



# NEPAL COMMUNITY FEEDBACK REPORT

## Issue: Reconstruction

July 2016





# THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys conducted with:



This issue of the community feedback report supported by:



Inter-Agency Common Feedback Project funded by:



# KEY FINDINGS

In June 2016, the Inter-Agency Common Feedback Project collected feedback from communities (2100 respondents) across 14 earthquake affected districts on reconstruction related issues.

Community perceptions on reconstruction issues have seen a slight improvement across most questions from April 2016; however, perceptions of reconstruction remain predominantly negative, as efforts have been slow in their start up. Seventy nine percent of respondents do not feel that their main reconstruction issues are being addressed, a three percent improvement over last round. The majority of those who do not feel their main issues are being addressed identified financial resources (79 percent) as one of their top two needs. Other identified priority needs included building materials (32 percent) and technical knowledge (22 percent).

Results indicate that while there have been small improvements in reconstruction knowledge and information, a large proportion of respondents are still unaware of when and how they will get support (51 percent), and also how to rebuild safely (44 percent). Among different groups, there has been a consistent correlation observed between age and perception of being informed. As age increases, feelings of being informed, either about support or safe construction decrease. This has been observed across all CFP surveys, from the first and second phase of the project. Similarly, an equivalent correlation is observed between gender and information. Women consistently feel less informed than men on all issues. This illustrates that while some small improvements are seen overall in respondent's knowledge of safe building practices, and their information on reconstruction support, targeted information campaigns are needed to ensure that all members of society are receiving the information they critically need to recover.

Interestingly, on information needs, drastic differences are also observed between different districts. In Ramechhap and Sindhupalchok 68 and 60 percent of respondents respectively claim that they have the information they need to access reconstruction support. In contrast to this, 92 percent of respondents in Sindhuli claim that they do not have the information they need. It would be worthwhile to investigate differences in communication strategies used among these districts to see if there are different techniques that can be used to effectively communicate important information in districts that feel less informed.

In terms of rebuilding safely, 96 percent of respondents say they need additional support to rebuild safely. The vast majority claim additional finance (60 percent) or cash grants (45 percent) are among the top two things most needed to rebuild safely. However, a secondary focus on technical support (46 percent) and building materials (35 percent) is also seen. It is expected that as time goes on and the financial support for reconstruction takes off, there will be a shift away from financial needs towards technical and material support.

## Recommendations

- Improve targeted communications on reconstruction support and safe building practices to women, elderly and persons with disabilities to ensure they are equally able to access support.
- Investigate communication methods of agencies and district NRA in districts where respondents feel better informed (such as Ramechhap and Sindhupalchok) and apply good practices to districts where respondents feel less well-informed (such as Sindhuli).

# PERCEPTION SURVEY METHODOLOGY

To undertake the Community Perception Surveys, 84 Community Frontline Associates (CFAs) and 12 District Coordinators across 14 affected districts were trained over three days on various aspects of the survey questionnaires and the study. In each round, a total sample size of 2100 respondents, 150 in each of the 14 earthquake affected districts are surveyed. All data collection is completed with mobile phones using KoboToolbox.

## Sampling

The study uses simple random sampling where four village development committees (VDCs) (rural sample) and one municipality (urban sample) are randomly selected from a list of VDCs and municipalities that are relatively accessible to the CFAs. District headquarters are selected as a peri-urban sample area in the district that has no municipality (such as Rasuwa). Within each VDC and municipality/district headquarter, three wards are randomly selected and in each ward, ten respondents are surveyed.

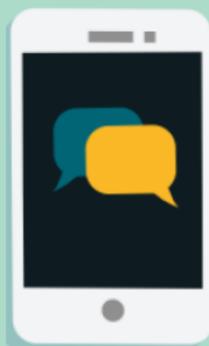
Given this sampling approach, there are some limitations that should be acknowledged. While the VDC selection is randomized, the survey does not reach inaccessible areas, particularly mountainous areas. Consequently, the perception surveys does not collect feedback from communities in these inaccessible areas; this feedback may or may not be different from that collected in the survey area. Additionally, while the sample size does provide national level representation across the 14 districts, it may only be considered indicative at the district level.

## Selection of households and respondents

On arrival in the ward of the selected VDC/municipality/district headquarter, the CFAs identify an entry point such as a school, temple or chautara to initiate the individual interview process. A spin the pen approach is used to form a basis to initiate the interview process from the identified entry point. The first house in the direction of the pen is surveyed and from the first surveyed house, a skipping pattern of two houses is followed where possible until ten surveys are completed in each ward. Temporary shelters and make-shift houses are also considered part of the regular household sample.

Once in the household, the CFA interviews an individual age 15 and above from the pool of all eligible respondents present in the home at the time of the survey. The enumerators select respondents from different age groups and genders at each home, to ensure the sample is demographically diverse and reflects the population from the survey area.

## June 2016 Survey Overview



**2100**

Surveys completed using  
Kobo Toolbox across 14  
earthquake affected  
districts in June 2016



**52%**

**48%**

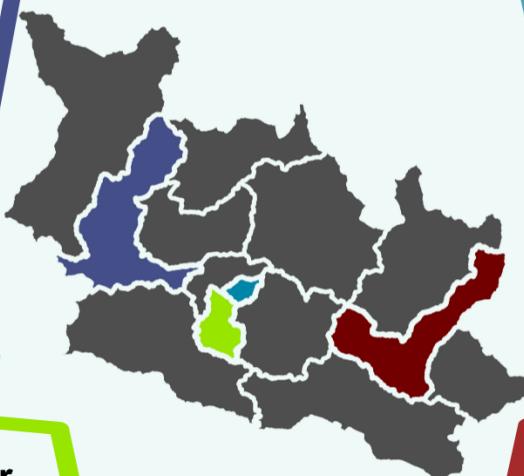
# ARE MAIN RECONSTRUCTION ISSUES BEING ADDRESSED?



## What are people saying?

### Tripuresor, Dhading

Budhi Gandaki hydropower project has asked not to build house, where should we stay?



### Chitpol, Bhaktapur

Government support will only be provided after the rainy season.

### Harisiddhi, Lalitpur

It's already been one year. When will we get reconstruction support?

### Chanakhu, Ramechhap

We have a transportation problem; how can we bring materials for construction?



## Key findings in June

Across 2100 respondents in 14 affected districts, 79 percent do not feel that their main reconstruction needs are being addressed. This represents a slight improvement from last round's 82 percent.

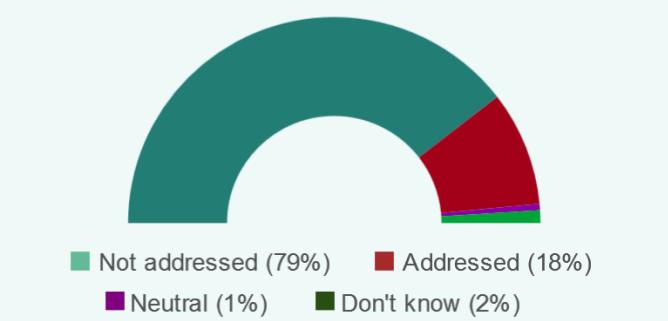
Financial resources were once again identified as the top unmet need by respondents. This is not surprising, considering a great deal of qualitative feedback coming in focuses on questions and confusion with reconstruction grants and loans.

Feedback received from partner agencies centres on requests for assistance in building long-term shelters, as well as requests for CGI sheets, to help communities get through another monsoon.

**87%**

of respondents expect to receive support to meet their identified reconstruction needs, and 12% do not.

## Are main reconstruction issue being addressed?



## Top reconstruction needs



79% identified financial resources as one of the top two main needs



32% identified building materials as one of the top two main needs



22% identified technical knowledge as one of the top two main needs

# DO YOU KNOW HOW TO GET RECONSTRUCTION SUPPORT?



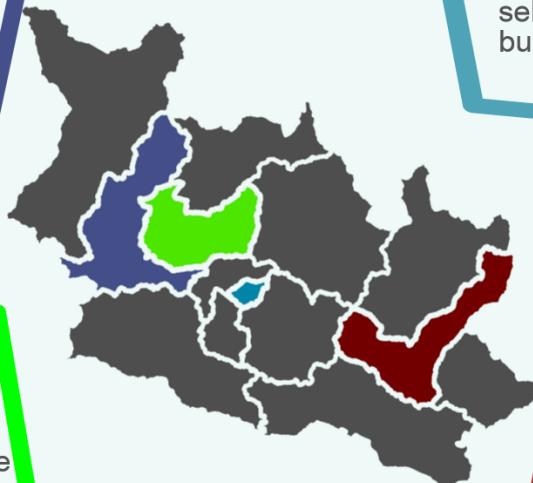
## What are people saying?

### Tripuresor, Dhading

We feel like the cash support to be distributed for house construction is a rumour.

### Bidur, Nuwakot

What should we do if our name is missing from the beneficiary list ?



### Madhyapur Thimi N.P., Bhaktapur

Government grant will not be provided if we make house our self. I sold my cultivable land to build my house.

### Rasnalu, Ramechhap

VDC has called on 28th Jestha for agreement. What documents to we need to agreement?



## Key findings in June

Across 2100 respondents in 14 affected districts, 51 percent of respondents do not know how to access reconstruction support, representing no change since the last survey round.

Across all survey rounds, there has been a consistent correlation between age and gender and perception of a lack of information. As age increases, respondents feel they are less likely to have the information they need. Similarly, women consistently feel less informed than men. This illustrates that information campaigns must be targeted to different audiences in order to ensure they are reaching out to all those in need of information.

Interestingly, respondents in Ramchhap and Sindhupalchok reported being the most informed on reconstruction support (68 and 60 percent positive respectively). It would be worthwhile examining communication strategies and techniques used in those districts to see if there are replicable lessons for other districts which feel less informed.

## Main Information Needs



47% require information on enrollment (how, where, when)



27% require information on how to build safely and with 2 lakh



33% require information on when support will be provided

## Do you know how to get reconstruction support?



■ No (51%) ■ Yes (42%) ■ Neutral (2%)

■ Don't know (4%)

## Significant findings

92%

of people in Sindhuli responded that they do not know how to get reconstruction support.

70%

of household with persons with disabilities responded they do not know how to get reconstruction support.

53%

of people aged 55+ responded they do not know how to get reconstruction support. Among them 22 percent were female.

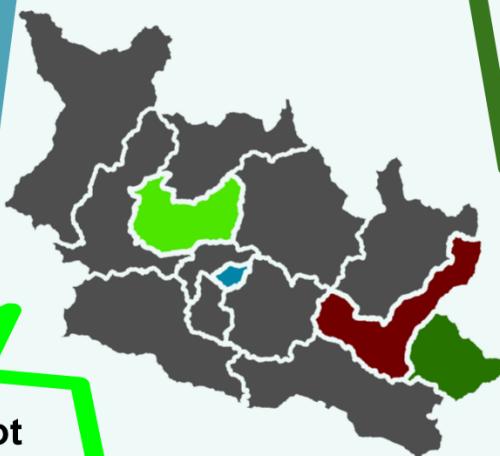
# IS THERE ANYTHING PREVENTING YOU FROM GETTING RECONSTRUCTION SUPPORT?



## What are people saying?

### Madhyapur Thimi N.P., Bhaktapur

Cash support has been provided in other places, I heard that they will not provide support in our district.



### Belkot, Nuwakot

Engineer did not conduct the assessment properly. He took the data from outside, even without looking for damage from inside.

### Bigutar, Okhaldhunga

My house was listed in complete damage list earlier, now it is not even listed in partial damage list. Where and how can I get the cash support?

### Rasnalu, Ramechhap

There is my name in list and land is in the name of my husband. Can my husband do the agreement?



## Key findings in June

Across 2100 respondents in 14 affected districts 21 percent believe they face barriers in accessing reconstruction support. This represents a slight improvement from last round's 24 percent.

Of respondents who did face barriers, information related to enrollment and schedules of reconstruction support were highlighted as barriers. In addition, access to additional finances was cited by respondents as a barrier for reconstruction.

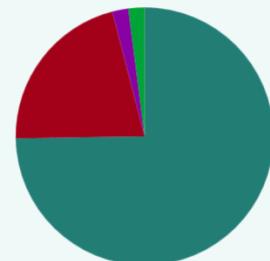
## Significant findings

**29%** of Janajati respondents believe they face barriers to accessing reconstruction support.

**34%** of respondents in Gorkha believe they face barriers to accessing reconstruction support.

**38%** of respondents with no earthquake victim ID card believe they face barriers to accessing reconstruction support.

## Is there anything preventing you from getting reconstruction support?



■ No (74%) ■ Yes (21%) ■ Neutral (2%) ■ Don't know (2%)

## Main barrier to getting support



76% of respondents cited information as a barrier to accessing support. This includes where, when and how to enroll or access reconstruction support.



40% of respondents who feel they face barriers to support cite access to additional finances as one of the top two barriers they face.

# OVERALL, IS THE POST-EARTHQUAKE RECONSTRUCTION PROCESS MAKING PROGRESS?



## What are people saying?

### Jeewanpur, Dhading

Even if we receive cash support, how will we construct house when we are not getting water even to drink?



### Lele, Lalitpur

The government grant will not be sufficient to do anything; it would be better if they provide loan at minimal interest rate.

### Kusadevi, Kavrepalanchok

We all villagers are waiting for government grant to build house.

### Ragani, Okhaldhunga

I am worried that a lot of forest area will be destroyed during the reconstruction process.

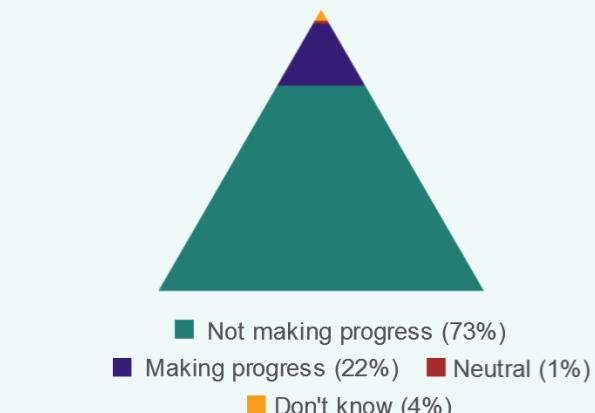


## Key findings in June

Across 2100 respondents in 14 affected districts, 73 percent do not feel there has been any progress in the reconstruction effort. This demonstrates a small improvement from last round's 75 percent. It is expected that this perception should continue to improve as reconstruction work scales up in the coming months.

Interestingly, Dalit respondents are the most positive social group on the issue of reconstruction progress, with 35 percent believing there has been progress. Furthermore, 51 percent of respondents with a family member holding a disabled social protection card feel there has been progress on reconstruction. This difference in perceptions may be the result of agency targeting of disadvantaged.

## Is the reconstruction process making progress?



## District highlights

**92%**

of respondents in Bhaktapur, and 90% in Okhaldhunga, do not feel there has been progress.

**51%**

of respondents in Gorkha feel there has been progress.

**43%**

of Sindhupalchowk and Ramechhap respondents feel there has been progress.

## Main barrier to progress

- 
- 
- 

85% of respondents who do not feel there has been progress believe unclear government plans and delays in decision making are among the top things preventing progress.



46% of respondents who do not feel there has been progress, cite delays in fund disbursements as one of the top two things preventing progress.

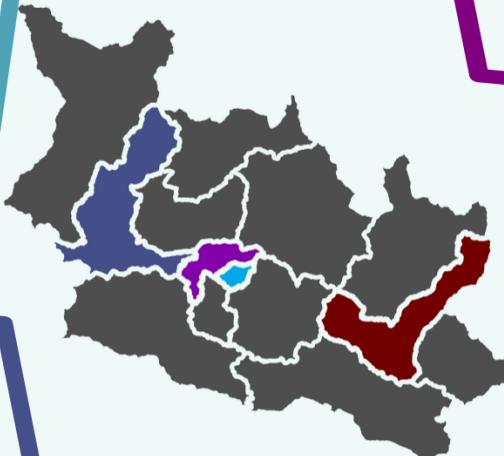
# ARE YOU AWARE OF SAFER BUILDING PRACTICES?



## What are people saying?

### Madhyapur Thimi N.P., Bhaktapur

In other areas foreigners have constructed strong and durable houses, won't we get such support?



### Aginchok, Dhading

We will not receive any cash support if we build houses in our own way.

### Saukhel, Kathmandu

I have heard new policy will be implemented in Kathmandu but I do not know what it is.

### Chanakhu, Ramechhap

Government says to build a safe house but we do not have any sample of such house. When will we get sample?



## Key findings in June

Across 14 districts and 2100 respondents, 44 percent were not aware of safer building practices, an improvement from last round's 52 percent. Within this, women were 10% more likely than men to not be aware of safer building practices.

Among social groups, Brahmin, Newar and Magar were most likely to report being aware of safer building practices (59, 58 and 60 percent respectively). This is in contrast to Rai, Gurung and Tamang respondents who were the least likely to be aware of safer building practices (53, 51, 50 percent respectively).

Of those who are aware of safer building practices, 90 percent of respondents plan to use those practices in the future.

## Where did those who are aware get their information on safer building practices?



Community member  
(20%)



Radio  
(18%)



VDC Office  
(17%)



TV  
(11%)

## Are you aware of safer building practices?



Aware (52%) Not aware (44%)  
Neutral (2%) Don't know (2%)

## Significant findings

**65%** of respondents with a disabled family member were not aware of safer building practices.

**68%** of respondents in Rasuwa were not aware of safer building practices.

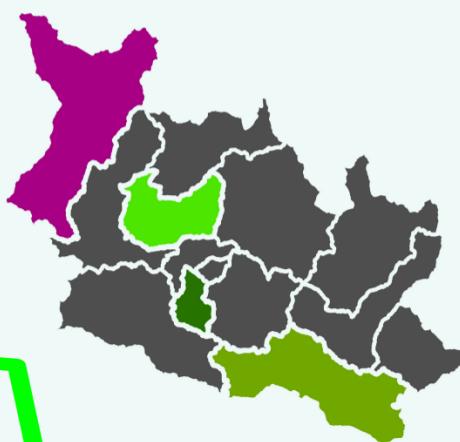
# DO YOU REQUIRE ANY SUPPORT ON TOP OF SUPPORT YOU RECEIVED OR EXPECT TO RECEIVE TO REBUILD USING SAFER BUILDING PRACTICES?



## What are people saying?

### Barpak, Gorkha

Women should also be given the reconstruction training.



### Choughada, Nuwakot

Will government provide technical support to build house or not?

### Ratanchura, Sindhuli

We do not know how to make earthquake resistant house. How can we make house with 2 lakhs?

### Harisiddhi, Lalitpur

We have very low income. We need additional help to build a new house.



## Key findings in June

Across 14 districts and 2100 respondents, 96 percent believe they need additional support (on top of what has already been received or what they expect to receive) to rebuild safely. These findings are the exact same as last round, indicating that while small improvements on other reconstruction issues may be occurring, earthquake affected communities are still in need to significant additional support to reconstruct properly.

Access to finance was the top need identified by 60 percent respondents as being among the top two needs to reconstruct safely. This clearly highlights a perception among respondents that 2 lakh support is not enough to rebuild safely.

## Main support needed to rebuild safely



Finance  
(60%)



Technical  
Support  
(46%)



Cash (45%)



Materials  
(35%)

## Do you require any additional support to rebuild safely?



■ No (3%) ■ Yes (96%) ■ Don't know (1%)

## Is this support available in your community?



■ No (75%) ■ Yes (22%) ■ Neutral (1%)  
■ Don't know (2%)

# DO YOU NEED TO DEMOLISH YOUR HOME?



## What are people saying?

### Madhyapur Thimi N.P., Bhaktapur

Government grant will only be provided if we completely demolish our house.



### Daibung, Rasuwa

It would be great if government would provide us the models of the house it has designed.

### Dadigurasay, Sindhuli

We need the planning of what kind of house to build in the village.



## Key findings in June

Across 14 districts and 2100 respondents, 42 percent believe they need to demolish their home. This is fewer than last round's 50 percent. The main reason respondents gave for not having demolished already is not being able to afford demolition, and waiting for the housing assessment to be completed.

Of those who believe they need to demolish their homes, 46 percent claim they will do so once they have received financial support. An additional 32 percent are waiting until they are ready to rebuild a new home to demolish their current home, and 9 percent are waiting to receive technical support before they undertake demolition.

### District highlights

**97%** of respondents in Sindhupalchok do not need or have had their homes demolished.

**89%** of respondents in Nuwakot do not need or have had their homes demolished.

**84%** of respondents in Okhaldhunga believe they need to have their homes demolished.

## Do you need to demolish your home?



■ No (57%) ■ Yes (42%) ■ Don't know (1%)

### Reasons demolition has not occurred



51% of those who have not demolished their homes say it is because they cannot afford to do so.

22% of those who have not demolished their homes are waiting for assessments to be completed.



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