



## Up-scaling Basic Sanitation for the Urban Poor (UBSUP)

### Technical Questionnaire for interviewing households and plot occupants

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#### UBSUP Document 7 (06.15.2011)

General data:

Province		Data Collection Date	
County		Data Collector	
Town		Supervisor	
Area Name		Data Entry Clerk	
Area ID		Data Entry Date	
MajiData ID		Interview No.	
Picture ID		Picture ID	
Picture ID		Picture ID	
Gender			
Remarks			

*To be completed before the interview*

Brief Description of the area (*check with the description provided in MajiData*)

### Instructions for the interviewer

- Introduce yourself and explain in some detail the purpose of your visit. You are working for the Water Services Trust Fund. The study intends to collect information needed to improve the sanitation situation in this city/town. However before the sanitation programme can be implemented, the WSTF team needs to find out what opinions and preferences the residents of this town have with regard to sanitation
- Explain that it is very important that the **women** of this household take part in the interview.
- Explain that all (personal) information respondents provide remains confidential and won't be disclosed to third parties.
- Do not read out to your respondents the alternative answers we have formulated. Give them the opportunity to come up with their own ideas and when they do, write on your answer sheet the corresponding numbers. Only read out the alternative answers to your respondents if they face problems answering the question. With the exception of a few questions, respondents are asked to give **one answer per question** only.
- Please tell the people present in a polite way that due to reasons of data reliability only one person is supposed to be interviewed. Nevertheless other persons are mostly welcome to share their views and to participate, but we cannot note their answers. Therefore it is important, before we start interviewing, that we have already agreed on who is going to be interviewed.

**Nakutakia mema!!**

## Section A: General Information

a. Number of dwellings on the plot

Number of <b><u>dwellings</u></b>	
Number of <b><u>households</u></b>	

b. How many people are there residing on the plot?

Number of <b><u>women</u></b> (including girls)	
Number of <b><u>men</u></b> (including boys)	
Number of dwellings where number of persons is known	

c. Main roofing materials used on the **plot** (based on observation)

1.	Grass
2.	Iron/asbestos
3.	Wood
4.	Mud
5.	Makuti/ Palm leaves
88.	Other (please specify)

d. Main walling materials used on the **plot** (based on observation)

1.	Mud
2.	Iron sheets
3.	Concrete bricks (cement)
4.	Earth bricks/ Burnt bricks
5.	Wood/ Timber
6.	Stones
7.	Mixed specify
88.	Other (please specify)

e. Are **most** of the residents living on this plot renting or owning their accommodations?

1.	Renting
2.	Owning
3.	A mix (owning & renting)
88.	Other (please specify)
99.	Non applicable

f. Who owns the plot?

1.	Resident <u>Landlord</u>
2.	Resident <u>Landlady</u>
3.	Non-resident <u>landlord</u>
4.	Non-resident <u>landlady</u>
5.	The local authority
6.	The National Housing Cooperation
7.	The occupants of the dwellings
77.	Don't know
88.	Other (please specify)
99.	Non applicable

## Section B: Existing sanitation situation

No.	Question	Answer	Code
1	What type of <u>toilet</u> is used? <b>(answer based on observation)</b>	Traditional pit latrine	1
		Improved pit latrine	2
		Ventilated improved pit latrine (VIP)	3
		Pour flush with septic tank	4
		Pour flush with sewer	5
		Pour flush with bio-digester/baffle reactor	6
		Public ablution blocks	7
		Flush toilet with sewer	8
		Flush toilet with septic tank	9
		Open defecation	10
2	Are you satisfied with the toilet that you use?	Very satisfied	1
		Satisfied	2
		Dissatisfied	3
		Very Dissatisfied	4
3	What are the main problems experienced with the use of the toilet? <b>(multiple answers possible)</b>	Inadequate emptying services	1
		Prone to flooding	2
		Collapsing pit	3
		Inadequate water (hand washing & flushing)	4
		Poor latrine structure	5
		Insecurity (night use)	6
		Unhygienic and dirty	7
		Not enough toilets	8
		Lack of privacy	9
		Smell and/or flies	10
		Accessibility (distance)	11
		Expensive	12
		It's also used as a bathroom	13
		Not user friendly	14
		High water table	15
No problem	16		
Other, specify:	88		

4	Is your toilet facility serving as a: <b>(you may have to read out the options)</b>	Toilet only	1
		Toilet with a separate bathroom	2
		Toilet also used as bathroom	3
		Other, specify:	88
		Non applicable	99
5	How often do you clean your toilet?	More than once a day	1
		Every day	2
		2-3 times per week	3
		Once a week	4
		Fortnightly	5
		Whenever it is needed	6
		Never	7
		Other, specify:	88
6	Do you use the toilet for disposal of solid waste?	Yes, always	1
		Yes, sometimes	2
		No, never	3
7	<i>(If yes, see previous question)</i> What do you dump in your toilet? <b>(multiple answers possible)</b>	All my solid waste	1
		Paper only	2
		Glass bottles	3
		Metal	4
		Batteries	5
		Plastic bags/bottles	6
		Sanitary Towels	7
		Baby Pampers	8
		Shoes	9
		Clothes	10
		Leftover food	11
		Chemicals & poison	12
		Other, specify:	88
		Non applicable	99
8	How old is the toilet?	Less than one year	1
		Years.....	2
		Don't know	77
		Non applicable	99
9	Is your toilet emptied when it is full?	Yes (go to 11)	1
		No (go to 10)	2
		Don't know (go to 15)	77
		Non applicable (go to 15)	99
10	Why is it not emptied? <b>(if No in 9, go to 15)</b>	Services not available	1
		Unaffordable	2
		Plots not accessible	3
		It's never been full	4
		Non applicable	99

No.	Question	Answer	Code
11	What type of services do you use? <b>(multiple answers possible)</b>	Manual emptying (bucket emptying)	1
		Mechanical emptying (Gulper pump, Vacutug pump, Maped pump, etc.)	2
		Exhausters/ Vacuum tanks	3
		Don't know	77
		Other, specify:	88
		Non applicable	99

12	How often is your toilet emptied?	Daily	1
		Weekly	2
		0-6 months	3
		7-12 months	4
		Monthly	5
		Once a year	6
		Every 1-3 years	7
		Every 4-6 years	8
		Every 7-9 years	9
		Every 10-12 years	10
		Over 12 years	11
		Never	12
		Non applicable	99
		Don't know	77

13	How would you describe the quality of the emptying process?	Good	1
		Fair	2
		Poor	3
		No opinion	4
		Non applicable	99

14	How much do you <u>pay</u> for emptying?	Ksh .....	1
		Don't know	77
		Non applicable	99

15	How would you describe the costs of emptying services in your area?	Cheap	1
		Affordable	2
		Expensive	3
		Don't know	77

16	<u>How often</u> would you like your toilet facility to be emptied?	Daily	1
		Weekly	2
		Monthly	3
		Every 6-11 months	4
		Every 1-3 years	5
		Every 4-6 years	6
		Only when it is full	7
		When needed	8
		No opinion	9
		I don't want to empty	10
		Other, specify:	88

No.	Question	Answer	Code
17	Have you ever used any materials to reduce the volume of sludge in the pit? <b>(mention the options)</b>	Industrial chemicals	1
		None	2
		Other, specify:	88
		Not applicable	99

### Section C: Desired sanitation situation

18	What type of toilets have you used before? <b>(multiple answers possible)</b>	Flush toilet	1
		Ventilated improved pit latrine (VIP)	2
		Traditional pit latrine	3
		Improved pit latrine	4
		Pour flush toilet	5
		Bucket toilet	6
		Composting toilet	7
		Urine separating toilet	8
		Flying toilet	9
		Other, specify:	88

19	What would be your preferred toilet or practice?	Flush toilet	1
		Traditional pit latrine	2
		Improved pit latrine	3
		Ventilated Improved pit latrine (VIP)	4
		Pour flush toilet	5
		Bucket toilet	6
		Composting toilet	7
		Urine separating toilet	8
		Biodegradable Toilet bag (peepoo)	9
		Flying toilet	10
		Open Defecation	11
		No opinion	12
		Don't know	77
Other, specify:	88		

20	Why do you prefer this type of toilet? <b>(multiple answers possible)</b>	Modern/ good /stylish	1
		Easy to clean	2
		Affordable	3
		Easy to construct	4
		No smell	5
		No flies	6
		User friendly	7
		Easy to maintain	8
		Durable	9
		Secure	10
		Privacy	11
		Does not get full quickly	12
		Enough light	13
		Safe	14
		Can be used as a bathroom	15
		Produces biogas/manure	16
		It's common	17
		Comfortable	18
Hygienic	19		
Don't know	77		
Other, specify:	88		

No.	Question	Answer	Code
21	What would be your preferred material or materials for the construction of the walls of the toilet? <b>(multiple answers possible)</b>	Bamboo	1
		Burnt bricks	2
		Concrete bricks	3
		Concrete panels	4
		Clay bricks	5
		Stones	6
		Fertilizer bags	7
		Corrugated iron sheets	8
		Corrugated plastic sheets	9
		Plywood panels	10
		Plastic panels	11
		Recycled tetrapack	12
		Sisal fabric	13
		Stabilized soil blocks	14
		Tarpaulin	15
		Timber	16
		Weather boards	17
Scrap metal	18		
Combination of materials	19		
Don't know	77		
Other, specify:	88		

22	Why do you prefer these materials? <b>(multiple answers possible)</b>	Affordable	1
		Durable	2
		Easy to clean	3
		Easy to construct	4
		Locally available	5
		Other, specify:	88

23	Which of the preferred mentioned material (see 21) <u>are locally available</u> ? <b>(multiple answers possible)</b>	Bamboo	1
		Burnt bricks	2
		Concrete bricks	3
		Concrete panels	4
		Clay bricks	5
		Stones	6
		Fertilizer bags	7
		Corrugated iron sheets	8
		Corrugated plastic sheets	9
		Plywood panels	10
		Plastic panels	11
		Recycled tetrapack	12
		Sisal fabric	13
		Stabilized soil blocks	14
		Tarpaulin	15
		Timber	16
		Weather boards	17
Scrap metal	18		
Combination of materials	19		
None	20		
Don't know	77		
Other, specify:	88		



No.	Question	Answer	Code
24	Which of the mentioned locally available materials do you consider <u>affordable</u> for constructing a toilet? <b>(multiple answers possible)</b>	Bamboo	1
		Burnt bricks	2
		Concrete bricks	3
		Concrete panels	4
		Clay bricks	5
		Stones	6
		Fertilizer bags	7
		Corrugated iron sheets	8
		Corrugated plastic sheets	9
		Plywood panels	10
		Plastic panels	11
		Recycled tetrapack	12
		Sisal fabric	13
		Stabilized soil blocks	14
		Tarpaulin	15
		Timber	16
		Weather boards	17
		Scrap metal	18
Combination of materials	19		
None	20		
Don't know	77		
Other, specify:	88		
25	Which part of the toilet that you are using has undergone any improvements during the last 2 years (multiple answers possible)	None	1
		Floor Slab	2
		Seat	3
		Walls	4
		Roof	5
		Door	6
		Ventilation	7
		Lighting	8
		Painting	9
		Don't know	77
		Others (specify):	88
26	Are there any plans to <u>improve</u> the existing toilet facility?	Yes ( <b>go to 28</b> )	1
		No	2
		Don't know ( <b>go to 28</b> )	77
27	Why <u>don't</u> you want to <u>improve</u> the toilet?	Cannot afford	1
		Not my responsibility	2
		Satisfied with existing facility	3
		Cannot get consensus from users	4
		Never thought of it	5
		Don't know	77
		Other, specify:	88
Non applicable	99		
28	Are there any plans to <u>construct</u> a new toilet?	Yes ( <b>go to 30</b> )	1
		No	2
		I don't know ( <b>go to 30</b> )	77

No.	Question	Answer	Code
29	Why are there <u>no plans to construct</u> a toilet?	Cannot afford	1
		Not my responsibility	2
		Satisfied with existing facility	3
		No consensus amongst users	4
		No space	5
		Landlord does not allow	6
		Never thought of it	7
		Other, specify:	88
		Non applicable	99

30	Are there artisans available for <u>improvement and construction</u> of sanitation facilities within the area?	Yes	1
		No	2
		Don't know	77

## Section D: For those planning to build a sanitation facility

*(28=Yes i.e. there are plans to construct a new toilet)*

No.	Question	Answer	Code
31	Why are there plans to construct a new toilet? <b>(multiple answers possible)</b>	Required by law	1
		Need to modernize	2
		Pressure from tenants/family	3
		Pressure from community	4
		Poor technical state of the toilet	5
		Old toilet is not hygienic enough	6
		Pit is full	7
		I don't have a toilet	8
		More people are using the toilet	9
		Connection to the sewer line	10
		Other, specify:	88

32	What <u>type of sanitation facility</u> do you intend to construct?	Flush toilet	1
		Traditional pit latrine	2
		Improved pit latrine	3
		Ventilated Improved pit latrine (VIP)	4
		Bucket toilet	5
		Composting toilet	6
		Urine separating toilet	7
		Septic tank/soakaway	8
		Don't know (yet)	77
		Other, specify:	88

No.	Question	Answer	Code
33	What is the <u>main</u> benefit of having this new sanitation facility?	Enhanced status	1
		Increasing rental rates	2
		Compliance with the law	3
		Privacy	4
		Increased safety	5
		Reduced operational & investment costs	6
		Comfort in use	7
		Improved hygiene	8
		Does not get full quickly	9
		Enough light	10
		Improved accessibility	11
		Ease of cleaning	12
		Improved Security	13
		Can be used as bathroom	14
		Produces manure	15
		Reduced smells	16
		Prevent flies	17
User friendly	18		
Don't know	77		
Other, specify:	88		
34	How much do you intend to spend on the new sanitation facility?	KSh.....	1
		Don't know	77

## Section E: For those planning to upgrade the sanitation facility

(26=Yes i.e. there are plans to improve the existing toilet)

No.	Question	Answer	Code
35	Why do you want to <u>improve</u> the toilet?	Pit is full	1
		Poor condition of the facility structure	2
		Dangerous	3
		Required by law	4
		Others (specify):	88
36	What would you like to improve in your toilet? <b>(multiple answers possible)</b>	None	1
		Floor Slab	2
		Seat	3
		Walls	4
		Roof	5
		Door	6
		Ventilation	7
		Lighting	8
		Painting	9
		Don't know	77

No.	Question	Answer	Code
37	What are the <u>main challenges</u> encountered when <u>improving</u> or <u>building</u> sanitation facilities? <b>(multiple answers possible)</b>	Collapsing soils	1
		Rocky soils	2
		High water table	3
		Lack of space	4
		Poor accessibility	5
		Problem of affordability	6
		Non legalized land	7
		Poor quality of work	8
		Unavailability of materials	9
		Lack of collaboration with users	10
		No problem	11
		Don't know	77
Others (specify):	88		

**Instruction for the interviewer: For each design ask questions 39 and 40 depending on respondent's choice.**

38	Which of the following toilet designs would you select for improving your sanitation facility? <b>(multiple answers possible: Please show the models to the interviewee)</b>	Design 1:	1
		Design 2:	2
		Design 3:	3
		Design 4:	4
		Design 5:	5
		Design 6:	6
		Design 7:	7
		Design 8	8
		None of them	9
		Don't know	77

39	Please explain the reason for your choice? <b>(multiple answers possible)</b>	Modern/good/stylish	1
		Easy to clean	2
		Affordable	3
		Easy to construct	4
		No smell	5
		No flies	6
		User friendly	7
		Easy to maintain	8
		Durable	9
		Secure	10
		Privacy	11
		Does not get full quickly	12
		Enough lighting	13
		Safe	14
		Can be used as a bathroom	15
		Produces manure	16
		My culture	17
		My religion	18
		No water is required	19
		Requires less space	20
I don't know	77		
Other specify	88		

No.	Question	Answer	Code
40	Why don't you like any of the designs? <b>(multiple answers possible)</b>	Because of my culture	1
		Because it is not aesthetically pleasing	2
		Because of my religion	3
		Because it is complicated to use	4
		Because no water is used	5
		Because it is too expensive	6
		Because I have no space for a toilet	7
		Because it is not easy to maintain	8
		Because it is difficult to construct	9
		Because it is not durable	10
		Because it might smell	11
		Because it might have flies	12
		Because it is not user friendly	13
		Because it is not secure	14
		Because it has no privacy	15
		Because it does not have enough lighting	16
		Because it gets full quickly	17
		Because it cannot be used as a bathroom	18
		No reason	19
Other specify	88		

## Section F: Post Treatment

No.	Question	Answer	Code
41	Do you grow crops in your area?	Yes	1
		No (go to 43)	2
42	Do you use chemical (inorganic) fertilizer for growing crops and other plants?	Yes	1
		No	2
		Sometimes	3
		Other, specify:	88
43	Would you be willing to use <u>organic</u> fertilizer partly made from human waste to grow your crops and other plants?	Yes	1
		No	2
		Don't know	77
44	Would you use biogas made from human waste for cooking purposes or as a source of energy?	Yes	1
		No	2
		Other, specify:	88

## Section G: Observations

- Ask your respondents if they mind if you have a look at the toilet(s) they use and if perhaps you could take some pictures.
- When visiting the toilet: Please check the following items and assess as objectively as possible.

**45: Observe the existence of special features of the sanitation facility**

Foot rests on slab	1
Toilet seat	2
Floor tiles	3
Wall tiles	4
Mirror	5
Electric light	6
Waste bin	7
Hand washing facility	8
Urinals	9
Cover	10
Septic tank/soakaway	11

**46: Cleanliness of the toilet**

Clean	1
Dirty	2
Not clean but also not dirty	3

**47: State of the toilet components**

<b>Slab:</b>	
In good shape	1
Slightly cracked	2
Very cracked	3
Collapsing	4
Totally damaged/prohibits use	5
Not in good shape	6
Partially covered	7
Not applicable	8
<b>Walls:</b>	
In good state	6
Partly damaged/ cracked	7
In bad shape / preventing privacy	8
<b>Roof:</b>	
In good shape	9
Has small holes	10
Large holes (in poor shape/leaking)	11
No roof	12

**Guidelines for the Data Collector:**

- Tell all respondents and other people present that you have asked all your questions. Thank everybody for their co-operation and explain that the survey results will be used to improve the water and sanitation situation of the low income areas of Kenya.
- Ask respondents if they wish to make comments concerning the interview or the questions asked. If people wish to do so, write down their remarks on your answer sheet.
- Do you wish to make any comments regarding this particular interview or the respondents that were interviewed? Write these comments on your answer sheet.