack (percentage)



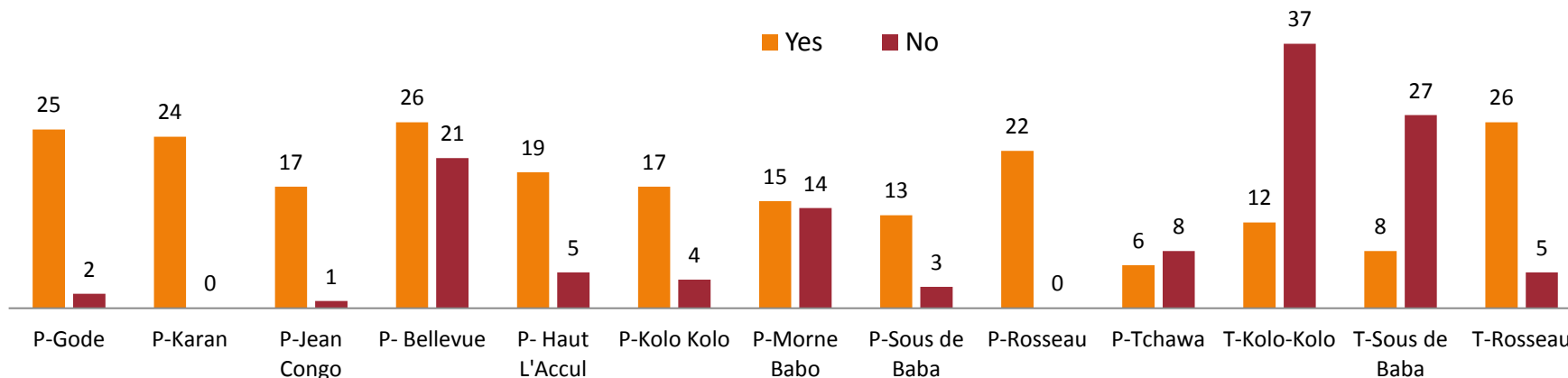
### 28- Robbery (percentage)



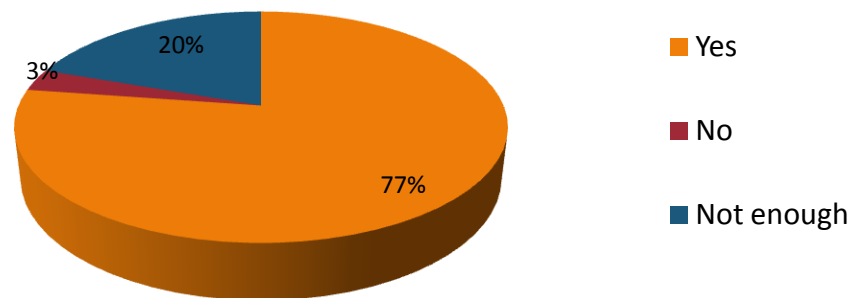
**28- Do you feel that your new house protects you against physical attack? (numbe of families per community)**



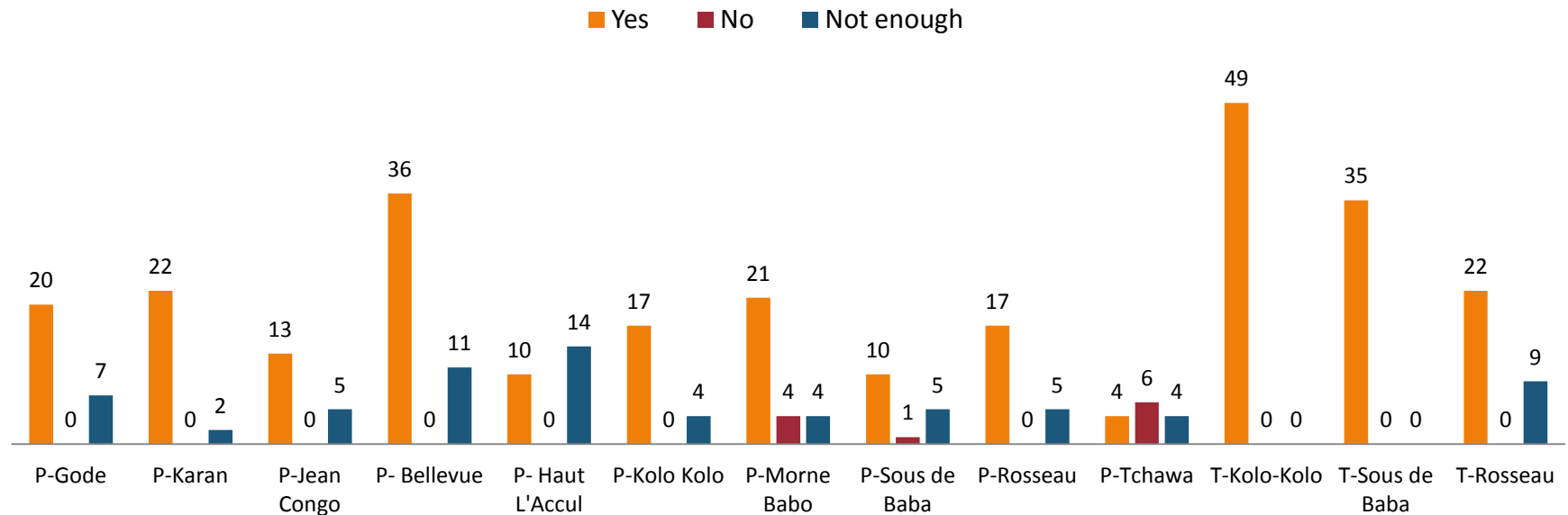
**28- Do you feel that your new house protects you against robbery? (number of families per community)**



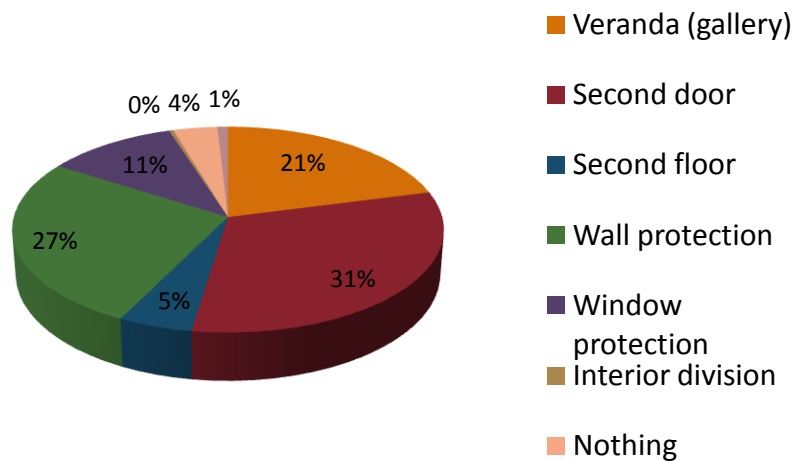
29- Has your feeling of intimacy been improved after receiving the shelter? (percentage)



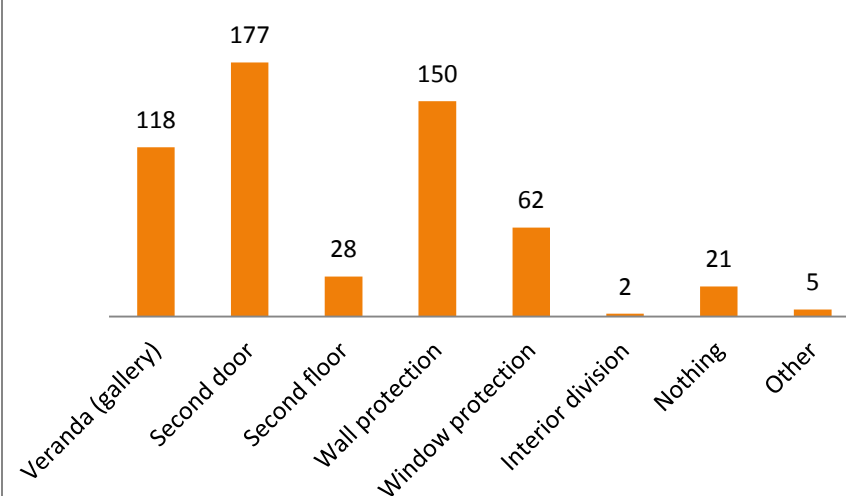
29- Has your feeling of intimacy been improved after receiving the shelter (number of families per community)



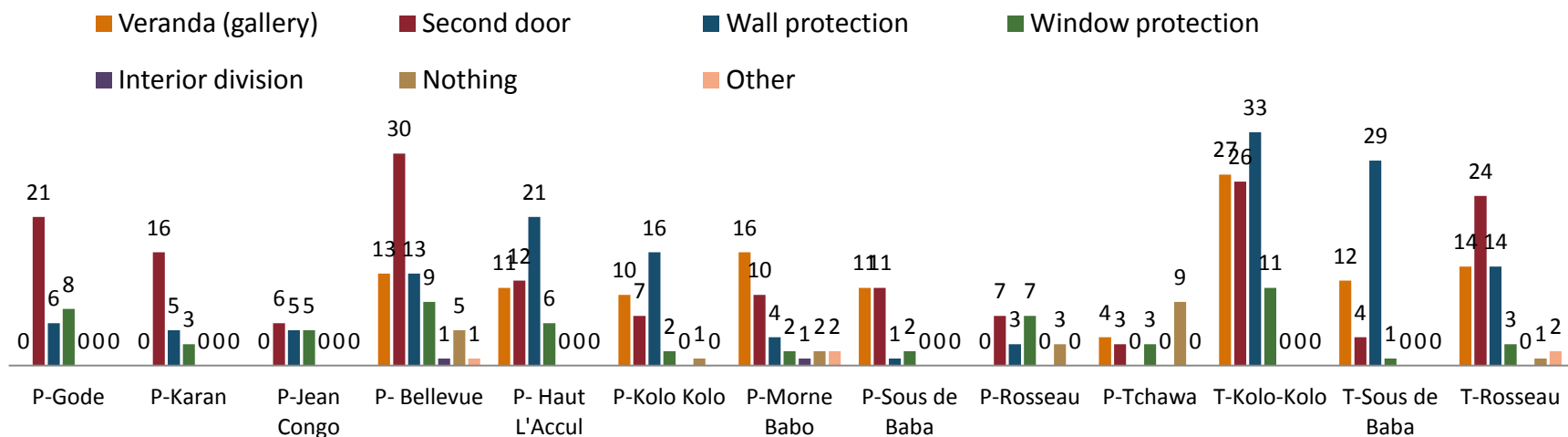
**30- Which improvements do you find the most needed? (percentage)**



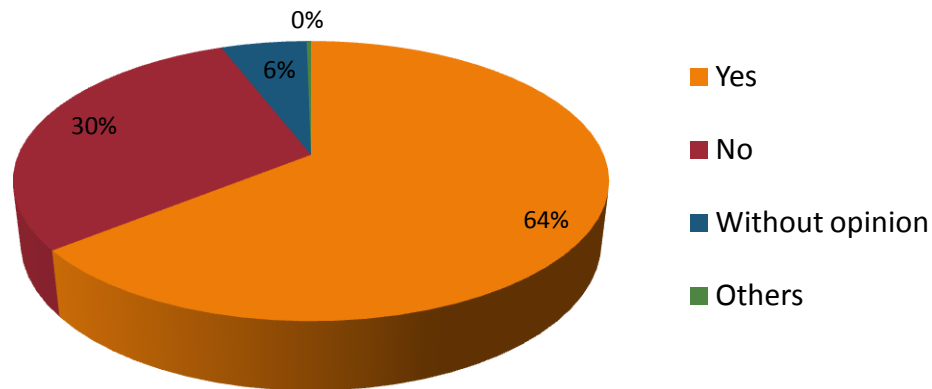
**30- Which improvements do you find the most needed? (number of families)**



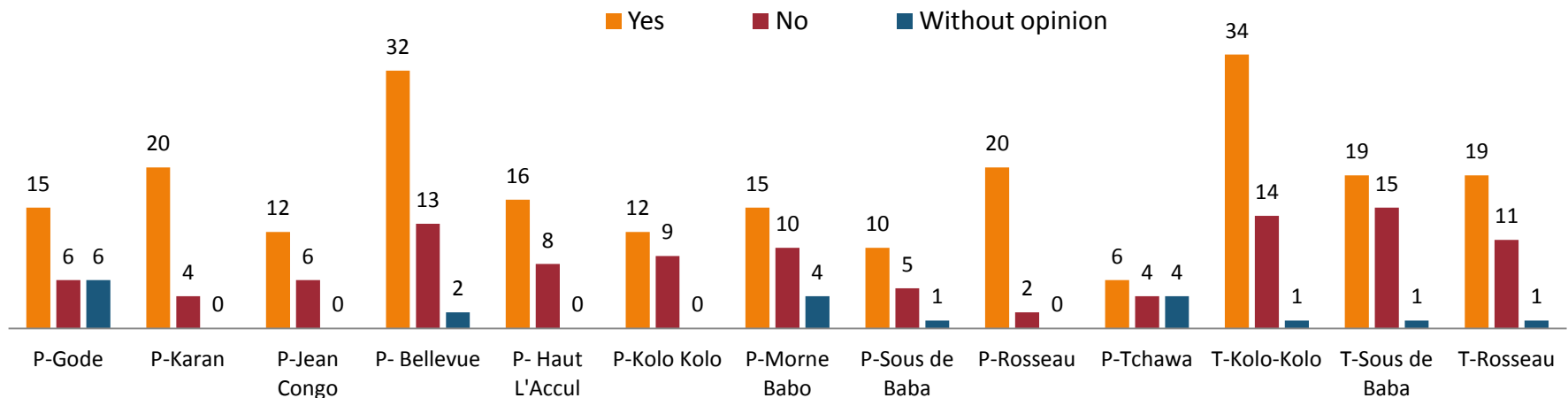
**30- Which improvements do you find the most needed? (number of families per community)**



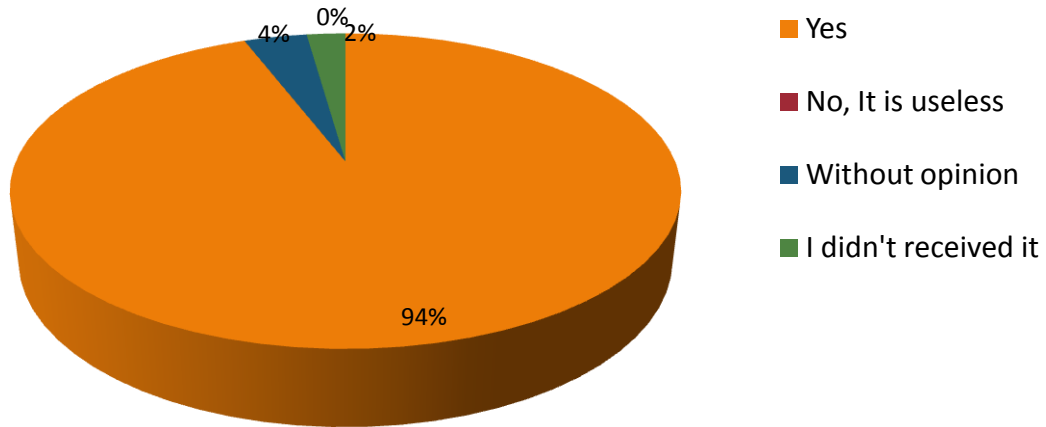
**31- Have you received technical advice from the staff of the GRC/AutRC or the construction team? (percentage)**



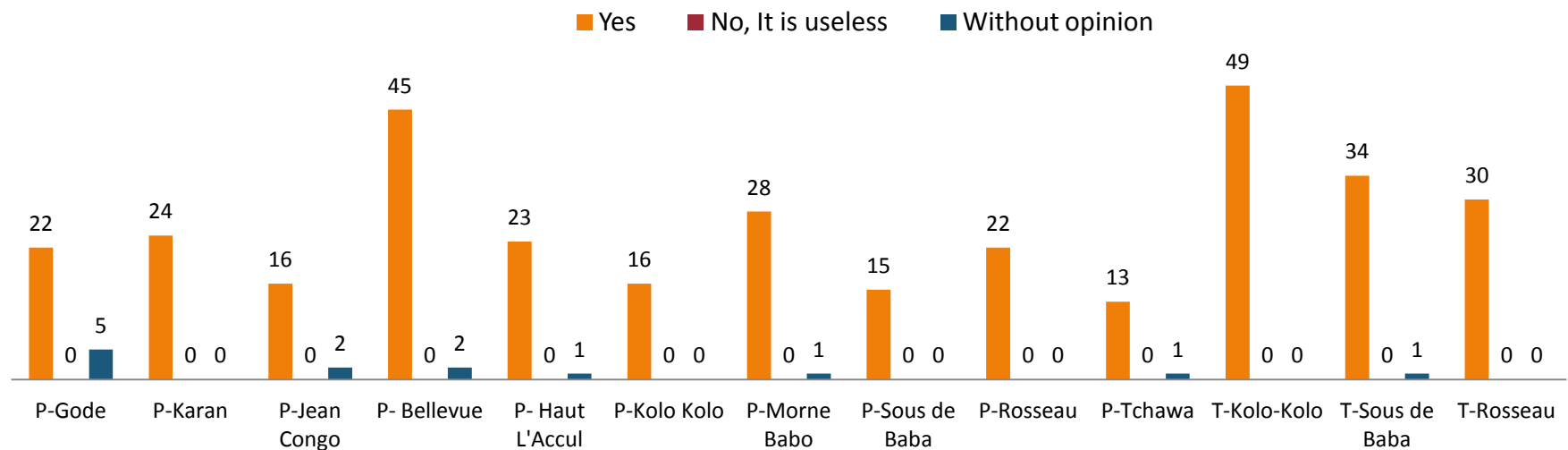
**31- Have you received technical advice from the staff of the GRC/AutRC or the construction team? (number of families per community)**



**32- Do you consider the tool kit donated by GRC/AutRC to be useful? (percentage)**

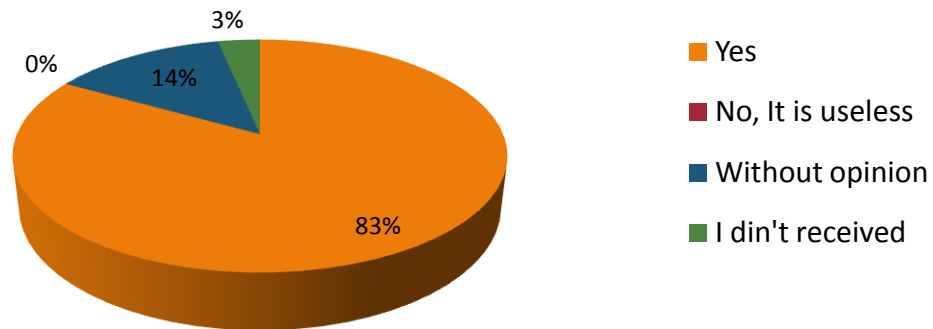


**32- Do you consider the tool kit donated by GRC/AutRC to be useful? (number of families per community)**

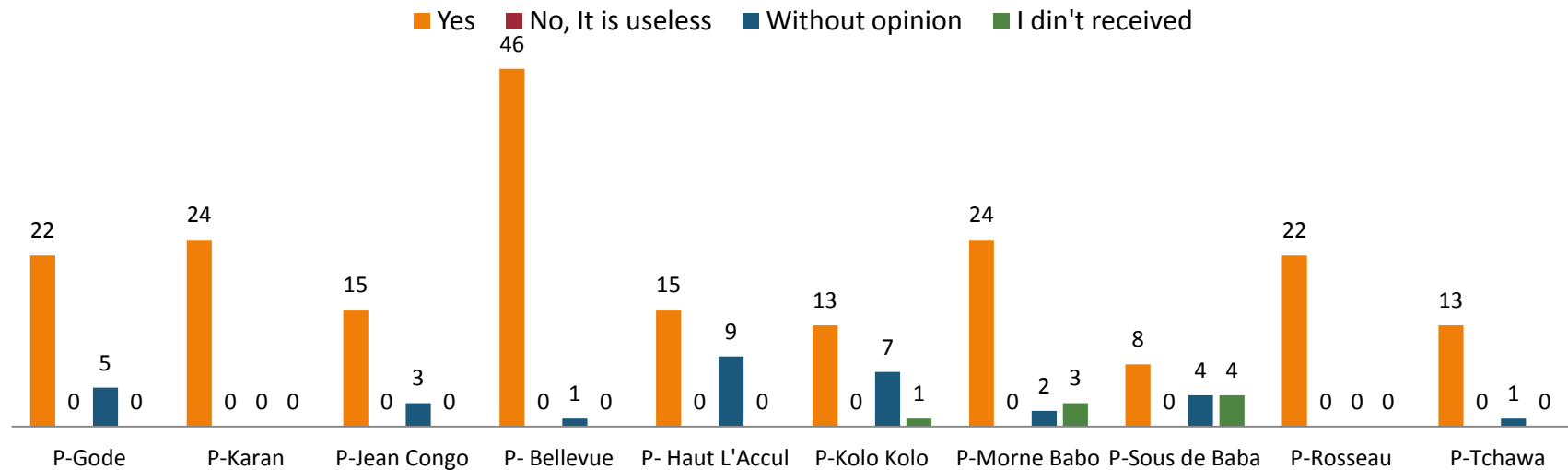




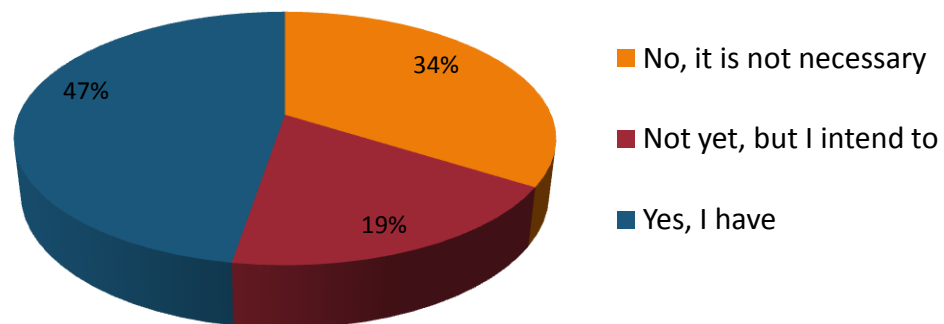
**33- Do you consider the construction and maintenance guide donated by the GRC/AutRC to be useful? (percentage)**



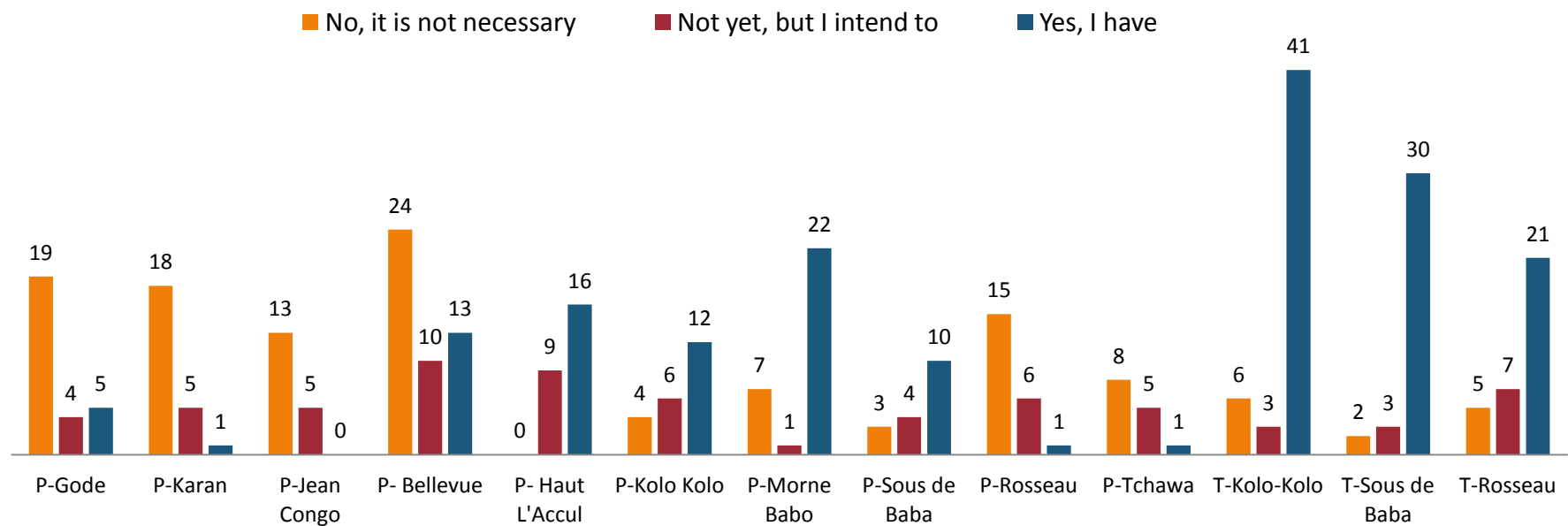
**33-Do you consider the construction and maintenance guide donated by the GRC/AutRC to be useful? (number of families per community)**



### 34- Have you made any modifications to your shelter? (percentage)

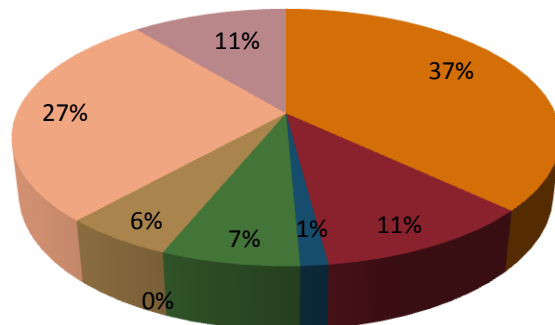


### 34- Have you made any modifications to your shelter? (number of families per community)



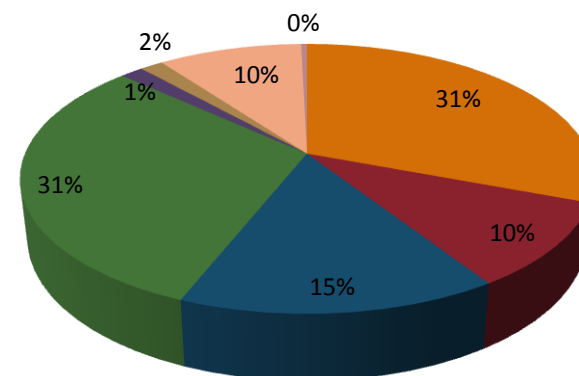
### 34- Not yet, but I intend to modify/add: (percentage)

Veranda (gallery) Wall Roof Interior division  
Floor Window Second door Others

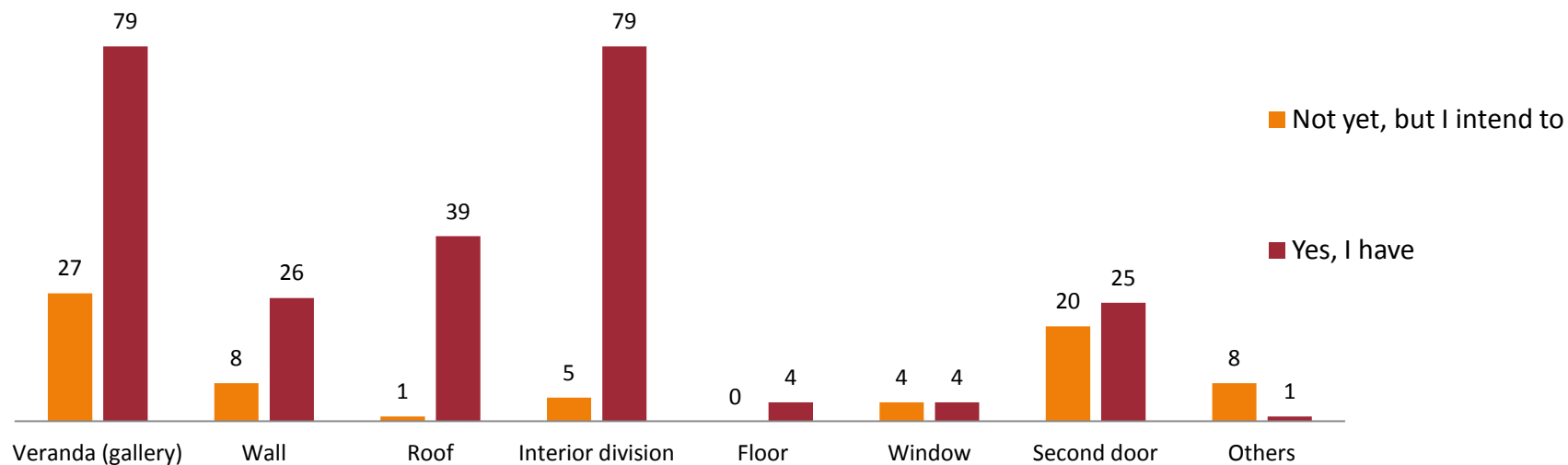


### 34- Not yet, but I intend to modify/add: (percentage)

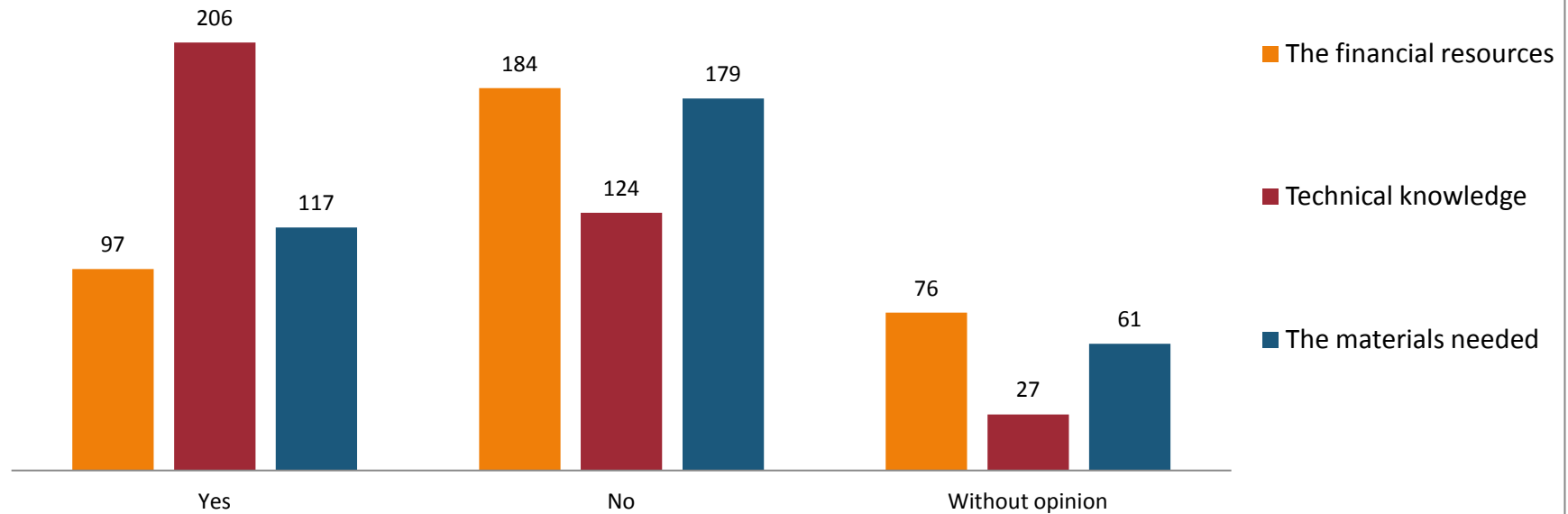
Veranda (gallery) Wall Roof Interior division  
Floor Window Second door Others



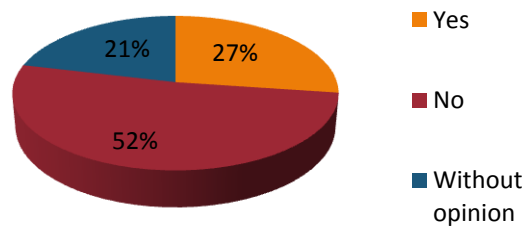
### 34- Planned modifications/completed modifications (number of families)



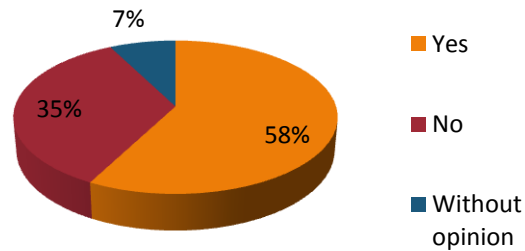
**35- When your shelter will need to be modified or repaired, do you think you will have... ? (number of families)**



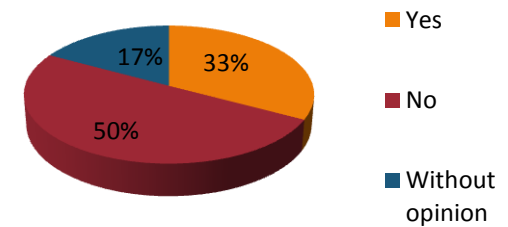
**35- The financial resources (percentage)**



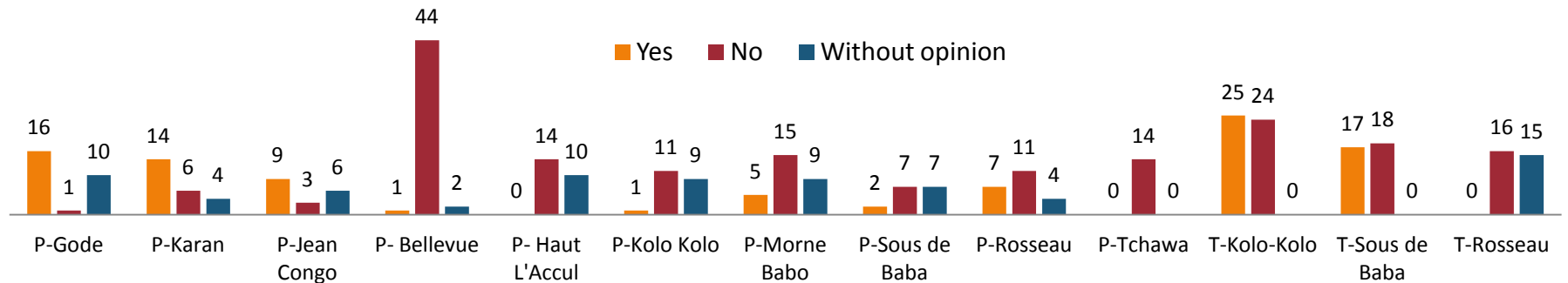
**35- Technical knowledge (percentage)**



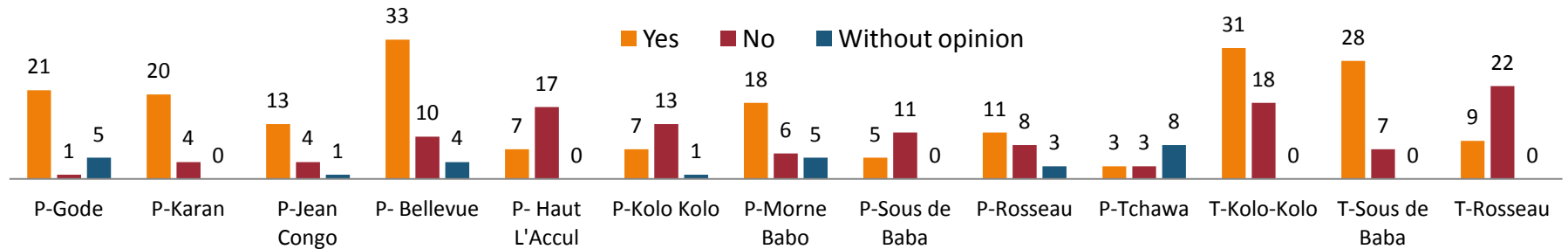
**35- The materials needed (percentage)**



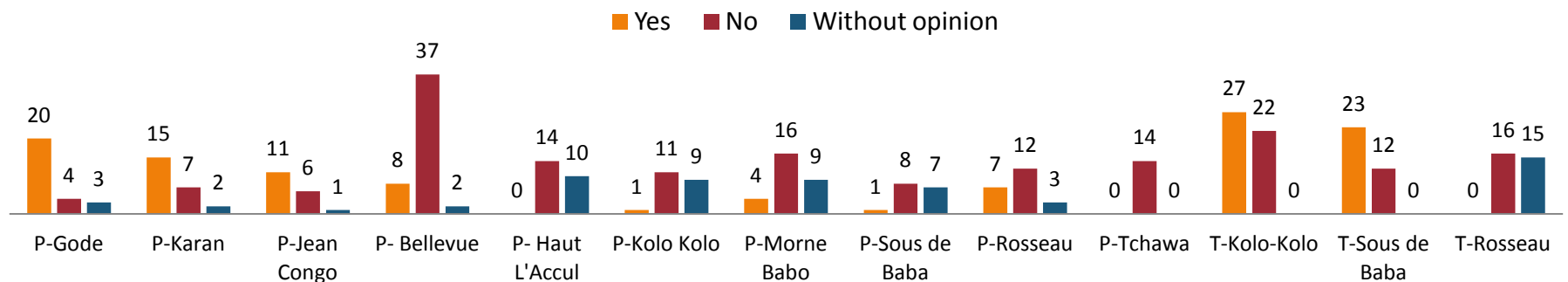
### 35- The financial resources (number of families per community)



### 35- Technical knowledge (number of families per community)

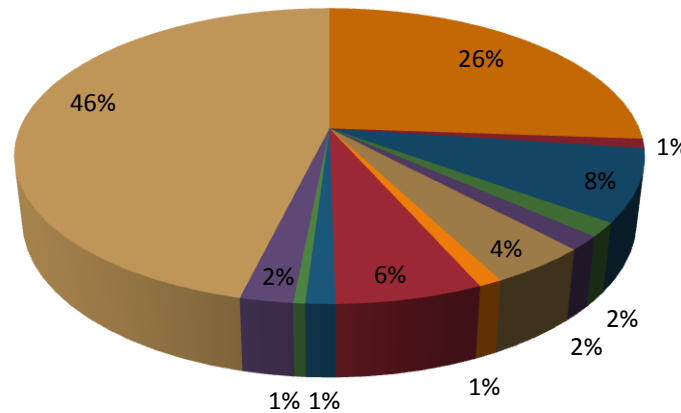


### 35- The materials needed (number of families per community)

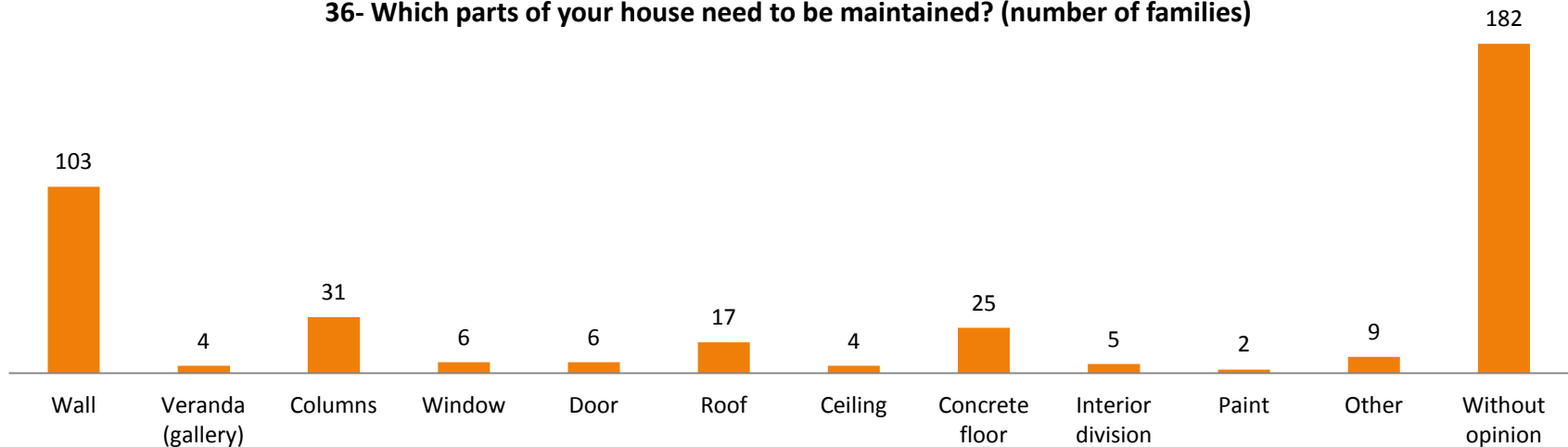


### 36- Which parts of your house need to be maintained? (percentage)

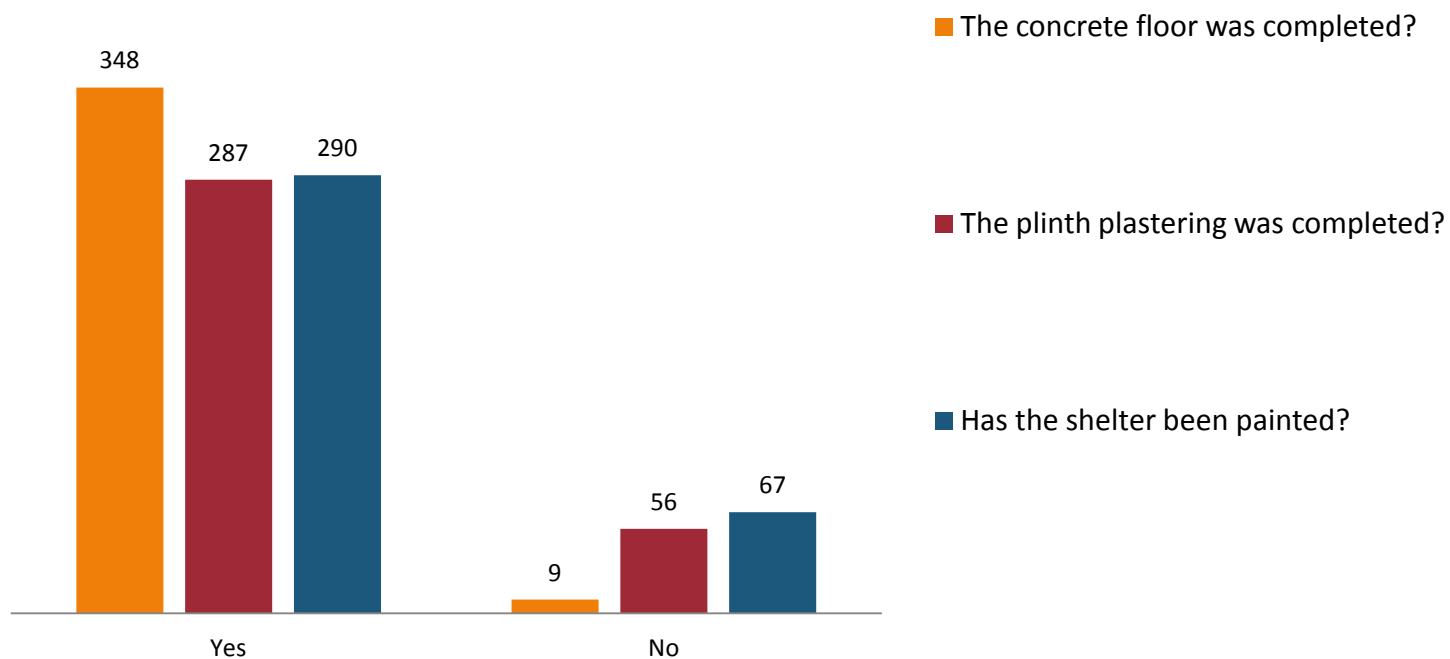
Wall Veranda (gallery) Columns Window Door Roof  
 Ceiling Concrete floor Interior division Paint Other Without opinion



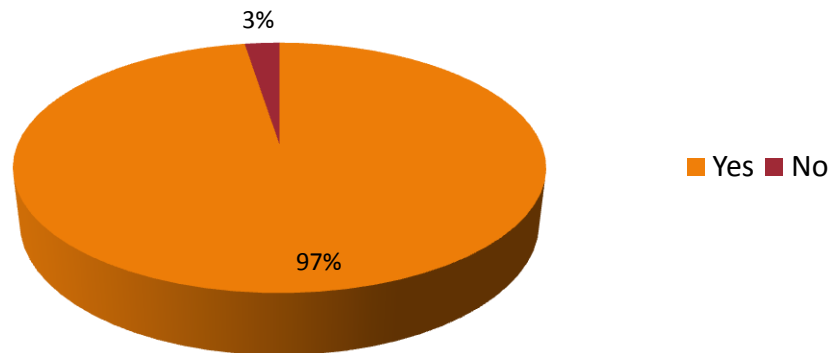
### 36- Which parts of your house need to be maintained? (number of families)



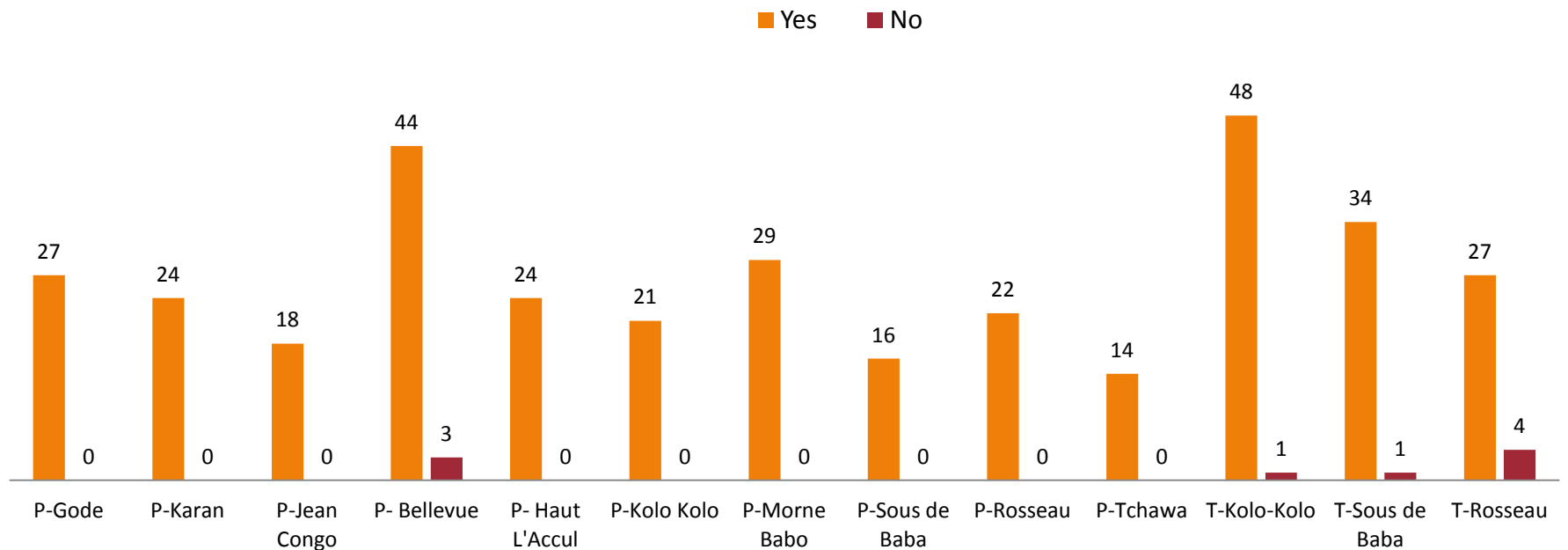
**37-38-39- The concrete floor, plinth plastering and painting has been done?  
(number of families)**



**37- The concrete floor has been completed? (percentage)**

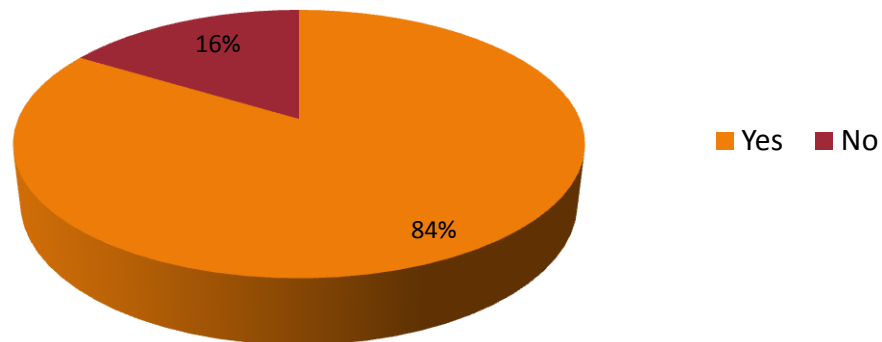


**37-The concrete floor has been completed? (number of families per community)**

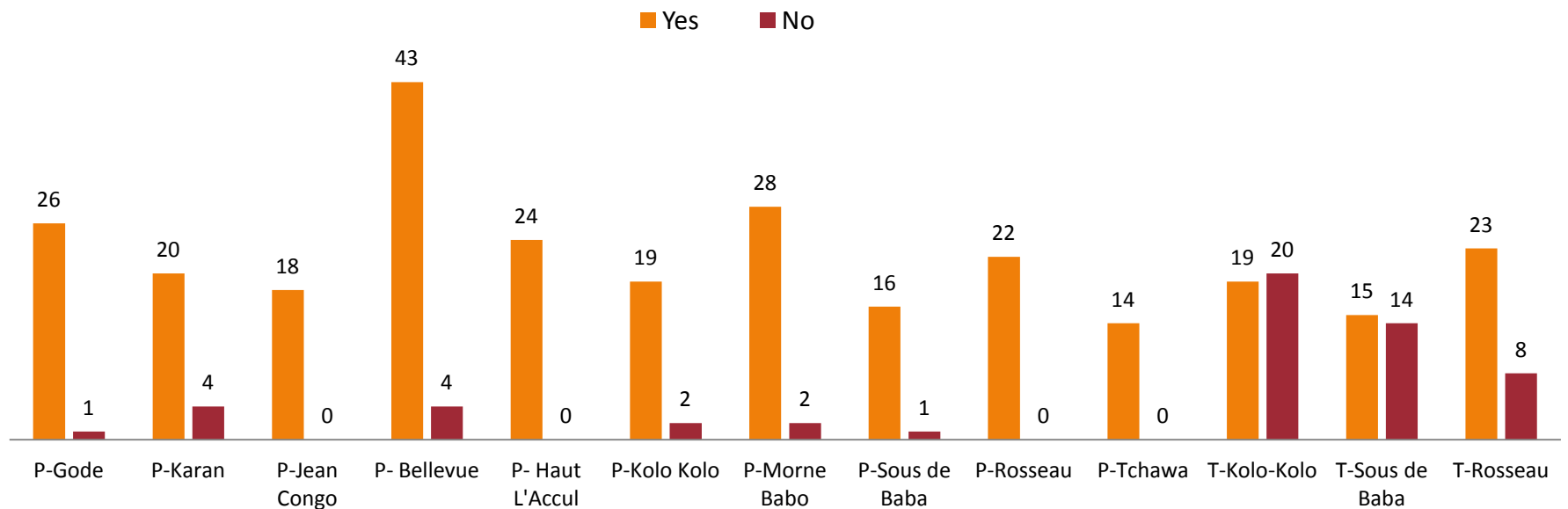




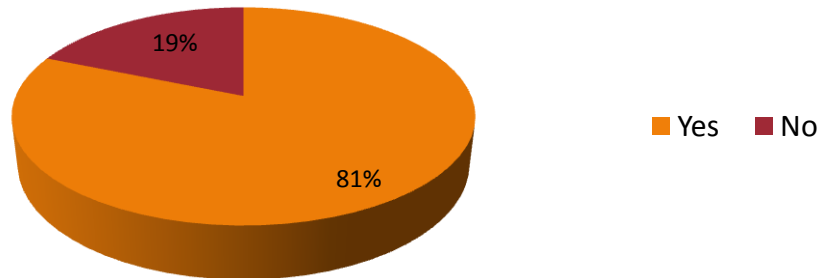
38- The plinth plastering has been completed? (percentage)



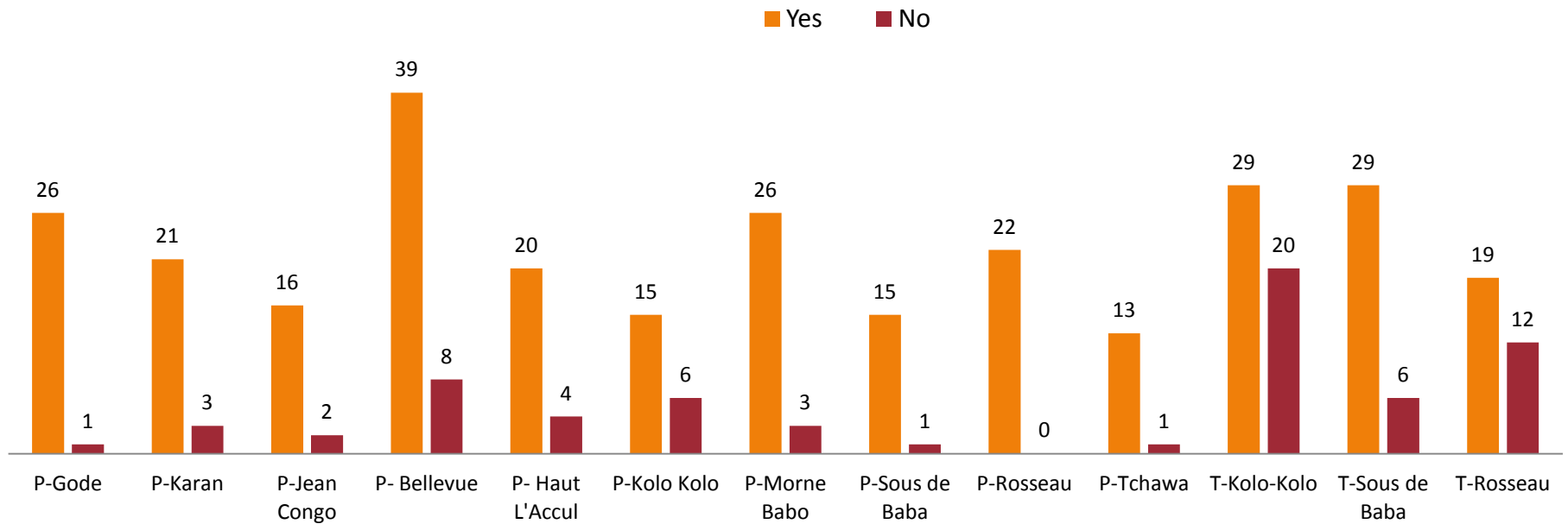
38- The plinth plastering has been completed? (number of families per community)



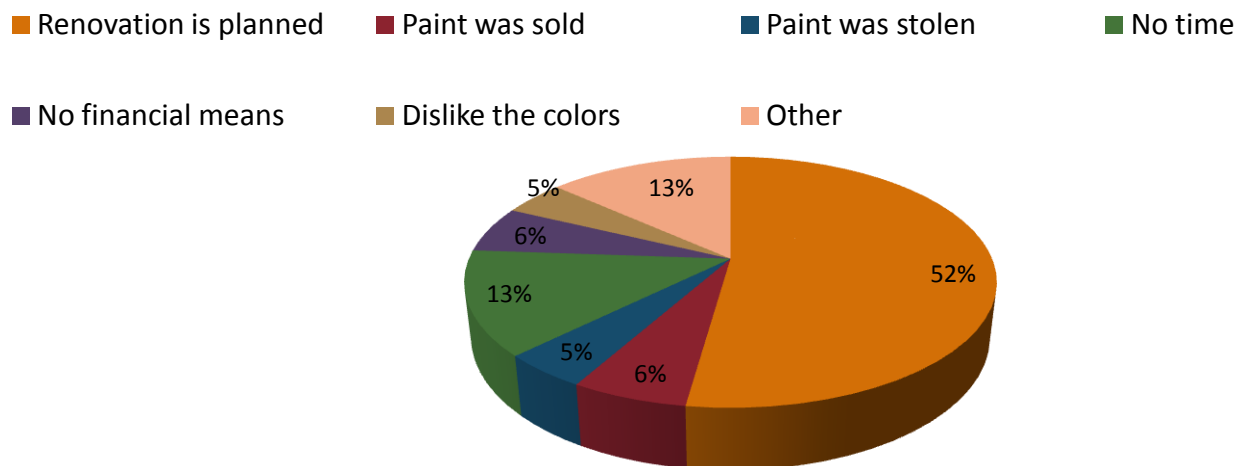
39- Has the shelter been painted? (percentage)



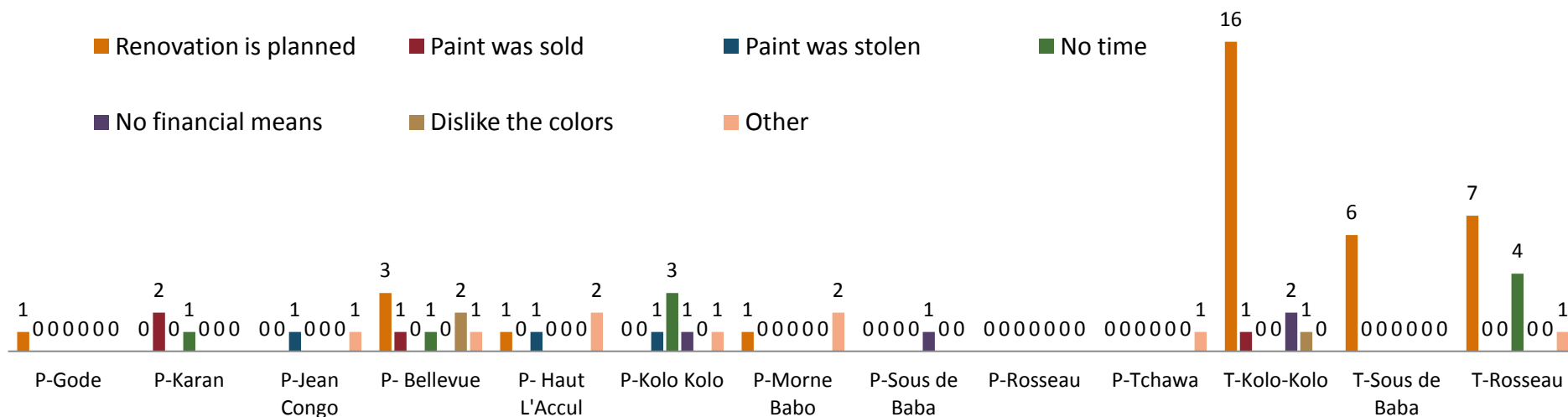
39- Has the shelter been painted? (number of families per community)



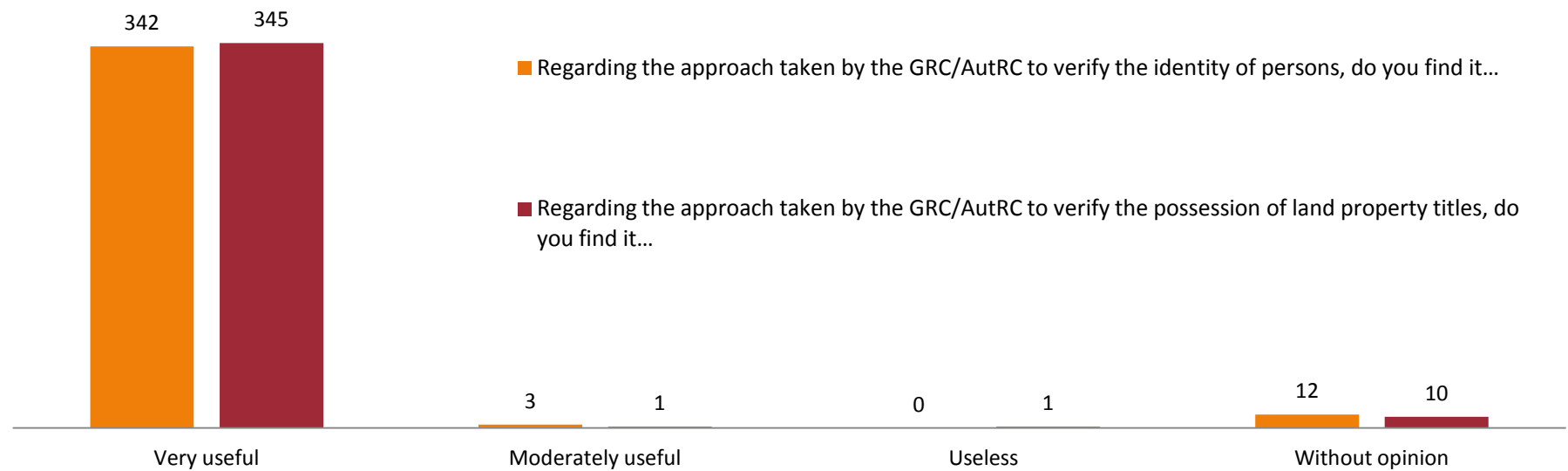
### 39- Reasons why the shelter has not been painted (percentage)



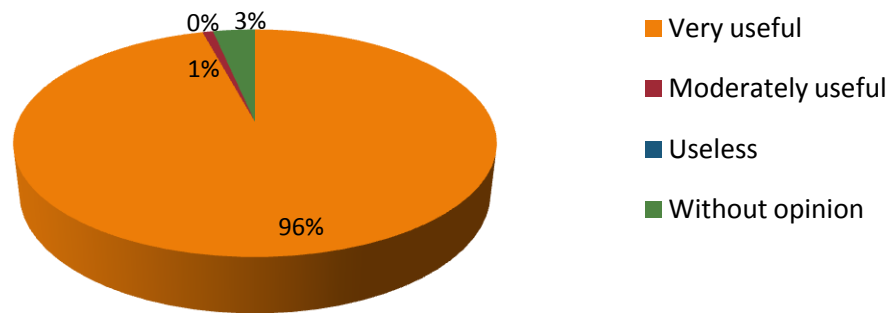
### 39- Reasons why the shelter has not been painted (number of families per community)



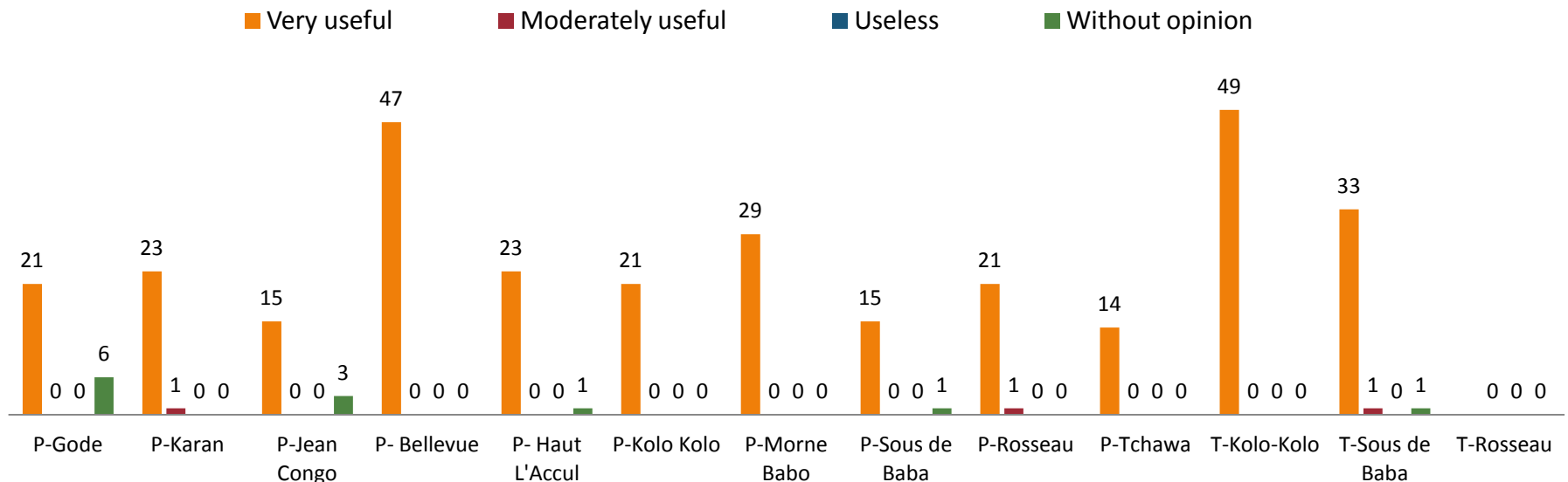
**40- Verification of beneficiaries    41-Verification of possession of land property titles (number of families)**



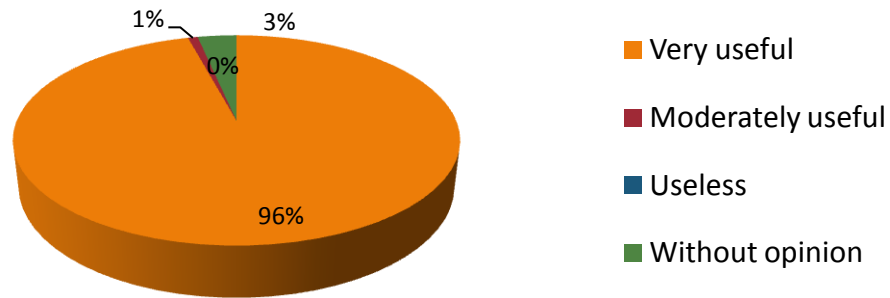
**40- Regarding the approach taken by the GRC/ AutRC to verify the possession of land property titles, do you find it... (percentage)**



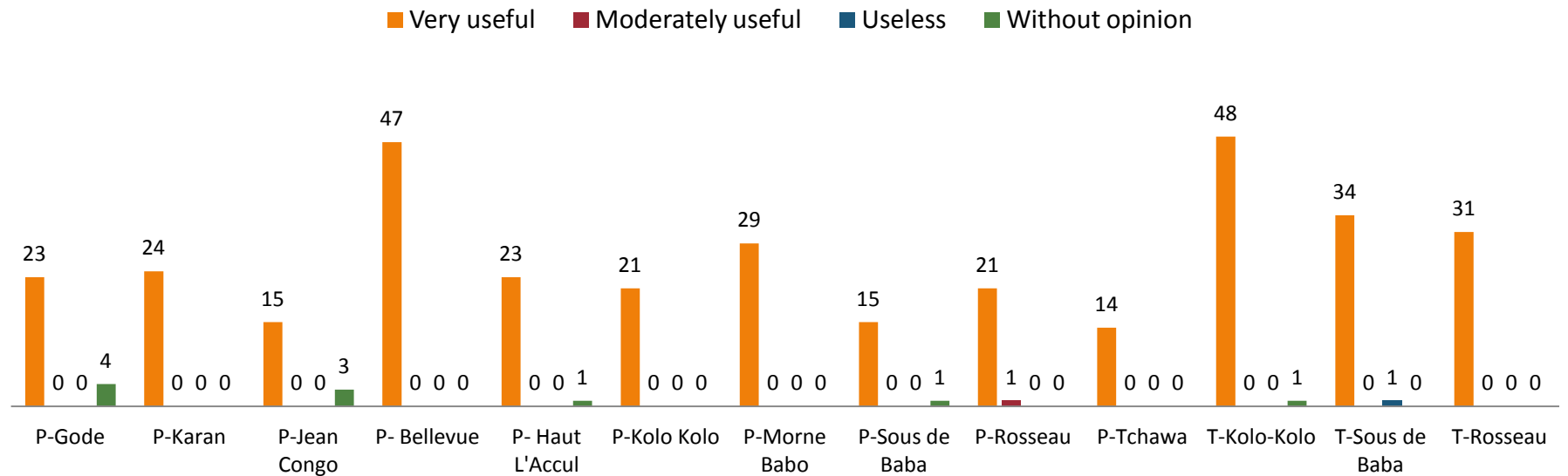
**40- Regarding the approach taken by the GRC/ AutRC to verify the identity of persons, do you find it... (number of families per community)**



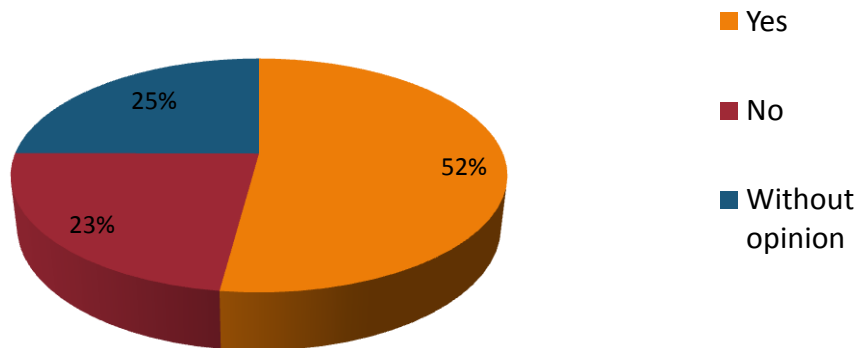
**41- Regarding the approach taken by the GRC/ AutRC to verify the possession of land property titles, do you find it... (percentage)**



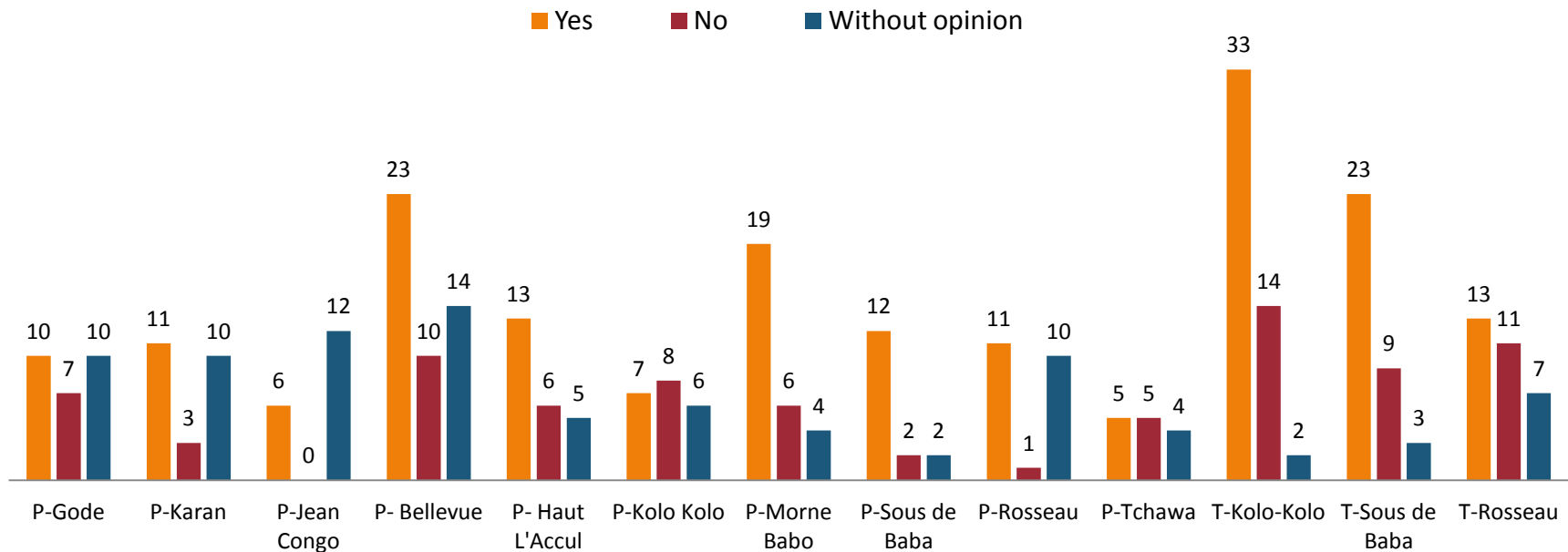
**43- Regarding the approach taken by the GRC/ AutRC to verify the possession of land property titles, do you find it... (number of families per community)**



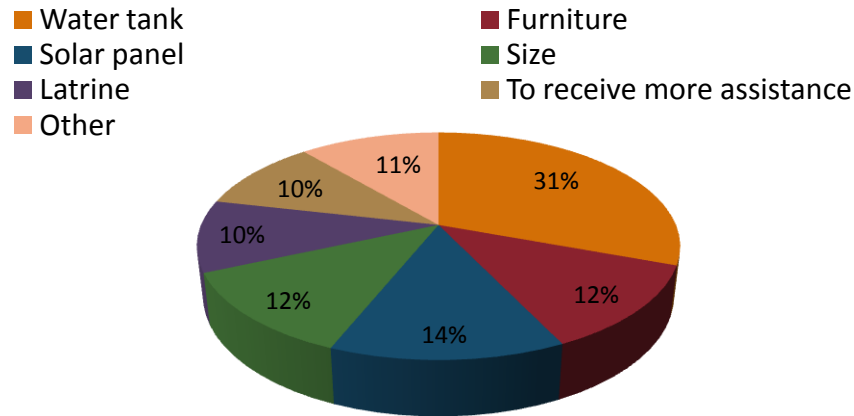
**43 - In this project, were all of your expectations met? (percentage)**



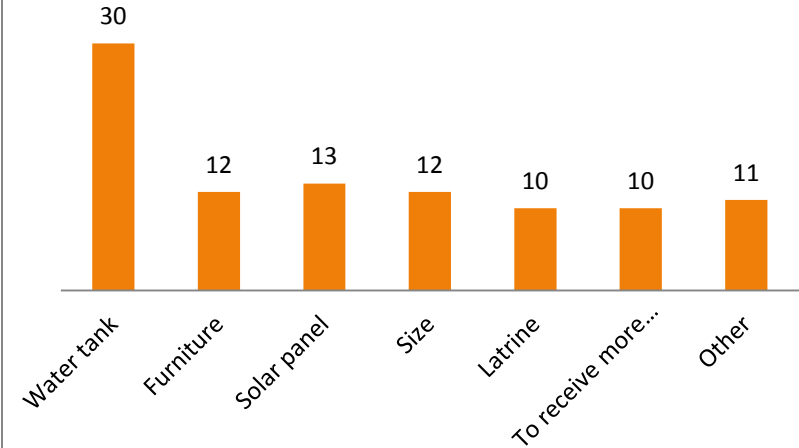
**43 - In this project, were all of your expectations met? (number of families per community)**



43 - No, I was expecting... (percentage)



43 - No, I was expecting... (number of families)



43 - In this project, were all of your expectations met? (number of families per community)

