



Tanzania / Storms

DREF Operation n° MDRTZ016 / June 2015
Beneficiary Satisfaction Survey Report

The Beneficiary Satisfaction Survey was commissioned by the International Federation of Red Cross and Red Crescent Societies (IFRC) East Africa & Indian Ocean Islands (EAIOI) regional representation, and Tanzania Red Cross Society (TRCS). It was carried out from 1 – 3 July 2015 by in the Mwakata, Mwabayanda, Mwaguhumwa and Nhumbi communities in Msalala district of Shinyanga province.

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Abbreviations/acronyms

BSS	Beneficiary Satisfaction Survey
DM	Disaster Management
DREF	Disaster Relief Emergency Fund
EAIIOI	East Africa and Indian Ocean Islands
IFRC	International Federation of Red Cross and Red Crescent Societies
NS	National Society
NFI	Non-Food Items
ODK	Open Data Kit
TRCS	Tanzania Red Cross Society

Executive summary

In March 2015, the villages of Mwakata, Mwabayanda, Mwaguhumwa and Nhumbi in Msalala district, Shinyanga region in Tanzania was affected by storms, which affected at least 5,000 people, of which 3,500 were displaced. 10 March 2015, the International Federation of Red Cross and Crescent Societies (IFRC) released CHF 115,885 from the Disaster Relief Emergency Fund (DREF) to support the Tanzania Red Cross Society (TRCS) provide immediate emergency assistance to 3,000 people (500 households) that were worst affected by the storms. The proposed strategy included the procurement and distribution of non-food items (NFIs) including: blankets (three per household), buckets (two per household), kitchen sets (one per household), laundry soap (five bars per family), mosquito nets (three per household) and jerry cans via UNHCR.

As part of the IFRC's efforts to improve the appropriateness of DREF operations in Tanzania and elsewhere in the Africa region, a post distribution monitoring (beneficiary satisfaction survey (BSS)) of recipients of the NFIs was carried out using the Open Data Kit (ODK) cell phone based software (used for data collection). This report provides an analysis of the findings of the survey, along with conclusions and recommendations for future DREF operations.

Chapter 1: Introduction

1.1 Background

On 3 March 2015, the villages of Mwakata, Mwabayanda, Mwaguhumwa and Nhumbi in Msalala district, Shinyanga region (20 kilometres from Kahama town, 75 kilometres from Shinyanga town and 1,000 kilometres North-West of Dar es Salaam), were affected by storms. It was reported by the Tanzania Red Cross Society that at least 5,000 people were affected, of which 3,500 were displaced after the storms caused extensive damage to people's homes. On 10 March 2015, the IFRC released 115,885 Swiss francs from the DREF to support the TRCS provide immediate emergency assistance to 3,000 people (500 households¹) that were worst affected by the storms. Beneficiary targeting was based on the following selection criteria: displaced households whose homes were destroyed) and/or damaged, the chronically ill, elderly, female-headed households, lactating mothers, under-five children, pregnant women, and single parents. The proposed strategy included the procurement and distribution of NFIs including: blankets (three per household), buckets (two per household), kitchen sets (one per household), laundry soap (five bars per family), mosquito nets (three per household; as well as jerry cans (via UNHCR). Activities planned in the DREF operation were intended to complement the response of other stakeholders, such as the government of Tanzania, which had indicated that they would support the affected population with assistance in the areas of emergency food, shelter, water, sanitation and hygiene.

Following the launch of the DREF operation, the procurement of NFIs was carried out via the IFRC East Africa and Indian Ocean Islands (EAIOI) regional representation based in Nairobi. However, due to unavoidable issues related to customs clearance, their distribution was delayed. On 14 May 2015, the timeframe of the DREF operation was extended by six weeks (until 30 June 2015), and then on 17 June 2015, by additional two weeks (until 14 July 2015). All activities planned within the DREF operation was completed by the end of June 2015.

As part of the IFRC's efforts to improve the appropriateness of DREF operations in Tanzania and elsewhere in the Africa region, a post distribution monitoring, BSS, of recipients of the NFIs was included as part of the Emergency Plan of Action (EPoA), and carried out using the ODK, cell phone based software (used to assist data collection). It has enabled key accountabilities to stakeholders including beneficiaries and supporters of the DREF to be met.

¹ Number of people per household size was estimated at approx. six per household, and as such, the quantities of the NFIs to be distributed within the DREF were increased accordingly.

1.2 Objective(s)

Review the satisfaction of those offered with assistance provided through the MDRTZ016 Tanzania Storm operation, in order to improve DREF operations and its accountability.

1.3 Methodology

The IFRC's East Africa and Indian Ocean Islands (EAIOI) senior disaster management (DM) officer and DREF delegate in collaboration with the TRCS prepared the BSS tool, which was used for interviews with households in all the villages where the exercise was carried out. In regards to the level of satisfaction, respondents were asked to rate this as "Excellent", "Good", "Average" or "Poor"; while other questions were "Yes" or "no", "Select one", "Select multiple options", or use "Filter or contingency" logic. It was intended that by using the ODK software responses received would improve the data collection and analysis, compared to using a paper-based approach, as well as building the capacity of the National Society (NS) in this area.

Prior to the use of the BSS tool, NS staff and volunteers received orientation on how to use the tool, which was tested (half a day) then revised based on their comments, as well as use of the ODK software on the cell phones. All staff and volunteers mobilized were required to have English language skills and be able to use a cell phone. Following this, the NS staff and volunteers were divided into groups then allowed to interview the affected households. Each interview took approximately 15 minutes per household (on average) and in total a sample of 268 households were reached through the exercise, which equates to 53.6 per cent of the targeted population (500). Please refer to "Table 1: Sampling Plan".

Table 1: Sampling Plan

Region	District	Village	Targeted HHS for BSS
Shinyanga	Msalala	Mwakata	88
		Mwabayanda	95
		Mwaguhumwa	53
		Nhumbi	32
Total			268

It should be noted that households interviewed were targeted based on their availability on the day of the visit and as such it was not a random sample, though efforts were made to ensure that it was representative (based on the beneficiary selection criteria). All households interviewed were willing to participate in the survey.

1.4 Limitations

The BSS tool was finalized during the mission, which ensured it could be tested and revised prior to the exercise itself. However, this did not allow time for translation which may have impacted on the respondents understanding of the questions asked and as such the validity of the responses given. It is advisable that the tools are finalized at least one week in advance of the exercise to enable translation into local languages, which will assist with the effective execution of the activities planned, especially at branch level where English language skills were limited. In addition, BSS tools should be uploaded to ODK (to the server) in advance of the exercise to avoid any issues with poor access to the internet. For example, there were challenges experienced in ensuring the tool was uploaded onto the cell phones. Following the analysis of the data (downloaded from the cell phones), it was identified that there were some keying in issues experienced by volunteers, which resulted in some inconsistencies between the

data sets and the TRCS distribution records, for example, standard NFI packages were distributed to all the affected households. However respondents indicated that they only received certain items.

All the interviewed respondents identified to have received assistance through the DREF operation. As a result this may have influenced their responses in regard to whether the items received were appropriate. It would have been advisable to consider surveying other members of community or having focus group discussions. Due to the dispersed nature of the households in the villages targeted through the DREF operation, it was not possible to extend the sample size within the timeframe (two days) given for the exercise, as volunteers had to walk considerable distances to carry out the interviews.

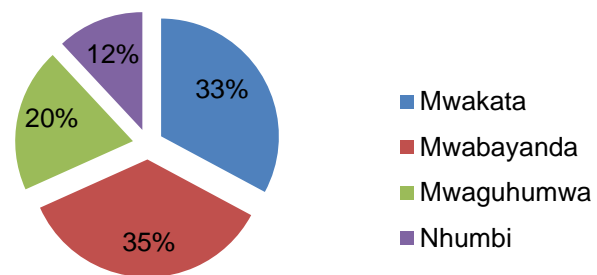
Chapter 2: Key findings

2.1 Demographics

Name of village

- Respondents were from the following villages: Mwakata 33 per cent (88), Mwabayanda 35 per cent (95), Mwaguhumwa 20 per cent (53) and Nhumbi 12 per cent (32) all located in the Msalala district of Shinyanga province and targeted through the DREF operation.

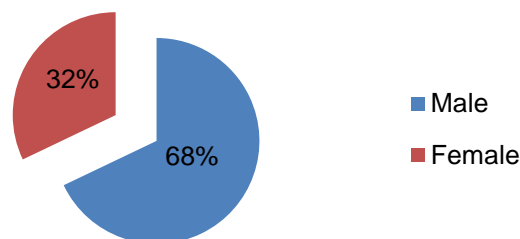
Figure 1: Name of village



Household head (Gender)

- Reported gender of the household head was: 68 per cent (182) male and 32 per cent (96) female.

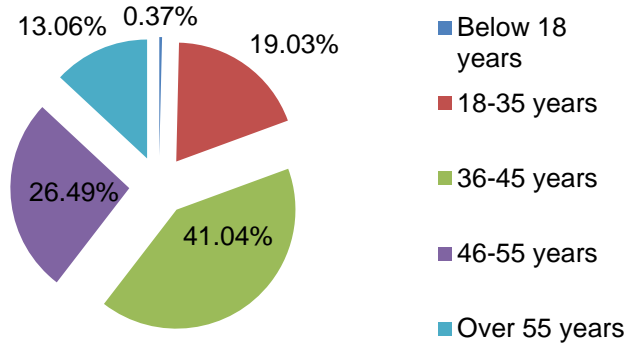
Figure 2: Household head (Gender)



Household head (Age)

- Reported age of the household of head was: 0.37 per cent (1) below 18 years, 19.03 per cent between 18 – 35 years (51), 41.04 per cent between 36 – 45 years (110), 26.49 per cent between 46 – 55 years (71), and 13.06 per cent over 55 years (35).

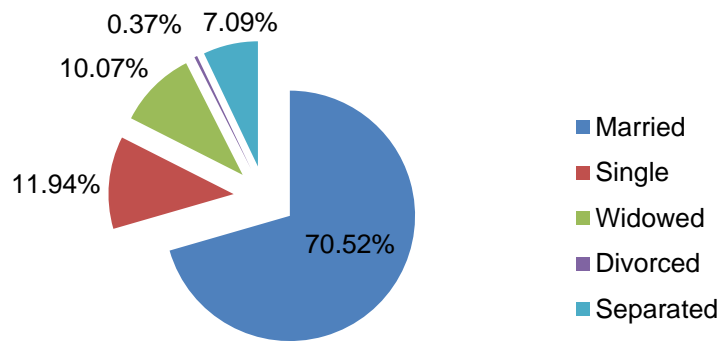
Figure 3: Household head (Age)



Household head (Marital status)

- Reported marital status of the household of head was: 70.52 per cent married (189), 11.94 per cent single (32), 10.07 per cent widowed (27), 7.9 per cent separated (19) and 0.37 per cent divorced (1).

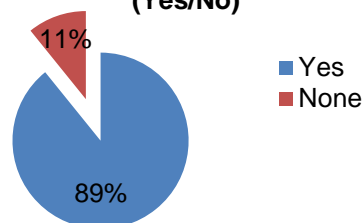
Figure 4: Household head (Marital status)



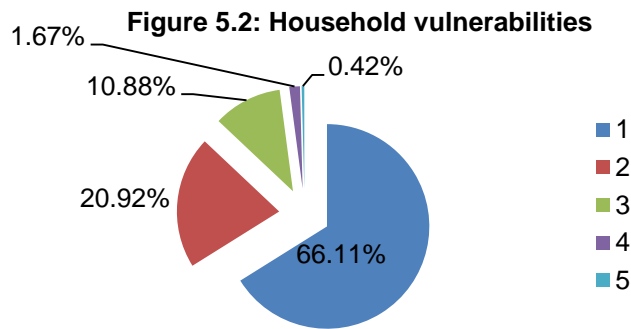
Household vulnerabilities

- Of the respondents 89 per cent (239) reported at least one vulnerability in their household while 11 per cent (29) reported no vulnerabilities.

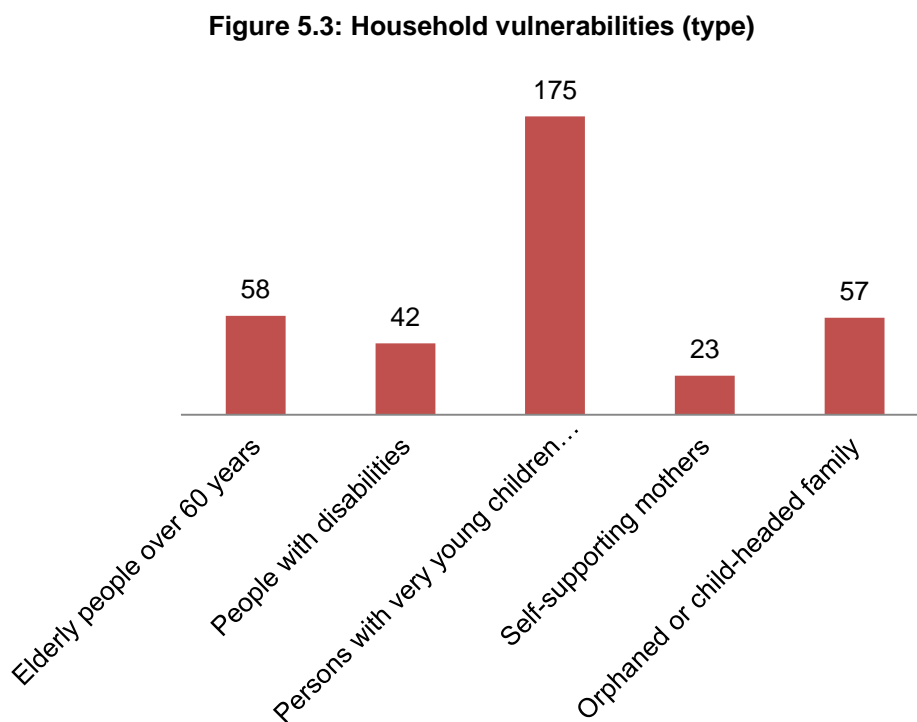
Figure 5.1: Household vulnerabilities (Yes/No)



- Of the 239 respondents that reported vulnerabilities in their households 66.11 per cent reported at least one vulnerability (158), 20.92 per cent at least two vulnerabilities (50), 10.88 per cent at least three vulnerabilities (26), 1.67 per cent at least four vulnerabilities (4) and 0.42 per cent at least five vulnerabilities (1).



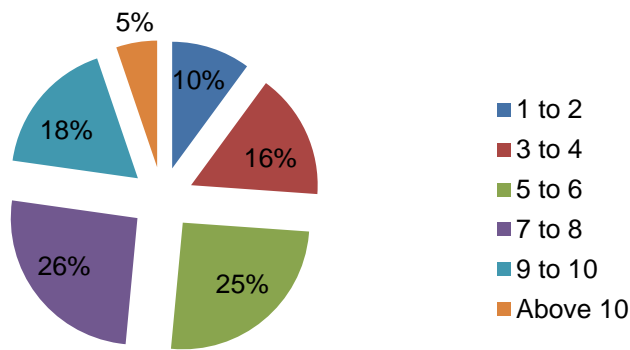
- Of the respondents that reported vulnerabilities in their households (239): 73 per cent of households comprised persons living with very young children (175), 24 per cent comprised elderly people over 60 years (58), 24 per cent comprised orphaned (or child-headed family) (57), 18 per cent comprised people with disabilities (42), and 10 per cent comprised self-supporting mothers (23).



Household (size)

- Reported household size was: 26 per cent comprised 7 to 8 persons (69), 25 per cent comprised 5 to 6 persons (68), 18 per cent comprised 9 to 10 persons (47), 16 per cent comprised 3 to 4 persons (43), 10 per cent comprised 1 to 2 persons (27) and 5 per cent comprised above 10 persons.

Figure 6: Household size

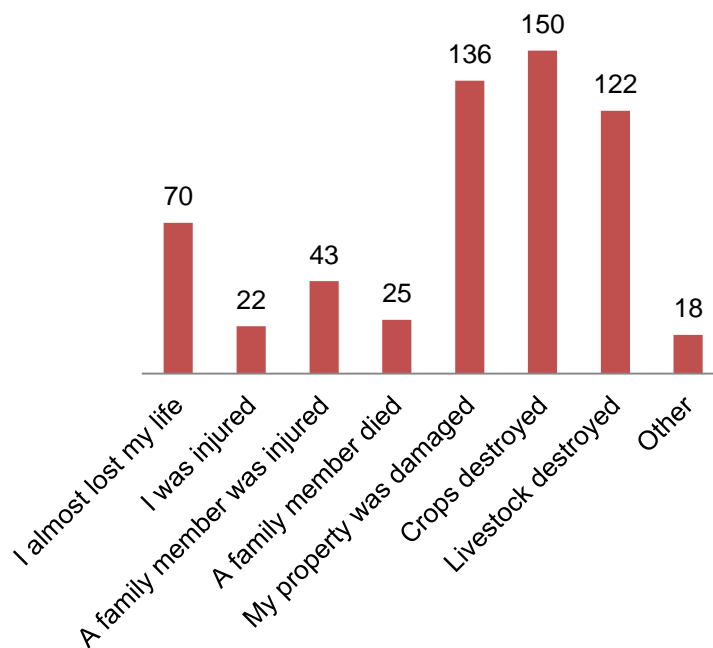


2.2 Background

How were you affected by the disaster?

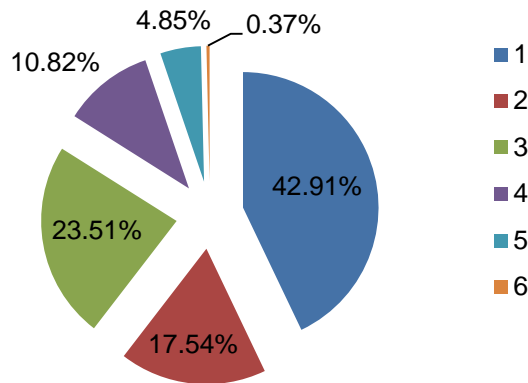
- Of the respondents: 56 per cent reported that they lost their crops (150), 51 per cent had their property damaged (136) 46 per cent lost their livestock, 26 per cent almost lost their life (70), 16 per cent indicated a family member had been injured (43), 9 per cent indicated a family member had died (25), 8 per cent were injured themselves and 7 per cent indicated that they were affected in other ways. Please note that this was a multiple choice question and as such respondents could select all that applied to them.

Figure 7.1 How were you affected by the disaster?



- Of the respondents 42.91 per cent reported they had been affected by the disaster in at least one way (115), 23.51 per cent had been affected in at least three ways (63), 17.54 per cent had been affected in at least two ways (47), 10.82 per cent had been affected in at least four ways (29), 4.85 per cent had been affected in at least five ways (13), and 0.37 per cent had been affected in at least six ways (1).

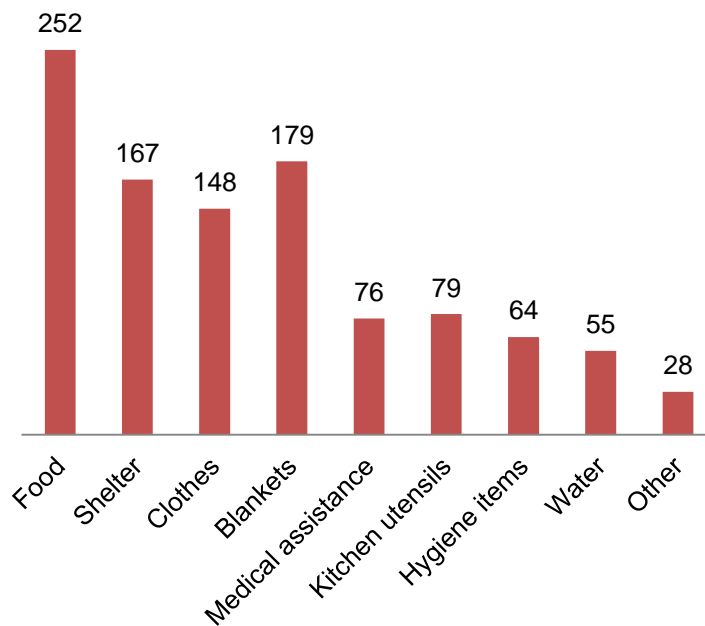
Figure 7.2: How were you affected by the disaster? (#)



What assistance did you require?

- Of the respondents 94 per cent reported that they required food following disaster (252), 67 per cent required blankets (179), 62 per cent required shelter (167), 55 per cent required clothes (148), 29 per cent required kitchen utensils (79), 28 per cent required medical assistance (76), 24 per cent required hygiene items (64), 21 per cent required water (55) and 10 per cent required other assistance (not specified) (28). Please note that this was a multiple choice question; and as such respondents could select all that applied to them.

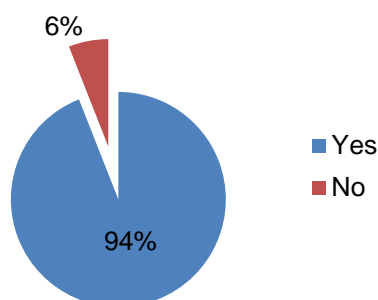
Figure 8: What assistance did you require?



Did you receive assistance from other (non Red Cross) agencies?

- Of the respondents 94 per cent reported that they received assistance from other (non Red Cross) agencies (252) and 6 per cent that they did not receive assistance from other (non Red Cross) agencies (16).

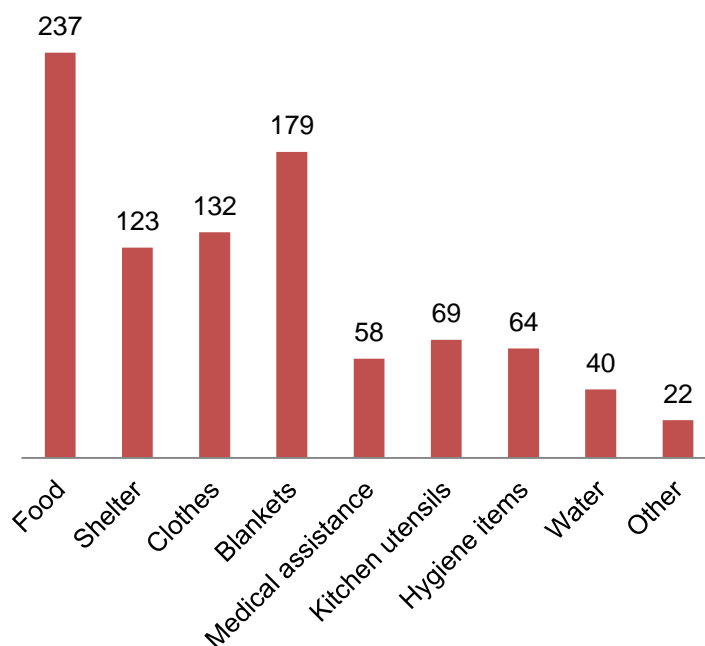
Figure 9: Did you receive assistance from other (non Red Cross) agencies?



If yes, what assistance did you receive from other (non Red Cross) agencies?

- Of the 252 respondents that reported they had received assistance from other (non Red Cross) agencies: 88 per cent had received food (237), 67 per cent had received blankets (179), 49 per cent had received clothes (132), 46 per cent had received shelter (123) 26 per cent had received kitchen utensils (69), 24 per cent had received hygiene items (64), 22 per cent had received medical assistance (58), 15 per cent had received water (40) and 8 per cent had received other assistance (not specified) (22).

Figure 9.2: If yes, what assistance did you receive from other (non Red Cross) agencies?

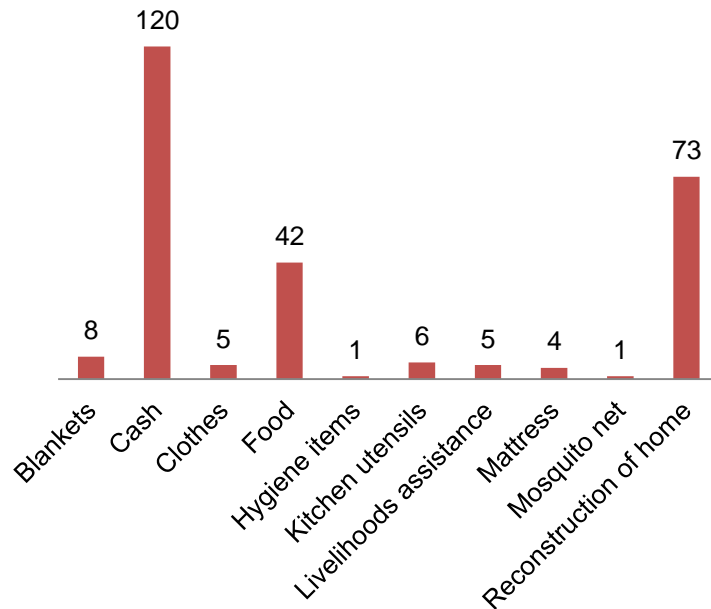


What assistance did you require that was not provided?

- Of the respondents, 91.42 per cent reported that they required assistance that was not provided (245) of which: 48.98 per cent reported that they required cash (120), 29.80 per cent required support with the reconstruction of their home (73), 17.14 per cent required food (42), 3.27 per cent required blankets (8), 2.45 per cent required kitchen utensils (6), 2.04 per cent required clothes (5), 2.04 per cent required livelihoods assistance (5), 1.63 per cent required mattresses (4), 0.41 per cent required hygiene items (1), 0.41 per cent required mosquito nets (1) and 0.41

per cent required a bicycle (1). Please note that this respondents in some instances provided more than one answer to this question.

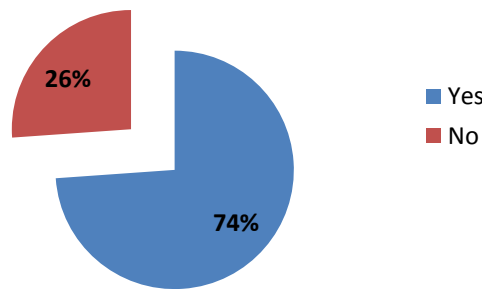
Figure 9.3: What assistance did you required that was not provided?



Were you asked about your needs?

- Of the respondents 74 per cent reported that they had been asked about their immediate needs following the disaster (198) and 26 per cent had not (70).

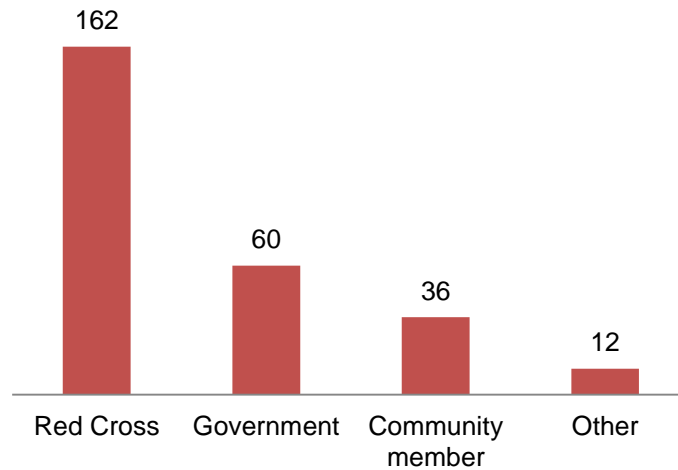
Figure 10.1: Were you asked about your needs?



If yes, by whom?

- Of the respondents that had reported they had been asked about their immediate needs (198): 82 per cent reported that they had been asked by the Red Cross (162), 30 per cent by government authorities (60), 18 per cent by community members (e.g. a neighbour) (36) and 6 per cent by other (not specified) (12). Please note that this respondents in some instances provided more than one answer to this question, i.e. they were asked about their needs by more than one source.

Figure 10.2: If yes, by whom?

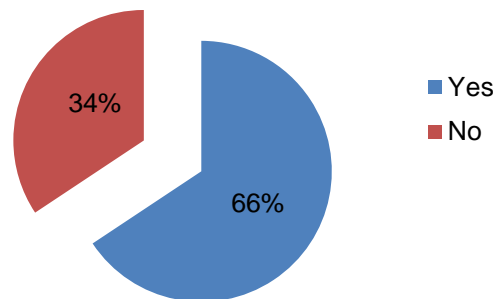


2.3 Red Cross assistance

Did you know you had been selected for assistance (from the Red Cross)?

- Of the respondents 66 per cent reported that they knew why they have been selected for assistance from the Red Cross (176) and 34 per cent did not know why they had been selected (92).

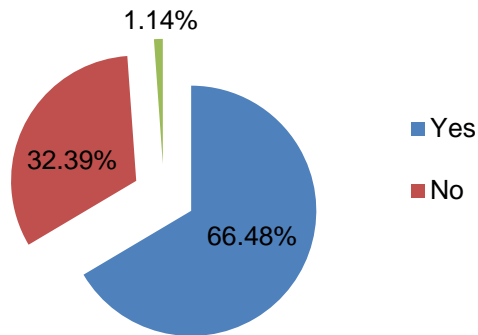
Figure 11.1: Did you know you had been selected for assistance (from the Red Cross)?



If yes, did you know why you had been selected for assistance?

- Of the respondents that reported that knew they had been selected for assistance (from the Red Cross) (176): 67.24 per cent reported they knew why they had been selected (117), 32.76 per cent that they did not know why and 1.15 per cent gave no response to the question (2).

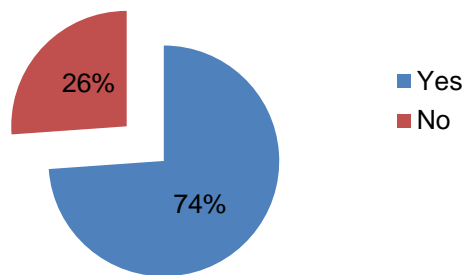
Figure 11.2: If yes, did you know why you had been selected for assistance?



Were you asked about what assistance you preferred?

- Of the respondents, 74 per cent reported they had been asked what assistance they preferred (198) and 26 per cent had not been asked (70).

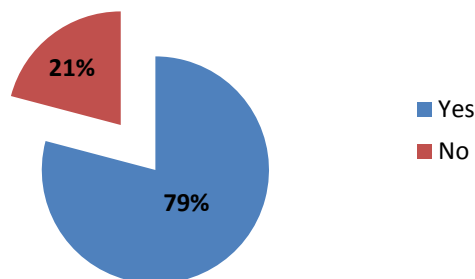
Figure 12: Were you asked about what assistance you preferred?



Did you know when the assistance was going to be provided?

- Of the respondents, 79 per cent reported they knew when assistance was going to be provided (time and location) and 21 per cent had did not know (56).

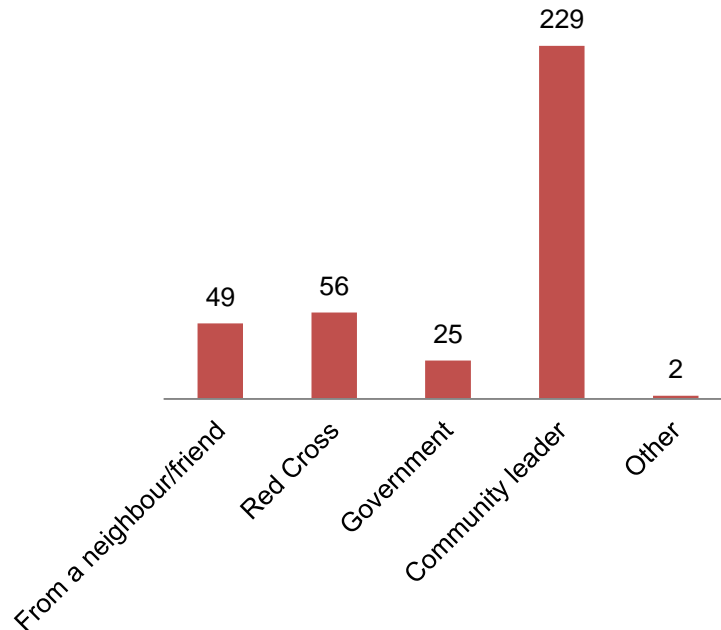
Figure 13: Did you know when the assistance was going to be provided?



Where did you hear about the assistance provided (by the Red Cross)?

- Of the respondents: 85 per cent heard about that assistance provided (by the Red Cross) from their community leader (229) 21 per cent from the Red Cross (56), 18 per cent from a neighbour or friend (49), 9 per cent from the Government (25) and 1 per cent from other sources (not specified) (2). Please note that this respondents in some instances provided more than one answer to this question, i.e. they heard about the assistance from more than one source.

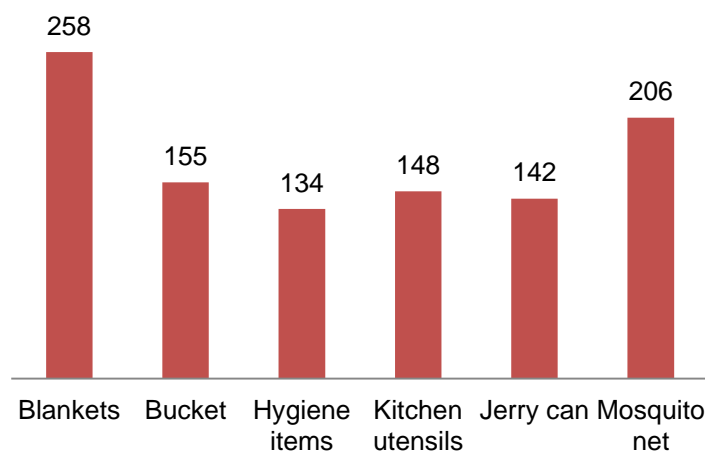
Figure 14: Where did you hear about the assistance provided (by the Red Cross)



What items did you receive (from the Red Cross)?²

- Of the respondents (268): 96.27 per cent reported that they received blankets (258), 76.87 per cent received mosquito nets (206), 57.84 per cent received buckets (155), 55.22 per cent received kitchen sets (148), 52.99 per cent received jerry cans (142) and 50 per cent received hygiene items (soap etc.) (134). Please note that this was a multiple choice question; and as such respondents could select all that applied to them.

Figure 15: What items did you receive

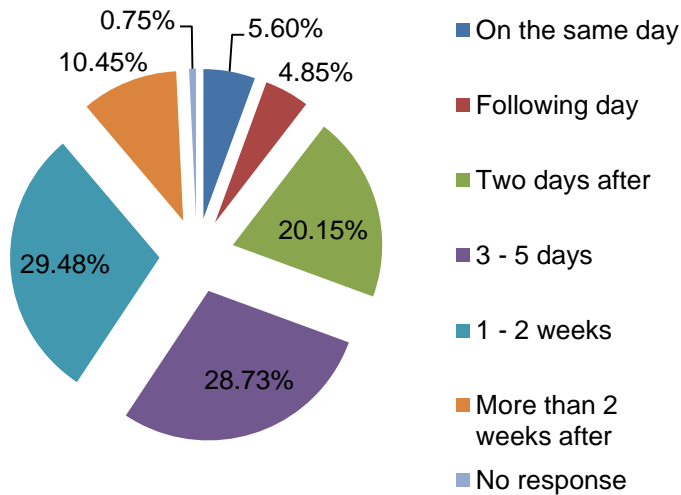


² Note: According to TRCS distribution records; all beneficiaries received a standard NFI package, and variance here is attributed to errors when keying in information by volunteers, as well as interpretation of questions. Please refer to "Limitations" section for further information.

When did you receive these items?

- Of the respondents: 29.48 per cent reported that they received the items within 1 to 2 weeks of the disaster (79), 28.73 per cent received items after 3 to 5 days (77), 20.15 per cent received items after two days (54), 10.45 per cent received items after more than two weeks (28), 5.60 per cent received items on the same day (15), 4.85 per cent received items the following day (13) and 0.75 per cent provided no response (2).

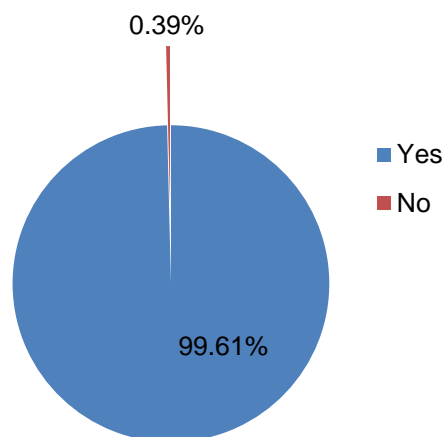
Figure 16: When did you receive these items?



If you received blankets, did you use them?

- Of the 258 respondents who received blankets: 99.61 per cent reported that they used them (257) and 0.39 per cent did not use them (1).

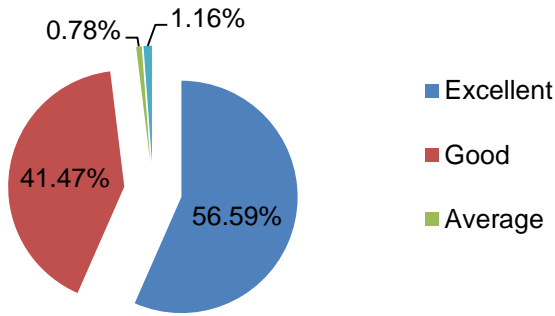
Figure 17.1: If you received blankets, did you use them?



Could you rate the quality of the blankets given?

- Of the 258 respondents who received the blankets: 56.96 per cent reported that the quality was "Excellent" (146), 41.47 per cent that the quality was "Good" (107), 0.78 per cent that the quality was "Average" (2), 0 per cent that the quality was "Poor" and 1.16 per cent provided no response (3).

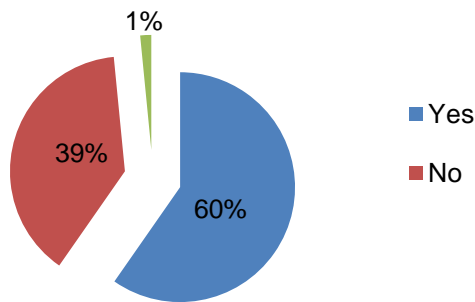
Figure 17.2: Could you rate the quality of the blankets given?



If you received blankets, were there enough for your household?

- Of the 258 respondents who received blankets: 60 per cent reported that they received enough blankets for their household (154), 39 per cent that they did not receive enough (100) and 1.55 per cent provided no response (4).

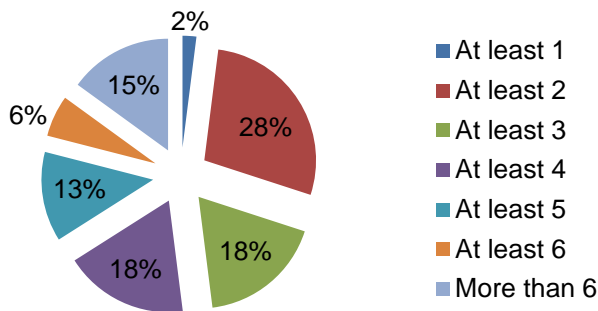
Figure 17.3: If you received blankets, were there enough for your household?



If not, how many more did you need?

Of the 100 respondents who reported that they did not receive enough blankets for their household: 28 per cent reported that they required an additional 2, 18 per cent required an additional 3, 18 per cent required an additional 4, 15 per cent required more than 6 additional blankets, 13 per cent required an additional 5 and 6 per cent required an additional 6.

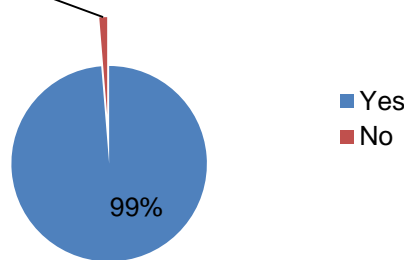
Figure 17.4: If not, how many more did you need?



If you received buckets, did you use them?

- Of the 155 respondents who reported that they received buckets (155): 99 per cent reported that they used them (253) and 1 per cent did not use them (2).

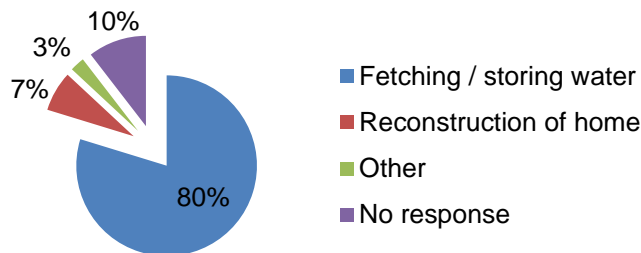
Figure 18.1: If you received buckets, did you use them?



If yes, what did you use them for?

- Of the 253 respondents who reported that they received buckets used them: 80 per cent used them for fetching or storing water (122), 7 per cent used them to support activities involved in the reconstruction of their home (11), 3 per cent used them to support other activities (e.g. livelihoods) (4) and 10 per cent provided no response (16). Of the 2 respondents who reported that they received buckets and did not use them: the reason was that the number provided was not adequate to meet the immediate needs of their household.

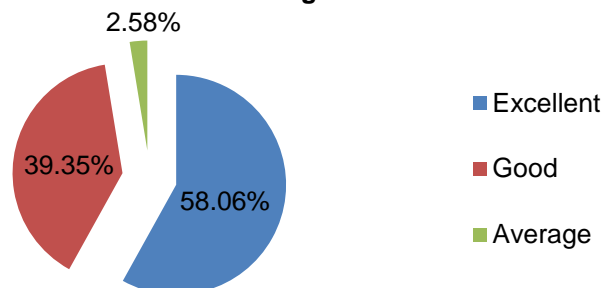
Figure 18.2: If yes, what did you use it for?



Could you rate the quality of the buckets given?

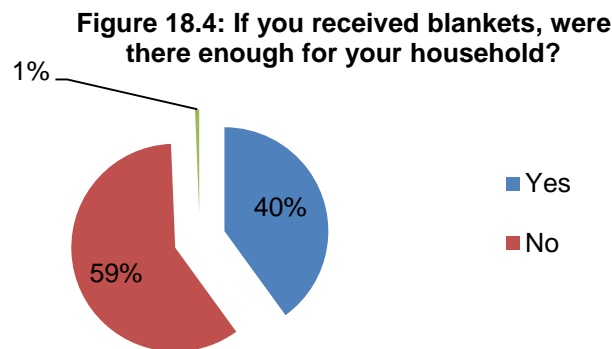
- Of the 255 respondents who reported that they received buckets: 58.06 per cent reported that the quality was “Excellent” (90), 39.35 per cent that the quality was “Good” (61), 2.58 per cent that the quality was “Average” (4).

Figure 18.3: Could you rate the quality of the buckets given?



If you received blankets, were there enough for your household?

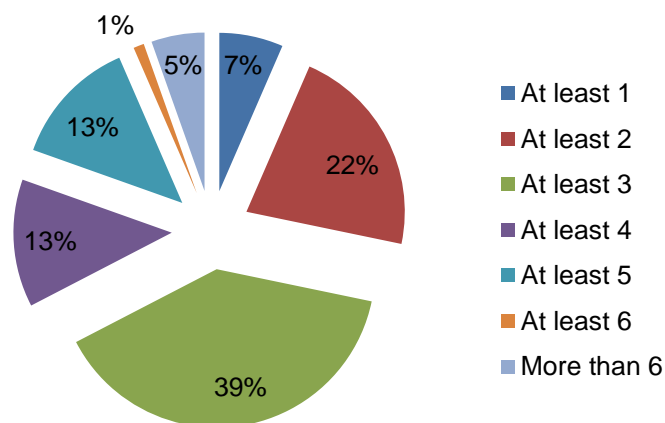
- Of the 255 respondents who reported that they received blankets: 40 per cent reported that they received enough buckets for their household (62) while 59 per cent said that they did not receive enough (92). 1 per cent provided no response (1).



If not, how many more did you need?

- Of the 92 respondents who reported that they did not receive enough buckets for their household: 39 per cent reported that they required an additional 3 (36), 22 per cent required an additional 2 (20), 13 per cent required an additional 4 (12), 13 per cent required an additional 5 (12), 7 per cent required an additional 1 (6), 5 per cent required more than 6 additional (15) and 1% required an additional 6 (1)

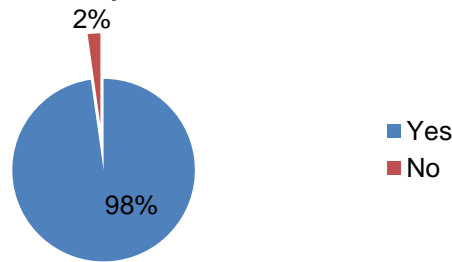
Figure 18.5: If not, how many more did you need?



If you received hygiene items (soap, water purification tablets etc.) did you use them?

- Of the 134 respondents who reported that they received hygiene items: 98 per cent reported that they used them (131) and 2 per cent did not use them (3).

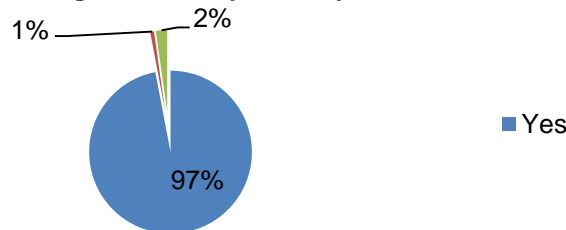
Figure 19.1: If you received hygiene items did you use them?



If yes, did you find them useful?

- Of the 134 respondents who reported that they received hygiene items: 97 per cent reported that they found them useful (130), 1 per cent did not find them useful (1) and 2 per cent provided no response (3).

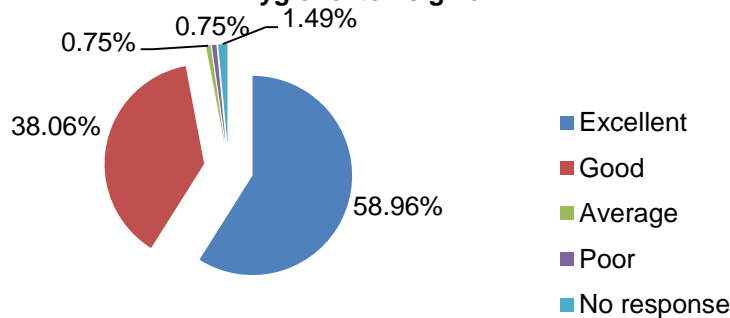
Figure 19.2: If yes, did you find them useful?



Could you rate the quality of the hygiene items given

- Of the 134 respondents who reported that they received hygiene items 59.96 per cent reported that the quality was “Excellent” (79), 38.06 per cent that the quality was “Good” (51), 0.75 per cent that the quality was “Average” (1), 0.75 per cent that the quality was “Poor” (1) and 1.49 per cent provided no response (2).

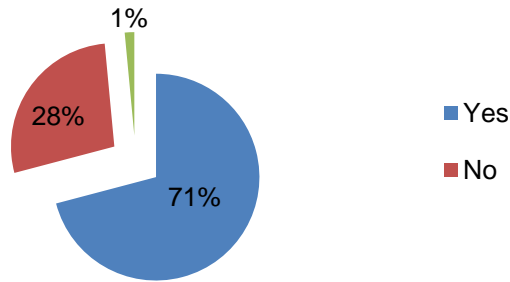
Figure 19.3: Could you rate the quality of the hygiene items given?



If you received hygiene items, did you receive all that you needed?

- Of the respondents, who reported that they received hygiene items (134): 71 per cent reported that they received all the hygiene items they needed (95), 28 per cent that they did not receive all they needed (37) and 1 per cent provided no response (2).

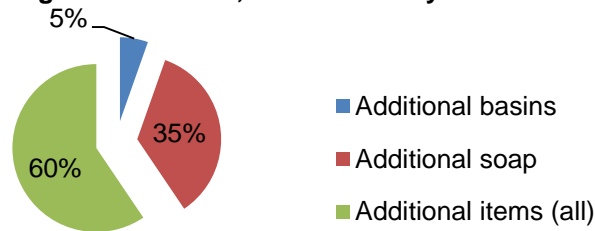
Figure 19.4: If you received hygiene items, did you receive all that you needed?



If not, what else did you need?

- Of the respondents who reported that they did not receive all the hygiene items they needed (37): 60 per cent reported that they needed more of all the items that were given (22), 35 per cent that they needed additional soap (13) and 5 per cent that they needed basins (2).

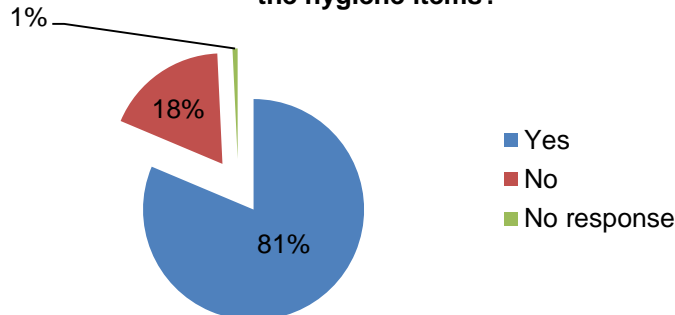
Figure 19.5: If not, what else did you need?



Did someone show you how to use the hygiene items (E.g. soap for handwashing, to purify water etc.)?

- Of the respondents who reported that they received hygiene items (134): 81 per cent were shown how to use the hygiene items (109), 18 per cent was not shown how to use the hygiene items (24) and 1 per cent provided no response (1).

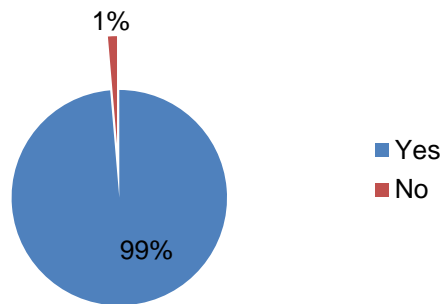
Figure 19.6: Did someone show you how to use the hygiene items?



If you received kitchen utensils, did you use them?

- Of the respondents who reported that they received kitchen utensils (148): 99 per cent reported that they used them (146) and 1 per cent did not use them (2).

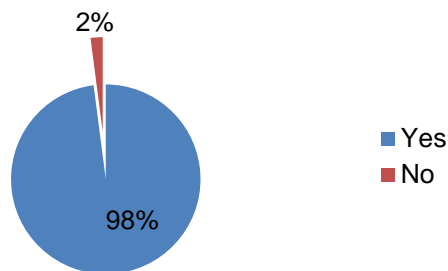
Figure 20.1: If you received kitchen utensils, did you use them?



If yes, did you find them useful?

- Of the respondents who reported that they received and used the kitchen utensils (146): 98 per cent reported that they found them useful (143) and 2 per cent did not (3).

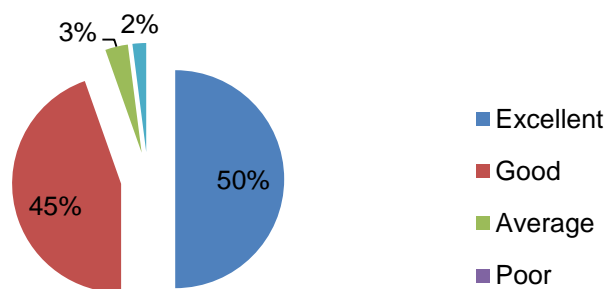
Figure 20.2: If yes, did you find them useful?



Could you rate the quality of the kitchen utensils given?

- Of the respondents who reported that they received kitchen utensils (148): 50 per cent reported that the quality was "Excellent" (74), 45 per cent that the quality was "Good" (66), 3 per cent that the quality was "Average" (5) and 2 per cent provided no response (3).

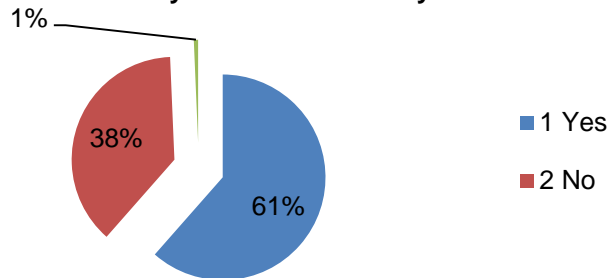
Figure 20.3: Could you rate the quality of the kitchen utensils given?



If you received kitchen utensils, did you receive all that you needed?

- Of the respondents who reported that they received kitchen utensils items (148): 61 per cent reported that they received all the utensils they needed (91), 38 per cent that they did not receive all they needed (56), and 1 per cent provided no response (1).

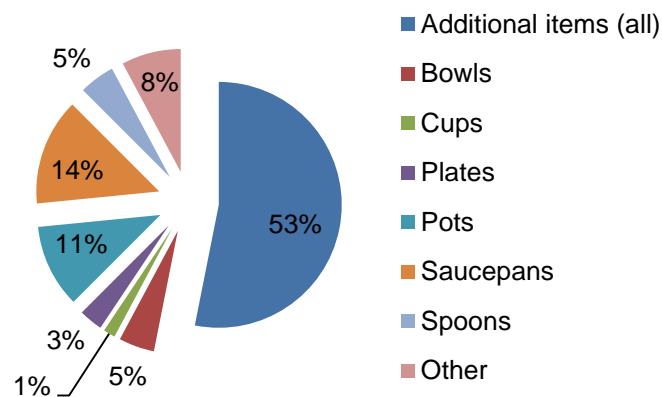
Figure 20.4: If you received kitchen utensils, did you receive all that you needed?



If no, what else did you need?

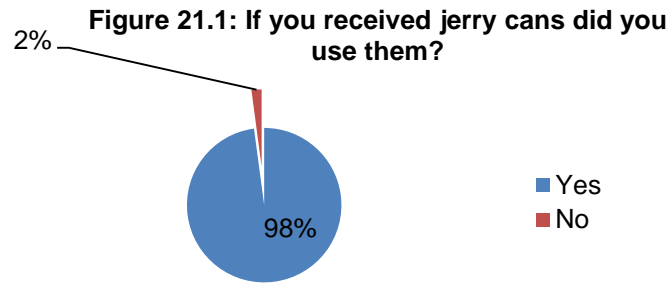
- Of the respondents who reported that they did not receive all the kitchen utensils they needed (56): 53 per cent reported that they needed more of all the items that were given (34), 14 per cent that they needed additional saucepans (14), 11 per cent that they needed additional pots (7), 8 per cent that they need other items (e.g. cash and food)(5), 5 per cent that they needed additional bowls (3), 5 per cent that they needed additional spoons (3), 3 per cent that they needed additional plates (2) and 1 per cent that they need additional cups (1). Please note that this was a multiple choice question; and as such respondents could select all that applied to them.

Figure 20.5: If no, what else did you need?



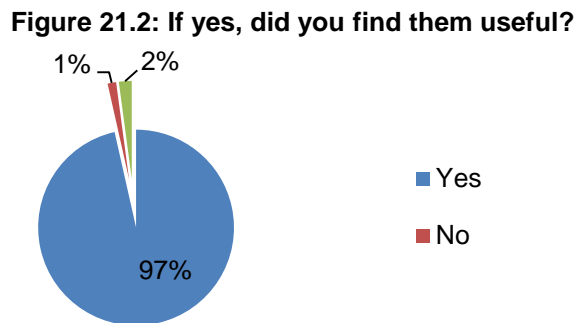
If you received jerry cans, did you use them? (UNCHR)

- Of the respondents who reported that they received jerry cans (142): 98% reported that they used them (139) and 2 per cent did not use them (3).



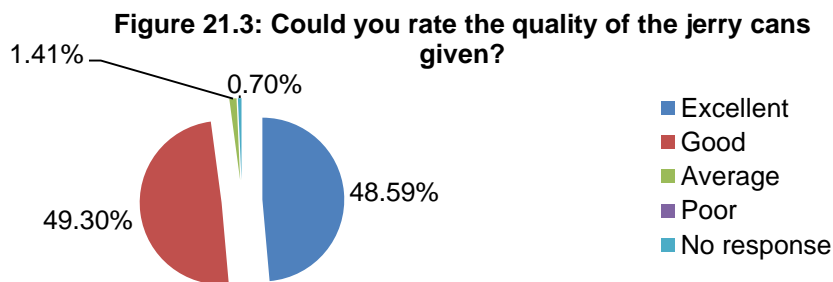
If yes, did you find them useful? (UNCHR)

- Of the respondents who reported that they received jerry cans (142): 97 per cent reported that they found them useful (137), 1 per cent did no (2) and 2 per cent provided no response (3).



Could you rate the quality of the jerry cans given? (UNCHR)

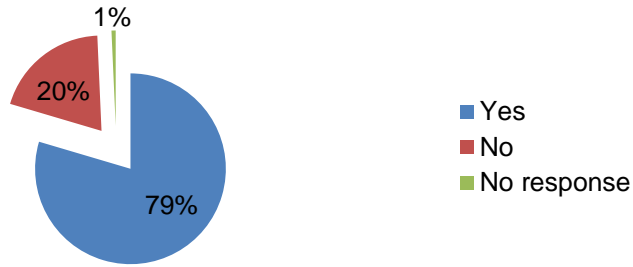
- Of the respondents who reported that they received jerry cans (142): 48.59 per cent reported that the quality was “Excellent” (69), 49.30 per cent that the quality was “Good” (70), 1.41 per cent that the quality was “Average” (2) and 0.70 per cent provided no response (1).



If you received jerry cans, did you receive all that you needed? (UNCHR)

- Of the respondents who reported that they received jerry cans (142): 79 per cent reported that they received all the jerry cans they needed (113), 38 per cent that they did not receive all they needed (28) and 1 per cent provided no response (1).

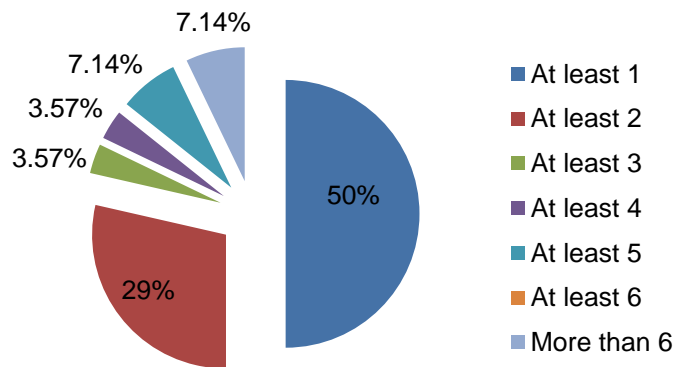
Figure 21.4: If you received jerry cans, did you receive all that you needed?



If not, how many more did you need?

- Of the respondents who reported that they did not receive enough jerry cans for their household (28): 50 per cent reported that they required an additional 1 (14), 28.57 per cent required an additional 2 (8), 7.14 per cent required an additional 5 (2), 7.14 per cent required more than 6 additional (2), 3.57 per cent required an additional 3 (1), 3.57 per cent required an additional 4 (1).

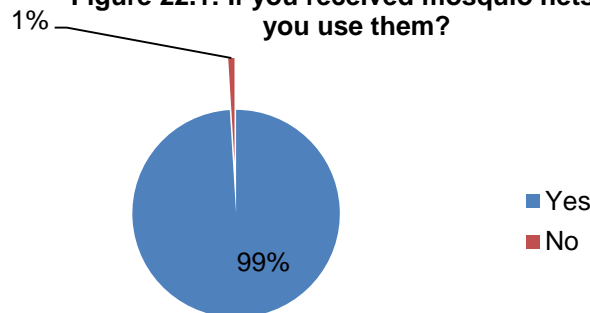
Figure 21.5: If not, how many more did you need?



If you received mosquito nets, did you use them?

- Of the respondents who reported that they received mosquito nets (206): 99 per cent reported that they used them (204) and 1 per cent did not use them (2).

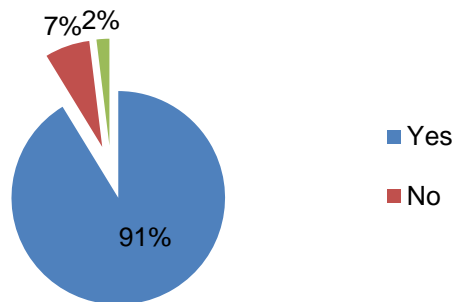
Figure 22.1: If you received mosquito nets did you use them?



If yes, did you find them useful?

- Of the respondents who reported that they received mosquito nets (206): 91 per cent reported that they found them useful (188), 7 per cent did not (14) and 2 per cent provided no response (4)

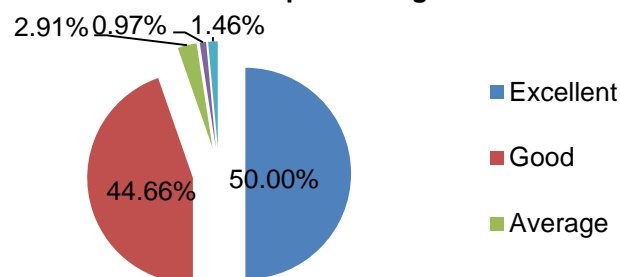
Figure 22.2: If yes, did you find them useful?



Could you rate the quality of the mosquito nets given?

- Of the respondents who reported that they received mosquito nets (206): 50 per cent reported that the quality was "Excellent" (103), 44.66 per cent that the quality was "Good" (92), 2.91 per cent that the quality was "Average" (6), 0.97 per cent that the quality was "Poor" (2), and 1.46 per cent provided no response (3).

Figure 22.3: Could you rate the quality of the mosquito nets given?



If you received mosquito nets, did you receive all that you needed?

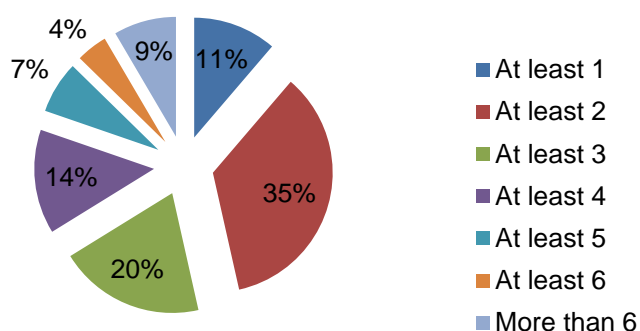
- Of the respondents who reported that they received mosquito nets (206): 65 per cent reported that they received all the mosquito nets they needed (134), 34 per cent that they did not receive all they needed (71) and 1 per cent provided no response (1).



If not, how many more did you need?

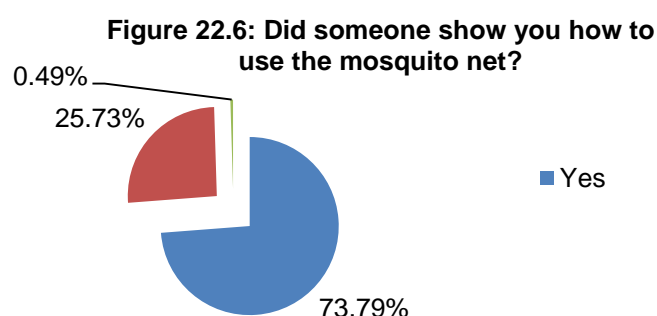
- Of the respondents who reported that they did not receive enough mosquito nets for their household 35 per cent reported that they required an additional 2 mosquito nets, 20% required an additional 3, 14 per cent required an additional 4 nets, 11 per cent required an additional 1, 8 per cent required more than 6 additional, 7 per cent required an additional 5 and 4 per cent required an additional 6 nets.

Figure 22.5: If not, how many more did you need?



Did someone show you how to use the mosquito net?

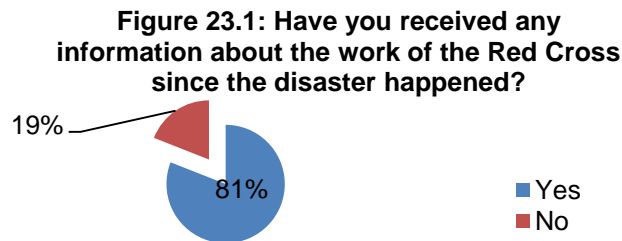
- Of the respondents who reported that they received mosquito nets (206): 73.79 per cent were shown how to use the mosquito nets, 25.73 per cent was not shown how to use the mosquito nets and 0.49 per cent provided no response.



2.4 Beneficiary communication

Have you received any information about the work of the Red Cross since the disaster happened?

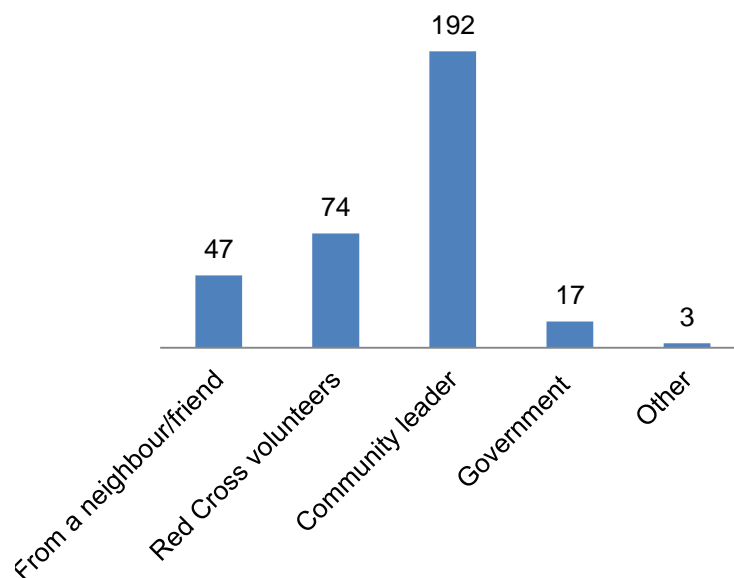
- Of the 268 respondents, 81 per cent reported that they had received information about the work of the Red Cross since the disaster happened while 19 per cent had not.



If yes, where did you receive this information from

- Of the respondents who reported that they had received information about the work of the Red Cross: 72 per cent had received this from their community leader, 28 per cent from Red Cross volunteers, 18 per cent from a neighbour or friend, 6 per cent from the government, and 1 per cent from other (unspecified) sources. Please note that this was a multiple choice question and as such respondents could select all that applied to them.

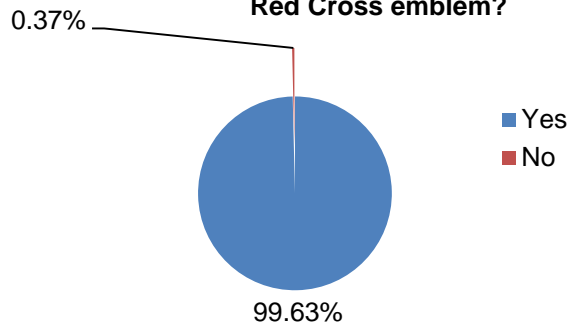
Figure 23.2: If yes, where did you receive this information from?



Were the Red Cross staff and volunteers wearing uniform with a visible Red Cross emblem?

- Of the 268 respondents, 99.63 per cent reported that the Red Cross staff and volunteers were wearing uniform with a visible Red Cross emblem and 0.37 per cent reported that they were not.

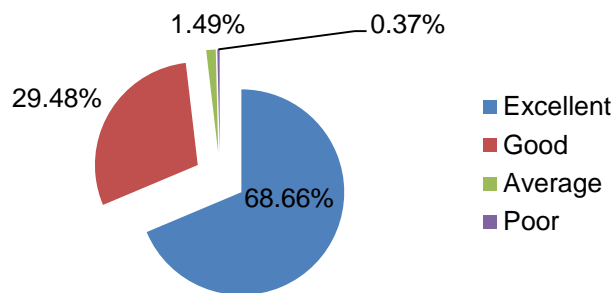
Figure 24: Were the Red Cross staff / volunteers wearing uniform and/or a visible Red Cross emblem?



Could you rate the behaviour of the Red Cross staff and volunteers during the response?

- Of the respondents (268): 68.66 per cent reported that the behaviour of the Red Cross staff and volunteers was “Excellent” (184), 29.48 per cent that the behaviour was “Good” (79), 1.49 per cent that the behaviour was “Average” (4) and 0.37 per cent that the behaviour was “Poor” (1).

Figure 25: Could you rate the behaviour of the Red Cross staff / volunteers during the response?

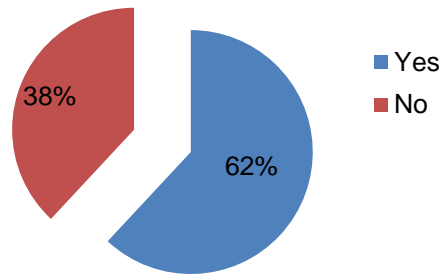


Please note that those respondents that reported that the behaviour of the Red Cross staff and volunteers was either “Excellent” or “Good” made the following comments in support of their rating: “Equal and non-discriminate in their assistance”; “Polite”, “Committed”, “Calm”, “Provided clear explanation and information”, “So happy”, “Well behaved”, “Kind”, “Hospitable” and “Truthful”. Of the respondents that reported that the behaviour was “Average” or “Poor” made the following comments in support of their rating: “Forceful”, “Okay”, “Not Hospitable”.

Did you know how to make a complaint about the services you received (from the Red Cross)?

- Of the respondents (268): 62 per cent reported that they knew how to make a complaint about the services they received (from the Red Cross) (166) and 38 per cent did not know how to make a complaint (102).

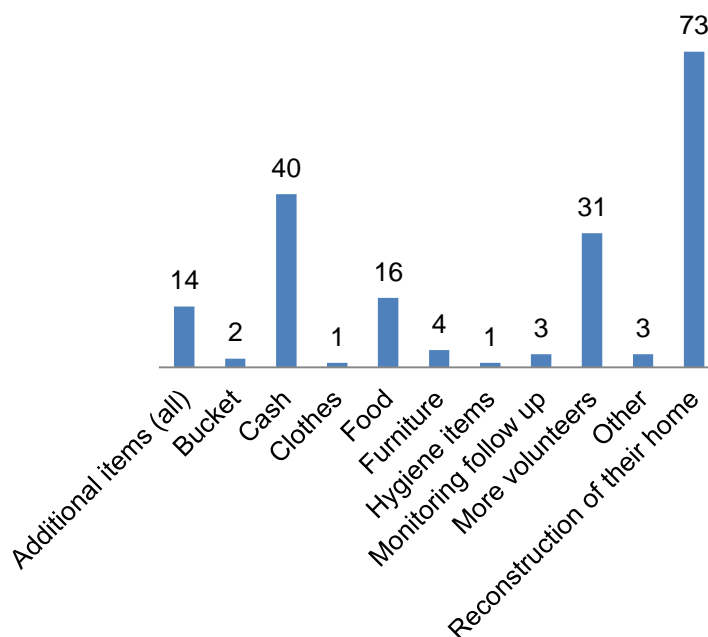
Figure 26: Did you know how to make a complaint about the services you received (from the Red Cross)?



What changes would like to see in responses (by the Red Cross) in the future?

- Of the respondents (268): 70 per cent made suggestions on changes they would like to see in responses (by the Red Cross) in the future (188). Of the respondents that made suggestions (188): 27.24 per cent recommended providing support with the reconstruction of people’s homes (73), 14.93 per cent recommended distributed cash (40), 11.57 per cent recommended mobilizing additional volunteers (31), 5.97 per cent recommended distributed food (16), 5.22 per cent recommended distributing additional items of those that were issued (e.g. to reflect household sizes) (14), 1.49 per cent recommended distributing furniture (4), 1.12 per cent recommended mobilizing additional staff to carry out monitoring follow up of the response (and needs of the affected population) (3), 0.75 per cent recommended distributing additional buckets (2), 0.37 per cent recommended distributing clothes (1), 0.37 per cent recommended distributing additional hygiene items (1). In addition, 1.12 per cent recommended other solutions including the distribution of school uniforms (1), bicycles (1) and revising the beneficiary selection criteria (1). Please note that this was an open ended question and as such respondents could make as many suggestions as they wished.

Figure 27: What changes would like to see in responses?



Chapter 3: Case study

Henda Salum, Mwakata, Shinyanga region

Henda Salum, a 58-year-old father of six, lives with his family in Mwakata, a small village in the Shinyanga region of Tanzania. On 3 March 2015, shortly before midnight, Salum was preparing for bed when rapid winds, accompanied by large hail stones, blew through the village. Salum's homestead comprised three houses; one for him and the others for his children. "I was frightened," he exclaimed. "I wanted to go out to check on the safety of my children, but it was impossible due to the wind and the ice, which had blocked the door."



After several hours, the storm passed and Salum was able to leave his home. "I resorted to breaking down the door, and could not believe my eyes once I managed to get out," he said. "My children's houses were damaged and the roofs blown away. All my crops, animals and belongings had also been washed away by the melting hail. I started to call for my children but didn't hear any response, and since it was still night, I retreated quickly to take a flashlight and look for them. I kept calling out their names while I flashed the area, which was covered by ice. My feet were freezing since I didn't have my shoes on."

Later the children appeared, dirty and in shock, but Salum discovered that his youngest son, 12-year-old Sumba, was not with the others. During the night, the desperate father, with help from his neighbours, searched through the debris of the children's houses where they found the dead body of his son, who had been trapped by a fallen door.



The IFRC released monies from the DREF to support an emergency response to the devastating storm, bringing relief to 3,000 people, including Salum and his family. And while this support could not remedy the loss of his son, Salum does appreciate the efforts of the Tanzania Red Cross Society. "I have received items including buckets, blankets, kitchen utensils, mattresses, mosquito nets and soap, which has helped us at this difficult time," he said. "The items were received quickly, and my family and I are now rebuilding our lives. We are in the process of constructing a new home."

Chapter 4: Conclusions

From the results of the survey, it can be concluded that the interventions delivered through the DREF operation were well received by the beneficiaries, specifically in terms of the assistance provided, which was appropriate to their immediate needs given that more than 95 per cent of respondents indicated they had used all of the items found them to be useful and regarded their quality to be either “Good” or Excellent”. In addition, the selection criteria was also appropriate since all respondents indicated that they had been affected by the storms (57% has been affected in multiple ways) and also reported at least one vulnerability within their household. Respondents also indicated that (98 per cent) that the behaviour of volunteers was either “Good” or Excellent” with clear visibility of the Red Cross emblem when carrying out the activities planned. However, the timing of the distributions was variable depending on the village (40 per cent did not receive items until after one week) and due to the household size which was larger than expected (49 per cent indicated more than six people in their household). The quantity of items that were distributed was not sufficient to cover all their needs. It is recommended that in the future there is a need to ensure that actual household size is corroborated during the needs assessment rather than relying on estimates so that the quantity of items distributed can be adapted accordingly.

As noted (refer to “Chapter 1: Introduction and 1.1 Background” section), the activities planned in the DREF operation were intended to complement the response of other stakeholders. However, though more than 90 per cent received assistance from non-Red Cross sources. The support made by other stakeholders were either not sufficient to meet the needs of the affected population or the commitments (food, shelter, water, sanitation and hygiene) were not then delivered on. As such, the affected population did not receive all the assistance that they required (91per cent indicated that they needed further assistance) specifically related to cash, food and shelter.

It is recommended that in future revision of the DREF operation (including a second allocation) could be considered to ensure that the assistance required to meet emerging needs can be mobilized and improved advocacy and coordination with other stakeholders carried out to ensure that the resources committed are delivered on and sufficient. It is advised based on the preferences indicated by the respondents to the survey the conditional cash transfer or voucher strategies are considered (49 indicated a need for cash) to ensure that any needs not addressed through the distribution of NFIs can be met.

Nonetheless despite these recommendations, the response of the NS through the DREF operation, based on the results of the survey contributed extensively to the alleviation of suffering of the affected population.

Annexes

Annex I: Terms of Reference

Title of ToR	DREF Monitoring Mission
Operation	MDRTZ016 Tanzania Hail Storms
Participant(s):	Sheila Chemjor - Senior DM Officer, IFRC East Africa David Fogden - DREF Delegate, IFRC Africa zone (DMU)
Dates:	3– 9 May 2015
Destination:	Tanzania (Shinyanga region; target areas of Mwakata, Magung'unhwa and Nhumbi in Msalala district)

Background:

On 3 March 2015, at 23:00, hail storms accompanied with strong winds and heavy rainfall hit the villages of Mwakata, Magung'unhwa and Nhumbi in Msalala district, Shinyanga region. The villages are located 20 kilometres from Kahama town; 75 kilometres from Shinyanga town; and 1,000 kilometres North-West of Dar Es Salaam. It was estimated that 5,000 people were affected, of which 3,500 were displaced after the storms damaged/destroyed 634 houses. It was reported that that 47 have been killed, and 112 injured, of which most are children after the roofs were ripped from houses by the strong winds.

On 10 March 2015, the International Federation of Red Cross and Red Crescent Societies (IFRC) released CHF 115,885 from the Disaster Relief Emergency Fund (DREF) to support the Tanzania Red Cross Society provide emergency assistance to 3,000 people affected by the storms for a period of two months. The DREF operation comprises emergency shelter and non-food items (NFIs); health and care activities.

The IFRC through its East Africa regional office (EARO), and Africa zone office, is proposing a mission to Tanzania, to provide technical training on the use of the ODK / Mega V technologies; monitor the implementation of the DREF operation (as agreed within the Emergency Plan of Action (EPoA)) as a means of quality assurance. It is expected that the mission will also provide opportunity to collect materials that can be used to promote the DREF operation to external/internal audiences, specifically those related to the use of new technology and innovation in humanitarian response.

Objective(s):

1. Review the progress of the DREF operation to date, against the planned objectives; and outputs in the EPoA; as well as expenditure against the agreed budget.
2. Provide technical training on the use of the ODK / Mega V technologies; and planning for beneficiary satisfaction surveying in order to improve operational performance and accountability to beneficiaries.
3. Promote the DREF through the production of communications materials that can be shared with external/internal audiences.

Output(s):

- Mission report – including executive summary, key conclusions and recommendations (IFRC).
- Beneficiary satisfaction survey report (TRCS).
- Communication materials that can be used to promote the DREF operation to external/internal audiences, and specifically the use of the Mega V, e.g. case studies, photos, staff/volunteer testimonials etc. (IFRC).

Scope:

The DREF monitoring mission will be carried out at HQ level (Dar es Salaam); as well as in areas targeted through the operation, specifically Shinyanga region; target areas of Mwakata, Magung'unhwa and Nhumbi in Msalala district)

Activities:

The DREF monitoring mission will integrate the training on the use of the ODK / Mega V; and specifically for beneficiary satisfaction surveying of those assisted through the operation. It is expected to take place from 3 – 9 May 2015, with the following schedule (including drafting and finalization of the outputs from the mission).

Activity plan	Date
Arrival from Nairobi.	3 May
Briefing with TRCS senior management.	4 May
Meetings with programme staff involved in the implementation of the MDRTZ016 operation to review progress against the EPoA	4 May
Meeting with finance accountant to review budget versus actual expenditures to date.	4 May
Meetings with other members of RCRC Movement (ICRC, IFRC and PNS) and external partners (as relevant).	4 May
Travel to the target region (Shinyanga)	5 May
Meetings with branch staff involved in the implementation of the MDRTZ016 operation; and preparation of plans for the ODK / Mega V training	5 May
Branch level Mega V / ODK training with staff and volunteers involved in the implementation of the MDRTZ016 (3 x staff; 12 x volunteers)	6 May
Branch level Mega V / ODK training; including uploading of beneficiary survey and testing	7 May
Field trip to target communities (TBC) to carry out beneficiary satisfaction survey; as well as collection of communication materials	8 May
Travel to Dar es Saalam	9 May
Debrief with TRCS senior management (including agreement on next steps).	9 May
Departure from Dar es Salaam	9 May
Completion of beneficiary satisfaction survey (TRCS)	11 – 14 May
Mission report completed.	23 May
Communications materials completed	23 May
Beneficiary satisfaction survey report completed (TRCS)	31 May

Methodology:

- Desk review and review of monitoring information
- Meetings with key stakeholders, e.g. senior management, programme/finance staff, volunteers, RCRC/PNS and other actors/organisations; as well as the populations reached through the operation.
- Practical training on use of the ODK / Mega V training
- Field trips to target communities
- Beneficiary satisfaction surveying.
- Interviews with populations reached through the operation
- Photographs

Resources:

Please note that CHF 8,000 has been budgeted for the procurement of the ODK / Mega V equipment (CHF 5,000); and training on its use (CHF 3,000), which should also be used to cover the costs of all participants (per diem, accommodation and transportation) etc. from the TRCS. CHF 3,000 has been budgeted to support the participation of IFRC staff to carry out the training (per diem, accommodation, transportation). TRCS will be responsible for preparing the budget for the in-country costs utilizing the

allocation that has been made. IFRC will be responsible for preparing for the international costs, from the allocation that has been retained.

Team Composition:

1. Sheila Chemjor – Senior DM Officer
2. David Fogden – DREF Delegate
3. Representatives from TRCS involved in the implementation of the operation, with focus on preparation and provision of relevant documentation, liaison with key stakeholders, and organising logistics for field trips.

Documents available

MDRTZ016 Tanzania Hail Storms – EPoA + Budget

Key contacts:

Sheila Chemjor	Sheila.chemjor@ifrc.org	+254 731 033 831
David Fogden	david.fogden@ifrc.org	+254 733 632 946

Annex II: BSS tool

Disaster Relief Emergency Fund (DREF) Operational review

Title of exercise: Beneficiary satisfaction survey

Date:

Name of operation:

Appeal number:

Interviewer name:

Start time:

End time:

District:

Village:

Purpose: Survey questions are intended to help understand the level of satisfaction with the project – in particular, relevance and quality - from the perspective of the people served by IFRC and the National Society.









Answers are “Yes/No”, or scored as follows:

- “Excellent” - shown with an very happy face;
- “Good” – shown with a happy face;
- “Fair” – shown with a an ok face;
- “Poor” – shown with an unhappy face.

Directions Introduce yourself, explaining who you are working for and that you would like to ask a few questions about the Red Cross activities that have been carried out in their community. Ask them if they are happy to participate, and explain that the answers are confidential, and information will be used to improve future activities that support people affected by disasters both in this country, and also the rest of the world.

Timeframe 30 min per survey

A. Household Details	
A1 Gender of respondent	A2 Additional factor of vulnerability (target group)
[1] Male [2] Female	[1] Elderly people over 60 living alone [2] People with disabilities [3] Persons with very young children (0-4 years) [4] Self-supporting mothers [5] Orphaned or Child headed family [6] Other <i>{specify}</i>
A3 Marital Status of household head	A4 Age of household head
[1] Single [2] Married [3] Widowed/widower	[1] Below 18 years [2] 18-35 years [3] 36-45 years [4] 46-55 years [5] Over 55 years
B. Background	
B1 How many people are in your household?	
[1] 1-2 [3] 5-6 [5] 9-10	[2] 3-4 [4] 7-8 [6] Above 10

B2 How were you affected by the disaster? (circle all that apply)				
[1] I almost lost my life		[2] I was injured		
[3] A family member was injured		[4] A family member died		
[5] My property was damaged		[6] Livestock/crops destroyed		
[7] Other (specify)				
.....				
.....				
.....				
.....				
B3 What was the type of assistance that you needed? (circle all that apply)				
[1] Food		[2] Shelter		
[3] Household items		[4] Water		
[5] Medical assistance		[6] Other (specify)		
.....				
.....				
.....				
B4 Could you rate the quality of the assistance given? (all that apply)				
				
	Excellent	Good	Average	Poor
[1] Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[2] Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[3] Household items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[4] Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[5] Medical assistance (First Aid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[6] Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B5. Could you rate the quantity of the assistance given? (all that apply)				
				
	Excellent	Good	Average	Poor
[1] Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[2] Shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[3] Household items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[4] Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[5] Medical assistance (First Aid)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[6] Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B6. What type of assistance did you receive from the following?		Items		
[1] Government				

[2] Red Cross	
[3] Other 1 (specify)	
[4] Other 2 (specify)	
B7 What assistance did you need that was not provided? (specify)	
.....	
B8.1. Were you asked about your needs?	
[1] Yes	[2] No
B8.2. If yes, asked by who? (circle all that apply)	
[1] Red Cross	[2] Government
[3] Neighbour	[4] Other 1.....
[5] Other 2.....	
B9.1 Did you know you had been selected for assistance (from the Red Cross)?	
B9.2. Were you aware of why you had been selected?	
[1] Yes	[2] No
If yes, why?	
.....	
B9.3 Were you asked about what assistance you preferred? (items etc.)	
[1] Yes	[2] No
B9.4 Did you know when the assistance was going to be provided (date, time and place of the distributions etc.)	
[1] Yes	[2] No
B9.5 Where did you hear about the assistance provided by the Red Cross? (circle all that apply)	
[1] From a neighbour/friend	[2] Red Cross volunteers
[3] Government officials	[4] Other (specify).....
C. Shelter & settlements	
C1.1 What items did you receive? (circle all that apply)	
[1] Bedding	[2] Clothing
[3] Kitchen sets	[4] Shelter kit
[5] Tarpaulin	[6] Other (specify)
.....	

<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>						
E. Health and Care						
E1.1 Did you receive mosquito nets						
[1] Yes [2] No						
E1.2 When did you receive the mosquito nets?						
<table border="0"> <tr> <td>[1] On the same day</td> <td>[2] Following day</td> </tr> <tr> <td>[3] Two days after</td> <td>[4] 3-5 days after</td> </tr> <tr> <td>[5] 1-2 weeks after</td> <td>[6] More than two weeks after</td> </tr> </table>	[1] On the same day	[2] Following day	[3] Two days after	[4] 3-5 days after	[5] 1-2 weeks after	[6] More than two weeks after
[1] On the same day	[2] Following day					
[3] Two days after	[4] 3-5 days after					
[5] 1-2 weeks after	[6] More than two weeks after					
E1.3 If yes to E1.1, did you use them?						
[1] Yes [2] No						
<p><i>If not, why?</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>						
E1.4 If yes to E1.1, were there enough for the household?						
[1] Yes [2] No						
<p><i>If not, how many more did you need? And of what?</i></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>						
E1.5 If yes to E1.1, did someone show you how to use the mosquito net?						
[1] Yes [2] No						
F. Beneficiary communications						
F1 Have you received any information about the work of the Red Cross since the disaster happened?						
[1] Yes [2] No						
F2 Where did you receive this information from? <i>(circle all that apply)</i>						
<table border="0"> <tr> <td>[1] From a neighbour/friend</td> <td>[2] Red Cross volunteers</td> </tr> <tr> <td>[3] Pamphlets/flyers/banners</td> <td>[4] Other (specify).....</td> </tr> </table>	[1] From a neighbour/friend	[2] Red Cross volunteers	[3] Pamphlets/flyers/banners	[4] Other (specify).....		
[1] From a neighbour/friend	[2] Red Cross volunteers					
[3] Pamphlets/flyers/banners	[4] Other (specify).....					
F3 Were the Red Cross staff/volunteers wearing uniform and/or a visible Red Cross emblem?						
[1] Yes [2] No						
F4 How was the behaviour of the Red Cross staff and volunteers during the response?						

[1] Very good [2] Good [3] Average [4] Bad [4] Don't know

Why do you think that (use example)

.....

.....

.....

.....

F5 Did you know how to make a complaint about the goods/services you received?

[1] Yes [2] No

If yes, who would you contact?

.....

.....

.....

.....

F6 What changes would you would like to see in regard to the process?

.....

.....

.....

.....

G. Other

G1 Do you have any questions for us?

.....

.....

.....

.....

Thank you for your time and sharing your views

Annex III: Mission Report (28 June – 4 July 2015)

International Federation of Red Cross and Red Crescent Societies Short Mission Report Form

Location of mission:	Dar Es Salaam / Kahama (Shinyanga)
Date(s):	28 June – 4 July 2015
Purpose:	<p>Provide training on the use of the Open Data Kit (ODK) / Mega V technologies; and application for beneficiary satisfaction surveying in order to improve operational performance and accountability to beneficiaries. In addition, communications materials that can be used to promote the DREF to external/internal audiences will be produced.</p> <p>Outputs of the mission to included:</p> <ul style="list-style-type: none"> • Mission report • Communication materials (2 x web stories) • Beneficiary satisfaction survey
Person Completing Report:	<p>Sheila Chemjor – Senior Disaster Management (DM) Officer (IFRC East Africa & Indian Ocean Islands)</p> <p>David Fogden - DREF Delegate, IFRC Africa zone (DMU)</p>
People Met (not necessary to list every person):	<ol style="list-style-type: none"> 1. Joseph Kimaryo (DM Director) – Tanzania Red Cross Society 2. Kibari Tawakal (DM Manager – Tanzania Red Cross Society.
Summary of activities:	<ol style="list-style-type: none"> 1. Briefing with DM Director and DM Managers (s) on the MDRTZ016 Tanzania Storm operation; and intentions of the mission. 2. NHQ / branch (Shinyanga) level trainings on use of the ODK – involving staff and volunteers. 3. Beneficiary satisfaction survey (in Mwakata, Mwabayanda, Mwaguhumwa, and Nhumbi villages in Msalala district, Shinyanga province). 4. Debrief (by Senior DM Officer) with Director, Disaster Management.
Key Observations:	<p><u>NHQ Briefing – 29 June 2015</u></p> <ul style="list-style-type: none"> • Briefing was carried out with the Tanzania Red Cross Society (TRCS) DM Director and DM Managers at NHQ (Dar es Salaam) prior to beginning the activities planned within the ToR for the mission to ensure agreement; and make arrangements as required. <p><u>NHQ level training on the use of ODK (Dar es Salaam) – 29 June 2015</u></p> <ul style="list-style-type: none"> • The IFRC Senior DM officer and DMU DREF delegate co-facilitated a one-day training on the use of the ODK kit at NHQ level, which involved 10 participants from the DM, health and logistics units. Please note that prior to the start of the mission it was intended that training on the use of the ODK kit would be combined with training on the use of Mega V; however the latter was not completed due to the time available (one-day) – refer to recommendations for information. The ODK training included sessions on the following: <ul style="list-style-type: none"> ○ New technologies and innovation in disaster management ○ Introductions to the ODK, and formhub softwares. ○ Practical exercise (group-work) on the use of ODK / formhub including: 1) installation of the ODK (on mobile device); 2) creation of a server (formhub); 3) design of survey (XLS); 4) upload onto server; 5) download onto mobile device, 6)

completion of survey (on mobile device); 7) upload onto server; and 8) data analysis. For the purposes of this exercise a survey, which had been designed for the beneficiary satisfaction survey was used.

Travel to field (from Dar es Salaam – Kahama): 30 June 2015

- Travel day to the field from Dar es Salaam – Kahama (via Mwanza) including a briefing with branch staff (Shinyanga).

Branch level training on the use of ODK (Kahama / Shinyanga): 1 July 2015

- The IFRC Senior DM officer, DMU DREF delegate and TRCS DM Manager facilitated a further half-day training was carried out at branch level in Kahama (Shinyanga province), which involved 12 volunteers and one staff member. The ODK training included sessions on the following:
 - Introduction to the ODK; and beneficiary satisfaction survey.
 - Practical exercise (group-work) on completion of the beneficiary satisfaction survey using the ODK app including 1) filling blank form; 2) editing saved form; and 3) getting a blank form.
 - Following the branch-level training, the use of the ODK (for beneficiary satisfaction survey) was piloted by volunteers in one village, which had been targeted through the MDRTZ016 operation; and a debrief had on experiences gained.

Beneficiary satisfaction survey (Mwakata, Mwabayanda, Mwaguhumwa, and Nhumbi villages in Msalala district) – 2/3 July 2015

- Use of the ODK (for beneficiary satisfaction) was used by volunteers in the remaining villages, which had been targeted through the MDRTZ016 operation. At the end of each day, a debriefing was had on experiences gained; as well as any initial learning from the responses of the beneficiaries. In total, 221 surveys were completed, which equates to 44 per cent of the target population.

Other observations

- Branch volunteers demonstrated a commitment and enthusiasm both to the ODK training, and its use for the beneficiary satisfaction survey – this was despite the extreme conditions (e.g. long walking distances between and weather) – they were a credit to the National Society (NS).
- Arrangements for the NHQ and branch level trainings; and beneficiary satisfaction survey were well organized by the NS, and assisted with the effective execution of the mission.
- The MDRTZ016 operation was the largest response carried out by the TRCS Kahama branch; and based on the initial learning from the responses of the beneficiaries as well as informal discussions with NS staff, was mostly well managed, and effective in meeting the immediate needs of the target population. Nonetheless, there were members of the population that required assistance that were not supported, and commitments by other partners (e.g. the Govt.) were not adequate, as such the scale/scope of the MDRTZ016 operation could have been revised to further increase the number of people reached, and the type of activities carried out (based on the needs).

<p style="text-align: center;">Recommendations</p>	<ul style="list-style-type: none"> • Methodology and tools should be finalized at least one week in advance of the mission to enable translation into local languages, which will assist with the effective execution of the activities planned (e.g. the beneficiary satisfaction survey), especially at branch level where English language skills may be limited. • Data collection tool should be uploaded (to the server) in advance of the mission to avoid any issues with access to internet – e.g. during the mission there were challenges experienced in ensuring the beneficiary satisfaction survey was uploaded onto the mobile data devices. • Follow-up support is required to ensure that the use of ODK; and especially formhub (for survey design) is embedded within the NS – i.e. a one-day training on the use of ODK is only able to provide an introduction to the software/tools. In addition, it is not practical to combine training on the use of ODK, with training on the use of Mega V over one day, and more time should be given in the future for this exercise. • Mapping of previous capacity in use of new technologies carried out prior to inclusion in DREF operation, to ensure “added value” is achieved, i.e. it was identified that the NS had some previous experience of ODK (via an American Red Cross bilateral project).
<p style="text-align: center;">Follow up required</p>	<ul style="list-style-type: none"> • Training resources (and tools) to be sent to the NS; including certificates of participation (ASAP). • ODK / Mega V kit to despatched to NS (ASAP) • Downloading of surveys (to server) (20 July 2015) • Draft of beneficiary / volunteer case studies/photographs (22 July 2015); and finalisation (24 July 2015) • Draft of beneficiary satisfaction survey (31 July 2015); and finalisation (14 August 2015).

Many thanks should be given to the Tanzania Red Cross staff and volunteers, who made this mission an effective exercise.

David Fogden
DREF Delegate, Africa Zone

Sheila Chemjor
Senior DM Officer, EAIOI regional representation.

22 July 2015

Annex IV: MDRTZ016 Tanzania Storm - EPoA

Click [here](#) for the link to the Emergence Plan of Action document and budget

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