

LESSONS FROM THE TSUNAMI:

SURVEY OF AFFECTED FAMILIES IN  
INDIA AND SRI LANKA

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This research was conducted by Fritz Institute in India and Sri Lanka utilizing a professional social science research and survey firm. The research project was supervised by Dr. Anisya Thomas, Managing Director, Fritz Institute and Dr. Vimala Ramalingam, the former Secretary General of the Indian Red Cross.

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## EXECUTIVE SUMMARY

On the 26th of December, 2004, India and Sri Lanka suffered one of their worst natural calamities. A massive earthquake of magnitude 9.0 struck Indonesia off the West Coast of Northern Sumatra at 6.29 A.M (IST) followed three hours later by another quake 81 km west of Pulo Kunji, Great Nicobar. These earthquakes triggered giant tidal waves, which hit 2260 km of Indian coastline on the Southeast coast and more than 1000 km of Sri Lanka along its North, East and Southern coasts, causing colossal damage. The current estimates suggest that more than 31,000 people were killed in Sri Lanka and approximately 11,000 people were killed in India. More than two million people were affected by this disaster in the two countries, with the number displaced hovering at about 1 million.

The reactions to the Tsunami were vastly different in each country. The Indian government declined international assistance for the relief operations, declaring that sufficient resources were available in the country to assist those made vulnerable. After an initial delay, the Sri Lankan government requested international assistance. In both countries, the government (central, state and district level), local NGOs, international NGOs already operating within the country, the private sector and religious groups sprang into action in an unprecedented relief effort.

In an effort to understand the dynamics of the relief operation and gather data to inform future relief efforts, Fritz Institute conducted a study of non-governmental organizations and affected families in India and Sri Lanka, including all the regions affected by the Tsunami.

This report outlines the findings of the affected families' study, which consisted of 802 interviews from 100 villages spread across twelve districts in India, and 604 interviews from 97 villages spread across 9 districts in Sri Lanka. In India, 100 out of 376 affected villages across Tamilnadu were selected for study, with 8 interviews conducted in each survey site. Only families who were impacted by the Tsunami or who had lost a family member were selected for the survey. In Sri Lanka, 604 disaster-affected families in the districts of Colombo, Kaluthara, Matara, Hambantota, Ampara, Batticola, Trincomalee and Jaffna were surveyed. Some were interviewed in temporary relocation facilities. Both quantitative and qualitative methodologies were used in the survey, and all the interviews were conducted in March 2005 by trained, native, bilingual investigators using English and/or the local languages, as appropriate.

The following report begins with a summary of key findings. Three appendices provide the original field reports from each country, followed by the survey instrument used to interview affected families.

## FINDINGS

### **1. Local Organizations were Most Active in Rescue and Relief Efforts**

Over the 48 hours following the Tsunami impact, numerous organizations jump-started relief operations to provide lifesaving services to survivors. The most active of these organizations were local, although key actors differed across the two countries. Government was extremely active in India, where 86% of survey respondents reported receiving assistance from state agencies during the first two days after the disaster; by contrast, only 9% reported receiving aid from international organizations. Civilian government was a negligible actor in Sri Lanka, reaching only 4% of respondents, while the armed forces were the most commonly cited providers of aid, reaching 39% of all surveyed families. International organizations reportedly reached only 14% of respondents in Sri Lanka.

We found that a wide variety of other local non-state groups also provided assistance in both countries. In India medical groups (59%), religious organizations (54%), and political parties (45%) were cited as major providers of aid, as were local NGOs and businesses (40%). In Sri Lanka, respondents cited medical groups as active providers of assistance (23%), followed by religious organizations (20%). Relief provision was initially faster in India, where centralized emergency response mechanisms were stronger, although Sri Lankan relief teams achieved comparable levels of coverage by the twelfth hour following the disaster.

### **2. Strong Commodity Aid Over the First 48 Hours, but Other Core Services Lacking**

Surveyed families in both India and Sri Lanka reported relatively robust supplies of commodity aid (food, water, clothing) during the first two days following the Tsunami. In India, 91% reported receiving food supplies, 85% received drinking water, and 66% received clothing. 78% of Sri Lankan respondents received food over the first 48 hours, 70% received fresh drinking water, and 52% received clothing.

However, despite the strong provision of commodity relief, other critical services were in shorter supply. Less than half of Indian respondents reported search and rescue efforts (48%) following the disaster, and only 15% cited debris clearance. Tsunami victims in Sri Lanka reported even lower levels of service provision, with 31% citing there were search and rescue efforts, and only 8% reporting debris clearance. Some respondents felt that the absence of such services led to further loss of life: one survivor commented that "we feel at least some would have survived, if they were searched for in the first day itself." Medical care, while relatively well distributed in India (66%), reached only a third of respondents in Sri Lanka over the two days following the Tsunami.

### **3. The Majority of Medium-Term Relief Provided by Local Organizations**

In addition to reporting on immediate-term relief, respondents were asked to comment upon assistance received over the first 60 days following the Tsunami, and to identify the major providers of a number of core goods and services, including food, various household necessities, medical care, and shelter. In both India and Sri Lanka, local organizations remained critical for the provision of medium-term humanitarian services, significantly outpacing international organizations.

Survey respondents in India noted that government was the primary provider of 8 out of 10 core relief services over the two months following the Tsunami, with private companies and local NGOs also

cited as major providers. In Sri Lanka, local NGOs led across 7 out of the 10 core relief services, with international NGOs cited as a major service provider.

#### **4. Beneficiaries Cite Some Relief as Inappropriate to Local Conditions**

In evaluating several types of relief, notably clothing provisions and temporary shelter, survey respondents cited difficulties with the appropriateness of aid for both the cultural and climate.. Some beneficiaries in India who were given tar and tin-sheet temporary dwellings found them to be poorly ventilated and hot. "Very hot in the day time, stuffy in the night time," commented one respondent, "how are we supposed to live here?" Other surveyed families who received tents considered them to be culturally unsuitable, owing to their use by nomadic groups.

The distribution of clothing was considered by many in both India and Sri Lanka to be humiliating: 55% of surveyed families in India stated that clothing assistance reduced their dignity, as did 33% of respondents in Sri Lanka. Many were upset that the available clothing was used, or in poor condition. Others could not find clothing appropriate to local cultural norms; one respondent in India noted that "we scrambled the whole heap and still could not get a saree, there were only churidhars for women." Lastly, some respondents felt that the available clothing was simply inappropriate for the local conditions. One aid beneficiary in Sri Lanka reported that "clothes given from abroad (were) not suitable for our climate conditions."

#### **5. Relief Processes and Content are Both of High Importance to Aid Beneficiaries**

Survey results from both India and Sri Lanka strongly indicate that relief processes (the manner in which relief is distributed) and content (the timeliness and substantive adequacy of assistance) are both of high importance to aid beneficiaries. While most surveyed families showed strong appreciation for the services provided by humanitarian agencies, many stated that they were humiliated by distribution processes which made them feel like beggars, or by the poor quality or inappropriateness of food and clothing. Instances of aid rejection were reported to have occurred when the distribution mechanisms or the character of assistance undermined the dignity of recipients.

Surveyed families in both countries also responded strongly to the issue of fairness, angrily citing instances where aid was released along political, religious, or class lines. While we cannot estimate the scale of distributional inequity, survey respondents in both countries reported instances in which local elites distorted or seized control over the distribution of relief materials.

# APPENDIX A: SURVEY OF AFFECTED FAMILIES IN INDIA

## PROFILE OF THE SURVEY RESPONDENTS

In each of the families surveyed a single adult acted as the key respondent, and other members of the family were encouraged to participate.

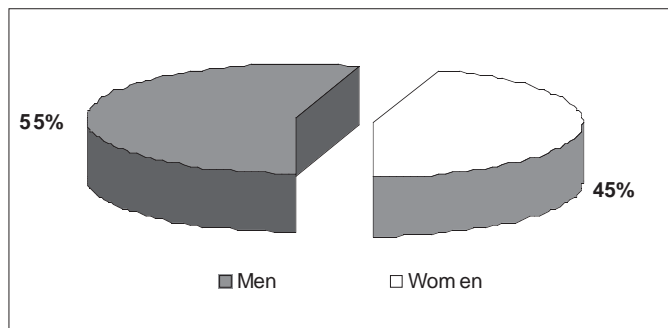
Table 1.0: Age Distribution of Key Respondents

Age	Percentage
18 - 20 yrs	1
20 – 29 years	26
30 – 39 years	33
40 – 50 years	28
Above 50 years	12
Total	100

Base: 802

87% of the respondents were between 20 to 50 years old

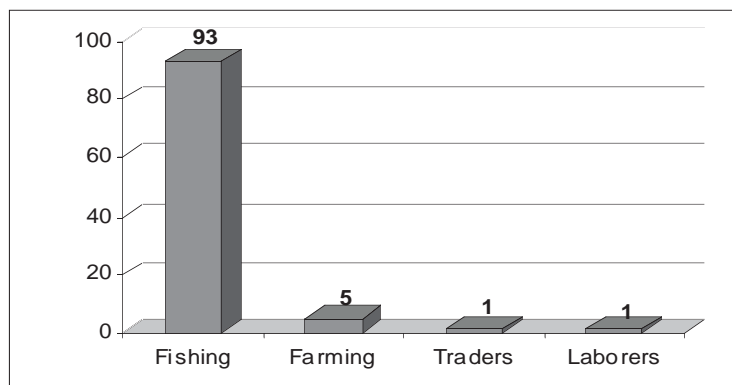
Table 1.1: Gender Distribution of Key Respondents



Base: 802

55% of key respondents were men, and 45% were women.

Table 1.2: Occupational Distribution of Key Respondents



Base: 802

93% of key respondents worked within the fishing community, 5% were involved in farming, 1% worked in petty trade, and 1% as petty laborers.

## THE FIRST 48 HOURS: RESCUE AND RELIEF OPERATIONS

The first major component of the beneficiary survey attempted to capture the experiences of Tsunami victims over the first 48 hours following the disaster. During this pivotal period of time, a variety of organizations provided critical rescue and relief services to disaster-affected families. Tables below detail the timeliness, composition, and delivery agents of humanitarian services.

Table 2.0: Percent Reporting Assistance Within the First 48 Hours, by Time Period

Time when help first arrived	Average	Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram	Thiruvallur
Within 1 hour	7	3	5	3	1	13	3	0	28	13	13	0	2
Within 1-3 hours	27	35	28	6	28	19	25	100	25	40	63	63	51
Within 4- 8 hours	22	23	26	22	39	15	41	0	3	43	25	37	3
Within 9 -12 hours	10	8	4	30	10	7	16	0	3	5	0	0	0
Within 13- 24 hours	12	19	27	17	14	4	6	0	0	0	0	0	8
Next day	16	11	7	19	8	28	9	0	43	0	0	0	12
Later than that	6	1	2	2	1	14	0	0	0	0	0	0	25

Base: 802

78% of respondents were reached by rescue and relief services within the first 24 hours following the disaster, with over 50% reporting the receipt of aid within 8 hours. However, respondents reported disparities in the timeliness of relief. Significant shares of respondents in Thanjavur, Nagapattinam, and Kancheepuram were not reached until the day after the disaster, while 25% of those surveyed in Thiruvallur had to wait even longer for relief services to arrive.

Table 2.1: Relief Services Received by Affected Families Within the First 48 Hours

Type of Assistance Received	Average	Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram
Rescue Operations	48	76	68	27	30	66	0	0	23	3	6	58
ID/Burial of Dead	22	0	51	2	13	46	0	0	0	0	0	0
Cleaning of Debris	15	0	31	14	5	25	0	0	0	0	0	0
Medical Services	66	97	80	93	36	50	16	100	33	33	19	100
Ready-to-Eat Food	91	100	95	99	91	85	47	75	90	95	94	100
Drinking Water	85	99	81	95	75	85	44	0	93	73	81	100
Materials for Temporary Shelter	15	8	25	40	1	8	0	0	3	0	0	21
Arrangement for Relocation	49	64	76	54	44	24	41	0	3	3	50	100
Bedding, Toiletries	40	43	69	77	6	25	0	0	23	0	6	63
Clothes	66	97	72	94	38	64	3	0	80	15	44	100
Infant Food	40	53	66	65	6	29	0	38	5	10	0	95
Counseling Services	20	9	61	3	0	23	0	0	28	0	0	63

Base: 802

Survey respondents indicated a strong supply of commodity relief (food, drinking water, and clothes) and medical care over the first 48 hours. Other core relief services, such as rescue operations, arrangement for relocation, and household necessities (bedding and toiletries), reached under half of respondents. The survey results also indicated significant disparities in service provision across regions. Many forms of assistance- notably rescue and debris clearance operations, supplies of clothing and infant food, and relocation services- were readily available in some areas, and simply absent in others. Respondents in Pudhukottai and Ramanathapuram received little assistance beyond basic commodity relief.

**Rescue operations** reached an average of 48% of respondents over the first 48 hours. However, response rates differed significantly across districts, exceeding 50% in Chennai, Cuddalore, Nagapattinam, Villupuram, and substantially weaker in other surveyed areas.

*"No one came to search for the people here. . . . all of us were too shocked to react or even help each other."*

*"Individuals came running from other villages but they could not do much."*

**The identification and burial of the deceased** was minimal, reaching significant shares of the population in only two districts, Cuddalore (51%) and Nagapattinam (46%). Across districts, an average of 22% of respondents reported receiving such assistance within the first 48 hours.

*"In our area they were finding. . . the dead persons even after a week. By that time we had resigned to the fate. . . (a) mass burial took place."*



**Debris clearance** was similarly rare, reaching only 15% of respondents, and hampering the search for missing persons. Respondents in Cuddalore (31%) and Nagapattinam (25%) reported some assistance within the first 48 hours.

**Medical services** were in very strong supply, reaching 66% of those surveyed. Medical care reached under a third of those surveyed in only two districts, Puddhukottai (16%) and Thirunelveli (19%).

*"Immediately they came from the private (sector) and gave us medicines and treated the injured."*

*"Only after five days they came to our village. By that time some had become very ill and others went on their own to the government hospitals."*

**Ready-to-eat** food reached 91% of respondents within the first 48 hours, provided by individuals, private organizations and religious organizations. Shortages were reported in only one district, Puddhukottai, where only 47% were provided with food.

*"Individuals brought bread and fruit in the first few hours."*

*"All kinds of cooked food reached us and it was in excess."*

*"Food was wasted because people were too distressed to eat."*

Approximately 9% of respondents stated that they received no food at all in the first 48 hours of the disaster.

*"We struggled a lot and cried to God for help."*

85% of respondents indicated that they received clean drinking water within 48 hours of the Tsunami impact. Supply was strong in all districts save Puddhukottai, in which only 44% were reached, and Ramanathapuram, where no respondents reported receiving drinking water.

*"They brought in cans and packets and distributed in plenty."*

*"We went searching for water in nearby areas and carried some for the children and the aged."*

15% of the affected families reported that material for temporary shelter reached them in the first 48 hours. The strongest supply was in Kancheepuram, where 40% were reached. Negligible proportions of respondents in other districts received temporary shelter.

**Arrangements for relocation** (temporary shelter in schools, community centers, and marriage halls) were widespread, reaching 49% of those surveyed within the first 48 hours. Relocation services were particularly prevalent in Villupuram (100%), Cuddalore (76%), and Chennai (64%), and all but absent in Ramanathapuram (0%), Thanjavur (3%), and Thuthukkud (3%).

*"In our area all of us were shifted to a high school in the nearby area."*

*"They approached us and made provision for us to stay in their Church compound."*

**Bedding and toiletries** reached 40% of those surveyed in the first 48 hours. Supply was strong in Kancheepuram (77%), Cuddalore (69%), and Villupuram (63%), and absent in Puddhukottai (0%), Thuthukkud (0%) and Ramanathapuram (0%).

*"We had to sleep with the wet clothes in the wet floor, children also had to sleep like that."*

66% of respondents received clothes, primarily used articles distributed by individuals, private organizations, and local NGOs. Shortages were reported in Puddhukottai (3%), Ramanathapuram (3%), and Thuthukkud (15%).

*“General public brought used clothes, no proper size but we exchanged among ourselves and managed.”*

*“Our area is secluded, so clothes were brought to us much later.”*

**Milk and baby food** reached 40% of respondents, provided primarily by private companies.

However, it did not reach all those in need and many had to struggle with alternate arrangements. The percentage of affected families who received infant food was much higher in the districts of Villupuram (95%), Cuddalore (66%), and Kancheepuram (65%).

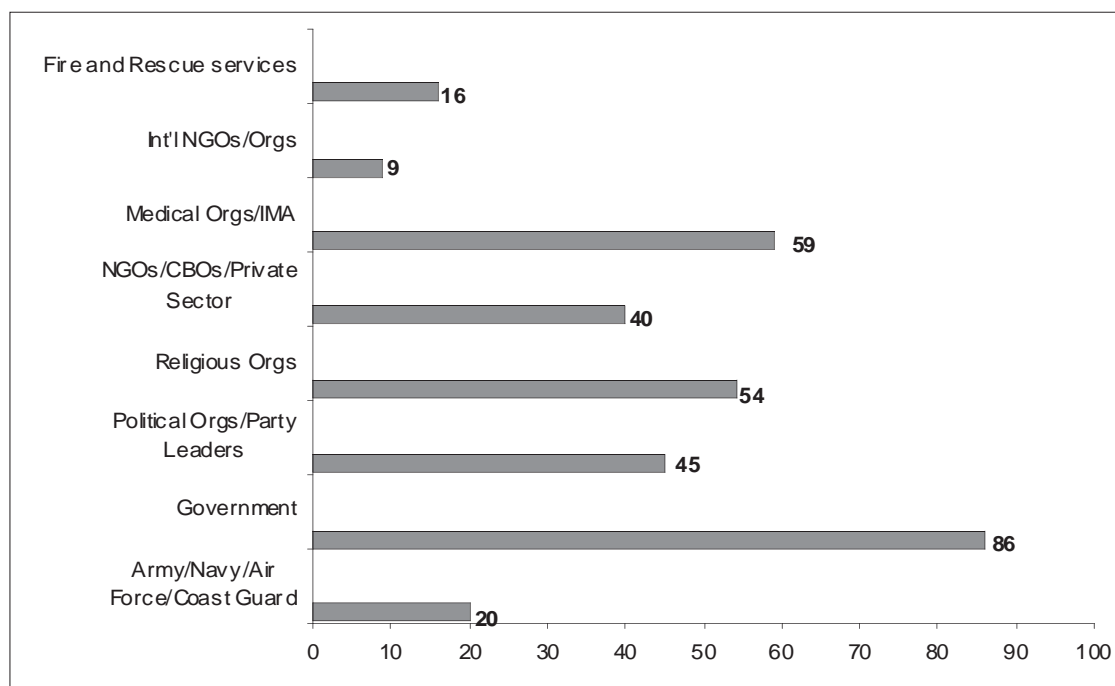
Only 20% of respondents reported receiving counseling services. The services reached significant shares of those surveyed in just two districts, Villupuram (63%) and Cuddalore (61%). None of those surveyed in Kanyakumari, Ramanathapuram, or Puddhukottai reported receiving counseling.

*“We wondered why we were spared and had to go through all this.”*

*“Everyone was grieving, so who could console whom?”*

*“It was so traumatic that some were running back to their lost homes.”*

Table 2.2: Providers of Relief Services Over the First 48 Hours



Base: 802

A range of organizations contributed to rescue and relief efforts over the first 48 hours after the Tsunami. According to survey respondents, government was most significant actor, followed by a variety of local organizations, while international organizations reached a relatively small portion of the surveyed populace.

The vast majority of surveyed families- 86% in all- reported receiving help from local, regional, or national government organizations.

*"We did not sleep, nor did the officials from the collectorate. Throughout they kept coming for aid."*

The armed forces (including the Army, Navy, Air Force, and Coast Guard) were also active, reaching 20% of respondents. Fire and rescue units reached 16% of those surveyed.

40% of survey respondents recalled receiving humanitarian assistance from the private sector and local NGOs.

*"NGOs came and they continued to stay and provide services. They were always available and also approachable."*

54% of the surveyed families reported receiving help from religious organizations.

*"We asked, and they said, they are from church. So many volunteers came from the Mutt/Trust. Many came from North India too."*

Political organizations were also active; providing rescue and relief services to 45% of those surveyed.

*"Political people did help, but there was politics there also. They helped their own people."*

40% of the surveyed families received help from medical organizations.

*"They were concerned and caring too. They listened to all our experiences."*

International organizations were mentioned as providers of rescue and relief services by only 10% of the surveyed families.

## **THE FIRST 60 DAYS: ASSESSMENT OF MEDIUM-TERM RELIEF OPERATIONS**

The second major component of the beneficiary survey assessed the experiences of affected families over the first 60 days following the Tsunami. During this transitional period, aid organizations shifted from rescue operations to more extended relief and reconstruction processes. The survey attempted to capture interrelated dimensions of humanitarian service provision: relief process and relief content. Respondents were asked to provide their opinion on the timeliness, coordination, and dignity of aid distribution, as well as the adequacy of the relief provided by aid organizations.

Tables below detail respondent opinions on aid processes and content in five core areas of relief: food, household necessities, medical care and supplies, clothing, and counseling services.

## A. FOOD (COOKED AND DRY RATION)

Table 3.0: Opinion on the Delivery of Food Supplies

Food (Cooked and Dry Ration)	Average	Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram	Thiruvallur
Received on time	<b>80</b>	80	75	89	88	77	31	100	78	88	88	89	83
Distribution well-coordinated	<b>65</b>	59	60	65	68	60	25	75	98	60	63	68	94
Dignity maintained in distribution	<b>60</b>	44	70	72	56	62	25	38	65	55	50	63	62

Base: 802

**Timeliness:** 80% of surveyed families reported receiving food supplies on time. In all surveyed districts except one, at least 75% of respondents reported timely food distribution. In the remaining district of Pudhukottai, only 31% received food on time.

*"They set up community kitchen and served food from time to time."*

*"Rice bags were given for every household and we started home cooking in a month's time."*

*"They brought all kinds of food, till they were no takers for it."*

**Coordination of distribution:** 65% of respondents reported that food distribution was well coordinated. While affected families in some districts- particularly Thanjavur (98%) and Thiruvallur (94%)- reported particularly strong coordination, positive response rates in all districts save one met or exceeded 59%. Only 25% of respondents in the remaining district of Pudhukottai reported good coordination of food distribution. Respondents reported

*"Food packets were given to all affected people in carry bags."*

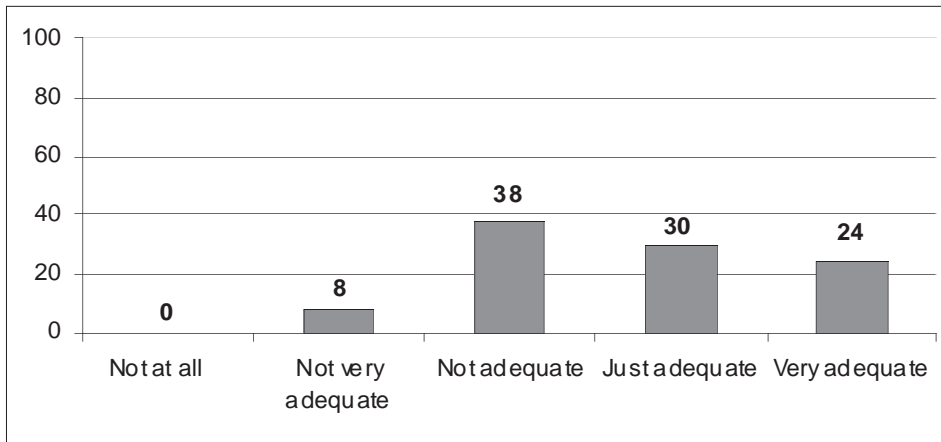
*"There was no proper queue system in the beginning. We had lot of fights, but later, they supplied the food in a proper way."*

**Dignity maintained in distribution:** 60% of surveyed families felt that food was distributed in a manner that preserved their dignity. Of those whom felt their dignity was not maintained, some felt the distribution system itself was at fault, while others felt that queuing for food was simply culturally unfamiliar and discomfiting. Survey responses in Kancheepuram (72%) and Cuddalore (70%) were particularly positive, while in contrast only 38% of surveyed families in Ramanathapuram, and 25% in Pudhukottai, reported that their dignity was upheld.

*"We felt we were not worthy of anything, just eating whatever we get."*

*"For everything there is (a) queue, even for food."*

Table 3.1 Opinion on the Adequacy of Food Supplies



Base: 802

Not at all: 0% (N=0)

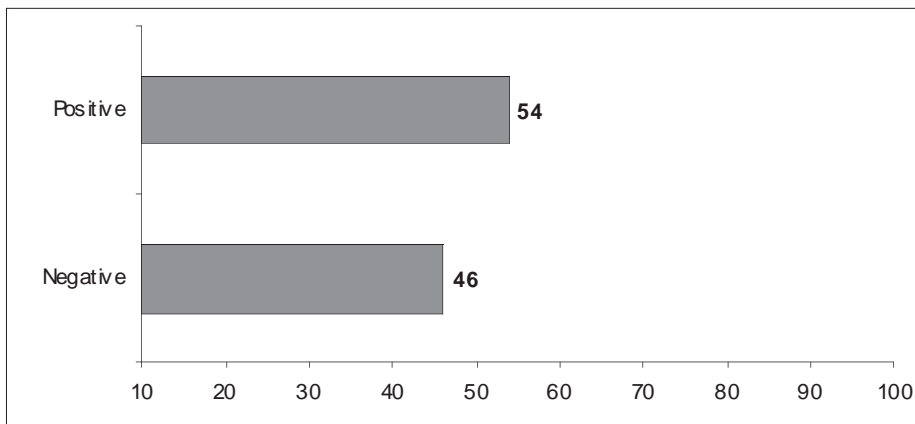
Not very adequate: 8% (N=64)

Not adequate: 38% (N=304)

Just adequate: 30% (N=240)

Very adequate: 24% (N=192)

Table 3.2: Proportion of Positive and Negative Responses



Base: 802

24% of respondents felt that food supplies were very adequate to their needs, while 30% reported that food aid was just adequate. 38% felt that the food was not adequate, and 8% stated that it was not very adequate. None of the respondents felt that food aid did not meet their needs at all. In total, 54% of respondents felt that food relief met their needs, and 46% felt that it did not.

A variety of factors induced negative reviews of food assistance. Some commented that the food itself was of poor quality, or became stale or unsuitable owing to lags in delivery.

*"How can we eat rice in the evening? It had become stale by the time it reached us."*

*"Initially there was plenty, and then we got tired of waiting."*

Other comments emphasized problems in the distribution of food. Some surveyed families noted that the delivery of ready to eat food was poorly coordinated, leading to oversupply in some areas, and shortages in others. Respondents also noted that chaos in delivery systems lead to distributional inequities, and the accessing of food supplies by people who were not impacted by the Tsunami.

*"They brought good food but there was no queue and the strongest got their way."*

*"Those who had not been affected went for the food, but those mourning did not even get near there."*

Lastly, respondents cited troubling examples of food aid being distributed along political or religious lines due to the influence of local leaders. Others noted that some of the affected families were not open to receiving supplies from people of different faiths.

*"When the rice bags came the providers could not distribute, as the local leaders took (it) over."*

*"Some adopted the token system for dry ration but in this many did not get."*

*"They gave supplies to people who belonged to their faith."*

*"Some refused the supplies given by religious groups of other faith."*

## B. HOUSEHOLD NECESSITIES (INCLUDING TOILETRIES, BEDDING, UTENSILS, AND TEMPORARY SHELTER)

Table 3.3: Opinion on the Delivery of Household Necessities

Household necessities	Average	Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram	Thiruvallur
Received on time	<b>62</b>	63	66	72	71	57	19	88	30	80	75	79	55
Well coordinated	<b>58</b>	48	66	67	81	59	0	88	20	53	38	42	71
Distributed uniformly	<b>54</b>	44	60	64	68	57	0	88	23	48	38	42	66

Base: 802

**Timeliness:** 62% of surveyed families reported that household necessities were provided on time. Respondents in Ramanathapuram (88%), Thuthukkud (80%), and Villupuram (79%) were particularly satisfied, while those in Thanjavur (30%) and Pudhukottai (19%) felt that necessities were not provided in a timely fashion.

*"Private companies brought paste and soap for all."*

*"They were giving rice, but no vessels to cook."*

**Coordination of distribution:** 58% of survey respondents found the distribution of necessities to be well coordinated. Responses varied widely across districts, with families in Ramanathapuram (88%) and Kancheepuram (81%) reporting high levels of satisfaction, and respondents in Thanjavur (20%) and Pudhukottai (0%) again largely dissatisfied with relief processes.

*"They were bringing more but not taking care of giving."*

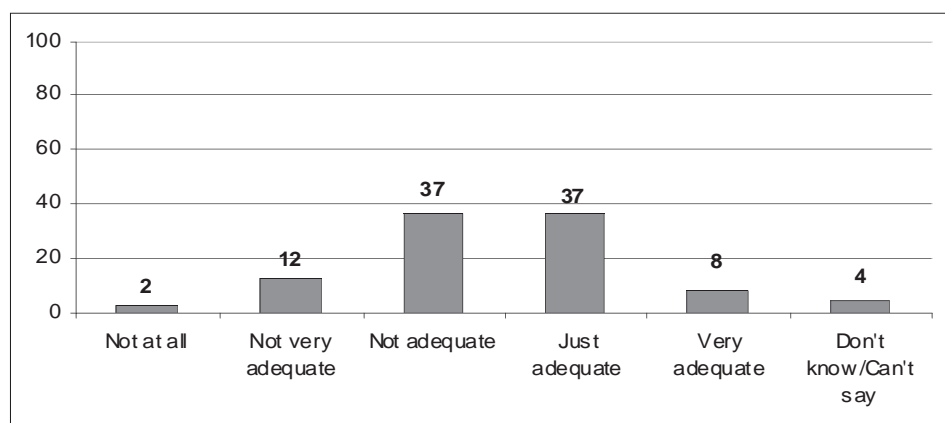
*"Just helplessly we watched the non-affected walking away with the products."*

**Uniformity maintained in distribution:** Surveyed families had mixed responses regarding the fairness of aid provision, with 54% stating that uniformity in distribution was maintained. Some dissatisfied respondents noted that aid distribution was divided along lines of faith. Positive responses were highest in Ramanathapuram (88%), and lowest in Puddhukottai (0%).

*"They take head count and bring for all. But some got the best again and again, and others the rest."*

*"They brought nice stuff, but they listen to their religious head and give to only their people."*

Table 3.4: Opinion on the Adequacy of Household Necessities



Base: 802

Not at all: 2% (N=16)

Not very adequate: 12% (N=96)

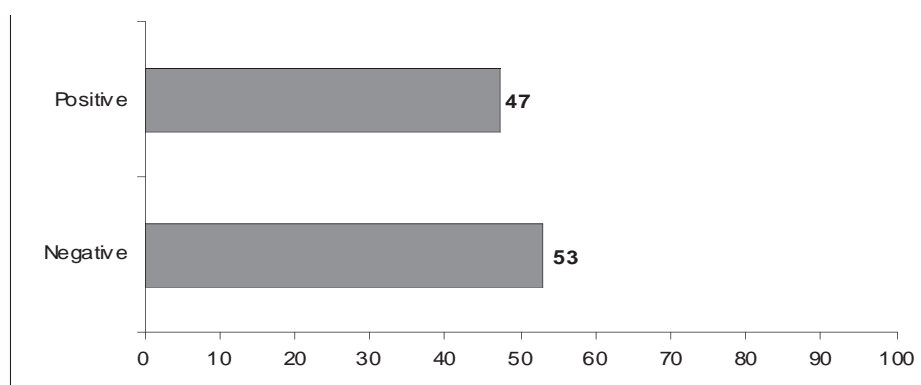
Not adequate: 37% (N=296)

Just adequate: 37% (N=296)

Very adequate: 8% (N=64)

Don't know/Can't say: 4% (N=32)

Table 3.5: Proportion of Positive and Negative Responses



Base: 802

8% of respondents felt that the household necessities they received were very adequate to their needs,

while 37% felt that they were just adequate. 37% reported that the necessities were not adequate and 12% responded they were not very adequate. 2% felt that the supplied goods did not meet their needs at all, and 4% declined to respond. In total, 47% reported that the provision of household necessities met their needs, and 53% reported that it was insufficient.

Surveyed families noted several core problems with the provision of household necessities. First, despite the involvement of private agencies in the distribution process, local leaders exerted influence over the disbursement of relief supplies, leading to distributional inequities. Overcrowding was also noted, as was the hoarding and reselling of goods by some aid recipients.

*"Leaders had a big say in the distribution and sometimes they just took it over."*

*"Some sold them to petty shops to buy paan and cigarettes."*

*"Very crowded, queue system did not work."*

*"They brought more, but many were stocking too."*



Temporary structures for the Tsunami affected families, ECR, Chennai

Second, respondents reported dissatisfaction with the temporary shelter provided by government and NGOs, and generally felt that shelter provision was insufficiently planned and was hurriedly executed. Many surveyed families preferred thatched dwellings to the tar and tin-sheet shelters they were given, and reported overheating and poor ventilation. Still others stated that temporary housing in tents, while appreciated, was culturally inappropriate.

Temporary structures for the Tsunami affected families, ECR, Chennai

*"Whole body burns. If they remove this and make a hut for us it will be good."*

*"Very hot in the day time, stuffy in the nighttime. How are we supposed to live here?"*

*"Instead of tar sheet and tin sheet, they should have given us just thatched roof."*

*"Tents are very good, but only the nomadic groups live there."*

### C. MEDICAL CARE AND SUPPLIES

Table 3.6: Opinion on the Delivery of Medical Care and Supplies

Medical care and supplies	Average	Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram	Thiruvallur
Received on time	75	80	75	78	75	76	41	100	57	83	50	84	88
Well coordinated	90	84	96	94	93	93	75	75	68	98	25	100	98
Sensitively handled	90	87	96	94	91	94	75	75	68	95	25	100	98

Base: 802



**Timeliness:** 75% of survey respondents stated that medical care and supplies were distributed in a timely fashion. In 9 out of 12 surveyed districts, 75% or more of respondents felt medical services were delivered on time. Although immediate help did not reach a number of survey respondents, many reported that as time went on a stream of medical teams regularly conducted visits to camps.

*"No-one came in the first 5 days so we ourselves went to (the) government hospital."*

*"They came after three days and after that regularly for two months or so."*

*"Many were injured and doctors' help in the first few days was crucial."*

**Coordination of distribution:** The coordination of medical care received exceptional marks from surveyed families, with an average of 90% reporting good management of services. The sole exception was the district of Thirunelveli, in which only 25% of surveyed families felt that distribution process was well managed.

Respondents reported that medical camps and treatment centers were primarily organized by international medical groups, with local medical organizations and associations assisting as well.

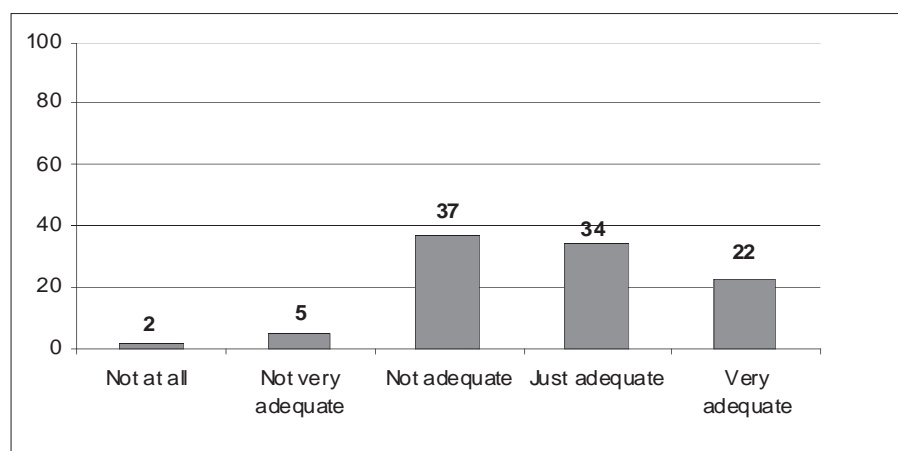
*"When they came, everything was well organized."*

*"In our area rarely we got help so when one comes everyone was crowding and pushed around."*

**Sensitivity in handling:** Opinions regarding the sensitivity of medical personnel closely paralleled opinions of service coordination, with 90% of those surveyed expressing satisfaction. Again, Thirunelveli provided the sole exception, with only 25% of respondents expressing satisfaction with the sensitivity of medical services.

*"Many who came, could not even speak our language, but they were treating us with a smiling face."*

Table 3.7: Opinion on the Adequacy of Medical Care and Supplies



Base: 802

Not at all: 2% (N=16)

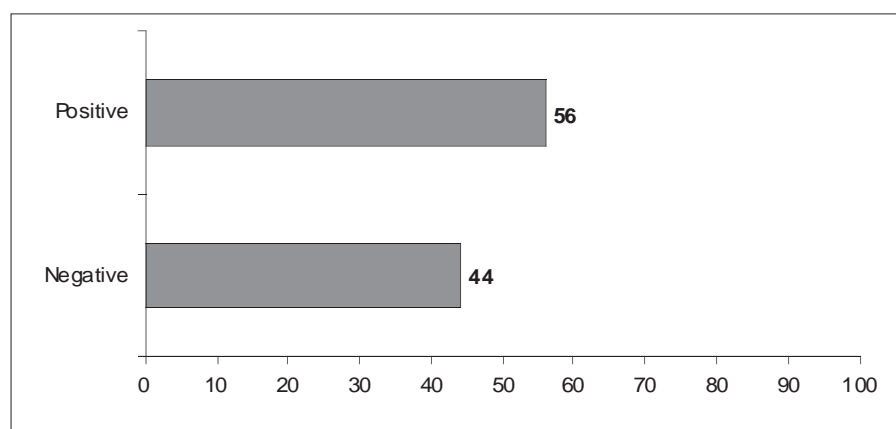
Not very adequate: 5 (N=40)

Not adequate: 37 (N=296)

Just adequate: 34% (N=272)

Very adequate: 22% (N=176)

Table 3.8: Proportion of Positive and Negative Responses



Base: 802

22% of respondents felt that medical care and services were met their needs extremely well, while 34% reported that they were just adequate. 37% found them to be inadequate, and 5% stated that they were very inadequate. 2% found that medical care and services did not meet their needs at all. In total, 56% of respondents reported that medical care and supplies met their needs, while 44% reported that it was inadequate.

#### D. CLOTHING

Table 3.9: Opinion on the Delivery of Clothing

Clothing	Average	Districts											
		Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram	Thiruvallur
Received on time	90	96	82	99	96	90	69	100	95	100	88	100	65
Well coordinated	60	48	45	78	39	75	63	88	78	35	44	26	58
Dignity maintained in distribution	45	29	29	54	25	42	88	25	85	38	50	42	65

Base: 802

**Timeliness:** 90% of surveyed families reported the timely provision of clothing. Only two surveyed districts had positive response rates below 80%: Pudhukottai (69%) and Thiruvallur (65%)

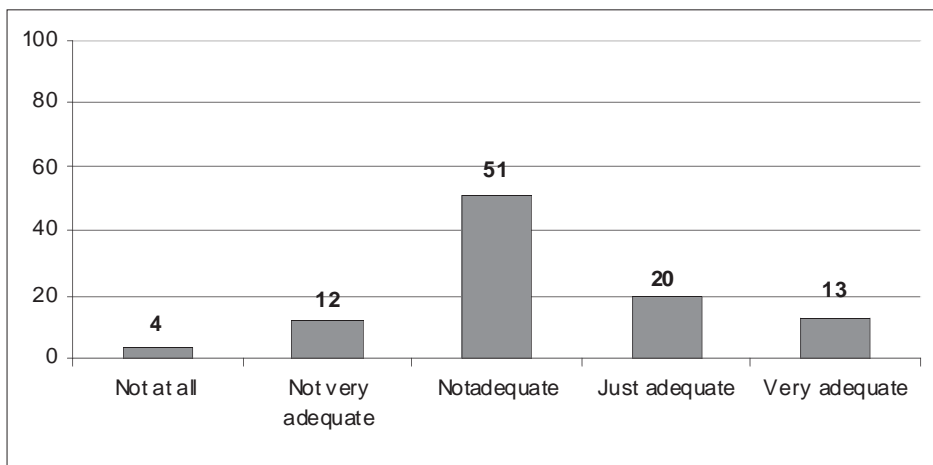
**Coordination of distribution:** Despite extremely high marks for the speed of clothing provision, only 60% of the survey respondents felt that coordination was strong. Survey responses varied significantly by district: respondents in Ramanathapuram (88%) and Nagapattinam (75%) reported high levels of satisfaction, while surveyed families in Villupuram (26%), Thuthukkud (35%) and Kanyakumari (39%)

generally felt that coordination was poor. When arrangements were made for new sets of clothing, brisk continuing demand generated shortfalls. Although respondents indicated that aid providers used a token system to distribute clothing equitably, many stated that they still could not get access.

*"They said that they were distributing new clothes from the mandapam. When we went there already the supplies (were) exhausted. We received only old clothes."*

**Dignity maintained in distribution:** Only 45% of respondents felt that clothing aid was distributed in a manner that upheld their dignity. Many felt that it was humiliating to receive used clothes, and rejection was rampant. Surveyed families in Puddhukottai (88%) and Thanjavur (85%) were the most satisfied with regard to dignity, while those in Kanyakumari (25%), Chennai (29%) and Cuddalore (29%) gave the lowest marks.

Table 3.10: Opinion on the Adequacy of Clothing



Base: 802

Not at all: 4% (N=32)

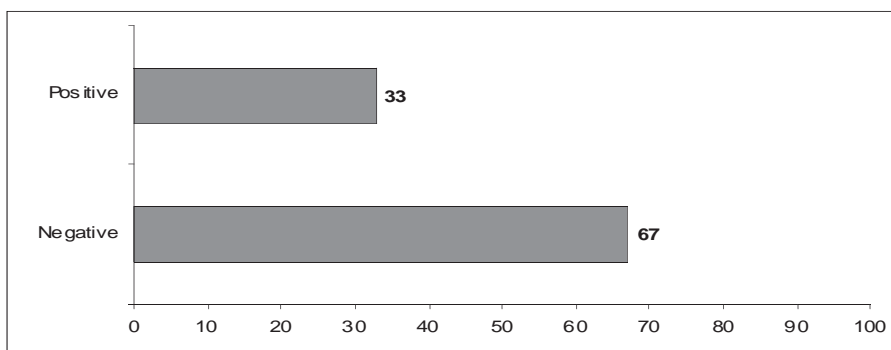
Just adequate: 20% (N=160)

Not very adequate: 12% (N=96)

Very adequate: 13% (N=104)

Not adequate: 51% (N=408)

Table 3.11: Proportion of Positive and Negative Responses



Base: 802

13% of survey respondents felt that clothing supplies met their needs very well, and 20% stated that they were just adequate. 51% reported that clothing distribution was inadequate to their needs, and 12% felt that they were extremely inadequate. 4% stated that clothing provisions did not meet their needs at all. In total, 33% of respondents felt that clothing aid met their needs, while 67% felt it was inadequate.

According to respondents, a principal driver behind dissatisfaction with clothing assistance was the fact that most of the available clothes were used. While some of those surveyed recognized the efforts taken to deliver clothing as quickly as possible, most felt rejected.

*"We struggled a lot when we lost all our clothing...at least they came with whatever they had."*

*"We had to wear because we had no choice."*

An additional source of tension lay in the fact that much of the available clothing was suited for urban populations, and was not culturally appropriate for the rural and coastal groups that were most impacted by the Tsunami.

*"We scrambled the whole heap and still could not get a saree, there were only churidhars for women."*

*"They came in trucks and gave in excess: all old and used clothes. We didn't take much, they were on the road."*

## E. COUNSELING SERVICES

Table 3.12: Opinion on the Provision of Counseling Services

Counseling Services	Average	Chennai	Cuddalore	Kancheepuram	Kanyakumari	Nagapattinam	Pudhukottai	Ramanathapuram	Thanjavur	Thuthukkud	Thirunelveli	Villupuram	Thiruvallur
Percent counseled	<b>74</b>	56	87	79	89	75	25	88	43	85	88	79	74
Percent relieved of emotional stress	<b>74</b>	51	82	72	85	79	31	88	57	85	75	84	88
Continuity of service	<b>67</b>	40	71	76	64	77	25	88	53	78	44	79	74

Base: 802

**Percent counseled or spoken to:** 75% of surveyed families reported receiving counseling services.

Service provision was strong in 9 of the 12 areas surveyed, with only 3 districts reporting service provision rates below 70%: Chennai (56%), Thanjavur (43%), and Pudhukottai (29%).

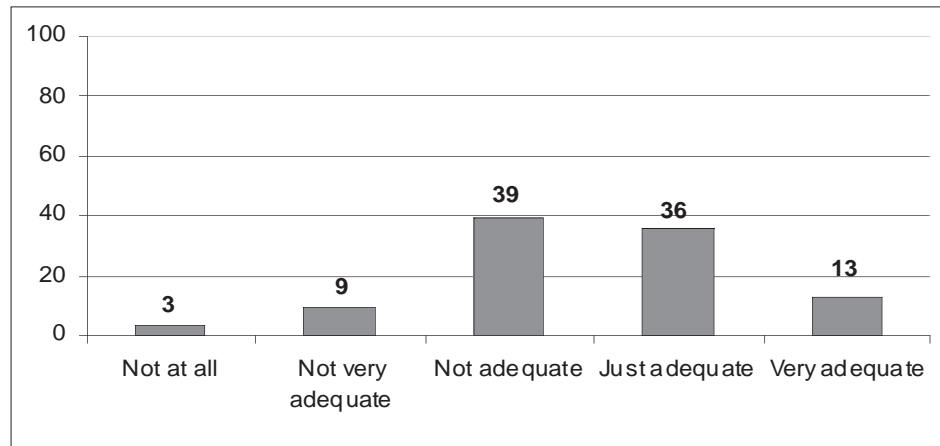
**Percent relieved of emotional stress:** 74% of respondents felt relieved of emotional stress, with response rates across districts closely paralleling the proportion of respondents who received counseling. Respondents noted that the swiftness of the disaster and scale of the tragedy had taken a very serious toll on many. People were constantly stressed with fears of another tidal wave, and the provision of counseling services was considered important and useful.

**Continuity of service:** 67% of those surveyed stated that counseling services continued after 60 days following the Tsunami, with continuity especially strong for children's counseling. Only two districts with strong service provision reported a significant drop in counseling over time. While 88% of respondents in Thirunelveli reported receiving counseling, only 44% felt that services were continued; respondents in Kanyakumari also noted a decline, with 89% receiving counseling, but only 64% reporting continuity of service.

*"They are holding a drawing competition for children."*

*"When we see the children happy, then there is hope for us too."*

Table 3.13: Opinion on the Adequacy of Counseling



Base: 802

Not at all: 3% (N=24)

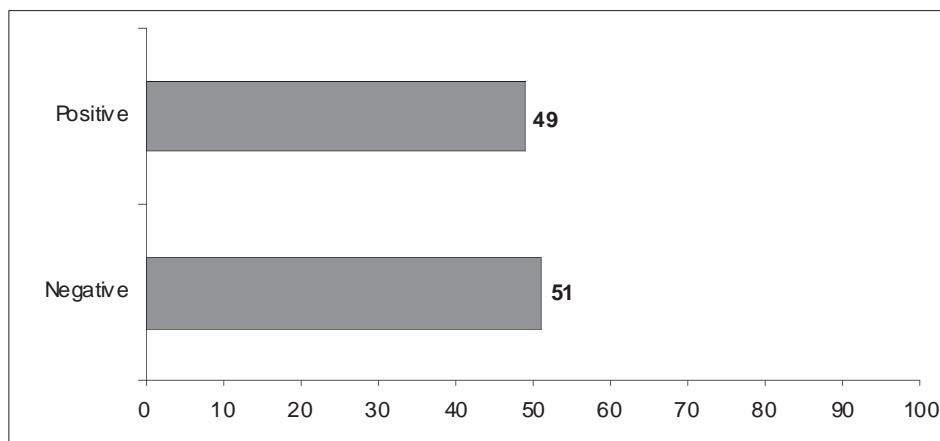
Just adequate: 36% (N=288)

Not adequate: 9% (N=72)

Very adequate: 13% (N=104)

Not very adequate: 39% (N=312)

Table 3.14: Proportion of Positive and Negative Responses



Base: 802

13% of respondents reported counseling services to have met their needs extremely well. 36% felt that counseling was just adequate, while 39% stated that it was inadequate. 9% reported that the counseling they received was extremely inadequate, and 3% said it completely failed to meet their needs. In total, 49% of respondents felt that the counseling they received met their needs, while 51% reported that it did not.

## **RANKINGS OF ORGANIZATIONS PROVIDING RELIEF SERVICES OVER THE FIRST 60 DAYS FOLLOWING THE TSUNAMI**

Data tables below offer rankings of the most active providers of a range of humanitarian services, as well as specific organizations cited as delivering effective relief.

Table 4.0: Organizations That Provided Drinking Water

<b>Organizations that provided drinking water</b>	<b>% of respondents reporting assistance from organization</b>
Government	41.24
International NGO	6.21
Local NGO	11.29
Private Company	22.59
Religious Groups	10.73
Political Leaders	2.25
Individuals	5.64

Base: 802

Table 4.1: Organizations That Provided Cooked Food

<b>Organizations that provided cooked food</b>	<b>% of respondents reporting assistance from organization</b>
Government	25.25
International NGO	7.57
Local NGO	16.16
Private Company	20.70
Religious Groups	20.20
Political Leaders	3.53
Individuals	6.56

Base: 802

Table 4.2: Organizations that Provided Dry Rations

<b>Organizations that Provided Dry Rations</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	38.63
International NGO	8.63
Local NGO	15.90
Private Company	15.00
Religious Groups	13.63
Political Leaders	2.72
Individuals	5.45

Base: 802

Table 4.3: Organizations that Provided Clothing

<b>Organizations that Provided Clothing</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	33.00
International NGO	7.76
Local NGO	14.07
Private Company	24.27
Religious Groups	12.13
Political Leaders	1.01
Individuals	7.76

Base: 802

Table 4.4: Organizations that Provided Toiletries

<b>Organizations that Provided Toiletries</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	15.09
International NGO	13.83
Local NGO	22.01
Private Company	28.93
Religious Groups	12.57
Political Leaders	3.14
Individuals	4.40

Base: 802

Table 4.5: Organizations that Provided Medical Care and Supplies

<b>Organizations that Provided Medical Care and Supplies</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	41.08
International NGO	11.35
Local NGO	8.64
Private Company	23.24
Religious Groups	9.72
Political Leaders	.54
Individuals	5.40

Base: 802



Table 4.6: Organizations that Provided Utensils, Stoves, and Fuel

<b>Organizations that Provided Utensils, Stoves, Fuel</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	34.06
International NGO	10.98
Local NGO	16.48
Private Company	17.03
Religious Groups	11.53
Political Leaders	2.74
Individuals	7.14

Base: 802

Table 4.7: Organizations that Provided Bedding and Bed Sheets

<b>Organizations that Provided Bedding and Bed Sheets</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	31.44
International NGO	12.57
Local NGO	16.35
Private Company	21.38
Religious Groups	11.91
Political Leaders	1.88
Individuals	4.40

Base: 802

Table 4.8: Organizations that Provided Materials for Makeshift Shelter

<b>Organizations that Provided Materials for Makeshift Shelter</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	42.98
International NGO	11.40
Local NGO	20.17
Private Company	13.15
Religious Groups	6.14
Political Leaders	1.75
Individuals	4.38

Base: 802

Table 4.9: Organizations that Provided Milk/Infant Food

<b>Organizations that Provided Milk and Infant Food</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	20.97
International NGO	9.09
Local NGO	18.88
Private Company	29.37
Religious Groups	13.98
Political Leaders	1.39
Individuals	6.29

Base: 802

Table 4.10: Ranking of Most Active Organization Types, by Form of Relief

Type of Relief	Rank 1	Rank 2
Drinking Water	Government	Private Company
Cooked food	Government	Private Company & Religious groups
Dry ration	Government	Local NGO, Private Company, Religious group
Clothes	Government	Private Company
Toiletries	Private Company	Local NGO
Medical Supplies & Medical Care	Government	Private Company
Utensils, Stove, Fuel	Government	Private Company, Local NGO
Bedding & Bed Sheets	Government	Private Company
Materials for Makeshift Shelter	Government	Local NGO
Milk/ Infant Food	Private Company	Government, Local NGO
Overall	Government	Private Company

<b>Organizations Cited as Delivering Effective Relief (by type)</b>						
<b>Type of Relief</b>	<b>Government</b>	<b>Int'l. NGO/Org</b>	<b>Local NGO</b>	<b>Private Company/ Association</b>	<b>Religious Groups</b>	<b>Political Parties</b>
1. Drinking Water	<ul style="list-style-type: none"> <li>• Collectorate</li> <li>• Municipality</li> </ul>	<ul style="list-style-type: none"> <li>• World Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Sneha</li> <li>• SOS</li> <li>• Inter-vida</li> </ul>	<ul style="list-style-type: none"> <li>• TATA</li> <li>• Chennai silks</li> <li>• Vanavil Company</li> </ul>	<ul style="list-style-type: none"> <li>• World Council Church</li> <li>• Ramakrishna mutt</li> <li>• Jamath groups</li> </ul>	<ul style="list-style-type: none"> <li>• DMK</li> <li>• ADMK</li> </ul>
2. Cooked Food	<ul style="list-style-type: none"> <li>• Collectorate</li> <li>• Municipality</li> </ul>	<ul style="list-style-type: none"> <li>• World Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Sneha</li> <li>• Bharathi</li> <li>• CRDO</li> </ul>	<ul style="list-style-type: none"> <li>• TATA</li> <li>• AshokLeyland</li> </ul>	<ul style="list-style-type: none"> <li>• Ramakrishna mutt</li> <li>• Catholic Church</li> <li>• Lutheran</li> <li>• World Council</li> <li>• Saibaba</li> </ul>	<ul style="list-style-type: none"> <li>• BJP</li> <li>• DMK</li> </ul>
3. Dry Ration	<ul style="list-style-type: none"> <li>• State Gov't</li> <li>• Ration shop</li> </ul>	<ul style="list-style-type: none"> <li>• World Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Sneha</li> <li>• RVC/RUC</li> <li>• TMSSS</li> <li>• Inter-vida</li> <li>• Karidhas</li> <li>• CASA</li> </ul>	<ul style="list-style-type: none"> <li>• State Bank</li> </ul>	<ul style="list-style-type: none"> <li>• Ramakrishna mutt</li> <li>• Catholic Church</li> </ul>	<ul style="list-style-type: none"> <li>• BJP</li> <li>• DMK</li> </ul>
4. Clothes	<ul style="list-style-type: none"> <li>• Ration shop</li> <li>• State Gov't</li> </ul>	<ul style="list-style-type: none"> <li>• World Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Sneha</li> <li>• CRDO</li> <li>• CASA</li> <li>• Inter-vida</li> </ul>	<ul style="list-style-type: none"> <li>• Thiruppur</li> <li>• Textiles Mill</li> <li>• Chennai Silks</li> </ul>	<ul style="list-style-type: none"> <li>• Ramakrishna mutt</li> <li>• Catholic Church</li> </ul>	<ul style="list-style-type: none"> <li>• BJP</li> </ul>
5. Toiletries	<ul style="list-style-type: none"> <li>• State Gov't</li> </ul>	<ul style="list-style-type: none"> <li>• World Vision</li> <li>• Red Cross</li> <li>• Oxfam</li> </ul>	<ul style="list-style-type: none"> <li>• Sneha</li> <li>• CRDO</li> <li>• TMSSS</li> <li>• RVC/ RUC</li> </ul>	<ul style="list-style-type: none"> <li>• HLL</li> <li>• Thiruppur</li> <li>• Textiles Mill</li> </ul>	<ul style="list-style-type: none"> <li>• Ramakrishna mutt</li> <li>• Catholic Church</li> </ul>	<ul style="list-style-type: none"> <li>• BJP</li> <li>• ADMK</li> </ul>

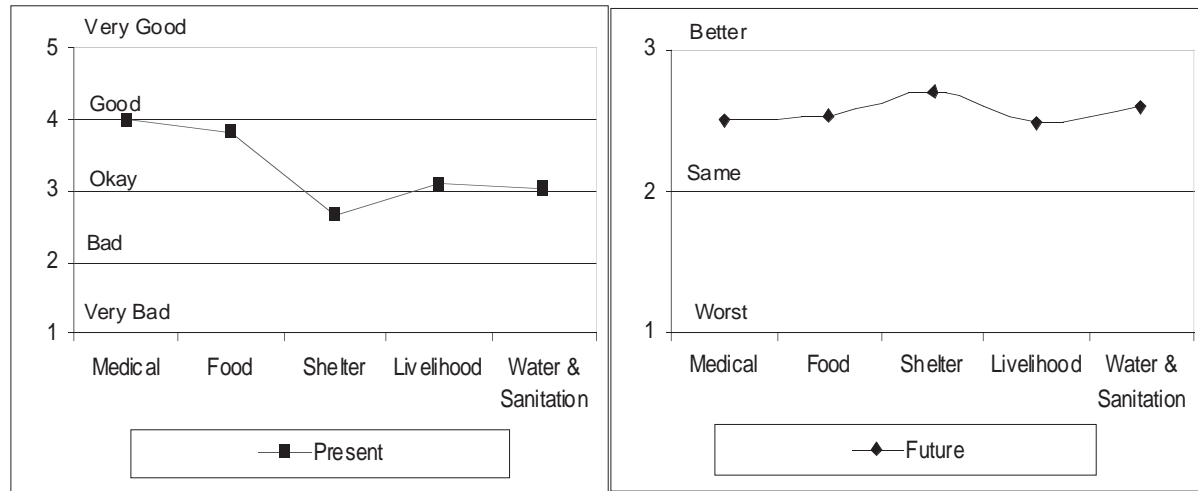
Organizations Cited as Delivering Effective Relief (by type)							
Type of Relief	Government	Intl. NGO/Org	Local NGO	Private Company/ Association	Religious Groups	Political Parties	
6. Medical Supplies and Medical Care	<ul style="list-style-type: none"> <li>Gov't</li> <li>Hospitals</li> </ul>	<ul style="list-style-type: none"> <li>World Vision</li> <li>American</li> <li>Mission</li> </ul>	<ul style="list-style-type: none"> <li>Sneha</li> <li>CRDO</li> <li>SOS</li> <li>Bharathi</li> </ul>	<ul style="list-style-type: none"> <li>IMA</li> <li>International</li> <li>Medical Group</li> </ul>	<ul style="list-style-type: none"> <li>Lutheran World Council</li> <li>R.K.Mutt</li> <li>Jamath</li> </ul>	<ul style="list-style-type: none"> <li>ADMK</li> </ul>	
7. Utensils, Stoves, and Fuel	<ul style="list-style-type: none"> <li>Ration shop</li> <li>State Gov't</li> </ul>	<ul style="list-style-type: none"> <li>World Vision</li> </ul>	<ul style="list-style-type: none"> <li>Sneha</li> <li>SOS</li> <li>TMSSS</li> <li>RVC/RUC</li> <li>Karidhas</li> </ul>	<ul style="list-style-type: none"> <li>C.C.R</li> <li>Den Bake Company</li> </ul>	<ul style="list-style-type: none"> <li>R.K.Mutt</li> <li>Catholic Church</li> <li>Jamath</li> </ul>	<ul style="list-style-type: none"> <li>BJP</li> <li>ADMK</li> </ul>	
8. Bedding Materials	<ul style="list-style-type: none"> <li>Ration shop</li> <li>State Gov't</li> </ul>	<ul style="list-style-type: none"> <li>World Vision</li> <li>Red Cross</li> </ul>	<ul style="list-style-type: none"> <li>Sneha</li> <li>RVC/ RUC</li> <li>Karidhas</li> <li>CASA</li> </ul>	<ul style="list-style-type: none"> <li>TATA</li> </ul>	<ul style="list-style-type: none"> <li>R.K.Mutt</li> <li>Lutheran World Council</li> <li>Saibaba</li> </ul>	<ul style="list-style-type: none"> <li>B.J.P</li> </ul>	
9. Materials for Temporary Shelter	<ul style="list-style-type: none"> <li>State Gov't</li> </ul>	<ul style="list-style-type: none"> <li>World Vision</li> </ul>	<ul style="list-style-type: none"> <li>Sneha</li> <li>CRDO</li> <li>Bharathi</li> <li>SOS</li> <li>Hope</li> </ul>	<ul style="list-style-type: none"> <li>TATA</li> <li>HLL</li> <li>TVS</li> </ul>	<ul style="list-style-type: none"> <li>R.K.Mutt</li> <li>Lutheran World Council</li> </ul>	<ul style="list-style-type: none"> <li>BJP</li> </ul>	
10. Milk and Infant Food	<ul style="list-style-type: none"> <li>Collectorate</li> <li>ICDS</li> </ul>	<ul style="list-style-type: none"> <li>World Vision</li> </ul>	<ul style="list-style-type: none"> <li>Sneha</li> <li>Hope</li> <li>CRDO</li> <li>RVC/RUC</li> </ul>	<ul style="list-style-type: none"> <li>Nestle</li> </ul>	<ul style="list-style-type: none"> <li>Lutheran World Council</li> <li>R.K.Mutt</li> </ul>	<ul style="list-style-type: none"> <li>DMK</li> </ul>	

Among International NGOs and organizations, World Vision was most frequently cited across nearly all categories of relief. Sneha led among local NGOs. The TATA group led amongst corporations. Among religious organizations, three were mentioned most frequently: Ramakrishna Mutt, the World Council of Churches, and the Lutheran Church.

## PRESENT AND FUTURE PERSPECTIVES

In the final component of the survey, disaster-affected families were asked to provide their overall impressions of current rehabilitation and social services, as well as their expectations for future service provision.

Table 5.0: Present and Future Perspectives Regarding Rehabilitation Services



Respondents rated current medical services as good, and expected them to be slightly improved in the future. Food services were rated okay, and expected to be slightly improved. Current provisions for shelter were rated less satisfactory/bad, with the expectation that they will be significantly better in the future. Livelihood restoration was rated okay, and expected to improve somewhat. Water and sanitation services were rated as satisfactory, and were expected to improve in the future.

*"(the) Collector has told us about permanent housing. We are eagerly waiting, since it will have all the facilities."*

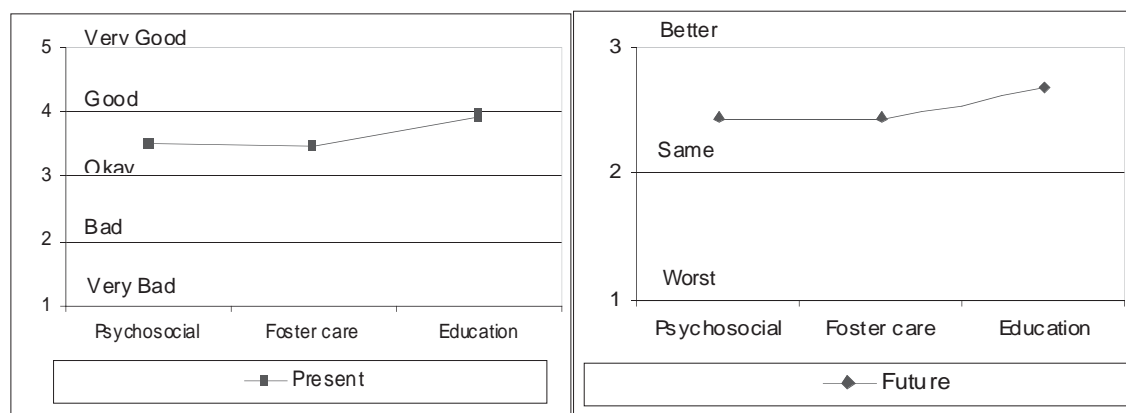
*"Permanent housing, God knows about it."*

*"They have started giving the fishing boats now."*

*"If our men stay some more time at home, then they would never want to work again."*

*"They are building toilets in our area"*

Table 5.1: Present and Future Perspectives Regarding Social Services



Respondents rated psychosocial services as okay/good, with the expectation that they will improve somewhat in the future. Foster care, rated as okay/good, was expected to improve moderately. Educational services, already rated as good, were expected to improve more significantly.

*"We think these children would be better off than those who are going with relatives."*

*"These boys will not go to sea. . . . Better they study and do something else."*

*"Our children will always be near the sea, now the charm is gone."*

*"Children are given drawing, painting, dance, (and) drama. . . all to forget the past and study well."*

*"Books, pencils, bags. . . everything they are getting."*

*"Counselors come asking for children."*

*"At least we are happy that their future (will) be secure."*

## APPENDIX B: SURVEY OF AFFECTED FAMILIES IN SRI LANKA

### PROFILE OF THE SURVEY RESPONDENTS

In each of the affected families a single adult acted as the key respondent, and other members of the family were encouraged to participate.

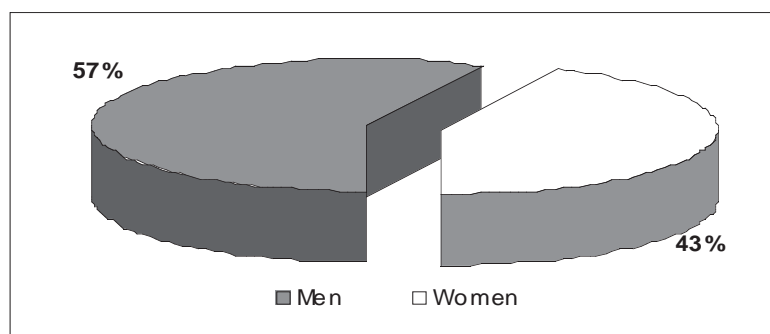
Table 1.0: Age Distribution of Key Respondents

Age	%
18 - 20 yrs	1
20 – 29 years	18
30 – 39 years	31
40 – 50 years	28
Above 50 years	22
Total	100

Base: 604

77% of respondents were between 20 to 50 years old.

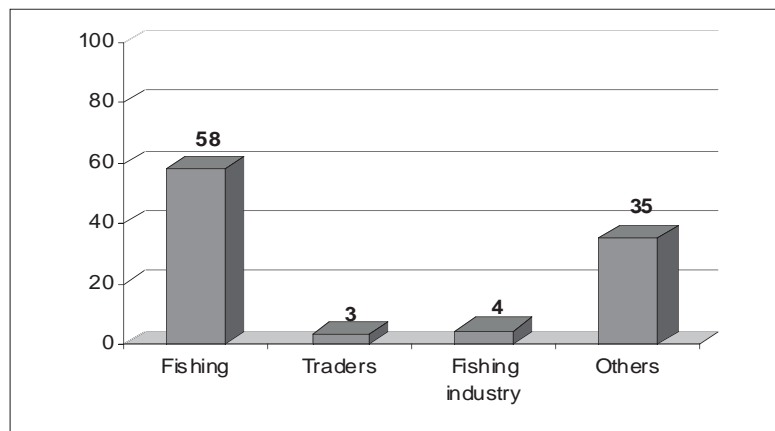
Table 1.1: Gender Distribution of Key Respondents



Base: 604

57% of key respondents were men, and 43% were women.

Table 1.2: Occupational Distribution of Key Respondents



Base: 604



58% of key respondents worked within the fishing community, 4% were involved in industries related to fishing, and 3% worked in petty trade. 35% worked in other occupations, as carpenters, husk workers, musicians, or as petty laborers.

## THE FIRST 48 HOURS: RESCUE AND RELIEF OPERATIONS

The first major component of the beneficiary survey attempted to capture the experiences of Tsunami victims over the first 48 hours following the disaster. During this pivotal period of time, a variety of organizations provided critical rescue and relief services to disaster-affected families. Tables below detail the timeliness, composition, and delivery agents of humanitarian services.

Table 2.0: Percent Reporting Assistance within the First 48 Hours, by Time Period

Time when help first arrived	Average	Hambantota	Kaluthara	Colombo	Matara	Batticaloa	Ampara	Jaffna	Trincomalee
Within 1 hour	<b>10</b>	5	35	48	5	9	19	1	0
Within 1-3 hours	<b>13</b>	29	35	14	16	16	13	4	1
Within 4- 8 hours	<b>21</b>	10	12	10	40	13	19	23	0
Within 9 -12 hours	<b>31</b>	14	0	3	26	49	22	69	0
Within 13- 24 hours	<b>4</b>	10	0	3	5	2	11	0	0
The next day	<b>17</b>	33	0	7	4	8	11	0	96
Later than that	<b>4</b>	0	18	14	1	1	4	1	0

Base: 604

79% of respondents were reached by rescue and relief services within the first 24 hours following the disaster, with 44% reporting receipt of relief by the 8th hour. However, respondents indicated disparities in the timeliness of humanitarian assistance both within and across districts. While over 50% of respondents in Kaluthara and Colombo reported receiving aid within 3 hours after the Tsunami struck, some locations within each district were not reached until after 48 hours had elapsed. In Trincomalee, 96% of respondents did not receive aid until the day after the disaster.

Table 2.1: Relief Services Received by Affected Families within the First 48 Hours

Type of Assistance Received	Average	Hambantota	Kaluthara	Colombo	Matara	Batticola	Ampara	Jaffna	Trincomalee
Rescue Operations	31	33	24	24	52	61	15	3	1
ID/burial of Dead	13	29	0	3	7	39	13	1	0
Cleaning of Debris	8	24	0	0	15	18	2	0	0
Medical Services	33	24	47	52	35	18	52	47	0
Ready-to-Eat food	78	81	94	100	82	58	59	98	96
Drinking Water	70	48	100	93	74	70	72	99	3
Materials for Temporary Shelter	34	19	12	31	45	13	56	47	1
Arrangement for Relocation	3	10	0	3	5	4	0	0	0
Bedding, Toiletries	26	10	41	31	14	19	26	72	0
Clothes	52	33	94	86	25	72	66	78	1
Infant Food	24	19	41	48	2	28	11	75	0
Counseling Services	6	0	0	10	0	4	4	26	0

Base: 604

Survey respondents indicated that while commodity relief (food, drinking water, and clothes) were in good supply, other aspects of relief were lacking. Additionally, significant disparities in service provision were reported across districts: while some regions were well-supplied with emergency medical care, materials for temporary shelter, and rescue and debris clearance operations, others did without. Respondents in Trincomalee reported little outside assistance over the first two days beyond the provision of food.

Rescue operations reached just 31% of respondents within the first 48 hours. Only two districts, Batticola and Matara, had response rates exceeding 50%.

*"They came when everyone is gone... all that we have is painful memories with none to help."*

*"Did they care for the coastal people like us? They were all secure in the city."*

**Identification and burial services for the deceased** were in short supply, reaching only 13% of respondents within the first 48 hours. A small proportion of respondents in Batticola (39%) and Hambantota (29%) reported assistance; service provision in other areas was negligible.

*"Tragedy is, that we had to do everything ourselves."*

*"We could not communicate and they did not find us out."*

Only 8% of those surveyed cited assistance in **debris clearance** within the first 48 hours, it was thought that the lag hampered the search for missing persons. While 24% of surveyed families in Hambantota reported some service provision, respondents in Kaluthara, Colombo, Trincomalee, and Jaffna received no help.

*"We feel at least some would have survived, if they were searched for in the first day itself."*

*"Coast guard came, but they were late."*

Medical services reached approximately 33% of respondents within the first 48 hours. Approximately 50% of respondents in Kaluthara, Ampara, Colombo, and Jaffna reported receiving assistance, while shortages were reported in Hambantota, Matara, and Batticola. No medical assistance was reported in Trincomalee.

*"First few days, no doctor came (to) this side."*

*"For those injured, there was not even cloth to make a bandage."*

**Ready-to-eat food** was in good supply across most districts, reaching 78% of survey respondents. Individuals reportedly brought significant quantities of food initially, followed by local and international NGOs. Response rates were relatively low in only two districts, Batticola (58%) and Ampara (59%).

*"We had to come to main road and wait for food."*

*"Those who had relatives managed, others had to starve."*

*"Many whom we do not know rushed with food."*

**Drinking water** reached 70% of the surveyed families, and was primarily provided by International NGOs. Supplies were strong in all districts save Trincomalee (3%) and Hambantota (48%).

*"We did not think there will be a day like this, when water would be scarce."*

*"They brought food and water together and distributed to all."*

*"We did not even have water, the Eelam people helped us."*

According to those surveyed, **arrangements for relocation** were minimal. Only 3% of respondents reported assistance.

*"All of us were just stranded, knowing not where to go."*

*"Few had relatives, but we had no place to stay, so we were just here."*

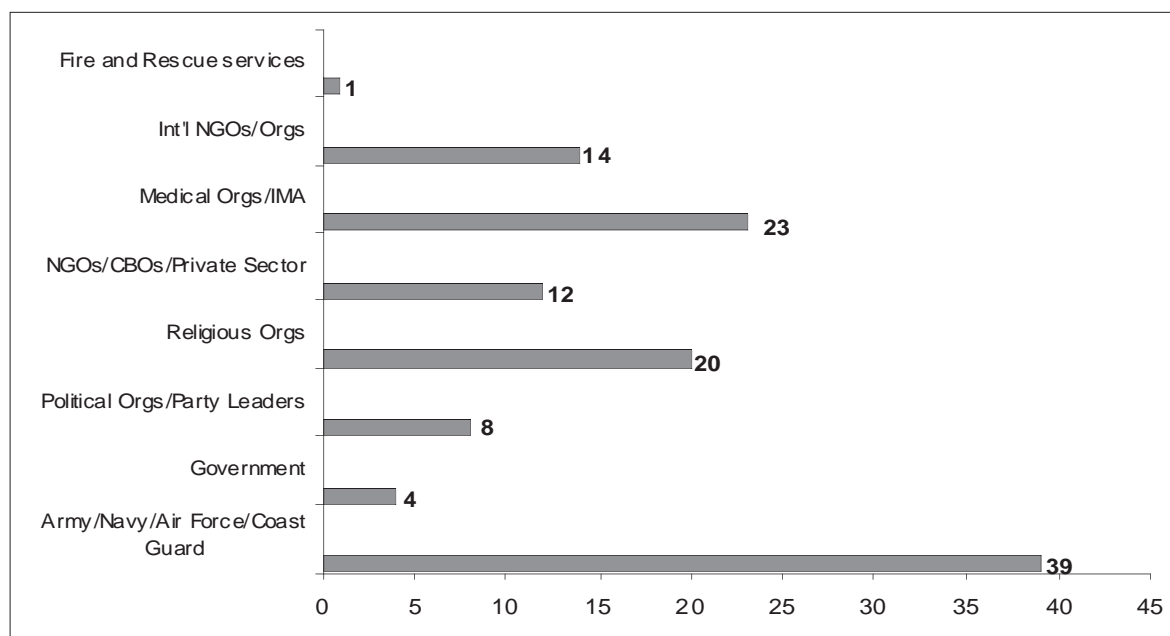
**Bedding and toiletries** reached 26% of respondents within the first 48 hours. Supply was strong in Jaffna (72%), and moderate in Kaluthara (41%) and Colombo (31%).

52% of survey respondents reported receiving **clothes**, primarily used articles provided by international NGOs and private companies. Supplies were strong across most districts, with shortages reported only in Hambantota (33%), Matara (25%), and Trincomalee (1%).

24% of respondents reported receiving **milk and baby food**, brought primarily by international NGOs and individuals. High levels of service provision were reported in Jaffna (75%), Kaluthara (48%), and Colombo (41%), but milk and baby food were almost absent in Ampara (11%), Matara (2%), and Trincomalee (0%).

**Counseling services** were in extremely short supply, reported by only 6% of surveyed families. Service provision was moderate in only one district, Jaffna (26%).

Table 2.2: Providers of Relief Services Over the First 48 Hours



Base: 604

Numerous organizations provided rescue and relief services over the 48 hours following the Tsunami impact. The armed forces were the most significant actors overall, while civilian government organizations reached only a minor share of the surveyed families. International organizations also reached a relatively small proportion of respondents. Qualitative research findings indicate that local and expatriate individuals were important providers of both direct material assistance (clothes, food, money, medicine, toiletries, etc.) as well as donations to other relief organizations.

Only 4% of surveyed families reported receiving assistance from local, regional, or national government organizations. Government rescue and relief services were identified in just two or three locations neighboring the capital over the first two days.

*"Where was the Government, when all this happened... and everything was chaotic? Government support to us is essential to rebuild our lives."*

*"For us in these areas (North East), it was the (Tamil) Eelam that came to our rescue."*

While the civilian government reached relatively few surveyed families, the **armed forces** (including the Army, Navy, Air Force, and Coast Guard) reached the largest proportion of respondents overall. In total, 39% of those surveyed reported receiving assistance from military units. **Fire and rescue units** were cited as delivering relief by just 1% of surveyed families.

12% of respondents reported receiving assistance from the **private sector and local NGOs**.

Qualitative research findings suggest that private companies (and media organizations in particular) were involved in the collection of in-kind donations from households. Private companies also collected funds from staff, which were put towards the physical reconstruction of schools, orphanages, and homes, and donated in support of government relief services.

20% of the surveyed families were reached by **religious organizations** within the first 48 hours, while **political organizations** were cited by just 8%.

**Medical organizations** were more active, assisting some 23% of survey respondents.

14% of surveyed families reported receiving rescue and relief assistance from **international organizations**. However, qualitative findings indicate that they were active in supporting relief efforts, and specifically involved in mobilizing local human resources for deployment.

## THE FIRST 60 DAYS: ASSESSMENT OF MEDIUM-TERM RELIEF OPERATIONS

The second major component of the beneficiary survey assessed the experiences of affected families over the first 60 days following the Tsunami. During this transitional period, aid organizations shifted from rescue operations to more extended relief and reconstruction processes. The survey attempted to capture two interrelated dimensions of humanitarian service provision: relief process and relief content. Respondents were asked to provide their opinion on the timeliness, coordination, and dignity of aid distribution, as well as the adequacy of the relief provided by aid organizations.

Tables below detail respondent opinions on aid processes and content in five core areas of relief: food, household necessities, medical care and supplies, clothing, and counseling services.

### A. FOOD (COOKED AND DRY RATION)

Table 3.0: Opinion on the Delivery of Food Supplies

Food (Cooked and Dry Ration)	Average	Hambantota	Kaluthara	Colombo	Matara	Batticala	Ampara	Jaffna	Trincomalee
Received on time	<b>68</b>	76	82	86	70	78	76	81	1
Well coordinated	<b>60</b>	67	71	69	55	65	60	71	40
Dignity maintained in distribution	<b>66</b>	76	88	97	82	40	63	100	13

Base: 604

Timeliness: 68% of surveyed families received food aid on time. In all surveyed districts save one, 70% or more of respondents reported the timely delivery of food supplies. In the remaining district of Trincomalee, only 1% of respondents received food distribution on time.

*"Food was never received on time."*

*"Only difficulty was the delay."*

Coordination of distribution: 60% of surveyed families felt that food distribution was well coordinated. Respondents in Trincomalee again reported the lowest levels of satisfaction, with only 40% stating that coordination was well managed.

*"The food was distributed without any plan."*

*"Food was not distributed to those who lost homes."*

*"People who were not affected also received food."*

*"There was a run for dry ration, and party workers were involved in this."*

*"(the) same quantity (of material) was distributed to the family irrespective of the number of members in the family."*

Dignity maintained in distribution: 66% of respondents felt that food distribution was managed so as to preserve their dignity. The remainder found the distribution of food to be a humiliating and humbling experience, some citing the lack of fairness or the low quality of food as the cause of their dissatisfaction. Respondents in Jaffna (100%) reported high levels of satisfaction with the manner in which food was disbursed, while surveyed families in Batticola (40%) and Trincomalee (13%) found the experience most unsettling.

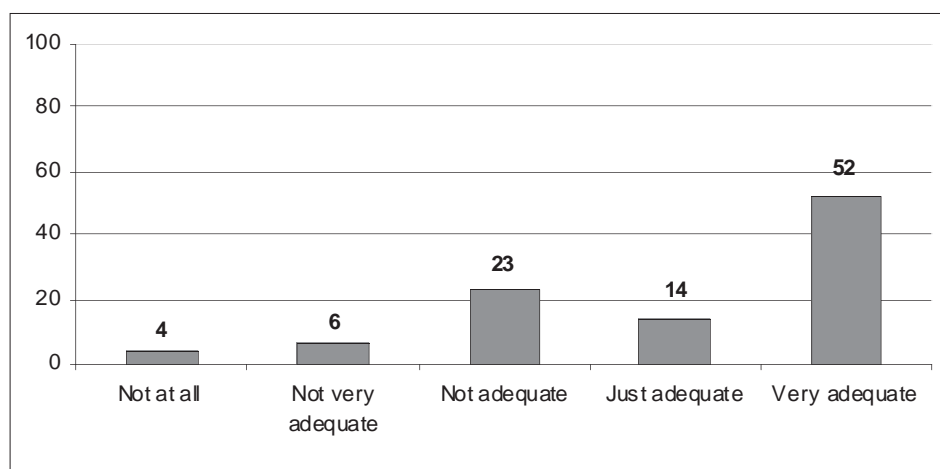
*"We thought, they had brought food that are given to animals."*

*"Sometimes we felt like beggars, the way it was distributed and coordinated."*

*"You need to be known to famous people or related to leaders, only then you get the best food. . . otherwise only what that would go waste. . . spoiled food, you will get."*

*"Co-operative shops in the area provided food which had expired dates."*

Table 3.1: Opinion on the Adequacy of Food Supplies



Base: 604

Not at all: 4% (N=24)

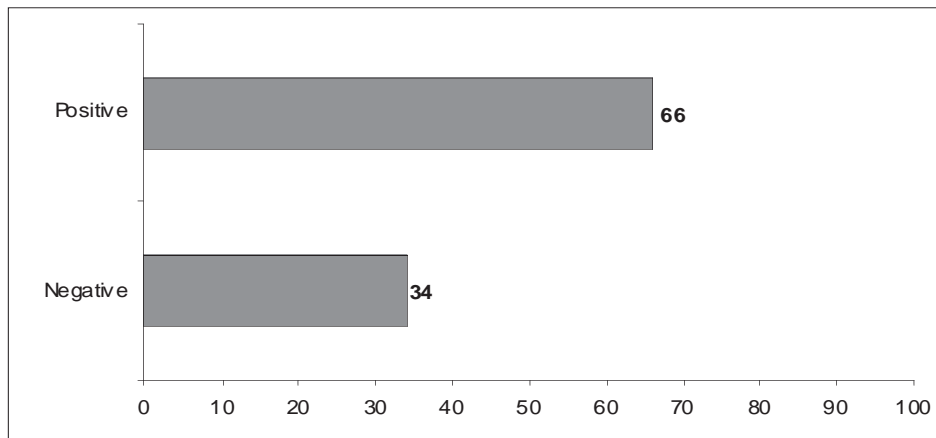
Not very adequate: 6% (N=36)

Not adequate: 23% (N=138)

Just adequate: 14% (N=85)

Very adequate: 52% (N=312)

Table 3.2: Proportion of Positive and Negative Responses



Base: 604

52% of respondents felt that food assistance was very adequate to their needs, while 14% felt that it was just adequate. 23% reported that it was not adequate, and a further 6% considered it to be very inadequate. 4% felt that it did not meet their needs at all. In total, 66% of those surveyed reported that the content of food assistance met their needs, while 34% found that their needs were not met.

Several factors drove respondent dissatisfaction with the adequacy of food relief. Some stated that they had received insufficient quantities of food, or supplies which had passed their expiry date. Others commented that the waiting time to receive food supplies was too long.

*"What we got was just not enough."*

*"It is a new experience for us to wait for food."*

*"Some foods were stale and in no condition to be consumed."*

*"Tinned food, even baby food, ready to eat packets (were past) expiry dates."*

Some surveyed families felt that food relief was divided inequitably, on lines of affluence of influence.

*"Only relatives of famous people received food."*

*"In this tragedy, the most poor get less."*

*"If a family has one relative outside the country that was enough, they mobilized funds for them."*

## B. HOUSEHOLD NECESSITIES (INCLUDING TOILETRIES, BEDDING, UTENSILS, AND TEMPORARY SHELTER)

Table 3.3: Opinion on the Delivery of Household Necessities

Household Necessities	Average	Hambantota	Kaluthara	Colombo	Mataru	Batticaloa	Ampara	Jaffna	Trincomalee
Received on time	58	38	94	62	59	72	61	74	1
Well coordinated	58	48	76	69	64	66	52	82	1
Distributed uniformly	50	43	65	48	55	52	44	64	27

Base: 604

**Timeliness:** 58% of surveyed families reported that household necessities were provided on time. Respondents in Kaluthara (94%), Jaffna (74%) and Batticaloa (72%) were particularly satisfied, while others in Hambantota (38%) and Trincomalee (1%) reported unacceptably long delays.

*"Didn't get them when required."*

*"Got some on time, some late."*

**Coordination of distribution:** An identical proportion (58%) felt that the provision of necessities was well coordinated. Respondents in Jaffna were most satisfied with the coordination of relief, while surveyed families in Trincomalee (1%) were again least satisfied.

*"Some got more stuff and had no place to store."*

*"Red Cross organization used cards in distribution."*

**Uniformity maintained in distribution:** Respondent opinions regarding the uniformity of aid provision were sharply divided, with 50% reporting that household necessities were distributed fairly. Surveyed families in Kaluthara (62%) were most satisfied with the fairness of aid distribution, while the vast majority of respondents in Trincomalee (27%) felt that uniformity was not upheld.

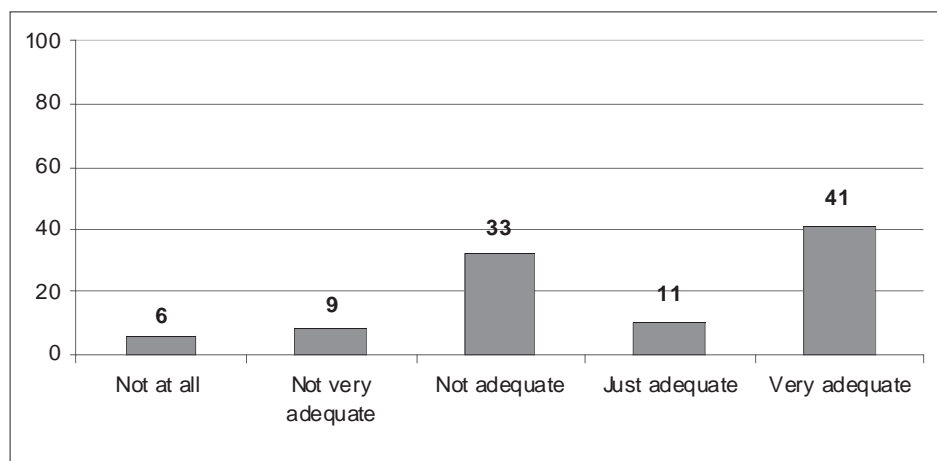
*"No fairness in distribution."*

*"Some people got more by pushing their way through."*

*"Did not get anything that is good."*



Table 3.4: Opinion on the Adequacy of Household Necessities



Base: 604

Not at all: 6% (N=36)

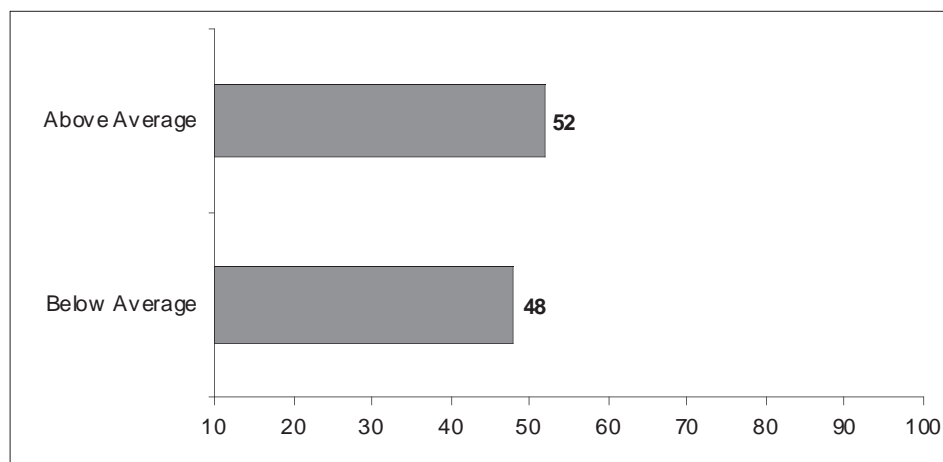
Not very adequate: 9% (N=54)

Not adequate: 33% (N=198)

Just adequate: 11% (N=66)

Very adequate: 41% (N=246)

Table 3.5: Proportion of Positive and Negative Responses



Base: 604

41% of survey respondents found household necessities to be very adequate to their needs, while 11% rated them to be just adequate. 33% felt that the goods were not adequate to their needs, and 9% reported that they were very inadequate. 6% felt the necessities did not meet their needs at all. In total, 52% reported that the available household necessities met their needs, and 48% reported that their needs were not met.

Respondent dissatisfaction with household necessities was reported based upon perceived inequalities in aid distribution. Some stated that local political groups bribed logistics personnel to acquire the highest-quality materials, and that the remainder was given to the other affected families. Distribution along political lines was also seen to have hampered fair provision of goods.

*"Political people took the best for themselves and others, and gave us the rest."*

*"Some materials we received were not at all good to use."*

*"In one area itself, they are showing disparity in distribution."*

Some survey respondents noted that the provision of goods after such a disaster did little to assuage their fears or sadness, and felt dejected upon seeing piles of household materials.

*"Who needs things, when you have lost your home and your loved ones"*

Although some surveyed families were content with the temporary shelter provided to them, the majority expressed unhappiness with the quality of the shelters, the lack of privacy, and insufficient hygienic facilities.

*"The interim shelters were adequate as temporary shelters."*

*"The safety, hygiene is OK."*

*"Space is not enough, as more people are packed in a small area, it limits our privacy."*

*"We can't stay in when it rains. We get wet."*

*"The toilet facilities are not adequate."*

*"There are so many mosquitoes, so many flies."*

*"Our shelters are similar to slums seen in Colombo. They are better than huts."*

Some respondents were temporarily housed in schools, and had to locate other places to stay during school hours.

*"We stay at school so we can't go there till two o'clock"*

Given the difficulties attributed to living in temporary housing, many respondents hoped for more permanent shelters. Many surveyed families were uncertain if they could secure permanent housing in their former area of residence.

*"We want our place to stay. It is better if we can go from these places and get permanent houses. Temporary residences are not good."*

*"Although we don't have meals, there is a place to stay. One problem is taken care of."*

*"There is still no solution (to who will be provided permanent residences)... government support is essential."*

*"We were stayed at rented house so we feel we will not get new house."*

### C. MEDICAL CARE AND SUPPLIES

Table 3.6: Opinion on the Delivery of Medical Care and Supplies

Medical Care and Supplies	Average	Hambantota	Kaluthara	Colombo	Matara	Batticaloa	Ampara	Jaffna	Trincomalee
Received on time	72	76	82	69	80	82	72	93	4
Well coordinated	78	81	82	90	92	85	75	100	1
Sensitivity in handling	75	81	100	86	93	73	69	100	1

Base: 604

**Timeliness:** 72% of surveyed families reported that medical care and supplies reached them on time. Responses were positive across all districts save Trincomalee, where only 4% reported timely service provision.

**Coordination of distribution:** 78% of respondents stated that medical services were well coordinated. Opinions of coordination largely paralleled those regarding timeliness, with positive responses in all districts save Trincomalee, where only 1% reported strong coordination.

*"We were forgotten, and when they came the demand was so high, and the coordination was just not there."*

*"Treatment requirements (were) not met."*

*"Unsuitable medicines given, due to poor coordination."*

**Sensitivity in handling:** 75% of survey respondents felt that medical services were provided with care and sensitivity. Respondents reported the presence of large groups of doctors from outside the country, and gave them high marks. However, some noted that medical service coordinators, often local volunteers or workers, were sometimes insensitive or short-tempered.

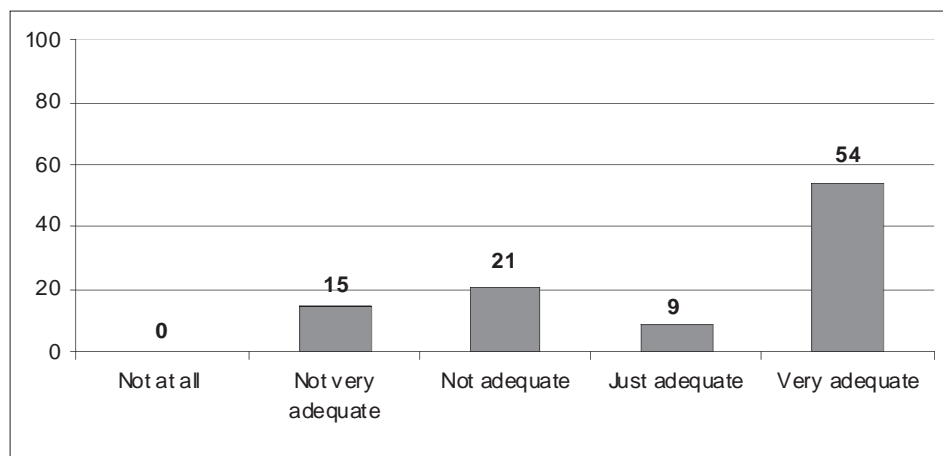
*"Doctors are good, but the local coordinators are rude."*

*"Thailand doctors treated us with utmost care."*

*"Everyone wants to be tested by the doctors and coordinators were getting irritated."*

*"When we lost everything, in that we lost our self-pride too."*

Table 3.8: Opinion on the Adequacy of Medical Care and Supplies



Base: 604

Not at all: 0% (N=0)

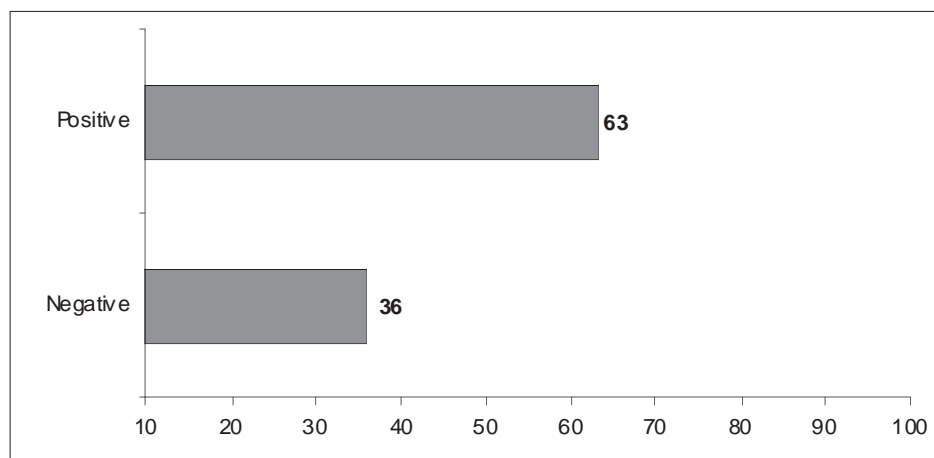
Not very adequate: 15% (N=91)

Not adequate: 21% (N=127)

Just adequate: 9% (N=54)

Very adequate: 54% (N=326)

Table 3.9: Proportion of Positive and Negative Responses



Base: 604

54% of those surveyed felt that medical care and supplies met their needs extremely well, and 9% reported that medical services were just adequate. 21% of respondents stated that medical care was inadequate, while 15% reported that it was extremely inadequate. No respondents reported that medical services completely failed to meet their needs. In total, 63% of respondents felt that medical services met their needs, while 46% felt they did not.

## D. CLOTHING

Table 3.9: Opinion on the Delivery of Clothing

Clothing	Average	Hambantota	Kaluthara	Colombo	Matara	Batticola	Ampara	Jaffna	Trincomalee
Received on time	70	57	100	93	64	88	64	100	1
Well coordinated	72	52	100	90	55	87	72	99	40
Dignity maintained in distribution	67	29	82	76	50	79	68	100	42

Base: 604

**Timeliness:** 70% of survey respondents reported that clothing deliveries reached them on time. However, significant variation existed across districts. While respondents in Kaluthara (100%), Jaffna (100%), and Colombo (93%) reported rapid distribution of clothing, others in Matara (64%), Ampara (64%), and Hambantota (57%) were less satisfied. Only 1% of respondents in Trincomalee felt that clothing was brought on time. Some surveyed families noted that there was insufficient clothing for men and children.

*"In Colombo there were plenty of clothes."*

*"We needed clothes, they are so important, but we did not get."*

*"Men and children hardly got anything."*

**Coordination of distribution:** 72% of surveyed families reported strong coordination in clothing distribution. Coordination was reported to be strong in Kaluthara (100%), Jaffna (99%), and Colombo (90%), and weaker in Matara (55%), Hambantota (52%), and Trincomalee (40%). Some reported that minority religious groups were sidelined in the distribution process. Respondents in the Northeast of the country reported that despite continuing tension between Sinhala and Tamil ethnic groups, many Tamil set aside differences and accepted Sinhalese clothes from donors.

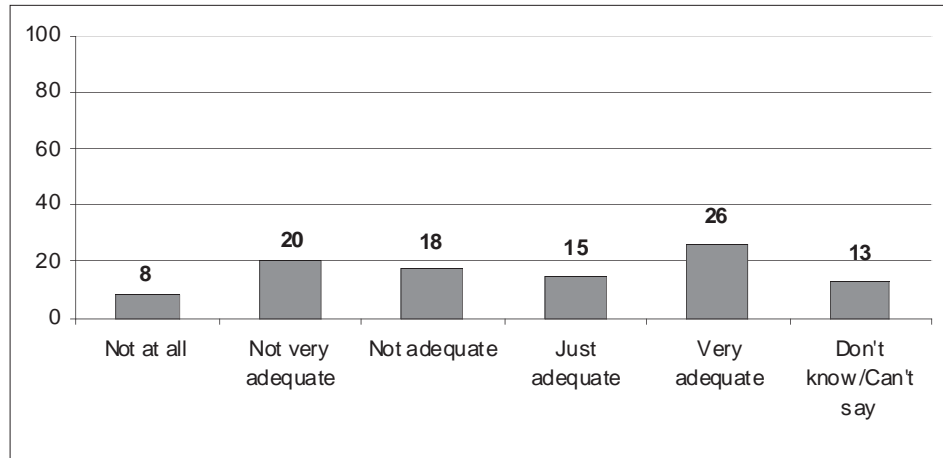
*"Sinhalese clothes, we are wearing too."*

**Dignity maintained in distribution:** 67% of respondents felt that their dignity was maintained while receiving clothing. Surveyed families in Jaffna (100%), Kaluthara (82%), and Batticola (79%) gave particularly positive responses, while families in Trincomalee (42%) and Hambantota (29%) largely felt that their dignity was diminished by the distribution process.

*"We received old clothes, clothes that did not fit. Some got new clothes through fights."*

*"Clothes given from abroad (were) not suitable for our climate conditions."*

Table 3.10: Opinion on the Adequacy of Clothing



Base: 604

Not at all: 8% (N=48)

Just adequate: 15% (N=90)

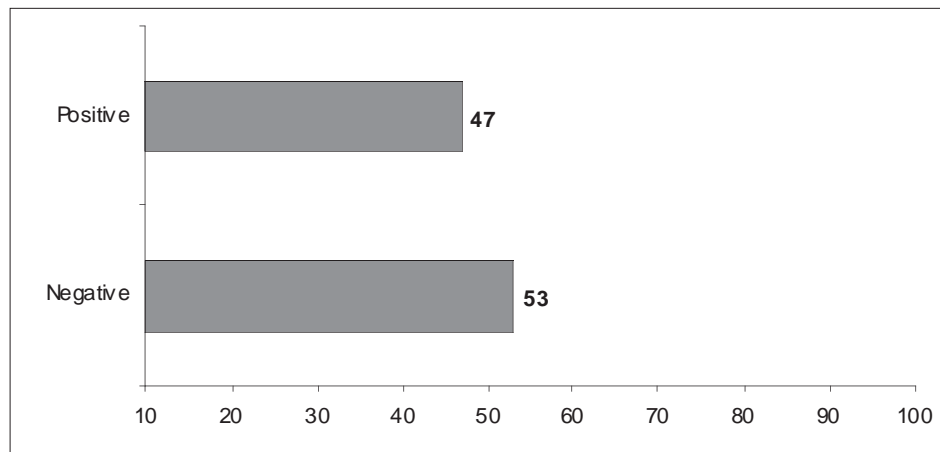
Not very adequate: 20% (N=120)

Very adequate: 26% (N=156)

Not adequate: 18% (N=108)

Don't know/Can't say: 13% (N=78)

Table 3.11: Proportion of Positive and Negative Responses



Base: 604

26% of respondents felt that clothing distribution met their needs extremely well. 15% reported that the clothing provided was just adequate, while 18% felt that it was inadequate. 20% stated that the clothes met their needs very poorly, and 8% reported that it did not meet their needs at all. 13% declined to respond. In total 47% of respondents felt that clothing assistance met their needs, while 53% reported that it did not.

Several factors led to aid beneficiary dissatisfaction with clothing assistance. Some reported discomfort receiving used clothes, or felt that the available clothing was in shabby condition. Others noted that donated clothing was simply inappropriate for the local climate.

*"This is the first time we are wearing others' dress; it is difficult to wear others' clothes."*

*"Some were not in a condition to use."*

*"Clothes given from abroad (were) not suitable for our climate conditions."*

## E. Counseling Services

Table 3.12: Opinion on the Provision of Counseling Services

Counseling Services	Average	Hamban tota	Kaluthara	Colombo	Matara	Batticaloa	Ampara	Jaffna	Trincomalee
Percent counseled	<b>68</b>	62	88	97	95	68	65	63	1
Percent relieved of emotional stress	<b>69</b>	48	88	93	95	65	67	78	1
Continuity of service	<b>70</b>	48	82	93	94	83	88	41	1

Base: 604

**Percent counseled or spoken to:** 68% of respondents reported receiving counseling services.

Although service provision was somewhat uneven across districts, respondents in 7 out of 8 surveyed areas reported coverage rates exceeding 60%. In Trincomalee, only 1% received counseling.

*"Even for small sound, we coil up."*

*"Specialists come and some get disappointed with us."*

*"They come to make us laugh and forget the past."*

**Percent relieved of emotional stress:** 69% of survey respondents felt that counseling relieved their emotional stress. Many reported what while they may not have been able to return to their normal routine, they could at least go on with life.

*"They helped us to make up our minds to a large extent; otherwise we cannot continue to live here."*

*"Lost the fear to some extent."*

*"Got over the shocking phase."*

*"Earlier, we were afraid to sleep when it got dark."*

*"Religious activities do help in relieving emotional stress."*

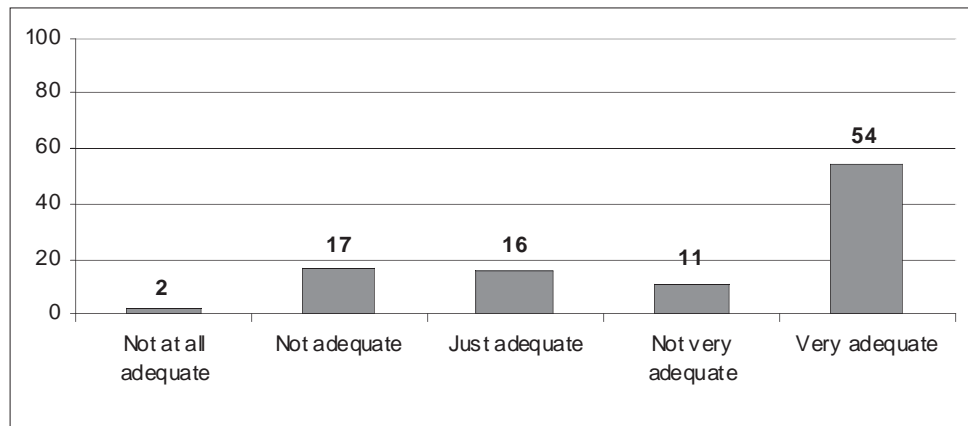
**Continuity of service:** 70% of respondents reported that counseling services continued through the 60 days after Tsunami, with service continuity particularly strong for children.

*"They are organizing games and exercise sessions for us."*

*"They show films and other entertainment shows."*

*"A therapist dances with the children."*

Table 3.13: Opinion on the Adequacy of Counseling



Base: 604

Not at all: 2% (N=12)

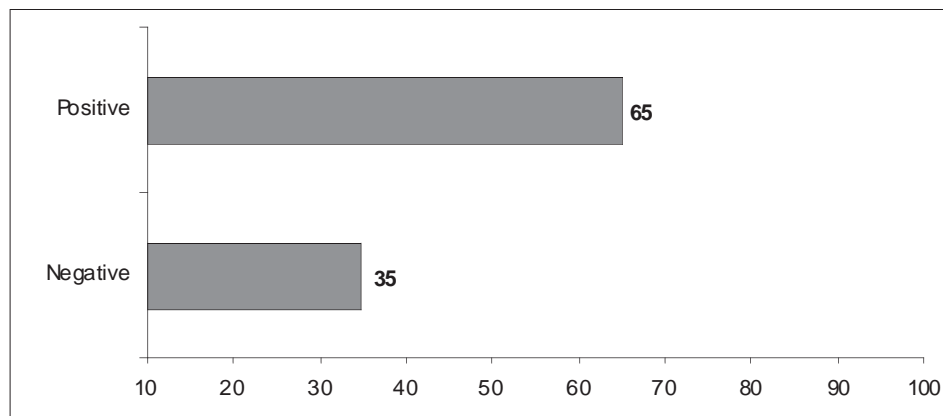
Not very adequate: 11% (N=66)

Not adequate: 17% (N=102)

Just adequate: 16% (N=96)

Very adequate: 54% (N=324)

Table 3.14: Proportion of Positive and Negative Responses



Base: 604

54% of those surveyed felt that counseling services met their needs extremely well, and 16% found them to be just adequate. 17% stated that counseling services were inadequate, and 11% found them to be very inadequate. 2% of respondents felt that counseling did not meet their needs at all. In total, 65% of surveyed families reported that counseling met their needs, while 35% reported that it did not.

### **RANKINGS OF ORGANIZATIONS PROVIDING RELIEF SERVICES OVER THE FIRST 60 DAYS FOLLOWING THE TSUNAMI**

The data tables below offer rankings of the most active providers of humanitarian services, as well as specific organizations cited as delivering effective relief.



Table 4.0: Organizations that Provided Drinking Water

<b>Organizations that Provided Drinking Water</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	22.30
International NGO	19.23
Local NGO	39.23
Private Company	5.38
Religious Groups	2.30
Political Leaders	0.76
Individuals	10.76

Base: 604

Table 4.1: Organizations that Provided Cooked Food

<b>Organizations that Provided Cooked Food</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	27.94
International NGO	16.91
Local NGO	18.38
Private Company	11.76
Religious Groups	12.5
Political Leaders	1.47
Individuals	11.02

Base: 604

Table 4.2: Organizations that Provided Dry Rations

<b>Organizations that Provided Dry Rations</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	14.72
International NGO	13.95
Local NGO	6.20
Private Company	1.55
Religious Groups	10.85
Political Leaders	8.52
Individuals	44.18

Base: 604

Table 4.3: Organizations that Provided Clothing

<b>Organizations that Provided Clothing</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	5.34
International NGO	7.63
Local NGO	28.24
Private Company	16.03
Religious Groups	11.45
Political Leaders	1.52
Individuals	29.77

Base: 604

Table 4.4: Organizations that Provided Toiletries

<b>Organizations that Provided Toiletries</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	10.18
International NGO	18.51
Local NGO	48.14
Private Company	6.48
Religious Groups	4.62
Political Leaders	1.85
Individuals	10.18

Base: 604

Table 4.5: Organizations that Provided Medical Care and Supplies

<b>Organizations that Provided Medical Care and Supplies</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	22.58
International NGO	6.45
Local NGO	37.90
Private Company	4.03
Religious Groups	0.80
Political Leaders	17.74
Individuals	10.48

Base: 604

Table 4.6: Organizations that Provided Utensils, Stoves, and Fuel

<b>Organizations that Provided Utensils, Stoves, and Fuel</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	10.43
International NGO	14.78
Local NGO	43.47
Private Company	7.82
Religious Groups	4.34
Political Leaders	8.69
Individuals	10.43

Base: 604

Table 4.7: Organizations that Provided Bedding and Bed Sheets

<b>Organizations that Provided Bedding and Bed Sheets</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	14.50
International NGO	20.61
Local NGO	40.45
Private Company	8.39
Religious Groups	5.34
Political Leaders	2.29
Individuals	8.39

Base: 604

Table 4.8: Organizations that Provided Materials for Makeshift Shelter

<b>Organizations that Provided Materials for Makeshift Shelter</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	15.15
International NGO	23.23
Local NGO	45.45
Private Company	7.07
Religious Groups	3.03
Political Leaders	3.03
Individuals	3.03

Base: 604

Table 4.9: Organizations that Provided Milk and Infant Food

<b>Organizations that Provided Milk and Infant Food</b>	<b>% of Respondents Reporting Assistance from Organization</b>
Government	16.21
International NGO	11.71
Local NGO	34.23
Private Company	11.71
Religious Groups	5.40
Political Leaders	—
Individuals	20.72

Base: 604

Table 4.10: Ranking of Most Active Organization Types, by Form of Relief

Type of Relief	Rank 1	Rank 2
Drinking water	Local NGOs	Government, Int'l NGOs
Cooked food	Government	Local NGOs, Int'l NGOs
Dry ration	Individuals	Government
Clothes	Individuals	Local NGOs
Toiletries	Local NGOs	Int'l NGOs
Medical supplies & medical care	Local NGOs	Government
Utensils, stove, fuel	Local NGOs	Int'l NGOs
Bedding & bedsheets	Local NGOs	Int'l NGOs
Materials for make shift shelter	Local NGOs	Int'l NGOs
Milk/ infant food	Local NGOs	Individuals
<b>Overall</b>	<b>Local NGOs</b>	<b>Int'l NGOs</b>

Organizations Cited as Delivering Effective Relief (by type)							
Type of Relief	Government	Int'l NGO/Org	Local NGO	Private Company/ Association	Religious Groups	Political Parties	
1. Drinking water	<ul style="list-style-type: none"> <li>Water Supply Board</li> <li>Municipal Council</li> </ul>	<ul style="list-style-type: none"> <li>UNICEF</li> <li>CARE</li> </ul>	<ul style="list-style-type: none"> <li>Sarvodaya</li> </ul>	<ul style="list-style-type: none"> <li>HNB</li> <li>Lord Star</li> <li>Gold Company</li> <li>Minor Fishing Association</li> </ul>	<ul style="list-style-type: none"> <li>Catholic Church</li> <li>Muslim Org</li> <li>Salvation Army</li> </ul>	<ul style="list-style-type: none"> <li>JVP</li> <li>EPDP</li> </ul>	
2. Cooked food	<ul style="list-style-type: none"> <li>Police</li> <li>AG's Office</li> </ul>	<ul style="list-style-type: none"> <li>Malay Association</li> </ul>	<ul style="list-style-type: none"> <li>Metla Society</li> </ul>	<ul style="list-style-type: none"> <li>Prithi Motors</li> <li>Sri Lanka Cricket Board</li> <li>MSCD, Capetco</li> </ul>	<ul style="list-style-type: none"> <li>Temple</li> <li>Catholic Church</li> </ul>	<ul style="list-style-type: none"> <li>JVP</li> </ul>	
3. Dry ration	<ul style="list-style-type: none"> <li>AG's office</li> <li>Gram Sewaka</li> </ul>	<ul style="list-style-type: none"> <li>—</li> </ul>	<ul style="list-style-type: none"> <li>Sarvodaya</li> <li>Metla Society</li> <li>Sanasa Public Development</li> </ul>	<ul style="list-style-type: none"> <li>Shakthi TV</li> <li>Sirasa Media Network</li> </ul>	<ul style="list-style-type: none"> <li>American Mission</li> <li>Salvation Army</li> </ul>	<ul style="list-style-type: none"> <li>JVP</li> </ul>	
4. Clothes	<ul style="list-style-type: none"> <li>AG's office</li> </ul>	<ul style="list-style-type: none"> <li>OXFAM</li> <li>CARE</li> </ul>	<ul style="list-style-type: none"> <li>Sarvodaya</li> <li>Metla Society</li> <li>Sirasa Relief Yathra</li> <li>World Vision</li> </ul>	<ul style="list-style-type: none"> <li>Shakthi TV</li> <li>Unichela Garments</li> </ul>	<ul style="list-style-type: none"> <li>Temple</li> <li>Zion Church</li> </ul>	<ul style="list-style-type: none"> <li>JVP</li> </ul>	
5. Toiletries	<ul style="list-style-type: none"> <li>AG's office</li> <li>Gram Sewaka</li> </ul>	<ul style="list-style-type: none"> <li>Red Cross</li> </ul>	<ul style="list-style-type: none"> <li>Sanasa Public Development</li> <li>Sarvodaya</li> <li>Metla Society</li> <li>Sirasa Relief Yathra</li> <li>World Vision</li> </ul>	<ul style="list-style-type: none"> <li>Shakthi TV</li> </ul>	<ul style="list-style-type: none"> <li>Zion Church</li> <li>Calvary Church</li> <li>Catholic Association</li> </ul>	<ul style="list-style-type: none"> <li>JVP</li> <li>LTTE</li> </ul>	

Organizations Cited as Delivering Effective Relief (by type)							
Type of Relief	Government	Int'l. NGO/Org	NGO	Private Company/ Association	Religious Groups	Political Parties	
6. Medical supplies and medical care	• Government Hospital	• Malay Association	• Sanasa Public Development • Metla Society • Sarvodaya	• Canada/USA Doctors • Lion's Club • Apollo Hospitals	• Catholic Church • Thailand Buddhist	• JVP	
7. Utensils, stoves, and fuel	• AG's office • Gram Sewaka	• Save the Children	• Sanasa Public Development  • Metla Society	• Impact • Shakthi TV • Lord Star Company  • Apollo hospitals	• Hindu Manatra • Zion Church • Calvary Church	• EPDP	
8. Bedding materials	• AG's office • Gram Sewaka	• Taiwan Govt.	• Sarvodaya • Metla Society • Sanasa Public Development • Sirasa Relief Yathra	• Shakthi TV • Lord Star • Arpico • Apollo Hospitals	• Temple • Zion Church • Catholic Church	• JVP • EPDP	
9. Materials for temporary shelter	• AG's office • Gram Sewaka	• Korean Org • UNICEF • Red Cross	• Sanasa Public Development • Metla Society	• IOM • Lord Star • Sri Lanka Cricket Board	• Calvary Church • Catholic Church • Taiwan Buddhist	• JVP	
10. Milk and infant food	• AG's office • Gram Sewaka	• Korean Org	• Sarvodaya • World vision • Metla Society	• Shakthi TV	• Temple • Zion Church • Calvary Church	• JVP	

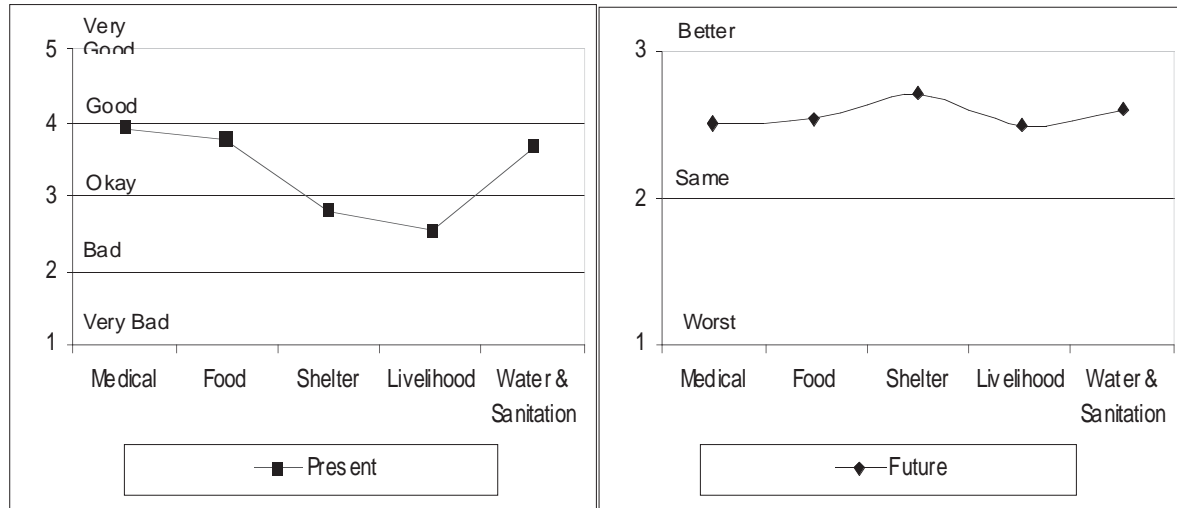
CARE led among International NGOs/Orgs, while several local NGOs garnered significant praise: Sarvodaya, Metla Service Society, Sanasa Public Development, and Sirasa Relief Yathra. Apollo Hospitals and Shakthi TV led amongst corporations. Among religious organizations, local temples and the Catholic Church were most frequently cited.



## PRESENT AND FUTURE PERSPECTIVES

In the final component of the survey, disaster-affected families were asked to provide their overall impressions of current rehabilitation and social services, as well as their expectations for future service provision.

Table 5.0: Present and Future Perspectives Regarding Rehabilitation Services

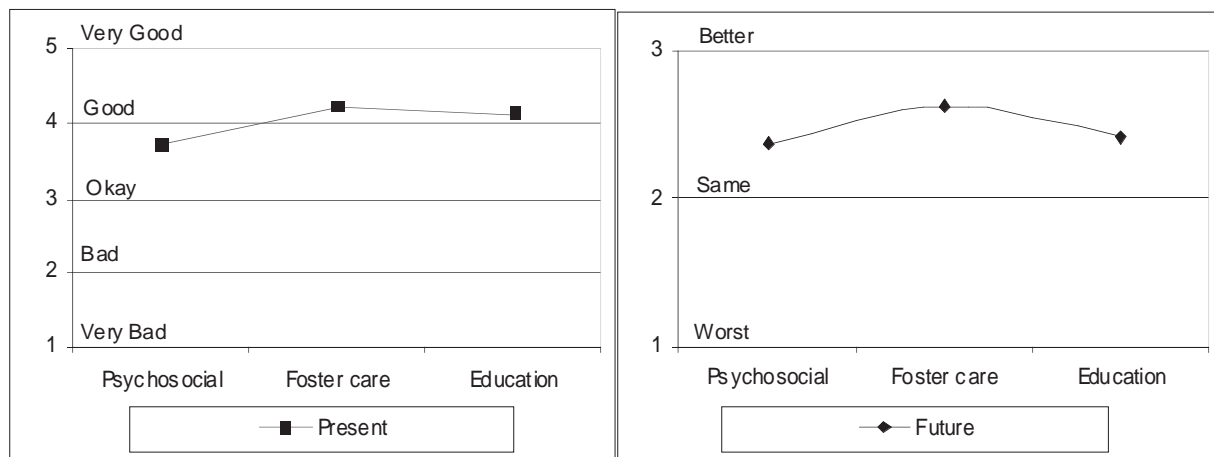


Respondents rated current medical services to be good, and expected them to improve moderately in the future. Food, ranked as good, was expected to improve moderately. Shelter, ranked as less satisfactory/bad, was expected to improve significantly. Livelihood restoration, rated as less satisfactory/bad, was expected to improve somewhat, and water and sanitation services, currently rated as okay/good, were expected to improve as well.

*"We at least feel, they will make a good house (for us)."*

*"They come asking for details so we hope the foreigners will do something."*

Table 5.1: Present and Future Perspectives Regarding Social Services



Respondent ranked current **psychosocial** services as okay/good, and expected them to improve moderately in the future. **Foster care**, rated as good/very good, was expected to further improve, while **educational** services, rated as good, were expected to improve moderately.

*"They will all go, and then it is up for us to cope up."*

*"For children they are doing much, the care would continue."*

*"They are making provision(s) for all the children to be back in school, but what more can they do?"*

## APPENDIX C: SURVEY INSTRUMENT FOR AFFECTED FAMILIES

<b>TNS</b>	<b>TSUNAMI RELIEF EFFECTIVENESS SURVEY - AFFECTED FAMILIES</b>
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*INTERVIEWER VISITS/SUPERVISION/EDITING*

NAME OF INTERVIEWER _____	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>				
DATE OF INTERVIEW (DD/MM)	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				
NAME OF SUPERVISOR _____	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>				
NAME OF OFFICE EDITOR _____	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>				

### INTRODUCTION

Good \_\_\_\_\_. My name is \_\_\_\_\_. I'm working for TNS, an International Research Organization.

The Tsunami which struck this coast has affected many families not only here, but in other states and countries too. Many had come to support and render assistance to the affected. We would like you to share your / families experience in your area on the relief measures carried out by various personnel, particularly in the first 1 month of the crisis.

Any time you are free to refuse an answer or terminate the interview. However, the information you give would be helpful in better service for humanity.

The interview would take about 25 minutes of your time. Requesting you to kindly participate.

Name							
Village							
District/province							
Age		Gender	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Male</td> <td style="width: 50%; text-align: center;">1</td> <td style="width: 50%; text-align: center;">Female</td> <td style="width: 50%; text-align: center;">2</td> </tr> </table>	Male	1	Female	2
Male	1	Female	2				

### SECTION 1 - BACKGROUND

No.	Question and filters	Coding categories	Skip to
101	What is the common occupation of the people in this area?	Fishing .....1 Farming.....2 Traders .....3 Fishing industry.....4 Tourism.....5 Others .....6	

**SECTION 2 : RESCUE OPERATIONS**

No.	Question and filters	Coding categories	Skip to
201	When Tsunami struck in your area, when did the first help from outside reach your village?	Within 1 hour .....1 Within 1-3 hours .....2 Within 4-8 hours .....3 Within 9-12 hours .....4 Within 13-24 hours .....5 Next day .....6 Later than that.....7	
	a. Who all came to help from outside in the first 48 hours? <b>(READ AND CODE)</b>	Army/Navy/Air Force/ Coast Guard .....1 Govt./Collectorate/Administration.....2 Political Party leaders .....3 Religious groups .....4 NGOs/CBOs.....5 Corporate/Private Sector Medical/IMA .....6 International Organisation .....7 Fire and rescue services .....8 Others.....9	
	b. What type of help did you receive in the first 48 hours?	Rescue operations .....1 Identification & burial of the deceased .....2 Clearing of debris .....3 Medical services .....4 Ready to eat food .....5 Drinking water .....6 Materials for temporary shelter.....7 Arrangements for relocation.....8 Bedding, toiletries .....9 Clothes .....10 Infant food .....11 Counselling services .....12 Others.....13	
203	When did the help reach first from outside in carrying and burial of the deceased?	First few hours .....1 Within ½ a day .....2 Within a day .....3 Next day .....4	

### SECTION 3 : RELIEF OPERATIONS

I would like to talk to you in more detail about the relief received, when we say relief, we mean the food, medical supplies/care, dry ration, clothes, materials for make shift shelter.

No.	Question and filters	Coding categories	Skip to
301	<b>Food including dry ration</b>		
a	Was it given on time?	Yes .....1 No.....2	
b.	Was distribution well coordinated?	Yes .....1 No.....2	
c	Was the food given adequate?	Very adequate .....1 Not very adequate .....2 Just adequate.....3 Not adequate.....4 Not at all adequate.....5	
d	Did you feel that dignity was maintained while receiving food	Yes .....1 No.....2	
e	Share your experience		
302	<b>Other necessities like bedding, toiletries/utensils, temporary shelter</b>		
a	Were the materials given on time?	Yes .....1 No.....2	
b	Was the distribution well coordinated?	Yes .....1 No.....2	
c	Were the supplies adequate to the need?	Very adequate .....1 Not very adequate .....2 Just adequate.....3 Not adequate.....4 Not at all adequate.....5	
d	Was uniformity maintained in distribution?	Yes .....1 No.....2	
e	Share your experience		

No.	Question and filters	Coding categories	Skip to
303	<b>Medical care / supplies</b>		
a	Did the medical care/ supplies reach on time?	Yes .....1 No.....2	
b	Was the medical services well coordinated?	Yes .....1 No.....2	
c	While giving treatment were they sensitively handled?	Yes .....1 No.....2	
d	Were the medical supplies adequate to the needs?	Very adequate .....1 Not very adequate .....2 Just adequate.....3 Not adequate.....4 Not at all adequate.....5	
e	Share your experience		
304	<b>Clothes</b>		
a	Did the clothes reach on time?	Yes .....1 No.....2	
b	Was the distribution of clothes well coordinated?	Yes .....1 No.....2	
c	While giving the clothes was dignity maintained?	Yes .....1 No.....2	
d	Was it appropriate to the need?	Very appropriate.....1 Not very appropriate .....2 Just appropriate .....3 Not appropriate.....4 Not at all appropriate .....5	
e	Share your experience		

305	<b>Counseling services. (Many were traumatized by the disaster, and some have lost family members)</b>		
a	Were they counseled/comforted at the time of grieving	Yes .....1 No.....2 Don't know.....3	
b	Was there adequate counseling service to address the emotional stress of the affected	Yes .....1 No.....2 Not needed.....3	
c	Was the counseling services adequate with respect to the needs	Very adequate .....1 Not very adequate .....2 Just adequate.....3 Not adequate.....4 Not at all adequate.....5	
d	Was there continuance of service to address phobia?	Yes .....1 No.....2	
e	Share your experience		