

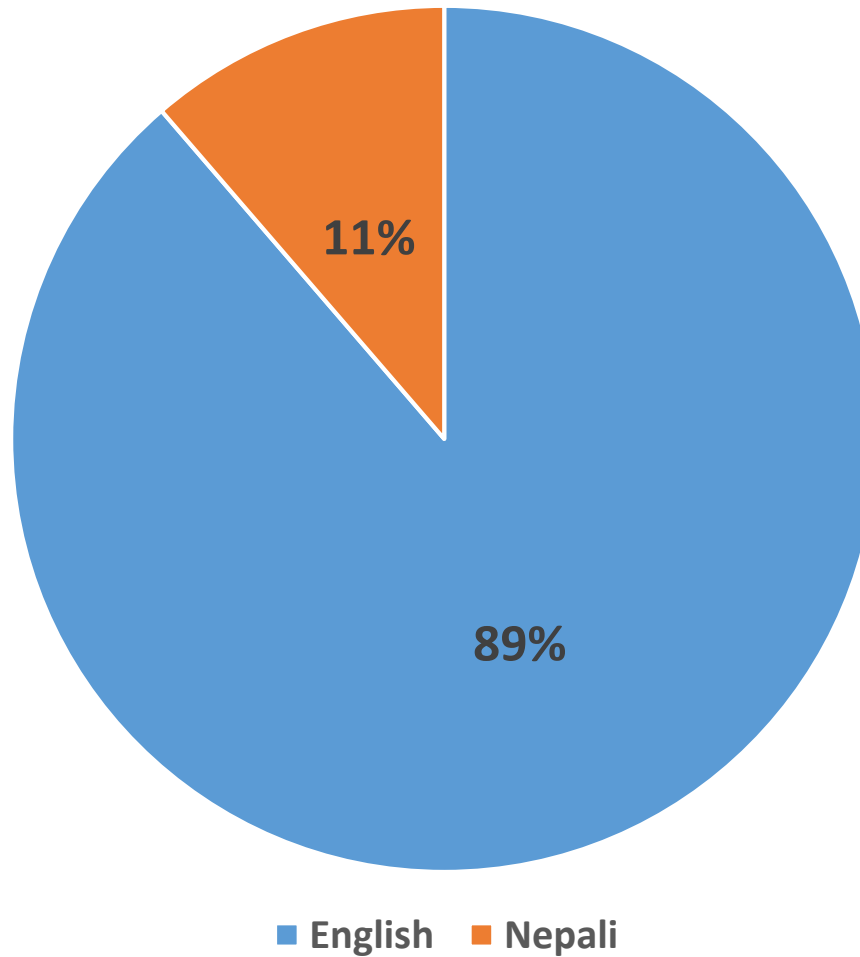


Housing Recovery and Reconstruction Platform

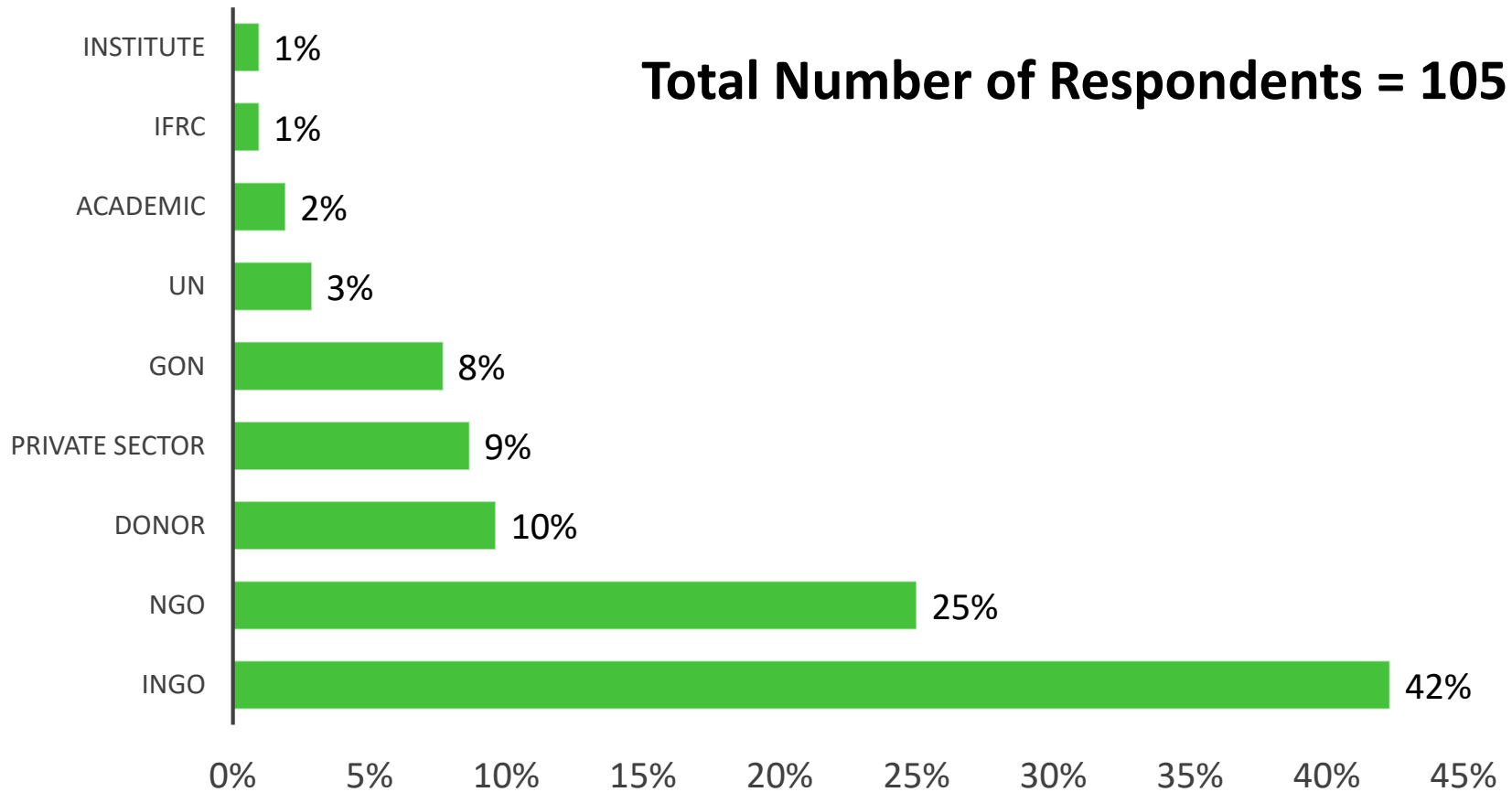
# Results from HRRP Partner Satisfaction Survey Round 1

AUGUST & SEPTEMBER 2017

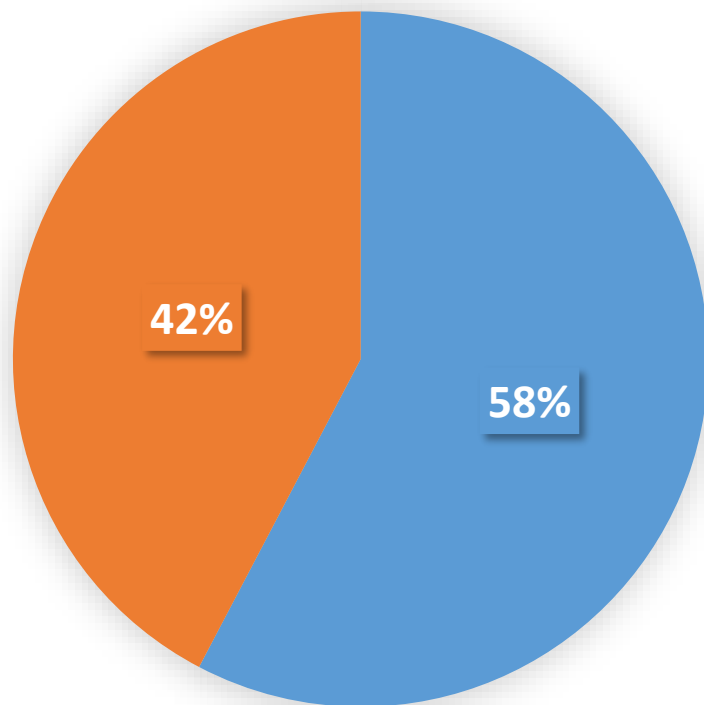
# Response by Language



# Respondents by Type of Organisation



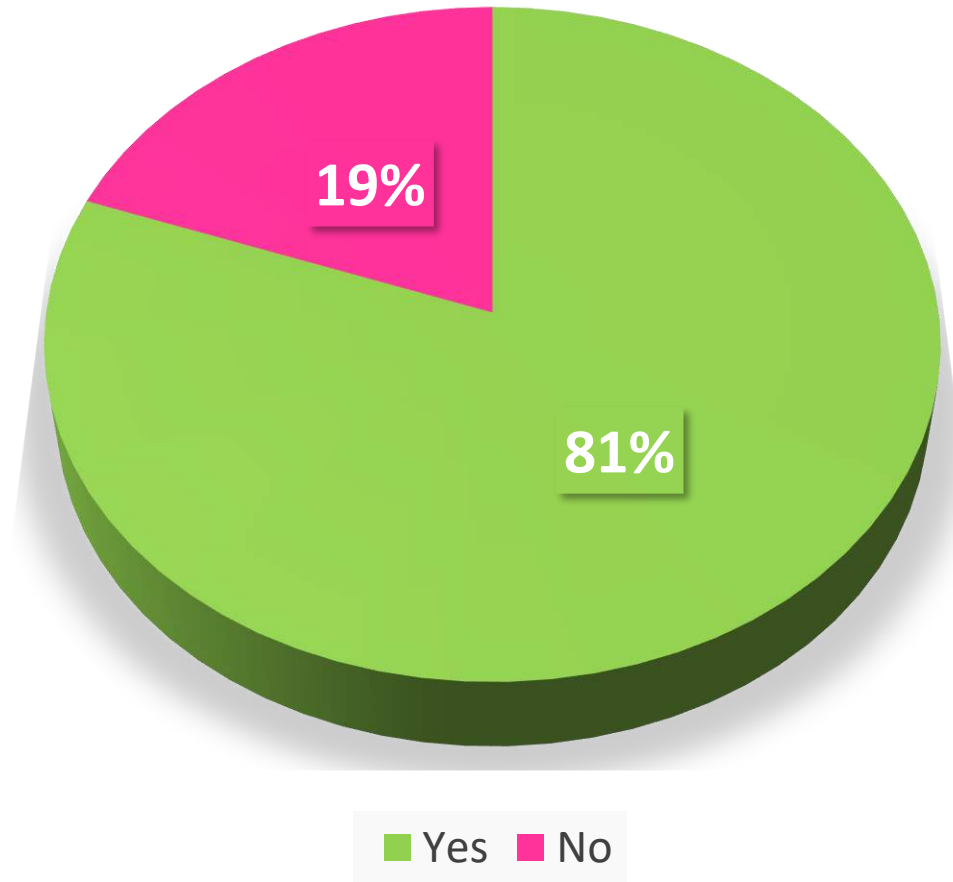
# Respondents by Working Location



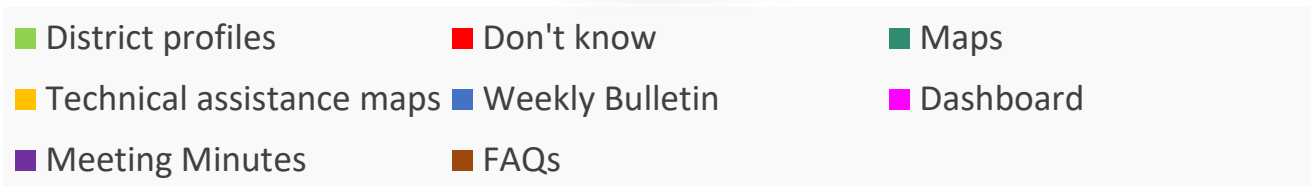
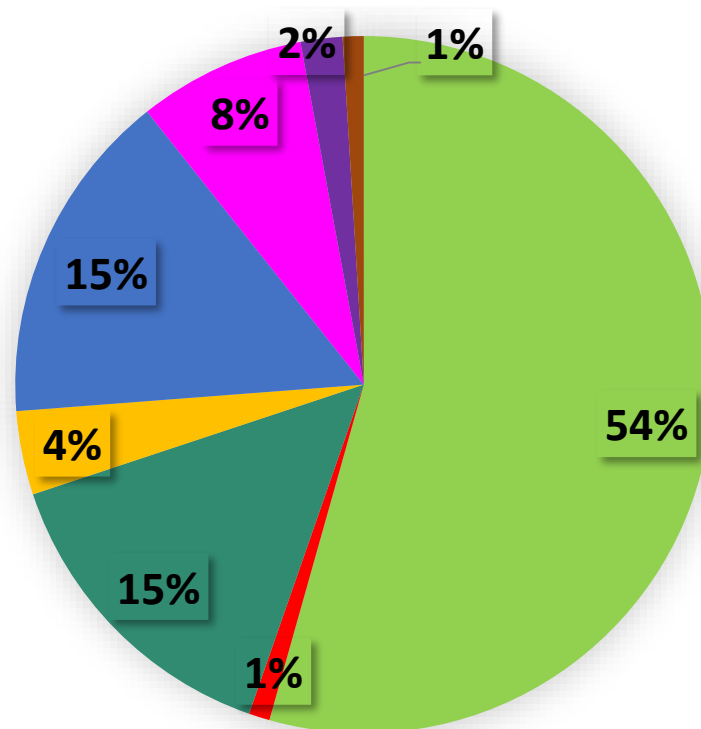
■ District ■ National

District name	Number of respondents
Bhojpur	1
Dhading	4
Dhankuta	1
Dolakha	8
Gorkha	11
Kathmandu	2
Kavrepalanchowk	1
Lalitpur	3
Makwanpur	3
Nuwakot	3
Ramechhap	4
Rasuwa	2
Sindhupalchowk	19
<b>Grand Total</b>	<b>62</b>

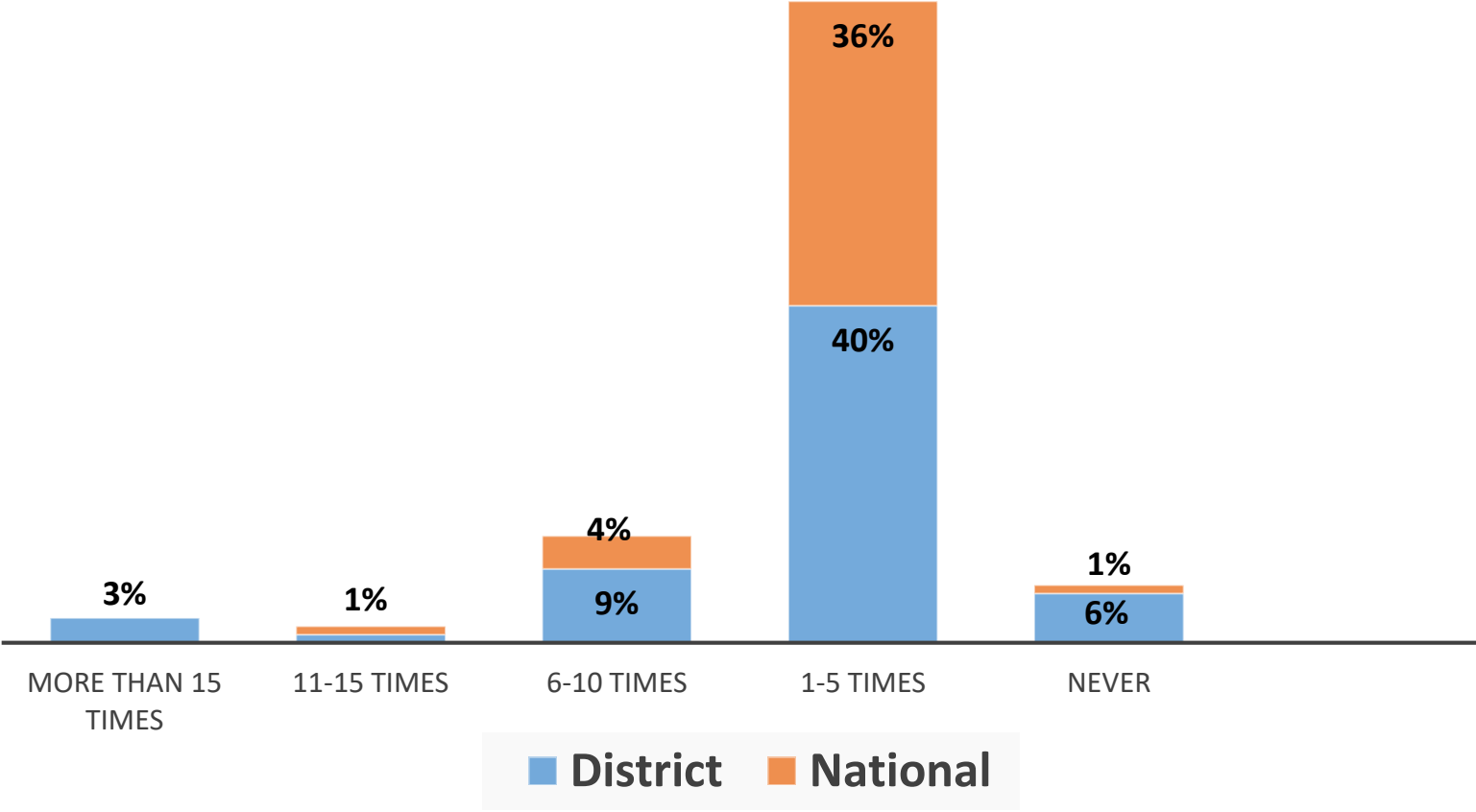
# Do you receive the district HRRP emails from districts you work in?



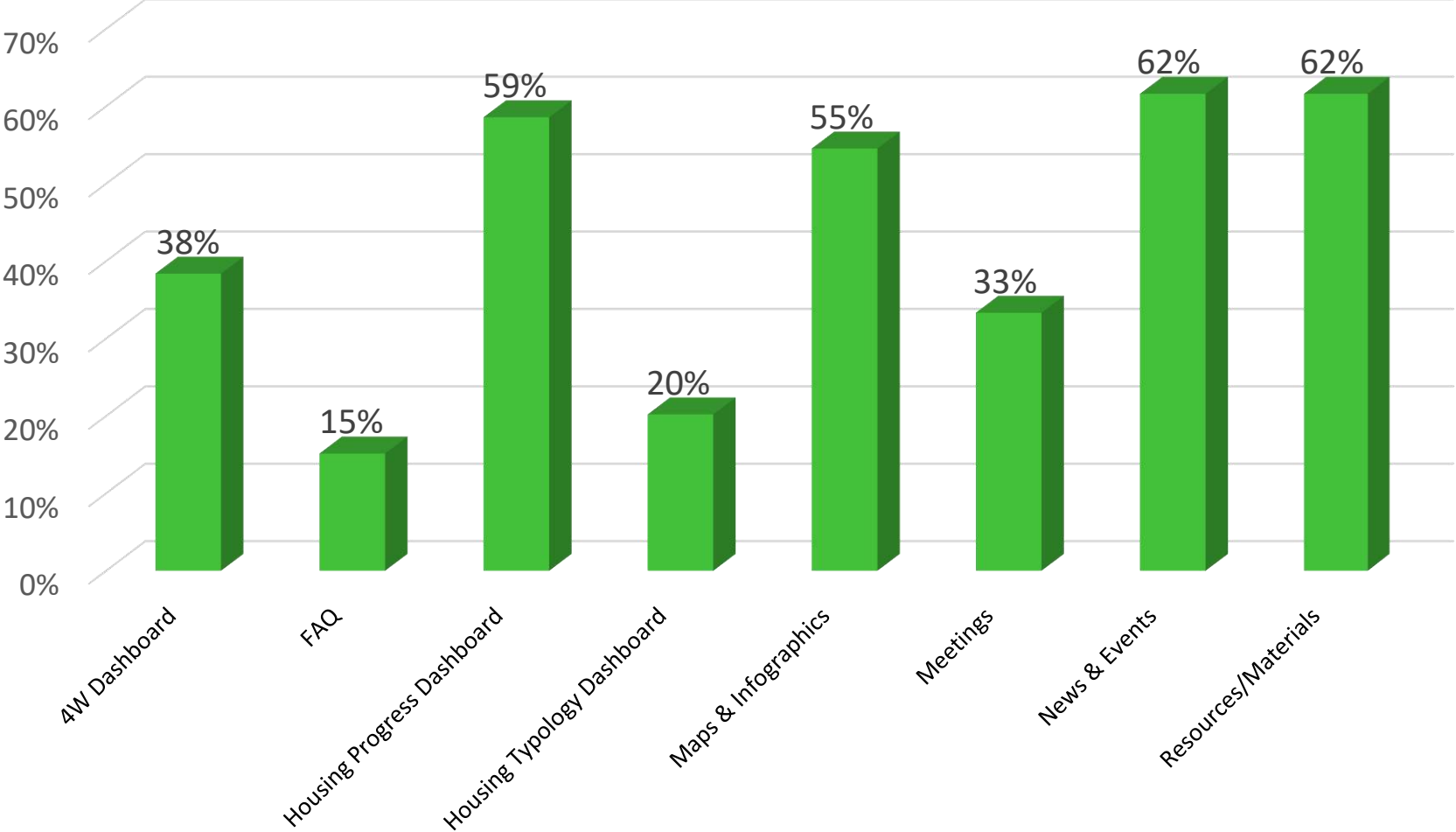
# Which HRRP products are you familiar with?



# How often do you visit the HRRP website per week?



# Which sections of the HRRP website are most useful for you?





# Please list any changes / additions that you feel would make the website more useful.



“Reduce overlapping content with NRA and strengthen links from HRRP website to NRA website.”

“Add a portal where visitors can register their questions or concerns through the website.”

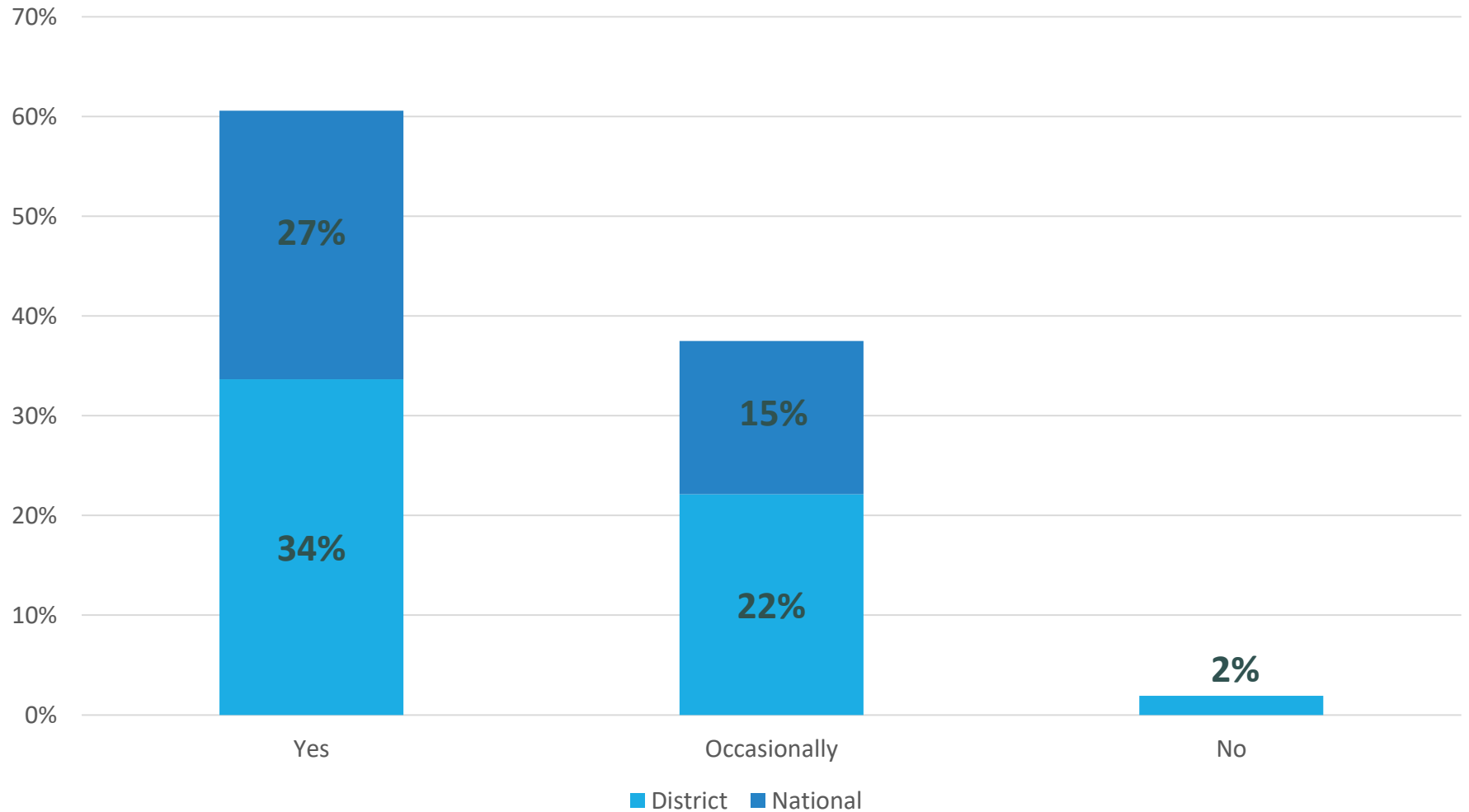
“Include resources from other sectors such as schools, WASH, etc.”

“Allocate more space for the voices of home owners, masons, POs, and GoN.”

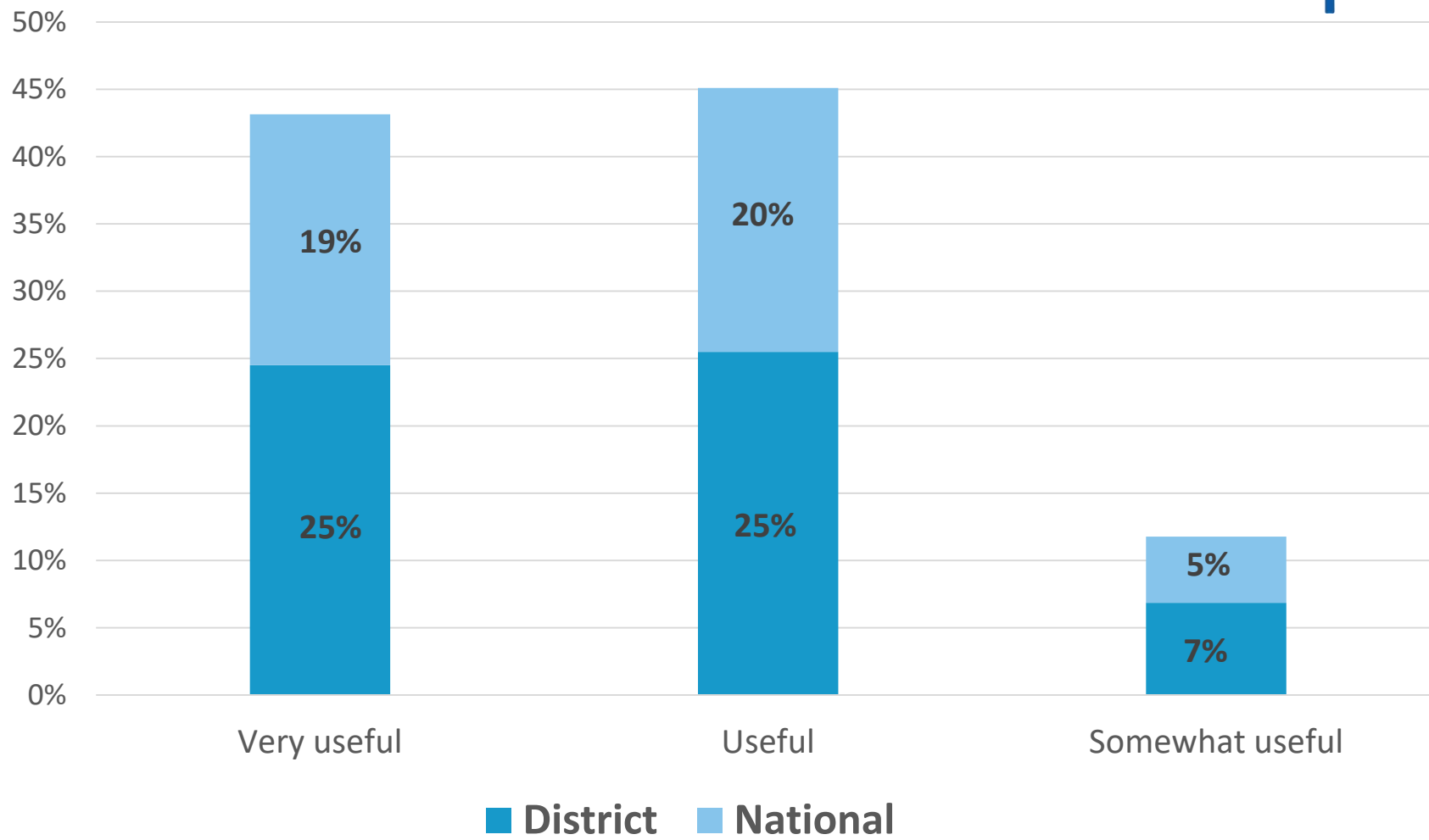
“The database should be harmonised with other actors.”

“Add more resources and information such as IEC materials, geotagged maps, chart showing HH receiving 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> tranches, safer housing construction resources, district specific one pager reports, images of progress and best practices.”

# Do you read the HRRP weekly bulletin?



# How useful do you find the weekly bulletins?



# Please list any changes / additions that you feel would make the weekly bulletin more useful.



“Include a chat box / feedback mechanism.”

“Include maps of progress, inspection updates, field level lesson learned and policy level challenges/gaps/constraints, research and findings, success stories etc. directly linked to housing reconstruction.”

“The format could be redesigned to look better.”

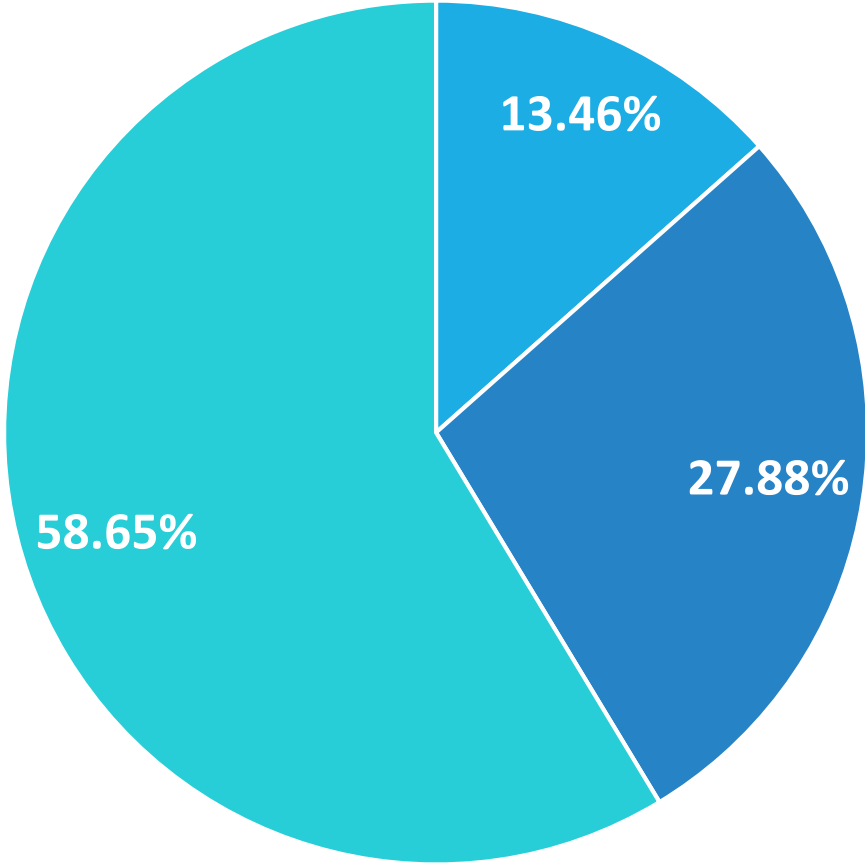
“It would be good if the bulletin was also available in Nepali”

“It would be good if VDC wise updates on the disbursement of the GoN reconstruction / repair grant could be included.”

“Executive summaries should be included to highlight key points and encourage people to read the bulletin.”

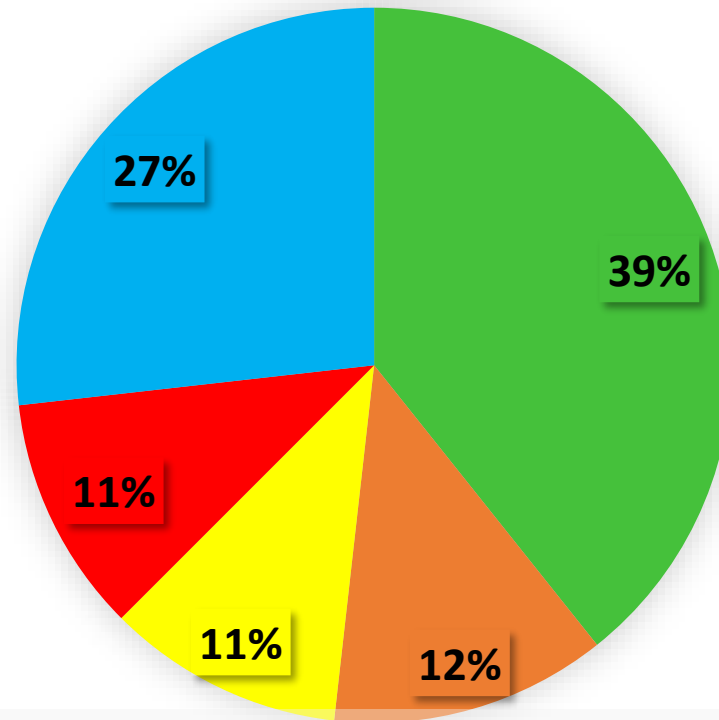
“Reduce repetition in the updates, and reduce the amount of content shared.”

# Do you use any of the HRRP's social media platforms?



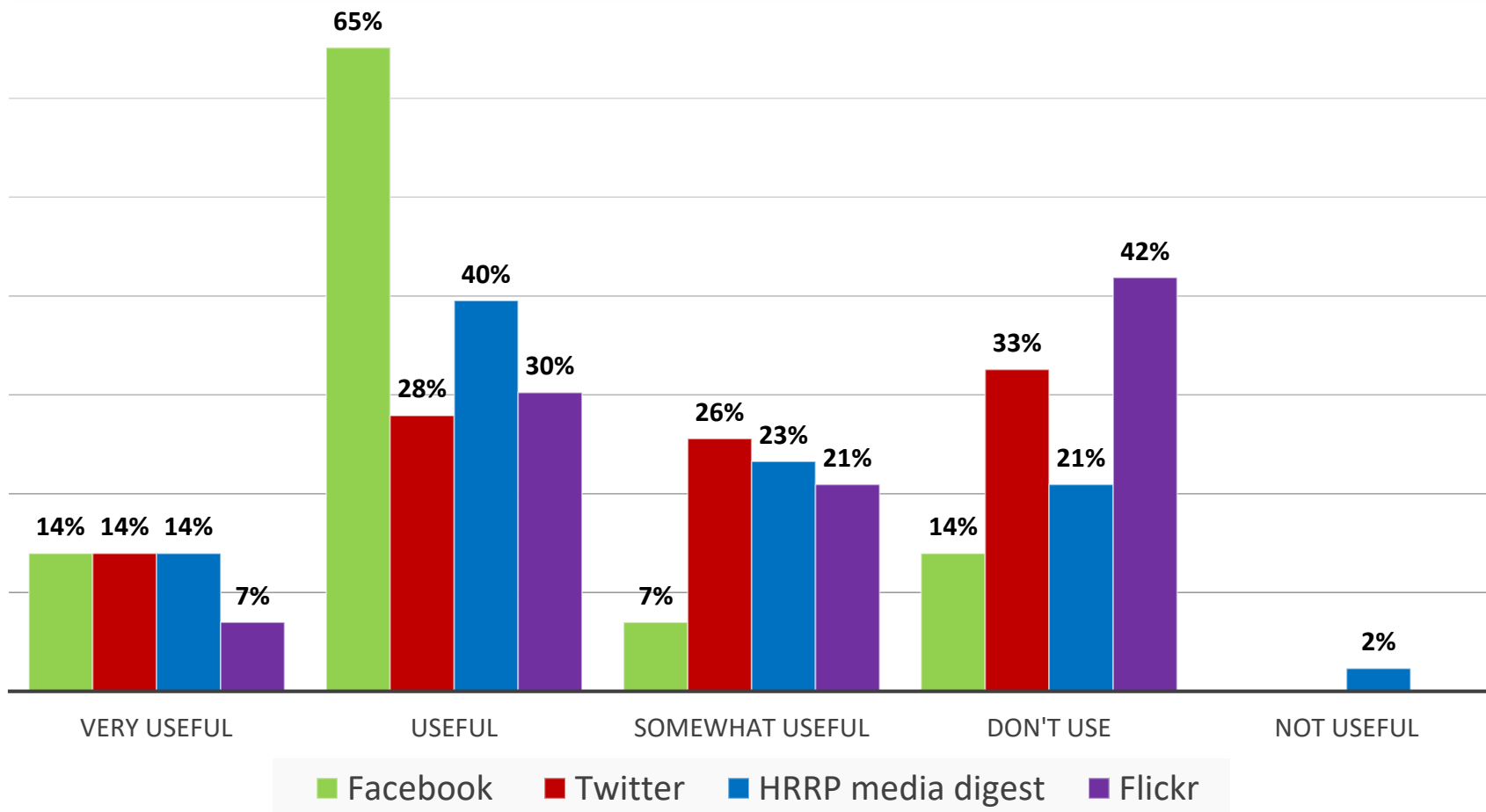
■ Yes ■ Occassionally ■ No

# Why do you not use the HRRP social media platforms?



- Don't use social media in general
- Unable to access social media at work
- Internet connection not sufficient
- Posts are not interesting / engaging
- Other reasons

# If you use HRRP social media platforms, please rate their usefulness



# Please list any changes / additions that you feel would make HRRP social media platforms more useful:



“It would be good to create more awareness amongst reconstruction actors about the HRRP social media platforms”

“It would be nice to see more photos on the social media platforms.”

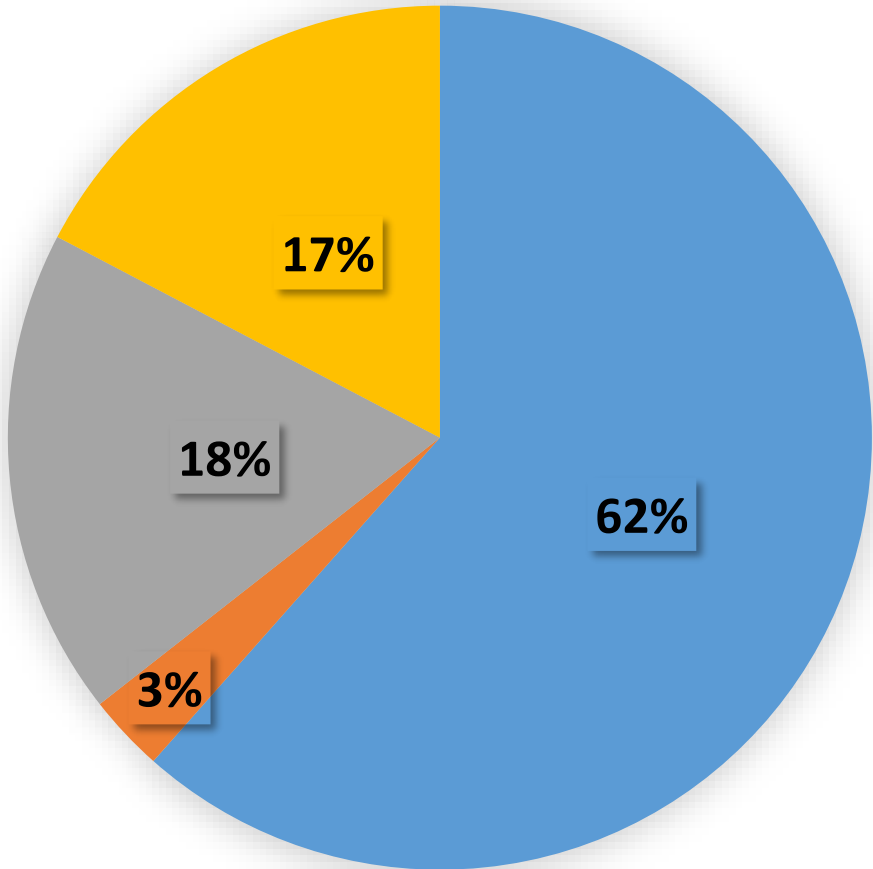
“It would be good to include a feedback mechanism.”

“I would like to see more interactions with the public, especially people in the districts involved in the reconstruction.”

“It would be better if detailed information was available on demand, e.g. the number of grievances addressed by GoN, or number of households that have received the second tranche.”

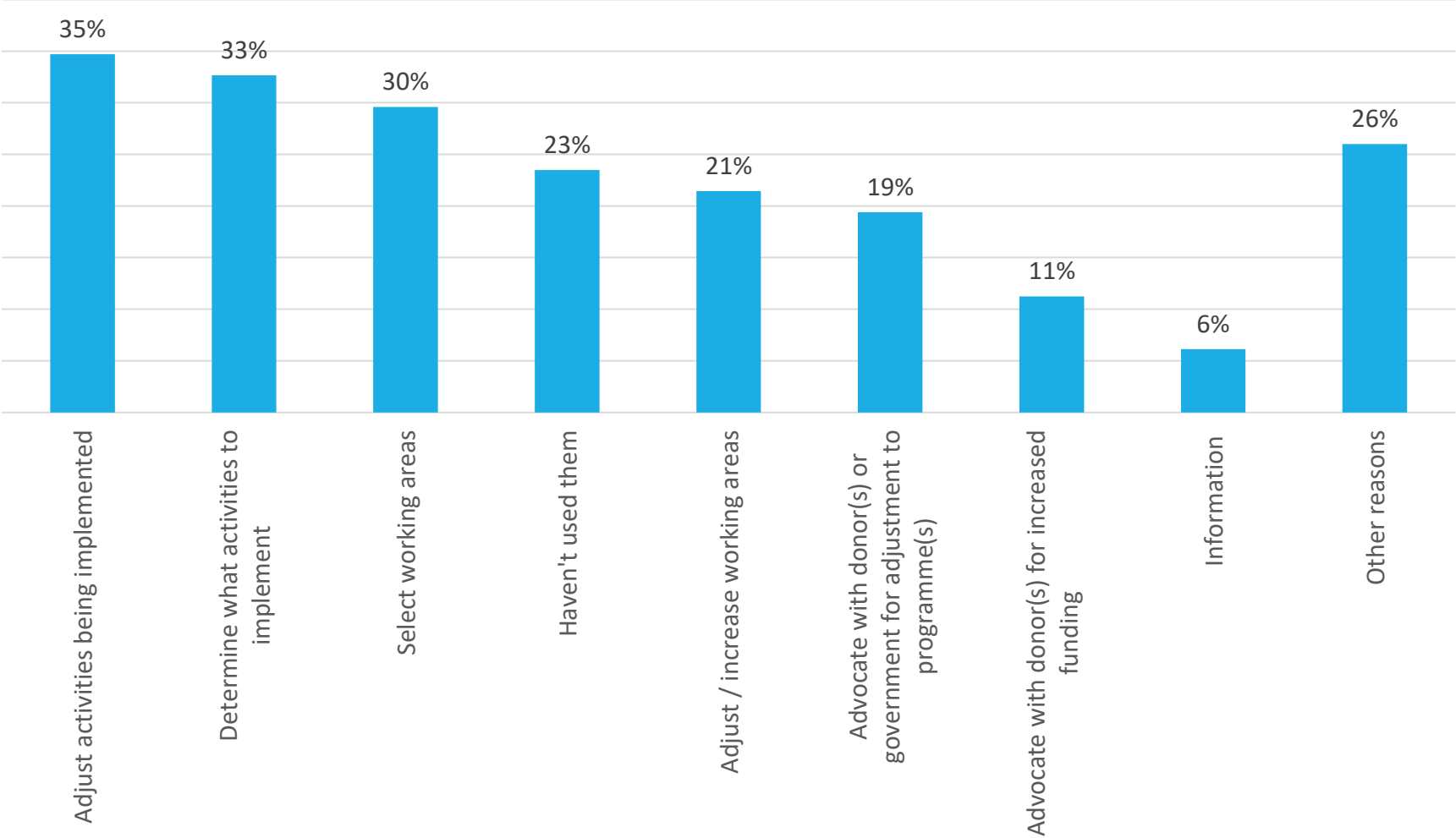


# Based on your experience, how would you rate the accuracy of HRRP updates on reconstruction efforts?

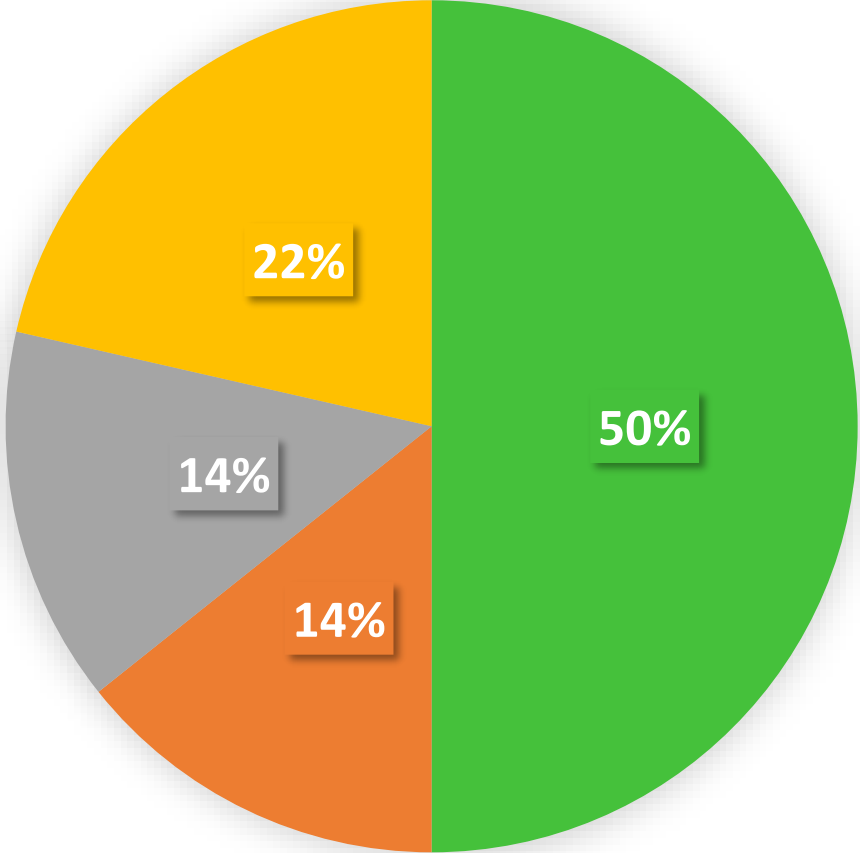


■ Accurate   ■ Not accurate   ■ Somewhat accurate   ■ Very accurate

# In the past 6 months, what purpose(s) have you used the HRRP technical assistance coverage maps for (multiple choice)?



# If you have you not used the HRRP technical assistance coverage maps in the past 6 months, why not?



■ Not relevant to project(s)

■ Not easily available

■ Did not know or try knowing that they existed

■ Other Reasons

# Please list any changes / additions that you feel would make the technical assistance coverage maps more useful:



“The legends can be hard to understand, they should be clearer.”

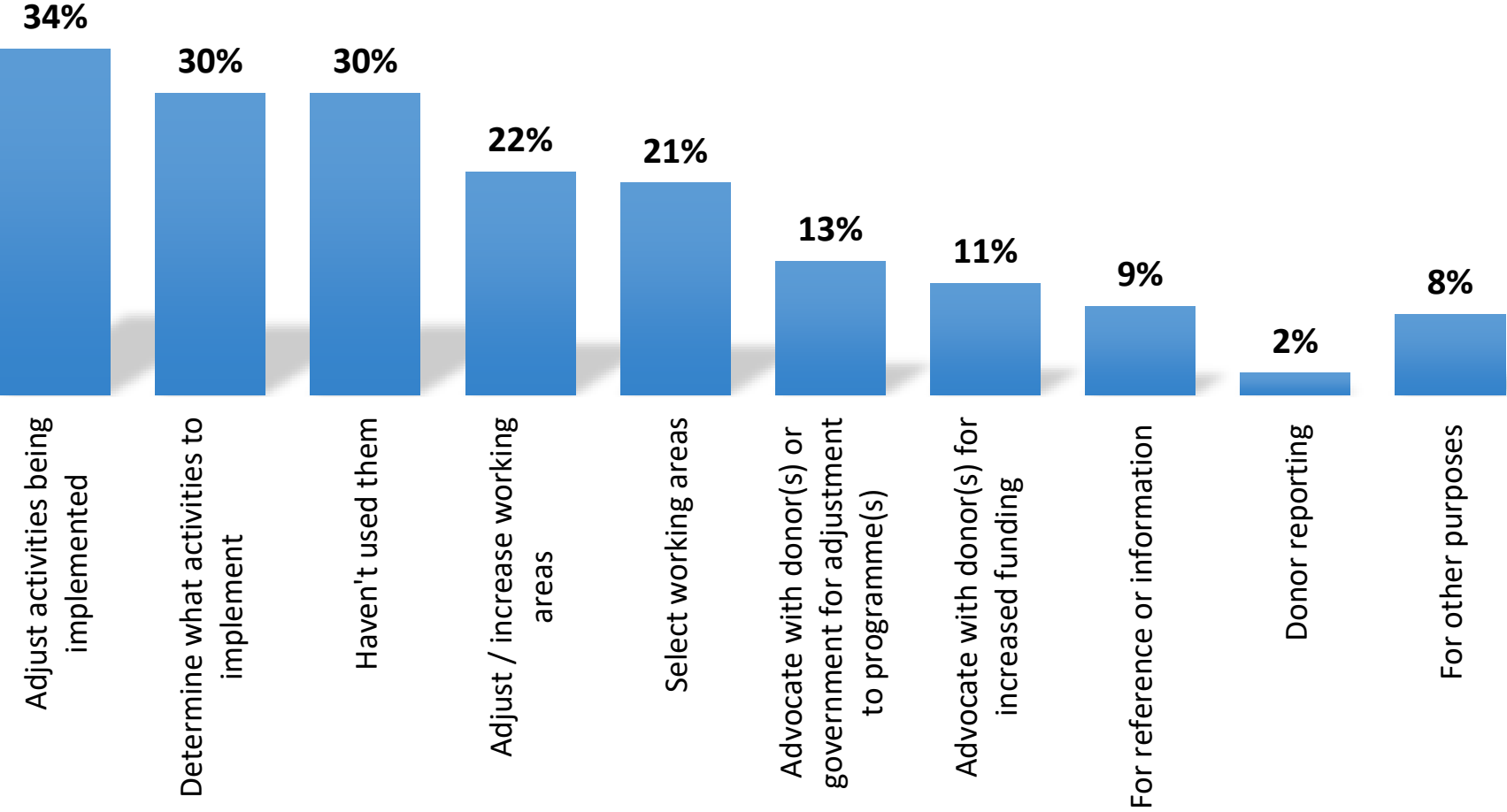
“Geotagged maps should be used to display the data.”

“The maps should be produced based on the new urban / rural municipality boundaries.”

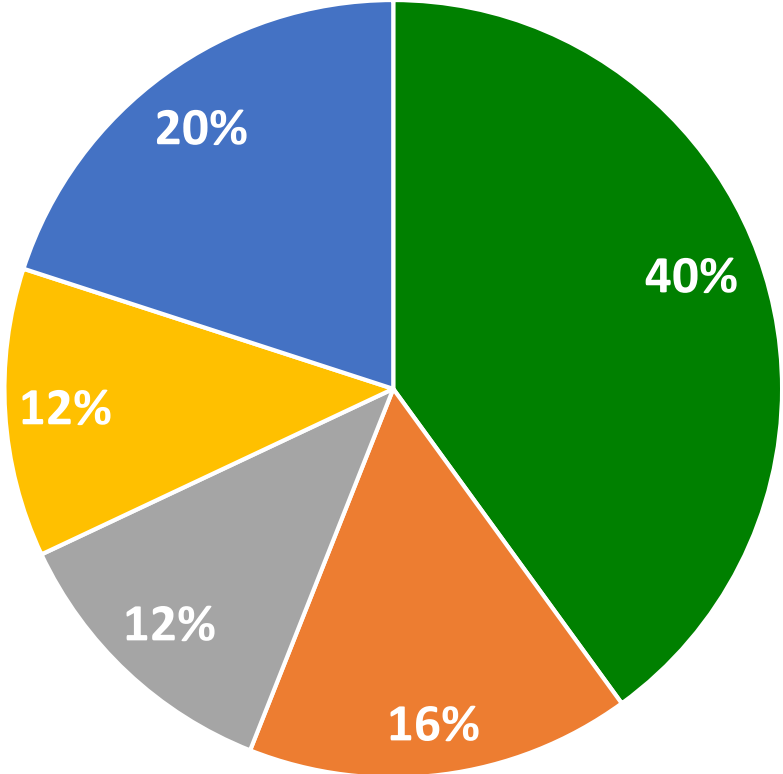
“There should be options to download different versions of the maps with different file sizes.”

“I would like to see a detailed analysis of partner presence as part of the coverage mapping.”

# In the past 6 months, what purpose(s) have you used the HRRP district profiles for (multiple choice)?

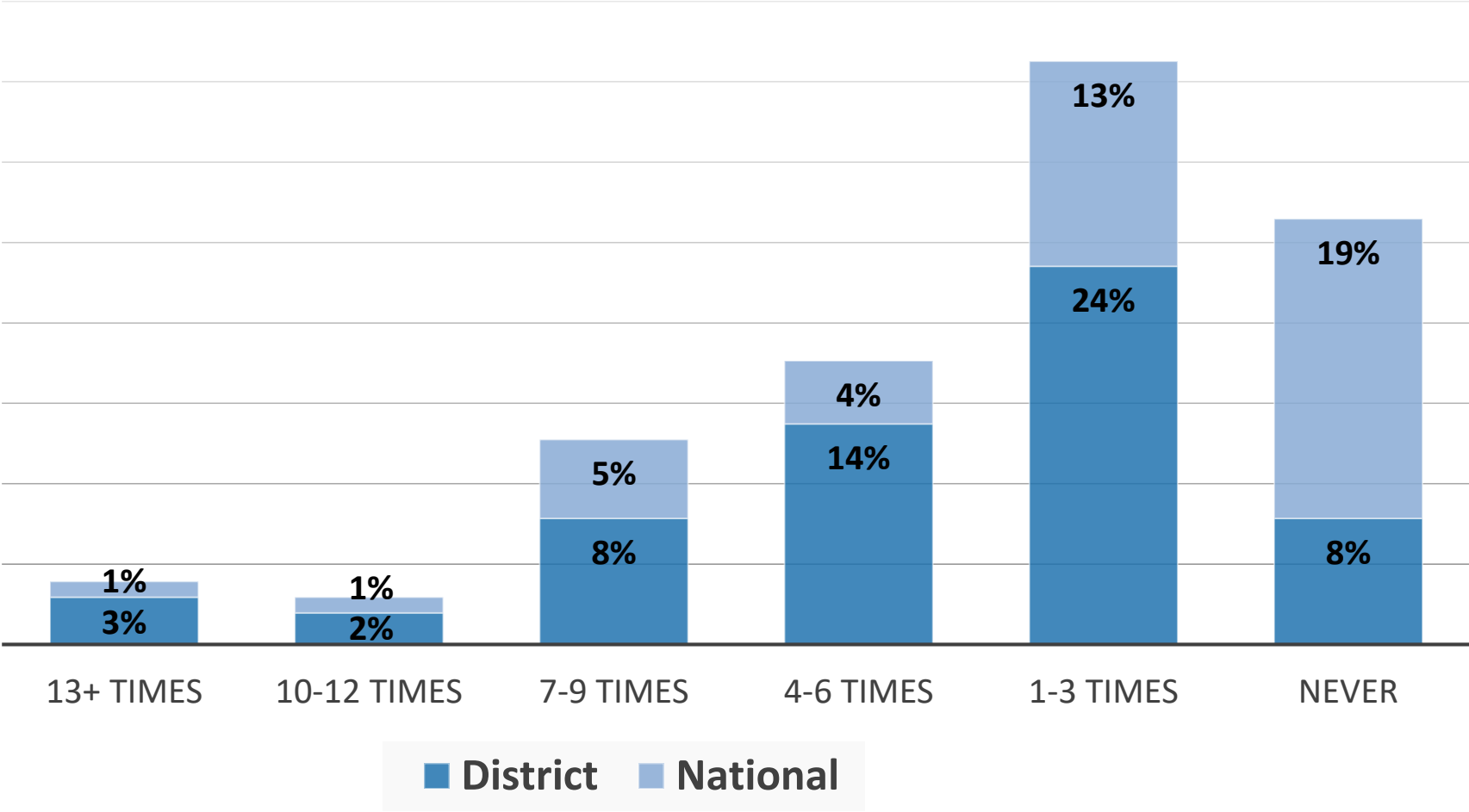


# If you have you not used the HRRP district profiles in the past 6 months, why not?

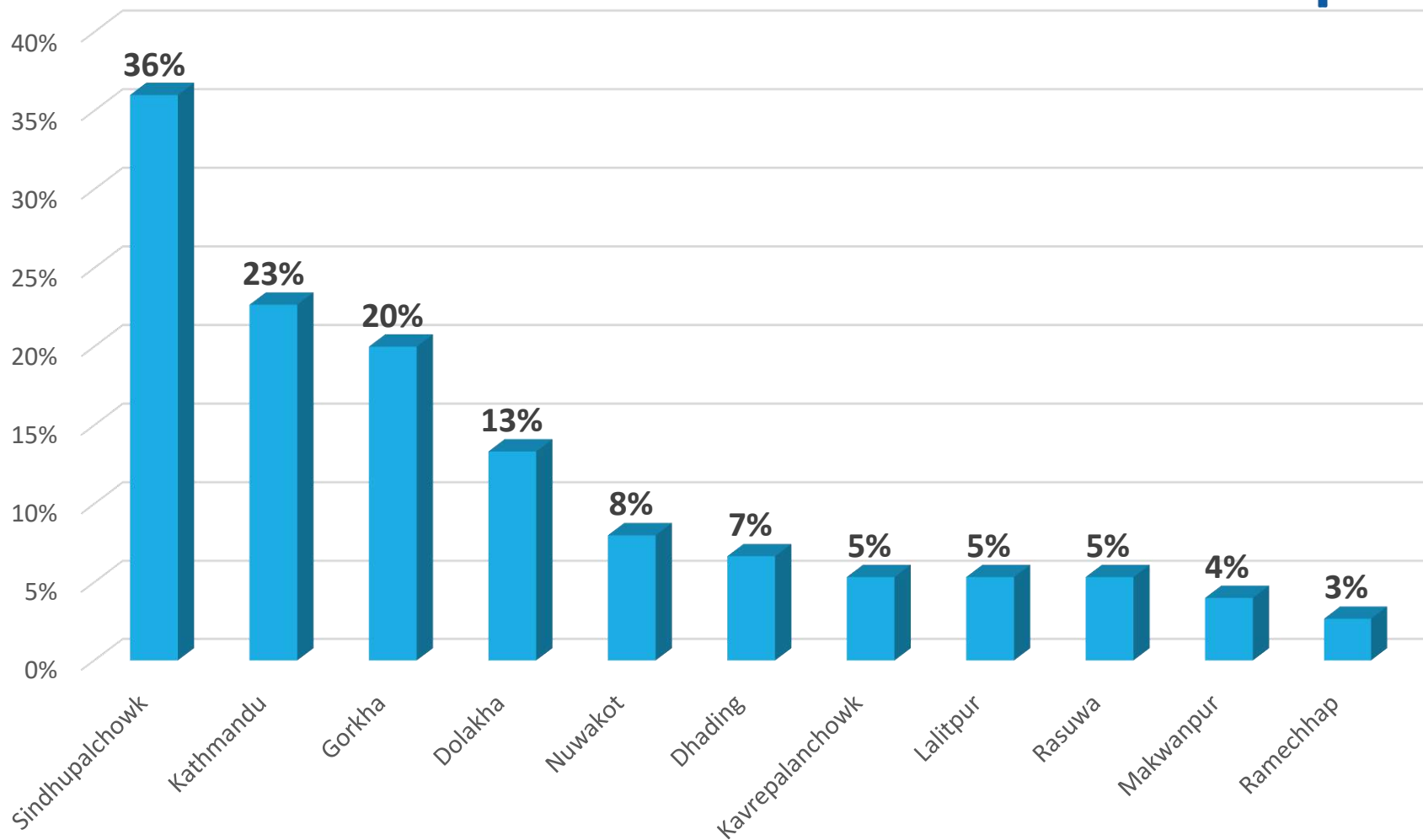


- Not relevant to project(s)
- Not presented in an understandable way
- Don't know where to find them
- Not easily understandable
- Other reasons

# In the past 6 months how many times have you attended a HRRP district coordination meeting?

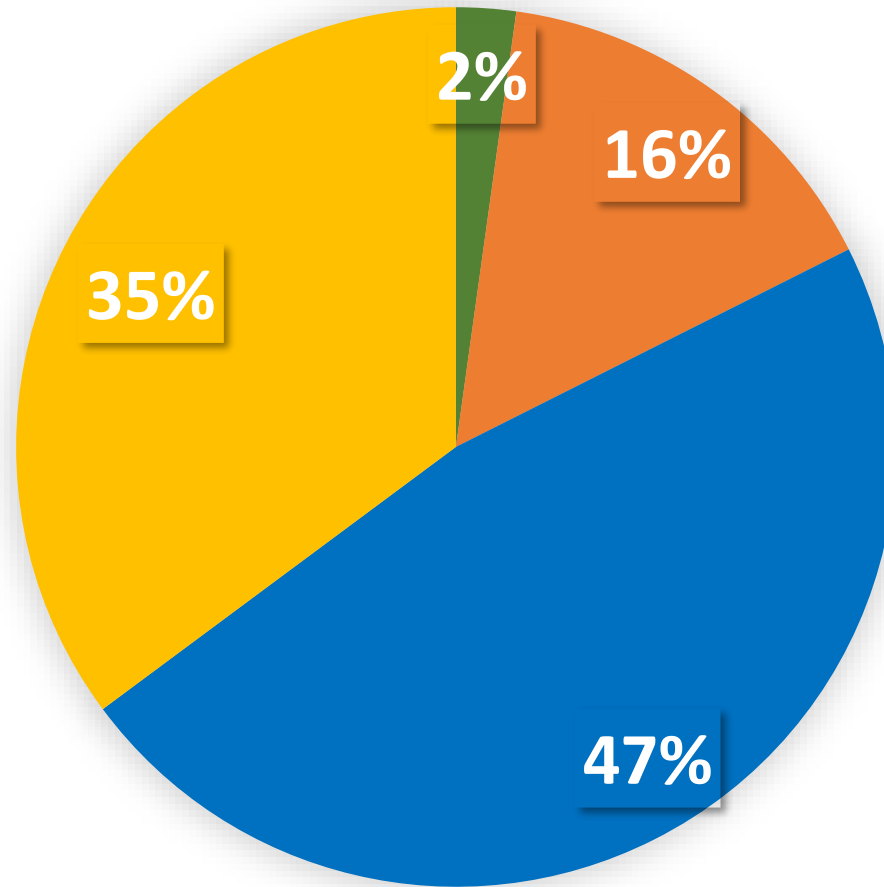


# Please select the districts where you attend HRRP district coordination meetings:



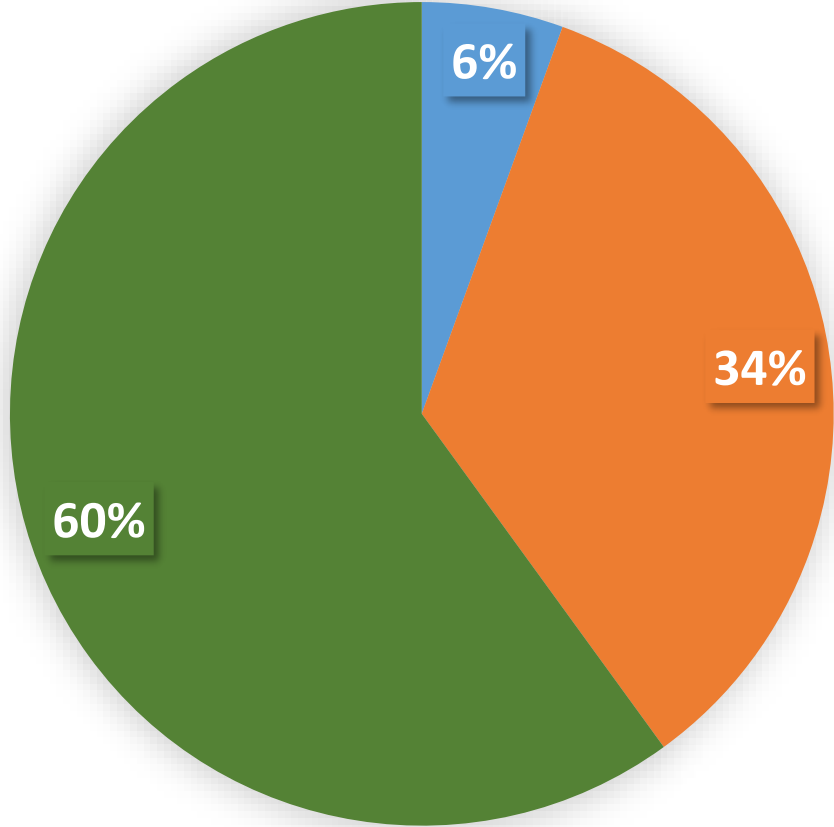


# How useful do you find HRRP district coordination meetings?



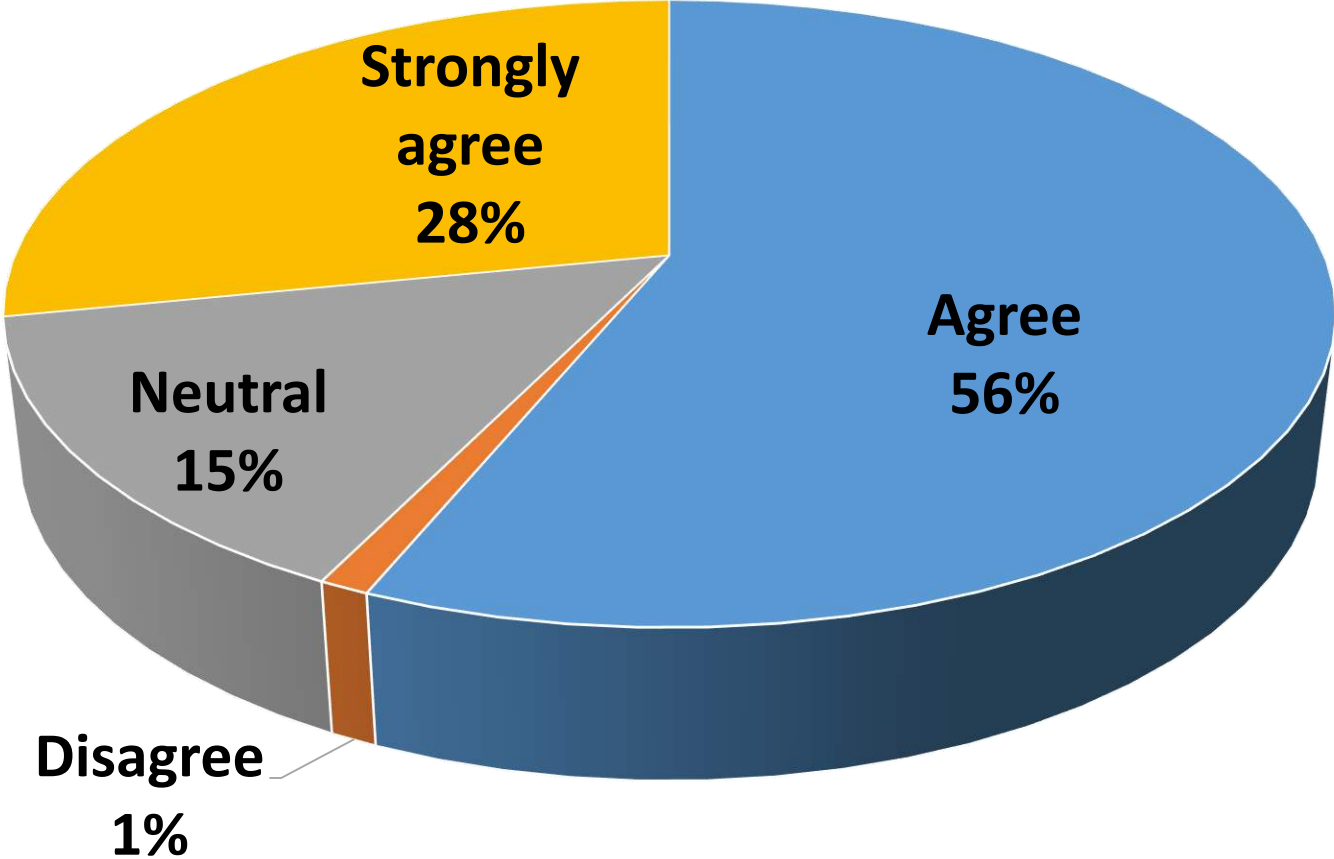
■ Not useful   ■ Somewhat useful   ■ Useful   ■ Very useful

# Do you feel HRRP district coordination meetings should be more frequent, less frequent, or the frequency should remain the same?

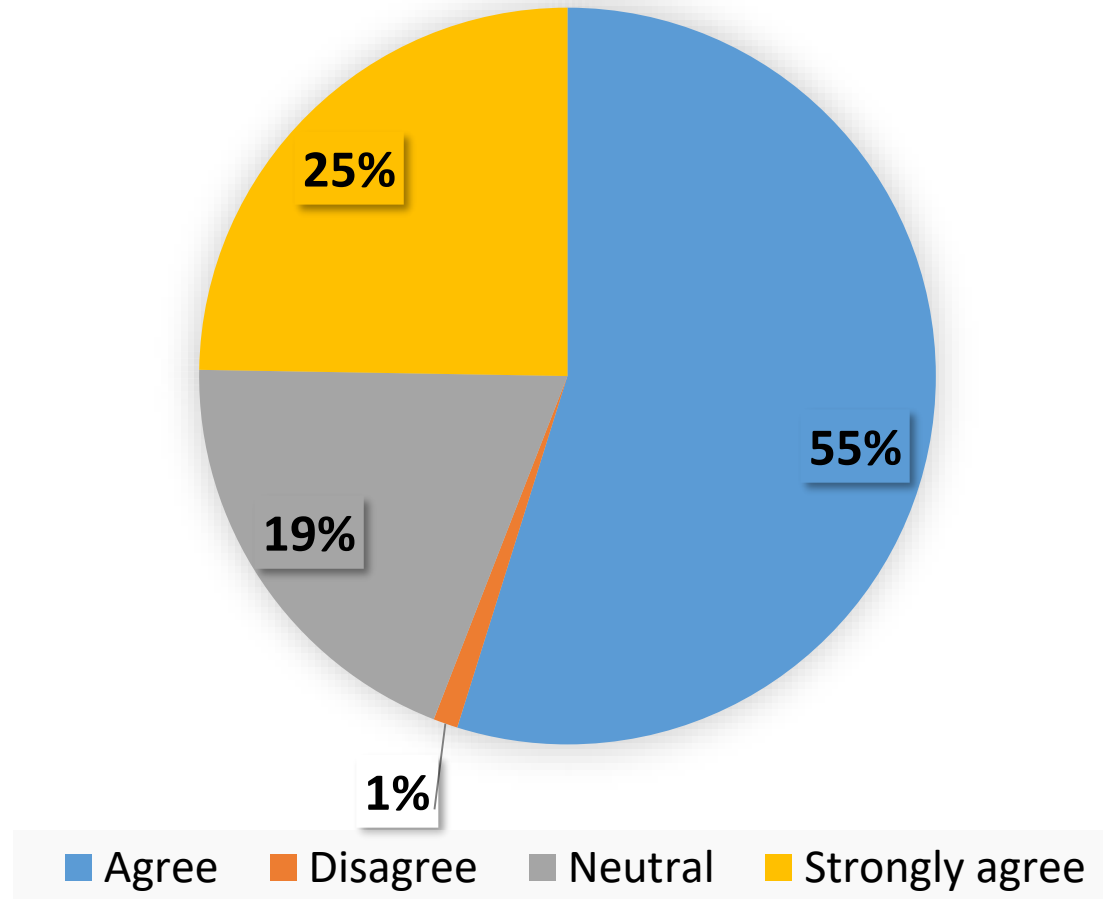


■ Less frequent   ■ More frequent   ■ Same frequency

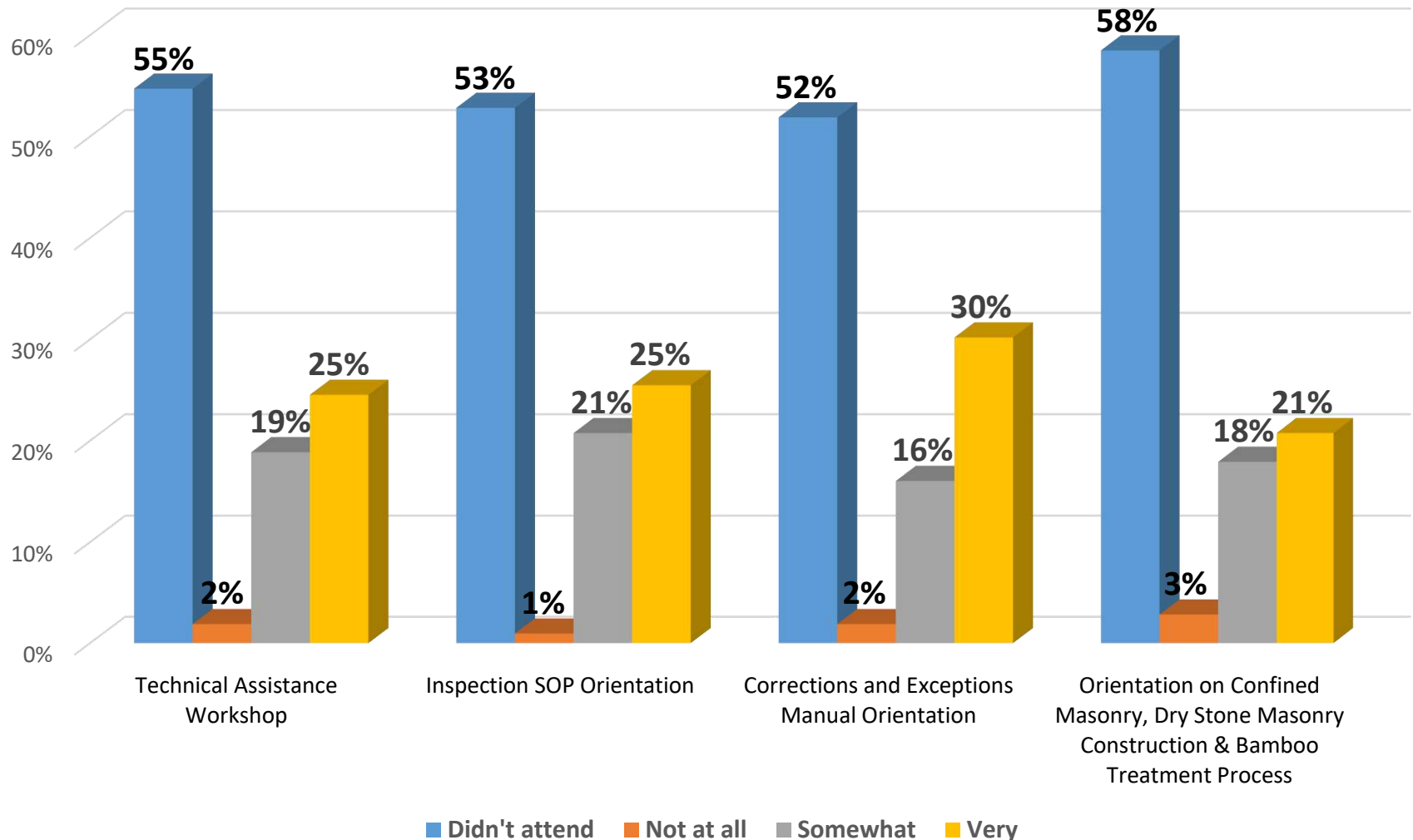
# How much do you agree that HRRP general meetings must be conducted at the national level?



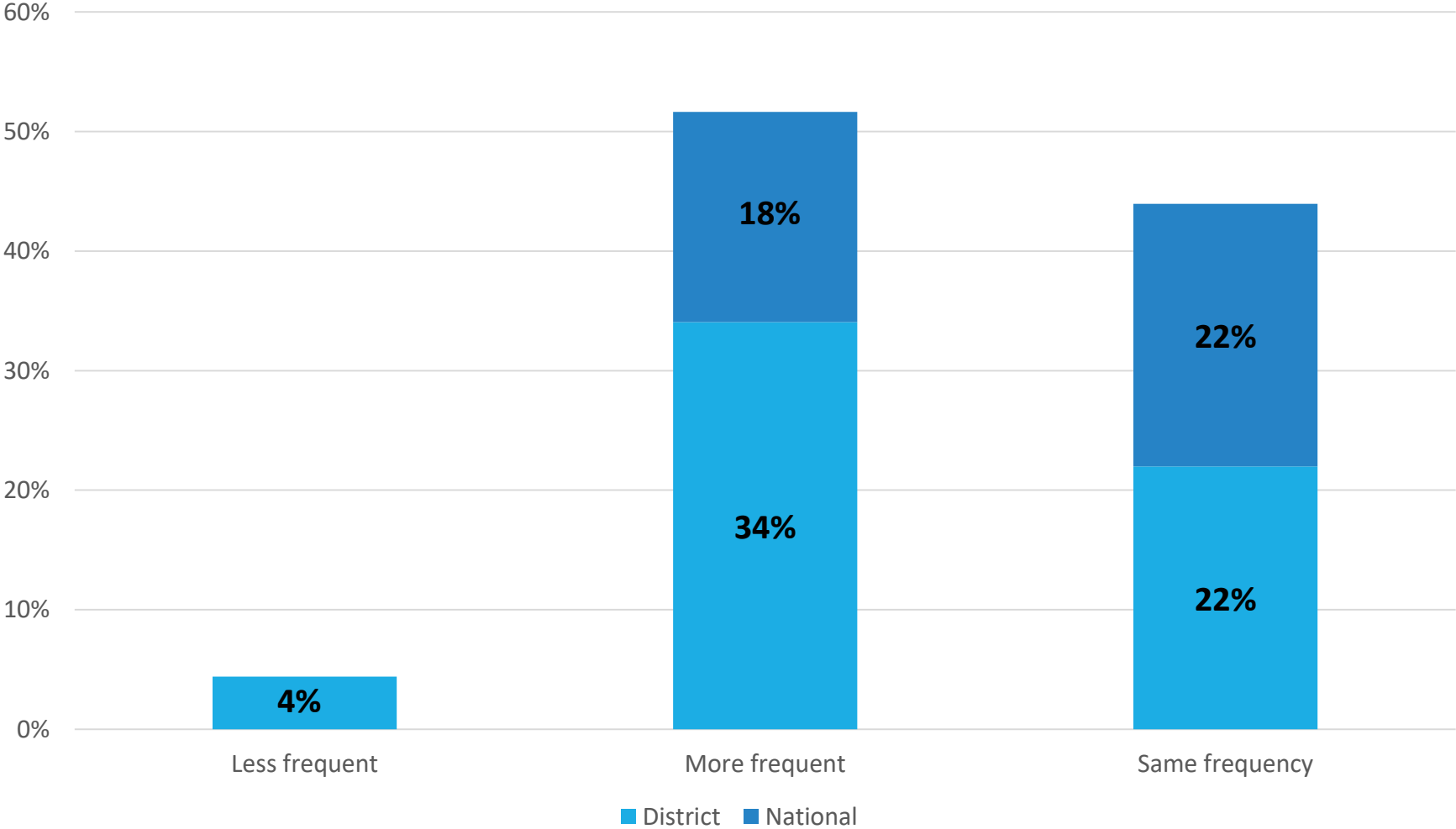
# Do you agree with the statement “the Nepali version of the HRRP coordination meeting minutes are very useful.”?



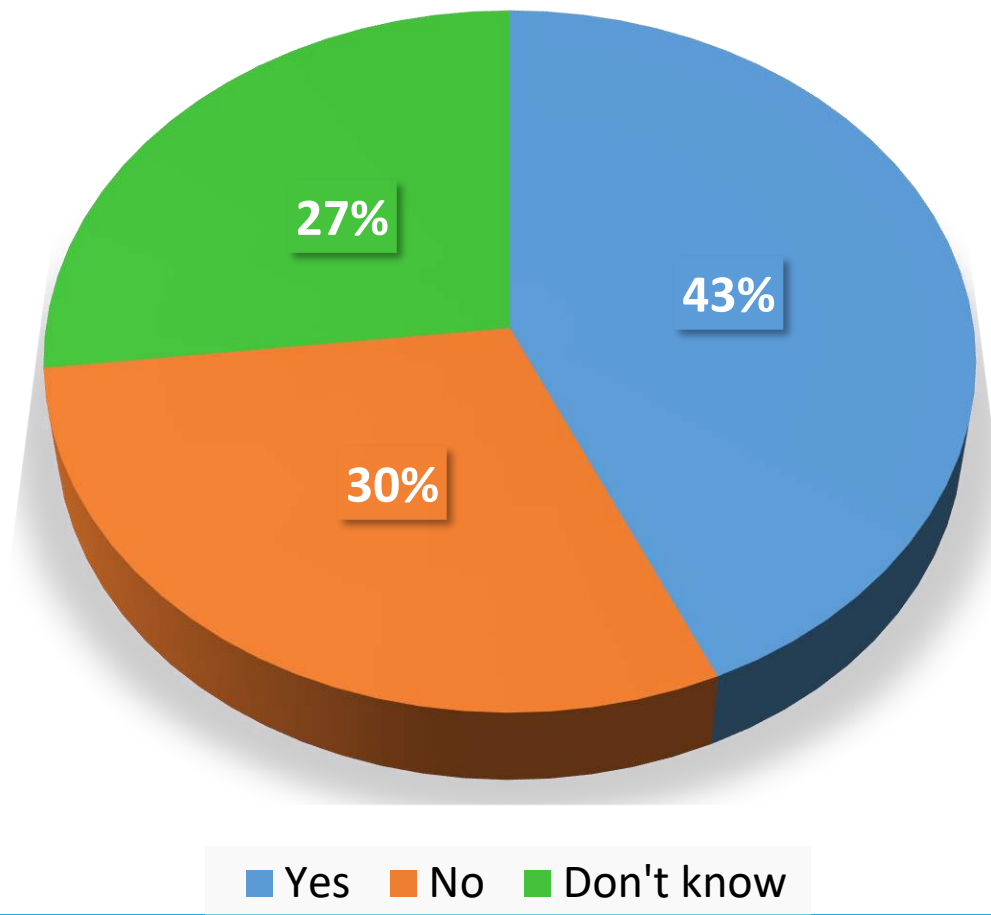
# How relevant and useful have HRRP district orientations, trainings or workshops that you have attended been?



# Do you feel HRRP district orientations, trainings or workshops should be more frequent, less frequent, or the frequency should remain the same?



**Have you / has your organisation made any adjustments or additions to reconstruction and recovery programme activities because of HRRP district orientations, trainings or workshops?**



# Please briefly describe the adjustments or additions made because of HRRP district orientations, trainings or workshops?



“We adjusted our programme with our donor so that it came in line with the HRRP defined socio-technical assistance activities.”

“The supply chain assessment work helped us to understand the scenario in our working areas.”

“We expanded our programme to cover the whole VDC instead of just a few wards.”

“The updates shared are used when planning field visits and areas of intervention.”

“We adjusted our demonstration house strategy in Northern Gorkha.”

“We adjusted our programme to include additional masons training to cover gap VDCs.”

“Supported orientations in newly elected local officials.”

“We have been able to share updates on policy, manuals, etc. with households in our working areas.”

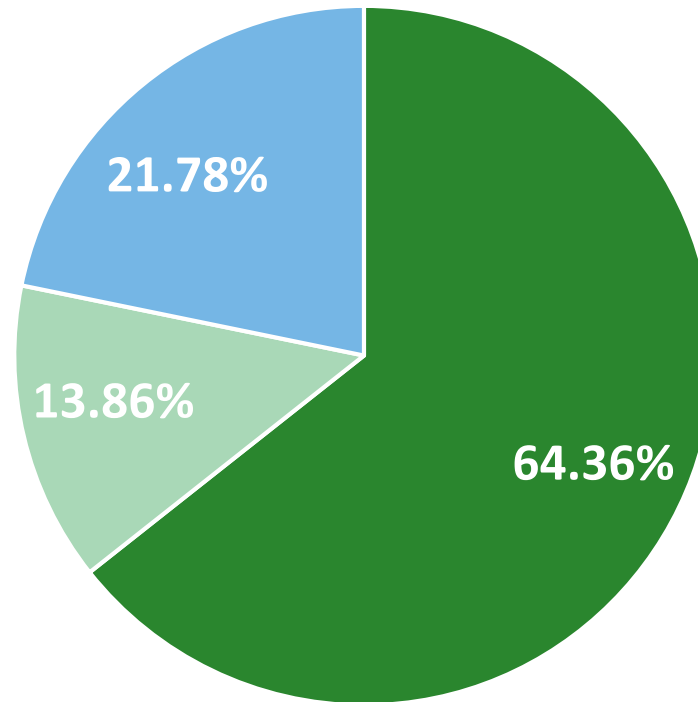


# Please list any topics that you would like to propose for future district orientations, trainings or workshops:



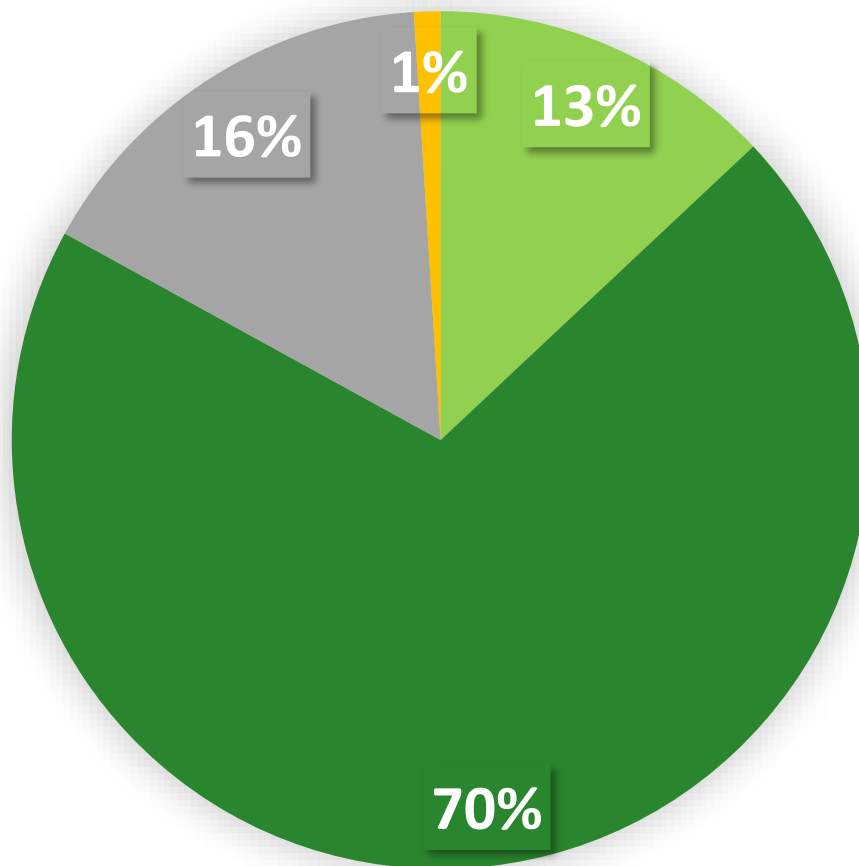
- Advanced retrofitting training
- Reconstruction challenges and relevant actions
- Finance for reconstruction
- Humanitarian context and roles
- Correction / Exception Manual
- Mapping / GIS
- Technical standards and guidelines
- Building Modelling and Analysis training to DLPIU Engineers
- Demonstration houses
- Non-compliance issues
- Orientation to local construction committees and co-ordination committees
- Partnership opportunities
- Social mobilisation training
- Confined masonry construction
- Timber treatment process

**Based on your experience, HRRP technical information and guidance is easy to access:**



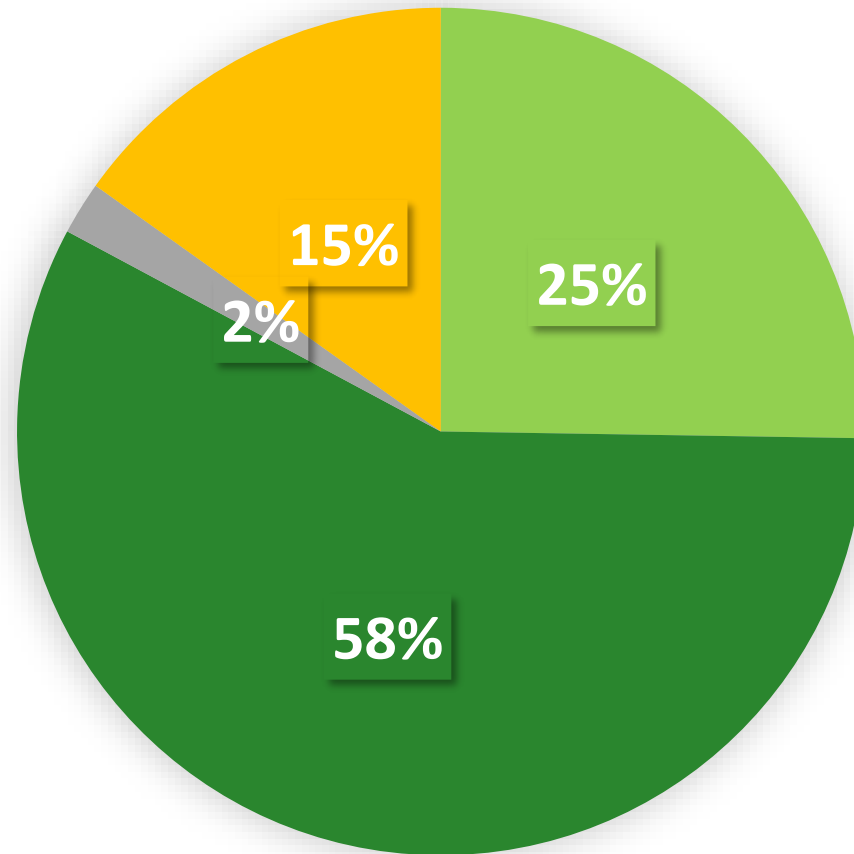
■ Agree   ■ Neutral   ■ Strongly agree

# Based on your experience, HRRP technical information and guidance is well-researched:

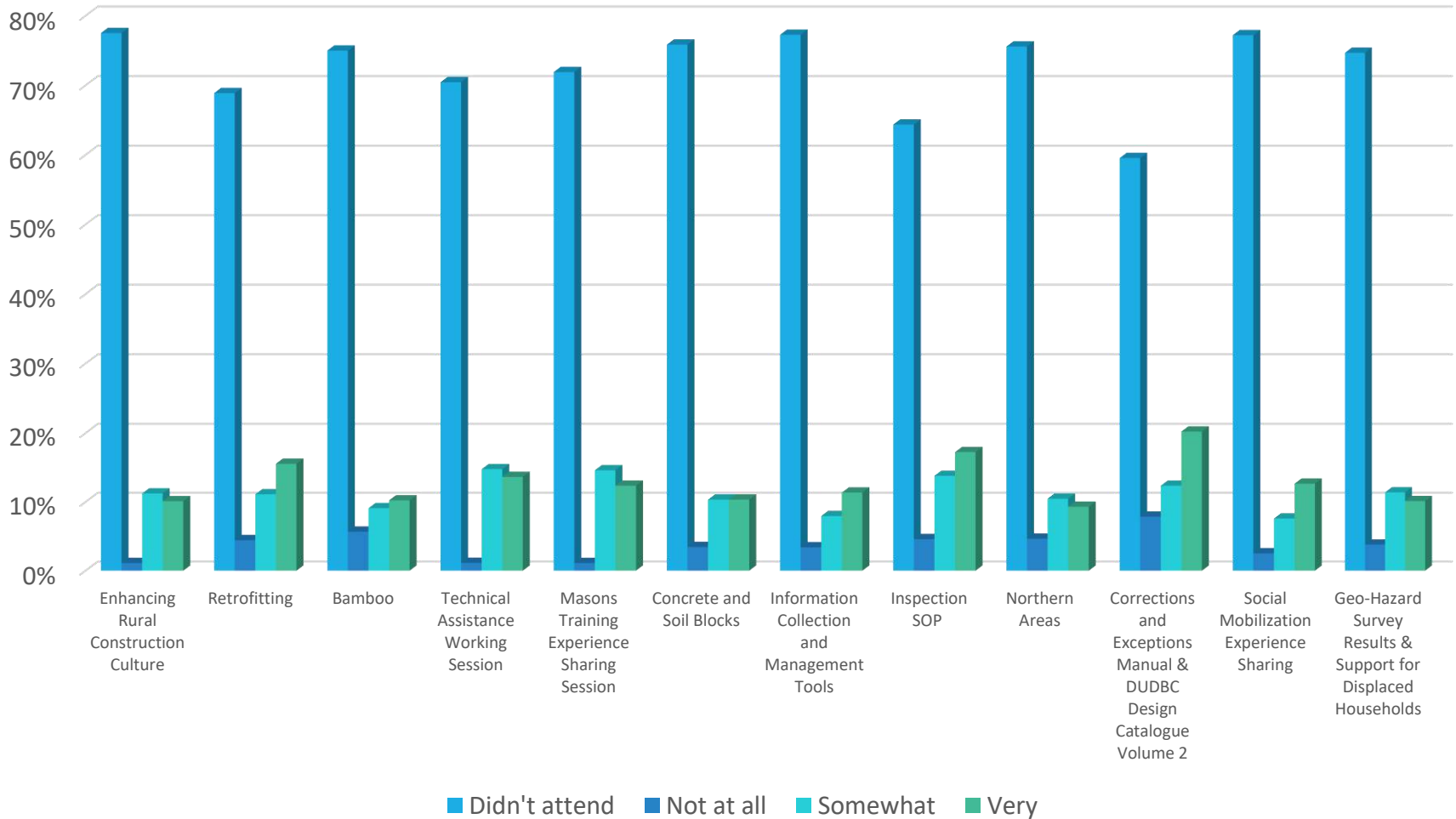


Strongly agree Agree Neutral Disagree

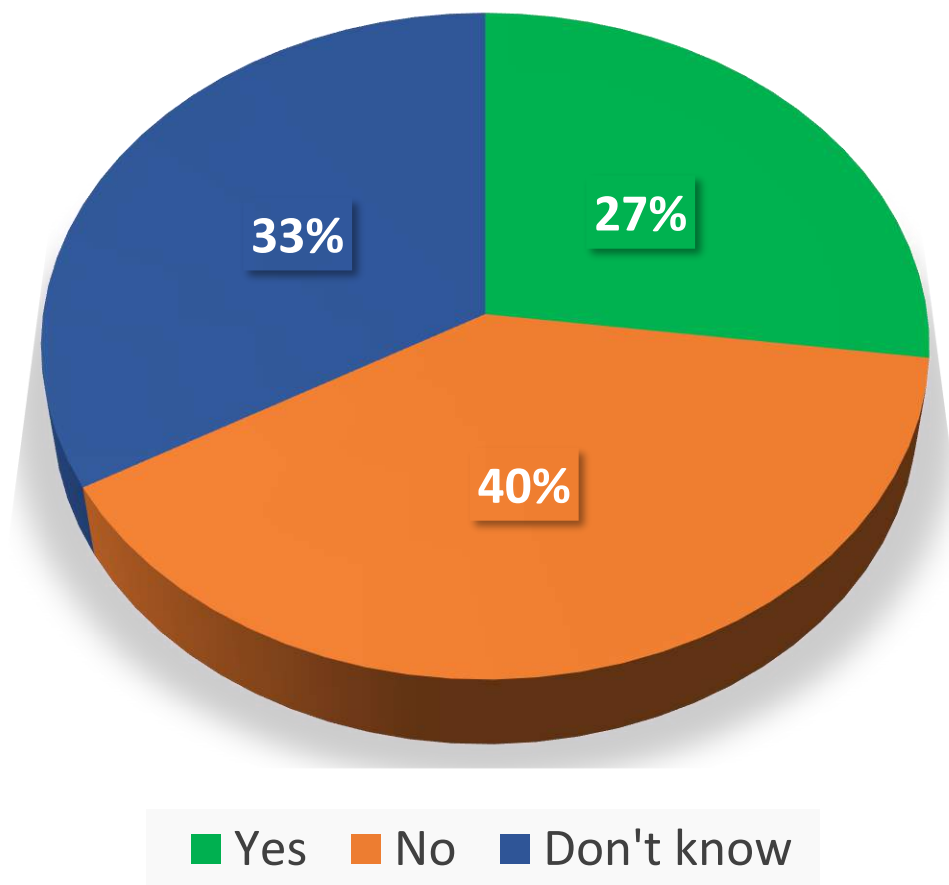
# HRRP technical information and guidance is relevant to your work:



# How relevant and useful have national HRRP technical sessions you have attended been?



# Have you / has your organisation made any adjustments or additions to reconstruction and recovery programme activities because of HRRP technical sessions?



## If yes, please briefly describe the adjustments or additions made:



- The contents of our safer building sensitisation training were adjusted
- Helpful in planning activities in the Northern areas
- House designs were adjusted
- Increased our socio-technical assistance
- The information has helped shape our programme content

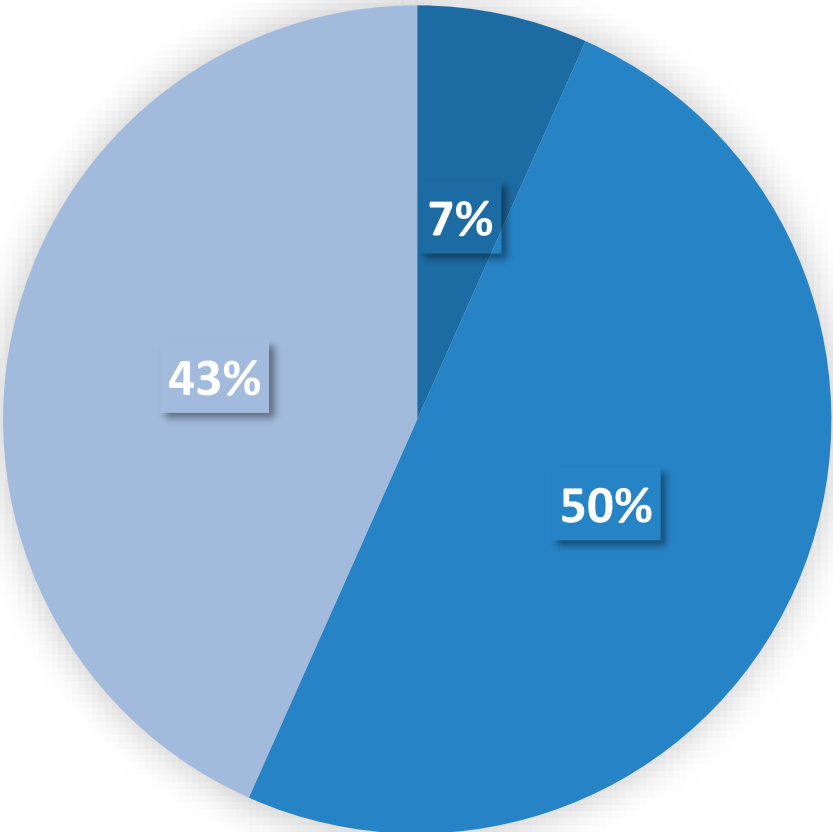
# Please list any topics that you would like to propose for future technical sessions:



- Traditional / cultural housing typologies
- Correction / Exceptions Manual
- Structural design software, e.g. SAAP 2000 and ETABs
- Government policy and guidelines
- Timber treatment
- GIS training
- DRR training
- Retrofitting
- Technical difficulties of construction
- Construction materials and new technology
- Support to vulnerable populations who are unable to move from 1st tranche to 2nd
- How to support newly elected local government

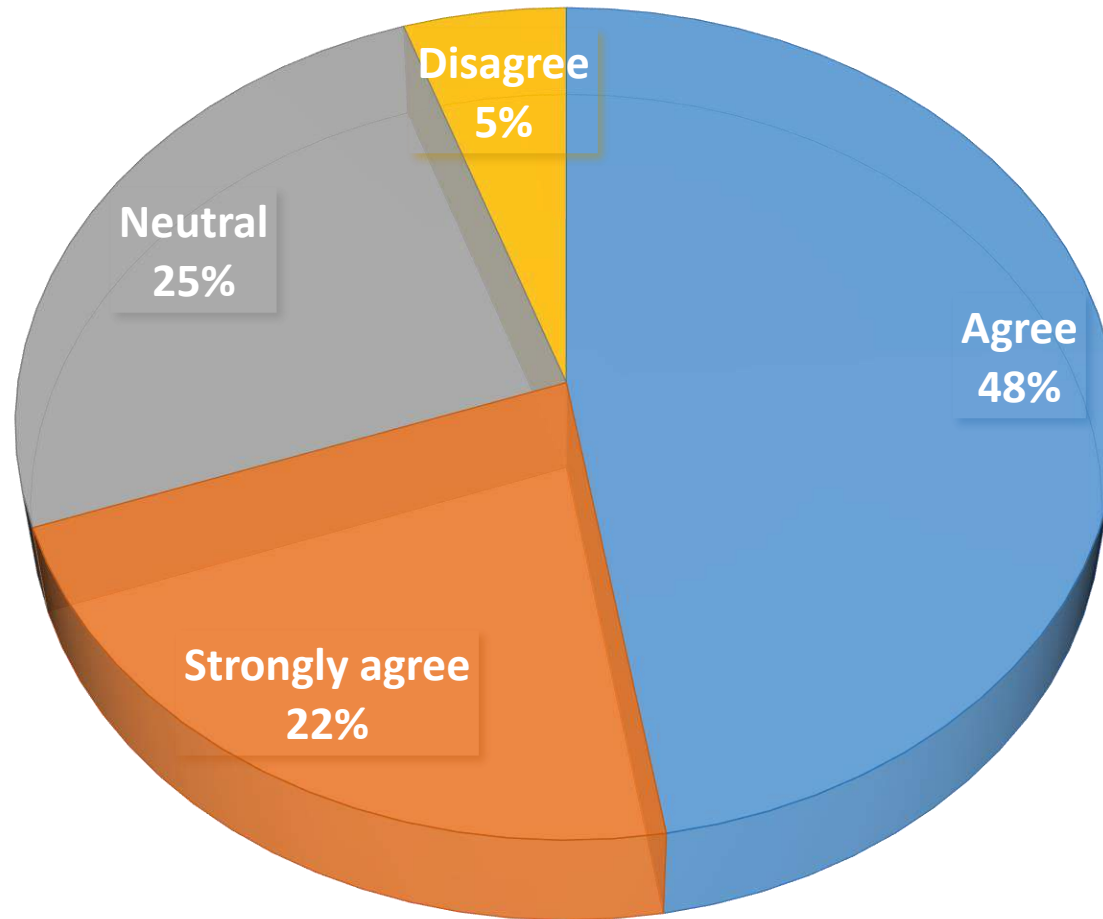


# In terms of frequency of HRRP technical sessions, do you feel that there should be the same number, a few less, or a few more each month?



■ Less frequent   ■ More frequent   ■ Same frequency

# How much do you agree with the statement: The HRRP has reduced gaps and prevented duplication in reconstruction efforts?

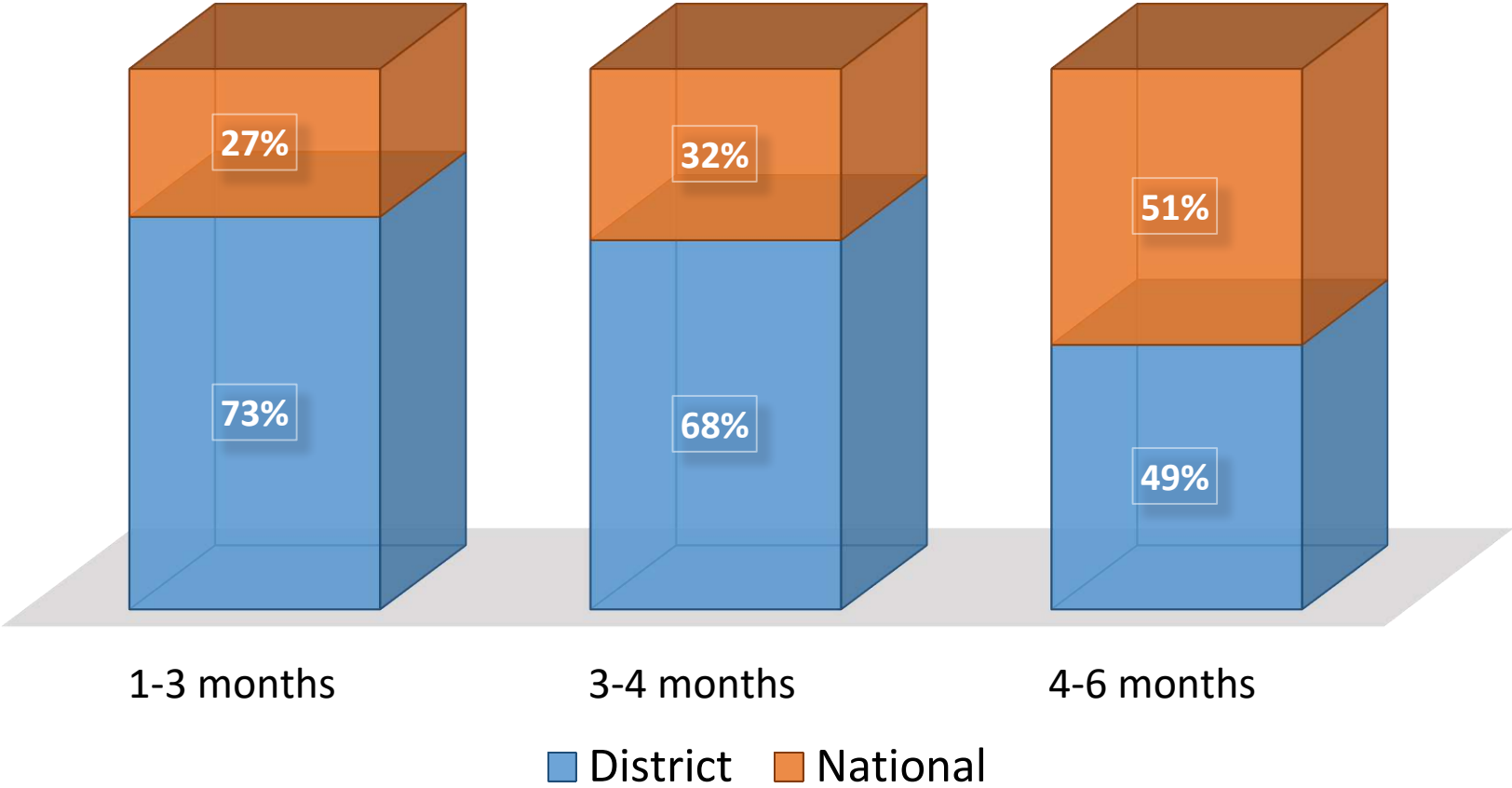


# Please briefly provide suggestions on how HRRP could improve the coordination services it provides:



- It would be good for the HRRP to increase its financial and human resources
- Should provide updated, accurate, and complete information frequently
- Should be consistent from district to district; standard coordination tools/meetings, with a core group of participants
- Should coordinate with NRA in approval process and providing a checklist for Partners
- Should inform organisations if there are any duplications
- More information and problem solving from NGOs and INGOs to Government
- Improve district leads (variable quality)
- More logistic support for monitoring and feedback
- Increase number of coordination meetings and work more closely with concern stakeholders

# How frequently would you be happy to respond to a similar survey?



# Any other comments or suggestions for HRRP?



- Consider how to quickly share and engage higher-level management in key reconstruction efforts
- Emphasise more on updates and data
- HRRP information management is at a very high standard
- HRRP tries to serve many constituencies; in the future, it may be worth trying to produce specialised products for particular audiences.
- HRRP coordination services should be expanded across all 31 districts
- It would be good for HRRP to support coordination of the Terai flood reconstruction
- **Keep doing the great things that you are doing!**