Azraq WASH KAP

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

<table>
<thead>
<tr>
<th>Village</th>
<th>Number of surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Village 2</td>
<td>77</td>
</tr>
<tr>
<td>Village 3</td>
<td>117</td>
</tr>
<tr>
<td>Village 5</td>
<td>90</td>
</tr>
<tr>
<td>Village 6</td>
<td>92</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>376</strong></td>
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</tbody>
</table>
Demographics
Demographics

Age and gender of the head of household

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

### Percentage of households with at least one member suffering from disability

- **7%**: Difficulties walking or climbing stairs
- **4%**: Difficulties seeing even when wearing glasses
- **4%**: Difficulties remembering or concentrating
- **3%**: Difficulties communicating even in native language
- **2%**: Difficulties hearing even when using hearing aid
- **1%**: Difficulties washing all over or dressing

- **23%** of the assessed households reported having at least one member suffer from disability or health issue.
3 Water Supply
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 storage capacity per household size

1 to 5 Members
- 0 to 99 Litters: 26%
- 100 to 199 Litters: 41%
- 200 to 299 Litters: 13%
- 300 to 399 Litters: 1%
- 400 to 499 Litters: 1%
- 500 Litters or more: 1%

6 to 8 Members
- 0 to 99 Litters: 36%
- 100 to 199 Litters: 32%
- 200 to 299 Litters: 18%
- 300 to 399 Litters: 10%
- 400 to 499 Litters: 3%
- 500 Litters or more: 1%

9 to 13 Members
- 0 to 99 Litters: 33%
- 100 to 199 Litters: 33%
- 200 to 299 Litters: 22%
- 300 to 399 Litters: 22%
- 400 to 499 Litters: 10%
- 500 Litters or more: 2%
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
- Smaller amount: 7%
- Correct amount: 31%
- Larger amount: 44%
- Don't Know: 18%

How often Azraq residents get the amount of water they entitled to
- Always: > 1%
- Sometimes: 18%
- Rarely: 82%

Households satisfaction of the amount of water they normally get
- Satisfied: 85%
- Neutral: 5%
- Dissatisfied: 10%

* According to UNICEF’s WASH standards, the amount of water is **35 litres** per person per day.
Respondents’ satisfaction on water quality

Households’ satisfaction of water quality

- Very satisfied: 70%
- Satisfied: 46%
- Neutral: 49%
- Unsatisfied: 66%

Reasons for dissatisfaction

- Poor Quality: 66%
- High level of turbidity: 49%
- Tastes bad: 46%
- Smell bad: 27%

- This information was provided from 11% (40 households) whom reported dissatisfaction of water quality
In 72% of the households the enumerators reported that the containers were clean.
Applied Water conservation practices reported by the assessed households

- Close taps after filling your container: 98%
- Do not waste/overuse water when showering: 26%
- Reuse water: 19%
- Use pots to hold water to wash hands in: 7%
- Other: 1%

- 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 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.
Sanitation Facilities
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

- Very Clean: 21%
- Clean: 60%
- Moderately clean: 14%
- Unclean: 5%

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

- Plot residents: 89%
- WASH committee: 6%
- WASH NGO: 5%

- 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

- **Use the toilet**: 88%
- **Use disposable diapers**: 58%
- **Use washable diapers**: 5%
- **Go in house/yard**: 2%
5 Solid Waste Management
Respondents´ Perceptions of the surrounding environment

- Very clean: 54%
- Mostly clean: 45%
- Not clean: 1%

- 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.
Type of garbage containers used by assessed households

- Plastic bags: 74% in 2018, 93% in 2019
- Plastic bins: 22% in 2018, 44% in 2019
- Metallic bins: 1% in both years
- Barrels: 2% in 2018, 1% in 2019

Quantity of garbage containers in assessed households

- One container: 12%
- Two containers: 24%
- Three or more: 64%

- 56% of the households bought some containers themselves, 43% received some from NGOs, 11% reused containers.
At the household level

- **82%** Practice Garbage Separation
- **18%** Don’t Practice Garbage Separation

At the plot level

- **55%** All Households
- **28%** Some Households
- **11%** Don’t Know
- **6%** None

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

Reported forms of garbage separation:

- **Bread**
  - **90%** reported disposing Bread at plot level
  - **86%** at household level
- **Biodegradable**
  - **72%** reported disposing Biodegradable at plot level
  - **77%** at household level
- **Recyclable materials**
  - **54%** reported disposing Recyclable materials at plot level
  - **46%** at household level
- **Diapers and sanitary pads**
  - **38%** reported disposing Diapers and sanitary pads at plot level
  - **40%** at household level
Reported consequences of improper garbage disposal

- Bad smell: 86%
- Increase of insects: 80%
- Health risks: 78%
- Adverse environmental impact: 47%

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

Reported health concerns caused by improper garbage disposal

- Diarrhoea: 88%
- Skin diseases: 74%
- Respiratory diseases: 55%
- Typhoid: 2%

- 74% of assessed households believe that garbage has caused diseases for the household members. Compared to only 17% in 2018’s KAP
Reported practices to prevent the presence of insects, flies and rats

- Do not leave food scraps out: 81%
- Keep the caravan or kitchen very clean: 71%
- I spray insect repellent: 63%
- Other measures: 17%
- I set up protection nets on my windows and/or doors: 9%

Reported methods of ridding the households of pests

- Put out poison: 97%
- I spray insect repellent: 76%
- I setup a trap to catch them: 13%
- Nothing: 1%
Hygiene Knowledge and Practices
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

- Bury faeces or dispose it safely: 30% (2017), 32% (2018), 30% (2019)
- Clean & cover water containers: 20% (2017), 32% (2018), 33% (2019)
- Prepare food hygienically: 33% (2017), 30% (2018), 41% (2019)
- Cover food: 33% (2017), 45% (2018), 33% (2019)
- Wash hands with water & soap: 54% (2018), 20% (2017), 33% (2019)
- Other: 33% (2018)
## Identified critical handwashing times

### For adult members

<table>
<thead>
<tr>
<th>Handwashing Time</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before preparing food</td>
<td>97%</td>
</tr>
<tr>
<td>Before eating</td>
<td>87%</td>
</tr>
<tr>
<td>After using latrine</td>
<td>83%</td>
</tr>
<tr>
<td>After coughing and sneezing</td>
<td>9%</td>
</tr>
<tr>
<td>Before breastfeeding/feeding your children</td>
<td>8%</td>
</tr>
<tr>
<td>After taking care of pets or farm animals</td>
<td>6%</td>
</tr>
</tbody>
</table>

### For children

<table>
<thead>
<tr>
<th>Handwashing Time</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before eating</td>
<td>66%</td>
</tr>
<tr>
<td>After using latrine</td>
<td>60%</td>
</tr>
<tr>
<td>After playing outdoor</td>
<td>45%</td>
</tr>
<tr>
<td>After coughing and sneezing</td>
<td>7%</td>
</tr>
<tr>
<td>After taking care of pets or farm animals</td>
<td>2%</td>
</tr>
<tr>
<td>I don't know</td>
<td>1%</td>
</tr>
</tbody>
</table>

- 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.
Reported diarrhoea prevention practices

- **Wash hands before eating**: 89%
- **Eat safe food**: 61%
- **Wash hands after going to the toilet**: 59%
- **Wash food before cooking**: 33%
- **Cover food from insects**: 11%
- **Cook food correctly**: 9%
- **Ensure drinking water is clean**: 9%
- **Wash hands before breastfeeding or feeding babies and children**: 5%

- 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.
Reported actions taken in case of diarrhoea

- Go to the clinic: 97%
- Eating starches: 64%
- Drink safe fluids: 60%
- Use oral rehydration solution from the pharmacy/hospital: 11%
- Stop eating: 5%
- Make sugar salt solution at home: 4%
Hygiene Knowledge and Practices | Diarrhoea Prevention Practices

Reported headlice prevention practices

- Maintaining Personal Hygiene: 71%
- Keeping the shelter clean: 52%
- Avoid congested areas: 35%
- Apply anti-lice lotion: 23%
- Use a lice comb: 9%
- Take affected family member to hospital: 5%
Reported frequency of tooth brushing in young children (5 years or younger)

- 33%: Three times every day
- 15%: Twice every day
- 12%: Once every day
- 17%: Less than 1 time every day
- 23%: Never
Reported hygiene-related messages desired by assessed households

- Importance of personal hygiene: 55%
- Importance of handwashing using soap during key times: 21%
- Feminine hygiene care: 14%
- Diseases caused by poor WASH practices: 13%
- Practices to ensure water safety: 9%
- Importance of proper solid waste disposal: 6%
- Importance of material recycling: 5%

- 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

- Solid waste management: 65%
- Water points safety: 31%
- Grey water network: 17%
- Water conservation: 16%
- Food safety: 12%
- Hand washing: 12%
- Other messages: 12%
- Other hygiene related messages: 4%
- Diarrhoea prevention and risk exposure: 4%

- 42% of households had received some information from the community mobilization team during the past 3 months to the assessment.
Among all the assessed households, 97% are interested in receiving messages from the community mobilization teams.
This information from **65%** of respondents reportedly went to community centres.
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.
Household knowledge of who to contact in case of dislodging issues

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would call the WASH (UNICEF) hotline number</td>
<td>76%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>12%</td>
</tr>
<tr>
<td>I would call the hotline for NGO</td>
<td>10%</td>
</tr>
<tr>
<td>I would go to the community centre</td>
<td>1%</td>
</tr>
<tr>
<td>I don't want to answer</td>
<td>1%</td>
</tr>
</tbody>
</table>

60% of households have reportedly faced desludging issues in the septic tanks attached to communal WASH blocks.
Household satisfaction level on the currently available Mechanisms

- Very satisfied: 6%
- Satisfied: 9%
- Neutral: 27%
- Unsatisfied: 13%
- Very unsatisfied: 46%

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

99% of the households feel that UNICEF and its partners are willing, open, and interested in listening to them.
55% of the assessed households reportedly had concerns related to the delivery of WASH services.
Overall satisfaction on all currently provided WASH services in the camp

- Very Satisfied: 4%
- Satisfied: 24%
- Neutral: 4%
- Unsatisfied: 67%
- Very Unsatisfied: 1%
Respondents’ recommendations for UNICEF to improve WASH programming

- Private toilets inside the shelter: 32%
- Install full water network for the shelters: 16%
- Install Septic tank for each wash block: 16%
- Increase the water pumping hours: 14%
- Install full wastewater network: 3%
- Distribute water containers: 3%
- Distribute more sanitizers: 3%
Early Childhood Development
Early Childhood Programme Attended

- 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.

**Daycare**

- 47%

**Nothing / staying at home**

- 39%

**KG2**

- 5%

**KG1**

- 5%

**Nurseries**

- 4%

**KG1** Kindergarten for children minimum aged 3 to 4 years.

**KG2** Kindergarten for children aged 5 Years.
THANK YOU FOR YOUR ATTENTION

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