

Report on  
**Knowledge, Attitude, Practices & Behavior (KAPB) Survey**

Long Term Arrangement (LTA) of WASH Service

Provision of life-saving WASH services to the Rohingya refugee population in  
Ukhiya and Teknaf Upazila, Cox's Bazar District.

**Project Intervention Area: Camp-15**

**Implemented by: CARE**

The survey conducted by the **MEAL Team** of CARE Cox's Bazar

In collaboration with the **WASH Program Team** of CARE

Technical and Financial Supported by **UNICEF**

## Knowledge, Attitude, Practices & Behavior (KAPB) Survey

Que to collect water | Photo Credit: CARE



**Project Title:** Provision of life-saving WASH services to the Rohingya refugee population in Ukhiya and Teknaf Upazila, Cox's Bazar District.

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**Supported by** UNICEF, Bangladesh

**Time of the KAPB Survey:** May-June-July, 2022

## ACKNOWLEDGEMENT

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Special thanks go to the **WASH Volunteer, the Data Enumerator** of the project, who collected the required data from the different stakeholders, and the **WASH Program Team** for their guidance in accomplishing the KAPB Report.

The author recalls all the concerns CiC for his approval to enter the camp and administrative support during the data collection period.

It is also grateful to **Ram Das** - Deputy Country Director, **Kabita Yesmin** – PD Manager, Unicef, who trusted MEAL to undertake the year-end survey and helped accomplish it.

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Last but not least, there is most gratefulness to the donor – **UNICEF**, who provided the financial assistance for implementing the project by which it has been possible to complete the KAPB survey.

**Md. Kamrul Hasan**  
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Author of this study

# EXECUTIVE SUMMARY

## Executive Summary

From 22 May to 22 July 2022, CARE carried out a KAPB survey for the WASH program in Camp 15.

Applying both quantitative and qualitative tools and approaches, the KAPB was conducted. It covers 777 respondents' households from camps 15 and 16. After quality checking, 757 household response was finalized. Among them, 515 household survey was for Camp 15. All data collection was done with mobile in KoBo. The samples were drawn stratified random sample process. First, the sample size was determined following the most common statistical formula, then stratified. The objectives of the study are as follows: 1) To know the present situation context on WASH; 2) To identify the targeted respondent's current Knowledge, Attitude, Practice, and Behavior (KAPB).

The assessment covers basic information on location, status, quality, the privacy of facilities, and issues such as the management of menstrual hygiene.

This study was the first time a programmatic effort had been made to assess Knowledge, Attitude, Practice, and Behaviour for WASH-related data across the CARE operation in Rohingya Refugee Camp.

It is a sample survey instead of a complete census. The margin of error considers 5%.

## Water-related findings

- For the primary source of drinking water, 21% of respondents use a shallow tube well, 15% use a Deep tube well, and 64% use a Tap stand. There have few who purchase water from the host community.
- For the primary source of cooking water, 23% of respondents use a shallow tube well, 15% use a Deep tube well, and 62% use a Tap stand.
- For the primary source of other work (bathing, laundry, washing dishes, household maintenance, latrine use, etc.), 39% of respondents use a shallow tube well, 21% use a Deep tube well, and 40% use a Tap stand. The respondent also collects rainwater using their traditional knowledge when rainfall and water pot is available.
- Twenty-two percent of respondents are unaware of the water distribution schedule.
- Among those who use tap stands, 72% of respondents stated they get only one time of water; 24% of respondents stated they get two times of water; the rest do not use Tap stands and are unaware not to use tap stands.
- Sixty-one percent of respondents think adult females are mainly responsible for collecting water for their families. Besides, 15% of respondents think adolescent Girls are primarily responsible for collecting water for their families. That means 76% (61%+15%) of respondents believe that women are responsible for managing water. These findings are similar to gender stereotypes.
- Forty-five percent of respondents clean their water container' "Whenever collecting water." 21% of respondents clean their water containers "Once a day." FGD findings are- that

respondent wash their water container with their unused water or "bai fani." Besides, 19% of respondents clean their containers once a week. FGD findings are- too much gathering to get the scope to clean the water container.

- Ninety-two percent of respondents do not treat their drinking water. FGD findings are- Community people trust the Camp water because NGOs frequently test the water quality. If there had a fault, then they will be informed.
- Twenty-two percent of respondents use shallow tube-well as the primary source of drinking water. On the other hand, only 8% treat their water.
- Of those who treat water, 62% use Aqua tab, 13% Boil water, and the rest use cloth filtering. The source of Aqua Tab is NGOs named BRAC, CARE, DSK, DPHE, IOM, and World Vision.
- Fifty-five percent of respondents do not know the usage of the Aqua Tab. Data regarding the ratio of Aqua Tab usage, 45% of respondents give the correct answer, "One for 5-liter". Only 10% replied that they have Aqua Tab in their household.
- Nine percent of respondents do not cover their water containers during water transportation. Nineteen percent cover their water containers sometimes. Rest 72% Covering always their water container during water transportation.
- Sixteen percent of respondents clean their glass/water pot sometimes. Eighty-four percent of respondents always clean their glass/water pot before drinking.
- Thirteen percent of respondents have no easy access to collect water. Eighty-seven percent of respondents have easy access.
- Twenty-three percent of respondents face challenges/difficulties in collecting water. Seventy-seven percent of respondents said they have no problem with that issue.
- Sixty percent of respondents do not know about the "water user group." Only 40% know about the water user group but are not fully aware of their responsibility, even the responsibility of the "water user group.". Only 21% of respondents replied about their involvement.

### Sanitation-related findings

- Twenty-eight percent of respondents think they do not use a hygiene latrine; Seventy-two percent use a hygiene latrine.
- Forty-three percent of respondents stated that they use the latrine with difficulties, and Fifty-seven percent use it without problems.
- Thirty-seven percent of respondents think the latrine is accessible for a person with a disability.
- Twenty-five percent of respondents stated that they do not feel safe using the latrine; seventy-five percent think it is safe.
- Twenty-four percent of respondents stated that they are unsatisfied with latrine access, and Seventy-six percent are satisfied with it.
- Seventy-five percent of respondents specified that they have a private urinal/ bathing place inside the household, and Twenty-five percent have no private urinal/ bathing place inside the household.
- Eight percent of respondents specified the sign of open defecation around the household. Ninety-two percent of respondents stated there has no sign of open defecation around the household.
- Sixteen percent of respondents said their bathing cubicles do not provide adequate privacy, especially for females; eighty-four percent think bathing cubicles provide adequate privacy.

- Twenty-three percent of respondents said they are unsatisfied with access to bathing space/cubicles; Seventy-seven percent are satisfied with the access.

### Hygiene-related findings

- Eighty-one percent of respondents stated there has no handwashing device beside the latrine; Nineteen percent found handwashing devices beside the latrine.
- About the availability of water and soap/tippy tap in the handwashing device, Eighty-two percent of respondents replied with the availability of water, and Seventy percent of respondents responded think unavailable.
- Twenty-nine percent of respondents stated that their house does not have a pair of red & green waste bins; seventy-one percent have a pair of waste bins. Among those with waste bins, ninety-five percent of respondents replied that they use them properly.
- Forty-six percent of respondents do not use a pair of red & green communal waste bins nearby their household; fifty-four percent use it.
- Thirty-six percent of respondents stated that Male members of the HH carry their HH waste to the communal bin. 30% of respondents stated Female members, and 18% of respondents stated that a volunteer of NGOs carried from the house. FGD findings- sometimes, volunteer/solid waste labor comes 3/4 days later, so HH has to throw their waste nearby the drain.
- Twenty-five percent of respondents stated that the surrounding of HH is not clean. (No apparent trash scattered around); Seventy-five percent think the surrounding of the HH is clean.
- Nine percent of respondents are unhappy with the arrangement for Solid Waste Management, and Ninety-one percent are happy.
- Fifty-two percent of respondents do not know about the "Latrine & Bathing Cubicle User Groups." Rest know about it but are not fully aware of their responsibility, even the responsibility.
- Thirty percent of respondents are involved with the "Latrine & Bathing Cubicle User Groups" and monitoring activities.
- Twenty-five percent of respondents wash their hands, sometimes only with water and sometimes with soap. Seventy-four percent of respondents wash their hands with safe water and soap. One percent of respondents use only water to wash their hands.
- Nine percent of respondents said the unavailability of soap in their HH. Among them, 86% already used it, and the rest, 14%, have yet to receive it.
- Seventy-eight percent of respondents are satisfied with the soap provided by NGO, while 22% are not satisfied.
- Twenty-three percent of respondents have no handwashing device in their household; Seventy-seven percent have it.
- Eighty-four percent of respondents have soap, and Seventy-five percent of respondents have water in their handwashing devices, regarding the observation.
- Forty-six percent of respondents use handwashing devices: "Plastic bucket/ Drum / Pitcher/ Jerri can." Forty-eight percent of respondents use a handwashing device: "Plastic bucket with tap and lid." Six percent of respondents have no specific handwash device.
- Forty percent of respondents did not receive MHM Kits, and Sixty percent received MHM kits.

- Fifty-five percent of respondents collect MHM kits from NGOs, and the rest, 29% of respondents, purchased by own or collected from neighbors' excess MHM kits.
- Twenty-five percent of respondents do not know the "MHM Facillitaors Group." Seventy-five percent of respondents know about it. About the involvement with MHM Facillitaors Group. 50% of the respondent stated that they have involvement with the MHM Facilitators Group.

#### CFRM/AAP-related findings

- Thirty-six percent of respondents do not share feedback with NGOs about WASH services. Sixty-four percent of respondents know about the complaining system.
- Eight percent of respondents share any feedback using the "Feedback Box of NGOs." Twenty-eight percent of respondents share their feedback through "Community hygiene volunteer." Three percent of respondents share their feedback via Majhi and CiC. 61% of respondents share feedback through NGO Staff, including IOM and CARE Hub Offices.
- Forty-six percent of respondents are not satisfied with the action taken by NGOs as per their feedback. Fifty-four percent of respondents are satisfied.
- Forty-three percent of respondents think NGOs did not address their feedback (Action taken as per the feedback). They also said NGOs did not inform them about the action taken as per their feedback.

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# LIST OF ABBREVIATIONS

## List of Abbreviations:

<b>Abbreviation</b>	<b>Full Form</b>
<b>CGI</b>	Corrugated Galvanised Iron
<b>DTW</b>	Deep Tube Wells
<b>FSM</b>	Fecal Sludge Management
<b>HP</b>	Hygiene Promotion
<b>HWD</b>	Hand Washing Device
<b>MHM</b>	Menstrual Hygiene Management
<b>PRP</b>	Plastic Recycle Plant
<b>RCC</b>	Reinforced concrete column
<b>STS</b>	Sludge Transfer Station
<b>STW</b>	Shallow Tube Wells
<b>SWM</b>	Solid Waste Management
<b>WASH</b>	Water Sanitation and Hygiene
<b>WDN</b>	Water Distribution Network
<b>WDZ</b>	Water Distribution Zone
<b>Bai fani</b>	Unused water of the previous day
<b>KAPB</b>	Knowledge, Attitude, Practice, and Behavior

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# INTRODUCTION

## Introduction

SDG aims to end extreme poverty, reduce inequalities, and tackle global climate change by 2030. Goal 6 – and within it, specific targets on water, sanitation, and hygiene (WASH) – shows that world leaders understand the importance of making the essentials normal for the world's most marginalized people. Rohingya refugees situated in Camp 15 are one of the most marginalized and vulnerable. Among them, children are highly vulnerable. Growing up in a clean and safe environment is every child's right. Access to clean water, basic toilets, and good hygiene practices keep children thriving and gives them a healthier start in life.

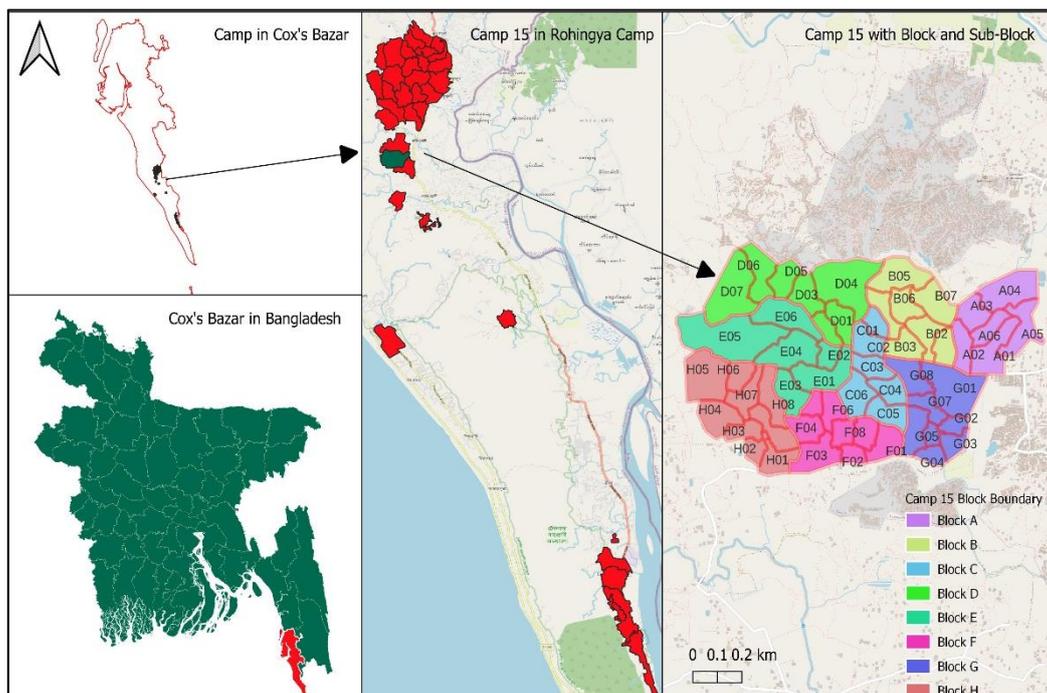
To provide WASH service in Camp 15, Unicef included CARE in their LTA program. This program is three years long and is named "Provision of life-saving WASH services to the Rohingya refugee population in Ukhiya and Teknaf Upazila, Cox's Bazar District for Camp-15."

According to LTA commitment under Activity 1, CARE has completed the "KAPB Survey Report."

Previously, with technical and financial support and partnership with UNICEF, CARE showed satisfactory results against program targets and maintained critical WASH services despite COVID-19 restrictions.

This KAPB survey aims to improve WASH Services to the Myanmar Refugees Population in Camp 15 (Jamtoli).

### **MAP of the study area:-**



## Objectives

The objectives of the study are as follows:

- To know the present situation context on WASH;
- To identify the targeted respondent's current Knowledge, Attitude, Practice, and Behavior (KAPB).

## Methodology

### Sample size and population

The study was participatory, descriptive, and cross-sectional, utilizing heavily quantitative approaches. Qualitative data was collected through in-depth interviews with refugees, camps, and official settings.

The standard sample size for data collection has been capitalized. Therefore, 777 Households (HH) (535 from Camp 15 and 242 from Camp 16) out of 15,791 HHs have been considered. That is calculated according to a 95% confidence level and confidence interval 5.

$$S = Z^2 * p * (1-p) / M^2$$

S = Sample size of infinite population

Z = 1.96 (z score as we consider 95% confidence level)

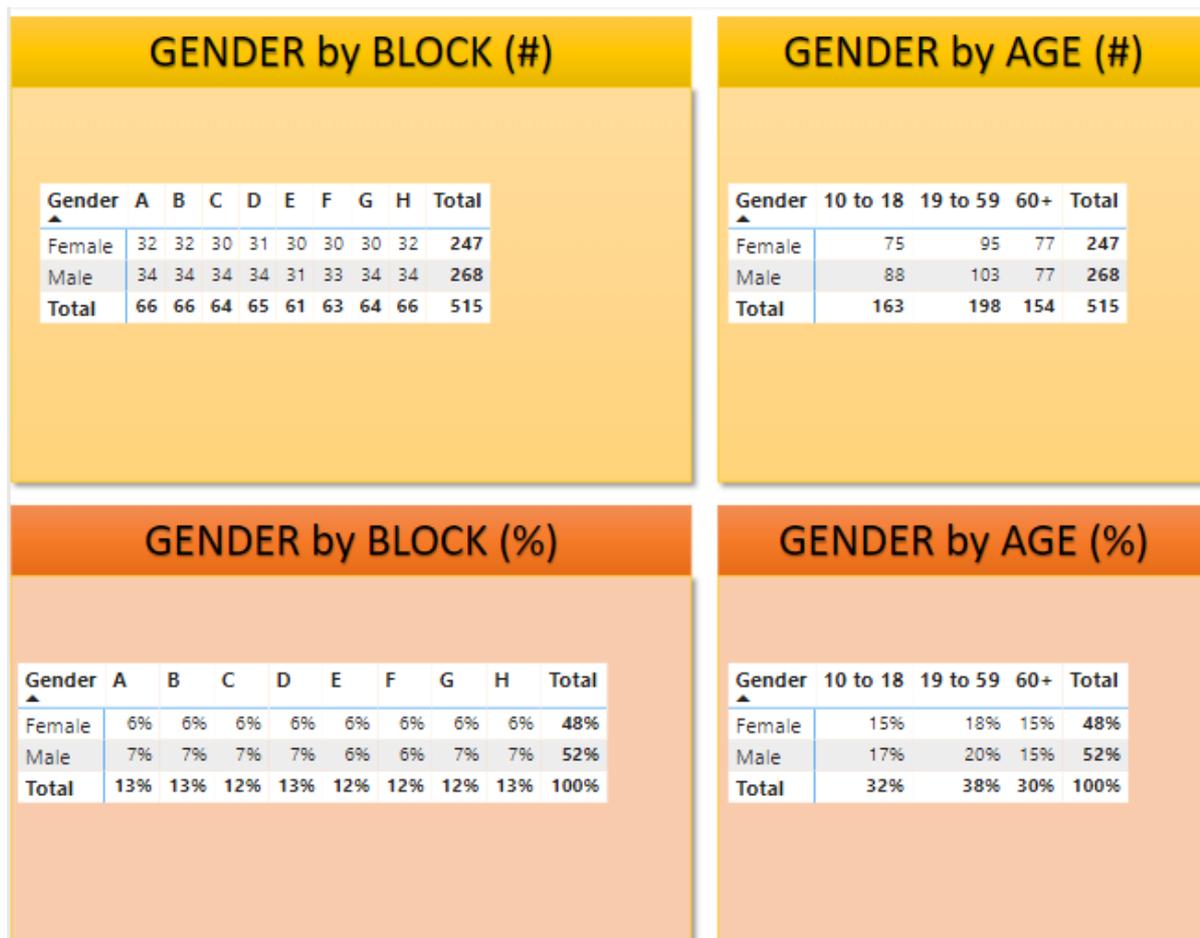
P = population proportion (assumed to be 50% = 0.5)

M = Margin of error

So survey team is to collect 60 HH data from each block. Considering the age category, the plan is 15 HH respondents from "10 to 18 years", 30 HH respondents from "18 to 59 years", and 15 HH respondents from the "60+ years" group. The plan for male and female ratio is equal. Due to limitations, there have variations. Details are in the below figure and the limitation part.

After collecting 777 data, 20 were rejected due to quality checking. For Camp 15, a total of **515** data was selected.

Gender, age, and block-wise stratified are below-



### Questionnaires/Checklist development

CARE developed a questionnaire to conduct the KAPB and shared it with Unicef accordingly. After that, Unicef updated it as a unified questionnaire for all eight partners. Later, CARE translated it into Bangla and converted it to the Kobo questionnaire.

### Orientation for data collectors

One of the vital components of WASH is behavior change. This behavior change is measured by the KAPB survey. To make the KAPB survey neutral, enumerators under the MEAL team collected the data. CARE conducted an orientation workshop, including a field test for the questionnaire. The planned date was 11 to 12 May 2022.

Enumerators' details are in the annex.

## Data collection management, analysis, and presentation

Triangulation of data collection methods was used: Focus Group discussions (FGD), in-depth interviews (IDI) with households at the community level, and key informant interviews (KII) with service providers. Quantitative data were collected through **KoBo Toolbox**, analyzed using **PowerBi**, and presented as cross-checked graph perception on BLOCK, GENDER, and AGE. Qualitative data were analyzed thematically.

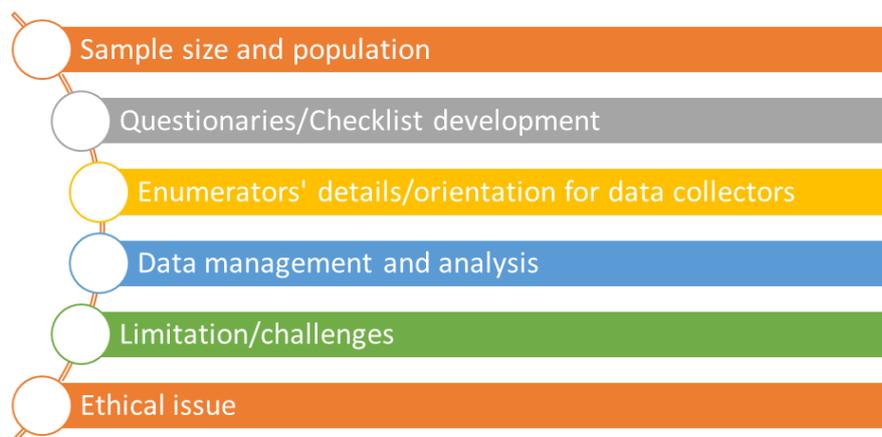
## Limitation/challenges

- Male are more interested than females in participating in the survey;
- Females prefer to husband or child to respond in the survey although both are in the house;
- Willingly Male member of the camp came to the survey team to interview. The situation was tough to say no to them;
- In the Female and Male ratio, females are more than males in the Rohingya refugee camp. Considering the fact it was reversed in the survey;
- Respondents had reallocation phobia; they were not interested in providing exact information about the block, sub-block, FCN, and HH number.

## Ethical considerations

All the respondents of this study have given their consent to take an interview. In this connection, artificial intelligence was used in the Kobo. So, if the respondent did not provide their consent, Kobo showed an alert message to enumerators and stopped the questionnaire. All information collected was kept confidential, and the principle of voluntary participation was ensured. The respondent had a right to refuse to answer any question during the data collection. All the quantitative and qualitative interviews were recorded for consistency in data collection unless a participant declined to be recorded.

Below steps are followed to conduct the study.



# FINDINGS

## Findings

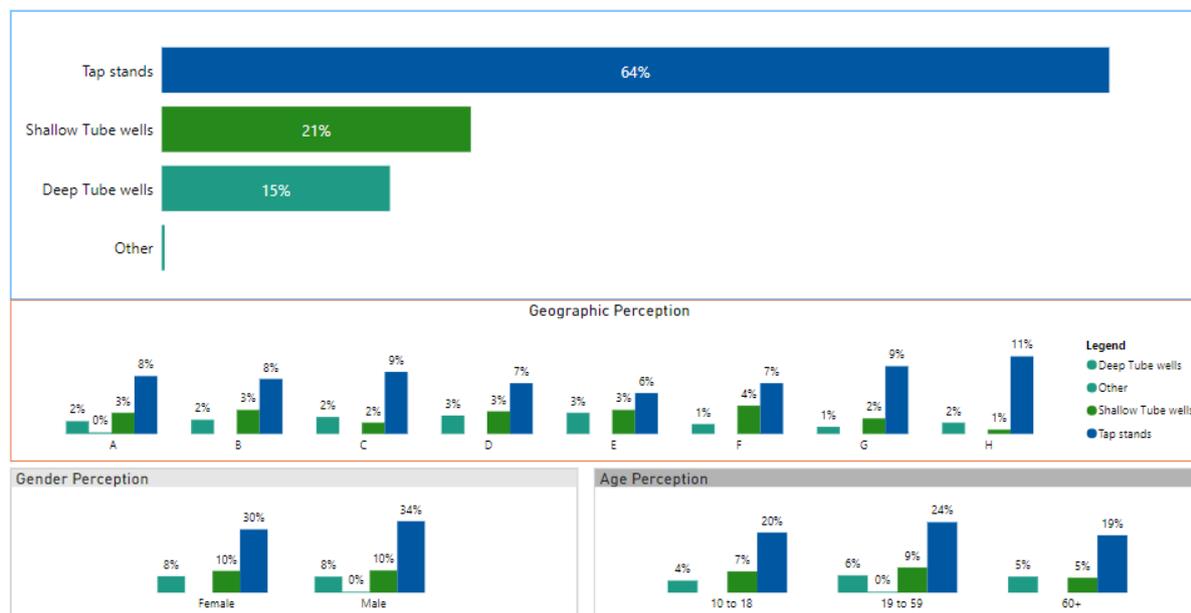
This section presents the main findings of the WASH KAPB assessment. It outlines key findings across the domains of WASH (water, sanitation, and hygiene), including a comparative analysis of findings with the Geographic, Gender, and Age perception. Wherever possible, findings are triangulated with secondary data sources.

## Water

The study provides here, Water Specific Informations-

What is your main source of drinking water?

Figure 1: Main source of drinking water



# 21%

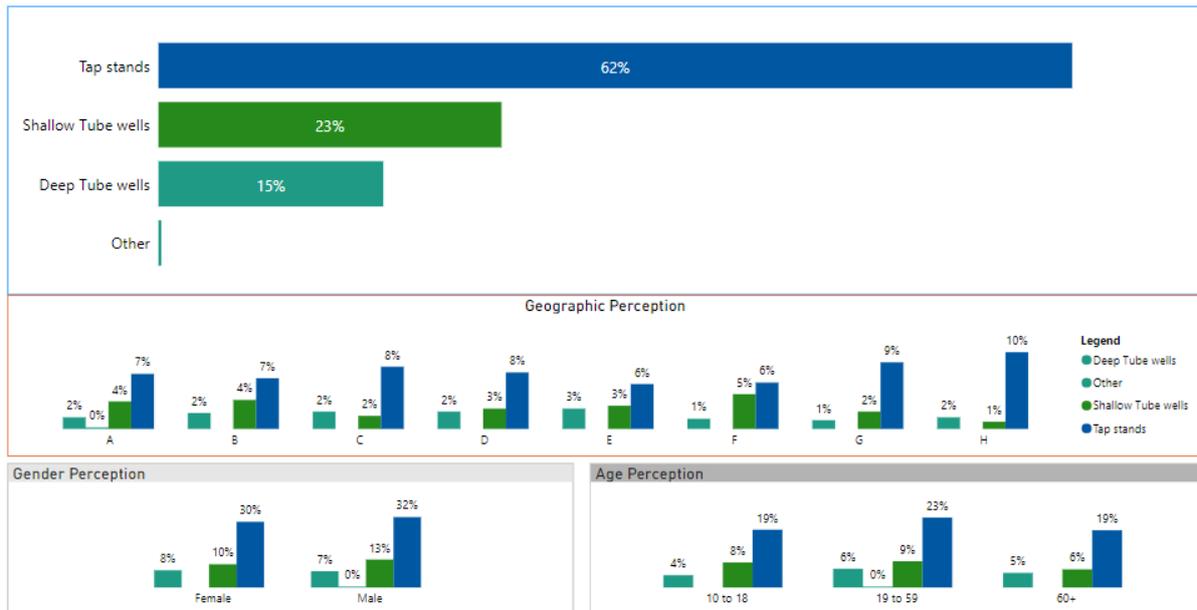
- Twenty-one percent of respondents use shallow tube-well as the primary source of drinking water.
- The highest usage rate is in Block F, and the lowest is in Block H, which is 4% and 1%, respectively.
- Block C and G usage rate is 2%.
- Block A, B, D, and E usage rate is 3%, respectively.
- On average, 2% of refugees of each block in Camp 15 use shallow tube-well as the primary drinking water source.

Data cross-checked with gender perception, 10% of female and male respondents use shallow tube-well as they have no access to safe drinking water.

Data cross-checked with age perception; 7% of adolescents, 9% of youth, and 5% of the aged respondents use Shallow tube-well as the primary source of drinking water.

## What is your main source of cooking water?

Figure 2: Main source of the cooking water



**23%**

- Twenty-three percent of respondents use shallow tube-well as the primary source of cooking water.
- The highest usage rate is in Block F, and the lowest is in Block H, which is 5% and 1%, respectively.
- Block C and G usage rate is 2%.
- Block D and E usage rate is 3%.
- Block A and B's usage rate is 4%.
- On average, 3% of refugees of each block in Camp 15 use shallow tube-well as the primary cooking water source.

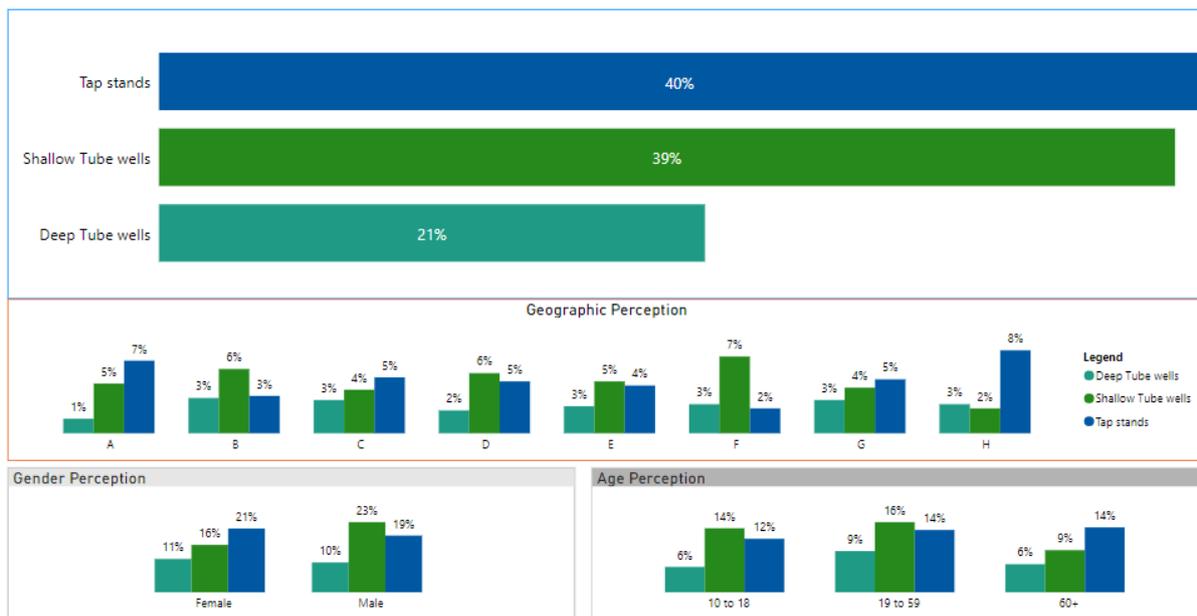
Data cross-checked with gender perception, 10% of female and 13% of male respondents use shallow tube-well as they have no access to safe drinking water.

Data cross-checked with age perception, 8% of adolescents, 9% of youth, and 6% of the aged respondents use a Shallow tube-well as the primary source of cooking water.

**What is the source of water for your other activities?**

Earlier it was described as the main source of drinking and cooking. The KAPB survey team is also interested in other activities' water sources. Other activities include bathing, laundry, washing dishes, household maintenance, latrine use, etc.

Figure 3: Main source of other activities' water



**39%**

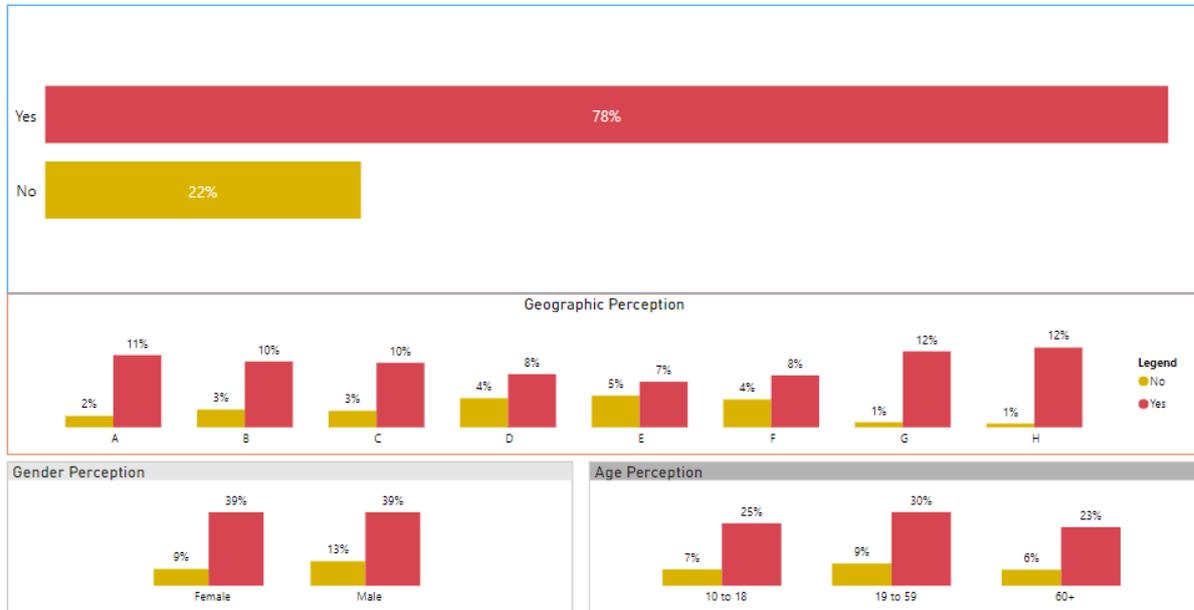
- Thirty-nine percent of respondents use shallow tube-well as the primary source for other activities.
- The highest usage rate is in Block F, and the lowest is in Block H, which is 7% and 2%, respectively.
- Block C and G usage rate is 2%.
- Block A and E's usage rate is 5%.
- Block B and D's usage rate is 6%.
- On average, 5% of refugees of each block in Camp 15 use shallow tube-well for other activities.

Data cross-checked with gender perception shows that the male percentage is higher than the female in shallow tube-well for other activities. On the other hand, the female portion is higher for the tap stand.

Data cross-checked with age perception, the aged percentage is higher in tap stands where adolescents and youth respondents answered for shallow tube-well. Data shows that female and the aged prefer tap stand for other activities.

Do you know the water distribution schedule?

Figure 4: Knowledge of water distribution schedule



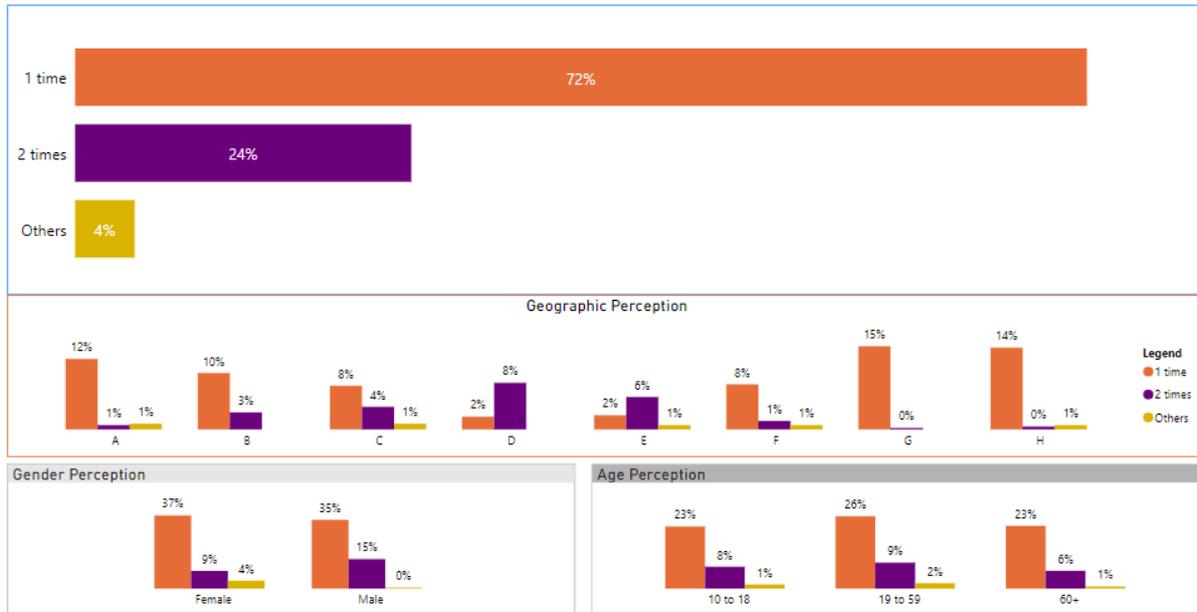
22%

- Twenty-two percent of respondents are unaware of the water distribution schedule.
- This reflects earlier findings- "21% of respondents use STW (Shallow tube-well) as their primary source of drinking water". Those who do not use Tap stands are unaware of the distribution schedule.

Data cross-checked with gender and age perception shows no difference between females and males knowing the water distribution schedule. As the tap stands are in the community, all are equally aware. But where there is no tap stand, they are not aware.

If you know the water distribution schedule, please talk about the frequency of water distribution.

Figure 5: Knowledge of water distribution frequency



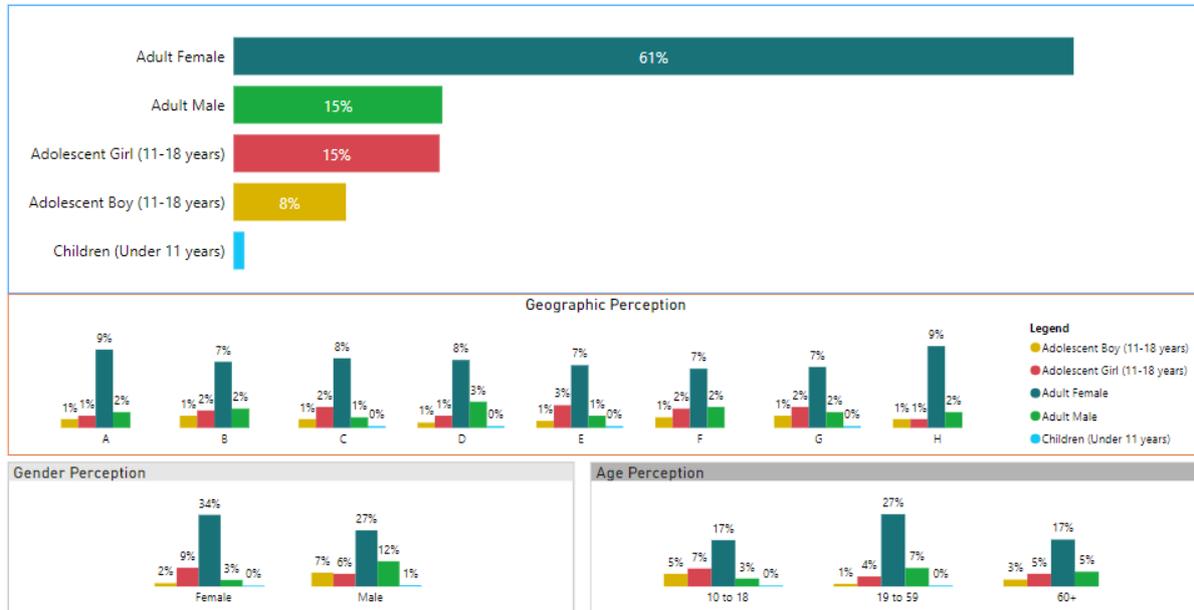
72%

- Among those who use tap stands, Seventy-two percent of respondents stated they get only one time of water.
- Twenty-four percent of respondents stated they get two times of water, where highest in Block D and lowest in Block F and A. Those who do not use Tap stands are unaware of the distribution schedule.

Data cross-checked with gender perception, 4% of females said "others," which explanation is there is no schedule; it depends on the operator's wishes. FGD findings show dissatisfaction about the duration of water distribution. About 90% of respondents said the duration is less than one hour.

## Who mainly collects water for your household?

Figure 6: Responsibility for water collection



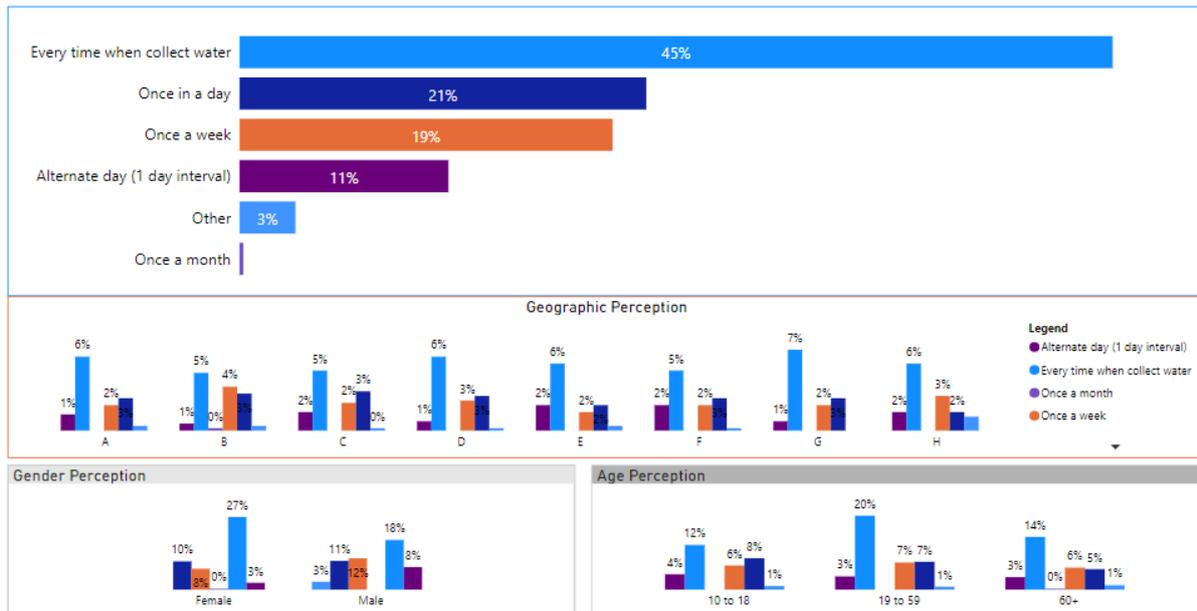
61%

- Sixty-one percent of respondents think adult females are mainly responsible for collecting water for their families.
- Besides, 15% of respondents think adolescent Girls are mainly responsible for collecting water for their families. That means 76% (61%+15%) of respondents believe that women are responsible for managing water. These findings are similar to gender stereotypes.

Data cross-checked with geographic, gender, and perception indicates that women are mainly responsible for collecting water for their household.

## How often do you clean containers?

Figure 7: Water container cleaning frequency



45%

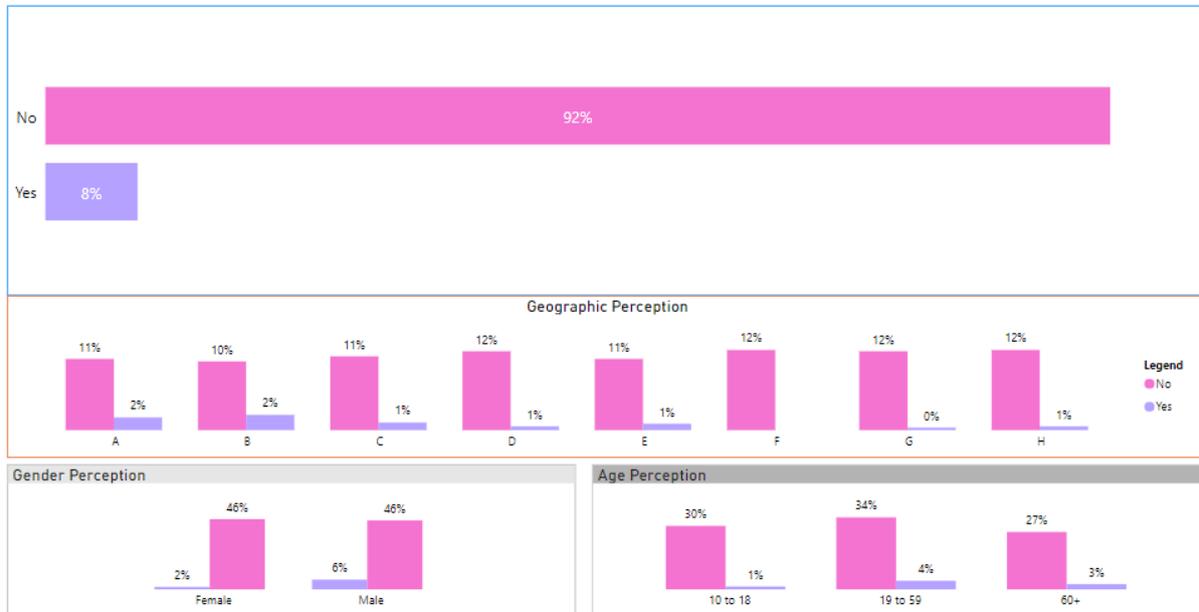
- Forty-five percent of respondents clean their water container "Every time when collecting water." 21% of respondents clean their water containers "Once a day." FGD found that respondent washes their water container with unused water or "bai fani."
- Besides, 19% of respondents clean their containers once a week. FGD findings are- too much gathering to get the scope to clean the water container.

Data cross-checked with geographic perception indicates that Block B's rate is higher to clean water containers- "once a week."

In gender perception, the male percentage is higher than the female in weekly cleaning. Male respondents mentioned "others," which is cleaning containers 3 to 4 days later.

Do you treat your drinking water?

Figure 8: Water treatment tendency



92%

- Ninety-two percent of respondents do not treat their drinking water. FGD findings are- Community people trust the Camp water because NGOs frequently test the water quality. If there had a fault, then they will be informed.
- Besides, 8% of respondents treat the water. FGD findings are-
  - they get Aquatab;
  - to reduce Iron;
  - to reduce Arsenic;
  - to get a cold water feeling;
  - Sometimes tube-well water becomes unclean or sand;
  - to kill the germ;
  - The volunteer said to filter.

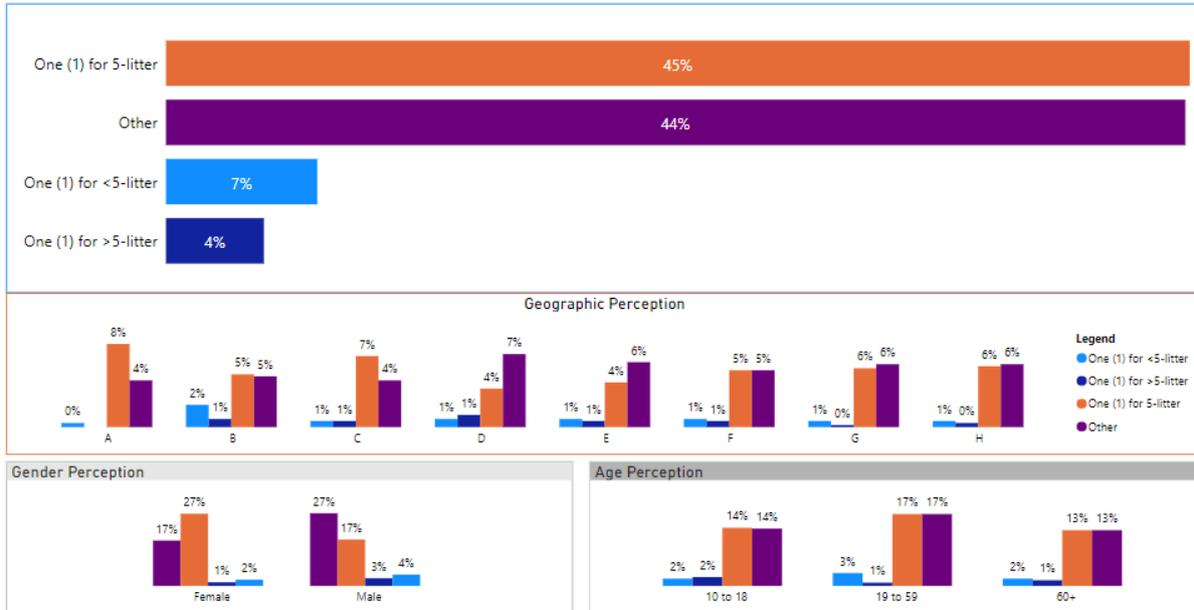
Data cross-checked with geographic, gender, and age perceptions indicate that there has no difference.

The earlier finding is that 21% of respondents use shallow tube-well as the primary source of drinking water. On the other hand, this finding shows that only 8% treat their water. So, the project team has the scope to work on these issues.

Of those who treat water, 62% use Aqua tab, 13% Boil water, and the rest use cloth filtering. The source of Aqua Tab is NGOs named BRAC, CARE, DSK, DPHE, IOM, and World Vision.

What is the ratio of use aqua tab for per litter water?

Figure 9: Knowledge of Aqua Tab usage



55%

- Fifty-five percent of respondents do not know the usage of the Aqua Tab.
- Data regarding the ratio of Aqua Tab usage, 45% of respondents give the correct answer, "One for 5-liter".

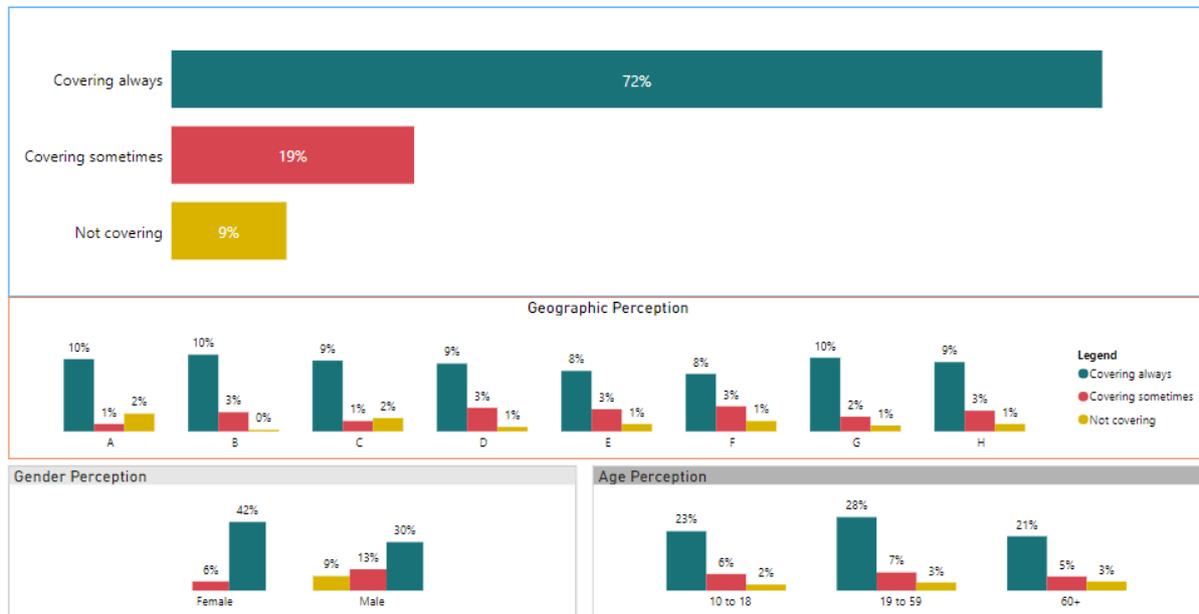
Data cross-checked with geographic and age perceptions indicate that the correct and wrong answer ratio is fifty-fifty.

Data cross-checked gender perceptions indicate that females' answer is more accurate than males.

The survey team also asked the respondents, "Do you have aqua tabs in your households?." Only 10% replied that they have Aqua Tab in their household.

## What do you do during water transportation?

Figure 10: Doing during water transportation



**9%**

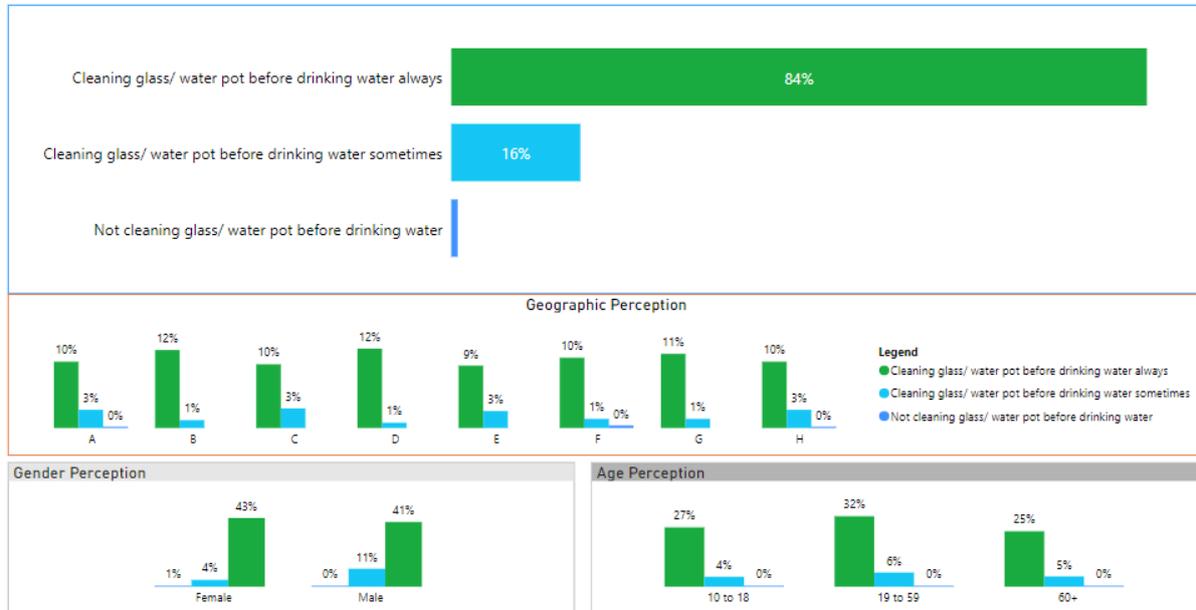
- Nine percent of respondents do not cover their water containers during water transportation.
- Nineteen percent cover their water containers sometimes. Rest 72% covering always their water container during water transportation.

Data cross-checked with geographic and age perceptions indicate a similar ratio as above.

Data cross-checked with gender perceptions indicate that females' answer is higher than males in terms of "Covering always during water transportation." It was also found that those who said "not covering" were all male respondents.

## What do you do during water consumption?

Figure 11: Doing during water consumption



- 16%**
- Sixteen percent of respondents clean their glass/water pot sometimes.
  - Eighty-four percent of respondents always clean their glass/water pot before drinking.

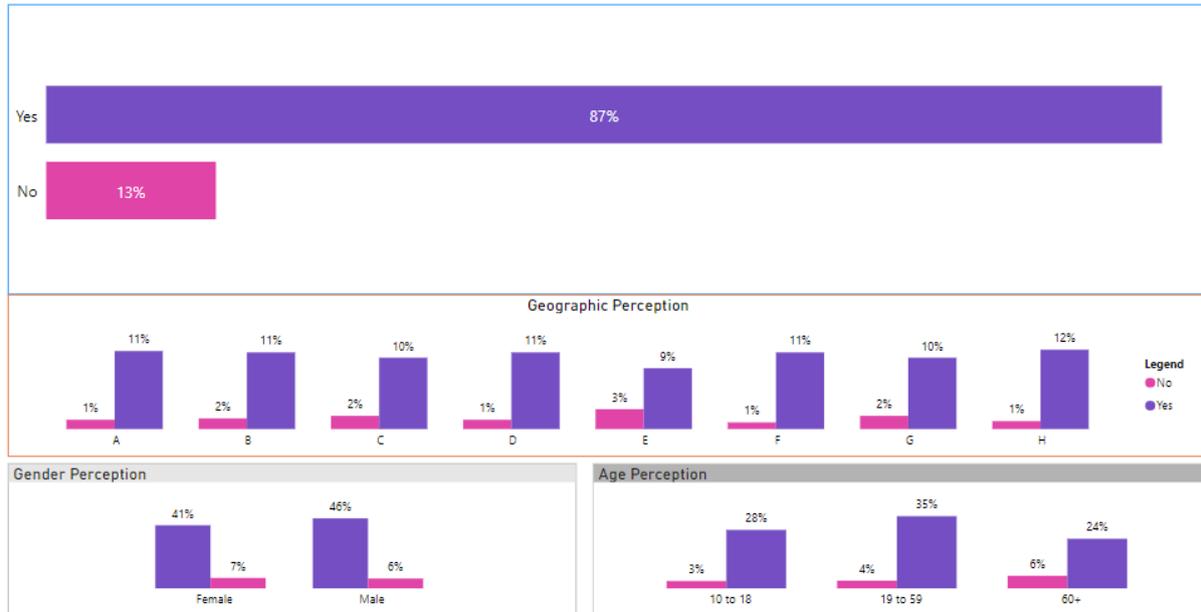
Data cross-checked with geographic perceptions indicate that 3% of Block A, C, E, and H respondents sometimes clean their glass/water pot during drinking.

Data cross-checked with age perceptions indicate that 4% to 6% of respondents sometimes clean their glass/water pot during drinking.

Data cross-checked gender perceptions indicate that males' percentage is higher than females in terms of "Cleaning glass/ water pot before drinking water sometimes." It was also found that those who said: "Not cleaning glass/ water pot before drinking water," were all female respondents.

Do all your family members have easy access to collect the water?

Figure 12: Easy access to collect the water



- 13%** : Thirteen percent of respondents have no easy access to collect water.
- Eighty-seven percent of respondents have easy access.

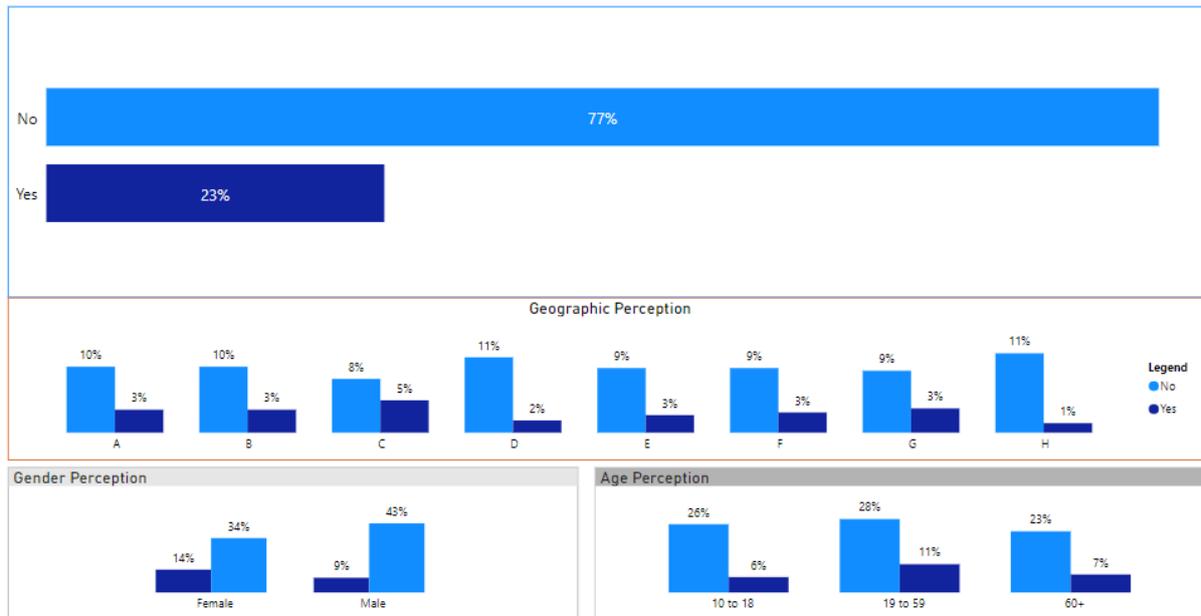
Data cross-checked with geographic, gender, and age perceptions indicate that the ratio is the same as above.

Among them who say there has no easy access, the reason is-

Reason	%
Elderly, can't collect	27.94%
Long Distance	25.00%
Pathway problem	13.24%
Quarles and rages	8.82%
Females do not feel comfortable because male members also collect in the same tap	4.41%
Teenage girls find it difficult to fetch water from the tap stand due to the traffic of men.	4.41%
There has an unauthorized leader who does not allow children and treats children as unimportant.	4.41%
So many male members stay there	2.94%
Staircase problems	2.94%
Women cannot come because tap stand near at Masque	2.94%
Adolescent girl not allowed by family	1.47%
Water comes too slow	1.47%

Do any of your family members face any challenges/difficulties in collecting water?

Figure 13: Facing challenges/difficulties in collecting water



23%

- Twenty-three percent of respondents face challenges/difficulties in collecting water.
- Seventy-seven percent of respondents said they have no problem with that issue.

Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

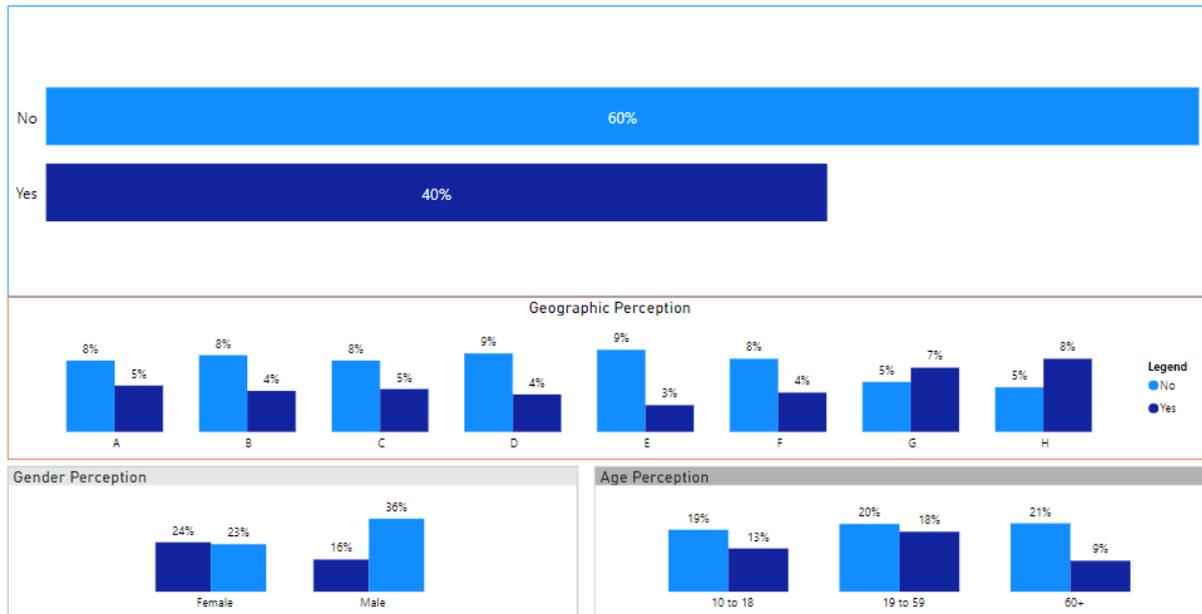
Data cross-checked with gender perceptions found that Male respondents' replies were higher than females. FGD's finding is that the main challenges are Quarles and power applied on the tap stand.

Among them who say there have challenges/difficulties, those are-

Challenges	%
Quarles and rages	25.00%
Pathway problem	19.17%
Long queue, if go late then cannot collect water	13.33%
Females do not feel comfortable because male members also collect in the same tap	11.67%
Long Distance	10.83%
Female feel uneasy	10.00%
Elderly, can't collect	6.67%
Adolescent girl not allowed by family	1.67%
Man cannot go because of women	0.83%
Women cannot come because tap stand near at Masque	0.83%

Do you know about Water User Groups at your subblock?

Figure 14: Knowledge about the water user group



**60%**

- Sixty percent of respondents do not know about the "water user group."
- Only 40% know about the water user group but are not fully aware of their responsibility, even the responsibility of the "water user group."

Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

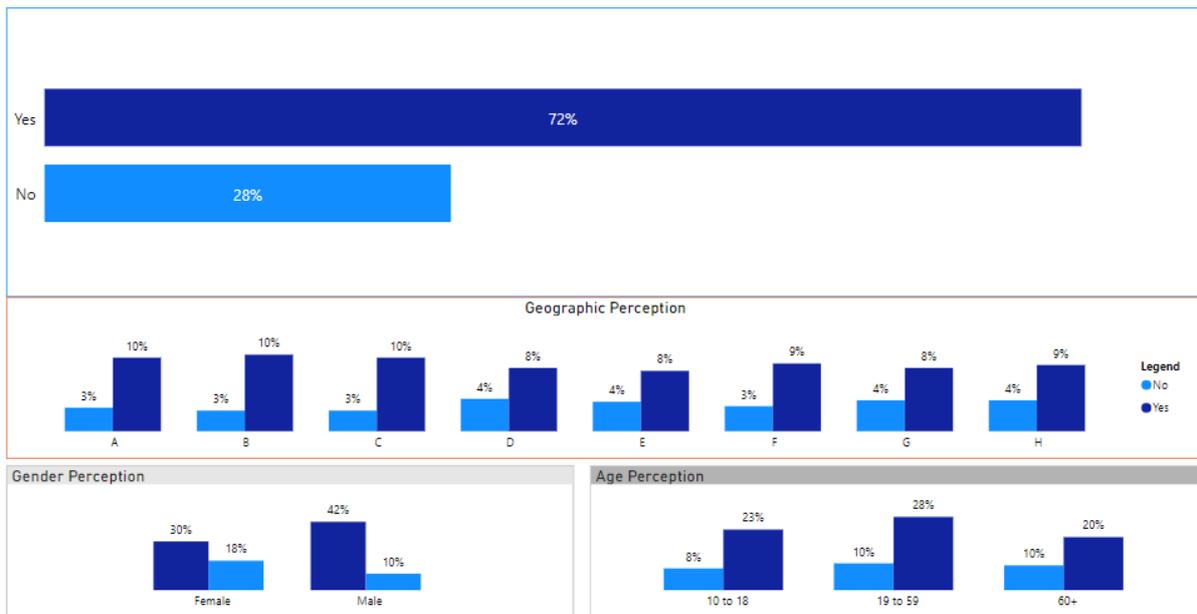
Data cross-checked with gender perceptions indicate that males are less aware than females.

The survey team also asked the respondents about their involvement with the water user group and monitoring activities. Only 21% of respondents replied about their involvement. The project has the scope to strengthen the water user group and related WASH committees.

## Sanitation

Are you using a hygienic latrine?

Figure 15: Using a hygiene latrine



**28%**

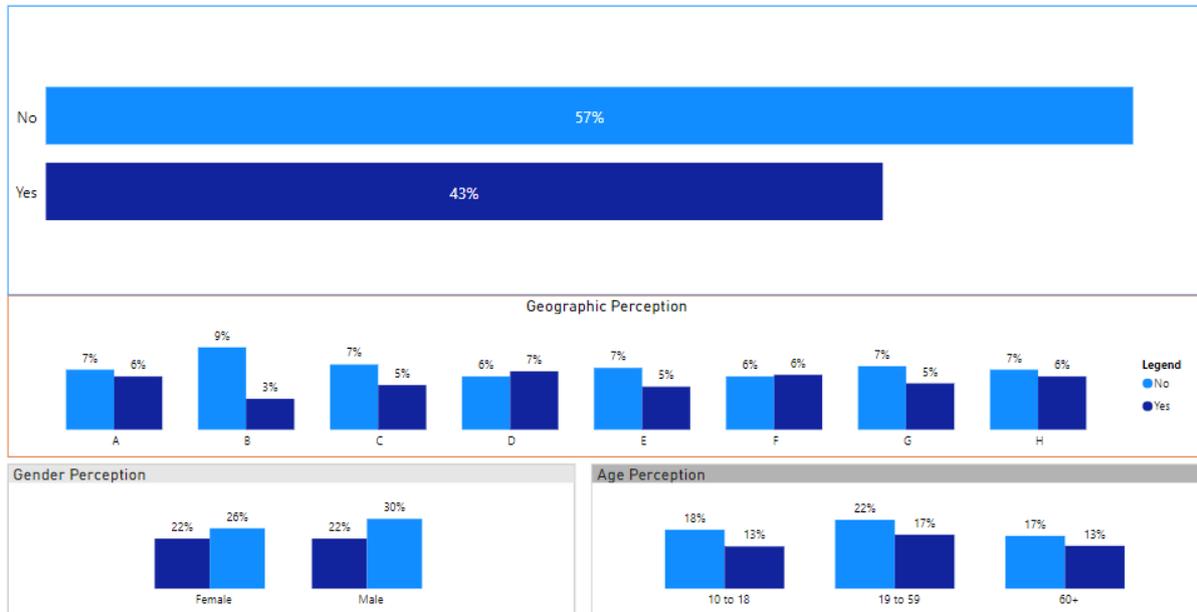
- Twenty-eight percent of respondents do not use a hygiene latrine.
- Seventy-two percent of respondents stated that they are using a hygiene latrine.

Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

Data cross-checked with gender perceptions indicate that male respondents' rate is more than females. Surveyors' observation is that the sense of cleanliness of males is less than females.

Does the latrine have any difficulties?

Figure 16: Difficulties of the latrine



**43%**

- Forty-three percent of respondents stated that they are using the latrine with difficulties.
- Fifty-seven percent of respondents stated that they are using the latrine without difficulties.

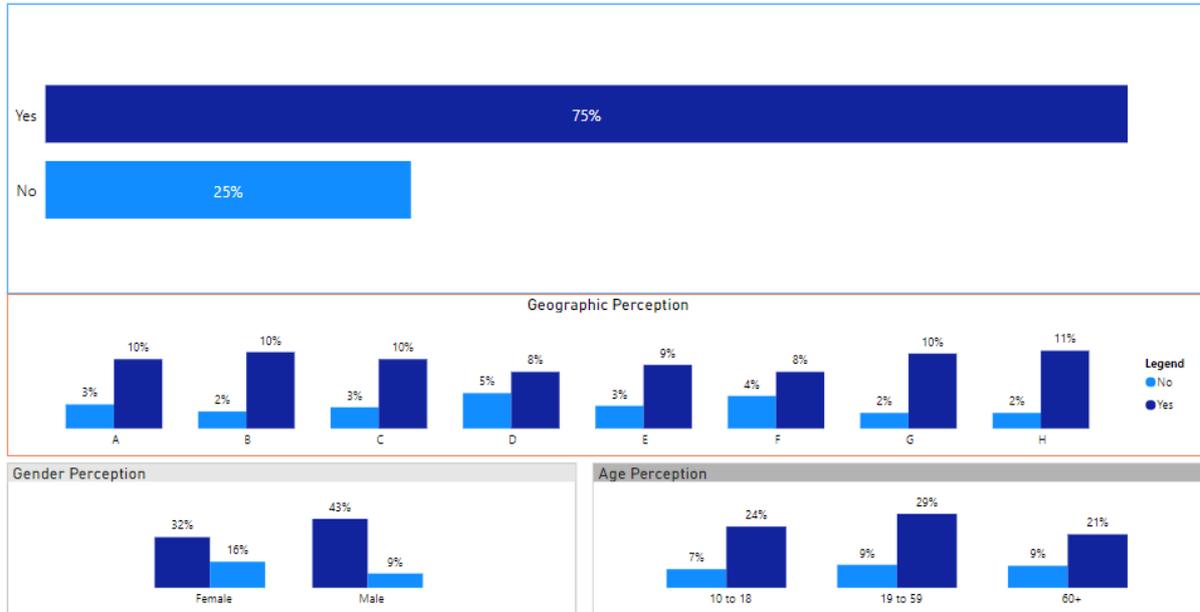
Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

Data cross-checked with gender perceptions indicate that male respondents' rate is more than females. Surveyors' observation is that males are more aware of female privacy-breaking facts.

The surveyors also asked the respondents, "Dose the latrine accessible for the person with a disability (if any)?" Only 37% of respondents replied Yes. Data cross-checked with geographic, gender, and age perceptions indicate the same ratio.

Do you & your family members (especially females) feel safe using a latrine?

Figure 17: Feel safe using a latrine



25%

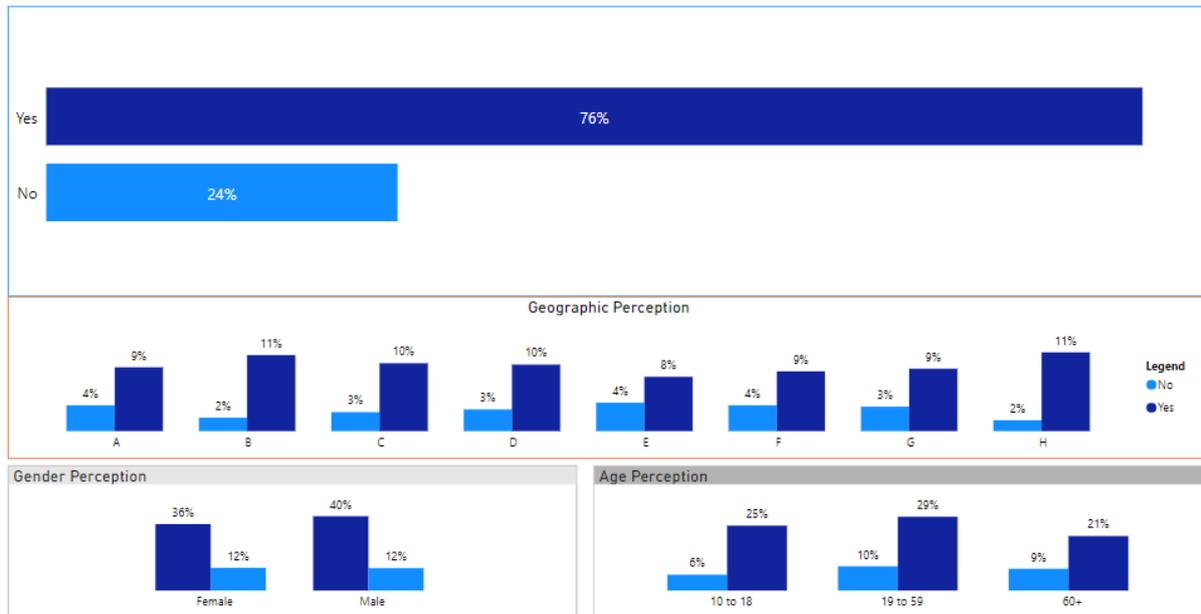
- Twenty-five percent of respondents stated that they do not feel safe using the latrine.
- Seventy-five percent of respondents think that they feel safe using the latrine.

Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

Data cross-checked with gender perceptions indicate that female respondents' rate is more than males. Surveyors' observation is that females are more concerned about privacy.

Are you satisfied with Access to Latrine provided by NGO?

Figure 18: Satisfaction with the access to a latrine



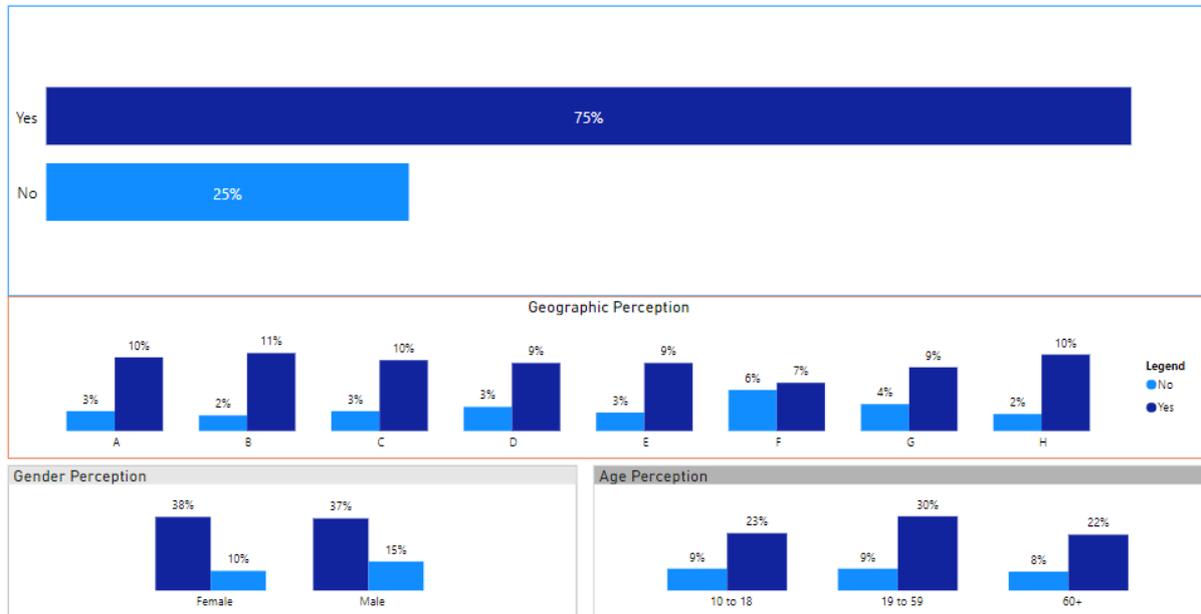
24%

- Twenty-four percent of respondents stated that they are unsatisfied with latrine access.
- Seventy-six percent of respondents stated that they are satisfied with latrine access.

Data cross-checked with geographic, gender, and age perceptions indicate that the ratio is the same as above.

Have any private urinal/ bathing place inside the household?

Figure 19: Private urinal/bathing place inside the household



**75%**

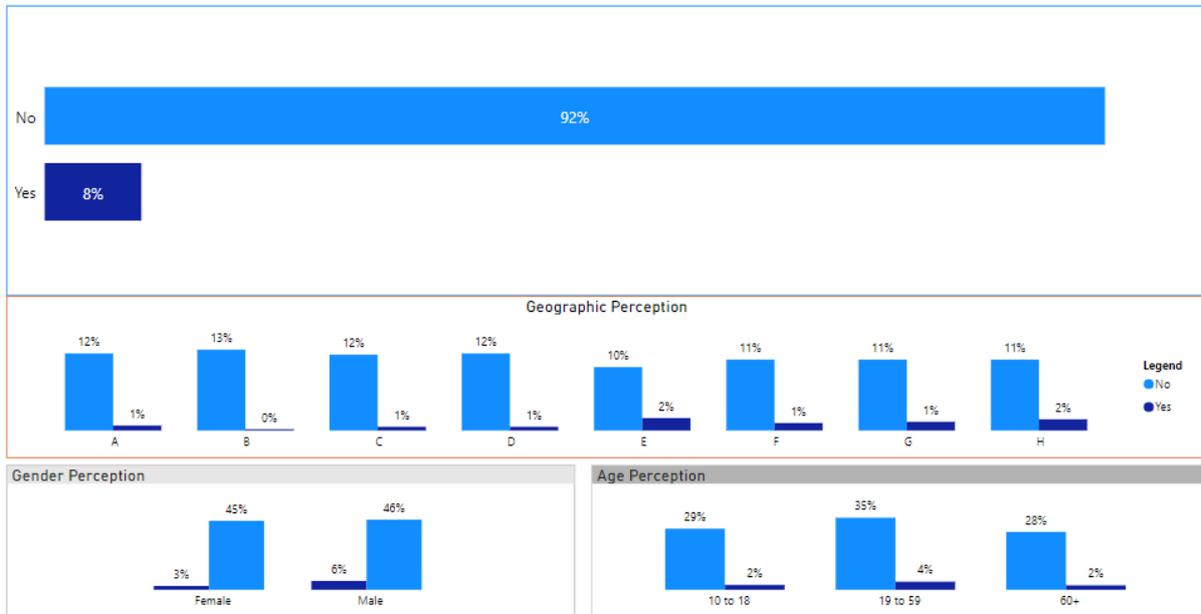
- Seventy-five percent of respondents specified that they have a private urinal/ bathing place inside the household.
- Twenty-five percent of respondents stated they have no private urinal/ bathing place inside the household.

Data cross-checked with geographic perception; only in F Block is the percentage low, 7%.

Data cross-checked with gender and age perceptions indicate that the ratio is the same as 75%.

Is there any sign of open defecation around the household?

Figure 20: Sign of open defecation around the household



8%

- Eight percent of respondents specified the sign of open defecation around the household.
- Ninety-two percent of respondents stated there has no sign of open defecation around the household.

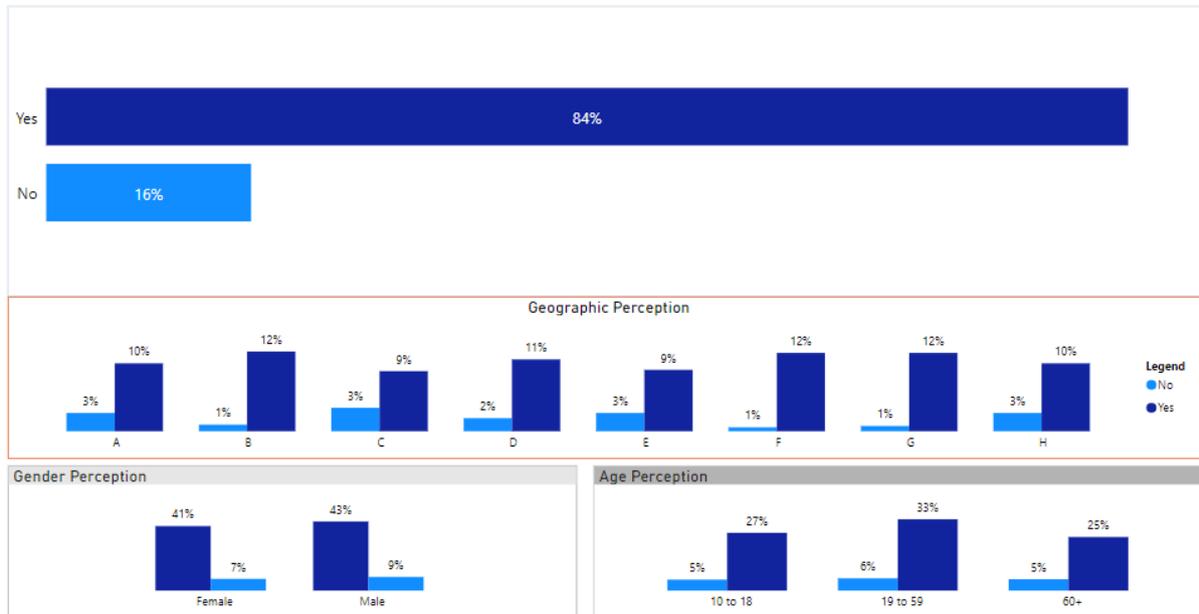
Data cross-checked with geographic perception; in E Block and H Block, the percentage is higher than in other blocks.

Data cross-checked with gender perceptions indicate that 6% of male respondents said there are signs of open defecation, while the female respondent's percentage is half. Surveyor's observation is that Male frequently went outside and found more signs of open defecation than females.

Data cross-checked with age perceptions indicate that the ratio is the same as 8%.

Do bathing cubicles provide adequate privacy, especially for females?

Figure 21: Providing privacy in bathing cubicles



16%

- Sixteen percent of respondents said their bathing cubicles do not provide adequate privacy, especially for females.
- Eighty-four percent of respondents said their bathing cubicles provide adequate privacy.

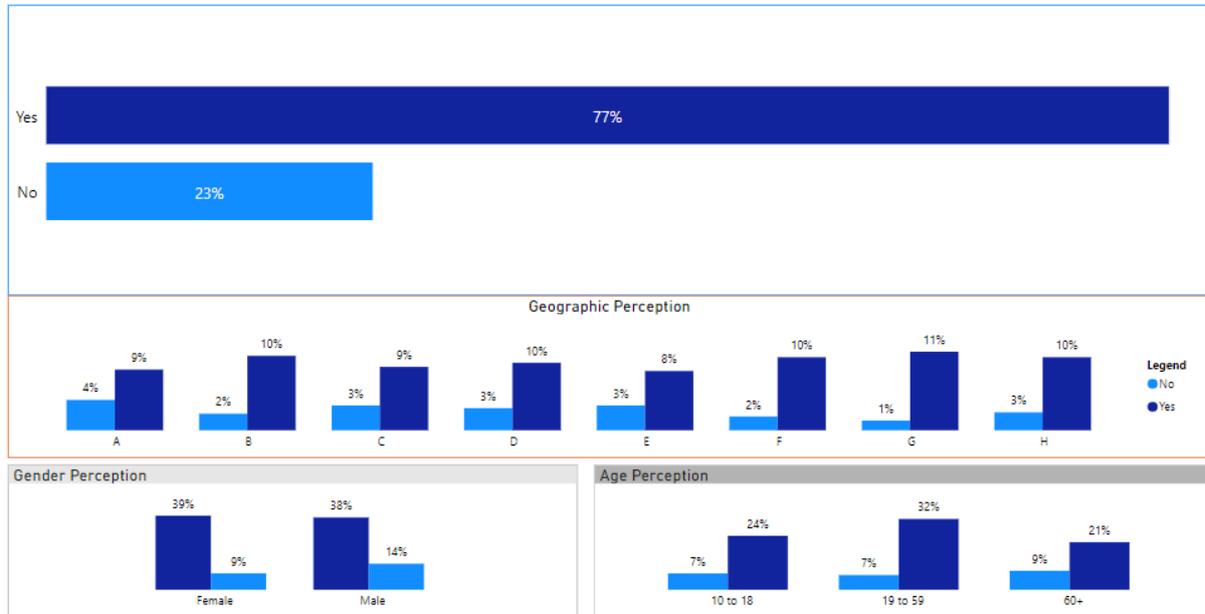
Data cross-checked with geographic perception; in Block A, C, E, and H, the percentage is higher than in other blocks.

Data cross-checked with gender and age perceptions indicate that the ratio is the same as 16%.

The survey team also asked the respondents, "Do you & your family members (Especially females) feel safe using bathing cubicles?" 18% of respondents replied NO. Data cross-checked with geographic, gender, and age perception, the ratio is the same.

Are you satisfied with access to bathing space/cubicles?

Figure 22: Access to bathing space/cubicles



**23%**

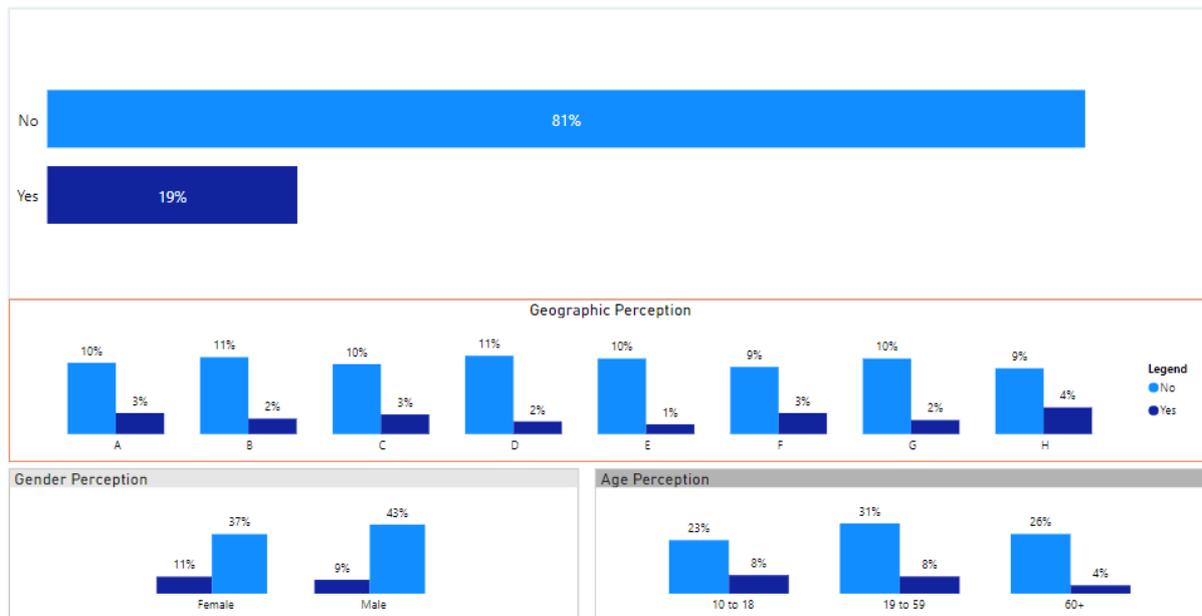
- Twenty-three percent of respondents said they are unsatisfied with access to bathing space/cubicles.
- Seventy-seven percent of respondents are satisfied with access to bathing space/cubicles.

Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

Data cross-checked with gender perceptions indicate that males are more satisfied than females.

Is there a handwashing device beside the latrine?

Figure 23: Handwashing device beside the latrine



**81%**

- Eighty-one percent of respondents stated there has no handwashing device beside the latrine.
- Nineteen percent of respondents stated there have handwashing devices besides the latrine.

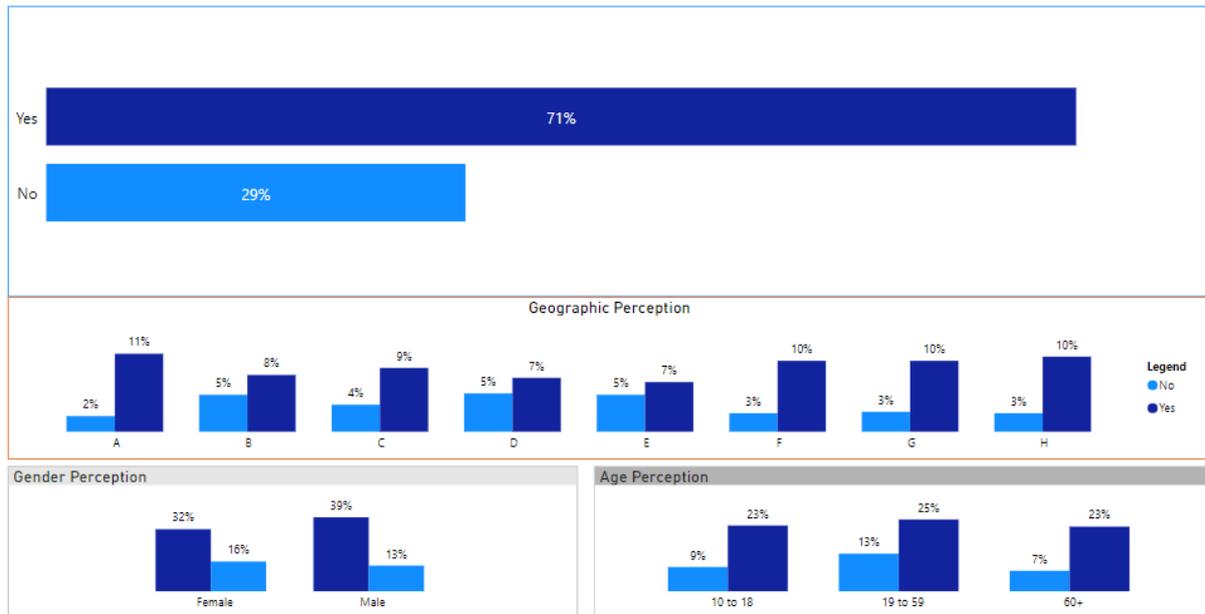
Data cross-checked with geographic perceptions, H Block has more handwashing devices than the other seven blocks.

Data cross-checked with gender and age perceptions indicate that males said more than females about the absence of a handwashing device beside the latrine.

The survey team also asked about the availability of water and soap/tippy tap in the handwashing device. Eighty-two percent of respondents replied with water availability, and Seventy percent responded with tippy tap availability.

Do you have a pair of red & green waste bins in your household?

Figure 24: pair of the waste bin in the household



29%

- Twenty-nine percent of respondents stated that their house does not have a pair of red & green waste bins.
- Seventy-one percent of respondents stated they have a pair of waste bins.

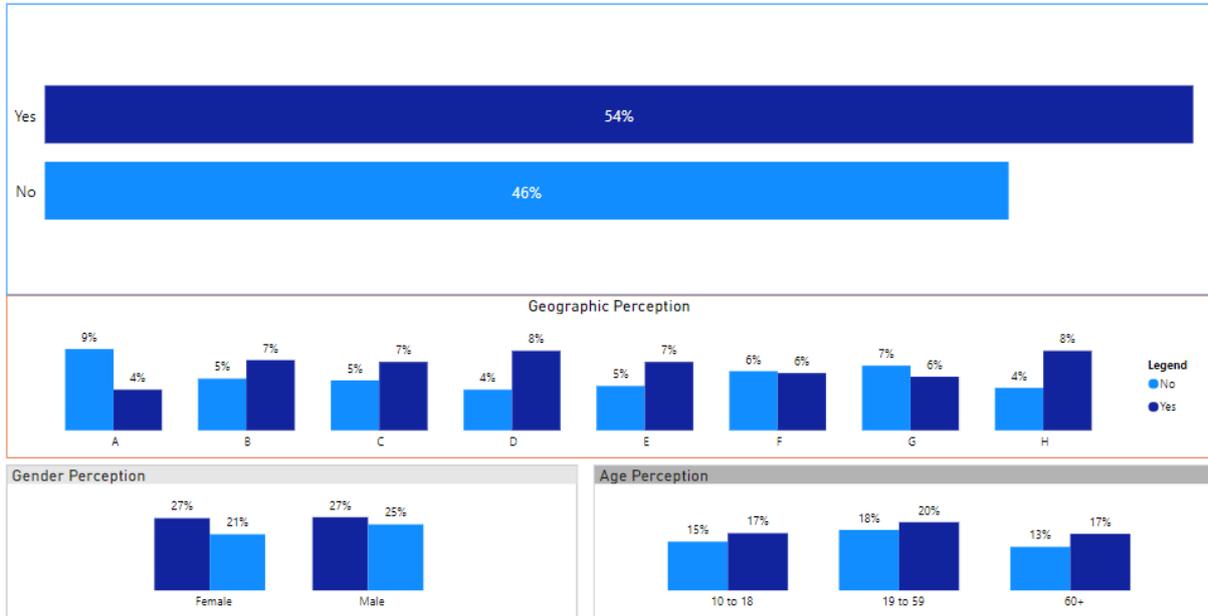
Data cross-checked with geographic perceptions, A, F, G, and H Block have more pairs of waste bins than the other four blocks.

Data cross-checked with gender and age perceptions indicate that females said more than males about the absence of a pair of waste bins in their household.

The survey team also asked about the usage of pairs of bins. Among those with waste bins, ninety-five percent of respondents replied that they use them properly.

Do you use the pair of red & green community waste bins nearby your household?

Figure 25: Use communal waste bins



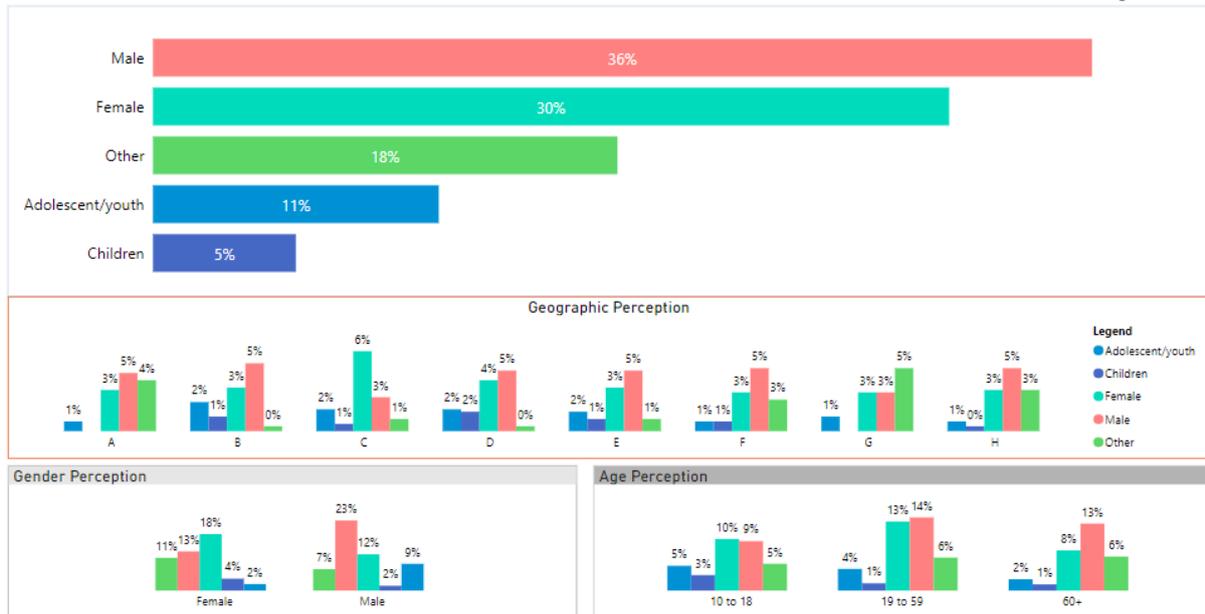
46%

- Forty-six percent of respondents stated that they do not use a pair of red & green communal waste bins nearby their household.
- Fifty-four percent of respondents stated they use communal waste bins.

Data cross-checked with geographic perceptions, respondents of Block A, F, and G used the communal bin less than the other five blocks.

## Who usually carries HH Solid Waste to communal bins?

Figure 26: Carries HH solid waste to communal bins



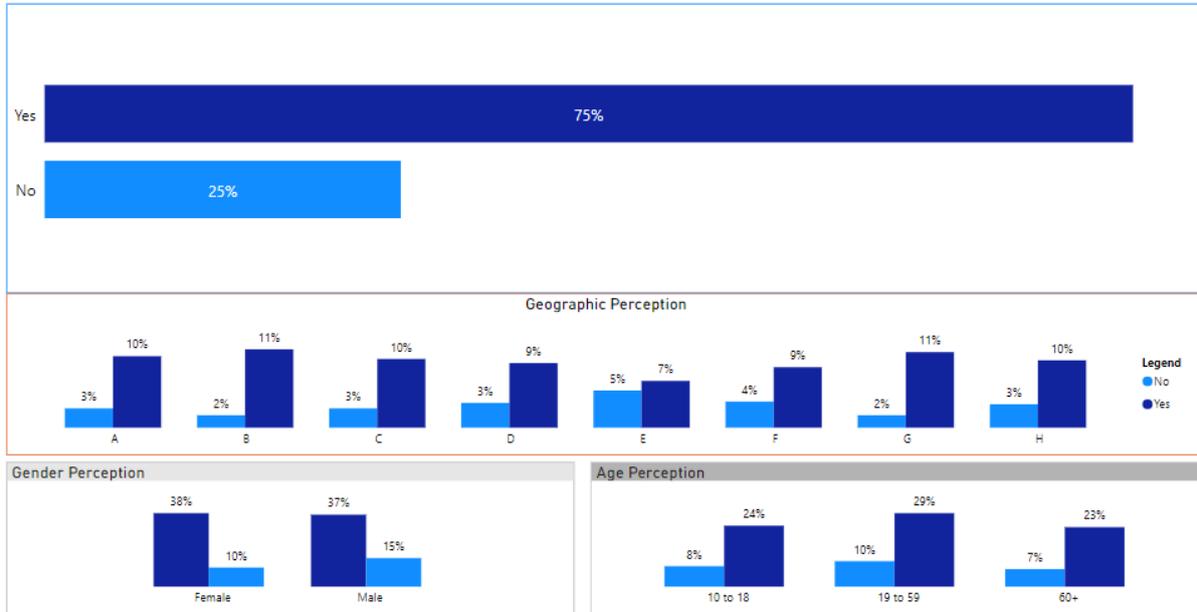
# 36%

- Thirty-six percent of respondents stated that Male members of the HH carry their HH waste to the communal bin.
- Thirty percent of respondents stated that Female members of HH carry their HH waste to the communal bin.
- Eighteen percent of respondents stated that a volunteer of NGOs carried from the house.

Data cross-checked with geographic, gender, and age perceptions found that the ratio is as same as above. FGD findings- sometimes, volunteer/solid waste labor comes 3/4 days later, so HH has to throw their waste nearby the drain.

Is the surrounding of HH clean? (No apparent trash scattered around)

Figure 27: Cleanness of the surrounding



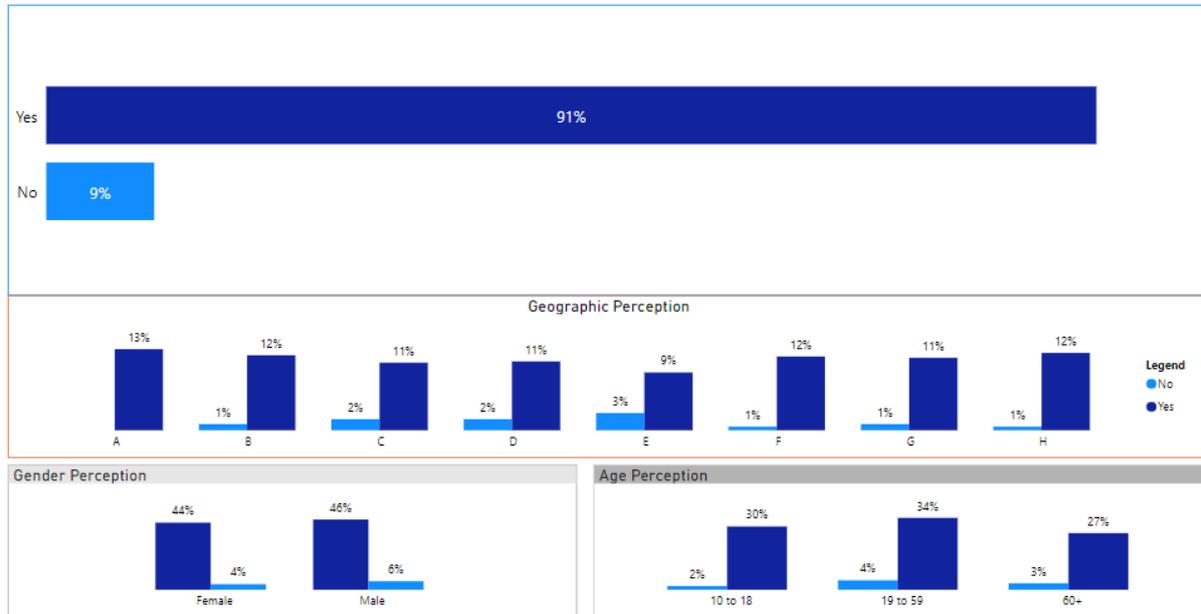
**25%**

- Twenty-five percent of respondents stated that the surrounding of HH is not clean. (No apparent trash scattered around).
- Seventy-five percent of respondents stated that the surrounding of the HH is clean.

Data cross-checked with geographic perception indicate that Block E and F are more unclean than the other six blocks. According to gender perception, the male respondents' ratio is more than females regarding the cleanliness of the surrounding HH.

Are you happy with this arrangement for Solid Waste Management (SWM)?

Figure 28: Happy with the arrangement for SWM



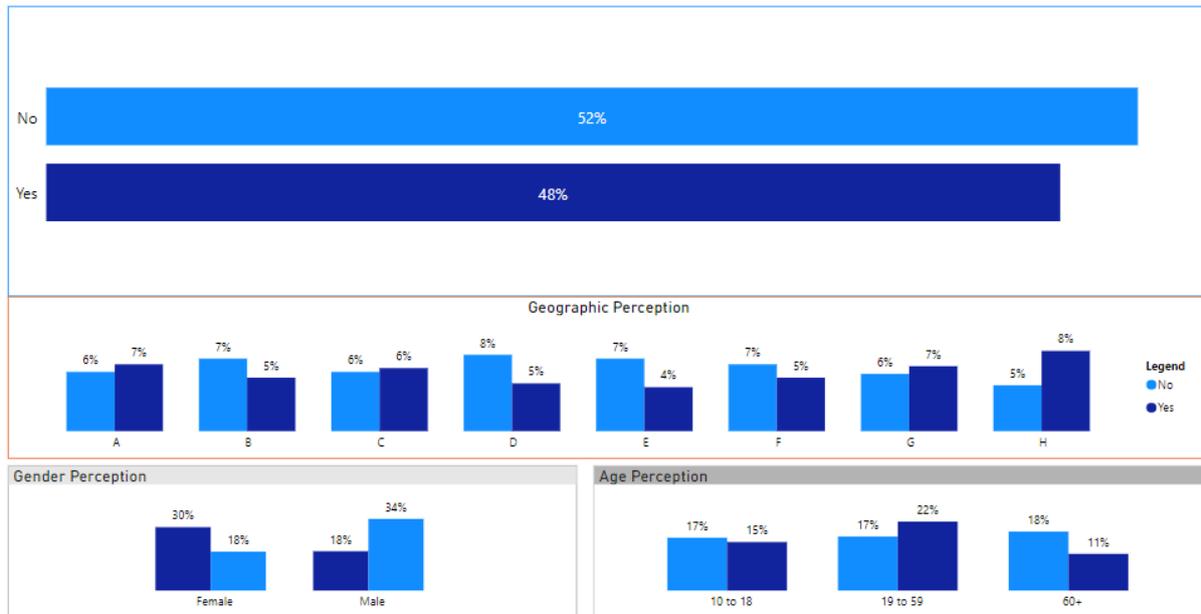
9%

- Nine percent of respondents said they are unhappy with the arrangement for Solid Waste Management.
- Ninety-one percent of respondents stated that they are happy.

Data cross-checked with geographic perception indicate that respondents of Block E are more unhappy than the other seven blocks. According to gender and age perception, the ratio is as same as above.

Do you know about "Latrine & Bathing Cubicle User Groups" at your sub-block?

Figure 29: Knowledge of Latrine & Bathing user groups



52%

- Fifty-two percent of respondents do not know about the "Latrine & Bathing Cubicle User Groups."
- Forty-eight percent of respondents know about the Latrine & Bathing Cubicle User Groups but are not fully aware of the responsibility.

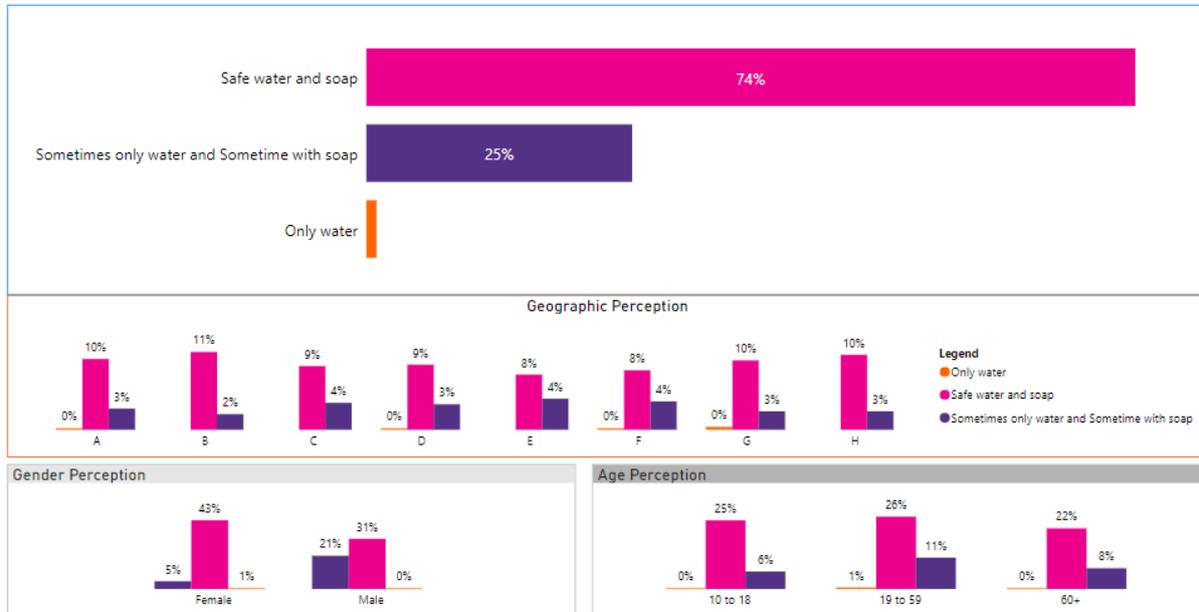
Data cross-checked with gender perceptions indicate that males are less aware than females.

Data cross-checked with geographic and age perceptions indicate that the ratio is the same as above.

The survey team also asked the respondents about their involvement with the "Latrine & Bathing Cubicle User Groups." Only 30% of respondents replied about their involvement. The project has the scope to strengthen the Latrine & Bathing Cubicle User Groups and related WASH committees.

What materials do you use for handwashing? How do you wash your hands?

Figure 30: Materials used for handwashing



25%

- Twenty-five percent of respondents wash their hands, sometimes only with water and sometimes with soap.
- Seventy-four percent of respondents wash their hands with safe water and soap.

Data cross-checked with gender perceptions indicate that females are more aware than males. On the other hand, those who practice handwash only with water are all female.

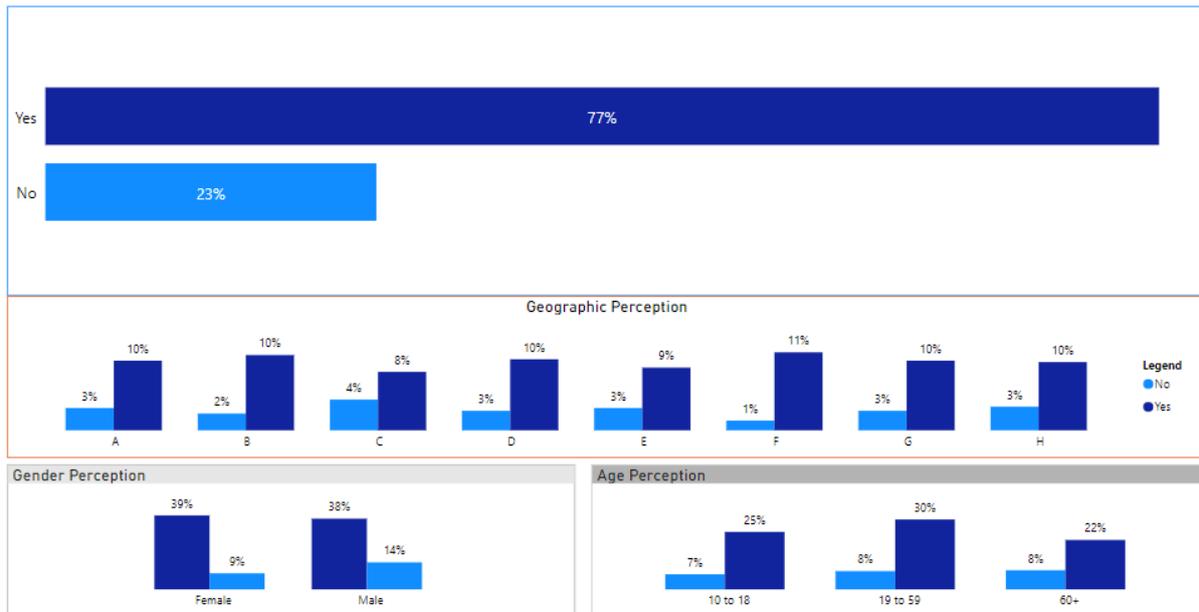
Data cross-checked with geographic perceptions indicate that Block C, E, and F respondents practice improper handwashing more than the other five blocks.

Ninety-one percent of respondents said that there had had soap. Nine percent of respondents said the unavailability of soap in their house. Among them, 86% have already used it, and the rest- 14%, have yet to receive it.

Surveyor also asked about the "satisfaction with the soap provided by NGO." Seventy-eight percent of respondents are satisfied, while 22% are not satisfied. Data cross-checked with the age, gender, and geographic perception indicate a similar ratio which is 78% are satisfied with the soap provided by NGO.

Do you have any handwashing devices in your house?

Figure 31: Handwashing device in the house



23%

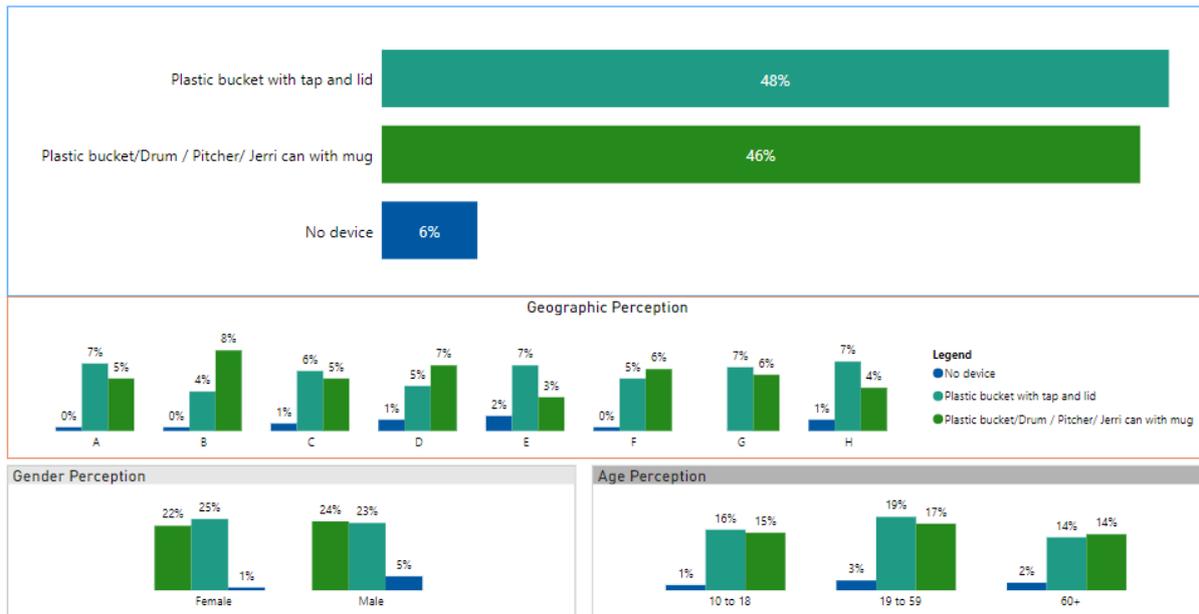
- Twenty-three percent of respondents said they have no handwashing device in their household.
- Seventy-seven percent of respondents have a handwashing device in their household.

Data cross-checked with geographic, gender, and age perceptions indicate a similar ratio.

The surveyor also observed the availability of water and soap in the handwashing device. Eighty-four percent of respondents have soap, and Seventy-five percent of respondents have water in their handwashing devices.

What type of handwashing device are you using in your HH?

Figure 32: Type of handwashing device in the HH



**46%**

- Forty-six percent of respondents use handwashing devices: "Plastic bucket/ Drum / Pitcher/ Jerri can."
- Forty-eight percent of respondents use a handwashing device: "Plastic bucket with tap and lid."
- Six percent of respondents have no specific handwash device.

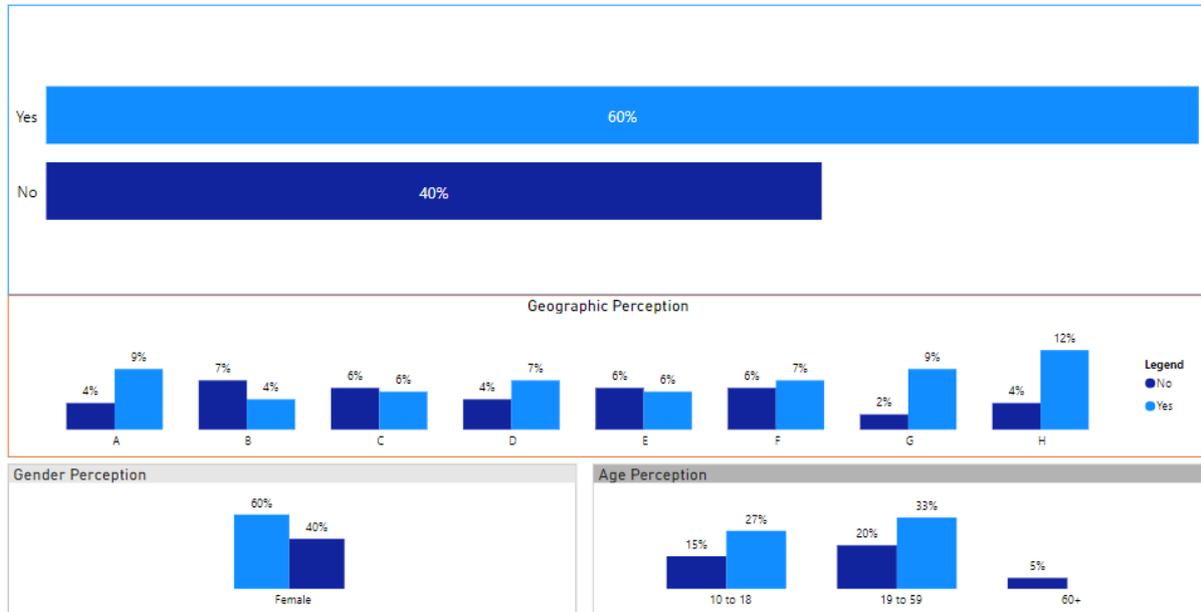
Data cross-checked with geographic perceptions indicate respondents who said they have no specific handwashing device in Blocks E, C, D, and H.

Data cross-checked with gender perceptions 6% of respondents said "no device" among them, 5% were male, and 1% were female.

Data cross-checked with age perceptions indicate a similar ratio of 48%, 46%, and 6%.

Did you & other female members receive MHM Kit?

Figure 33: Receive MHM Kit



**40%** • Forty percent of respondents did not receive MHM Kits.  
 • Sixty percent of respondents received MHM kits.

Data cross-checked with geographic perceptions indicate that respondents who did not receive MHM kits are in Blocks B, E, C, and F.

Data regarding MHM Kits received- 60% of respondents received "Before one year." Details are below.

Table 1: Last time MHM kits received

Time of receiving MHM Kits	Respondents %
Before one year	60%
Before six months	21%
Before one month	6%
Before three months	6%
Other (not applicable)	7%
<b>Total</b>	<b>100%</b>

Data regarding "from where they receive MHM kits," 55% of respondents collect MHM kits from NGOs, and the rest, 29% of respondents, purchased by own or collected from neighbors' excess MHM kits.

Table 2: Collection of MHM Kits

<b>Received MHM Kits</b>	<b>Respondents %</b>
Distributed by NGOs	55%
Purchased by own	29%
From collection center	9%
Others (not applicable)	7%
<b>Total</b>	<b>100%</b>

Data regarding "What Materials do you usually use," the majority use reusable cloth, one-third use Reusable pads, and ten percent use Disposable pads.

Table 3: Types of MHM Kits use

<b>Type of MHM Kits uses</b>	<b>Respondents %</b>
Reusable cloth	48%
Reusable pad	35%
Disposable Pad	10%
Others (not applicable)	7%
<b>Total</b>	<b>100%</b>

Data regarding "How do you wash reusable cloth/pad," the majority 79% of respondents wash with safe water & soap.

Table 4: Washing process of MHM Kits

<b>Washing process of MHM Kits</b>	<b>Respondents %</b>
Wash with safe water & soap	79%
Wash with only water	13%
Others (not applicable)	7%
<b>Total</b>	<b>100%</b>

Data regarding "Where do you dry the reusable cloth/pad? " the majority of 77% of respondents dry in the sunlight.

Table 5: Drying process of MHM Kits

<b>Drying process of MHM Kits</b>	<b>Respondents %</b>
Sunlight	77%
Inside House	12%
Inside latrine/bathing space	4%
Others (not applicable)	7%
<b>Total</b>	<b>100%</b>

Data regarding " Where do you store the reusable cloth/pad" most 57% of respondents store it inside the bucket/box. 22% of respondents keep it a hidden place in the household.

Table 6: Storing process of MHM Kits

Storing process of MHM Kits	Respondents %
Inside the bucket/ box	57%
In any hidden place in the household	22%
Beside the door	9%
Others (not applicable)r	7%
Under the bed	5%
<b>Total</b>	<b>100%</b>

Data regarding "Where do you change your menstrual clothes/pad?" the majority of 53% of respondents change in Bathing cubicles. 12% of respondents Change in the latrine.

Table 7: Changing places of MHM Kits

Changing places of MHM Kits	Respondents %
Bathing Cubicles/ Space	53%
Inside House	28%
Latrine	12%
Others (not applicable)	7%
<b>Total</b>	<b>100%</b>

Data regarding " How many times do you change your menstrual clothes/pad in a day/24 hours? " the majority, 58% of respondents, change daily three-time.

Table 8: Frequency of changing the MHM Kits

Frequency of Changing the Pad	Respondents %
Daily three-time	58%
Daily four-time	24%
Daily two time	10%
Other (not applicable)	7%
Daily one time	2%
<b>Total</b>	<b>100%</b>

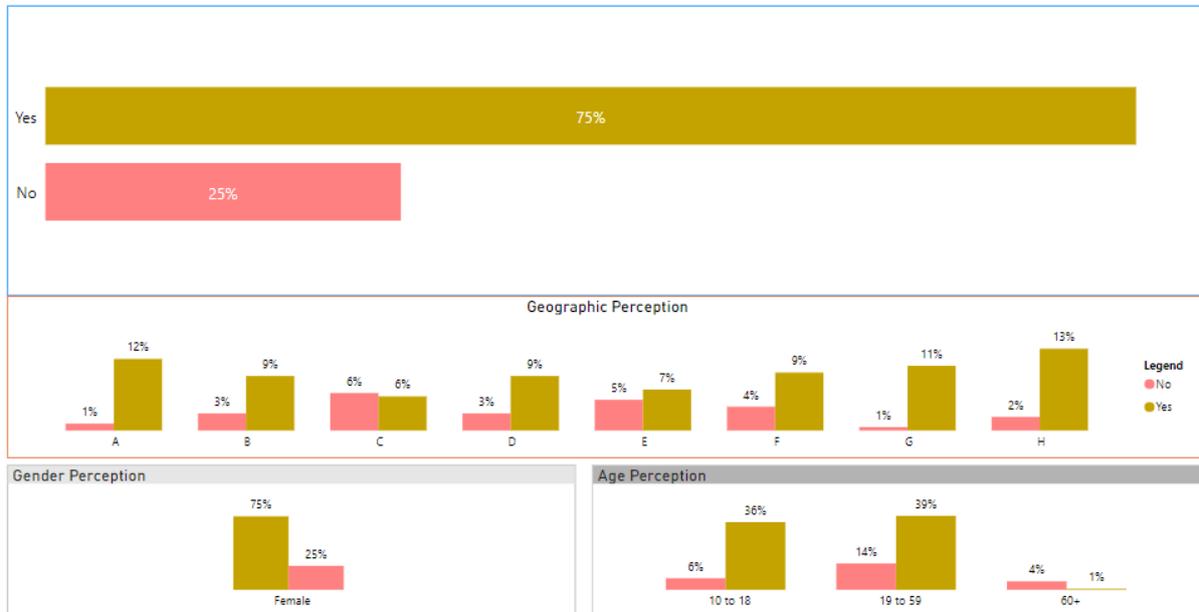
Data regarding " How do you dispose of your pad/ cloth? " the majority, 66% of respondents, bury in soil. 4% of respondents throw in the drain, and 1% throw in the open place.

Table 9: Dispose of a place the MHM Kits

Dispose of places of MHM Kits	Respondents %
Bury in soil	66%
Throw in the waste bin	21%
Other (not applicable)	7%
Throw in the drain	4%
Throw in the open place	1%
Burn it	1%
<b>Total</b>	<b>100%</b>

Do you know about "MHM Facilitators Groups" at your sub-block?

Figure 34: Knowledge of MHM facilitators group



25%

- Twenty-five percent of respondents do not know the "MHM Facilitators Group."
- Seventy-five percent of respondents know about it.

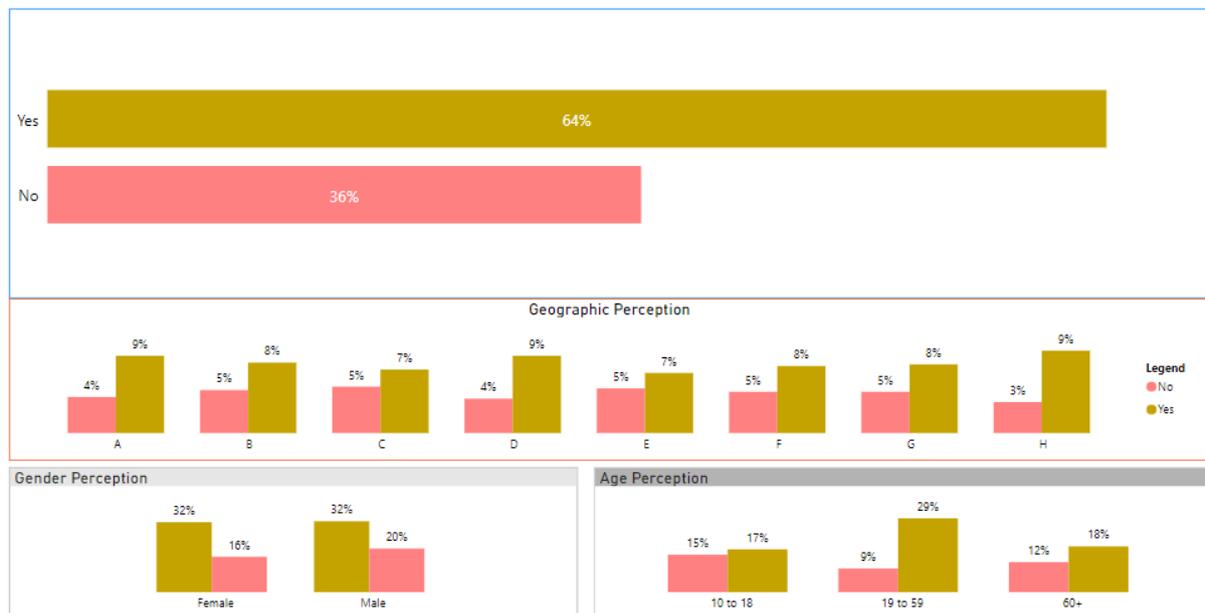
Data cross-checked with geographic perceptions indicate that most respondents who do not know the "MHM Facilitators Group" are in Blocks C, E, and F.

Data cross-checked with age perceptions indicate that most respondents are in the "19 to 59" age group.

The surveyor team also asked about the involvement with MHM Facilitators Group. 50% of the respondent stated that they have involvement with the MHM Facilitators Group.

Do you share any feedback with NGOs about WASH services?

Figure 35: Share feedback with the NGOs



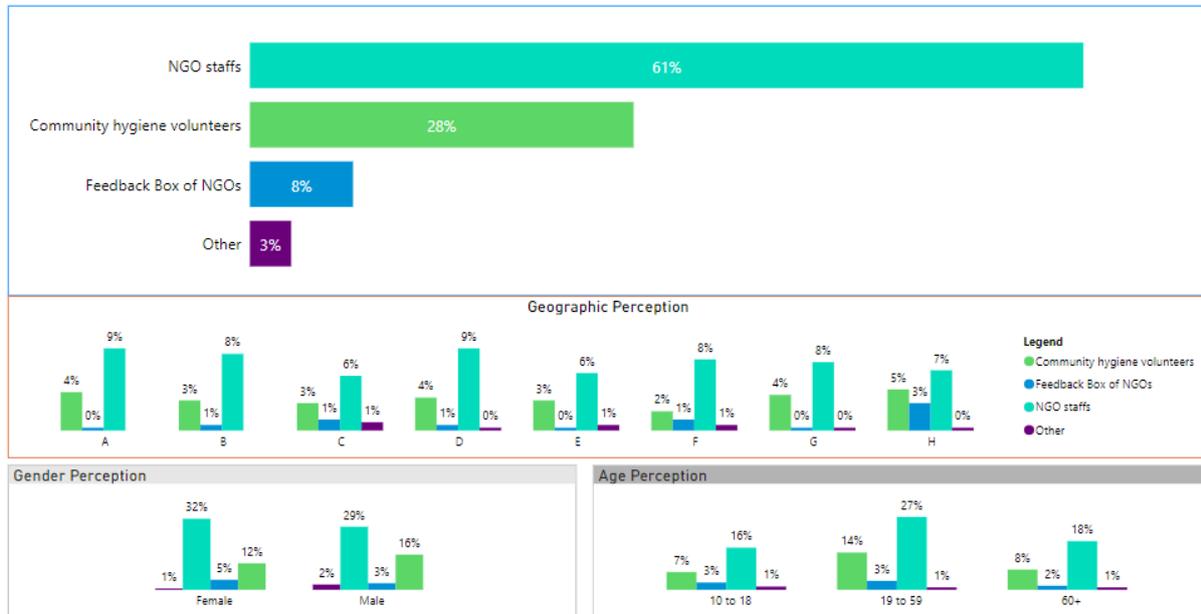
**36%**

- Thirty-six percent of respondents do not share any feedback with NGOs about WASH services.
- Sixty-four percent of respondents know about it.

Data cross-checked with geographic and age perceptions indicate that the ratio is as same as above.

Where do you usually share your feedback?

Figure 36: Feedback sharing channel



8%

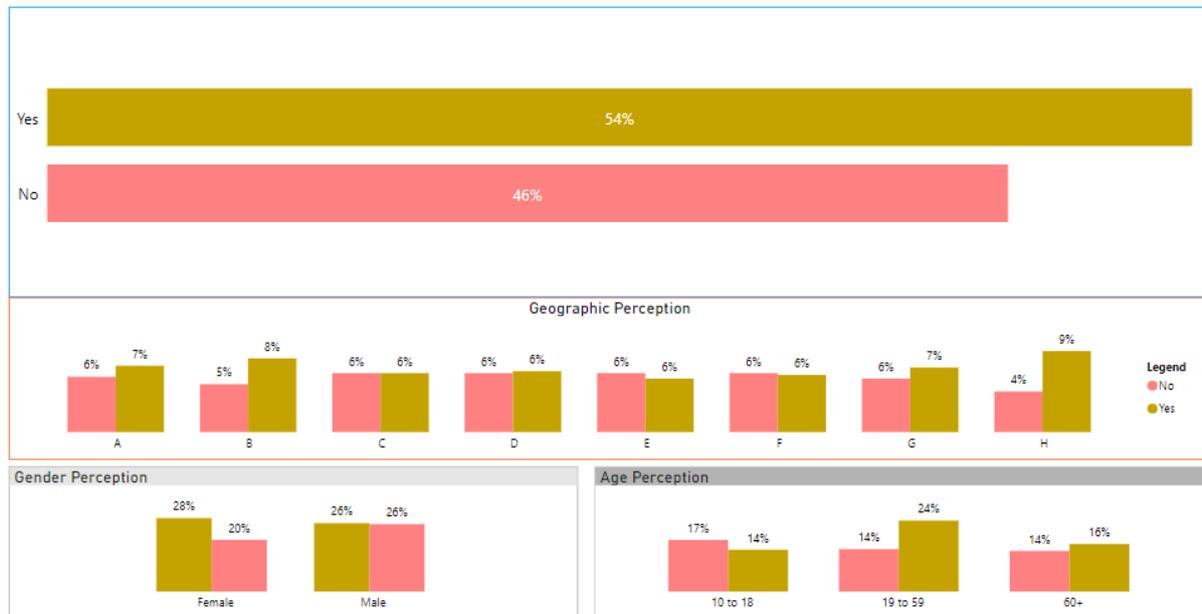
- Eight percent of respondents share any feedback using the "Feedback Box of NGOs."
- Twenty-eight percent of respondents share their feedback through "Community hygiene volunteer."
- Three percent of respondents share their feedback via Majhi and CiC.
- 61% of respondents share feedback through NGO Staff, including IOM and CARE Hub Offices.

Data cross-checked with geographic perceptions indicate that Block B, C, F, and H respondents use the "Feedback box of NGOs." Block C, E, and F respondents share their feedback through Majhi and CiC.

Data cross-checked with age perceptions indicate that Female respondents use "Feedback Box" more than males.

Are you satisfied with the action taken by NGOs as per your feedback?

Figure 37: Satisfaction with the NGO action on feedback



46%

- Forty-six percent of respondents are not satisfied with the action taken by NGOs as per their feedback.
- Fifty-four percent of respondents are satisfied.

Data cross-checked with geographic, gender, and age perceptions indicate that the ratio is as same as above.

Forty-three percent of respondents think NGOs did not address their feedback (Action taken as per the feedback).). They also said NGOs did not inform them about the action taken as per their feedback.

# RECOMMENDATIONS & CONCLUSIONS

## Recommendations and Conclusions

This KAPB assessment concludes with the following recommendation for future improvements:

- Out of 8 blocks, five blocks are new to the CARE WASH team. There has a scope to replicate the good practices.
- This is the baseline of KAPB. The findings which show negatives are not the blame of the CARE WASH team effort.
- The negative percentage should be treated as the target for year-end improvement.
- If CARE makes an action plan based on the negative findings and takes action accordingly, then it would be helpful to achieve the LTA goal.
- Need to keep attention to the older person in terms of WASH facilities along with Persons with Disabilities;
- The video clip for hygiene promotion may be more effective together; in this connection, CARE can collaborate with "shongjog," which is the open platform of CwC in Rohingya Camp.

# ANNEXES

## Annexes

- Questioners
  - Kobo Data Collection Questionnaire in Bangla



CARE\_ KAPB Survey  
2022 Bangla.pdf

- Kobo Data Collection Questionnaire in English



CARE\_ KAPB Survey  
2022 English.pdf

- Questionnaire Link- <https://ee.humanitarianresponse.info/x/RjOyXv2K>
- Editable Question



KAPB Survey  
Questionnaire-Unicef

- Enumerators' details

SI	Name of the Enumerators	Designation
1.	Affifa Sultana Jerrin	Data Enumerator
2.	Ahmed Abdullah jesad	Data Enumerator
3.	Fatema Khanam	Data Enumerator
4.	Ferdusi Rahman	Data Enumerator
5.	Kurshedul Alam	Data Enumerator
6.	Mohaiminul islam parvez	Data Enumerator
7.	Mohammad Ayas	Data Enumerator
8.	Mohammad Rashed	Data Enumerator
9.	Mohammed Younus	Data Enumerator
10.	Nasir Uddin	Data Enumerator
11.	Omar Faruk	Data Enumerator
12.	Rabiul Islam Chowdhury	Data Enumerator
13.	Shanu Akter	Data Enumerator
14.	Somaya Siddika Shoma	Data Enumerator
15.	Tanjida Akter Toslima	Data Enumerator