

JORDAN

# WASH Knowledge, Attitude and Practices (KAP) survey in Za'atari camp

July 2019



### **About REACH**

REACH Initiative facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The methodologies used by REACH include primary data collection and in-depth analysis, and all activities are conducted through inter-agency aid coordination mechanisms. REACH is a joint initiative of IMPACT Initiatives, ACTED and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT).

## SUMMARY

As of June 2019, 77,003 Syrian refugees were registered in Za'atari camp, located in Mafraq governorate.<sup>1</sup> As the lead agency for the water, sanitation, and hygiene (WASH) sector in Za'atari, the United Nations Children's Fund (UNICEF) has coordinated all related activities in the camp since its opening in 2012.<sup>2</sup> ACTED and Oxfam have operated as key partners in the implementation of WASH activities in the camp, however in 2019, the management of the water and wastewater networks were handed over to two Jordanian subcontractors (MID and GAMA). In a further effort to shift towards greater programme sustainability, UNICEF, in coordination with its past implementing WASH partners, completed the construction of the Za'atari waste water network (WWN) and water network, in 2018 and 2019 respectively. These networks have been constructed to connect every household in the camp to a common waste water disposal system and a tap water system.

Between the 4<sup>th</sup> and the 12<sup>th</sup> of July 2019, REACH conducted a Knowledge, Attitude and Practices (KAP) survey in Za'atari camp to evaluate camp residents' current knowledge, attitude and practices towards WASH and to assess the changes that have taken place since the last KAP survey in 2018, which was also conducted by REACH.<sup>3</sup> This assessment aims to inform the WASH services and related education provided by humanitarian actors, as well as to inform UNICEF's efforts to increase water conservation and customer service satisfaction and accountability in Za'atari camp. In addition, this assessment aims to understand camp residents' sense of ownership of the water network, particularly related to acts such as; illegal tapping of the network, responding to leaks and the extent to which residents feel represented in terms of WASH services provision.

The assessment employed a quantitative methodology with a household survey conducted with randomly selected households, weighted by population density, in all twelve districts of Za'atari camp. In total, 379 households were interviewed for this KAP survey producing results that are generalizable to the population within the camp with a 95% level of confidence and 5% margin of error.

Key findings from the KAP survey are presented below, structured by thematic area.

This assessment found that the integration of the water network has been successful as the vast majority of households are fully connected to both the water and waste water networks. Households have an increased understanding of the importance of water conservation practices, and a significantly greater proportion reported to practice such methods. Hygiene knowledge and practices have remained relatively consistent with previous years, even as interaction with educational material has decreased. The majority of households understand the correct complaint mechanisms to use, and are generally satisfied with such mechanisms. Additionally, WASH service satisfaction has increased dramatically from previous years.

### Water network

Nearly all households are connected to the water network (99.7%) and use the water for washing and cleaning purposes. In total, 18% of households are still purchasing drinking water rather than using water from the network. The majority of households practice water safety methods, such as keeping their water tanks covered (84%) and cleaning them at least once in the last year (79%). Only 9% of households reported that they do not have the knowledge or equipment to clean their tanks. In total, 42% of households have a total of one cubic metre of water storage while 46% have two cubic metres, and only 12% have three or four cubic metres (3% and 9% respectively). Households are generally aware of the water filling cycle (95%), however they are now less aware of the quantity of water allocated per person per day than in 2018 (60% aware of the quantity compared to 67% in 2018). Households are satisfied with the quality of water they receive (92% satisfied or very satisfied) and a greater proportion of households understand the importance, and actual practice, of water conservation methods than in 2018. To ensure that the allocated amount of water is sufficient to meet their needs, 82% of households reportedly limit their water usage and 62% reuse water. This represents an increase from 2018 when only 75% of households limited water usage and 31% reused water.

In total, 25% of households have seen a leakage in the water network since it was made operational, however among them, only 54% reported the leakage through the UNICEF WASH hotline. The majority of households

<sup>1</sup> [UNHCR Operational portal, Syria Regional Refugee Response](#), UNHCR, accessed on 12/06/2019.

<sup>2</sup> [UNICEF Jordan](#), accessed on 25/07/19

<sup>3</sup> [WASH Knowledge, Attitude and Practices \(KAP\) survey in Za'atari camp](#), REACH, October 2018.

believe that illegal water tapping is an issue (88%), though a smaller proportion of households have actually seen tapping devices (33%). In general, households understand that both illegal tapping and leakages in the water network can impact the quantity of water for nearby houses, yet only a small proportion of households reportedly understand the potential health concerns and increased likelihood of maintenance required in such instances. In total, 92% of households reported that illegal tapping could impact the water quantity for surrounding households and 79% reported that a leakage could lead to a decrease in water quantity. Only 8% of households reported that health concerns and maintenance could be a consequence of illegal tapping, and 24% and 10% reported that health concerns and maintenance could be a consequence of a leakage in the water network. Additionally, only 51% percent would report illegal tapping if they saw it.

### **Waste water network and sanitation facilities**

In total, 97% of households are fully connected to the waste water network in both the kitchen and the bathroom while 3% are only connected partially, primarily due to the addition of new fixtures (by the household). Additionally, 99% of households have a private toilet on their premise, though only 53% reported that the toilet meets all suitability criteria. Household's with toilets which do not meet suitability criteria primary lack handwashing stations (35%) or permanent walls or curtains for the toilet (30%). Desludging issues have also increased since 2018, as 28% of households reported related challenges compared to only 15% of households in 2018. In total, 26% of households have contacted a community plumber to address plumbing problems, and among them, 88% were satisfied with the services they received. The majority of households (85%) understand that if they face a desludging issue, they should call the UNICEF WASH hotline.

### **Recycling and solid waste management**

The proportion of households separating garbage for recycling purposes has continually declined since 2017. While in 2017, 96% of households reportedly recycled at least sometimes, in 2018 this percentage decreased to 85%, and in 2019 only 76% of households recycle at least sometimes (56% always and 20% sometimes). Of those who reported that they either sometimes or always recycle, the vast majority (98%) do not face any challenges in recycling, compared to 92% in 2018. Thus, while the total percentage of households recycling has decreased, the percentage of households facing challenges while recycling has also decreased. This may suggest that those who faced challenges recycling have simply stopped recycling as a result. Overall, households believe that the streets around them are kept clean (90% believe they are always or sometimes clean), and 92% understand that it is the household's responsibility to transport garbage from the house to the communal bins.

### **Hygiene knowledge and practice**

Household sanitation practices have stayed relatively consistent with those reported in 2018. All households reportedly use soap to bathe and nearly all households (99.5%) use soap to wash their hands. Overall, households are satisfied with the WASH information and education they have received, 71% reportedly do not have any hygiene related information needs they would like to know about. A minority of households would still like to know about the importance of personal hygiene (12%) and diseases caused by poor WASH practices (11%). The majority of women (86%) reported using sanitary towels during their periods. Most of these women (93%) are satisfied with the materials they use and the way they dispose of them, just 3% would like to receive better quality sanitary pads and to be able to dispose of the material in a different way. Menstrual hygiene practices have remained consistent with those reported in 2018. Primary challenges cited by women in regards to menstrual hygiene management include safety concerns (42%) and lack of available materials (16%).

### **Community mobilization**

In the three months prior to the assessment, only 29% of households had received any information from a community mobilization team. This represents a significant decrease from 2018, when 55% of households had reportedly received information from the community mobilization team in the three months prior to the assessment. Additionally, 46% of households reported not being interested in having any messages spread to them through the community mobilization team. A minority of households would like to receive more information on other hygiene practices (17%), diarrhoea prevention and risk exposure (17%), water network safety (16%), pest control (14%), water conservation (14%), and water distribution (11%).<sup>4</sup>

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<sup>4</sup> Multiple answers could be selected. Other answers with less than 10% of households selecting the response include information covering scabies and lice, information on the waste water network, information on solid waste management, water reuse, food safety, and hand washing.

## **Child water and hygiene knowledge**

Among the 42% of households with a child and adult parent or caregiver present willing to be interviewed, 30% of children reported that they either always (15%), or sometimes (15%), go to Makani centres after school.<sup>5</sup> Overall, 40% of children were able to correctly name three water conservation practices while 48% could name one or two and 12% could not name any. A greater percentage of children (70%) could correctly name three diarrhoea prevention methods, while 20% named two or less, and 10% could not name any.<sup>6</sup>

## **Network responsibility and complaint mechanisms**

While there was a significant increase in network ownership between 2017 and 2018, there was no increase in household understanding of network ownership between 2018 and 2019. In total, 74% of respondents reported understanding that it is their household's responsibility to maintain the network at the household level compared to 76% of respondents in 2018. For the water network, 79% of respondents understand that responsibility for maintaining the water network (at the household level) is a household responsibility. Similarly, in the case of a complaint about the water or waste water network, 75% and 74% of respondents are aware that they should contact UNICEF to issue a complaint. The majority of households reported being satisfied with the UNICEF hotline as a complaint mechanism (73% at least somewhat satisfied). The vast majority (93%) of households felt that UNICEF and their contracted partners are willing, open and interested in listening to them, and 95% reportedly felt well respected by them. These levels of satisfaction and perceived interest have stayed nearly equal to levels reported in 2018. However, reported levels of WASH service satisfaction are much greater than they were in 2018. Overall, 89% are satisfied or very satisfied with WASH services, while 3% are either dissatisfied or very dissatisfied, compared to 40% who were dissatisfied or very dissatisfied in 2018.

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<sup>5</sup> Makani centres provide children living in Za'atari with learning support services and act as community-based child protection centres. Each district in Za'atari has a Makani centre for children to attend.

<sup>6</sup> Only children who gave consent, had a parent or guardian give consent, and had a parent or guardian present during the survey were asked to complete the related questions.

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## Acronyms

<b>CFP</b>	Cluster Focal Points
<b>CFW</b>	Cash for Work
<b>IP</b>	Implementing Partner
<b>KAP</b>	Knowledge Attitudes and Practice
<b>NGO</b>	Non-governmental organisation
<b>UNICEF</b>	United Nations Children's Fund
<b>WASH</b>	Water, Sanitation and Hygiene
<b>WWN</b>	Waste Water Network

## Geographical Classifications

<b>Za'atari camp</b>	Syrian refugee camp located in Al Mafraq governorate in northern Jordan
<b>District</b>	Za'atari camp is divided into 12 districts, which are further divided into blocks

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## INTRODUCTION

As of June 2019, 77,003 Syrian refugees were registered in Za'atari camp, in Mafraq governorate.<sup>7</sup> The United Nations Children's Fund (UNICEF) and its implementing partners provide water, sanitation and hygiene (WASH) services in Za'atari camp, including the delivery of safe drinking water, waste water management, solid waste management and the provision, operation and maintenance of sanitation facilities. In 2019, the management of the water and waste water networks, which were previously handled by UNICEF's implementing WASH partners (ACTED and Oxfam), were transferred to two Jordanian subcontractors, MID and GAMA.

A WASH knowledge, attitude and practices (KAP) survey in Za'atari was first conducted in 2012 and repeated in 2013, 2014, 2015, 2017 and 2018 to track the progress with reference to the baseline data of 2012 to inform future programming for UNICEF. In order to provide an update of Za'atari residents' knowledge, attitudes and practices in reference to WASH REACH undertook an update of the KAP survey on behalf of UNICEF in June 2019. This assessment aims to inform the WASH services and related education provided by humanitarian actors, as well as to inform UNICEF's efforts to increase water conservation and customer service satisfaction and accountability in Za'atari camp. In addition, this assessment aims to understand camp residents' sense of ownership of the water network, particularly related to acts such as illegal tapping of the network, responding to leaks, and the extent to which residents feel represented in terms of WASH services provision.

As the water network has been operationalized, communal water tanks have been removed. As of April 2019, 891 of the 1,028 communal water tanks had been removed. All occupied households have been connected to the water and waste water networks. However, there are households that have moved their caravan location, or added infrastructure of their own, and who, as a result, lack connection to either the water or the waste water network. Depending on a household's location within the camp, they receive water through the network either once every five or six days. As ACTED and Oxfam are no longer responsible for maintenance of the network, all complaints concerning both the water and waste water networks should be channelled through the UNICEF hotline. WASH rules and regulations have been disseminated by the social mobilization team throughout the camp from the time construction began up to the present time. Practices considered violations of the network include the illegal installation of pumps, obstruction of ventilation pipes, filling additional water tanks or storage past the set allocations per person (including additional tanks, buckets, or jerry cans). In 2016, private toilet construction began throughout the camp, starting with those who did not have a toilet. In 2017, toilet upgrading began however, due to funding shortages, upgrading has not been completed for all households throughout the camp.

The following report provides a detailed description of the assessment methodology, followed by the key findings, organised into the following sections:

- 1) Demographics
- 2) Water network
- 3) Waste water network and sanitation facilities
- 4) Recycling and solid waste management
- 5) Hygiene knowledge and practice
- 6) Community mobilization
- 7) Child water and hygiene knowledge
- 8) Network responsibility and complaint mechanisms

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<sup>7</sup> [UNHCR Operational portal, Syria Regional Refugee Response](#), UNHCR, accessed on the 12/06/2019.



## METHODOLOGY

For this assessment, the 2018 KAP survey was modified to include relevant information, while also allowing for comparisons with past KAP data in Za'atari. The survey was adapted with input from UNICEF and ACTED, who provided information regarding the status and use of the water and waste water networks among households in Za'atari. This assessment aims to inform the WASH services and education provided by humanitarian actors, as well as UNICEF's efforts to increase water conservation and customer service satisfaction and accountability in Za'atari camp. In addition, this assessment aims to understand camp residents' sense of ownership of the water network, particularly related to acts such as illegal tapping of the network, responding to leaks, and the extent to which residents feel represented in terms of WASH services provision.

### Sampling strategy

In total 379 households were interviewed for the KAP survey, producing results that are generalizable to the population within the camp with a 95% level of confidence and 5% margin of error, based on a population census conducted by REACH in March 2017.<sup>8</sup> The random sample included an additional buffer of 10% which was added to allow for the discarding of incomplete cases and errors, while still attaining the planned confidence level and confidence interval. See Table 1 and Map 1 for the sample size for each district.

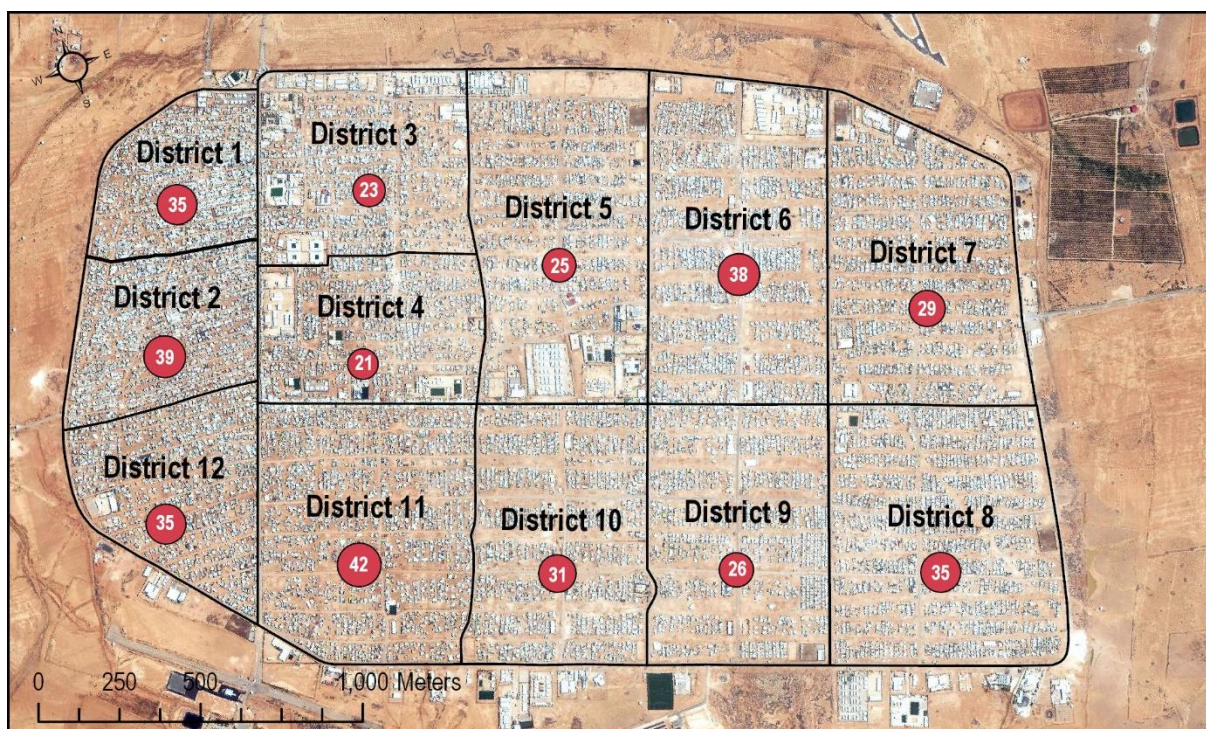
Table 1: Number of surveys conducted in each district

District	Number of surveys
D1	35
D2	39
D3	23
D4	21
D5	25
D6	38
D7	29
D8	35
D9	26
D10	31
D11	42
D12	35
Total	379

Random sampling for the assessment was conducted through a randomized spatial sampling method in R. Using this method, household point data in the camp was used by R to randomly select household GPS points weighted by household density. Enumerators were instructed to go to each random GPS point and conduct an interview with an adult member of the household closest to the GPS point. Where the shelter was empty or the household refused to participate in the survey, data collectors were instructed to use a GPS point from the buffer sample. Wherever possible, the head of household was interviewed. In cases where the head of household was not available and there was more than one adult within the household, the data collectors introduced the assessment and then asked household members to identify the most suitable member among them to participate in the survey.

<sup>8</sup> A population census conducted by REACH in March 2017 showed that 12,410 households were located in Za'atari camp REACH, [Wash infrastructure & services assessment in Za'atari camp Assessment Report](#), March 2017. Sample size was calculated using the [Survey System Sample Size Calculator](#).

Map 1: Districts in Za'atari camp and number of surveys in each district



Given the sensitivity of some of the questions included in the KAP survey, female data collectors conducted interviews with female respondents and male data collectors with male respondents. Prior to the beginning of data collection, one day was dedicated to the training of the enumerators, including the use of Kobo (an Android-based mobile application) and communication and interview techniques. Additionally, a pilot of the tool was conducted to ensure that data collectors were comfortable with the survey and with the use of Kobo. Enumerators were also instructed that for questions addressed to children it was required that a parent be present to give consent and oversee the questions asked.

Data collection took place from the 4<sup>th</sup> to the 12<sup>th</sup> of July 2018. Each day, data was downloaded, cleaned, and stored directly on REACH's secure internal server. Final data cleaning was then conducted and discrepancies were followed up with field staff to verify any potentially inaccurate data. A data cleaning log was kept to ensure that all steps in the process were tracked and could be replicated. Finally, data analysis was conducted using the statistical analytical software SPSS.

## Limitations

Findings in this report are representative at the camp level, and therefore findings related to subsets within the overall sample have a lower confidence level and wider margin of error. Where findings relate to a subset of respondents smaller than 20, findings have been presented as an absolute number rather than a percentage to avoid misunderstandings. In addition, where questions were directly comparable, comparisons have been made with the 2018 WASH KAP Survey report.<sup>9</sup> There were no significant issues regarding the data collection for this assessment.

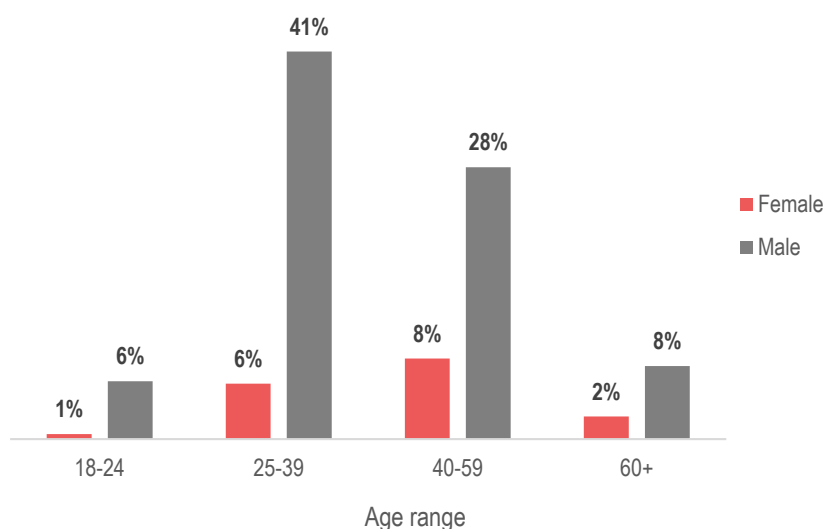
<sup>9</sup> REACH, [WASH Knowledge, Attitudes, and Practices Survey in Za'atari camp](#), Jordan, 2018

## FINDINGS

### Demographics

In total, 379 households were interviewed for this assessment. Of these households, 83% were male-headed and 17% were female-headed, while 44% of interviews were conducted with male respondents and 56% were conducted with female respondents. On average, households consisted of three children and three adults (household members 18+). The majority (58%) of households consisted of one to six people, 37% had seven to ten people, and 5% had ten people or more. Household sizes did not differ significantly by the gender of the household head, though on average female head of households were slightly older than male head of households with an average age of 44 among female head of households and 40 among male head of households.<sup>10</sup> The age and gender of head of households are presented in Figure 1.

Figure 1. Age and gender of the head of the household



Among the households willing to answer questions relating to health (98% of households), 23% reported having at least one member of the household who suffers from a health issue or disability that impacts their ability to do everyday tasks.<sup>11</sup> Among those households who reported having family members with disabilities, the largest proportion of households have at least one member who has difficulty walking or climbing stairs (12% of households), while 7% of households have at least one member suffering from “other” health concerns (including issues such as epilepsy, asthma, and blood diseases). Less than 5% of households reported a household member with each of the other physical difficulties including difficulty seeing, washing and dressing, remembering or concentrating, communicating in their native language, and hearing (see Figure 2).

<sup>10</sup> The difference in mean age among male and female head of households is significant with an independent t-test p-value of 0.014.

<sup>11</sup> Overall 2.4% of households (9 households) did not want to answer questions about their personal health or their household's health.

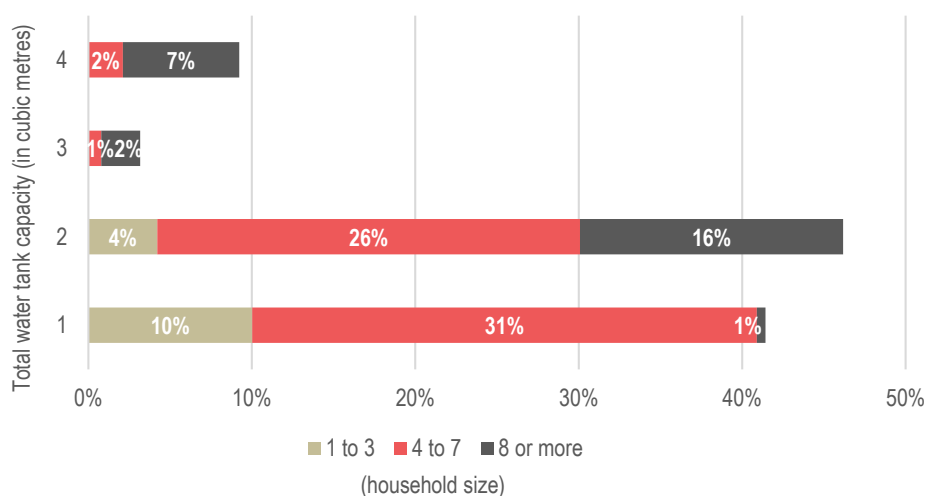
Figure 2. % of households with at least one member suffering from a disability<sup>12</sup>



## Water network

While the 2018 KAP survey was conducted shortly after District 8 of Za'atari was connected to the water network, and not yet fully operational, the remaining districts in the camp were connected and the network was made fully operational by the end of 2018.<sup>13</sup> Following the water network connection, community tanks were removed and replaced by household tanks. **During this 2019 assessment, nearly all households reported being connected to the water network (99.7%), while only one household was not connected due to their recent relocation in Za'atari.** The majority of households (76%) reported having one water tank while 24% reported having two water tanks. Enumerators observed the number of water tanks to verify household reports and found nearly the same results, with 77% of households having one tank, 22% with two tanks, two households with three tanks, and two households which could not be observed. Water tanks in Za'atari have a capacity of either one or two cubic metres, so while some households may have more than one tank, the total capacity may still be equal to a household with only one tank. As shown in Figure 3, **42% of households have a total of one cubic metre of water storage while 46% have two cubic metres, and only 12% have three or four cubic metres (3% and 9% respectively).** Figure 3 also shows that only households of four people or more have water tanks with greater than two cubic metres capacity.<sup>14</sup>

Figure 3. Total water tank capacity by household size (% of total households)



<sup>12</sup> "Other" includes health issues such as epilepsy, asthma, and blood diseases.

<sup>13</sup> Information from WASH actors operating in Za'atari.

<sup>14</sup> One cubic metre is equal to 1000 litres. Therefore, if a tank is filled once every 6 days, it can provide 4.8 people with 35L/day.

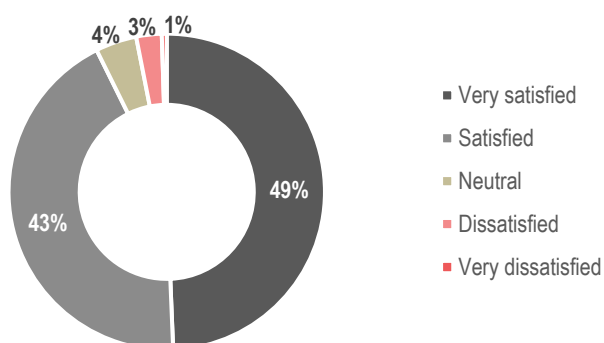


**Reported water sources used for drinking and cleaning purposes have changed significantly since the 2018 survey with the completion of the water network.** While in 2018 private water trucking was the most commonly reported source of water for washing and cleaning (70% of households), in 2019 the only reported water source (except for the one house not connected to the network) for washing and cleaning is water from tanks connected to the water network. In regards to drinking water, 18% of households reported to still buy drinking water (compared to 26% in 2018) while the remaining 82% of households use water from their tank connected to the network.<sup>15</sup>

**The majority of households practice effective water safety methods.** To keep water safe and disease free, 84% of households reportedly keep their water tanks covered, 46% of households clean their water tanks, 26% use a water purifier and only 3% do nothing to ensure water safety. Though only 46% of households reported that they clean their water tanks for the specific purpose of keeping their water safe, 79% of households reported that they have cleaned their tank in the last year. Of those who have not cleaned their tank in the last year (21% of households), households primarily reported that they have not done so because they believe their tank has not needed cleaning (41%), they do not know how to clean it (33%), they do not believe it is their responsibility to clean their water tanks (24%), or they do not have the proper equipment to clean it (11%). Thus, in total, only 9% of households do not have proper materials, or information, to clean their water tank.

**The majority of households (95%) are reportedly aware of the water filling cycles for their district.** Among these households, 54% reported that tanks are filled every five days, 44% every six days, and the remaining 2% reported that water is filled less frequently than once a week.<sup>16</sup> **In regards to water quality, 49% of households are very satisfied with the quality of water from the water network, while 43% are satisfied, and only 4% are dissatisfied or very dissatisfied** (see Figure 4). Among the 4% of households (12 households) who are dissatisfied or very dissatisfied with the water quality, seven reported the water tastes bad, two said there is a bad smell, and nine reported that there is a high level of turbidity. Household water quality satisfaction has not changed significantly since the 2018 KAP survey when 89% of households were satisfied or very satisfied with the water quality.

Figure 4. Water quality satisfaction



According to WASH standards, each resident of Za'atari should be provided with at least 35 litres of water per day.<sup>17</sup> In past years, UNICEF and its WASH partners disseminated information regarding the amount of water allocated per person per day as well as information covering different methods of water conservation. **The proportion of households who reported the correct amount of water has decreased; only 60% of households are aware of the correct amount of water allocated per person per day compared to 67% of households in the 2018 KAP survey.**

Methods of ensuring sufficient water quantity are important in Za'atari due to the limited water supply allocated to each person. When asked what the possible methods could be, 73% of households reported that reusing water would help, 30% reported maintenance of water tanks, and 24% reported that water saving devices on faucets

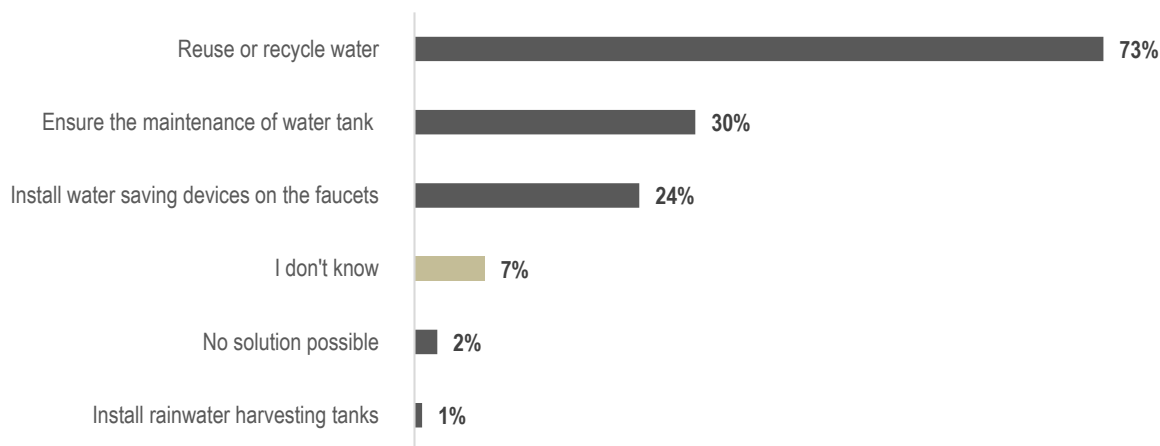
<sup>15</sup> There are no significant differences between districts, or household sizes, regarding drinking water sources.

<sup>16</sup> According to a Za'atari WASH actor, water should be filled every five or six days.

<sup>17</sup> UNICEF, <https://www.unicef.org/jordan/wash.html> accessed on the 19/08/2018.

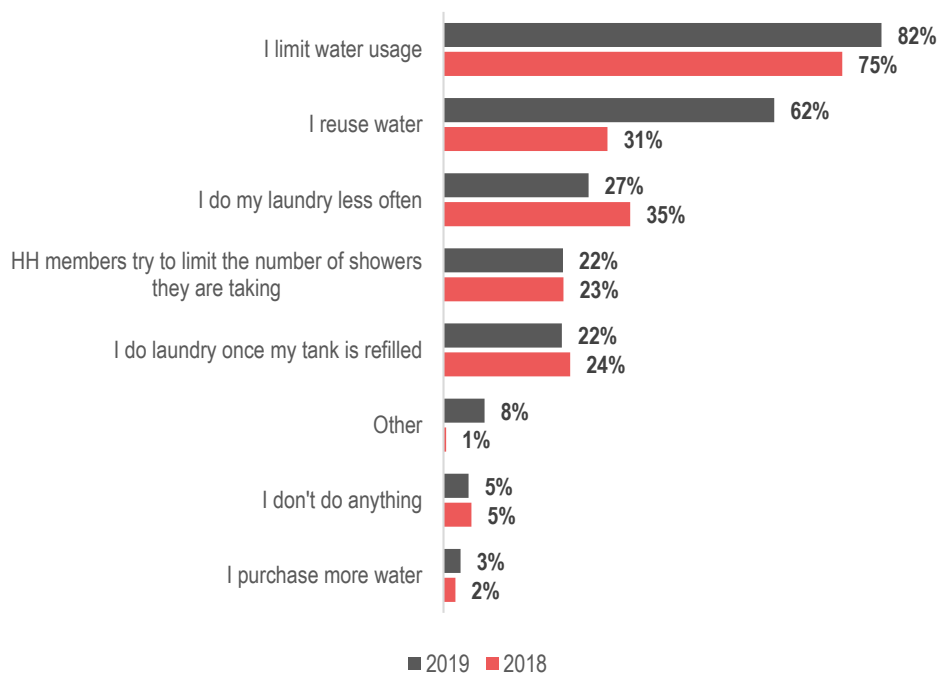
would help (see Figure 5). Only 7% of households could not think of any solution, and 2% believed there to be no possible solution to ensure that the current amount provided is sufficient to meet their needs. The proportion of households who do not know of any solutions, or do not believe there are any, has significantly decreased since the 2018 KAP survey, when 36% could not think of a solution and 33% believed no solution was possible.

**Figure 5. Methods to ensure sufficient water quantity reported by households<sup>18</sup>**



Households' increased knowledge regarding methods to ensure sufficient water quantity has transferred to practice as they have adapted to the limited water quantity provided. In order to ensure sufficient water supply for their household, the most commonly reported methods used by households include limiting their water usage (82%), and reusing water (62%). The percentage of households who reportedly make use of these methods has increased since the 2018 KAP survey, when only 75% of households limited their water usage and 31% of households reused water (see Figure 6).

**Figure 6. Household methods practiced to ensure sufficient water supply in 2018 and 2019**

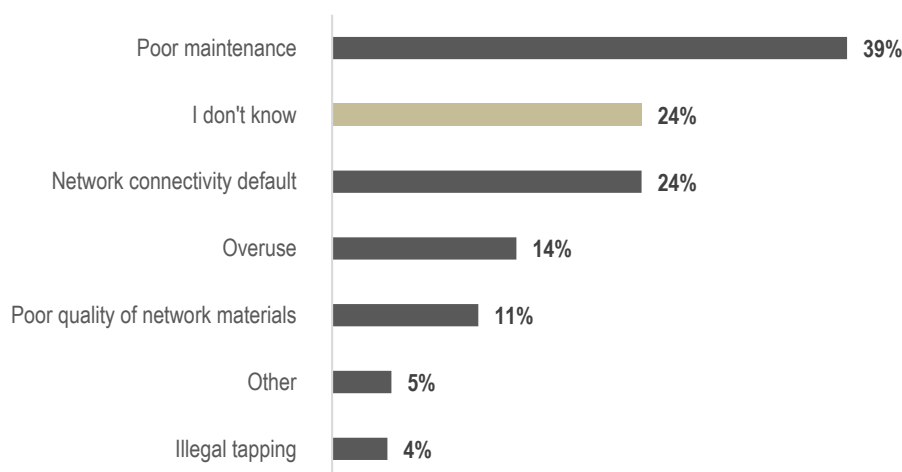


<sup>18</sup> Maintenance of water tank includes checking that there is no leakage and that the water tank is frequently cleaned. Multiple answers could be selected.



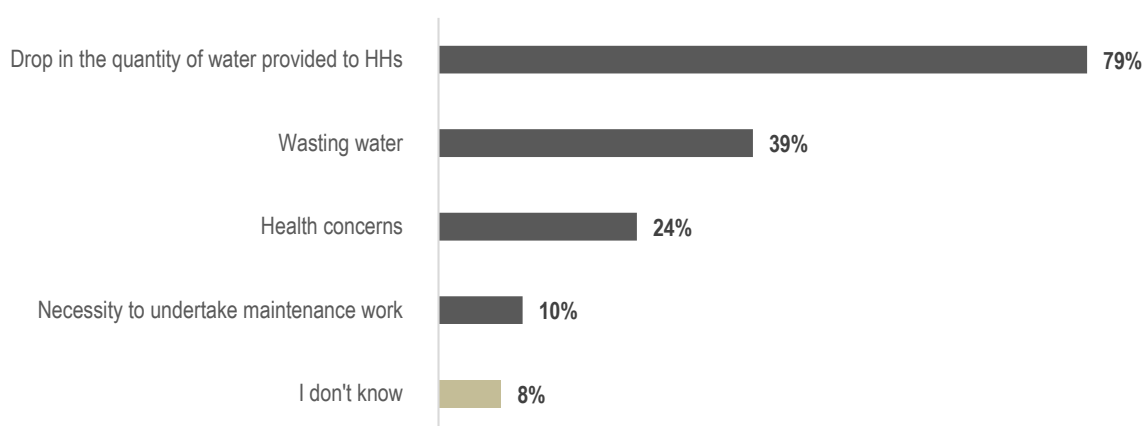
Given the scarcity of water in Jordan, and the limited supply of water given to Za'atari residents, residents are instructed by UNICEF to contact the UNICEF WASH hotline to appropriately address leakages and illegal tapping of the water network. **In total, 25% of households have reportedly seen a leak in the water network since it was made operational in 2018.** Among those who have seen a leakage in the water network, only 54% called the UNICEF WASH hotline to report the issue. The others contacted a WASH NGO (15%), fixed it themselves (7%), told the neighbour whose house the leak was near (4%), or did not do anything (23%).<sup>19</sup> In regards to the causes for leakages in the water network, households primarily believed the causes to be due to poor maintenance (39%), network connectivity defaults (24%), or overuse (14%), while 24% did not know what could cause a leak (see Figure 7).

**Figure 7. Household perceptions regarding causes of water network leakages<sup>20</sup>**



Households were also asked what the consequences of leakages in the water network could be. Households primarily identified the potential for a drop in the quantity of water provided to households (79%) followed by the wasting of water (39%), health concerns (24%), and the necessity to undertake maintenance work (10%), while 8% could not think of any consequences (see Figure 8).

**Figure 8. Consequences of leakages in the water network reported by households**



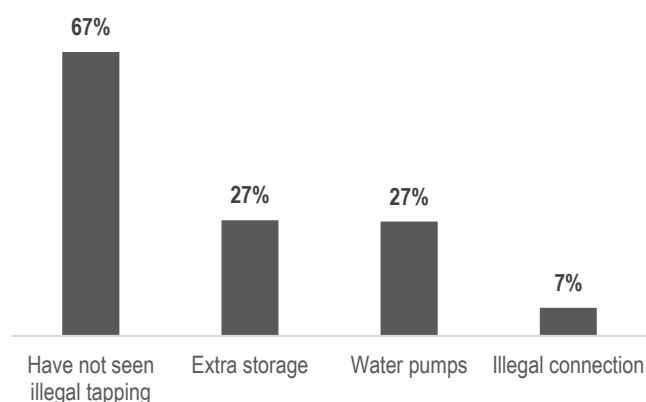
Illegal tapping of the water network can have consequences on the integrity of the network and on the quantity and quality of the water distributed to surrounding households. While 67% of households have not seen illegal tapping, 27% reported having seen other households using extra storage, 27% have seen water pumps used, and 7% have

<sup>19</sup> Multiple answers could be selected.

<sup>20</sup> Multiple answers could be selected.

seen illegal connections (see Figure 9). Among all households, 51% said they would report a household if they saw an illegal tapping device, while 42% would not report the household and 7% were unsure of what they would do.

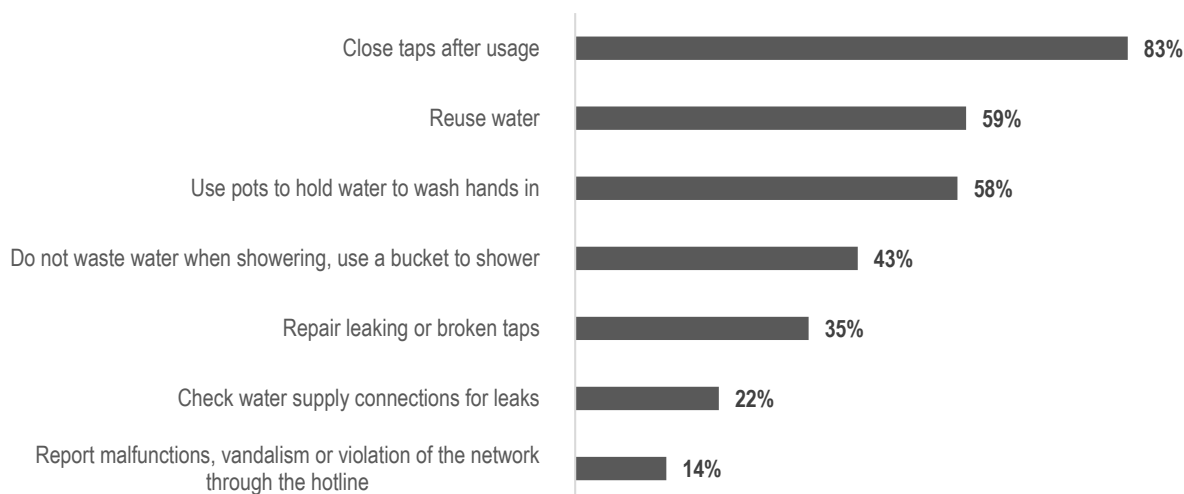
Figure 9. Illegal tapping device prevalence as reported by household respondents



**Though a majority of households have not seen illegal tapping themselves, the vast majority (88%) believe that illegal tapping is a big problem within the camp.** An additional 4% of households believe it to be somewhat of a problem, while only 8% do not believe it is a problem. Identified consequences of illegal tapping include a decrease in the quantity of water received by neighbours (92%), the wasting of water (19%), the necessity to undertake maintenance of the network (8%), and health concerns (8%).

In 2019, community mobilization teams have spread messages related to water conservation practices and water scarcity in Jordan.<sup>21</sup> While 88% of households correctly identified that Jordan is a water scarce country, 7% do not believe that it is, while 5% do not know. **In terms of water conservation practices, 73% of households were able to correctly report three or more correct practices, while 23% reported two practices and 3% were only able to identify one water conservation practice (see Figure 10).**

Figure 10. Water conservation practices reported by households



## Waste water network and sanitation facilities

Za'atari's waste water network (WWN), which was completed in 2017, provides connections for households' grey and black water in the kitchen and bathroom. **In total, 97% of households are fully connected in the kitchen**

<sup>21</sup> Information from a WASH partner in Za'atari.

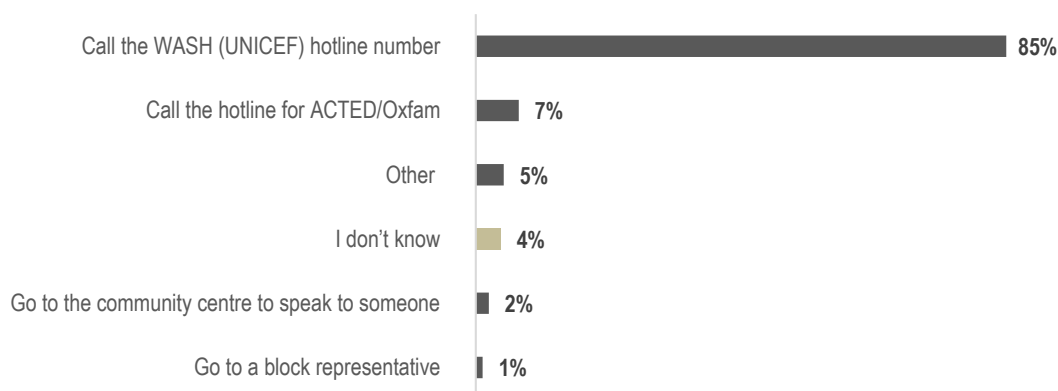
**and the bathroom while 3% are not fully connected.**<sup>22</sup> Among the ten households (3%) that are not fully connected six reported that it is because they added new fixtures to their household, two were not connected because they only recently arrived in Za'atari, two cited the location of their caravan, and one recently relocated within the camp.<sup>23</sup>

While all households should have a private toilet connected to the network, three households (1%) reported that they do not have one. For a toilet to be considered suitable according to UNICEF standards, it must have a network connection, impermeable flooring, a handwashing facility, permanent walls or curtains, and a concrete septic tank.

**Among the 99% of households who have a private toilet on their premise, 53% reported that the toilet meets all suitability criteria.** Among the households that reported to have toilets, all reported to have toilets that are connected to the network and have a concrete septic tank however, 35% reportedly do not have a handwashing facility, 30% do not have permanent walls or curtains, and 2% do not have impermeable flooring. Enumerators observed the sanitation facilities to verify household reports and found similar results, with 25% of households' toilets lacking walls or curtains, 1% without impermeable flooring, 0.3% without a concrete septic tank, and 2% without a network connection. When enumerators checked households' handwashing stations, they found that 53% have a handwashing station, 91% have soap, 74% have water collection in the latrine, and 53% had water collection in the kitchen. The proportion of households with toilets lacking a permanent wall or curtain and a handwashing facility has significantly increased since 2018, when only 5% of households lacked a handwashing facility and 14% lacked permanent wall or curtain.

**In total, 28% of households have reportedly faced desludging issues, a significant increase from the 2018 KAP survey when only 15% of households faced desludging issues. This is likely due to the age and lifespan of the sanitation infrastructure.** Households have been informed that if they face desludging issues, they should call the UNICEF WASH hotline number for assistance as ACTED and Oxfam are no longer responsible for operations of the WWN.<sup>24</sup> The majority of households reported being aware of the UNICEF WASH hotline, and no longer address issues through the ACTED or Oxfam hotlines. In total, 85% of households reported that they would call the UNICEF WASH hotline if they faced a desludging issue, while 7% would call the ACTED/Oxfam hotline, 2% would go to the community centre, and 4% did not know what they would do (see Figure 11).<sup>25</sup>

**Figure 11. Contacts households would seek assistance from in the case of a desludging issue<sup>26</sup>**



Community plumbers have been trained to address internal household plumbing issues in Za'atari such as connecting new fixtures or blockages. **In total, 26% of households reported having contacted their community plumber to address a problem with their plumbing.** The majority (88%) of these households were either satisfied or very satisfied with the services (see Figure 12).

<sup>22</sup> 2% are connected in the bathroom but not the kitchen, 0.3% connected in the kitchen but not the bathroom and 0.3% partially connected in the bathroom and not connected in the kitchen.

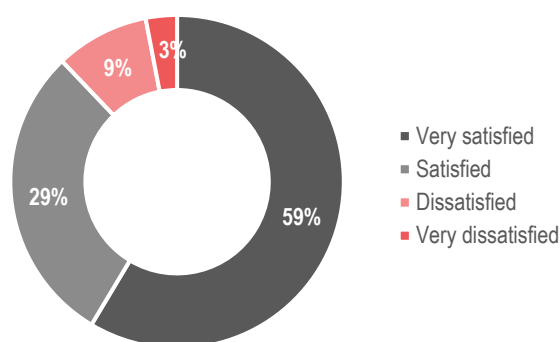
<sup>23</sup> Some caravan locations

<sup>24</sup> In the case of a desludging issue, the call to the hotline will then get directed to the sub-contractor to address. If the problem is a network problem, the household is not responsible for the costs. If the problem is actually an internal problem, then the household should contact the community plumber to address the issue. They are also responsible for the costs of repair if it is an internal problem.

<sup>25</sup> Multiple answers could be selected.

<sup>26</sup> Multiple answers could be selected.

Figure 12. Community plumber service satisfaction (% of households)



Those who were dissatisfied or very dissatisfied with the community plumber's services (12 households in total) thought the services were too expensive (6 households), the problem was only partially fixed (4 households), the problem was not fixed at all (2 households), or they had to wait a long time (2 households).<sup>27</sup> In general, households who have not contacted a community plumber had reportedly simply never required their services (93%), rather than believing that it is too expensive (1% of households), or that they are ineffective (<1%).

In 2017, volunteers living in Za'atari were trained by WASH actor's social mobilization teams to address minor waste water and water network repairs and maintenance work. These volunteers are called Cluster Focal Points (CFP), and were given tools to lend to residents of Za'atari to conduct their own minor repairs. In total, 48% of households have borrowed tools from their respective cluster focal points since the position was created in 2017. Of those who have not borrowed tools, commonly reported reasons included not needing the tools (68%), or not knowing who to ask (29%).<sup>28</sup>

## Recycling and solid waste management

**The proportion of households separating garbage for recycling purposes has continually declined since 2017.** While in 2017, 96% of households reportedly recycled at least sometimes, in 2018 this percentage decreased to 85%, and in 2019 only 76% of households reported recycling at least sometimes (56% always and 20% sometimes).

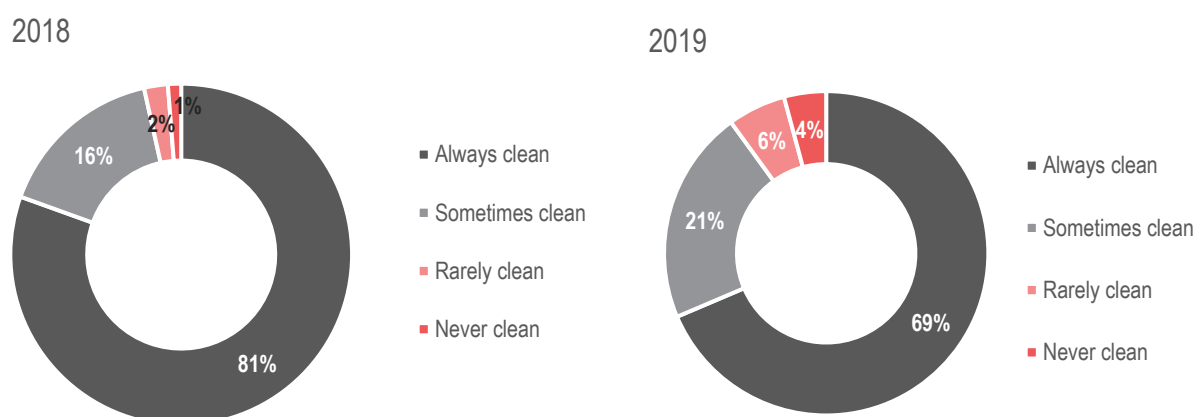
**The vast majority (98%) of those who either sometimes or always recycle do not face any challenges in recycling.** In the 2018 KAP survey, 92% of households who either sometimes or always recycle did not face any challenges in recycling. Thus, while the total percentage of households recycling has decreased, the percentage of households facing challenges while recycling has also decreased. This may suggest that those who faced challenges recycling have simply stopped recycling as a result. Those who do not recycle reported that they are not interested in recycling (71%), that they face challenges in understanding the sorting system (19%), or that the collection and sorting team does not pass by their home frequently enough (10%).

**Overall, households reported that the streets around them are kept clean.** When asked how often they believed the streets around them to be clean, only 10% of households reported that the streets around them are either rarely clean or never clean, while 90% said they are either always clean or sometimes clean (see Figure 13). This figure represents a slight decrease from the 2018 KAP survey when 97% of households believed the streets around them to be always (81%), or sometimes clean (16%). Additionally, only 35% of households reported being willing to do cleaning in a district different to the one they are residing in.

<sup>27</sup> Multiple answers possible.

<sup>28</sup> The remaining 3% cited "other" reasons.

Figure 13. Household perception of street cleanliness in 2018 and 2019



Those who reported that their streets are rarely or never clean (10% of all households) reported that it is primarily due to inefficiencies in the cleaning system (55%), wind moving dust and garbage (45%), and failure of the community to participate in cleaning (24%).<sup>29</sup> While 92% of households reportedly understood that it is the household's responsibility to move garbage from homes to the communal bins, 8% believe it is the responsibility of NGOs. This represents a slight decrease from 2018, when 98% of households believed it was the household's responsibility. Overall, households are unsure of how often municipal garbage bins are disinfected, as 40% of households reported that they do not know, 27% reported that they are never disinfected, 20% that it occurs once every two months and 14% reported garbage bin disinfection happening only once every month.

When garbage accumulates around the household, 67% of households reported taking responsibility and transporting the garbage to a communal garbage bin while 5% waited for cleaners or solid waste management teams to come. The majority of households reported that if solid waste is not properly thrown out, there are health risks (71%), an increase in insects (85%), and bad smells (60%), while a minority reported that it would result in adverse environmental impacts (39%), and rodents (31%).<sup>30</sup> This is similar to 2018 when 70% reported an increase in insects, 65% reported health risks, 54% reported bad smells, and 43% reported adverse environmental impacts. To prevent insects, rats and flies, households primarily reported spraying insect repellent (69%), keeping a clean caravan (33%), and setting up protection nets (27%).<sup>31</sup> If insects, rats or flies did appear, households sprayed insect repellent (83%), put out poison (50%), or set traps (7%), while only 9% reportedly did nothing.<sup>32</sup>

## Hygiene knowledge and practice

**Overall, households' knowledge of hygiene and health practices have stayed equal to levels reported in 2018.** When buying pre-prepared food, households primarily ensured food safety by consuming it within six hours (44%), keeping it in the fridge (39%), keeping it in closed containers (20%), or they do not buy pre-prepared food (14%).<sup>33</sup> The primary reported prevention methods against diarrhoea include handwashing before eating (79%), eating safe food (54%), washing hands after using the toilet (43%), covering food to protect from insects (40%), and washing food before cooking (35%).<sup>34</sup> In total, 65% of respondents were able to think of three or more prevention practices while 23% thought of two, 6% thought of one, and 6% thought of another (non-official) practice and 1% could not think of any (see Figure 14 for all reported practices). These primary reported methods are the same as those reported in 2018, though in 2018, a smaller percentage of households identified hand washing before eating (67%), and eating safe food (41%), while a greater percentage identified hand washing after using the toilet (54%).

<sup>29</sup> Multiple answers could be selected.

<sup>30</sup> Multiple answers could be selected. Similar proportions of households reported these adverse impacts in the 2018 KAP survey.

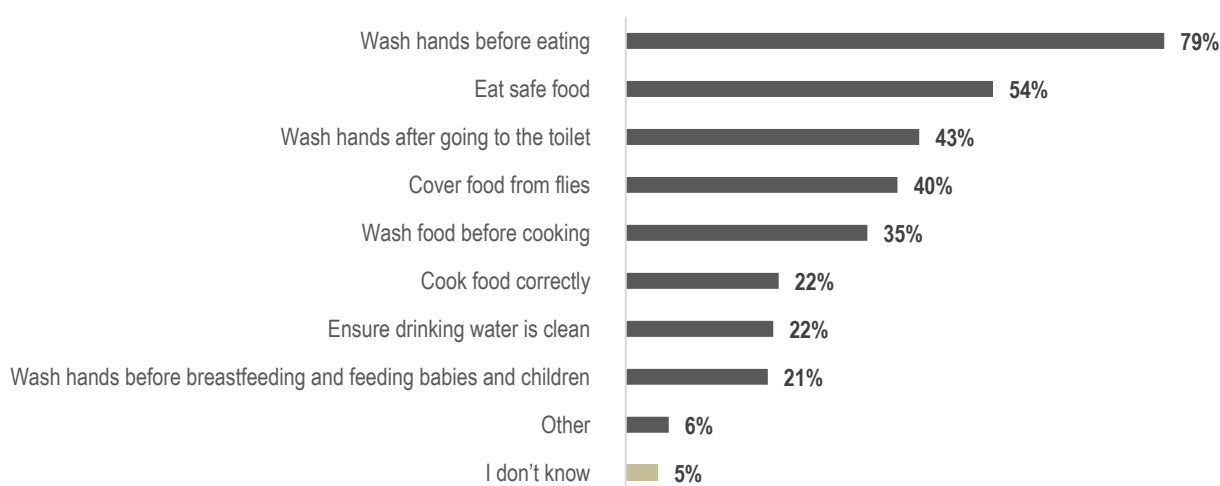
<sup>31</sup> Multiple answers could be selected.

<sup>32</sup> Multiple answers could be selected.

<sup>33</sup> Multiple answers could be selected.

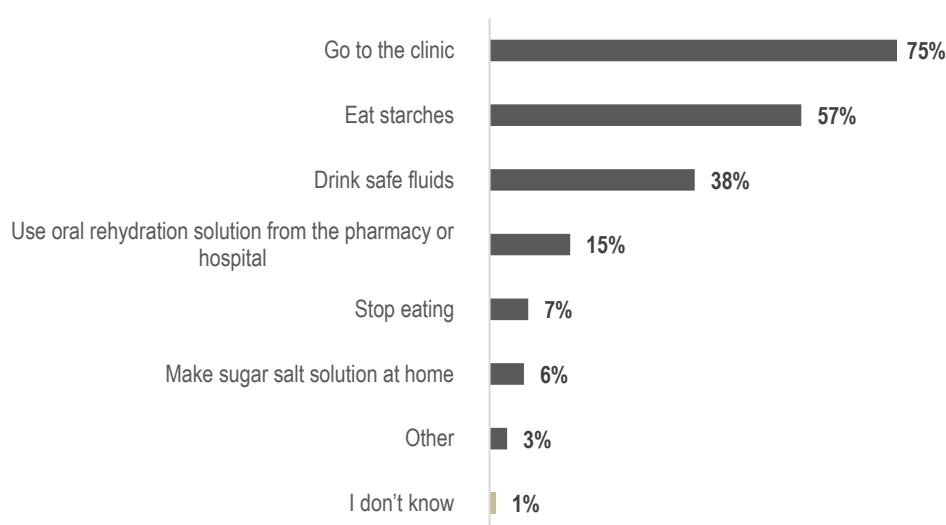
<sup>34</sup> Multiple answers could be selected.

**Figure 14. Reported household diarrhoea prevention practices**



In the case of a household member suffering from diarrhoea, 75% of households reported that they would go to the clinic, while 57% would eat starches, 38% would drink safe fluids, and 15% would use an oral rehydration solution from the pharmacy or hospital (see Figure 15 for all reported actions).<sup>35</sup> In 2018, households identified the same primary methods for treating diarrhoea.

**Figure 15. Reported household actions taken in case of diarrhoea**



The primary methods that households reportedly employ to prevent head lice include the maintenance of personal hygiene (81%), application of anti-lice lotion (54%), and avoidance of congested areas (20%). In 2018, households identified the same primary methods for preventing head lice.

**All households use soap to bathe, and nearly all households (99.5%) use soap to wash their hands.**<sup>36</sup> Households identified critical handwashing times to be after using the latrine (85%), before preparing food (83%), and before eating (73%) (see Figure 16).<sup>37</sup> In 2018, households identified the same critical handwashing times and used soap for bathing and handwashing. However, only 56% of households reported that handwashing before preparing food is important in 2018.

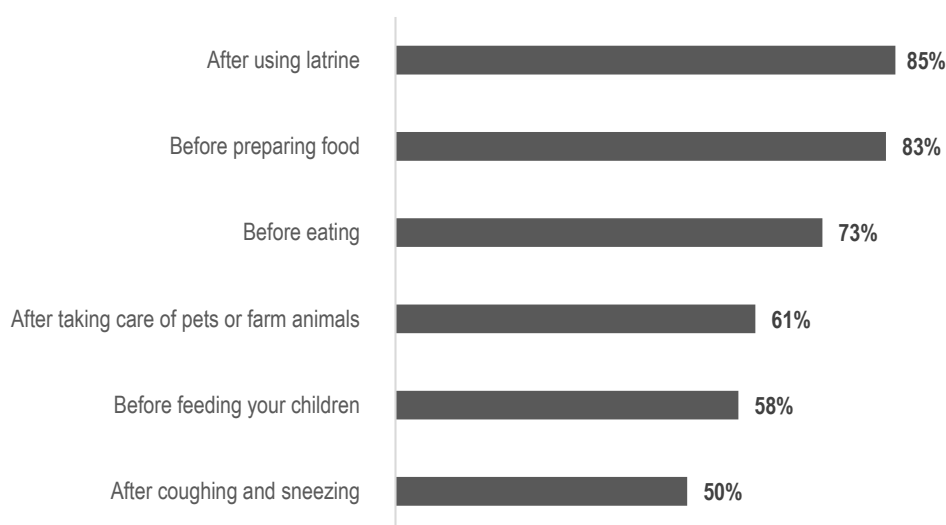
<sup>35</sup> Multiple answers could be selected.

<sup>36</sup> 0.5% reported to only use water to wash hands.

<sup>37</sup> Multiple answers could be selected.

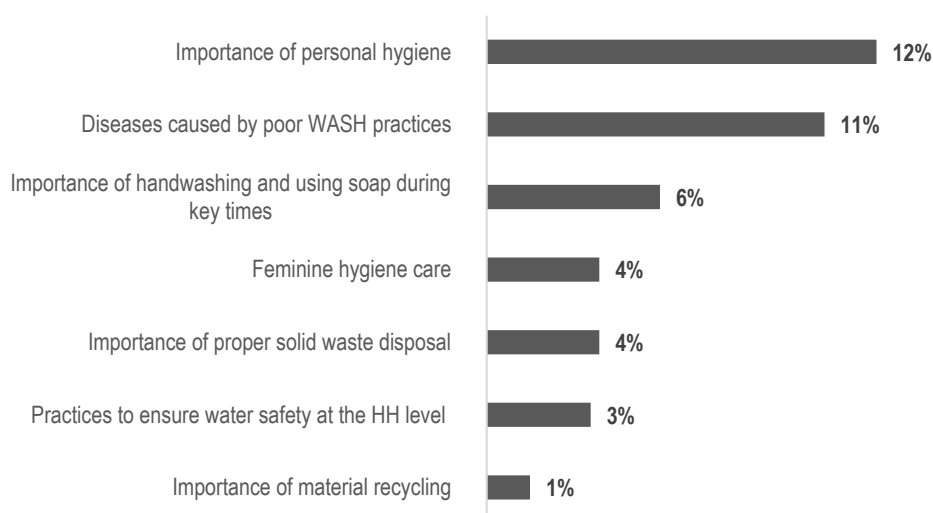


**Figure 16. Critical handwashing times identified by household respondents**



The majority of households (71%) reported not having any hygiene related information needs. A minority of households reported being interested in learning more about the importance of personal hygiene and diseases caused by poor WASH practices (see Figure 17 for all responses).

**Figure 17. Hygiene topics of interest to households**



Female respondents, interviewed by female enumerators, were asked additional questions about their practices and preferences regarding menstrual hygiene management. **The majority of women (86%) use sanitary towels during their periods while 2% do not use anything and 11% preferred not to answer the question.** This is similar to 2018 when 91% of women reported using sanitary towels. The vast majority of women (93%) reported not wanting to use another product, while 4% did not want to answer the question and 3% would like to receive better quality sanitary pads.

Of the women who use sanitary towels, a slight majority (54%) dispose of their feminine hygiene products by enclosing them in a separate bag or material before disposing of them in the household waste, while 31% throw them directly in the household waste and 14% use the communal garbage bin.<sup>38</sup> Only 3% of women reported a preference to dispose of their feminine hygiene products in a different way than they currently practice. Among the

<sup>38</sup> Multiple answers could be selected, 12% did not want to respond to the question.

3% (6 women) who would prefer another way, five would prefer to throw their feminine hygiene products directly in the household waste.

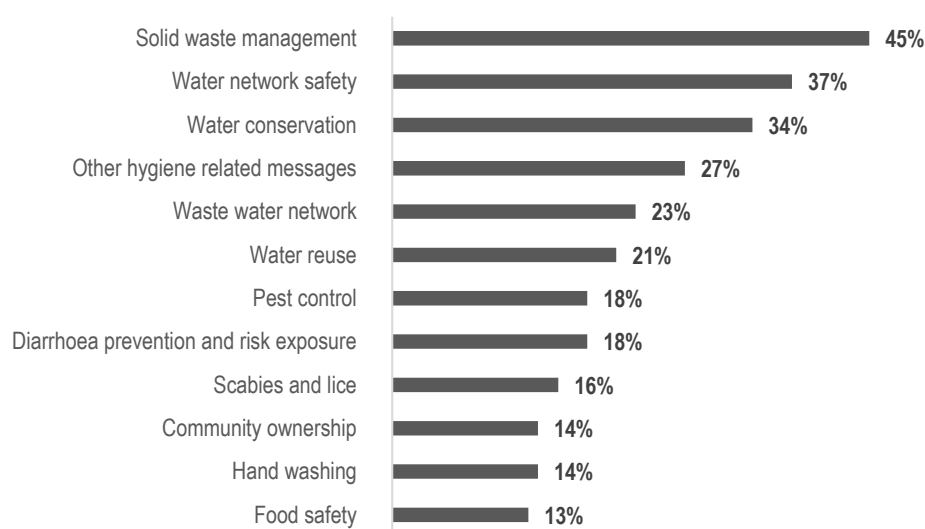
**The primary challenges women reported facing in regards to menstrual hygiene management included safety concerns (42%) followed by a lack of availability of materials (16%).** A minority of women also cited a lack of messages related to feminine hygiene care (8%), and the cost of materials (5%) and 43% of women did not believe there to be any challenges.<sup>39</sup>

## Community mobilization

The community mobilization team in Za'atari camp was created to provide information to residents on WASH related topics. **In the three months prior to the assessment, only 29% of households had received some information from the community mobilization team.**<sup>40</sup> This represents a significant decrease from the 2018 WASH survey, when 55% of households had received information from the community mobilization team in the three months prior.<sup>41</sup>

Among the 29% of households who received information from the community mobilization teams in the last three months, the most common messages included solid waste management (45%), water network safety (37%), water conservation (34%), other hygiene related messages (27%), information about the waste water network (23%), and water reuse (21%) (see Figure 18).<sup>42</sup>

**Figure 18. Community mobilization messages received by households**



Although 61% of households reported not having received any information from the community mobilization teams in the last three months, 46% of households reportedly were not interested in having activities or messages spread to them through the community mobilization teams. A minority of all households reported wanting messages related to other hygiene practices (17%), diarrhoea prevention and risk exposure (17%), water network safety (16%), pest control (14%), water conservation (14%), and water distribution (11%) (see Figure 19).<sup>43</sup>

<sup>39</sup> Multiple answers could be selected.

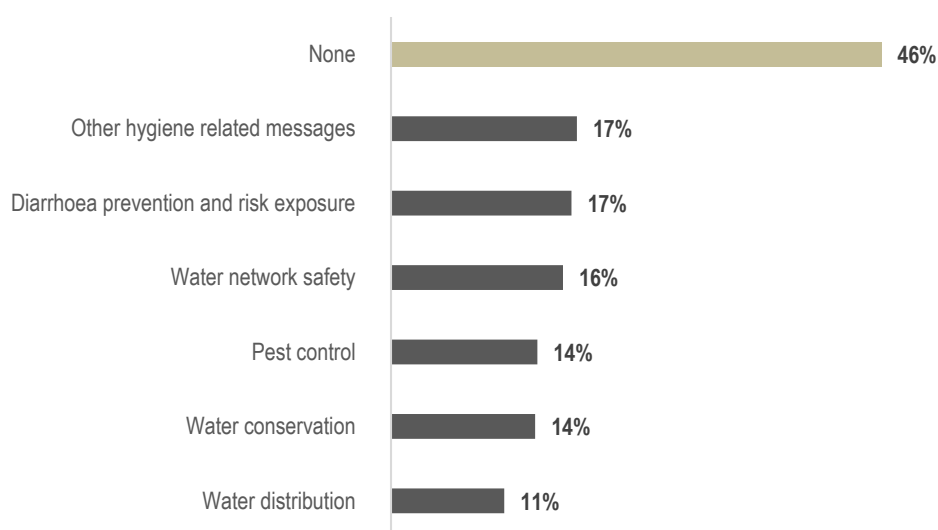
<sup>40</sup> No significant difference between male and female respondents, SPSS Chi square p-value of 0.137.

<sup>41</sup> SPSS Chi square p-value<0.001.

<sup>42</sup> Multiple answers could be selected.

<sup>43</sup> Multiple answers could be selected. Other answers with less than 10% of households selecting the response include information covering scabies and lice, information on the waste water network, information on solid waste management, water reuse, food safety, and hand washing.

Figure 19. Desired messages to be spread by community mobilization team<sup>44</sup>



Each district in Za'atari has community centres operated by ACTED or Oxfam.<sup>45</sup> In total, 36% of respondents reportedly went to ACTED or Oxfam community centres. The majority of those who reportedly visit the centres, reported going more than once a month (72%), while 24% go once a month, and only 4% go less than once a month. While the total proportion of households who visit community centres has significantly decreased since 2018 (60%), the frequency in which they visited has increased. In 2018, among those who visited community centres, 47% visited less than once a month, compared to only 4% in 2019. The primary reasons for visiting included attending community sessions (46%), for registrations (39%), or to issue complaints (38%). Those who do not go to the community centres reported that they do not have a reason to go (88%), while 8% reported that they have never been invited, and 3% were not interested.<sup>46</sup>

## Child water and hygiene knowledge

To understand the impact of sanitation and health education on the WASH comprehension and practices of children in Za'atari, children were asked a set of questions relating to WASH knowledge and practices. In total, 42% of households had an adult and child give consent for the child to participate in the survey. Among these households, 70% of children aged from 5 to 17 reported that they never go to Makani centres after school, while 15% reported attending almost always, and 15% said they attended only sometimes.

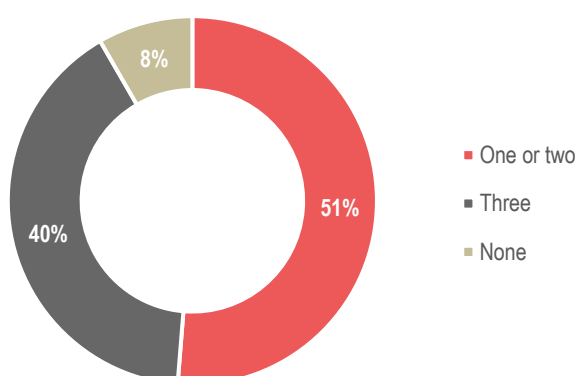
**Overall, 40% of children were able to correctly name three water conservation practices, while 48% could name one or two, and 12% could not name any (see Figure 20).** In total, 53% of children cited reuse of water to flush toilets, 43% cited the preservation of the environment and 39% explained that water conservation would allow allocated amounts of water to be sufficient to meet household needs.

<sup>44</sup> Multiple answers could be selected.

<sup>45</sup> Information based on consultations with the Za'atari WASH working group.

<sup>46</sup> Multiple responses possible.

Figure 20. Reported number of water conservation practices among children

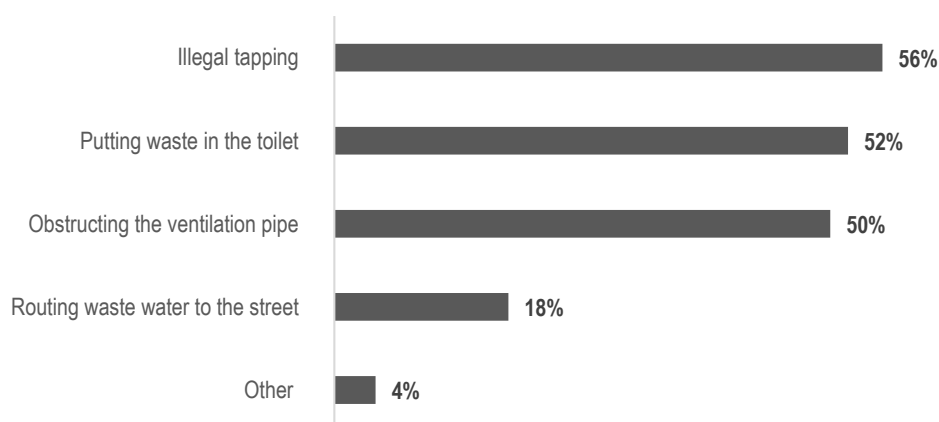


**A higher percentage of children could correctly name three diarrhoea prevention methods than water conservation practices;** 70% correctly named three, while 20% named one or two, and 10% could not name any. Primary prevention methods cited by the children include washing hands before eating (84%), eating safe foods (44%), covering food from flies (38%), and washing food before cooking (27%). In the three months before the survey, 52% of children reported that they had not received any health or hygiene messages from the community mobilization team. Of the children that reportedly had received messages, the messages were primarily about the water network (13%), other hygiene messages (10%), water conservation (10%), and solid waste management (8%).<sup>47</sup>

## Network responsibility and complaint mechanisms

To ensure the longevity and smooth operation of the water and waste water networks in Za'atari, residents have been instructed on the proper use of the networks, and were warned of activities that can harm the network and of those that are considered illegal. **A water and waste water network user manual was distributed when the network became operational in 2018 and 2019, however 97% of households reported not having one.** Among the 3% of households with access to the manual, all found it beneficial to inform their household of the communication methods and proper use of the network. Similarly, Sada Za'atari posts WASH information to Facebook, Twitter, and Instagram, however only 3% reported having seen a post, 23% of respondents have never heard of it and 74% have never seen a post though they have heard of Sada Za'atari.<sup>48</sup> Around half of respondents cited illegal tapping (56%), putting waste in the toilet (52%), and obstructing the ventilation pipe (50%) as illegal activities, while 18% cited the routing of waste water into the street (see Figure 21). In total, 53% of households were able to cite two illegal practices relating to the network while the remaining 47% only mentioned one practice.

Figure 21. Reported activities considered as violations of the water and waste water network



<sup>47</sup> Multiple answers could be selected.

<sup>48</sup> [Sada Za'atari](#) is a page with "Stories and Experiences narrated by Syrian Refugees in Za'atari camp in Jordan".

While there was a significant increase in network ownership between 2017 and 2018, in 2019 respondent understanding of their responsibility for the WWN was nearly equal to the 2018 KAP survey. In total, 74% of respondents understand that it is their household's responsibility to maintain the WWN at the household level, compared to 76% of respondents in 2018. For the water network, 79% of respondents reported being aware that the responsibility for maintaining the water network (at the household level) is a household responsibility. Similarly, in the case of a complaint about the water or WWN, 75% and 74% of respondents are aware that they should contact UNICEF to issue a complaint (see Figure 22). Although ACTED and Oxfam are no longer responsible for the water and WWN in Za'atari, nearly a quarter of households believed that they should address their complaints to these organizations. In regards to complaint mechanisms, a slightly greater percentage of households are aware that the UNICEF hotline should be used (81% for the water network and 83% for the WWN) (see Figure 23).

Figure 22. Household knowledge of who to contact regarding complaints about water network and WWN<sup>49</sup>

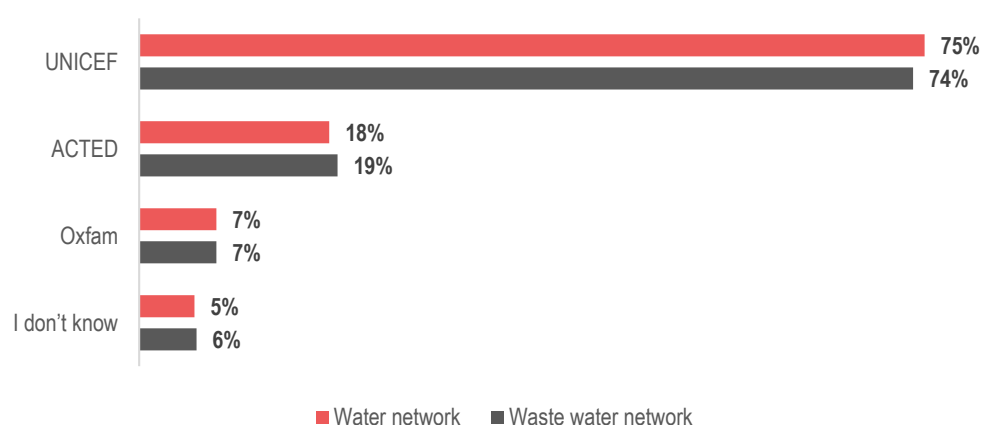
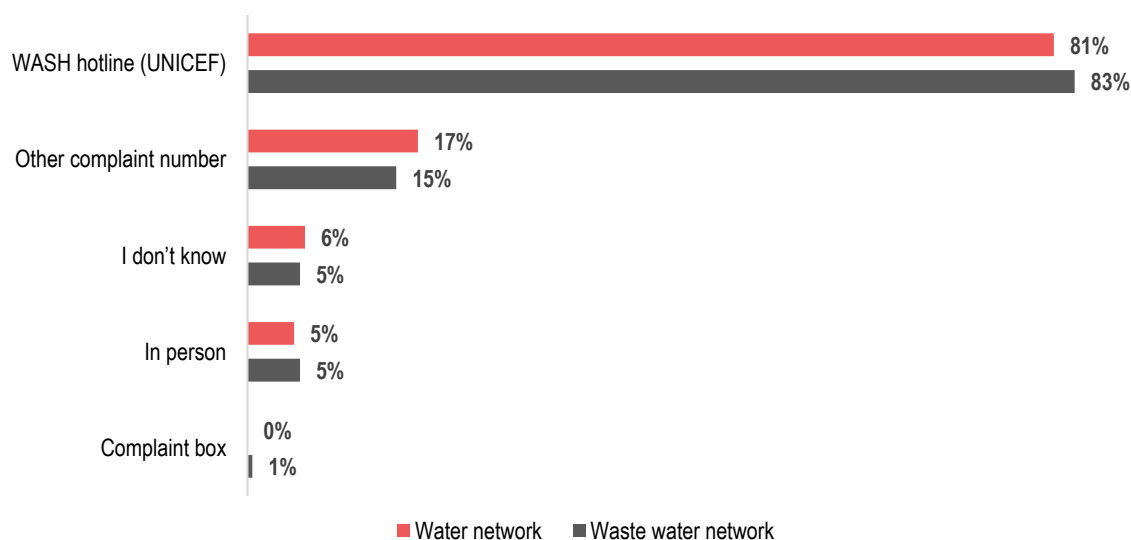


Figure 23. Household knowledge regarding complaint mechanism for water network and WWN



Overall, the majority of households reported being satisfied using the UNICEF hotline as a complaint mechanism. In total, 34% reported being very satisfied, 39% are somewhat satisfied, while 14% of households reportedly are somewhat or very unsatisfied with the mechanisms available.<sup>50</sup> The majority of households (68%) would not prefer to use another complaint mechanism while 16% would like to issue feedback at a community centre, 7% would like to go to UNICEF's office, and 10% would like to use WhatsApp or SMS. The vast majority (93%) of households feel that UNICEF and their contracted partners are willing, open and interested in

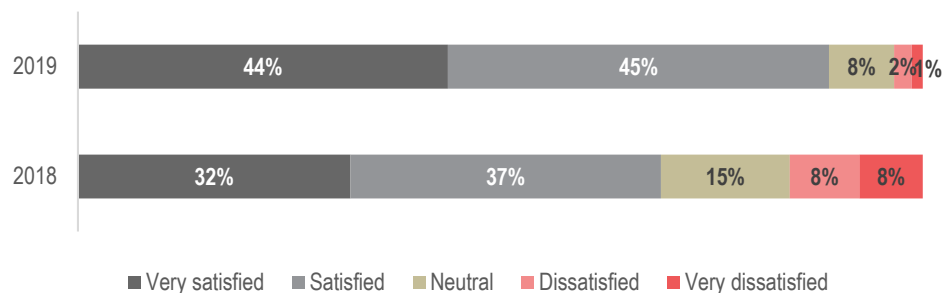
<sup>49</sup> Multiple answers could be selected. Other answer options with less than or equal to 1% of households responding include UNHCR, community focal point private contractors, and "other".

<sup>50</sup> Another 13% were neutral about the complaint mechanisms.

listening to them, and 95% feel well respected by UNICEF and their contracted partner's staff. These reports are nearly equal to the household reports in 2018.

**In terms of general WASH service satisfaction, households are much more satisfied with such services than in the 2018 KAP survey.** Only 3% of households are either dissatisfied or very dissatisfied, compared to 40% of households in 2018, while 89% are satisfied or very satisfied (in 2019) (see Figure 24).

Figure 24. Household satisfaction with WASH services in 2018 and 2019



This significant change in satisfaction levels could be due to the introduction of the water network to all districts since the 2018 KAP survey was conducted. In addition, 58% of households did not have any concerns in regards to WASH services in their district, while 17% had concerns about the waste water network, 16% had concerns about sufficient water quality provision and only 4% reported having concerns about the main water network.<sup>51</sup> The primary community priorities among households for 2019 included accessing electricity (52%), improved shelter (39%), improved public space (34%), finding work (30%), improved health services (18%), and improved education services (12%).<sup>52</sup>

<sup>51</sup> Multiple answers could be selected.

<sup>52</sup> Multiple answers could be selected.



## CONCLUSION

This report sought to evaluate and update the current knowledge, attitude and practices toward WASH of Za'atari camp residents. The purpose was to understand camp residents' sense of ownership of the water network, as well as to understand the extent to which residents feel represented in terms of WASH services provision. In doing so, it aims to inform the WASH services and education provided by humanitarian actors, as well as to inform UNICEF's efforts regarding increasing water conservation and customer service satisfaction and accountability in Za'atari camp.

The assessment found that the integration of the water network has been successful as households are connected to the network and have increased satisfaction with WASH services. The majority of households have incorporated important water safety practices such as covering and cleaning their tanks. Households have generally adapted to the amount of water they receive as a greater proportion have begun practicing water conservation methods than in past years. Leakages and illegal tapping of the water network are prevalent throughout the camp, and though households have some understanding of the consequences of illegal tapping and proper steps to take in the case of leakages, further education regarding these consequences and proper ways to address such situations is necessary.

The majority of households are fully connected to the WWN and have a private toilet. Only 3% of households have moved or added fixtures to their houses that require connection. However, 47% of houses have toilets that fail to meet all suitability criteria. Households that lack suitable toilets primarily require suitable handwashing stations and permanent walls or curtains for the toilet. While desludging issues have increased since 2018, households are generally aware of the mechanisms available to address such issues, such as requesting the services of community plumbers, or calling the UNICEF WASH hotline. While the majority of residents understand that the UNICEF WASH hotline should be used to make requests and submit complaints, and are satisfied with this complaint mechanism, a minority of households are unaware of these mechanisms and processes.

Overall, households know appropriate measures and practices necessary to prevent things such as diarrhoea and head lice, and are generally well able to report correct hygiene practices. These findings are similar to those in 2018. A minority of households expressed interest in learning more about different hygiene behaviours, while the majority said they were not interested in receiving such messages. Among the children surveyed, knowledge gaps remain in terms of appropriate methods of preventing diarrhoea and in understanding the importance of water conservation practices.

Household interaction with the community mobilization team, and visits to community centres, have decreased significantly since 2018. Additionally, households expressed a decreased desire to receive information through these mechanisms. Only 3% of households have access to the water and waste water network manual, and only 3% of respondents have seen a WASH related post from Sada Za'atari. Even with low interaction levels, household understanding of network ownership has stayed consistent with levels reported in 2018, and general WASH satisfaction has increased dramatically.

## Annex 1: Household Questionnaire

### Introduction:

Hello, my name is \_\_\_\_\_ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan, to provide them with accurate information about the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment in partnership with UNICEF so as to assess the water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camps' residents and highlight the satisfaction of the refugees in the camp as regards to WASH services. The data will be collected in an anonymous way and your name will not be associated with it. At the end of the survey we will also be asking if we can see your WASH infrastructure to verify that you have been provided what you need.

### 1. Introduction and demographics:

1.1 Are you willing to take part in this interview?

- ☐ Yes
- ☐ No

1.2 Record district number: \_\_\_\_\_

1.3 Record block number: \_\_\_\_\_

1.4 Do you know the household address?

- ☐ Yes
- ☐ No

1.4.1 Record Caravan number: \_\_\_\_\_

### 2. Demographics

2.1 Gender of respondent

- ☐ Male
- ☐ Female

2.2 Age of respondent: \_\_\_\_\_

2.3 Is the respondent the head of household?

- ☐ Yes
- ☐ No

2.4 What is the gender of HoHH?

- ☐ Male
- ☐ Female

2.5 What is the age of HoHH?: \_\_\_\_\_

2.6 Excluding HoHH and respondent, how many people in the following age brackets live in this HH

- ☐ 1 to 18:
- ☐ 19 to 59:
- ☐ 60+ :

2.7 We would like to ask you a few questions concerning your/ your household's health and ability to do everyday tasks. Would you be willing to answer these questions?

- ☐ Yes
- ☐ No

2.7.1 Do you and/ or any other member of your household have any health concerns which impacts your/ their ability to do everyday tasks?

- ☐ Yes, me personally

- ☐ Yes, another member of my household
- ☐ Yes, me personally, and other member/members of my household
- ☐ No
- ☐ Prefer not to answer

2.7.3 What kind of health concerns do you face?

- ☐ Difficulties seeing even when wearing glasses
- ☐ Difficulties hearing even when using hearing aid
- ☐ Difficulties walking or climbing stairs,
- ☐ Difficulties remembering or concentrating
- ☐ Difficulties washing all over or dressing
- ☐ Difficulties communicating even in native language
- ☐ Other

2.7.3 What kind of health concerns does your household member(s) face?

- ☐ Difficulties seeing even when wearing glasses
- ☐ Difficulties hearing even when using hearing aid
- ☐ Difficulties walking or climbing stairs,
- ☐ Difficulties remembering or concentrating
- ☐ Difficulties washing all over or dressing
- ☐ Difficulties communicating even in native language
- ☐ Other

### 3. Questions for children

3.1 How many children are near you (whom you can give consent for) who would be willing to answer three short survey questions?

[Enter number]

3.2 How old are they?

[Enter ages]

*Random number selection*

3.3 Are you willing to participate in the interview?

- ☐ Yes
- ☐ No

3.4 Do you ever go to a Makani centre after school?

- ☐ Yes, sometimes
- ☐ Yes, almost always
- ☐ No

3.4.1 If yes, which Makani centre? (enter number)

3.5 Can you name three benefits of water reuse?

- ☐ Ensuring that the water allocated per person is sufficient to meet needs
- ☐ Reused water can be used to flush toilets
- ☐ Reused water can be used to water plants
- ☐ Preserving the environment
- ☐ Preserving Jordan's water as it is a water scarce country

3.6 What are ways to prevent against diarrhoea? Try to think of at least three.

- ☐ Wash hands before eating

- ☐ Eat safe food
- ☐ Wash food before cooking
- ☐ Cover food from flies
- ☐ Cook food correctly
- ☐ Wash hands before breastfeeding + feeding babies and children
- ☐ Wash hands after going to the toilet
- ☐ Ensure that drinking water is clean
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

3.7 What personal or food hygiene messages have you learned about through community mobilizers in the last three months?

- ☐ Water network safety
- ☐ Waste water network
- ☐ Solid waste management
- ☐ Water conservation
- ☐ Hand washing
- ☐ Food safety
- ☐ Diarrhoea prevention and risk exposure
- ☐ Pest control
- ☐ Scabies and lice
- ☐ Other hygiene related messages
- ☐ Water reuse
- ☐ Community ownership
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

#### 4. Water:

4.1 Is your house connected to the water network?

- ☐ Yes
- ☐ No

4.2 Why not?

- ☐ Because I recently arrived in Za'atari
- ☐ Because I recently relocated in Za'atari
- ☐ Because I recently got a new water tank
- ☐ Other please specify

4.3 What is the main source of water for washing?

- ☐ Water tank connected to the water network
- ☐ Communal tank
- ☐ Private tank with trucked water
- ☐ Purchased water/bottled water

4.3.1 What is the main source of water for cleaning?

- ☐ Water tank connected to water network
- ☐ Communal tank
- ☐ Private tank with trucked water
- ☐ Reused water

- ☐ Purchased water/bottled water

4.3.2 What is the main source of water for cooking?

- ☐ Water tank connected to water network
- ☐ Communal tank
- ☐ Private tank with trucked water
- ☐ Purchased water/bottled water

4.3.3 What is the main source of water for drinking?

- ☐ Water tank connected to water network
- ☐ Communal tank
- ☐ Private tank with trucked water
- ☐ Purchased water/bottled water

4.4 (Only asked if 4.1 is NO) What do you do to keep water safe/disease free?

- ☐ I clean the water tank
- ☐ I leave the water to stand
- ☐ I treat water with chlorine
- ☐ I boil water
- ☐ I use a purifier
- ☐ I keep the water tank's cover closed
- ☐ I don't do anything
- ☐ Other please specify

4.4.1 (Only asked if 4.4 is purifier) What type of purifier do you use?

- ☐ A new one
- ☐ A second hand one
- ☐ I don't know

4.5 How many water tanks does your HH have?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ Other

4.5.2 What is the capacity of your water tank(s)?

- ☐ 1 m3
- ☐ 2 m3
- ☐ Other, please specify

4.6 Are you aware of the water filling cycle for your district (i.e. When does your water tank get filled?)

- ☐ Yes
- ☐ No

4.6.1 If yes, how often does your tank get filled?

- ☐ Every five days
- ☐ Every six days
- ☐ Other

4.7 How much water (in litres) is each person in Zaatar supposed to receive?

- ☐ Below 35 litres
- ☐ 35 litres

- ☐ More than 35 litres
- ☐ I don't know

4.7.1 How satisfied are you with the amount of water you receive?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

4.7.2 Do you think people are indeed receiving 35 litres at the camp?

- ☐ Yes, everyone
- ☐ Some are, and some are not
- ☐ No
- ☐ I don't know

4.8 How often do you think they received this much water?

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely

4.8.1 If sometimes, or rarely, why not?

- ☐ WASH service is not reliable
- ☐ There are shortages of water
- ☐ Illegal tapping
- ☐ Leaking of the water tank pipes
- ☐ Leaking of the water network
- ☐ Other please specify

4.9 How satisfied are you with the water quality?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Acceptable
- ☐ Dissatisfied
- ☐ Very dissatisfied

4.9.1 If dissatisfied or very dissatisfied, why?

- ☐ Bad taste
- ☐ Bad smell
- ☐ Poor quality/high chlorine level
- ☐ Water turbidity
- ☐ Other please specify

4.9.2 If dissatisfied, or very dissatisfied, have you had someone come to check your water quality (or have you checked it yourself)?

- ☐ Yes
- ☐ No

4.9.3 If no, why not?

- ☐ I don't know who to call
- ☐ It is too expensive
- ☐ Other please specify



4.10 Have you cleaned your water tank in the last two years (either you personally or had someone else clean it)?

- ☐ Yes
- ☐ No

4.10.1 Why don't you clean the water tank?

- ☐ This is not my responsibility
- ☐ I don't know how to clean it
- ☐ I don't have the required equipment to do so
- ☐ It is too expensive
- ☐ It has not needed to be cleaned
- ☐ Other please specify

4.11 What do you do to ensure that 35 litres per person per day is enough to meet your needs?

- ☐ I limit water usage
- ☐ I do my laundry less often
- ☐ I do laundry once my tank is refilled
- ☐ I purchase more water
- ☐ I reuse water
- ☐ HHs members try to limit the number of showers they are taking
- ☐ I don't do anything
- ☐ Other please specify

4.12 What could be done/system could be set up to ensure that the amount of water that is currently provided to you is enough to meet your basic HH needs?

- ☐ Ensure the maintenance of water tank (e.g. that there is no leakage, that the water tank is frequently cleaned to ensure the quality of the water)
- ☐ Install rainwater harvesting tanks
- ☐ Install water saving devices on the faucets
- ☐ Reuse/recycle water
- ☐ No system could enable the amount of water that is currently provided to my household to be enough to meet our needs
- ☐ I don't know
- ☐ Other please specify

4.13 What has been the impact of the construction of the water network in terms of your water provision?

- ☐ Worse
- ☐ The same
- ☐ Improved

4.13.1 If improved, how?

- ☐ Improved water quality
- ☐ Improved water quantity
- ☐ Improved water provision's reliability
- ☐ Other please specify

4.13.2 If worsened, how?

- ☐ Decreased water quality
- ☐ Decreased water provisions reliability
- ☐ Other please specify

4.14 Have you ever seen any leakages in the water network?

- ☐ Yes

- ☐ No

4.14.1 If yes, what did you do about the leakage in the water network?

- ☐ Called the WASH (UNICEF) hotline
- ☐ Contacted NGO
- ☐ Fixed it myself
- ☐ Nothing
- ☐ other please specify

4.14.1.1. If called WASH(UNICEF) hotline, how long did it take for them to respond?

- ☐ Call was not answered
- ☐ More than 24 hours to answer my call or call back
- ☐ Call was answered immediately to lodge complaint
- ☐ Other

4.14.2 If called WASH (UNICEF) hotline, how satisfied were you with the response you received?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

4.14.3 If dissatisfied or very dissatisfied, why?

- ☐ I did not receive an answer/solution to the problem
- ☐ I did not like the answer/solution I received
- ☐ It takes a long time for UNICEF to take any action on the complaints (more than 48 hours)
- ☐ Other

4.15 From your experience living in Za'atari, what could be the cause of a leakage in the water network?

- ☐ Overuse
- ☐ Poor maintenance
- ☐ Illegal tapping
- ☐ Network connectivity default
- ☐ Poor quality of network materials
- ☐ I don't know
- ☐ Other please specify

4.16 According to you, what could be the consequence of a leakage in the water network?

- ☐ Health concerns
- ☐ Drop in the quantity of water provided to HHs
- ☐ Requirement to undertake maintenance work
- ☐ I don't know
- ☐ Wasting water
- ☐ other please specify

4.17 Do you think illegal tapping of the water network is a problem?

- ☐ Yes, a big problem
- ☐ Yes, somewhat of a problem
- ☐ No, not a problem

4.17.1 If yes, why do you believe it is a problem?

- ☐ Health concerns
- ☐ Wasting water

- ☐ Decreases the quantity of water neighbours receive
- ☐ Other

4.17.2 What types of illegal tapping have you seen?

- ☐ Illegal connection
- ☐ Water pumps
- ☐ Extra storage
- ☐ Other (please specify)

4.18 According to you, what could be the consequence of illegal tapping in the water network?

- ☐ Health concerns
- ☐ Drop in the quantity of water provided to HHs
- ☐ Necessity to undertake maintenance work
- ☐ Wasting water
- ☐ I don't know
- ☐ Other please specify

4.19 According to you, is Jordan a water scarce country?

- ☐ Yes
- ☐ No
- ☐ I don't know

4.20 According to you, what are water conservation practices? (please try to think of at least three) (DO NOT READ answers)

- ☐ Close taps after usage
- ☐ Do not waste water when showering, use a bucket to shower
- ☐ Repair leaking or broken taps
- ☐ Check water supply connections for leaks
- ☐ Use pots to hold water to wash hands in
- ☐ Report malfunctions, vandalism or violation of the network through the hotline
- ☐ Reuse water

4.21 If you had a problem with plumbing inside your house, would you want to contact the community plumber to address the issue?

- ☐ Yes
- ☐ No

4.22 If no, why?

- ☐ It is too expensive
- ☐ I do not feel comfortable
- ☐ I do not know who to call
- ☐ I do not believe they can fix it
- ☐ They are too busy to come fix it
- ☐ Other

4.23 Have you ever contacted the community plumber to fix your HH water network?

- ☐ Yes
- ☐ No

4.24 If yes, how satisfied were you with the community plumber's services?

- ☐ Very satisfied
- ☐ Satisfied

- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

4.24.1 If dissatisfied or very dissatisfied, why?

- ☐ It was too expensive
- ☐ The problem was only partially fixed
- ☐ The problem was not fixed at all
- ☐ I had to wait a long time
- ☐ Other

## 5. Household sanitation facilities:

5.1 Is your household fully connected to the waste water network, both kitchen and bathroom?

- ☐ Yes
- ☐ No

5.1.1 Why not?

- ☐ Because of the location of my caravan
- ☐ Because I recently arrived in Za'atari
- ☐ Because I recently relocated in Za'atari
- ☐ Because I added new fixtures (toilet, or sink)
- ☐ other please specify

5.2 Does your structure have a private toilet on premise?

- ☐ Yes
- ☐ No

5.2.1 Is/are any of the following NOT provided to your private toilet?

- ☐ Network connection
- ☐ Concrete septic tank (Hint: should be part of network connection, about one per every four houses).
- ☐ Impermeable flooring (made of ceramic/plastic/stone tiles, concrete or wooden panels)
- ☐ Permanent walls or curtains (Hint: if curtains are put-up and taken down as and when someone needs the toilet then this does not count as permanently installed)
- ☐ A handwashing facility (This can be a tap or bucket of water)
- ☐ No, the premise meets all the above-mentioned criteria

5.3 What has been the impact of your connection to a septic tank (PRC) in terms of your sanitation situation?

- ☐ Worse
- ☐ The same
- ☐ Improved

5.3.1 If worse, how?

- ☐ Septic tank overflowing
- ☐ Septic tank blockage
- ☐ Vent smelling
- ☐ Maintenance too expensive
- ☐ The maintenance of the waste water network is not done in the timely manner
- ☐ Other

5.4 Have you already faced any desludging issues since you have been connected to the network?

- ☐ Yes

- ☐ No

5.5 Who would/do you contact if you had a problem with the desludging service?

- ☐ I would call the WASH (UNICEF) hotline number
- ☐ I would call the hotline for ACTED/Oxfam
- ☐ I would go to the community centre I would speak to someone directly
- ☐ I would go to block representative
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other (specify)

5.6. Are you aware of cluster focal points who you can borrow tools from?

- ☐ Yes
- ☐ No
- ☐ Don't Know

5.6.1 Have you ever borrowed tools from the cluster focal points?

- ☐ Yes
- ☐ No

5.6.2 If no, why?

- ☐ They no longer have tools
- ☐ I was unaware that they have tools
- ☐ I have not had any problems that need fixing
- ☐ I have tools myself
- ☐ Other

5.7 If you had a problem with your HHs waste water connection, would you want to contact the community plumber to address the issue?

- ☐ Yes
- ☐ No

5.8 If no, why?

- ☐ I do not feel comfortable
- ☐ I do not know who to call
- ☐ I do not believe they can fix it
- ☐ They are too busy to come fix it
- ☐ It is too expensive
- ☐ Other

5.9 Have you ever contacted the community plumber to fix your HH waste water network?

- ☐ Yes
- ☐ No

5.9.1 If yes, how satisfied were you with the community plumber's services?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

5.9.2 If dissatisfied or very dissatisfied, why?

- ☐ It was too expensive

- ☐ The problem was only partially fixed
- ☐ The problem was not fixed at all
- ☐ I had to wait a long time
- ☐ Other

**6. Recycling and solid waste management:**

6.1 Do you currently separate garbage in your household for recycling?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ Never

6.2 Do you face any challenge when you recycle?

- ☐ Yes
- ☐ No

6.2.1 What challenges do you face when recycling?

- ☐ The collection and sorting team does not pass by my place frequently enough
- ☐ The recycling service is not reliable
- ☐ There is not schedule for the collection and sorting team to pass by my place
- ☐ I face challenge understanding the sorting system
- ☐ Other

6.2.3 If you do not recycle, why not?

- ☐ The collection and sorting team does not pass by my place frequently enough
- ☐ The recycling service is not reliable
- ☐ There is not schedule for the collection and sorting team to pass by my place
- ☐ I am not interested in recycling
- ☐ I face challenge understanding the sorting system
- ☐ Other

6.3 Do you compost food leftover materials?

- ☐ Yes
- ☐ No

6.4 How often is the street near your caravan clean?

- ☐ Always clean
- ☐ Sometimes clean
- ☐ Rarely clean
- ☐ Never clean

6.4.1 If rarely clean or never clean, why?

- ☐ The cleaning system that is currently set up is not working well
- ☐ The community is not participating (enough) in cleaning the streets
- ☐ Because of the wind and dust moving dirt and garbage
- ☐ Other please specify

6.5 Whose responsibility is it to transport garbage from homes to the communal bins?

- ☐ Household's members
- ☐ NGO
- ☐ UN agency
- ☐ Other

6.5.1. In your opinion, how often is the municipal garbage bins disinfected?

- ☐ Once every month
- ☐ Once every two months
- ☐ Never happened
- ☐ Don't Know/ Not sure

6.6 What do you do if there is garbage accumulated around your household?

- ☐ I transport garbage from my household to the communal bins
- ☐ I wait for the cleaners/solid waste management team to come
- ☐ I call the complaint number
- ☐ I burn the garbage
- ☐ I bury the garbage
- ☐ There is no garbage accumulation in my area
- ☐ Nothing
- ☐ Other

6.7 What will happen if solid waste is not properly (i.e. timely, thrown in designated bins etc.) disposed?

- ☐ Health risks/Disease spread increase
- ☐ Adverse environmental impact
- ☐ Bad smell
- ☐ Increase of insects
- ☐ Other

6.8 How do you prevent the presence of insects/rats/flies in your household?

- ☐ Do not leave food scraps out
- ☐ I spray insect repellent
- ☐ I set up protection nets on my windows and /or doors
- ☐ Do not dry bread where pests can access it
- ☐ Put food in metal containers
- ☐ Hang food containers
- ☐ Keep the caravan or kitchen very clean
- ☐ Ensure that solid waste is properly disposed
- ☐ Not keeping pets
- ☐ There is nothing that can prevent them
- ☐ I don't want to answer
- ☐ Nothing
- ☐ Other

6.9 What do you do if you face the presence of insects/rats/flies in your household?

- ☐ Put out poison
- ☐ I spray insect repellent
- ☐ I set up a trap to catch them
- ☐ There is nothing that can prevent them
- ☐ Nothing
- ☐ I don't want to answer

6.10 Would it be ok with you to do cleaning in a district different than the one you are residing in?

- ☐ Yes
- ☐ No

## 7. Hygiene promotion:

7.1 When you buy pre-prepared (cooked) food from the market, how do you make sure that it is safe to eat?

- ☐ I keep it in the fridge
- ☐ I consume it before 6 hours
- ☐ I keep it in a closed container
- ☐ I keep it out of direct sunlight
- ☐ I do not buy cooked food from the market
- ☐ I don't do anything
- ☐ I don't know
- ☐ Other

7.2 If somebody in your household had diarrhoea (which is 3 or more loose watery stools in the last 24 hours), what would be the first three things that you would do?

- ☐ Go to the clinic
- ☐ Drink safe fluids
- ☐ Use oral rehydration solution from the pharmacy/hospital
- ☐ Make sugar salt solution at home
- ☐ Stop eating
- ☐ Eating starches
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

7.3 How can people prevent themselves and their children from getting diarrhoea? Please list at least three ways, if you can.

- ☐ Wash hands before eating
- ☐ Eat safe food
- ☐ Wash food before cooking
- ☐ Cover food from flies
- ☐ Cook food correctly
- ☐ Wash hands before breastfeeding + feeding babies and children
- ☐ Wash hands after going to the toilet
- ☐ Ensure drinking water is clean
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

7.4 How can people prevent themselves and their children from getting head lice?

- ☐ Avoid congested areas
- ☐ Take affected family member to hospital
- ☐ Apply anti-lice lotion
- ☐ Use a lice comb
- ☐ Keeping the caravan cleaned
- ☐ Maintaining Personal Hygiene
- ☐ I don't know
- ☐ Other

7.5 To your knowledge, what are the critical times to wash your hands?

- ☐ Before preparing food
- ☐ Before eating
- ☐ Before feeding your children
- ☐ After using latrine
- ☐ After coughing and sneezing
- ☐ After taking care of pets or farm animals



- ☐ Other
- ☐ I don't know

7.5.1 What do you usually use to wash your hands in your household?

- ☐ Soap (this includes liquid soap and sanitizers)
- ☐ Water only
- ☐ Other

7.5.2 Why don't you use soap?

- ☐ I don't see the use of it
- ☐ I cannot afford it
- ☐ Other

7.5.3 What do you usually use to bathe in your household?

- ☐ Soap (this includes liquid soap and sanitizers)
- ☐ Water only
- ☐ Other

7.5.4 Why don't you use soap?

- ☐ I don't see the use of it
- ☐ I cannot afford it
- ☐ Other

7.6 Which feminine hygiene products do you use during your period?

- ☐ Sanitary towels
- ☐ Reusable cloth
- ☐ Tissue
- ☐ I don't use anything
- ☐ I don't know
- ☐ I don't want to answer

7.7 Once used, how do you dispose of your feminine hygiene products?

- ☐ Regular household waste
- ☐ Toilet
- ☐ Main garbage bin
- ☐ Wash and re-use
- ☐ Enclosed in separate bag/material before disposal in HH waste
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

7.8 Would you prefer disposing of your feminine hygiene products in another way?

- ☐ Yes
- ☐ No
- ☐ I don't want to answer

7.8.1 If yes, how?

- ☐ Regular household waste
- ☐ Toilet
- ☐ Main garbage bin
- ☐ Wash and re-use
- ☐ I don't know
- ☐ I don't want to answer

- ☐ Other

7.10 Do you face any other challenges with menstrual hygiene management?

- ☐ Safety concerns
- ☐ Cost of materials
- ☐ Lack of availability of materials
- ☐ Lack of messages spread relating to feminine hygiene care
- ☐ Other

7.11 Is there any hygiene related information that you would like to know about?

- ☐ Importance of personal hygiene
- ☐ Importance handwashing using soap during Key times
- ☐ Diseases caused by poor WASH practices
- ☐ Practices to ensure water safety at the HH level (role of chlorine in water disinfection, water tank maintenance, proper use of water filtration units).
- ☐ Importance of proper solid waste disposal
- ☐ Importance of material recycling
- ☐ Feminine hygiene care
- ☐ No
- ☐ I don't want to answer
- ☐ I don't know
- ☐ Other

## 8. Community mobilization:

8.1 Have you received any information from the community mobilization team in the last 3 months?

- ☐ Yes
- ☐ No
- ☐ I don't know
- ☐ I don't want to answer

8.1.1 What kind of activities/messages have you already been provided in the last 3 months by the community mobilization team?

- ☐ Water network safety
- ☐ Waste water network
- ☐ Solid waste management
- ☐ Water conservation
- ☐ Hand washing
- ☐ Food safety
- ☐ Diarrhoea prevention and risk exposure
- ☐ Pest control
- ☐ Scabies and lice
- ☐ Other hygiene related messages
- ☐ Water reuse
- ☐ Community ownership
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

8.1.2 What other activities/messages would you like to be provided by the community mobilization team?

- ☐ Water network safety
- ☐ Waste water network

- ☐ Solid waste management
- ☐ Water conservation
- ☐ Water reuse
- ☐ Water distribution
- ☐ Hand washing
- ☐ Food safety
- ☐ Diarrhoea prevention and risk exposure
- ☐ Pest control
- ☐ Scabies and lice
- ☐ Other hygiene related messages
- ☐ None
- ☐ I don't know
- ☐ I don't want to answer
- ☐ Other

8.2 Do you ever go to ACTED/Oxfam community centre?

- ☐ Yes
- ☐ No

8.2.1 How frequently do you go to ACTED/Oxfam community centre?

- ☐ Weekly
- ☐ Bi-weekly
- ☐ Monthly
- ☐ Less frequently than every month

8.2.2 What do you use the community centre for?

- ☐ Community sessions
- ☐ Issuing complaints
- ☐ Registrations
- ☐ Getting information
- ☐ Celebration of global days
- ☐ Other

8.2.3 If you do not go, why?

- ☐ I am not feeling safe there
- ☐ I don't feel safe going there
- ☐ I don't see the use of it/I am not interested in it
- ☐ There is no access for differently abled people
- ☐ Without any reason
- ☐ We have not been invited to the community centre before
- ☐ Other

8.3 Have you ever read any WASH posts from "Sada Za'atari" on Facebook, twitter or Instagram?

- ☐ I do not know anything about Sada Za'atari
- ☐ Yes
- ☐ No

8.4 If you have one or know someone who does, have you found the Water and Waste water networks user manual to be helpful?

- ☐ Yes, it is beneficial
- ☐ No, it is not beneficial
- ☐ I do not have access to a manual

8.5 If yes, how has it been helpful?

- ☐ Understanding pump connections and what is considered an illegal connection
- ☐ Understanding operation and maintenance responsibilities
- ☐ Understanding what happens with connections when there is a HH relocation
- ☐ Understanding what block the responsibilities of block representatives are
- ☐ Understanding more about water collection and storage
- ☐ Providing information on communication channels

**9. Accountability:**

9.1 According to you, who should be responsible for maintaining water networks at the household level?

- ☐ Myself or one of my family's members
- ☐ NGO
- ☐ UN agency
- ☐ I don't know
- ☐ Other

9.2 Who do you think is responsible for addressing water or wastewater network problems at the household level?

- ☐ Myself or one of my family's members
- ☐ NGO
- ☐ UNICEF (or contracted partners)
- ☐ I don't know
- ☐ Other

9.3 According to you, what would be considered violations to the water or waste water network?

- ☐ Illegal tapping (adding another water tank, pumping water, illegal connection)
- ☐ Obstructing the ventilation pipe
- ☐ Routing waste water to the street/outside of the house (i.e. not connected to the waste water network)
- ☐ Putting waste in the toilet
- ☐ Other please specify

9.4 If you had a complaint about the waste water network, who would you contact?

- ☐ UNICEF
- ☐ Oxfam
- ☐ ACTED
- ☐ UNHCR
- ☐ Community focal point
- ☐ Private contractors
- ☐ I don't know
- ☐ other please specify

9.5 What mechanism would you use to get in touch with them?

- ☐ WASH hotline (UNICEF)
- ☐ Other complaint number
- ☐ In person
- ☐ Complaint box
- ☐ I don't know
- ☐ other please specify

9.6 If you had a complaint about water supply or your water network connection, who would you contact?

- ☐ UNICEF
- ☐ Oxfam
- ☐ ACTED

- ☐ UNHCR
- ☐ Community focal point
- ☐ Private contractors
- ☐ I don't know
- ☐ other please specify

9.6.1. If you come across water contamination or poor water quality, what would be your first action?

- ☐ Contact WASH hotline (UNICEF)
- ☐ Contact any other complaint number
- ☐ Inform camp coordination
- ☐ Inform district leader/sector leader
- ☐ Complaint box
- ☐ I don't know
- ☐ Nothing
- ☐ I don't know how to determine contamination or poor water quality

9.7 What mechanism would you use to get in touch with them?

- ☐ WASH hotline (UNICEF)
- ☐ Other complaint number
- ☐ In person
- ☐ Complaint box
- ☐ I don't know
- ☐ other please specify

9.8 Are you satisfied with these complaint mechanisms?

- ☐ Yes, very satisfied
- ☐ Somewhat satisfied
- ☐ Unsure
- ☐ Somewhat unsatisfied
- ☐ Very unsatisfied

9.9 If unsatisfied why?

- ☐ I submitted a complaint/gave feedback and received no answer
- ☐ I submitted a complaint/gave feedback and got an answer but no follow up
- ☐ The process of getting an answer took too long
- ☐ Other

9.10 Are there any other methods which you would like to see available for complaining and/or feeding back to UNICEF in the future?

- ☐ Feedback at community centre
- ☐ Feedback box
- ☐ At the office
- ☐ SMS
- ☐ What's app
- ☐ Other
- ☐ No

9.11 Do you feel agency (UNICEF/contracted partners) is willing, open, and interested in listening to you?

- ☐ Yes
- ☐ No

9.12 If no, why not?

- ☐ I already had a bad experience with the agency
- ☐ I know someone who already had a bad experience with the agency
- ☐ I already submitted a complaint/giving feedback with no answer
- ☐ I already submitted a complaint/giving feedback and got an answer but no follow up
- ☐ I don't know
- ☐ Other

9.13 Do you feel well respected and treated by UNICEF, their partners' or contractor's staff?

- ☐ Yes
- ☐ No
- ☐ Not applicable

9.13.1 Why not?

- ☐ There are no CFW opportunity/projects
- ☐ There are no ads for jobs/projects
- ☐ IBV hiring system and rules (SoPs) are not respected.
- ☐ Other, please specify

## 10. Closing questions:

10.1 What is your main concern as regards to WASH services in your district?

- ☐ We don't have any concern
- ☐ Sufficient water quantity provision
- ☐ The waste water network
- ☐ The main water network
- ☐ Illegal water tapping
- ☐ Water leakages
- ☐ Water quality
- ☐ The district is not clean
- ☐ I don't know
- ☐ Other

10.2 What is your main community goal for 2019?

- ☐ I don't have any
- ☐ Electricity (including accessing this service longer hours)
- ☐ Go back to Syria
- ☐ Leave the camp
- ☐ Work (including equality in distribution of work)
- ☐ Improved public space (malls, paved street, garden)
- ☐ Improved education services
- ☐ Better access to entertainment services
- ☐ More security/peace/stability
- ☐ Improved transport
- ☐ Improved health services
- ☐ Improve my shelter
- ☐ More security/peace/stability
- ☐ Improved transport
- ☐ Improved health services
- ☐ I don't know
- ☐ Other

10.4 What is your general satisfaction with the WASH work in your district?

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Acceptable
- ☐ Satisfied
- ☐ Very satisfied

10.5 Do you have any recommendations for things the WASH agencies should do differently in 2019?

## 11. Observation component

11.1 Now with your permission, can I come see the following items for your household: (check all that they have)

- ☐ Handwashing station (tap or bucket of water)
- ☐ Soap for handwashing
- ☐ Water collection container in the latrine
- ☐ Water collection container in the kitchen

11.2 Can you show me to the latrine you use? (Enumerator does not need to ask aloud, but check any of the following that are NOT provided for the toilet.

- ☐ Network connection
- ☐ Concrete septic tank (Hint: should be part of network connection, about one per every four houses).
- ☐ Impermeable flooring (made of ceramic/plastic/stone tiles, concrete or wooden panels)
- ☐ Permanent walls or curtains (Hint: if curtains are put-up and taken down as and when someone needs the toilet then this does not count as permanently installed)
- ☐ No, the premise meets all the above-mentioned criteria

11.3 (For Enumerator) Observe the number of water tanks. How many water tanks are present for the HH?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ Other