

APPENDIX 4 SURVEY TOOLS

a) Household questionnaire

Name of City	Vinh
Company Name	Vinh City Infrastructure Management and Development Joint Stock Company
Ward/Commune
Questionnaire Control number
Name of Interviewer
Address of House
Location of house of respondent (Fulfilled by interviewer)	1 Located directly on the main street with big trees on the sidewalk 2 Located in the alley or small street without big trees on the sidewalk
Telephone No.
Date / / 2008
Begin of interview hour minutes

QUESTIONNAIRE

WASTE WATER MANAGEMENT PROJECT IN PROVINCIAL CENTERS

INTERVIEWER: →→ PLEASE READ OUT THIS TEXT TO THE RESPONDENT CAREFULLY BEFORE YOU START WITH THE INTERVIEW!

In order to enhance the service quality in drainage and wastewater treatment for the inhabitants, therefore in the framework of waste water management project in Hai Duong Town, we are conducting the baseline survey incorporating Knowledge-Attitude-Practice & Consumer-Satisfaction-Survey, related with the waste water, solid waste and sanitation, in different levels. On behalf of the project management we would like to thank you very much for your cooperation and having time to answer the questions. Every information provided by you will be considered for this study only and not used for any other purposes.

PART 1: FAMILY STATUS

1. **Name of respondent:**
2. **Age**.....
3. **Gender**
 - 1 Male
 - 2 Female
4. **Ethnicity** (Pls. mark X in the suitable one)
 - 1 Kinh
 - 88 Other
5. **Education level** (Pls. mark X in the suitable one)
 - 1 Illiterate
 - 2 Primary (1-5) / Grade 1
 - 3 Secondary (6-9) / Grade 2

- 4 High school (10-12) / Grade 3
- 5 Worker
- 6 College
- 7 Bachelor, master degree and higher
- 88 Other

6. Profession (Pls. mark X in the suitable one)

- 1 Employee, official
- 2 Worker
- 3 Small private business (restaurant (pho, rice, ...), beer restaurant, grocery, ...)
- 4 Farming
- 5 Business (company, ...)
- 6 House duties
- 88 Other

7. Number of members resident in the household (permanent at home): head

8. Do you watch the central and local program such as VTV and BTV? (Pls. mark X in the suitable one)

Program	Every day (1)	4-6 days in week (2)	1-3 days in week (3)	Never (4)	DK/DA (5)
VTV 1, 2, 3					
NTV					

9. Do you hear the radio (local)? (Pls. mark X in the suitable one)

- 1 Every day in week
- 2 4-6 days in week
- 3 1-3 days in week
- 4 Never
- 99 DK/DA

PART II: KAP RELATED TO SANITATION, SOLID WASTE AND WASTE WATER

A SANITATION

10. Do you have a toilet? (Pls. mark X in the suitable one)

- 1 Yes
- 2 No →→ GO TO QUESTION 18
- 99 DK/DA →→ GO TO QUESTION 18

11. If “Yes”, what kind of toilet? (Pls. mark X in the suitable one)

- 1 Pit toilet →→ GO TO QUESTION 20
- 2 Central (off-site) sewage system →→ GO TO QUESTION 20
- 3 Septic tank toilet
- 88 Other →→ GO TO QUESTION 20

- 12. Is your septic tank inside or outside of house (yard, garden)?** (Pls. mark X in the suitable one)
- 1 Inside house
 - 2 Outside house (yard, garden)
 - 99 DK/DA
- 13. How many m3 does the septic tank have? m3**
- 14. Which kind of waste water do you dispose into septic tank of household?** (Pls. mark X in the suitable one)
- 1 Toilet
 - 2 Bathroom
 - 3 Kitchen
 - 4 Waste water from business/services
 - 88 Other
 - 99 DK/DA
- 15. To where do you discharge your wastewater (from toilet)?** (Pls. mark X in the suitable one)
- 1 Public drainage system
 - 2 Public road
 - 3 River, open channel, pond or lake
 - 4 Infiltrate into the soil, flow into garden, ...
 - 99 DK/DA
- 16. Do you experience bad odour in your house?** (Pls. mark X in the suitable one)
- 1 Yes
 - 2 No
 - 99 DK/DA
- 17. Do you empty your septic tanks?** (Pls. mark X in the suitable one)
- 1 Never
 - 2 Annual
 - 3 2-3 years
 - 4 4-5 years
 - 5 >5 years
 - 6 Any time if blocked or fully
 - 99 DK/DA
- 18. Do you use “septic tank medicine” such as micro phot, or others?** (Pls. mark X in the suitable one)
- 1 Yes
 - 2 Never
 - 99 DK/DA
- 19. If "No", where do you dispose of human waste?** (Pls. multichoice)
- 1 In the river
 - 2 In the waste water system (canal system)
 - 3 In the street / field
 - 4 Use neighbor's latrine
 - 5 Public Toilet
-

88 Other

20. Do you think using the river or field as a toilet? (Pls. mark X in the suitable one)

1 Spreads dangerous diseases?

2 Pollutes the water source?

3 Is not harmful?

88 Other

99 DK/DA

B WASTE WATER / DRAINAGE

B1 HOUSEHOLD'S CONNECTION

21. To where do you discharge your wastewater (other not from toilet)? (Pls. mark X in the suitable one)

1 Public drainage system

2 Public road

3 River, open channel, pond or lake

4 Infiltrate into the soil, flow into garden

99 DK/DA

22. If your house has drainage, what type of drainage do you have? (Pls. mark X in the suitable one)

1 Open drain

2 Covered drain

3 Both, open and covered drain

99 DK/DA

23. Is your waste water discharge pipe blocked in the last 6 months? (Pls. mark X in the suitable one)

1 1 time

2 2 times

3 Usually times

4 Never

99 DK/DA

B2 THE DRAINAGE SYSTEM IN SURROUNDING/NEIGHBORHOOD

24. Where is the public/community drainage system? (Location in comparison with the house of household)

1 In front of house

2 In back of house

3 Other

25. What type of this drainage system? (Pls. mark X in the suitable one)

1 Open drain

2 Covered drain

3 Both, open and covered drain

99 DK/DA

26. Is this drainage system blocked? (Pls. mark X in the suitable one)

- 1 Yes
- 2 No
- 9 DK/DA

27. If Yes what to do?

- 1 Cleaned by households
- 2 Inform ward, Company
- 3 Do nothing
- 99 DK/DA

B3 AWARENESS

28. How is the drainage and sewage situation around your home/street? (Pls. mark X in the suitable one)

- 1 Good →→ GO TO QUESTION 29
- 2 Bad
- 99 DK/DA

29. If "bad" what are the problems? (Pls. multichoice)

- 1 Mosquitoes breeding
- 2 Spread diseases
- 3 Bad odours
- 4 Polluted water source
- 5 Flooding
- 88 Other

30. Is the public drainage system in surrounding/neighborhood transgressed by other households? (Pls. mark X in the suitable one)

- 1 Yes
- 2 No →→ GO TO QUESTION 31
- 99 DK/DA →→ GO TO QUESTION 31

31. If "YES" what do the people to do?

- 1 Households meeting and try to stop this transgression
- 2 Inform ward, company
- 3 Do nothing
- 88 Other

32. In the case of broken-down of the local drainage system (pipe, closed canal), steal manhole cover ... is , what did the people do?

- 1 Repaired by the whole neighborhood
- 2 Inform the Company
- 3 Do nothing
- 99 DK/DA

33. As a general principle do you agree that waste water should be treated (cleaned) before it returns to the river or sea? (Pls. mark X in the suitable one)

- 1 Yes
- 2 No
- 3 Other
- 99 DK/DA

34. As a general principle do you agree that the community (industry, hospitals, markets etc) should pay for waste water treatment? (Pls. mark X in the suitable one)

- 1 Yes
2 No
3 Other
99 DK/DA

35. Are you agree that household should pay for waste water treatment? (Pls. mark X in the suitable one)

- 1 Yes
2 No →→ GO TO QUESTION 36
3 Other →→ GO TO QUESTION 37
99 DK/DA

36. If "YES" why? (Pls. mark X in the suitable ones)

- 1 This is obligation of all people to keep the green, clean and bountiful environment
2 Collection and treatment of wastewater is very costly and citizen should have financial contribution
88 Other
99 DK/DA

37. 44b. If "No" why?

.....
...

38. Scenarios: The construction of the wastewater treatment plant (WWTP) of Vinh is finished and the cost for treatment of wastewater is very high, more than the cost of clean water treatment. If the WWTP is in operation than the situation of water pollution can be improved and in the future the water quality of sea, lake, ponds, ... in city can be clean as water quality in the 1970s and 1980s. Now, we would like to ask how many can you pay for m³ wastewater treatment? We start from 5.000 VND/m³ and **How many are you willing to pay?**

- 1 More than 5.000 VND/m³ GO TO QUESTION a)
2 Less than 5.000 VND/m³ GO TO QUESTION b)

INTERVIEWER USES THE BIDDING GAME IN RIGHT DIRECTION AND REMARK WHERE THE INTERVIEWEE IS WILLING TO PAY OR AGREEING

a) Bidding in bottom – top direction	b) Bidding in top – down direction
Other	5.000 VND/m ³
9.500 <input type="checkbox"/>	4.500 <input type="checkbox"/>
9.000 <input type="checkbox"/>	4.000 <input type="checkbox"/>
8.500 <input type="checkbox"/>	3.500 <input type="checkbox"/>
8.000 <input type="checkbox"/>	3.000 <input type="checkbox"/>
7.500 <input type="checkbox"/>	2.500 <input type="checkbox"/>
7.000 <input type="checkbox"/>	2.000 <input type="checkbox"/>
6.500 <input type="checkbox"/>	1.500 <input type="checkbox"/>
6.000 <input type="checkbox"/>	1.000 <input type="checkbox"/>
5.500 <input type="checkbox"/>	Other
5.000 VND/m ³ <input type="checkbox"/>	

39. After starting operation of waste water treatment system would you connect with the system? (Explain that the connection will be written down as a agreement / contract) (Pls. mark X in the suitable one)

- 1 Yes
- 2 No
- 3 Other
- 99 DK/DA

C SOLID WASTE

40. Do you dispose solid waste into the public drainage system (if exists)? (Pls. mark X in the suitable one)

- 1 Usually
- 2 Sometime
- 3 Never
- 99 DK/DA

41. If “No Service” Where do you dispose of your solid waste? (Pls. mark X in the suitable one)

- 1 Throw it to sidewalk or street
- 2 Throw it in the river, ditch, field
- 3 Bury it
- 4 Burn it
- 5 Throw it anywhere
- 88 Other
- 99 DK/DA

PART III: INFORMATION, EDUCATION & COMMUNICATION PRACTICE

42. Did you receive any information on wastewater, solid waste, planted tree, park, street lighting & funeral services in the last six months? (Pls. mark X in the suitable one)

Information about	Yes (1)	No (2)	DK/DA (99)
Wastewater/drainage Service			
Street lighting services			

43. If yes, how often? (Pls. mark X in the suitable one)

Information about	1 time (1)	2-3 times (2)	4-5 times (3)	>5 times (4)	DK/DA (99)
Wastewater/drainage Service					
Street lighting services					

44. If yes, what kind of information did you receive?

- 1 ☐ The right in discharging wastewater
- 2 ☐ The obligation in discharging wastewater
- 3 ☐ Other (in details)

45. If yes, from what sources did you get the information? (Pls. mark X in the suitable one). **Pls. multichoice**

- 1 Neighbors / Friends
- 2 Company for water supply, wastewater Hai Duong
- 3 Health communicator / volunteer
- 4 Respected people in the ward
- 5 TV
- 6 Radio
- 7 Newspaper
- 8 Loudspeaker
- 88 Other

46. Who is the most influential person to communicate about water, waste water & sanitation? (Pls. mark X in the suitable one). **Pls. multichoice.**

- 1 Head of ward
- 2 Head of subward
- 3 Company for water supply, wastewater Hai Duong
- 4 Health worker
- 5 Member of Women's Union, elderly people, ...
- 6 Member of Youth Union
- 7 Neighborhood
- 88 Other

47. How often are public meetings on the services provided by company held in your ward? (Pls. mark X in the suitable one)

- 1 Never
- 2 < 1 month
- 3 Every 2 months
- 4 2-6 months
- 5 > 6 months
- 99 DK/DA

48. Is there a loudspeaker system in your ward? (Pls. mark X in the suitable one)

- 1 Yes
- 2 No →→ GO TO QUESTION 48
- 99 DK/DA →→ GO TO QUESTION 48

49. If "Yes", What is the most suitable time for listening to broadcasts? (Pls. mark X in the suitable one)

- 1 when time: from to
- 2 when time: from to

- 50. Ranking exercise: What are the most effective channels for the Company to communicate with you (the households)? (1 - Ineffective, 2 - effective, 3 - Very effective, 99 - DK/DA) (Pls. mark X in the suitable one)**

No	Channel	Ineffective	Effective	Very effective
1	Head of			
2	Neighborhood meeting			
3	Ward meeting			
4	Loud speakers			
5	Poster			
6	Leaflet			
7	Newsletter			
8	Radio			
9	TV			
10	Newspaper			
11	Notice Board			
12	Publicity Campaign			

88 Other (Please specify)

PART IV: CUSTOMER SERVICE SATISFACTION ON WASTEWATER, SOLID WASTE, & STREET LIGHTING SERVICES

SATISFACTION

- 51. Are you satisfied with following services provided by company? (1- Not satisfied 2 - Satisfied, 3 - Very Satisfied, 99 - DK/DA) (Pls. cycle the suitable one)**

No	Services	Evaluation			
		1	2	3	DK/DA
1	Wastewater/drainage Service				
2	Street lighting services				

COMPLAINS ABOUT WASTEWATER AND DRAINAGE SYSTEM

- 52. If you have ever been dissatisfied with the service have you ever complained to the Company? (If so pls. mark X in the suitable column)**

No	Problem	Existing		Complain	
		Yes	No	Complained	Still not complained
1	Bad drainage				
2	Block of pipe				
3	Open manhole				
4	Flooding, innundation				
5	Bad odour				
88	Other				

COMPLAINS ABOUT STREET LIGHTING

53. What have you complained about street lighting?

No	Problem	Ever	not yet
1	Lighting intensity		
2	Lighting intensity affecting by trees on the street		
3	Lighting duration		
4	Lighting density		
88	Other		

EVALUATION OF COMPLAINT SOLUTION

54. How would you rate the courtesy of Company staff who handled your complaint? (Pls. mark X in the suitable one)

- 1 Poor
- 2 Faire
- 3 Good
- 99 DK/DA

55. How effectively did they resolve your complaint? (Pls. mark X in the suitable one)

- 1 Ineffective
- 2 Effective
- 3 Very effective
- 99 DK/DA

56. Speed of resolution: From the date that you made your complaint, how long did it take for the Company to resolve it? (Pls. mark X in the suitable one)

- 1 1 day
- 2 2 – 3 day
- 3 4 – 7 day
- 4 8 – 14 day
- 5 over 14 day
- 99 DK/DA

Before ending the interview, the interviewer asks the respondent about the household situation (Pls. very polite)

57. Household income per month in last 12 months (estimated) (Pls. mark X in the suitable one)

- 1 Under 1 mill. VND
- 2 From 1-2 mill. VND
- 3 From 2.1-3 mill. VND
- 4 From 3.1-4 mill. VND
- 5 From 4.1-5 mill. VND
- 6 From 5.1-6 mill. VND
- 7 From 6.1-7 mill. VND
- 8 From 7.1-8 mill. VND
- 9 From 8.1-9 mill. VND

- 10 From 9.1-8 mill. VND
- 11 From 10.1-11 mill. VND
- 12 Over 11 mill. VND
- 99 DK/DA

58. If "YES" would you tell us about the average food expenses per day (not inclusive for rice, salt, fuel) thousand VND/day

Bill for clean water per month thousand VND/month

59. Generally in the region, to which category does your household belong?

- 1 Rich →→ GO TO QUESTION 88
- 2 Moderate →→ GO TO QUESTION 88
- 3 Poor
- 9 DK/DA →→ GO TO QUESTION 88

60. If your household belongs to poor category, are you living officially under the poverty line?

- 1 Yes
- 2 No

61. Do you have something to add or suggest related to the above issues

.....
62. The general estimation of interviewer

- 1 Rich
- 2 Moderate
- 3 Poor

63. Kind of household's house: with floor

The interview ended at hour minutes

END OF INTERVIEW

Thank you for your cooperation!

Signature of controller

Signature of interviewer