



# WATER SECTOR TRUST FUND

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

## Customer-Aided Design

### UBSUP Customer Aided Design Checklist for the User Assessment of SafiSan Toilets

Prepared by the UBSUP Team

February 2013

Version 2.0

Last update: August 2017

#### General data: (\*)

County:	
Constituency:	
Town:	
Area name:	
Data collection date:	
Data collector:	
Type of toilet:	
Manufacturer/supplier:	
Sludge management concept:	
Geo-referenced picture:	N:                      E:                      ID of the picture:

\*) To be completed before the interview

## Main Objectives of the Checklist:

1. Find out the attitudes and perceptions of users/residents regarding the SafiSan toilet.
2. Compare ratings of SafiSan toilet with ratings of already available toilet facilities.
3. Get feedback from users on areas that need improvement.
4. Discuss potential improvements and proposed changes with users.
5. Provide the technical team with information that can be used to improve the toilet (Customer-Aided Design).

## PART 1: Basic information about the respondents

1	Name(s) of the respondent(s):	
2	Contact information (e.g. phone number):	
3	Gender:	
4	Age:	
5	Religious affiliation:	
6	Occupation:	
7	No. of household members (using the facility):	
8	No. of plot dwellers (using the facility):	

## PART 2 (Feedback checklist on the use of the SafiSan facility)

### Product Attributes

<b>1</b>	What is your opinion about the SafiSan toilet? <b>Good, fair or not good?</b>						
>>	Good	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Not good	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Explain your answer:							
Which solution would you propose?							

<b>2</b>	Do you find it <b>safe and easy to access</b> the SafiSan toilet?				
Safe?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Easy?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Explain your answer:					
Which solution would you propose?					

<b>3</b>	Do you think the toilet looks <b>beautiful</b> ?				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Explain your answer:					
Which solution would you propose?					

<b>4</b>	Is it difficult for you to climb up and down the <b>stairs</b> ?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
>>	No stairs	<input type="checkbox"/>					
Explain your answer:							
Which solution would you propose?							

<b>5</b>	Is it difficult for you to use the <b>door</b> ? (In combination with the stairs)						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Explain your answer:							
Which solution would you propose?							

<b>6</b>	Do you find the SafiSan toilet <b>sufficient in size and space?</b>			
>>	Yes		No	<< <i>Please tick the appropriate box</i>
Explain your answer:				
Which solution would you propose?				

<b>7</b>	Is the toilet <b>well lit</b> during the <b>day, evening and night?</b>			
Day	Yes		No	<< <i>Please tick the appropriate box</i>
Evening	Yes		No	<< <i>Please tick the appropriate box</i>
Night	Yes		No	<< <i>Please tick the appropriate box</i>
Explain your answer:				
Which solution would you propose?				

<b>8</b>	Does the toilet have a <b>bad smell?</b>				
>>	Yes		No	Sometimes	<< <i>Please tick the appropriate box</i>
Explain your answer:					
Which solution would you propose?					

<b>9</b>	Which side of the toilet are you using? (Vault)					
>>	Left		Right		Both	<< Please tick the appropriate box

<b>10</b>	Is it difficult for <u>you</u> to <b>squat</b> when using the toilet?					
>>	Yes		No		Sometimes	<< Please tick the appropriate box
Explain your answer:						
Which solution would you propose?						

<b>11</b>	What do you use for <b>personal hygiene</b> when visiting the toilet?					
>>	Tissue		Newspaper		Leaves	<< Please tick the appropriate box
	Water		Other		Nothing	
Other:						

<b>12</b>	How do you <b>dispose of your (1) tissue paper, (2) sanitary towels and (3) diapers?</b>							
<i>Please tick the appropriate boxes &gt;&gt;</i>					<i>Tissues paper</i>	<i>Sanitary towels</i>	<i>Diapers</i>	<i>Newspapers</i>
	Throw into the toilet							
	Carry it with me and dispose it somewhere else							
	Collect in a special bin inside the toilet and burn later							
	Collect in a special bin in the toilet & dispose with other solid waste							
Other disposal method. Please explain:								
	<i>Tissue paper:</i>							
	<i>Sanitary towels:</i>							
	<i>Diapers:</i>							
	<i>Newspapers:</i>							
Further explanations provided:								

<b>13</b>	Do you use <b>ashes</b> to cover the content of your vaults (chamber)/pit?					
>>	Yes		No		Sometimes	<< Please tick the appropriate box
Explain your answer:						
Which situations apply to you? >> I use ash?.....						
..after every long call?				..when the toilet smells bad		
..when ash is available?				..never		
..when I think about it?				Other, please explain:		
Do you have sufficient ashes?		Yes		No		
Other:						

<b>14</b>	Do you use <b>other substances</b> to cover the content of your pit?					
>>	Yes		No		Sometimes	<< Please tick the appropriate box
Explain your answer:						
Which <b>substances</b> ?						

<b>15</b>	Do you (sometimes) use the toilet to <b>dump solid waste</b> ?					
>>	Yes		No		Sometimes	<< Please tick the appropriate box
Explain your answer:						
Which types of solid waste do you dump in the toilet?						

<b>16</b>	Is it difficult to <u>remove</u> and <u>put back</u> the lid?					
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box	
Explain your answer:						
Which solution would you propose?						

<b>17</b>	Is it difficult to aim in the urine section or the faeces hole of the squatting plate?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< Please tick the appropriate box
Explain your answer:							
Which solution would you propose?							

<b>18</b>	Has the toilet been put up at the <b>right place (site)</b> ?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< Please tick the appropriate box
Explain your answer:							
Which solution would you propose?							



## User Interface

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<b>19</b>	Is the SafiSan toilet <b>easy to use</b> ?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Explain your answer:							
Which solution would you propose?							

<b>20</b>	Is it clear to you <b>how the toilet has to be used</b> ?				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Explain your answer:					
Is the toilet user-instruction clear?					
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Which solution would you propose?					

<b>21</b>	Do you find the SafiSan toilet easy to <b>maintain</b> ?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< Please tick the appropriate box
Explain your answer:							
Which solution would you propose?							

<b>22</b>	Do you find the SafiSan toilet easy to <b>clean</b> ?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>	<< Please tick the appropriate box
Explain your answer:							
Which solution would you propose?							

<b>23</b>	<b>How do you clean the toilet and how often?</b>						
How: >>							
Frequency: >>							

## Sludge Management

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<b>24</b>	Have you been trained on what to do when one vault of the toilet is full?				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box
What will happen when the vault is full?					

<b>25</b>	Do you have a possibility of using the emptied compost in a useful way within your plot?				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box
If yes, where will you use the compost?					

<b>26</b>	Do you know of any groups who could use the compost from SafiSan toilets for economic production within the area?				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box
Name the groups:					

<b>27</b>	Do you know of any already existing private service providers in the area you could pay to empty and transport the compost to those who require it for economic use?				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box
Please provide names					

## Attitudes and Beliefs

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<b>28</b>	Does the toilet conform to your <b>religious beliefs &amp; practices?</b>				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box
Explain your answer (which religious beliefs & practices)					
Which solution would you propose?					

<b>29</b>	Does the toilet conform to your <b>cultural beliefs &amp; practices?</b>				
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<< Please tick the appropriate box
Explain your answer (which cultural beliefs & practices?):					
Which solution would you propose?					

<b>30</b>	Does the toilet offer you sufficient <b>privacy</b> ?					
>>	Yes		No		Sometimes	<< <i>Please tick the appropriate box</i>
Explain your answer:						
Which solution would you propose?						

<b>31</b>	Does the toilet offer you sufficient <b>comfort</b> in terms of <b>light, fresh air, temperature, space, usage, hygiene</b> ?					
>>	Yes		No		Sometimes	<< <i>Please tick the appropriate box</i>
Explain your answer:						
Which solution would you propose?						

## Other Observations

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<b>32</b>	Does the toilet offer you <b>value for your money</b> ?					
>>	Yes		No		<< <i>Please tick the appropriate box</i>	
Explain your answer:						
Which solution would you propose?						

<b>33</b>	How many <b>people are using the toilet on average per day?</b>						
>>	1-5		6-10		11-15		<< Please tick the appropriate box
>>	16-20		21-30		30+		
Explain your answer:							

<b>34</b>	<b>Who</b> are using the toilet? E.g. tenants, the landlord/landlady, visitors, neighbours						

<b>35</b>	What <b>do you like</b> about the SafiSan toilet?						
Explain your answer:							

<b>36</b>	What <b>don't you like</b> about the SafiSan toilet?						
Explain your answer:							
Which solution would you propose?							

<b>37</b>	What <b>would you like to improve</b> on the SafiSan toilet?

<b>38</b>	How do you rate the SafiSan toilet if you <u>compare it with other toilets which are common in this area?</u>						
>>	Good	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Not good	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
What are the common toilet types?							
Explain your answer:							
Which solution would you propose?							

<b>39</b>	Any other comment you wish to make about SafiSan toilet?						
>>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't know	<input type="checkbox"/>	<< <i>Please tick the appropriate box</i>
Your comments:							
Which solution would you propose?							

