



**GROUND TRUTH
SOLUTIONS**

HURRICANE MARIA

GROUND TRUTH SOLUTIONS SURVEY OF PEOPLE AFFECTED BY
HURRICANE MARIA

DOMINICA

– **ROUND THREE** –

27 MARCH 2018





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OVERVIEW

Introduction

This report analyses data collected from interviews conducted with 444 Dominicans impacted by Hurricane Maria, the worst natural disaster on record for the Caribbean island nation.

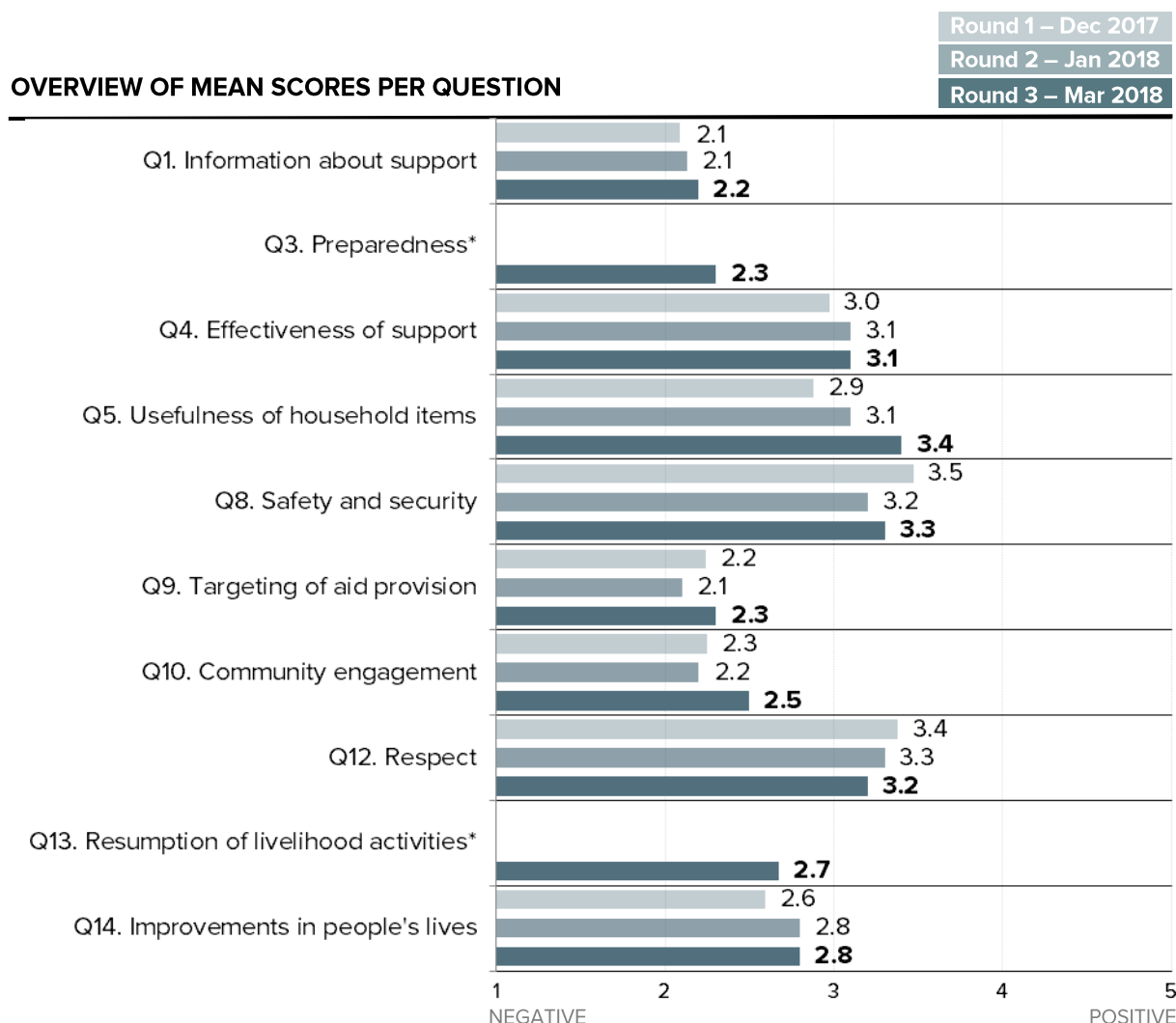
This round of interviews took place between 4 February and 2 March 2018, roughly four and a half months after Hurricane Maria made landfall. As part of the [H2H Network](#)'s DFID-funded mission in the Caribbean, Ground Truth Solutions, an NGO, is providing a regular flow of feedback on community perceptions about the effectiveness of the response and their evolving needs. The surveys offer decision-makers insight into community concerns as the basis for programmatic course corrections and to manage people's expectations. This report covers the third of five rounds of surveys in Dominica, as well as information collected from nine focus group discussions that targeted home-based Dominicans, as well Dominicans displaced to St. Lucia and Antigua. For reference, the first and second round reports can be found on [our website](#). The raw data from the completed rounds of data collection can also be found on [HDX Connect](#). The next round of data collection will take place in April 2018 and will be accompanied by a survey focused on gauging the perceptions of Dominicans on the cash support provided by the World Food Programme (WFP), the United Nations Children's Fund (UNICEF), and the International Federation of Red Cross and Red Crescent Societies (IFRC).

Highlights

- A majority of respondents believe Dominicans are unprepared for the 2018 hurricane season (Q3);
- Respondents are undecided on whether the lives of Dominicans have improved since the hurricane (Q14). Among those who say life has not improved, widespread homelessness and outstanding home damage are cited as the main reasons for negative responses;
- Half of respondents say they have not been able to resume their jobs or livelihood activities (Q13). Unemployment and financial hardship are reported by 70% of respondents as a reason for people leaving Dominica (Q15);
- More than a third of respondents do not think that their most important needs are being met (Q4), the majority of them call for financial assistance;
- There is a downward trend of people feeling treated with respect by relief workers (Q12).
- Just under half of respondents do not think that support is going to those who need it most (Q9). Participants of the quantitative survey as well as the focus group discussions report that patronage plays a role when aid is distributed, and discrimination based on political affiliation is an issue. Respondents call for independent, non-governmental supervisory bodies to help determine who receives support and oversees distributions;
- Information provision to affected communities on available support has not improved across the three rounds of data collection (Q1). Many respondents assert that aid providers are not coming to the people with the relevant information, and the lack of phone and internet service is preventing them from accessing information (Q9);
- Respondents say they would like to receive information about available support during face-to-meetings with providers and through phone calls (Q2);
- Most of those interviewed do not know how to make complaints about the support they are receiving (Q11).

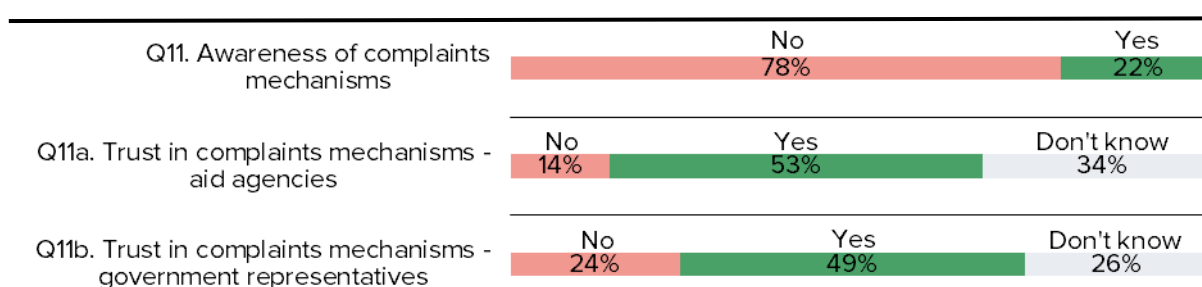
Overview of mean scores

The survey includes 17 core questions about affected people's views on a range of issues related to the effectiveness of the response, the quality of relations with aid providers, and improvements in living conditions. Closed questions use a five-point scale. Mean scores above three indicate a tendency towards positivity; mean scores below three suggest a tendency towards negativity. A more detailed analysis is provided in the question-by-question breakdown of responses.



* Q3 and Q13 were introduced in Round Three.

OVERVIEW OF BINARY QUESTION RESULTS



SURVEY QUESTIONS

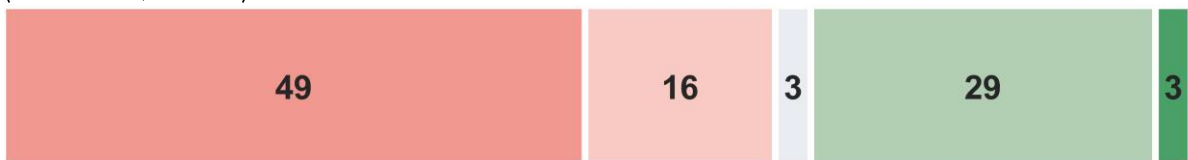
For closed questions, the bar charts show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For open questions, percentages do not always total 100% because respondents might have been given the option to provide multiple answers. For each question, we indicate the main take-away or conclusion drawn from the data.

Findings from our perceptual surveys are combined with findings from focus group discussions conducted with Dominicans in Antigua & Barbuda, Dominica, and St. Lucia between 21 February and 7 March 2018.

Q1. Information about support

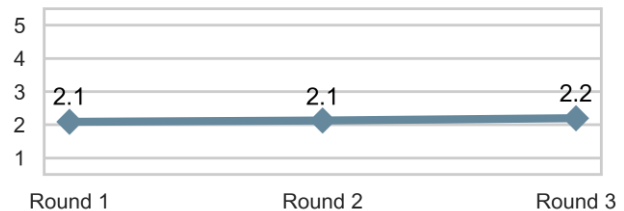
Have you been kept informed about how to access the support available to you?

(values in %, n = 438)



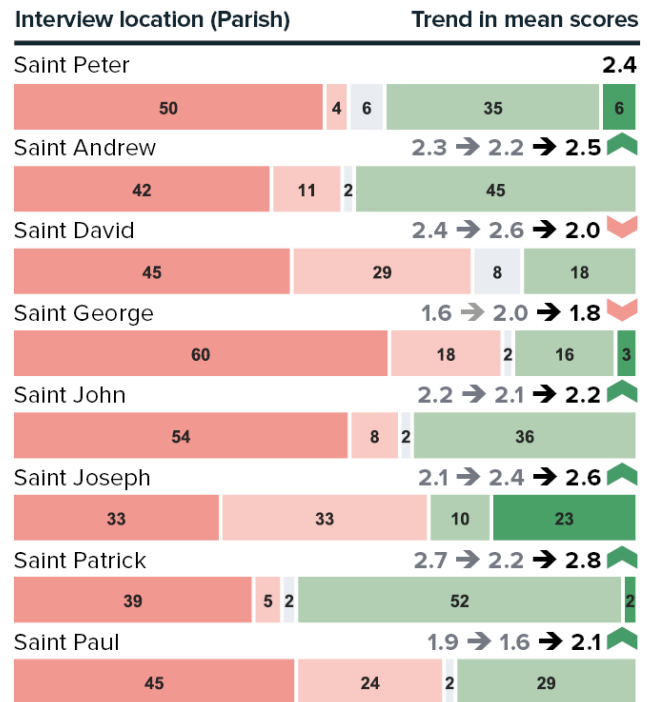
Awareness of available support has not improved since the first round of data collection in November. Some focus group participants complain that people do not find out about the distribution of items until the distribution has finished. With regards to the cash support provided by WFP and UNICEF, a community activist from the Kalinago community said that he was unaware of the eligibility criteria used to determine who received cash and there has been a general lack of communication. Another participant from the same group mentioned that there are no meetings to inform locals about what aid agencies and the government are doing to help their communities.

Trend in mean scores



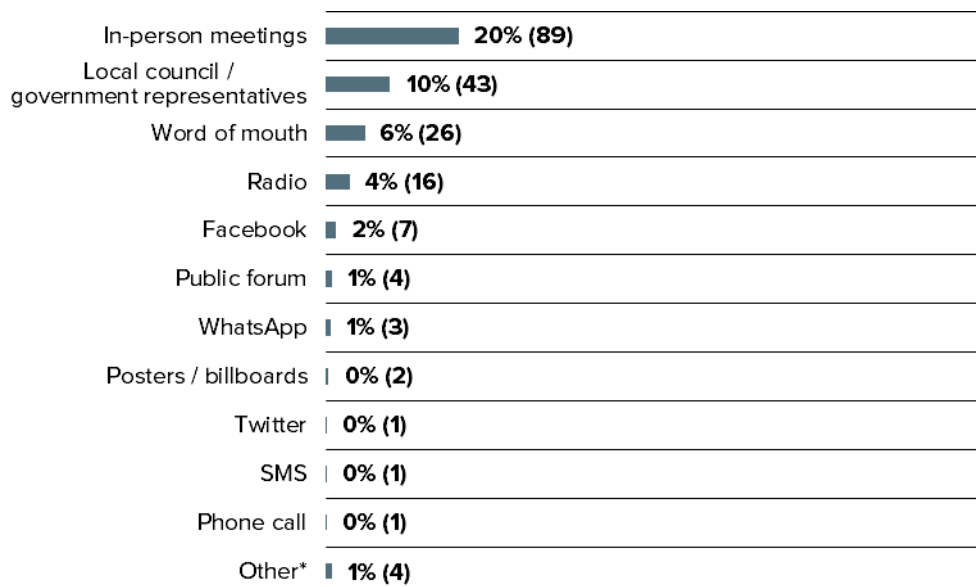


All parishes report a dearth of information about available support.



Follow-up question asked to those who answered 4 and 5 to Q1:

How have you been receiving information about available support?



* “Other” includes information received from a disaster committee, church, a letter, or school.

Of those who have been kept informed about available support in Dominica, most have received information through in-person meetings with aid providers or through representatives of the local council or government. Without electricity or internet access, many focus group participants in Dominica say that word-of-mouth has been the most effective way of sharing information. These exchanges occur while passing people on the road or, for those with internet access, through Facebook and WhatsApp.

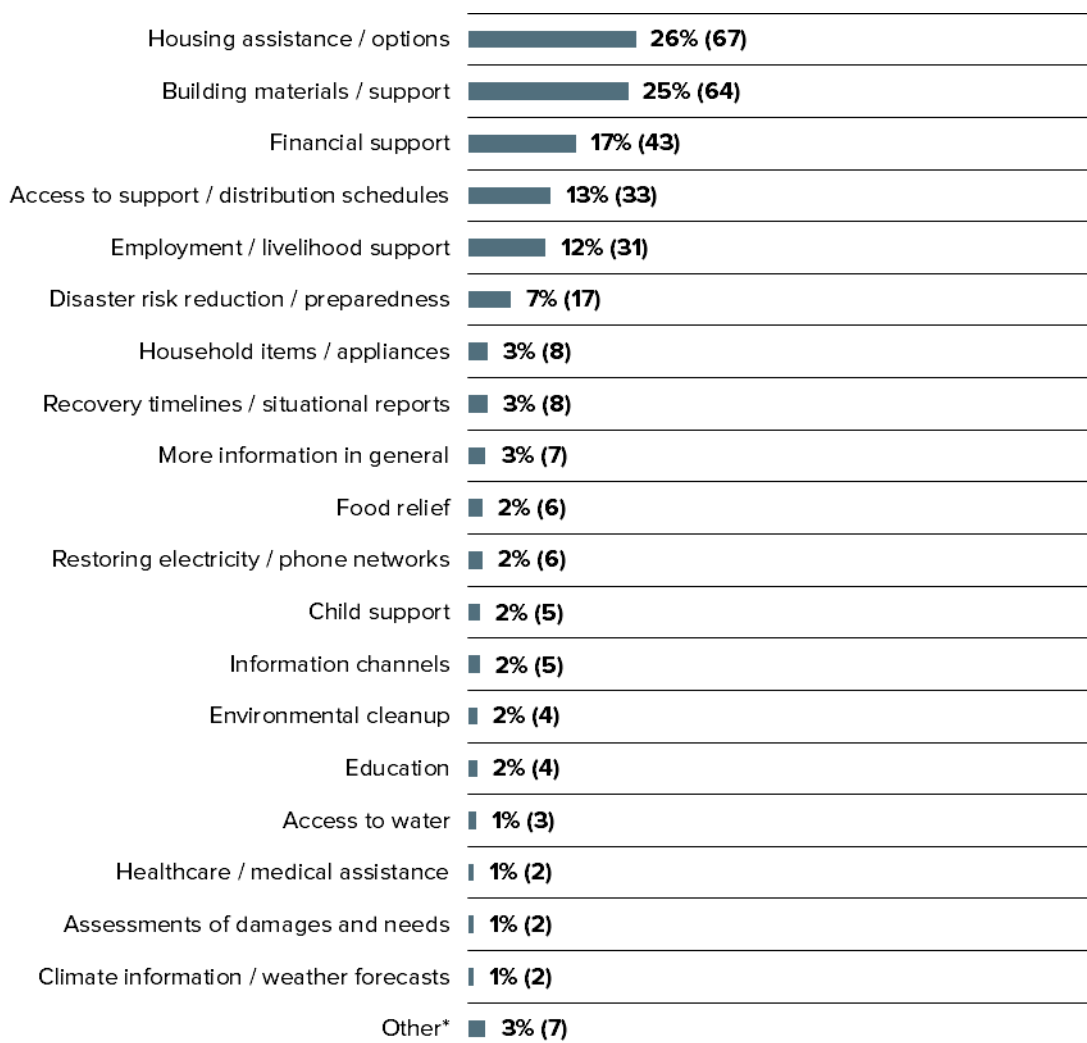
“We don’t have electricity or phone service most of the time, so you have to send word through someone else, just so they know what’s going on.”

(Female, 26, Student)

According to those who took part in focus group discussions in Antigua, displaced Dominicans continue to rely on friends and family for information. They also say they keep up-to-date about what is happening at home by reading Dominica News Online (DNO) and Dominica Vibes, as well as listening to radio stations such as DBS and Kairi FM.

Follow-up question asked to those who answered 1, 2, or 3 to Q1:

What would you like more information about?



Many respondents continue to request more information on what housing options they have as well as how to access financial and material assistance to help rebuild their homes and small businesses.

The proportion of respondents requesting more information about in-kind and financial support to rebuild their homes has decreased since Round Two. Communities meetings organised by various international aid agencies such as CDAC Network have been held to disseminate information on housing and shelter assistance, building codes, and standards and beneficiary criteria. It is apparent that the needs of affected communities are greater than what available resources can presently meet, and it is therefore recommended that there should be greater community engagement to help manage expectations.

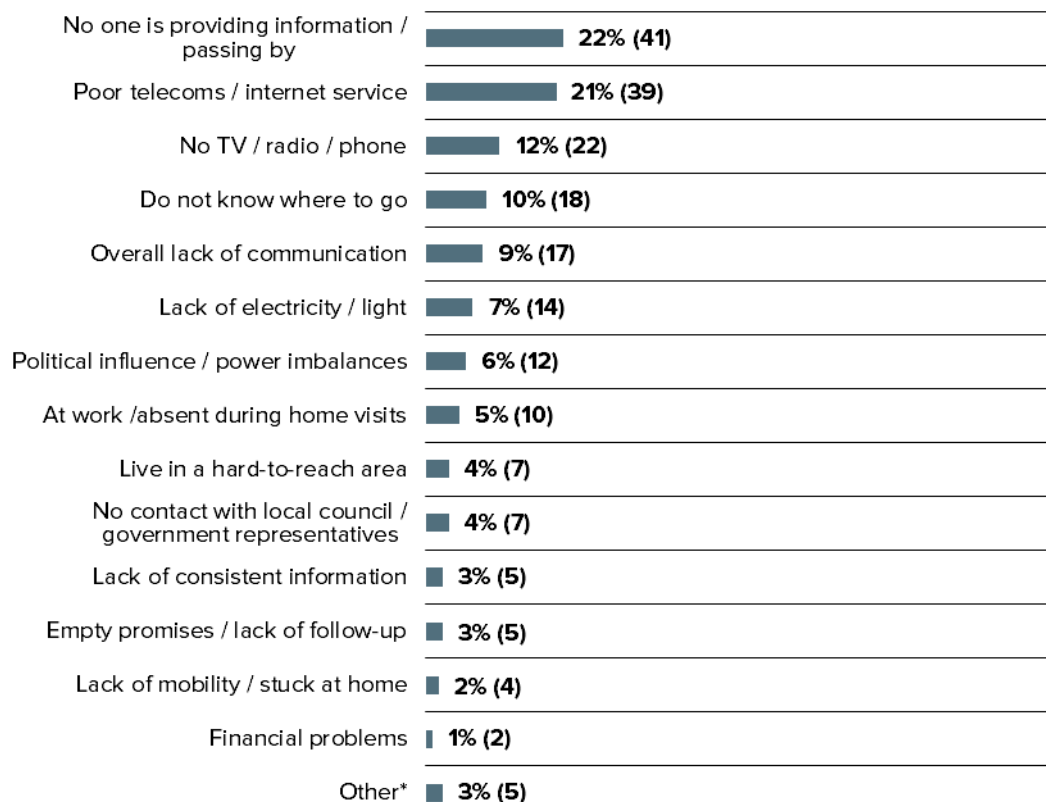
During a focus group discussion, a 54-year old female reported that even if you have insurance there are no materials available on the island to rebuild homes or businesses properly, to withstand future storms. Tied to this, some people are asking for information and support to build structures and stay safe if a hurricane the same strength as Maria were to make landfall in the next few months. It should be noted that the top five findings mirror those in Round Two.

* “Other” includes: community meetings; access to the internet; eligibility criteria for support; clothing; assistance for the elderly, suffering, pregnant mothers, and persons with disabilities; more information on relocation.



Follow-up question asked of those who answered 1, 2, or 3 to Q1:

What, if anything, is preventing you from getting information about the support available to you?



* "Other" includes an excessive amount of bureaucratic constraints, a lack of meetings, not taking enough initiative, access to the labour market, and people withholding information.

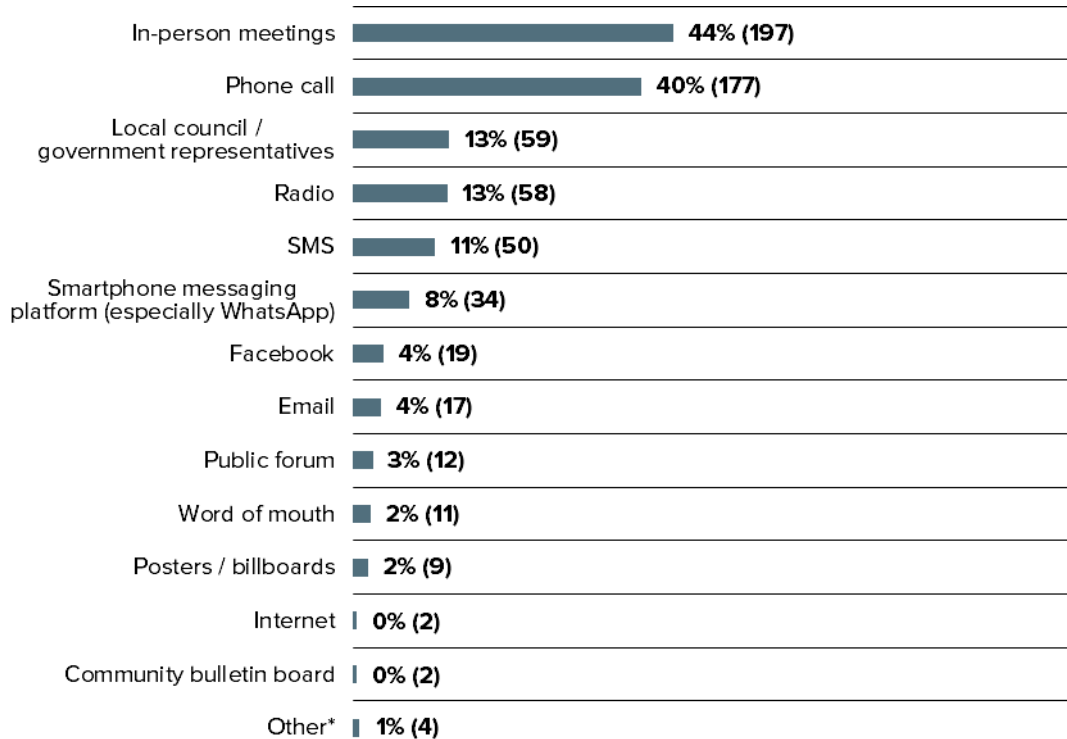
An almost equal number of people report a lack of service providers coming to their area to provide information in-person and poor telecommunications and internet service. Tied to the first point, seven respondents report living in a hard-to-reach area.

"Now that six months has passed, nobody is telling you anything, nobody is coming to you anymore."

(Female, 54, bank worker)

Q2. Information channels

What is your preferred method of receiving information about the support available to you?



* "Other" includes newspapers, church, booklets, and letters.

Respondents continue to prefer to receive information through in-person meetings and phone calls.

One focus group discussion participants recommend attaching loudspeakers to cars and driving to different locations, like during election campaigns.

Provision of information to the communities through multiple channels is encouraged. Connectivity remains a barrier to digital communication in Dominica. However, communities are utilising social networks to facilitate the trickle-down of information to households. According to our partner, CDAC Network, schools are also possible channels for message dissemination.

Q3. Preparedness

Are people better prepared to cope with another natural disaster?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely
Don't know

(values in %, n = 444)



A majority of respondents do not think that the aftermath of and recovery from Hurricane Maria has prepared them to better cope with another natural disaster. According to some focus group participants, the high cost of insurance, materials, and labour have made it very difficult for people to rebuild their homes in a manner that could withstand a future hurricane. Given the high costs, even those who are aware of the methods and materials they should be using to make their homes more resilient, continue to use scraps and debris. With the hurricane season fast approaching, many see Dominica as ill-equipped, with many families still living in tents or using tarpaulin for roofs.

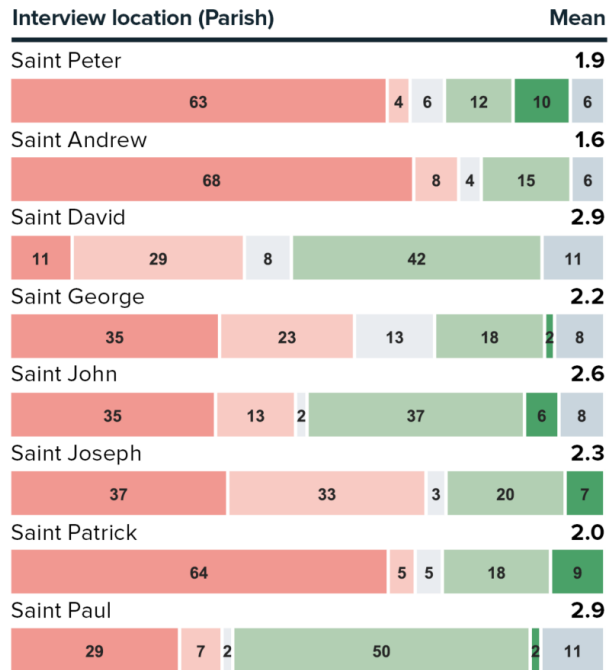
“I am not hearing anything about disaster preparedness, and I don’t have the means to even prepare for the next coming [hurricane] [...] I don’t have materials, I don’t have money, so I don’t know how to prepare.”

(Female, 30, unemployed)

During the focus group discussions with youth, it was recommended that disaster preparedness groups be set up within each community. Members within these groups would be equipped with the knowledge and skills to help their communities prepare and respond to natural disasters, as well as have the responsibility for disseminating life-saving information.



Most respondents in the parishes of Saint Peter, Saint Andrew, and Saint Patrick say they are not better prepared to cope with natural disasters.

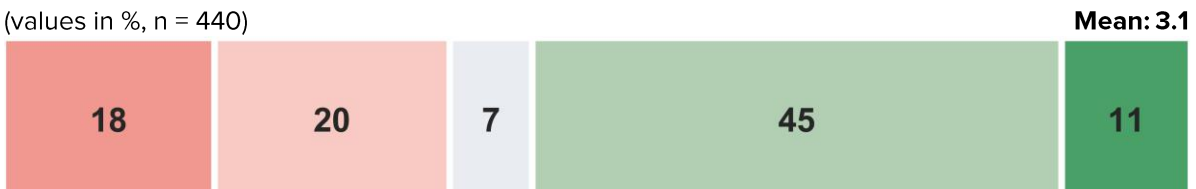


Q4. Effectiveness of support

Are your most important needs met?

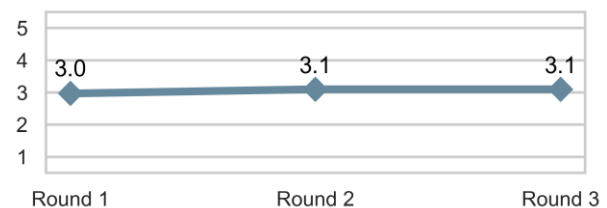


(values in %, n = 440)



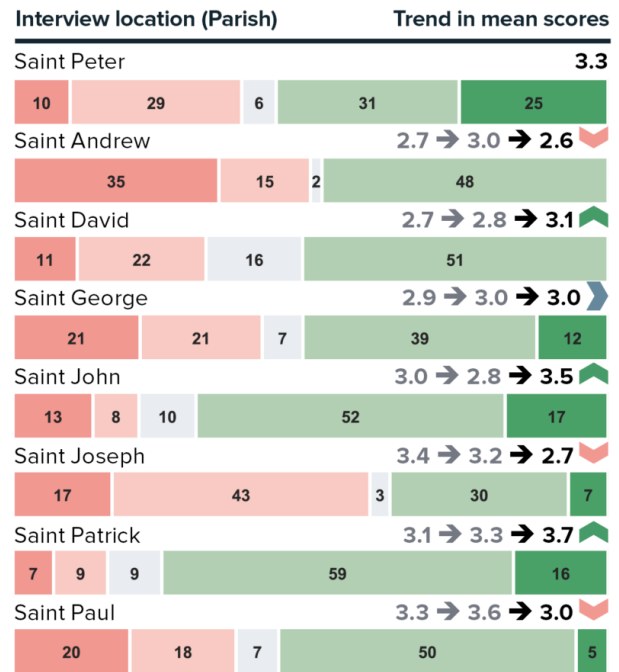
Though the proportion of respondents answering positively has increased since Round Two, the mean scores have remained steady across all three rounds.

Trend in mean scores





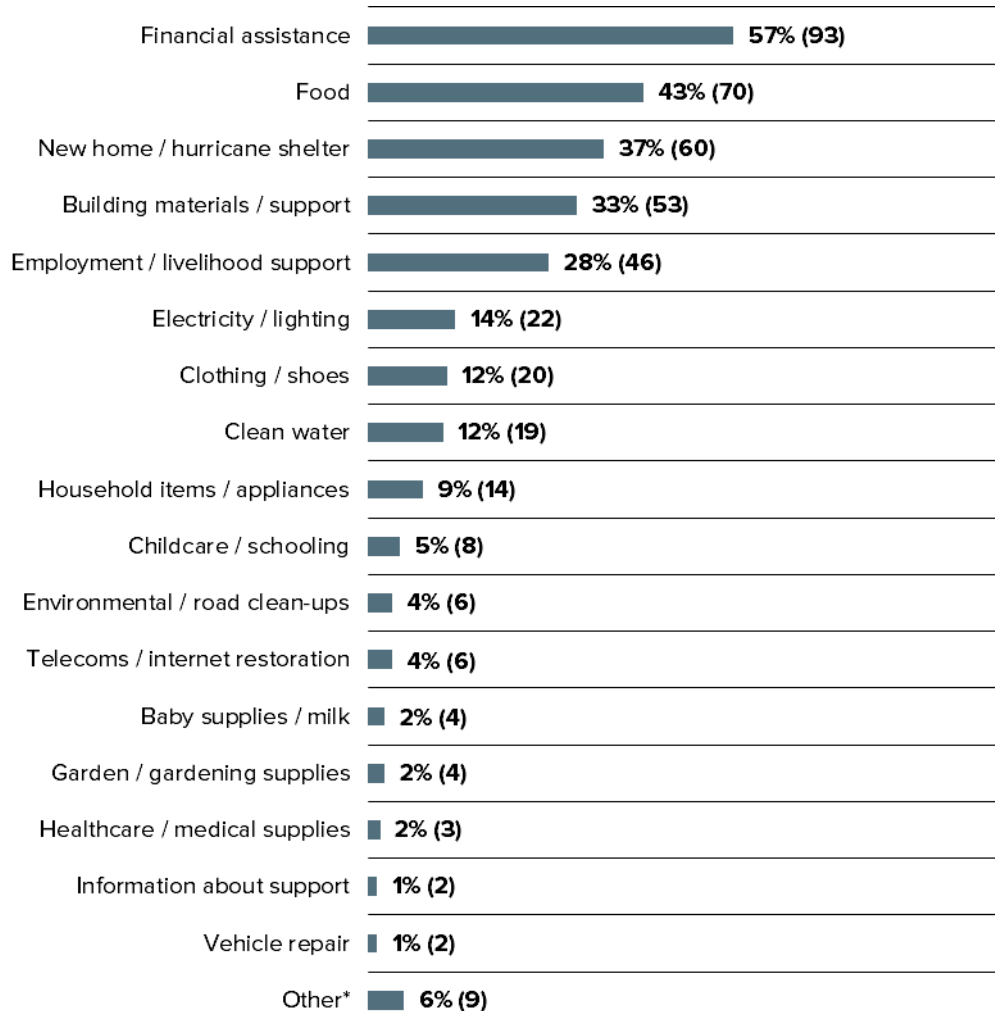
Most respondents in Saint Joseph and half of those in Saint Andrew Parishes say their most important needs are not being met.





Follow-up question asked to those who answered 1, 2, or 3 to Q4:

What are your most important needs that are not adequately addressed?



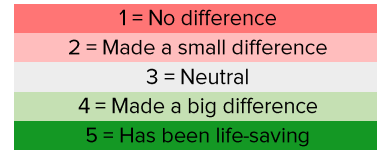
* “Other” includes home access, relief supplies, banks, adult diapers, support for the disabled and elderly, land, general support, comfort, and sleep.

Most respondents would like financial assistance and food. This is different from Round Two when most respondents called for food as well as financial and in-kind donations to help them rebuild their homes and businesses. During the focus group discussions, a member of the Kalinago community reported that often sellers prioritise bulk buyers and building contractors. Because of this, Dominicans often arrive at the port on days when shipments have come in only to find few supplies left over for them to rebuild their properties on their own.

Question asked of people who get household items:

Q5. Usefulness of household items

How important is the provision of household items for your family's well-being?



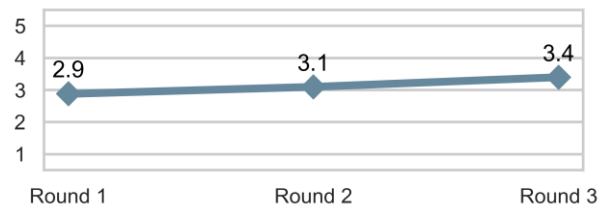
(values in %, n = 176)

Mean: 3.4



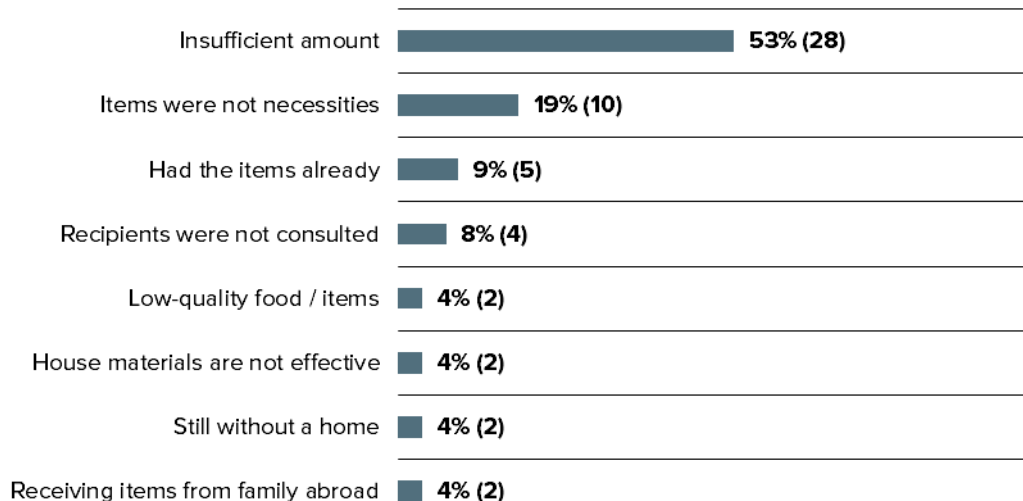
Since Round One, there has been a steady increase in the proportion of respondents who think that household items have had a positive impact on their household.

Trend in mean scores



Follow-up question asked to those who answered 1, 2, or 3 to Q5:

Why were the household items unimportant?

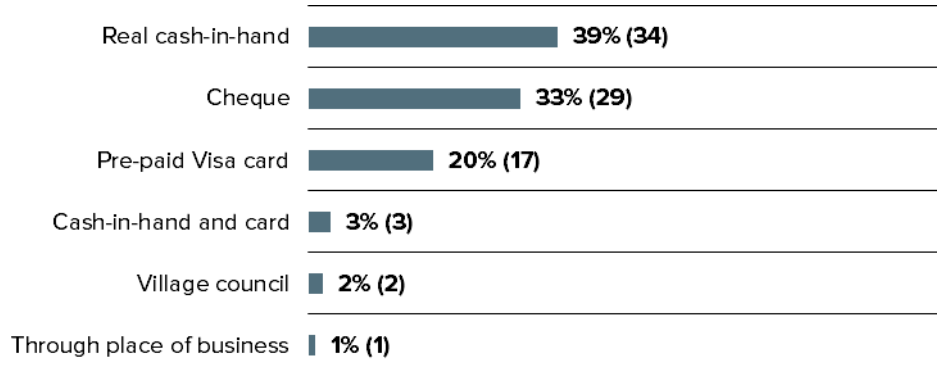


Among the respondents who do not see the household items they have received as important, half say that the amount of food or other types of in-kind support was insufficient to meet their households' needs. One can derive from the other responses that the respondents do not feel that they were consulted adequately by aid providers to determine what was given out to households.

Questions asked to people who receive(d) cash support:

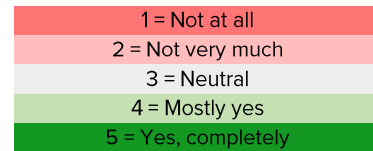
Q6. Cash transfer mechanisms

How did you receive the money?



Q7. Satisfaction with cash transfer mechanisms

Did you find this way of receiving cash support satisfactory?



(values in %, n = 86)



Satisfaction with cash transfer mechanisms is high. Of the 18 respondents who are not satisfied, half say they received their cash support in the form of a cheque.

Follow-up question asked to those who responded 1, 2, or 3 to Q7:

Why not?

Most respondents answering this question misunderstood this question to mean, “what did you not like about the cash support?” and therefore critiqued the amount of support they received or installments. One individual who received support via a cheque says cash-in-hand would have been preferable. Another said that receiving money through cheques was “too tiresome” for someone of her age.



Q8. Safety and security

Do you feel safe in your current accommodation?

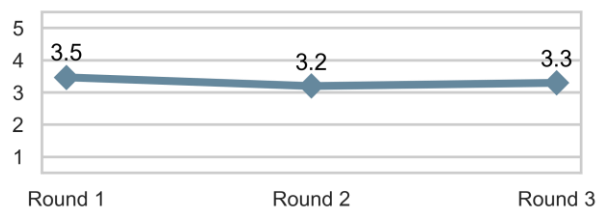
1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely

(values in %, n = 444)



Feelings of safety have generally remained steady across all three rounds, with 61% answering positively in Round Three.

Trend in mean scores



Concerns about safety appear to be highest in Saint Peter, Saint Andrew, and Saint Joseph Parishes.

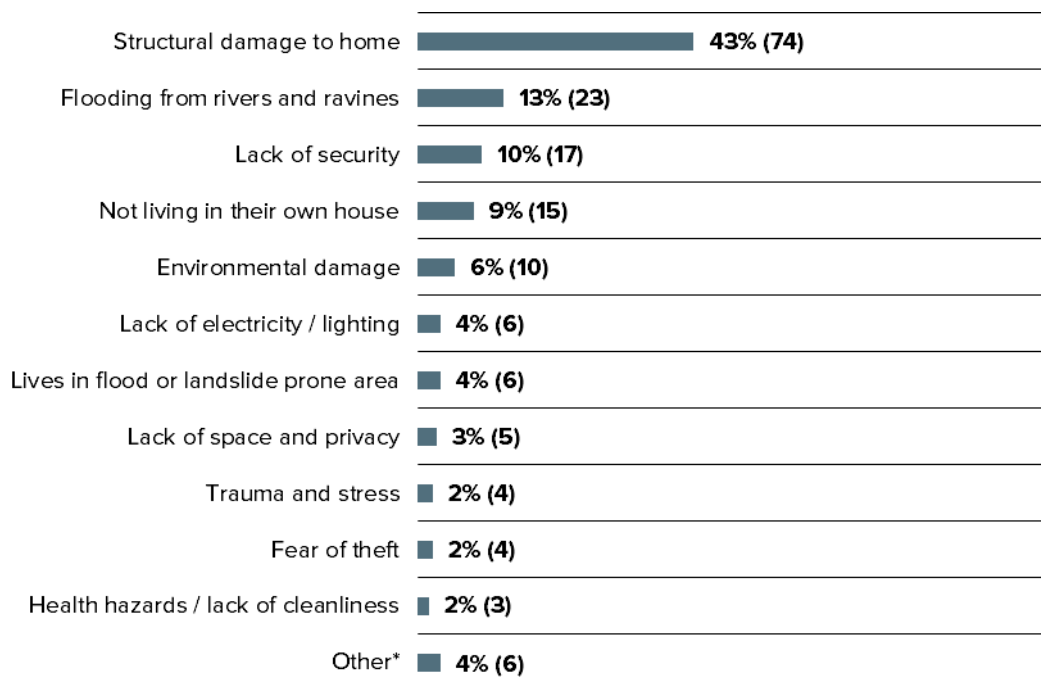
Interview location (Parish)	Trend in mean scores
Saint Peter	3.0
Saint Andrew	3.2 → 3.0 → 2.8
Saint David	3.2 → 3.3 → 3.4
Saint George	3.5 → 3.3 → 3.3
Saint John	3.7 → 3.2 → 3.5
Saint Joseph	3.7 → 3.7 → 3.3
Saint Patrick	3.0 → 3.2 → 3.4
Saint Paul	3.8 → 3.5 → 3.6

Parish	1	2	3	4	5
Saint Peter	23	23	2	37	15
Saint Andrew	34	6	2	58	
Saint David	8	16	13	55	8
Saint George	20	10	13	35	21
Saint John	13	13	6	46	21
Saint Joseph	17	23	7	17	37
Saint Patrick	20	7	2	52	18
Saint Paul	18	7	2	39	34



Follow-up question asked to those who answered 1, 2, or 3 to Q8:

Why not?



As in Round Two, the top two reasons why respondents feel unsafe in their current accommodation are the remaining damage to or destruction of their homes, and fear of flooding by rivers and ravines. In the focus group discussions, two participants said that tools like bolt cutters are in circulation, which are often used for looting. Other participants mention the insufficient number of security guards and foreign military that were on the ground to keep peace and apprehend looters after the hurricane.

* "Other" includes the conditions, the long amount of time in their situation, being uncomfortable, family issues, fear of wind and rain, and living close to big trees.

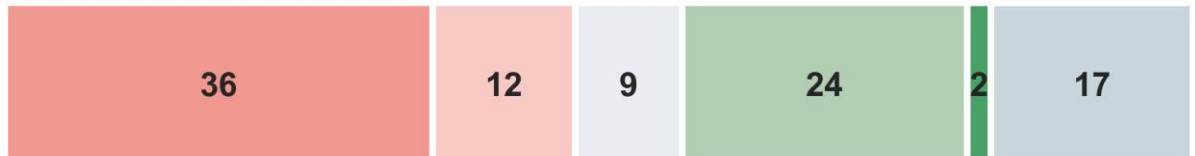


Q9. Targeting of aid provision

Do you think that support is going to the people who need it most?

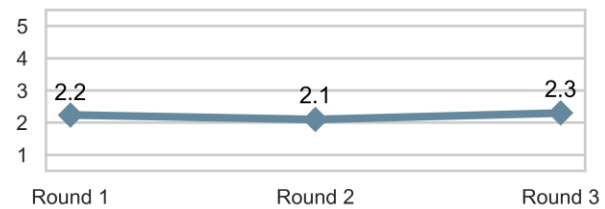
1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely
Don't know

(values in %, n = 441)



As in previous rounds almost half the respondents do not think that the support goes to those who need it most.

Trend in mean scores

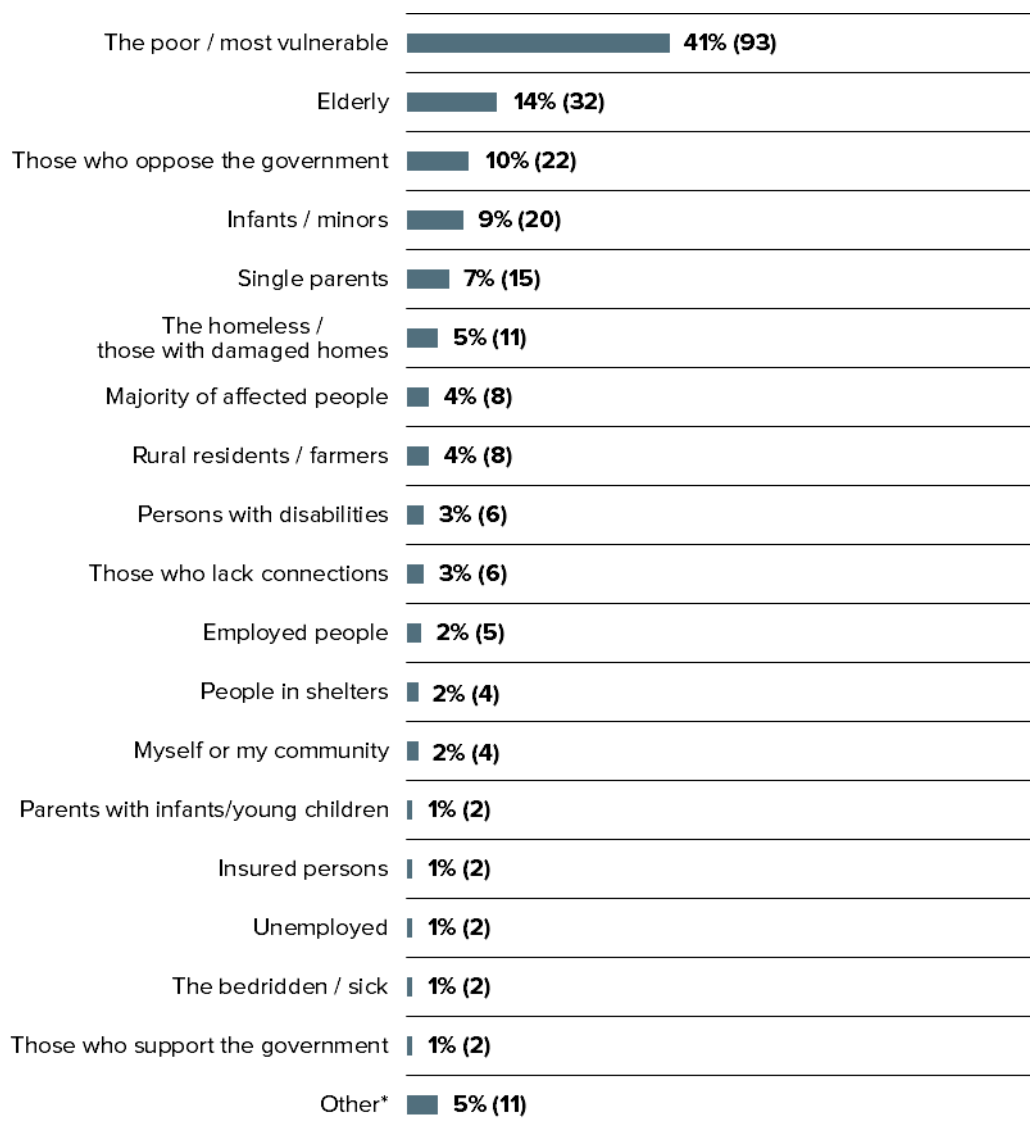


Scores are least positive among respondents in Saint Andrew Parish.

Interview location (Parish)	Trend in mean scores
Saint Peter	2.3
Saint Andrew	2.2 → 1.6 → 1.7
Saint David	2.5 → 2.5 → 3.2
Saint George	2.1 → 2.0 → 2.4
Saint John	2.3 → 2.1 → 2.2
Saint Joseph	2.6 → 1.5 → 2.6
Saint Patrick	2.4 → 2.6 → 2.5
Saint Paul	2.0 → 1.7 → 1.8

Follow-up question asked to those who answered 1, 2, or 3 to Q9:

Who do you think is excluded from support?



* “Other” includes: people not at home; those living closest to the river; public officer; Rasta; residents of Salisbury, Bath Estate, and Elmshall; and people in hard-to-reach areas.

Similar to the results of Round Two, respondents report that people in most need of support are excluded. During the focus group discussions, members of the Kalinago community said that those living on the Carib Reserve often seem to be the last to receive aid.

There has been an increase in the number of individuals reporting that political opposition to the party in power results in support being withheld.

“We have always been marginalised [...] chiefs and parliamentary representatives need be more proactive on behalf of the indigenous”

(Male, 38, community activist)

“If you are not red, you are better dead.”

Referring to the colour of the ruling party, an elderly man in Dominica is disparaging of how supporters of the current government are given preferential treatment.

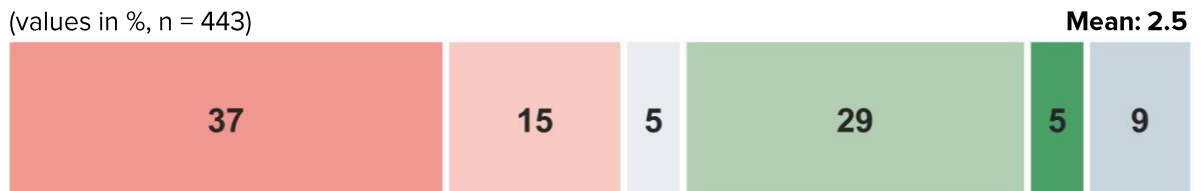
Some focus group discussion participants say it is wrong that people affiliated with the government are responsible for determining who receives support as they are aware of instances in which favouritism or one’s social network plays a determining factor. Due to this, a reoccurring recommendation from the focus group participants is to have foreigners (e.g. Trinidadians or international aid agency staff) supervise distributions and carry out needs assessments at the household level.

Q10. Community engagement

Are you satisfied with how you and your community have been consulted about support for people affected by the hurricane?

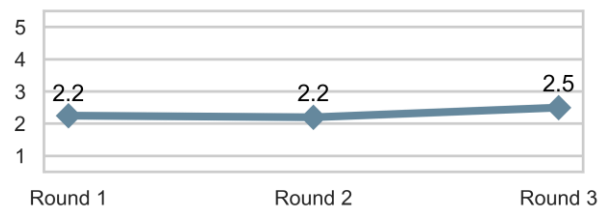
1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely
Don't know

(values in %, n = 443)

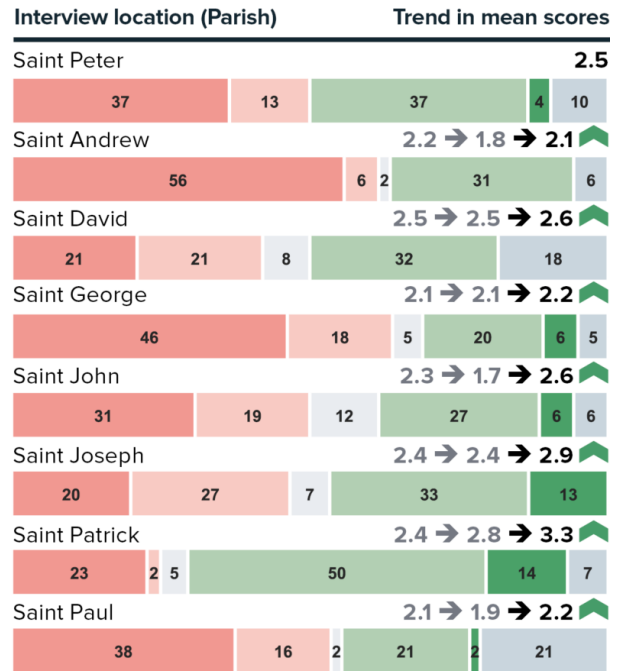


Most respondents feel dissatisfied with how they or their communities were consulted on the support provided. Satisfaction with community consultations has barely changed across the three rounds of data collection.

Trend in mean scores

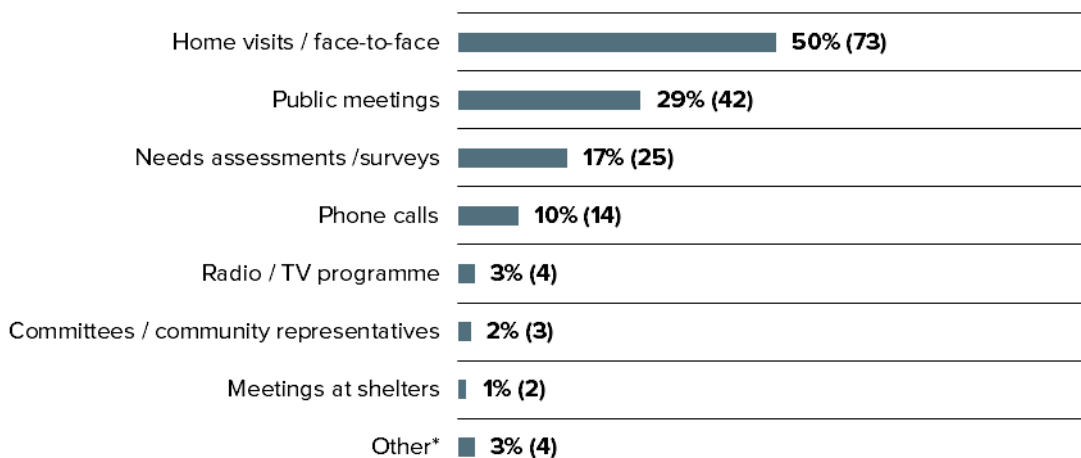


Respondents from the parishes of Saint Andrew and Saint George are predominantly dissatisfied with the quality of community consultations.



Follow-up question asked to those who answered 1, 2, or 3 to Q10:

How would you like the government and aid agencies to engage with you?



* “Other” includes the council, parliamentary representatives, email, and the internet.

When asked how they would like to engage with government and aid agencies, half of respondents say through home visits and face-to-face meetings.

Q11. Awareness of complaints mechanisms

Do you know where and how to make complaints about the support you received?

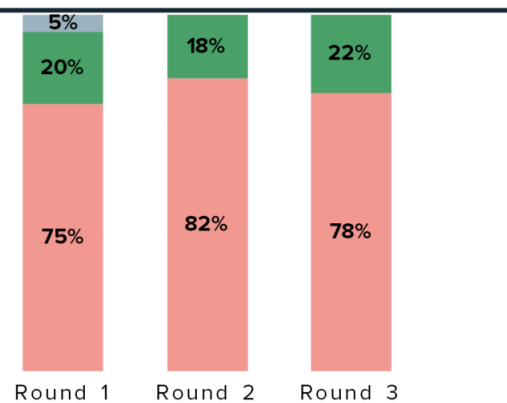
1 = No
2 = Yes
Don't want to answer

(values in %, n = 438)



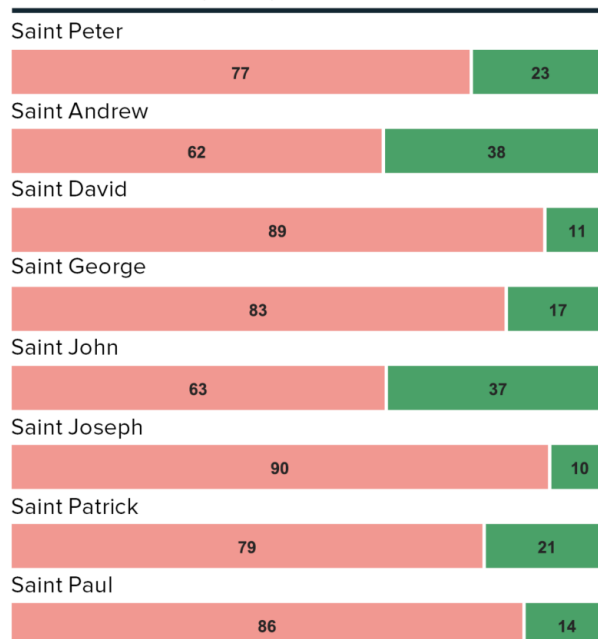
Over three-quarters of respondents do not know where or how to make complaints about the support they receive. Awareness has not improved since Round Two, during which 82% responded negatively.

Trend in binary responses

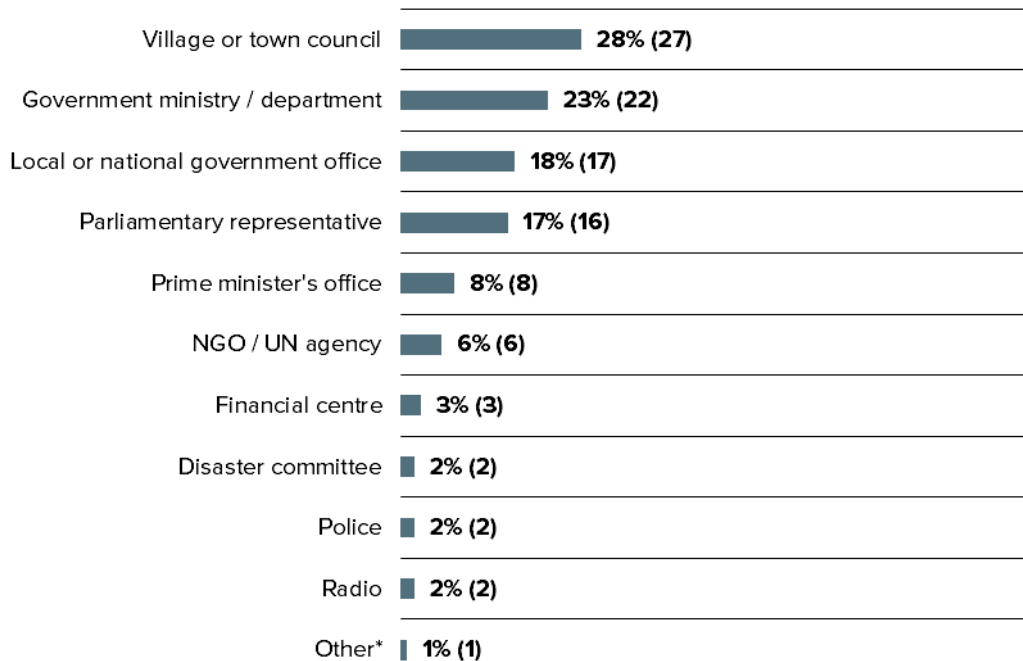


Respondents in the parishes of St. David and St. Joseph are the least aware of complaints mechanisms.

Interview location (Parish)



Follow-up questions asked to those who answered yes to Q11: If yes, where?

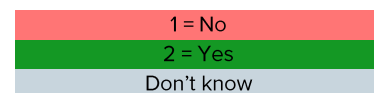


* "Other" includes community centres.

Of those who are aware of how to submit complaints, 28% say it is possible to do so through village or town councils. Very few would consider approaching NGOs or UN agencies.

Trust in aid agency complaints mechanisms

If you were to make a complaint to relief workers, do you think you would get a response?

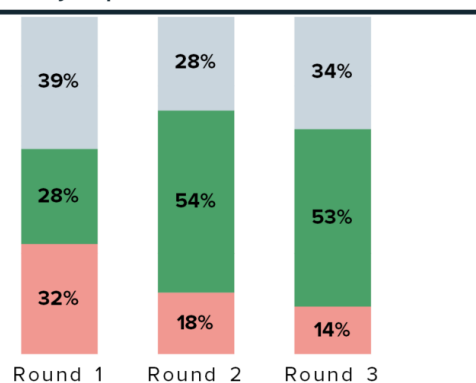


(values in %, n = 95)



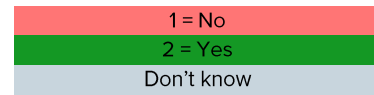
Over half of respondents think they would receive a response from relief workers if they were to make a complaint to them.

Trend in binary responses

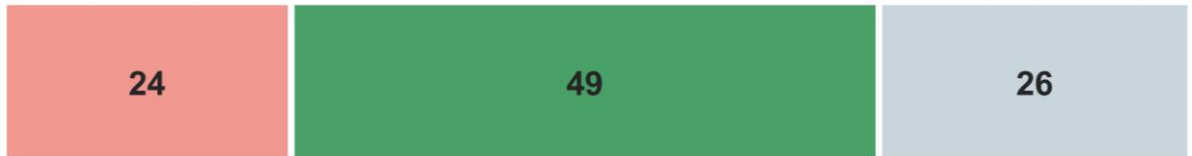


Trust in government complaints mechanisms

If you were to make a complaint to a local government representative or council member, do you think you would get a response?

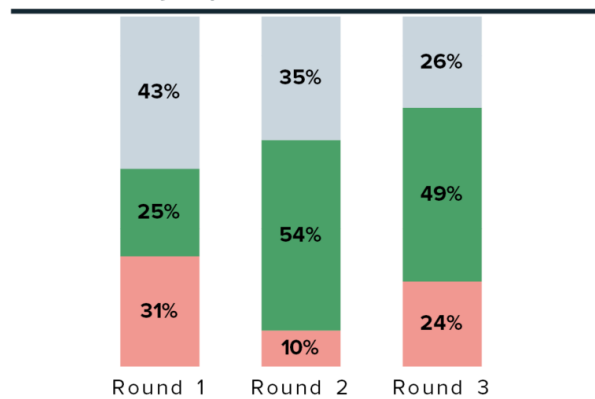


(values in %, n = 95)



Just under half of respondents say they would be likely to receive a response from local government representatives or council members if they were to make a complaint.

Trend in binary responses



Q12. Respect

Do relief workers treat you with respect?



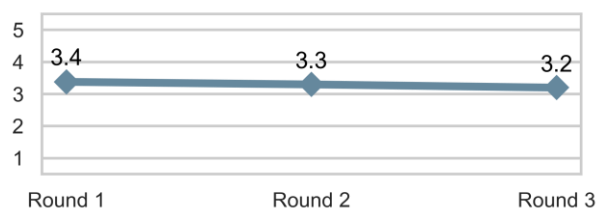
(values in %, n = 443)

Mean: 3.2



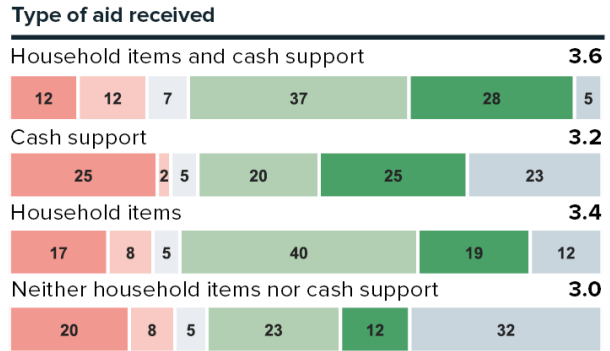
In line with the findings from the second round, just under half of respondents feel that aid workers treat them respect. Across the three rounds, scores have not improved.

Trend in mean scores



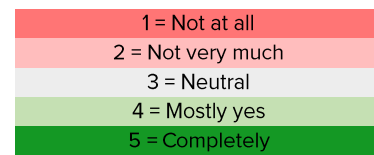


Positive scores are highest among recipients of both household items and cash support.

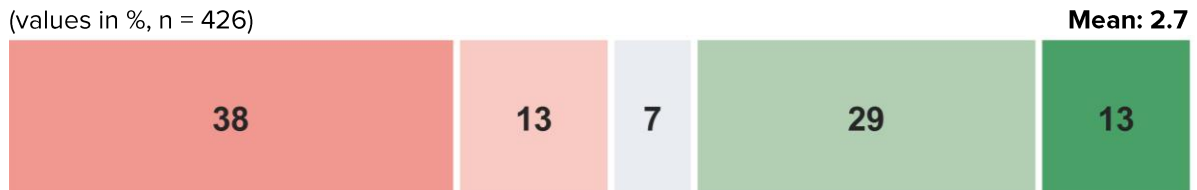


Q13. Resumption of livelihood activities

Have you been able to maintain or resume the livelihood and/or income source that you had prior to the hurricane?

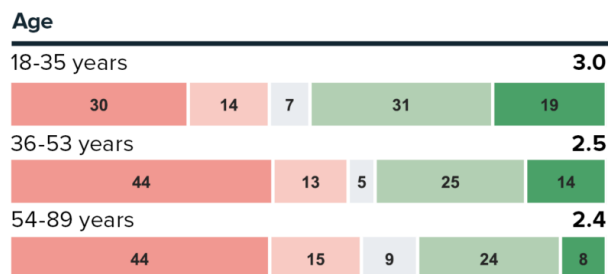


(values in %, n = 426)



Half of respondents say they have not been able to maintain or resume their livelihood activities.

Older respondents appear to have been experiencing more problems in this regard. A 60-year old Dominican lost his entire livelihood after his boat was lost at sea. In the focus group, he says that the fish markets are “completely dormant” and “it is very difficult to get fish.”



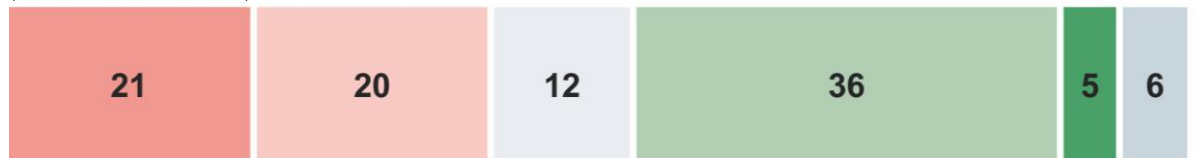


Q14. Improvements in people's lives

Overall, is life improving for those affected by the hurricane?

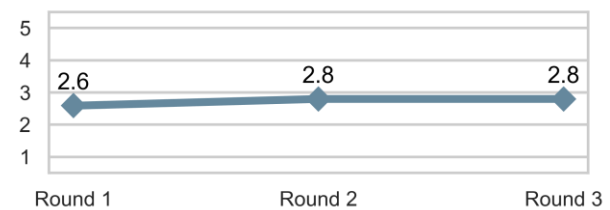
1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Completely

(values in %, n = 443)



Perceptions that the lives of Dominicans are improving since the hurricane remain mixed.

Trend in mean scores

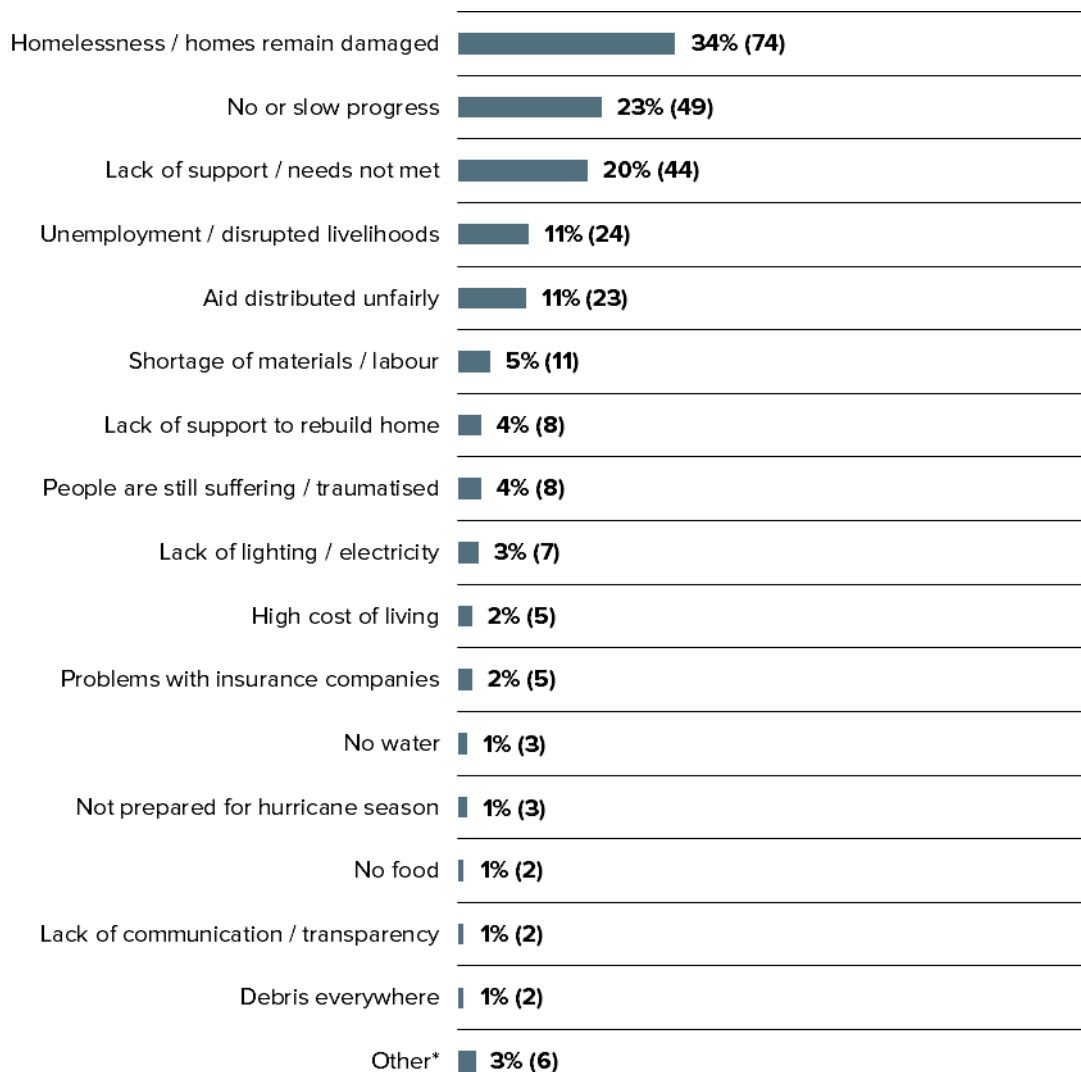


Scores are lowest in the parishes of Saint Joseph and Saint Paul.

Interview location (Parish)	Trend in mean scores
Saint Peter	2.9
Saint Andrew	2.5 → 2.4 → 2.7 ↑
Saint David	2.5 → 2.7 → 3.0 ↑
Saint George	2.6 → 2.6 → 2.8 ↑
Saint John	3.2 → 2.8 → 3.0 ↑
Saint Joseph	2.4 → 2.5 → 2.4 ↓
Saint Patrick	2.5 → 3.2 → 3.5 ↑
Saint Paul	2.4 → 3.0 → 2.4 ↓

Follow-up question asked to those who answered 1, 2, or 3 to Q14:

Why not?

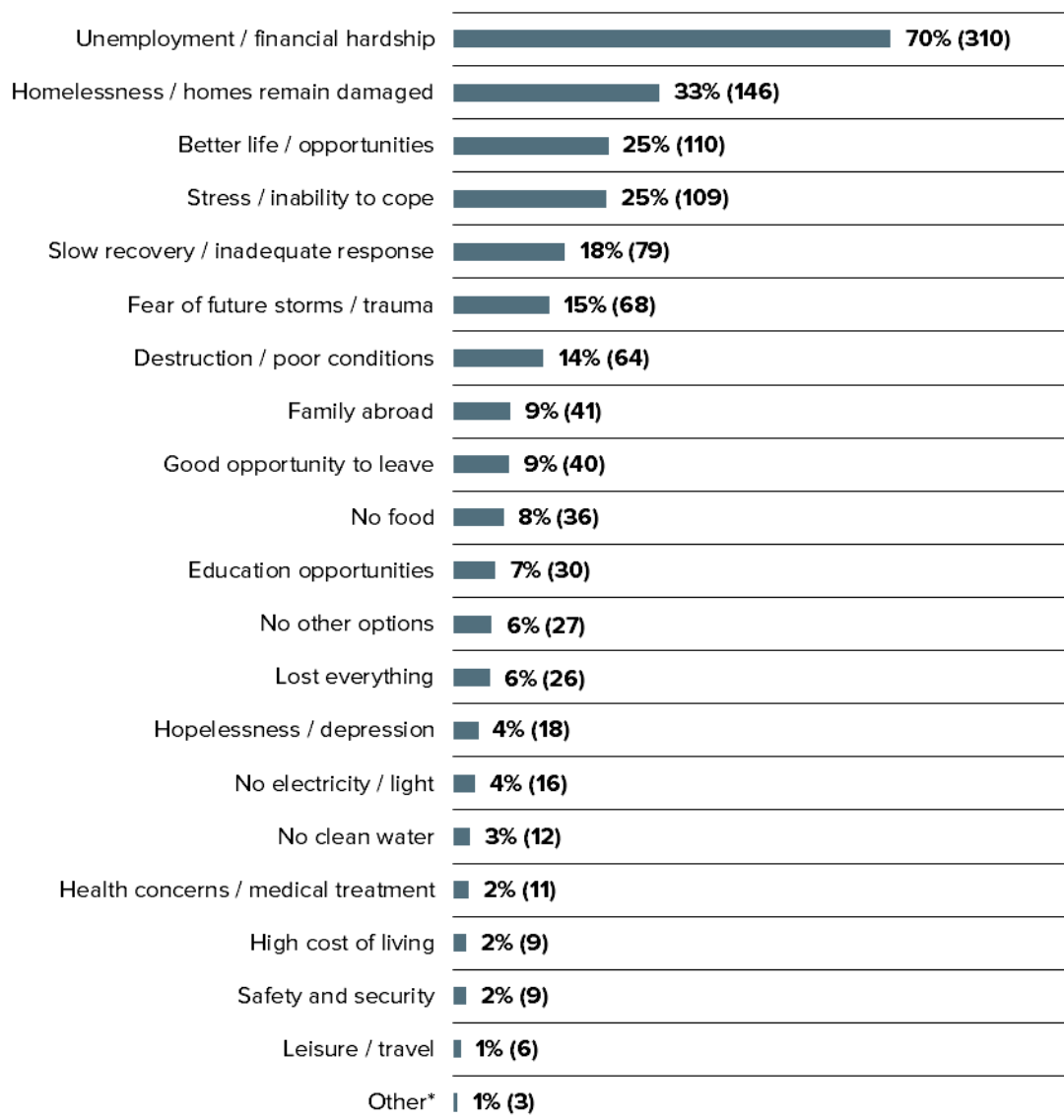


* “Other” includes economic underdevelopment, lack of unity, no cable television, use of funds for gambling, political environment, and victimisation of people.

A third of respondents who do not think that the lives of Dominicans have improved since Hurricane Maria cite persistent homelessness and remaining damage to homes.

Q15. Push factors

What do you think are the top three reasons for people to leave Dominica?



* "Other" includes laziness, brain drain, and a lack of patriotism.

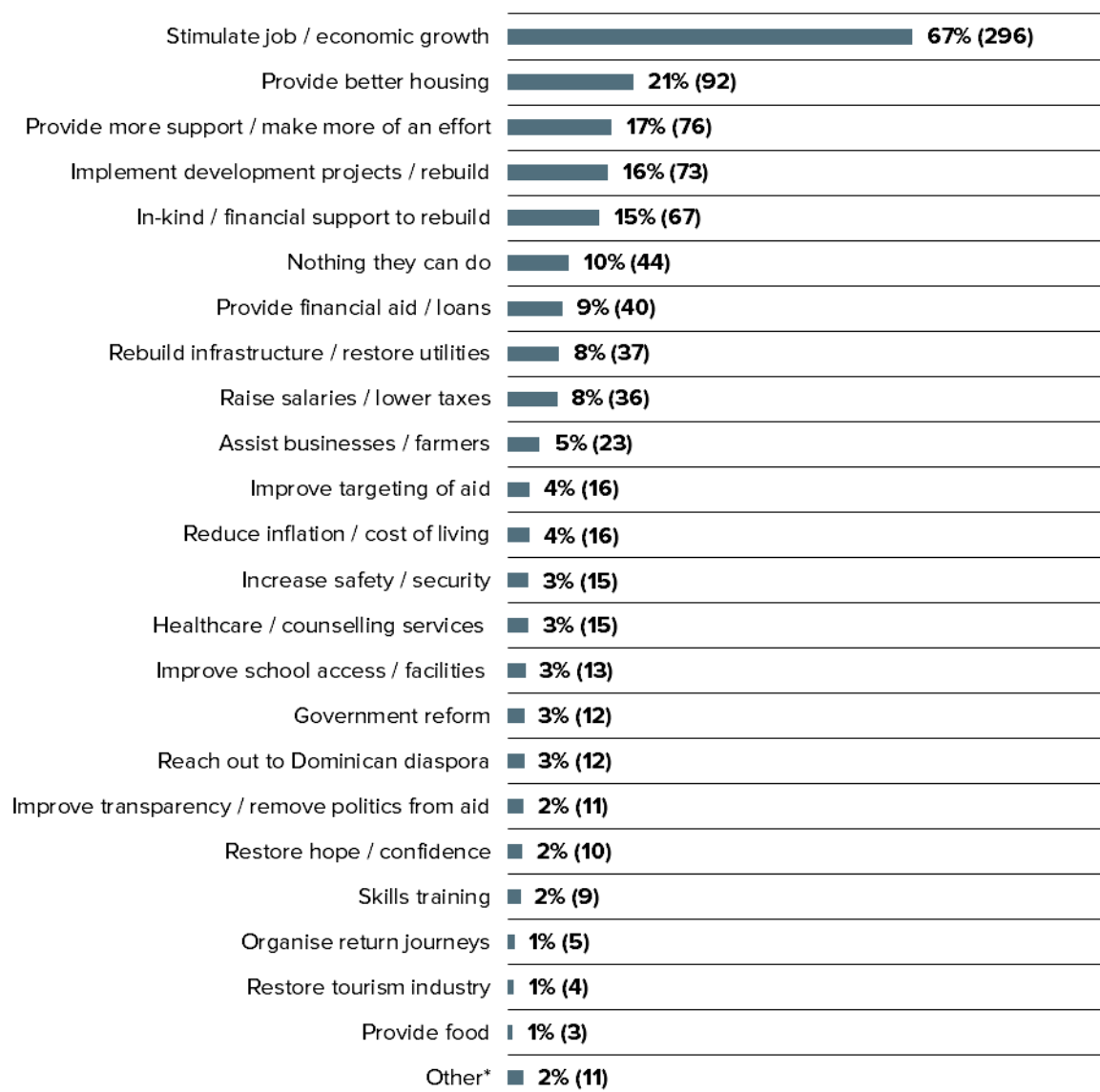
Most respondents continue to say that the lack of job opportunities in Dominica and the financial constraints that prevent them from rebuilding are factors motivating Dominicans to leave the country.

"You want to see progress and I haven't really seen progress financially over there. So therefore, I would not venture back to stay"

(Dominican currently displaced in St. Lucia)

Q16. Incentives to return

How could the government facilitate/encourage the return of those people who left the island following Hurricane Maria?



* “Other” includes restore internet access, assist the youth, improve pensions, provide land, visit the communities, hold a festival for Creole music, and stabilise the country.

Most respondents say that the government could incentivise Dominicans to return to the country by promoting economic growth, engaging with the private sector, and generally increasing job opportunities.

The responses of the Dominicans who took part in the focus group discussions in both Antigua and St. Lucia largely mirror these results. They recommend that the government provide grants and assistance to reinvigorate livelihood activities and encourage new business development. They also say that it is important that they see businesses grow again as evidence that they will have a secure job if they return.

Q17. Further information

Is there anything else you would like to share with us?

Many respondents used this opportunity to reiterate the point that there has been too much political influence in the administration and delivery of aid. People say that the aid has not been distributed fairly and is too dependent, as they see it, on patronage. To resolve feelings that political bias plays a major role in aid distribution, some say that government representatives at all levels should be more transparent and engage in more discussions with the public about the criteria used to allocate support as well as explaining their plans for the future. Some recommend that parliamentary representatives make regular visits to villages to assess the situation on the ground and determine whether enough is being done and ascertain if aid is provided without bias.

Some respondents say they are very happy to participate in our survey, however they hope that the results will not just be “shove[d] in a drawer” but rather used to make a positive difference in the lives of their neighbours.

“Authorities need to listen to people a bit more because people need to feel like they are being heard. More community involvement is necessary even if financial assistance cannot be made at all. All programmes should be transparent.”

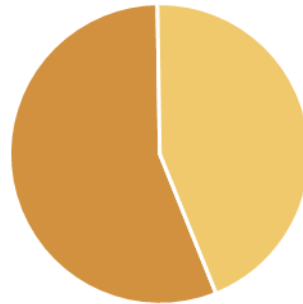
“Encourage people to prepare before the next hurricane season [...] teach people better precaution when safeguarding homes, evacuating harmful areas prone to flooding, and have more available sleeping equipment at shelters.”

Some respondents think that the Dominican government “needs to go back to the drawing board” with regards to developing response plans for the coming hurricane season. Specifically, they do not believe that aid was distributed quickly enough after Maria and the police presence was not high enough to prevent the looting that occurred. A few respondents would like an alternative to schools being used as emergency shelters. Four respondents say that there is a severe need for a river wall in areas prone to flooding.

DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 444 respondents. Each graph includes percentages as well as the frequency in parentheses.

Gender



Female 56% (248)

Male 44% (196)

Age

18-35 years **39% (152)**

36-53 years **29% (114)**

54-89 years **32% (125)**

Current housing situation

Own house or rented accommodation **66% (292)**

Hosted by family or friends **25% (109)**

Temporary shelter / tent **4% (19)**

Collective shelter **4% (17)**

Government housing **1% (4)**

Other* **1% (3)**

* "Other" includes in places of business and on the streets.

Household size after the hurricane

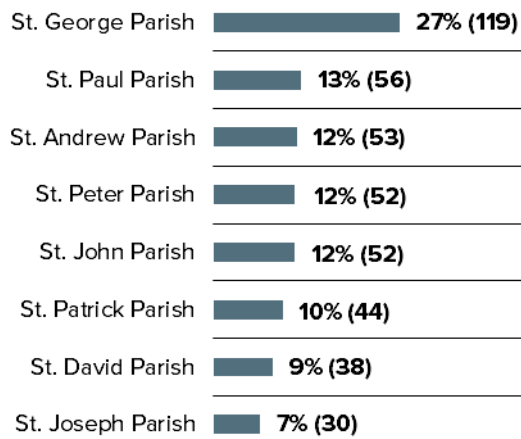
1-3 people **55% (245)**

4-5 people **25% (109)**

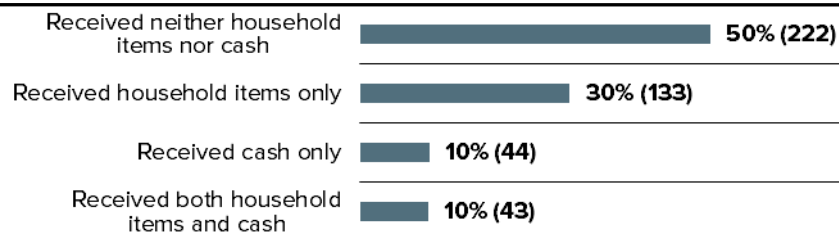
More than 6 people **20% (90)**



Location of interview



Types of support received



Disability

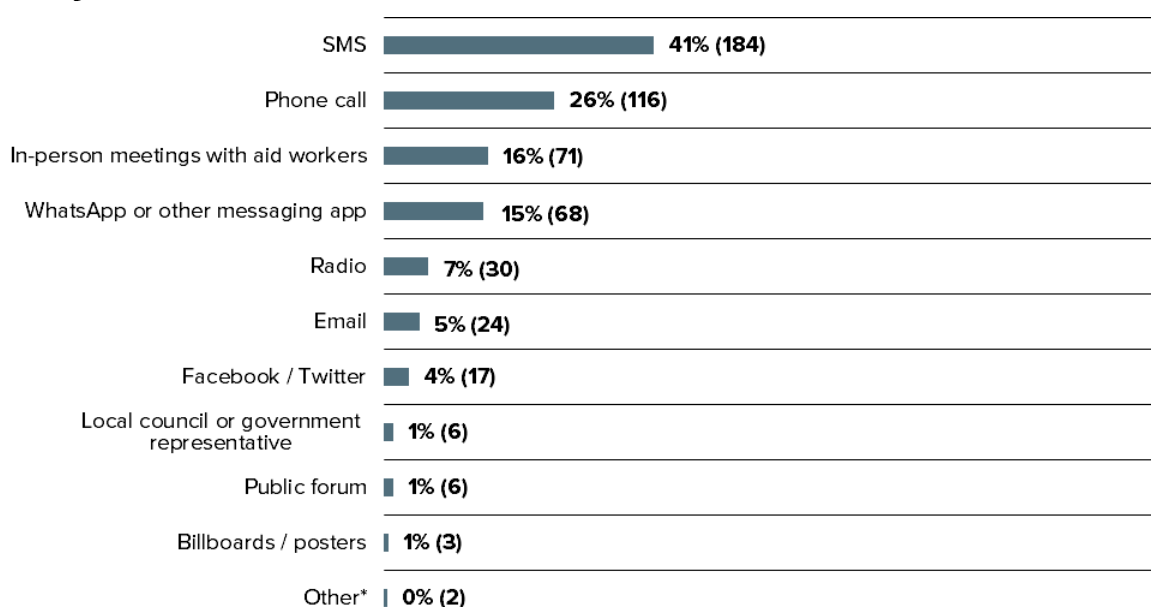


RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by humanitarian organisations and government agencies in Dominica:

Dialogue. Nicholas Njorge, a Communications and Community Engagement Coordinator for CDAC Network, will be present during the week of 26 March to discuss the main findings with relevant aid agencies and representatives. It is important that you also circulate the main findings within your own organisation and to partner agencies. Ground Truth Solutions will also be sharing the findings with affected communities through SMS and email. According to respondents, receiving the results via SMS is a preferred channel for most (see below). It is requested that you use your proximity to the affected communities to engage in discussions around the findings to add more depth to the feedback, improve your organisation’s situational awareness, and bridge information gaps. These “sense-making” dialogues should focus on themes where the data suggests that further attention or action may be necessary.

How would you like to be kept informed of the results of this survey?



* “Other” includes word-of-mouth and newspapers.

Closing the loop. According to the data collectors, in comparison to previous survey rounds, there was a higher incidence of people refusing to participate. Respondents to the quantitative survey and focus group discussion participants mentioned their frustration with the lack of action taken after participating in previous surveys. To prevent further survey fatigue and demonstrate to affected communities that their feedback is important to your programming, it is recommended that you encourage field staff to close the feedback loop by informing the general population how services are being adapted to take their views into account. Given the preference for in-person meetings or phone calls to receive information about support, as revealed in this survey, it is suggested that aid agencies and government authorities hold more community meetings and establish hotlines. Additionally, documentation of complaints and active responses should be undertaken for each mechanism. Like the support offered to communities, information provision should also be demand-led, addressing the information needs specifically mentioned by affected people in response to the survey.

Ground Truth Solutions staff will be present on the ground following the completion of the fourth round of data collection, which is scheduled for early April.

NOTES ON METHODOLOGY

Background

As part of the [H2H Network](#), Ground Truth Solutions provides humanitarian organisations and government agencies in the Caribbean with the means to systematically listen, react, and respond to the views of people affected by Hurricanes Irma and Maria. Through a series of light-touch surveys conducted with affected communities in Antigua and Barbuda and Dominica, the goal is to help decision-makers to better understand community concerns, manage expectations, and make adjustments to the hurricane response.

Survey development

Ground Truth Solutions developed survey questions for the first round of data collection in close collaboration with key humanitarian actors on the ground. The survey questions for Round Three were adjusted to take account of the evolving situation on the ground as well as findings from Round Two. That said, most questions remained the same between rounds. Most closed questions use a Likert scale from 1 to 5 to quantify answers. Several questions are followed by an open-ended question to understand why the respondent gave a particular answer. Ground Truth Solutions' perceptual surveys complement regular programme monitoring and evaluation.

Sample size

Interviews were conducted with 444 Dominicans currently residing in Dominica.

A total of nine focus group discussions were conducted in Dominica, Antigua, and St. Lucia, three discussions in each location. A breakdown of these groups is located below.

Location	Demographic focus	# of participants	Total # of participants
Dominica	Kalinago community	13	25
	Youth (18 to 30 years old)	8	
	Adults (50 to 68 years old)	4	
Antigua	3 mixed gender and age groups	11	11
St. Lucia	Kalinago community in St. Lucia	5	18
	Youth (23-28 years old)	6	
	Adults (32-54 years old)	7	

Sampling methodology

The survey was conducted face-to-face and recorded using handheld phones following the CAPI method. Only individuals 18 years of age or older were interviewed. Each enumerator aimed to ensure an even number of males and females were surveyed.

Based on the findings from the second round of surveys, the Kalinago community, youth and the elderly were selected as the groups we would sample from for the focus group discussions. Prior to field-based recruitment, respondents of prior quantitative survey rounds were contacted via SMS to notify them that the focus groups would be taking place and to contact us if they or any family members or friends would be interested in participating. In Dominica and Antigua, participants were recruited during visits to the port and locations such as distribution centres. In the Kalinago Territory, individuals were recruited from each hamlet. To identify displaced Dominicans in St. Lucia, the main approach used was snowball sampling. Moderators are liaised with the former Prime Minister of Dominica, Oliver Seraphin, who resides in Dominica and launched the Dominican Humanitarian Network. A Dominican journalist living St. Lucia also was crucial in providing the contact information of Dominicans. To incentivise individuals in Dominica and Antigua to participate in the one-hour discussions, a 70 East Caribbean Dollar compensation was offered. Having an even gender split in the groups was made a priority for those recruiting.

The discussions in Dominica and Antigua were moderated by a Ground Truth field consultant, while an external data collection company, DMR Insights, led the St. Lucia discussions.

Data disaggregation

Data is disaggregated by gender, age quantile, current living situation, parish or dependency in which the interview was carried out, disability, type of support received, and current size of household. Due to an programming error, the parish or dependency of the respondents' current residence was not recorded and therefore this breakdown could not be included as it was in previous rounds. The analysis in the report includes any significant difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories. To see the complete breakdown of responses, please request the output file by sending an email to Ground Truth's Andrew Hassan at: (andrew@groundtruthsolutions.org).

To identify groups of persons with disabilities within the sample, a staff member at [Handicap International](#) was consulted and participants were asked a series of questions:

- Do you have difficulty seeing, even if wearing glasses?
- Do you have difficulty hearing, even if using a hearing aid?
- Do you have difficulty walking or climbing steps?
- Do you have difficulty remembering or concentrating?

For the purposes of this survey, if a survey participant indicates having difficulty or inability to do one or more of the above activities, they are considered a person with a disability.

Language of the survey

This survey was conducted in English.

Data collection

Data was collected in face-to-face, one-on-one interviews between 4 February 2018 and 2 March 2018 by Dichter & Neira and DMR Insights, independent data-collection companies based in the Caribbean.

For more information about Ground Truth Solutions surveys in Dominica, please contact Eva Erlach (Senior Programme Officer for Hurricanes Irma and Maria – eva@groundtruthsolutions.org) or Andrew Hassan (Senior Programme Analyst – andrew@groundtruthsolutions.org).