

Azraq WASH KAP

Knowledge, Attitude and Practices (KAP) Survey
WASH services in Azraq Camp

December 2019

REACH
Key Indicators of
IMPACT PRESENTED
ACTED OVER 2018/19

A person wearing a grey vest with 'REACH' printed on the back, standing in a field with other people and a white car in the background.

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).



1

Introduction

Assessment Methodology

Primary objective



To assess Azraq camp residents' current knowledge, attitudes and practices towards water, hygiene and sanitation.

To inform (1) UNICEF's efforts to increase water conservation, customer services satisfaction and accountability. (2) WASH services provided by humanitarian actors

Data collection



A quantitative closed-ended questionnaire, 376 random households were interviewed in September 2019

Data Analysis



The analysis was undertaken using quantitative tools to produce descriptive and analytical statistics



Village	Number of surveys
Village 2	77
Village 3	117
Village 5	90
Village 6	92
Total	376



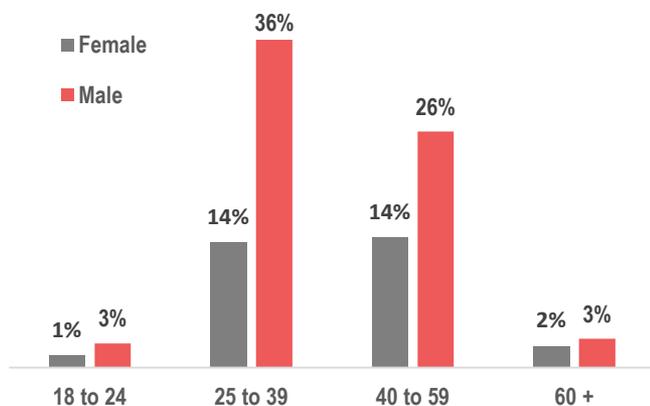
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Demographics

Demographics



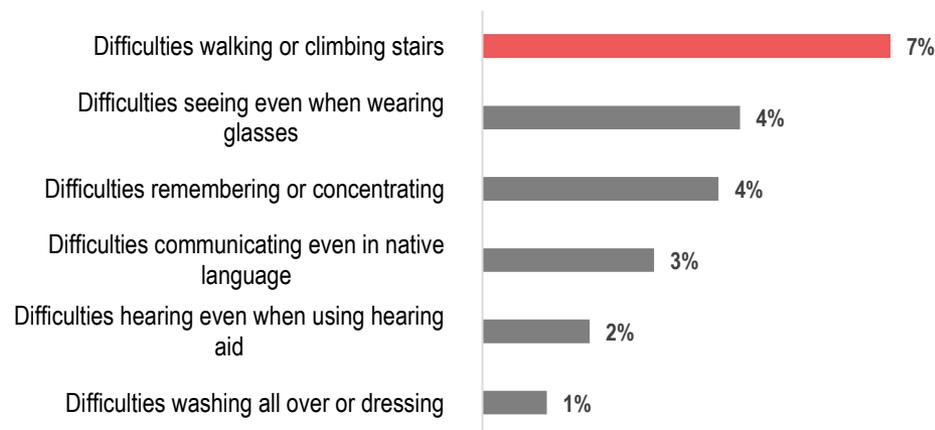
Age and gender of the head of household



- 31% of the assessed households were female-headed households, 69% were male-headed households



% of household with at least one member suffering from disability



- 23% of the assessed households reported having at least one member suffer from disability or health issue



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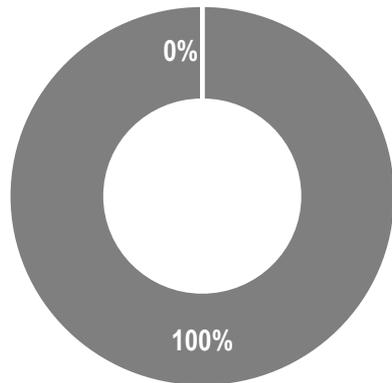
Water Supply

Water Supply | Source of Water

Households' Source of Water

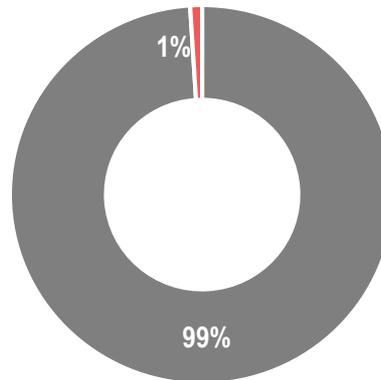


Washing and cleaning water



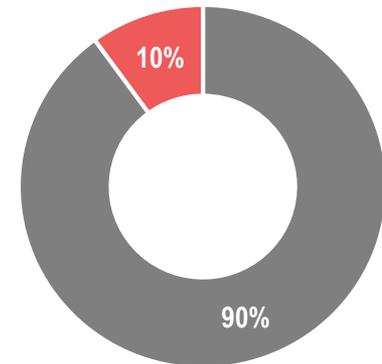
■ Tap stands ■ Purchased Water

Water for cooking



■ Tap stands ■ Purchased Water

Drinking water



■ Tap stands ■ Purchased Water

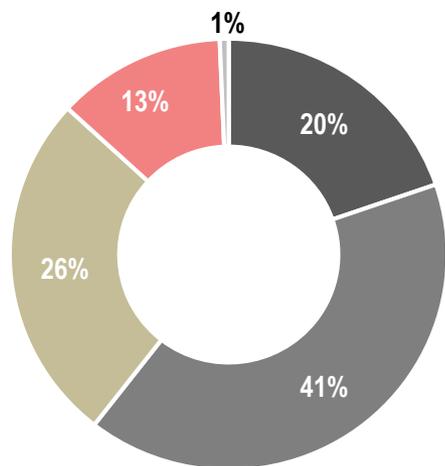
- **97%** of the households are aware of the water filling cycles for their village
- **10%** of the assessed households faced water cuts for one full day or more, during the 30 days prior to the assessment.

Water Supply | Storing Water inside the shelter

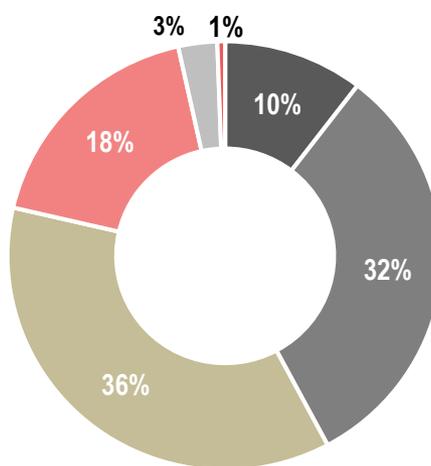
Water storage capacity per household size



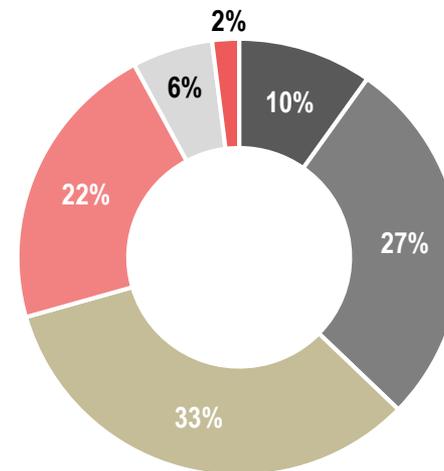
1 to 5 Members



6 to 8 Members



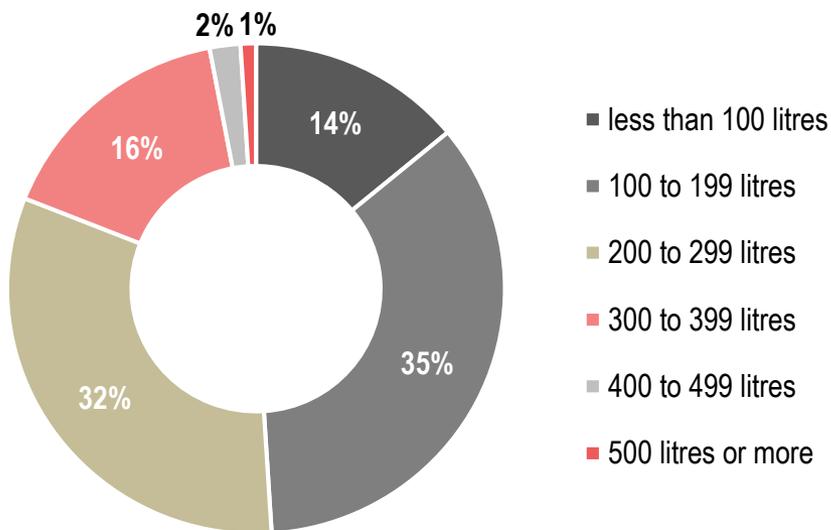
9 to 13 Members



■ 0 to 99 Litters ■ 100 to 199 Litters ■ 200 to 299 Litters ■ 300 to 399 Litters ■ 400 to 499 Litters ■ 500 Litters or more

Water Supply | Storing Water inside the shelter

Water storage at the households per capacity



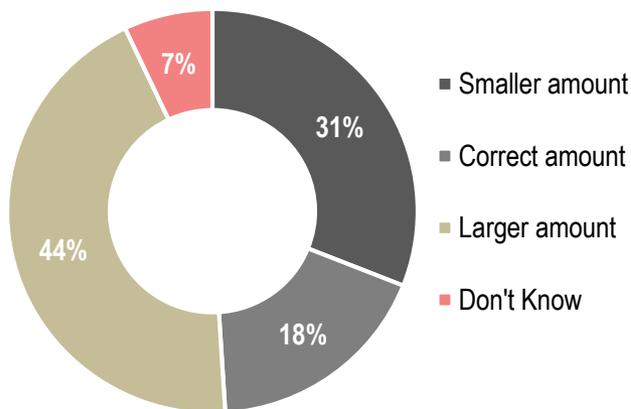
- Majority of the households have a storing capacity range between **100 to 200 liters**.
- The most common water container is the **20 litres jerrycan**. Used by **82%** of assessed households.

Water Supply | Water Quantity

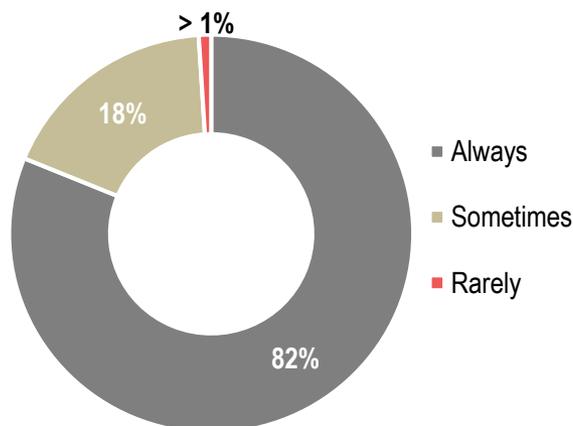
Amount of water collected, allocated by the households



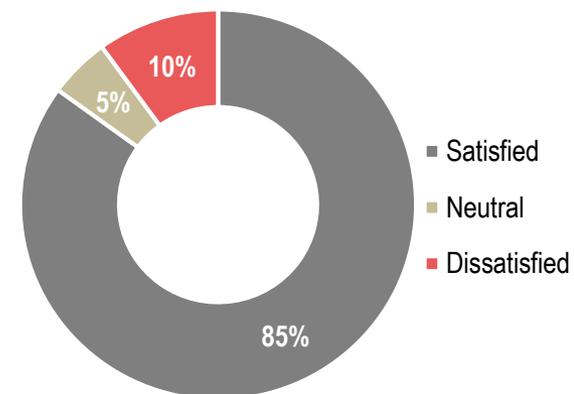
Awareness about the amount of water per person per day



How often Azraq residents get the amount of water they entitled to



Households satisfaction of the amount of water they normally get



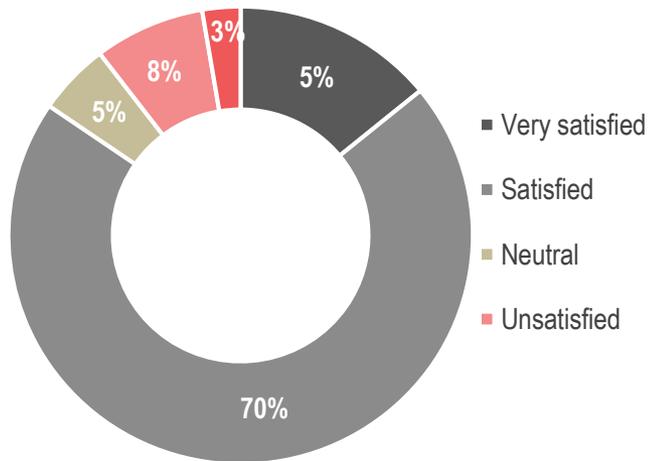
* According to UNICEF's WASH standards, the amount of water is **35 litres** per person per day.

Water Supply | Water Quality

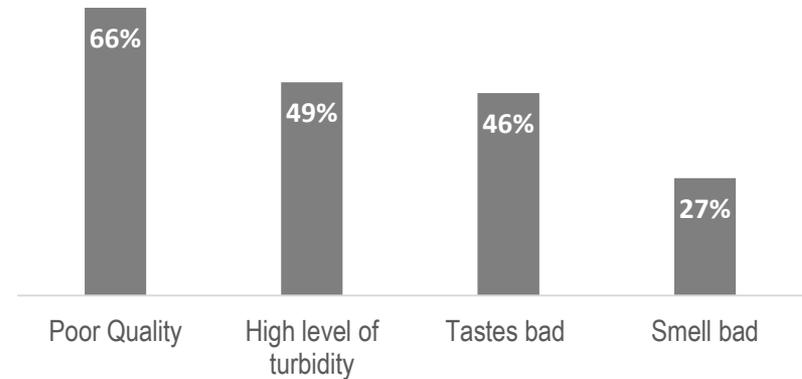
Respondents' satisfaction on water quality



Households' satisfaction of water quality



Reasons for dissatisfaction



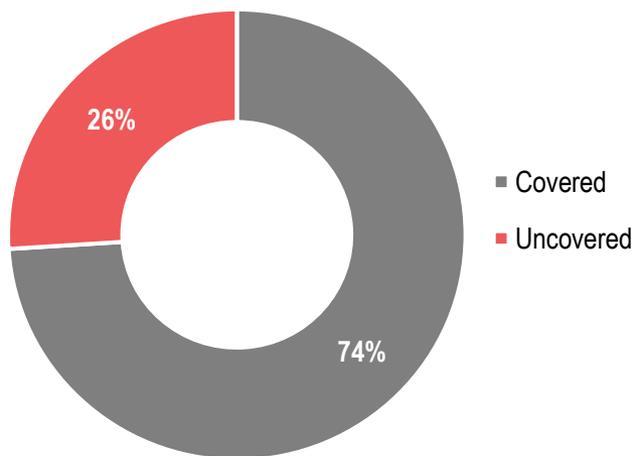
- This information was provide from 11% (40 households) whom reported dissatisfaction of water quality

Water Supply | Water Safety Practices

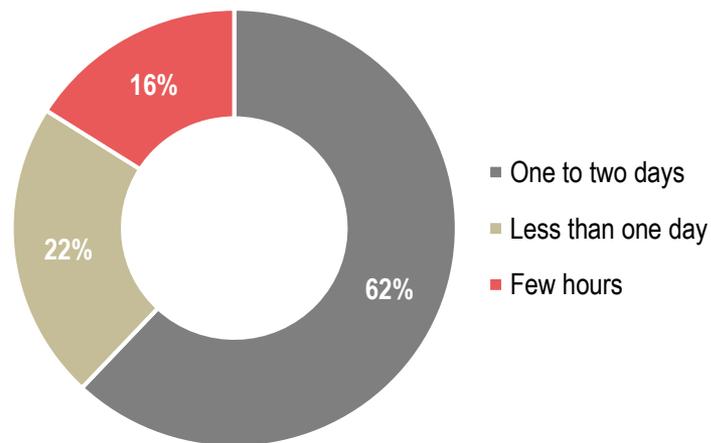
Water container safety



practices on covering water containers



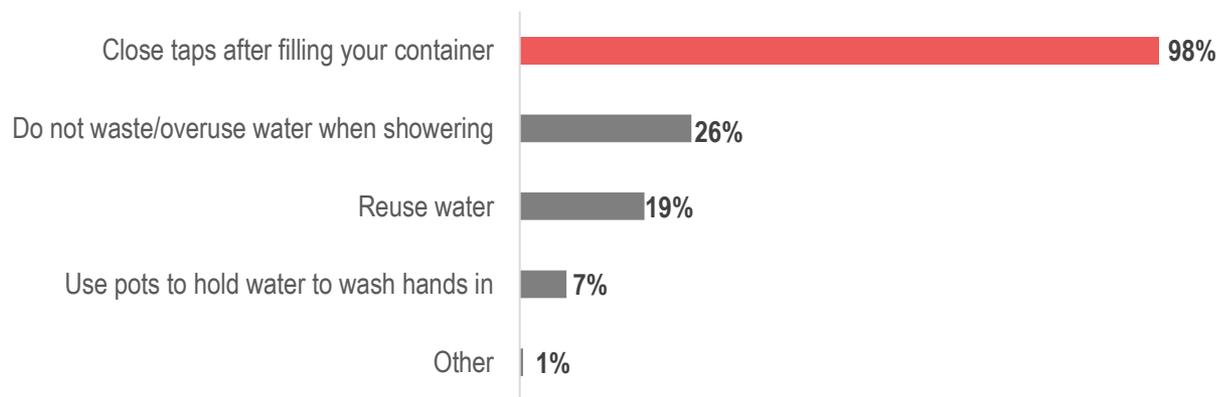
Frequency of cleaning water containers



In 72% of the households the enumerators reported that the containers were clean.

Water Supply | Water Conservation Practices

Applied Water conservation practices reported by the assessed households



- **76%** of the assessed households correctly identified that Jordan is a water scarce country, **13%** do not believe this, while **11%** do not know.
- **59%** of whom reported seeing illegal tapping don't believe it's a problem, when **41%** of the assessed households believe that it's a problem.
- **92%** of the reported forms of illegal tapping and connection was the hoses attached to the communal tap stands.



4

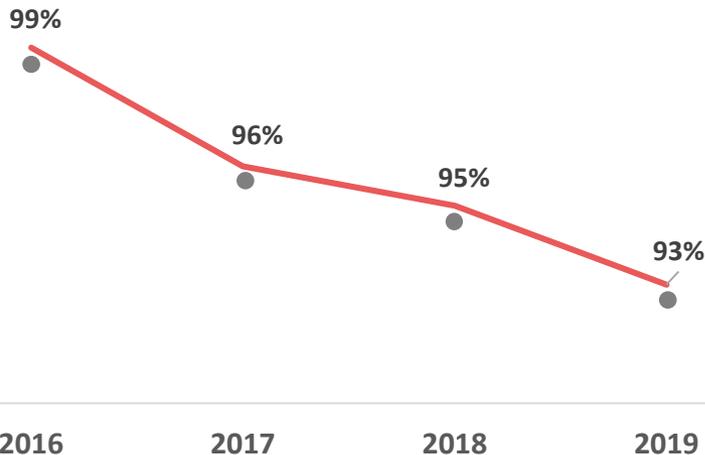
Sanitation Facilities

Sanitation | Communal WASH Blocks

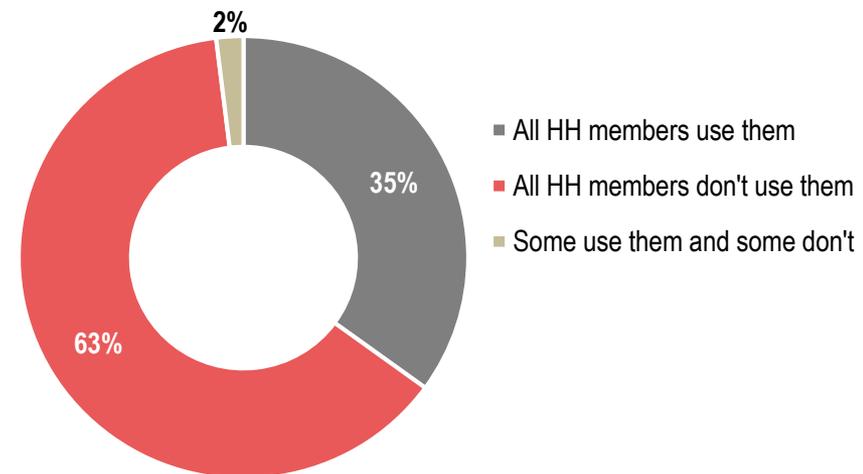
Using Latrines and Shower Facilities at the WASH Blocks



Usage of latrines in WASH block



Usage of Shower facility in WASH block



- All HH members use them
- All HH members don't use them
- Some use them and some don't

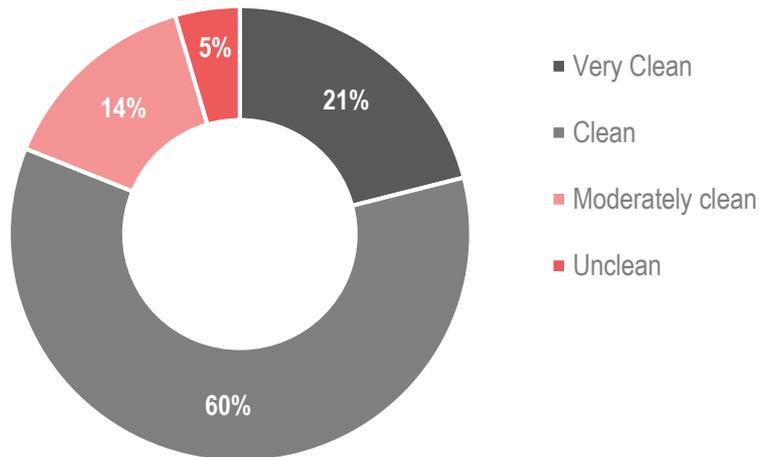
- Of the **7% (28 HHs)** not using latrines in the WASH block, almost all (27 HHs) reported having a private latrine inside their shelters
- Lack of safety and privacy at the communal WASH blocks were reported to be the reasons of not using the facilities at the communal WASH block.

Sanitation | Communal WASH Blocks

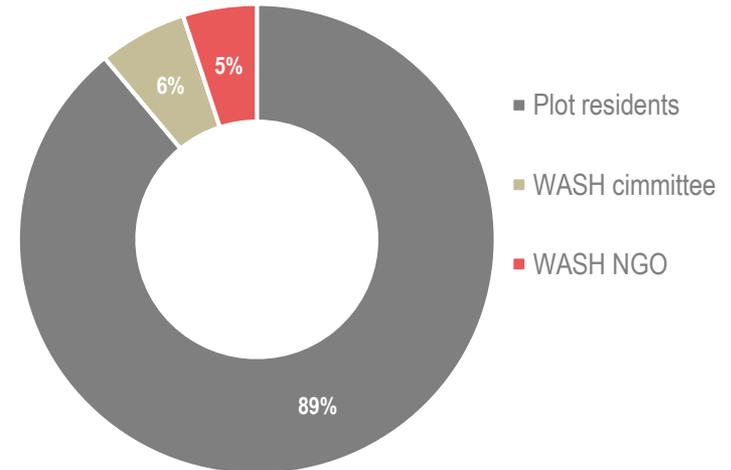
WASH blocks' cleanliness



Respondents' Perception of the WASH block's cleanliness



Respondents' perception on who is responsible of cleaning the WASH block

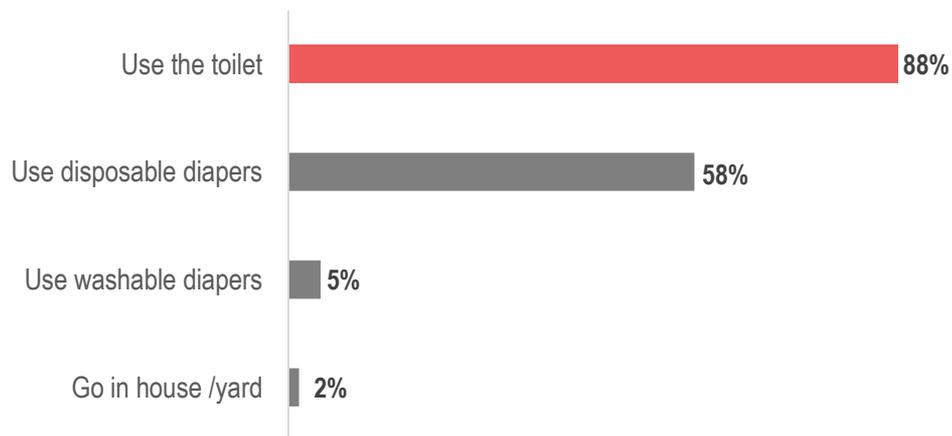


- According to enumerator observations, 55% of the WASH blocks were clean with signs of current use, 40% had no sign of current use, and 4% were not clear with clear sign of current use

- 94% of the households reported that residents clean WASH blocks frequently, 4% said the WASH committees and 2% indicated WASH NGOs clean them

Sanitation | Children Aged 5 years or Younger

Places where children aged 5 years or younger defecate



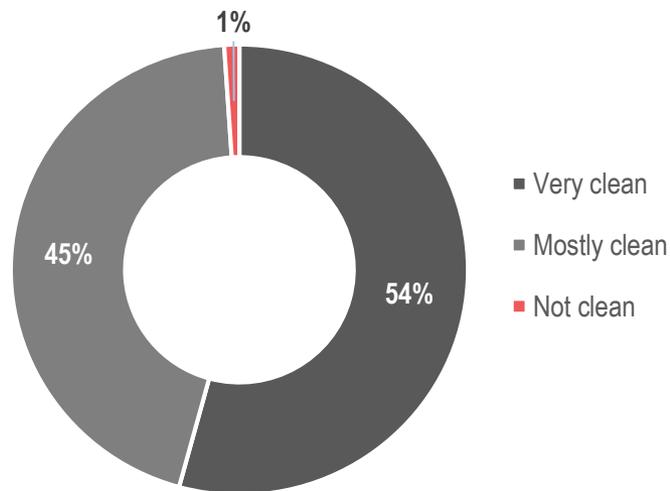


5

Solid Waste Management

Solid Waste Management | Cleanliness of Surrounding Perceptions

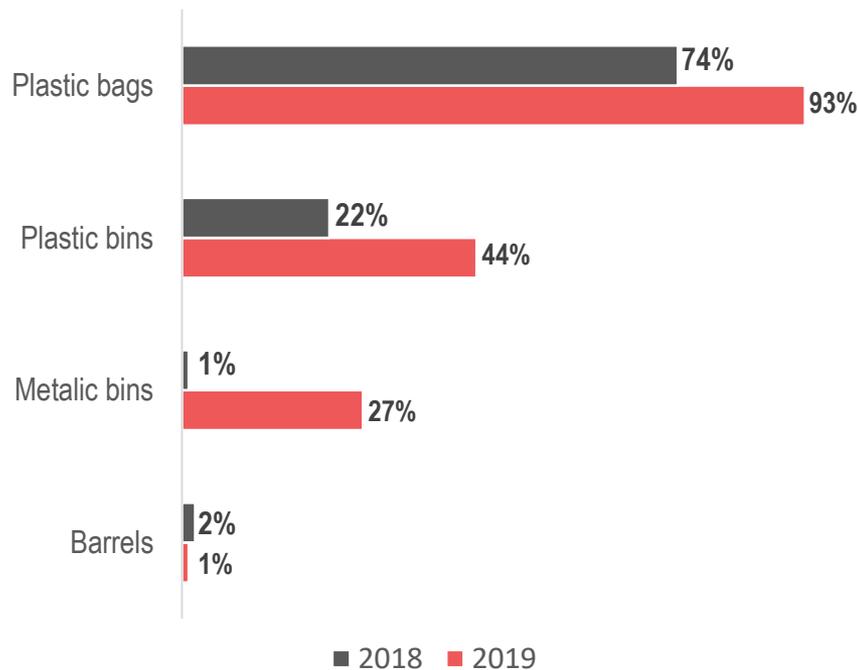
Respondents' Perceptions of the surrounding environment



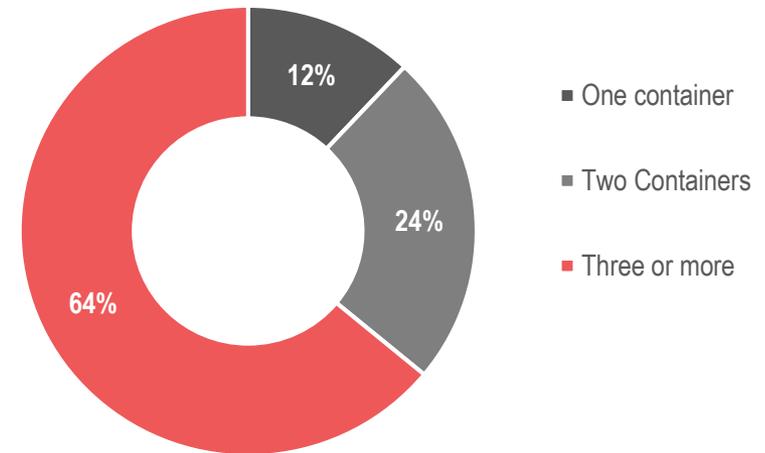
- Enumerators observation, 92% of the places where the interviews were conducted were clean and garbage-free.
- KAP 2018, 90% described their surrounding environment as clean or very clean.

Solid Waste Management | Garbage Containers

Type of garbage containers used by assessed households



Quantity of garbage containers in assessed households

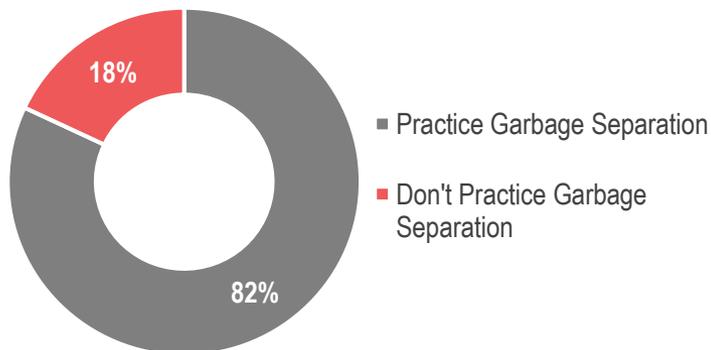


○ **56%** of the households bought some containers themselves, **43%** received some from NGOs, **11%** reused containers.

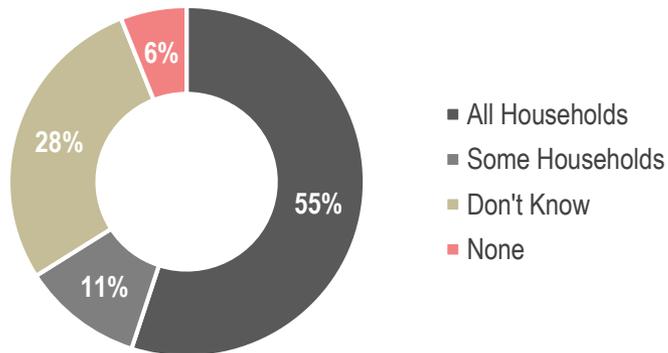
Solid Waste Management | Garbage Separation

Reported garbage separation practices

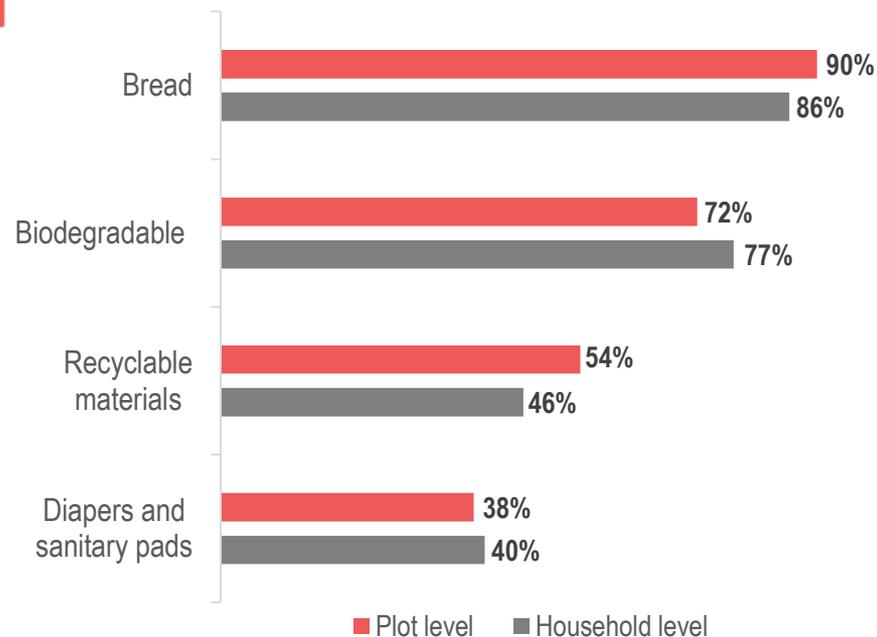
At the household level



At the plot level



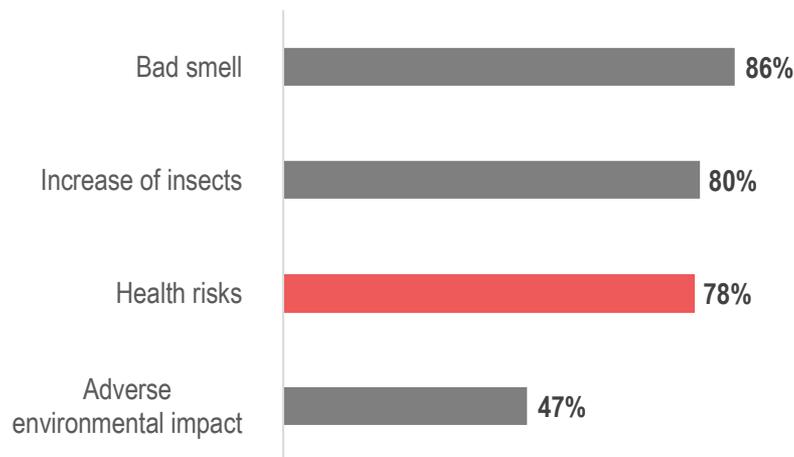
Reported forms of garbage separation



- **83%** of the assessed households reported not facing any challenges in separating garbage.

Solid Waste Management | Consequences Improper Garbage Disposing

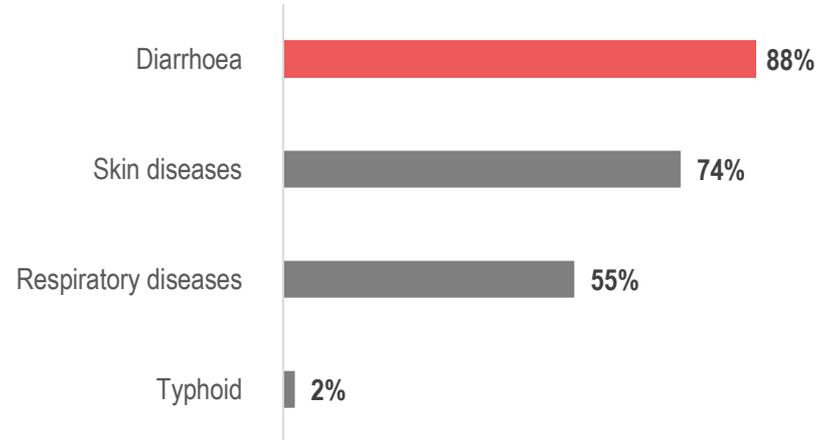
Reported consequences of improper garbage disposal



- 99% of households reported at least one consequence of improper garbage disposal



Reported health concerns caused by improper garbage disposal

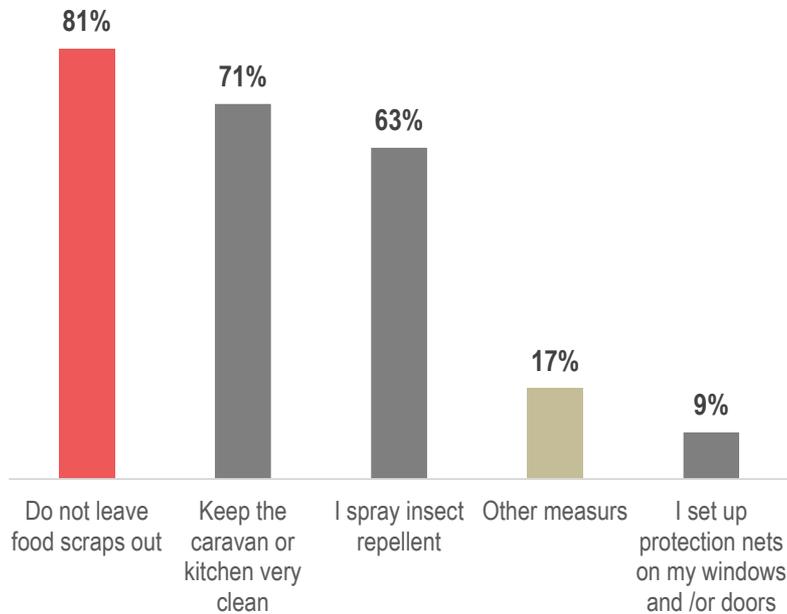


- 74% of assessed households believe that garbage has caused diseases for the household members. Compared to only 17% in 2018's KAP

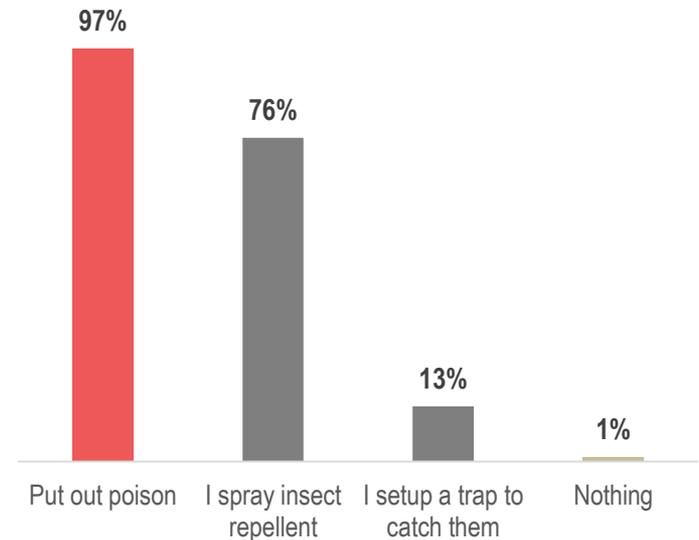
Solid Waste Management | Insects, Flies and Rats

Prevention Practices

Reported practices to prevent the presence of insects, flies and rats



reported methods of ridding the households of pests





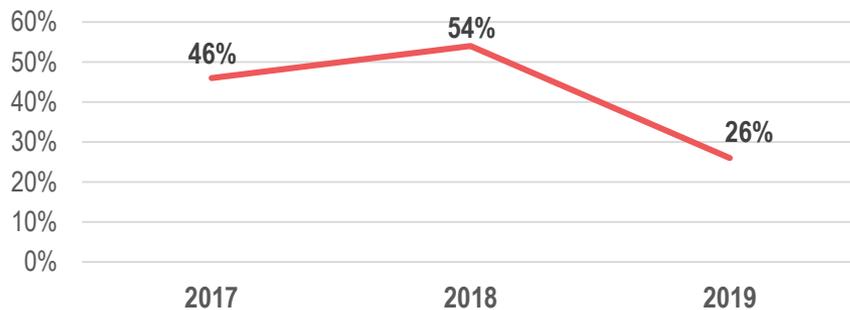
6

Hygiene Knowledge and Practices

Hygiene Knowledge and Practices | Hygiene and Health Messages

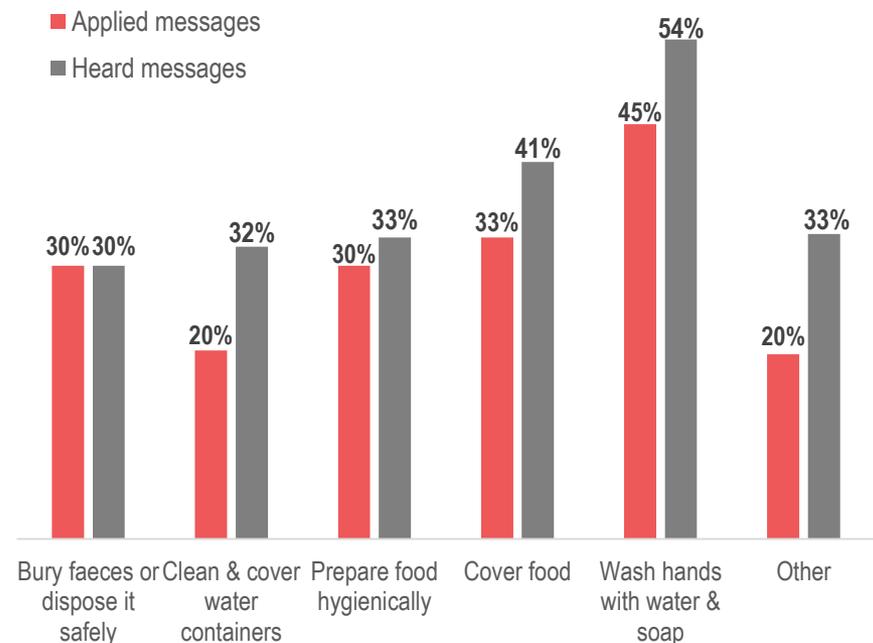
Households reporting hygiene and health related messages

During the past 3 months prior to the assessment



- **76%** of the households receiving messages felt they were clear, but only **33%** understood what they meant and **23%** felt they were useful
- In 2018, higher usefulness of the messages was reported, **55%**.

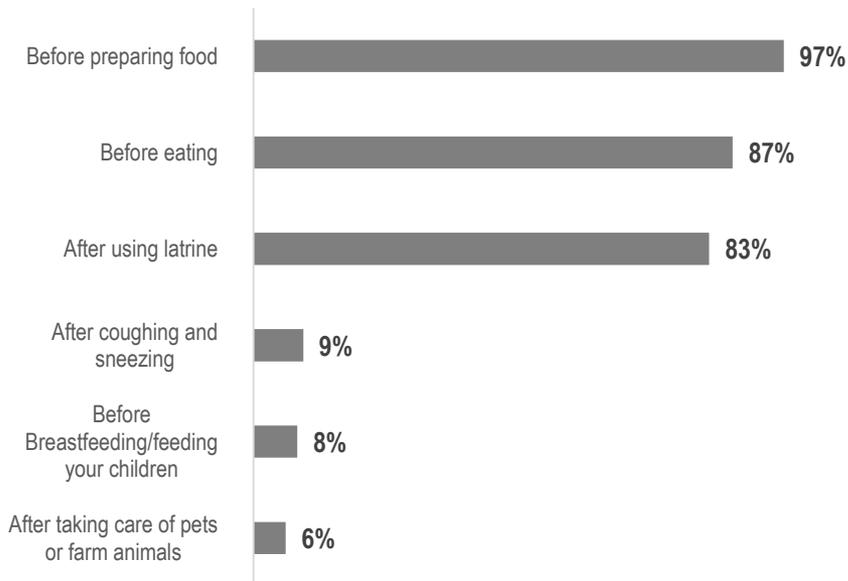
Reported hygiene and health related messages that were heard and applied by the household



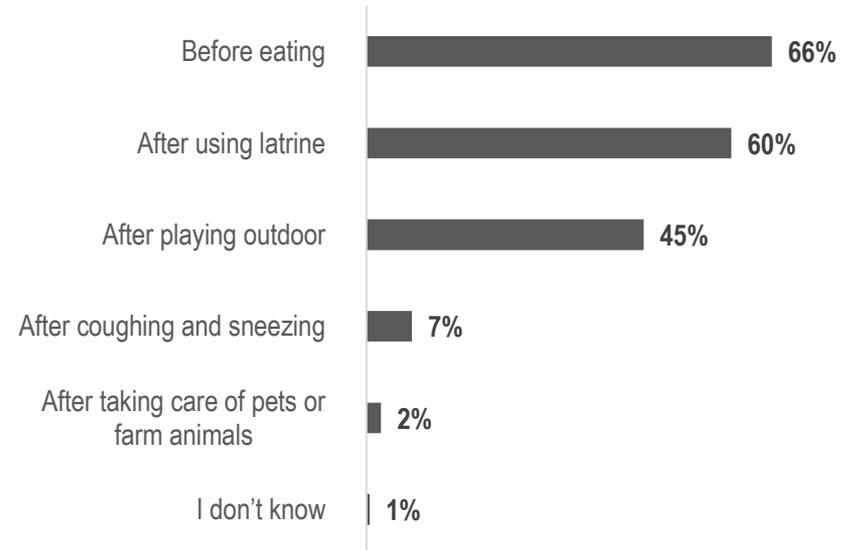
Hygiene Knowledge and Practices | Handwashing

Identified critical handwashing times

For adult members



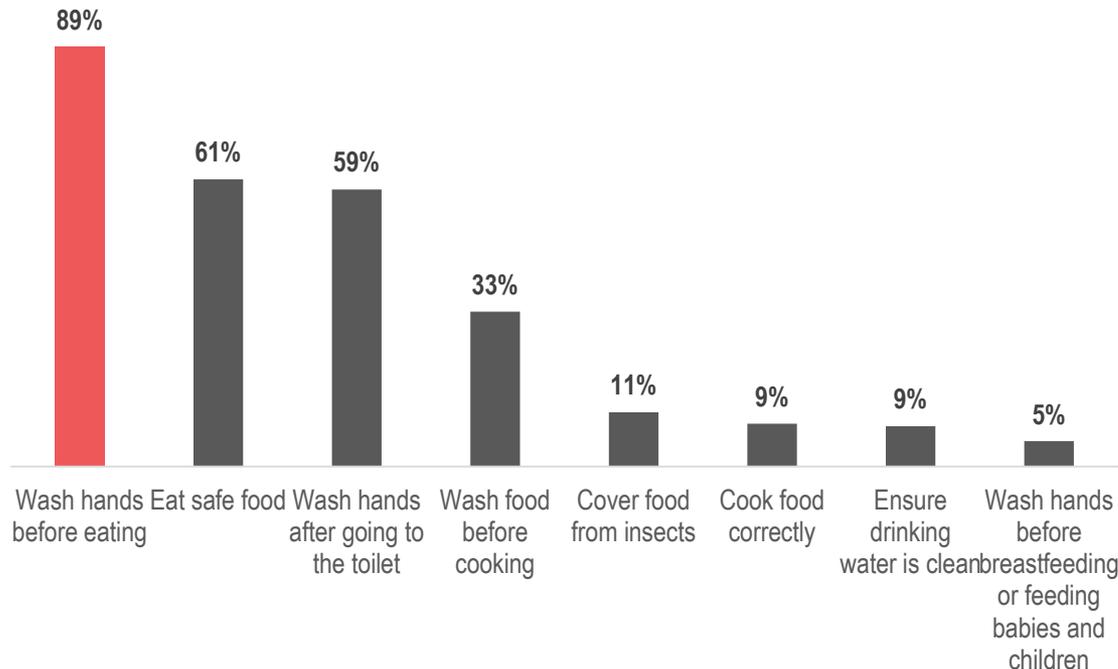
For children



- All households use soap to wash their hands and bathe. In 98% of the interviews, the enumerators observed soap at the handwashing sink or place.
- In 2018's KAP, 93% reported using soap.

Hygiene Knowledge and Practices | Diarrhoea Prevention Practices

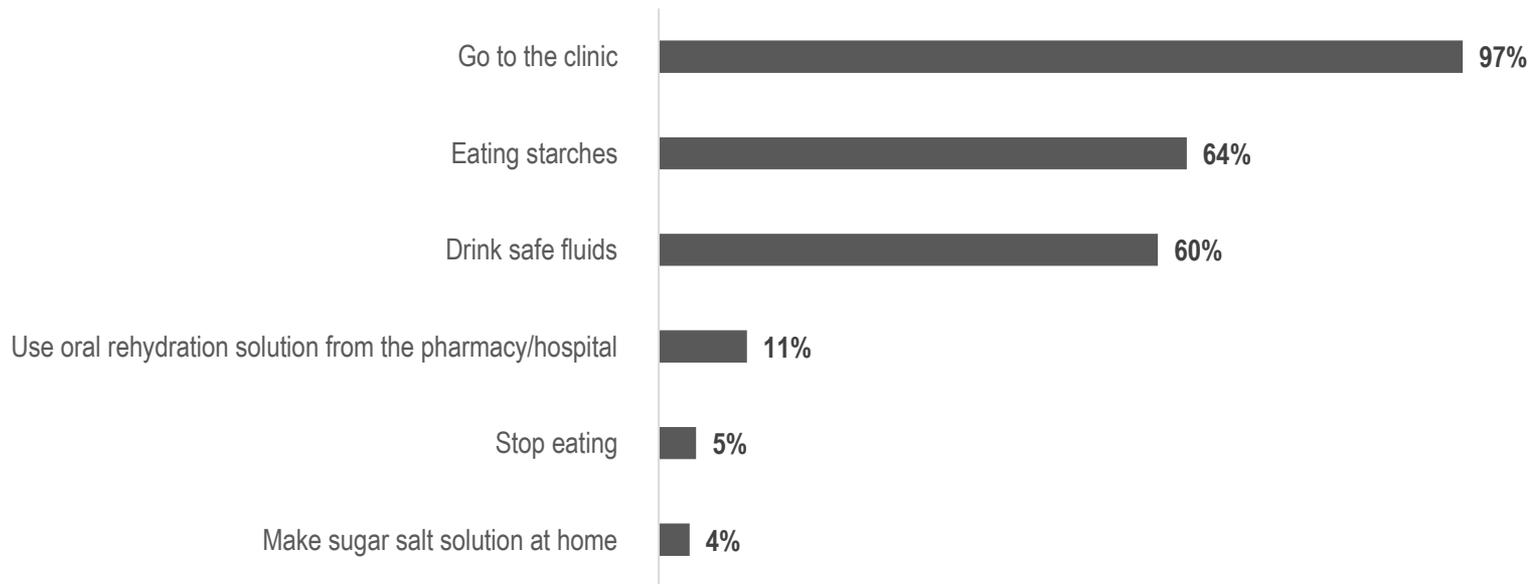
Reported diarrhoea prevention practices



- 1% (5 households), didn't identify any practice to prevent diarrhoea.
- 44% of the households will consume prepared food they purchase within six hours, 39% will keep it in the fridge, 20% will keep it in closed containers, 14% don't buy pre-prepared food.

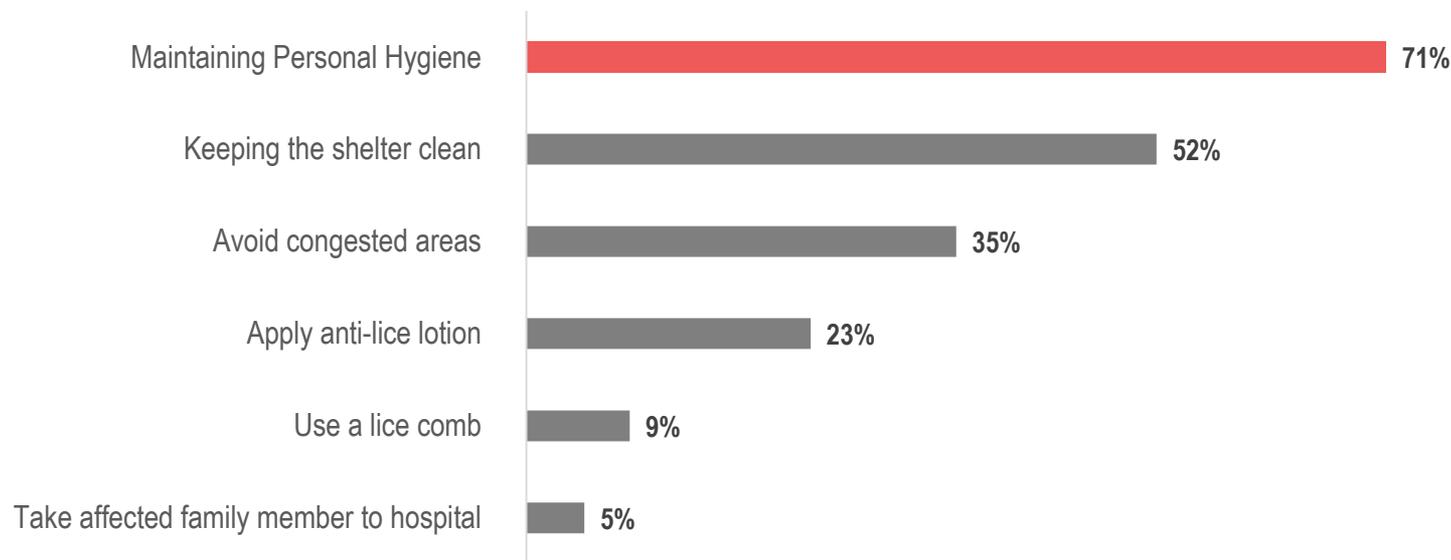
Hygiene Knowledge and Practices | Actions In Case of Diarrhoea

Reported actions taken in case of diarrhoea



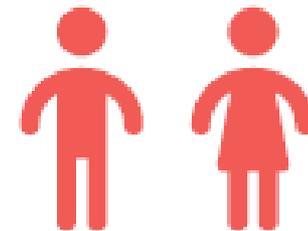
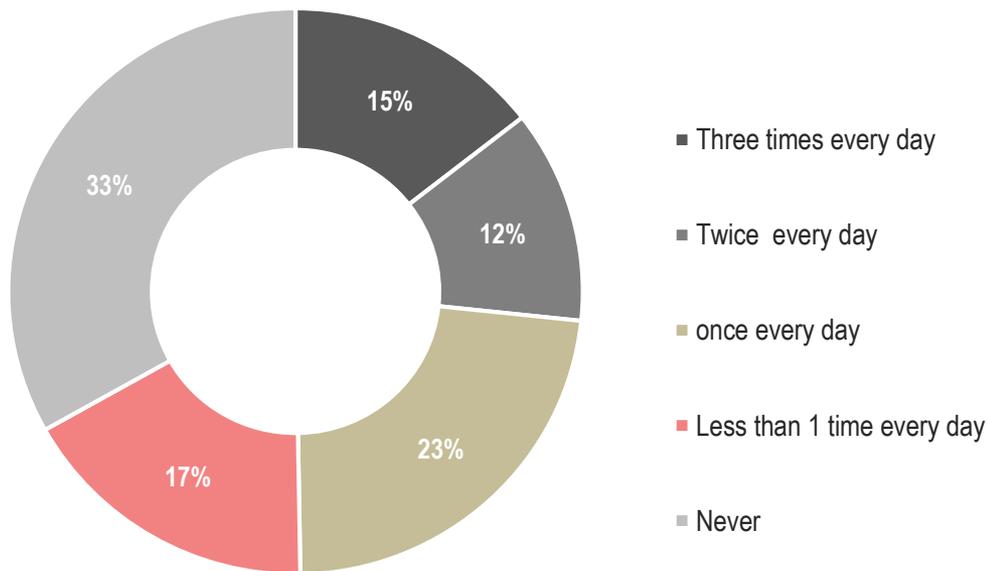
Hygiene Knowledge and Practices | Diarrhoea Prevention Practices

Reported headlice prevention practices



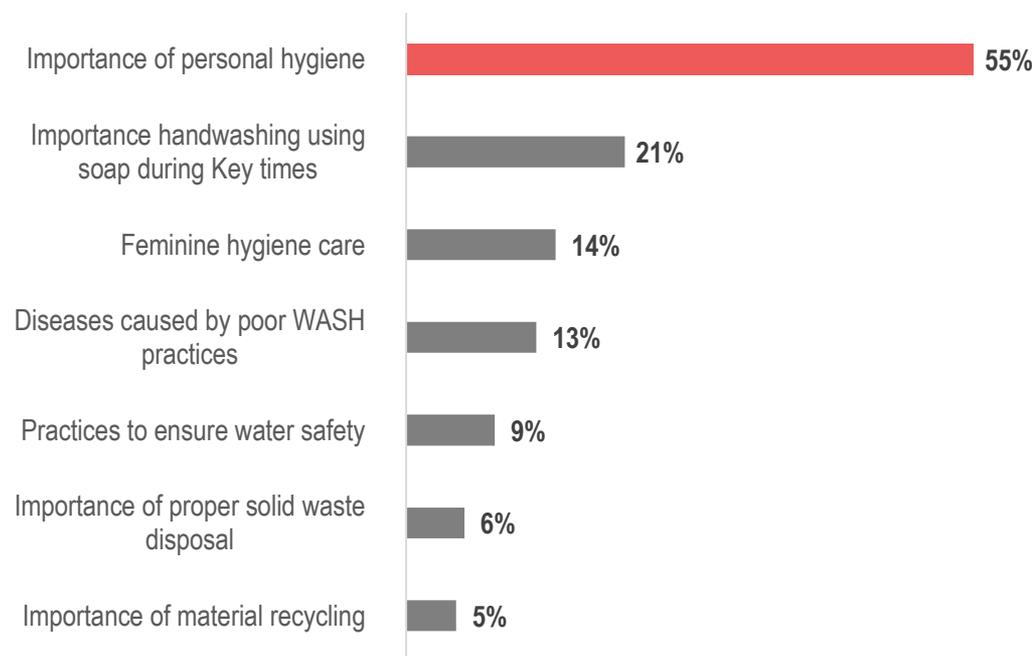
Hygiene Knowledge and Practices | Children

Reported frequency of tooth brushing in young children (5 years or younger)



Hygiene Knowledge and Practices | Desired hygiene related messages

Reported hygiene-related messages desired by assessed households



- 68% of the assessed households reported wanting to hear additional hygiene and health related messages

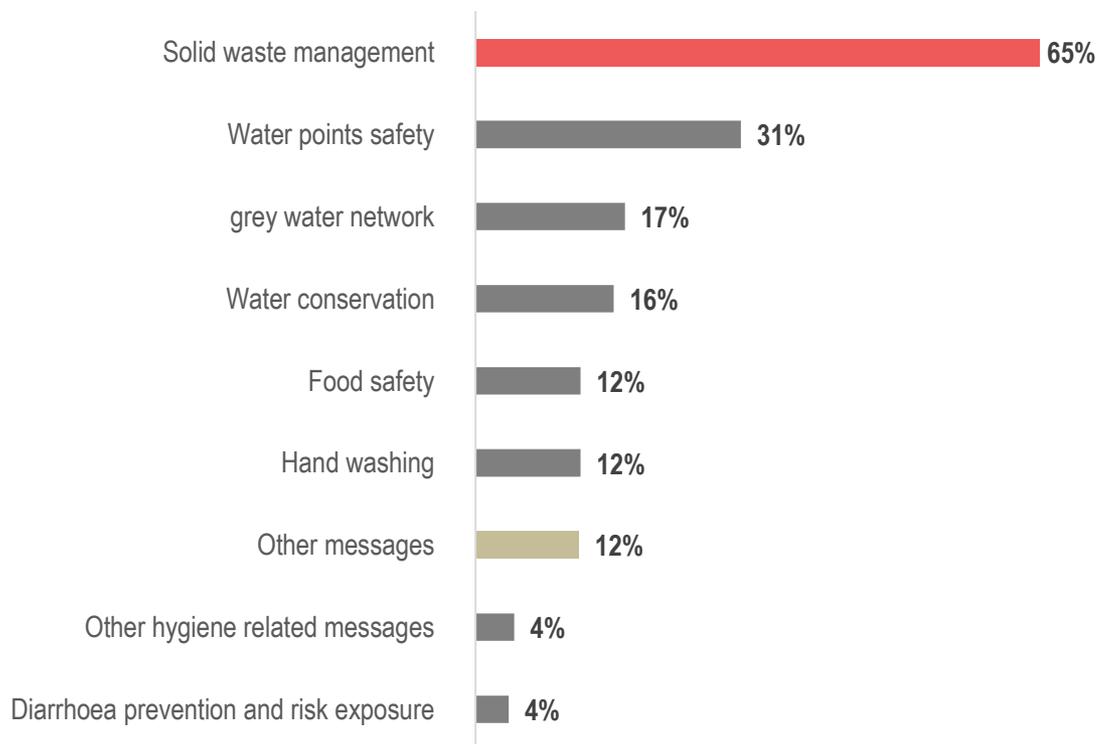


7

Community Mobilization

Community Mobilization | Received Messages

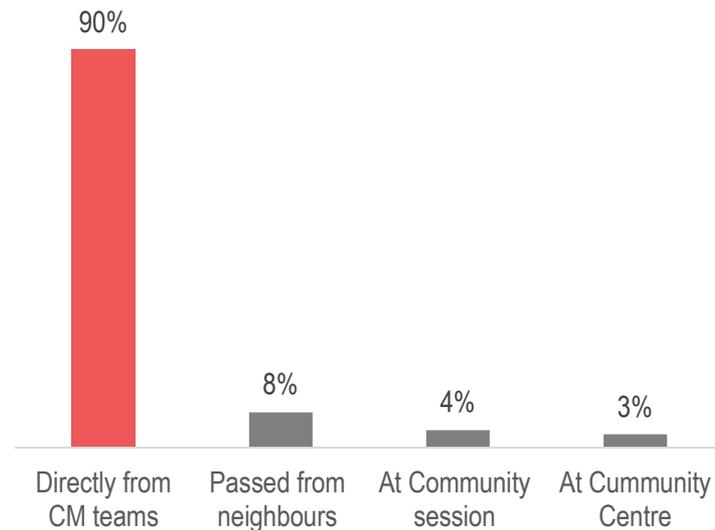
Messages received by community mobilization teams



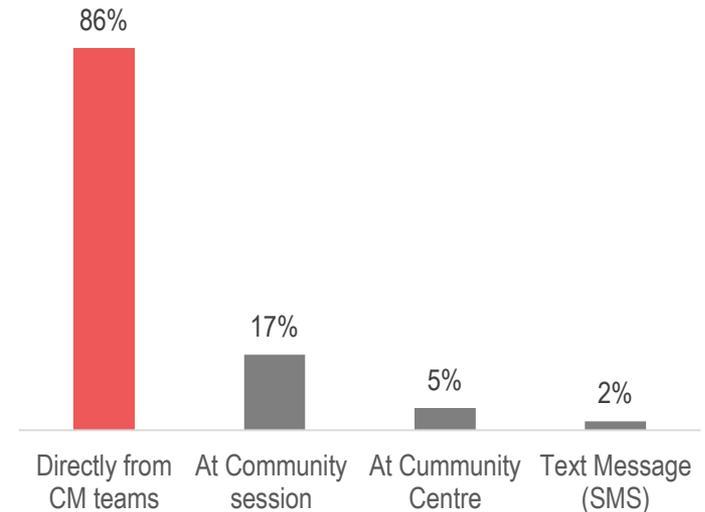
- **42%** of households had received some information from the community mobilization team during the past 3 months to the assessment.

Community Mobilization | Channels of Messages Spreading

Reported channels from which the messages were received



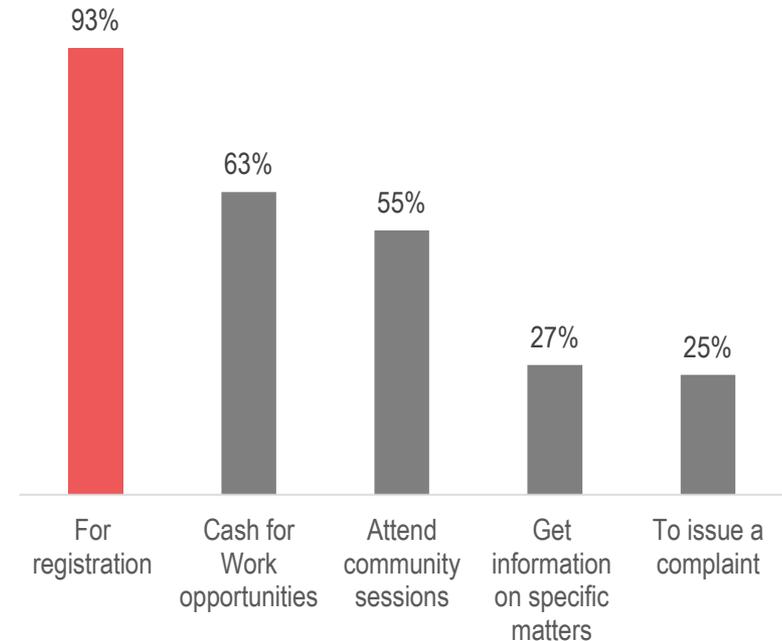
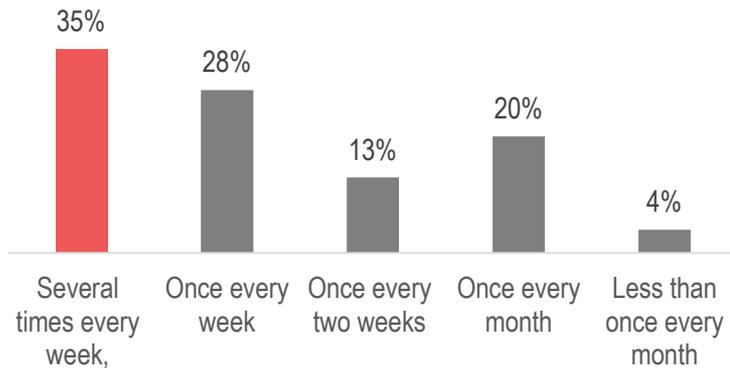
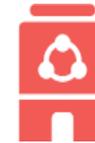
Preferred channels to receive messages



- Among all the assessed households, **97%** are interested in receiving messages from the community mobilization teams

Community Mobilization | Community Centres

Frequency and reasons of visiting community centres



- This information from **65%** of respondents reportedly went to community centres.

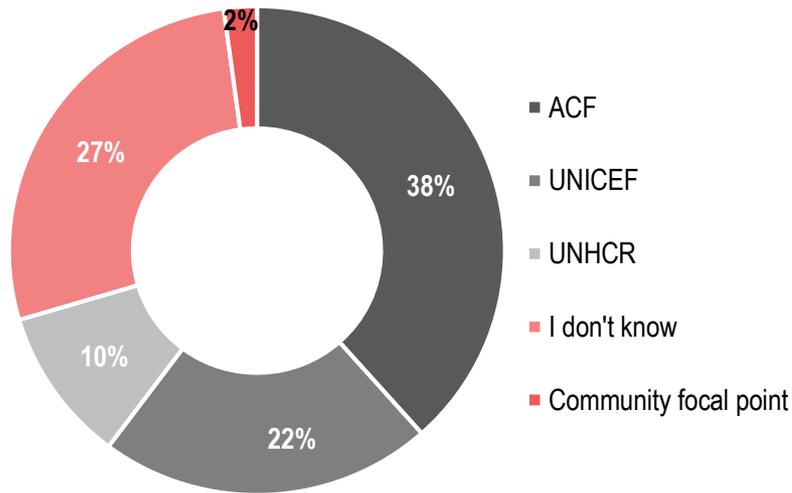


8

Accountability and Complaints Mechanisms

Accountability & Complaints Mechanisms | Complaints about Water Supply

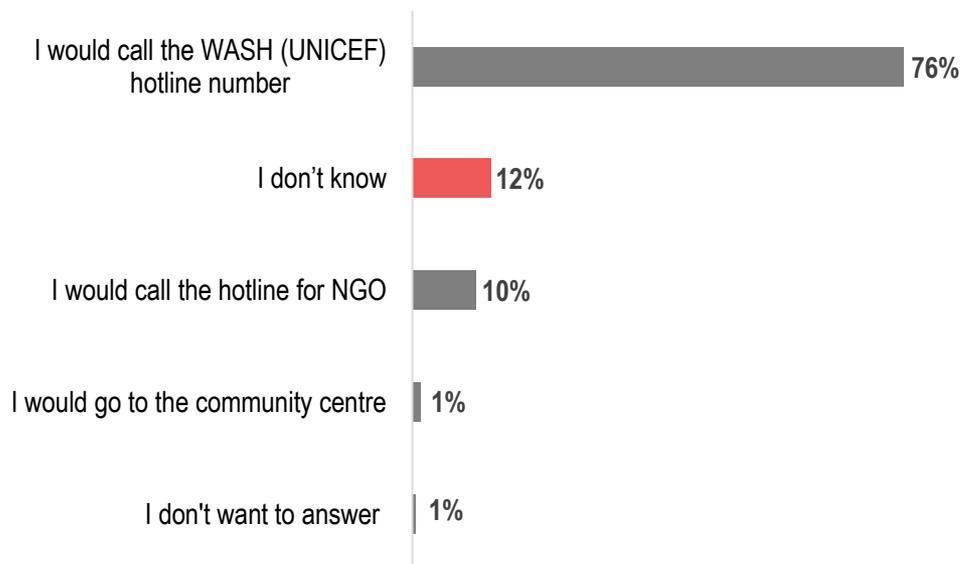
Household knowledge of who to contact regarding complaints about water supply



- For water contamination or poor water quality matters, **61%** of residents indicated that their first action would be to contact the WASH hotline, and **22%** don't know who to contact for this matter.

Accountability & Complaints Mechanisms | Complaints about Water Supply

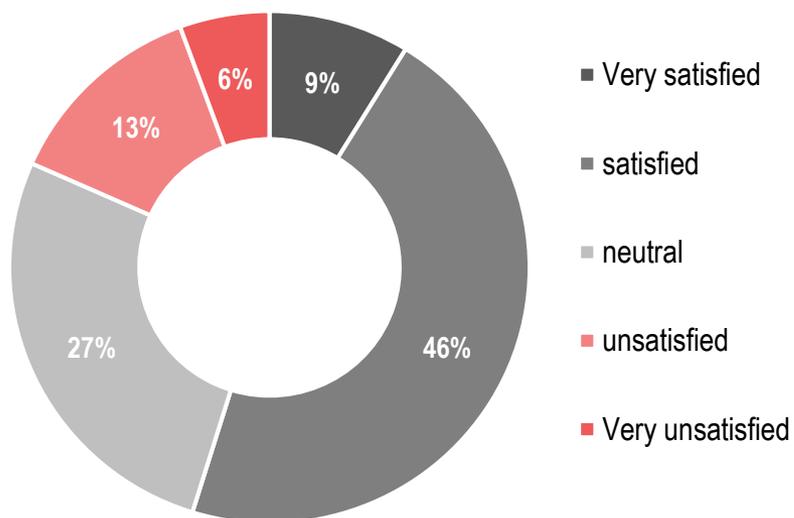
Household knowledge of who to contact in case of dislodging issues



- 60% of households have reportedly faced desludging issues in the septic tanks attached to communal WASH blocks.

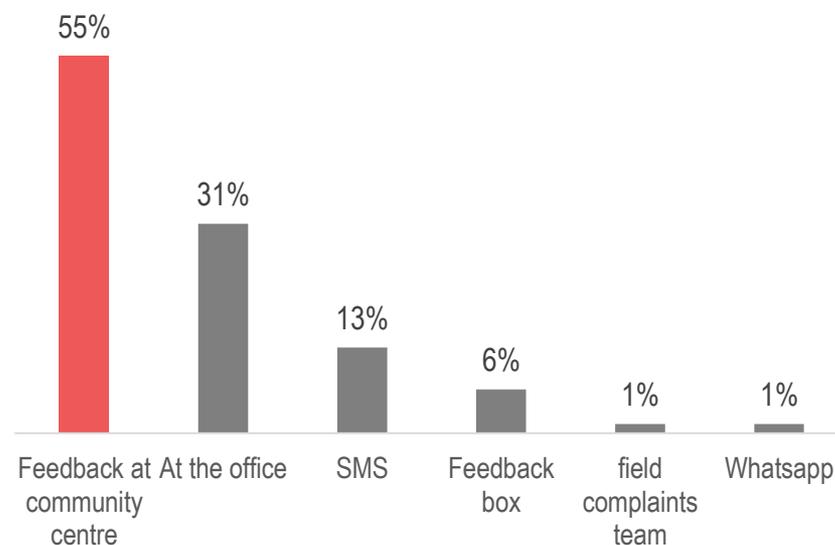
Accountability & Complaints Mechanisms | Satisfaction Level on the Currently Available Mechanisms

Household satisfaction level on the currently available Mechanisms



- 99% of the households feel that UNICEF and its partners are willing, open, and interested in listening to them.

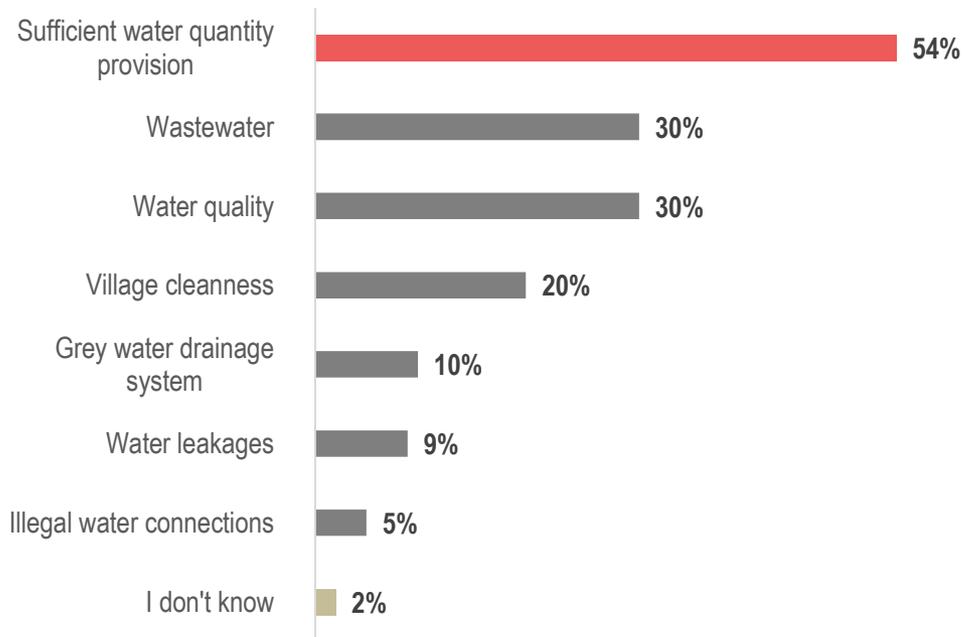
Desired feedback and complaints methods reported by the households



- 85% reportedly would prefer to have different types of mechanisms available.

Accountability & Complaints Mechanisms | Respondents Concerns about the WASH Services

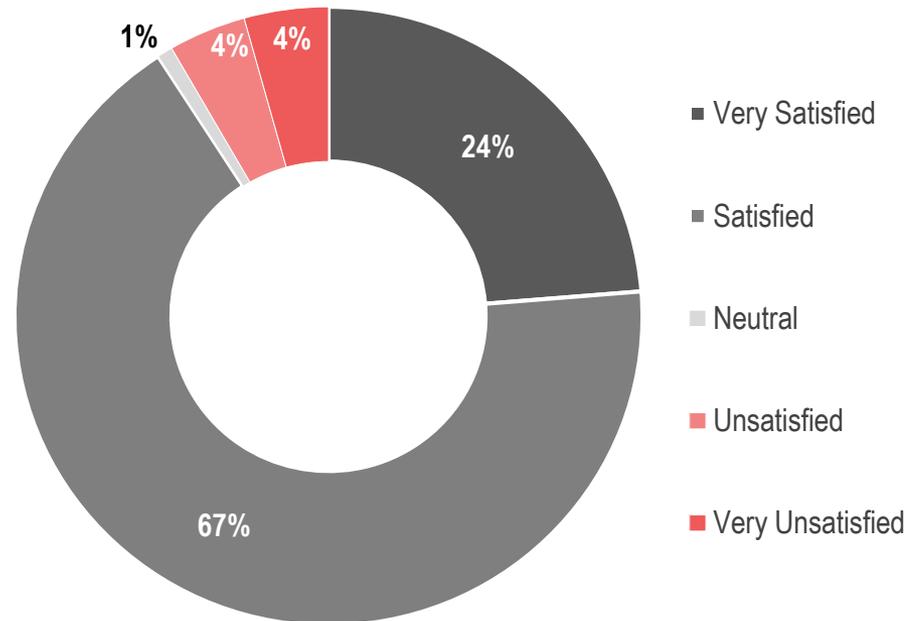
Reported concerns about the WASH services



- 55% of the assessed households reportedly had concerns related to the delivery of WASH services.

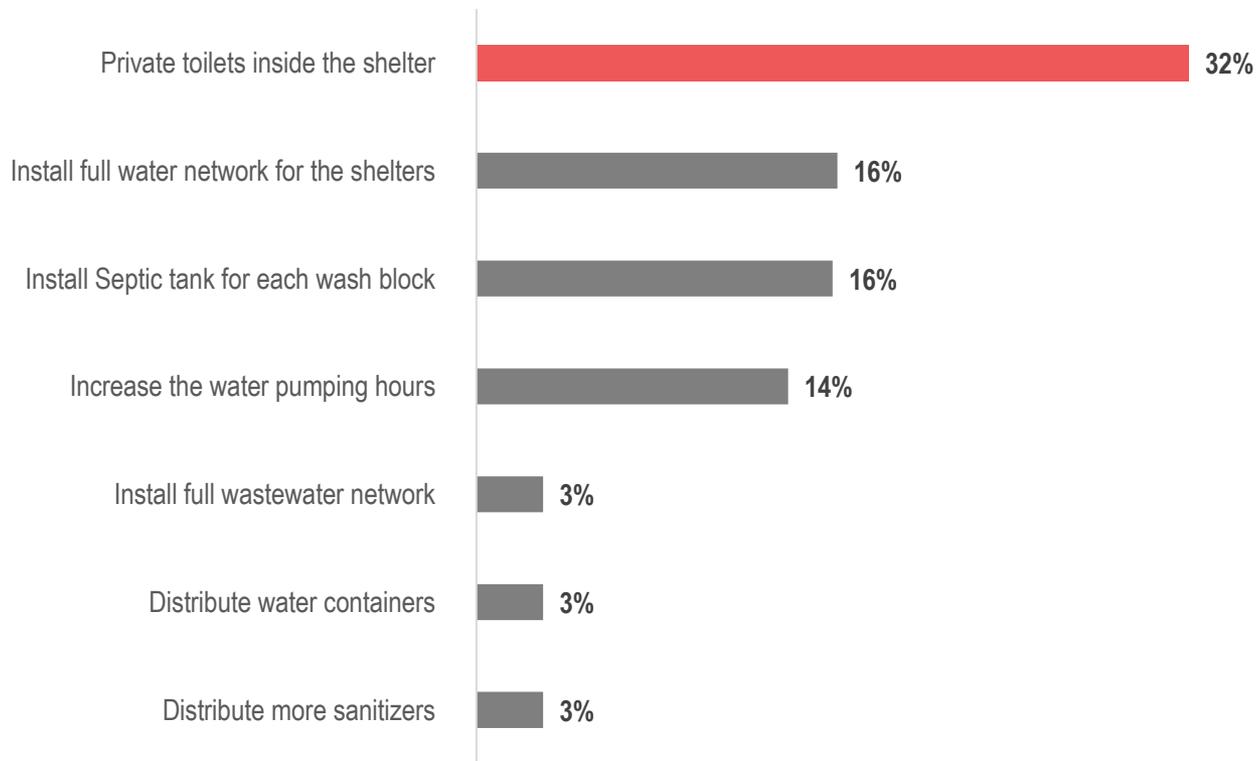
Accountability & Complaints Mechanisms | Satisfaction Level on the Currently Available Mechanisms

Overall satisfaction on all currently provided WASH services in the camp



Accountability & Complaints Mechanisms | Satisfaction Level on the Currently Available Mechanisms

Respondents' recommendations for UNICEF to improve WASH programming



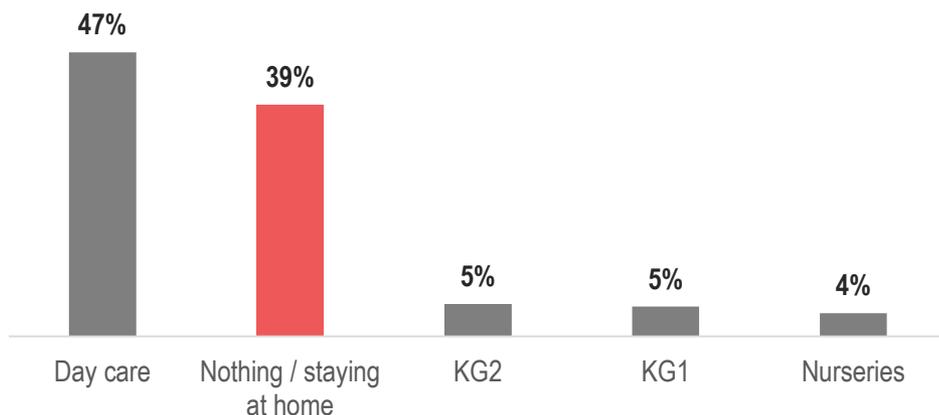


9

Early Childhood Development

Early Childhood Development | Attended Programmes

Early Childhood Programmes Attended



KG1 Kindergarten for children minimum aged 3 to 4 years.

KG2 Kindergarten for children aged 5 Years.

- Only **18%** reportedly participated in the parenting support programmes offered throughout the camp.
- Of the households reporting having children of 5 years or below, **61%** have at least one young child enrolled in early childhood programmes.



THANK YOU FOR YOUR ATTENTION

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