

RECIPIENT PERCEPTIONS OF AID EFFECTIVENESS:

RESCUE, RELIEF AND REHABILITATION IN TSUNAMI
AFFECTED INDONESIA, INDIA AND SRI LANKA

Fritz
Institute

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On December 26, 2004, a devastating Tsunami struck south Asia. Over 230,000 people perished and millions more were displaced. The countries with the most deaths and largest losses of livelihood were Indonesia, Sri Lanka and India. With this disaster came an outpouring of generosity and assistance from within each country and across the world. Aid groups at the international, regional, national, and local levels sprang into action, as did numerous community-based groups and religious organizations.

In an effort to understand the dynamics of disaster assistance, Fritz Institute undertook a large-scale quantitative study in partnership with TNS, a reputed global social science research organization with a local presence in India, Indonesia and Sri Lanka. The study was executed in two parts. The first part, conducted 60 days after the Tsunami, asked 1,406 aid recipients from 196 villages in India and Sri Lanka about their perceptions of aid effectiveness during the rescue and relief phases. In that first study, we also surveyed the relief managers from 376 local, national and international NGOs. Additional information was also collected from religious organizations, the government, corporations, and the media. The main results of this first study were presented in a report titled *Lessons from the Tsunami: Top Line Findings*¹.

This report outlines the results of the second part of the study conducted in Indonesia, Sri Lanka and India in October 2005, 9 months after the Tsunami. The intent of this study was to assess the perceptions of rehabilitation efforts by governments, international NGOs and local NGOs. In addition, we also leveraged the opportunity to ask the affected families about their recollections 48 hours and 60 days after the tragedy.

METHODOLOGY

Representative samples from the most affected areas in Indonesia, Sri Lanka and India were chosen to participate in this second study. In all we surveyed 2,300 people including 1,000 people from 93 villages in India, 800 people from 98 villages in Sri Lanka and 500 people from the five most affected areas in northern Sumatra, Indonesia (see Table 1). Although separate research teams were involved in the collection of data in each country, this report presents a combined picture, highlighting similarities and differences where appropriate.

The key respondents in the survey were adult members, male and female, of families affected by the Tsunami who have received post-Tsunami assistance. Data was collected through structured interviews in the local language by teams of trained interviewers from the community. Where scales were used, the conventional 5-point rating was utilized, with 3 being the midpoint and 5 being the best possible rating. The instruments were slightly different in each country to address language and cultural differences. All the survey instruments were tested on small groups and appropriately adapted before being deployed. The study also used qualitative methodologies to gather data. Focus group discussions were conducted among the affected families – 'the beneficiaries' – to elicit underlying issues related to relief and rehabilitation by the various providers involved in restoring lives of the affected back to normalcy.

¹ This report can be found at www.fritzinstitute.org

1. Aid Provided During the First 48 Hours was Overwhelmingly Local. Private Citizens Played A Critical Role.

In the recollections of the Tsunami-affected people, the aid provided during the first 48 hours was mostly from private individuals or the local community. This varied by country and by service. For example, in Indonesia 91% of the rescue services were provided by private individuals (not affiliated with any aid group or government). In Sri Lanka and India the corresponding numbers were 72% for private individuals and 51% for local community, respectively (see Tables 2 a, b, c).

In Indonesia, the assistance provided by private individuals far-outpaced any other provider in every category including rescue services, burial of the dead, provision of food, water, clothing, shelter, medical care and counseling. The government, corporations, international NGOs, local NGOs, and religious organizations were practically absent in comparison (see Table 2a).

In Sri Lanka, the same trend held in all categories except medical care, where assistance from the government (34%), international NGOs (26%) and local NGOs (13%) exceeded the number of people helped by private individuals (11%). According to the respondents, religious organizations were the second most effective provider of aid, particularly in the areas of food, water, clothing and shelter (see Table 2b).

Interestingly, in India participants in the study recollected that the government outpaced all other providers of relief services immediately following the Tsunami. The government was particularly visible in the burial of the dead (40%) and the provision of water (40%), shelter (32%), and medical care (57%). Particularly critical to the rescue services, local communities were the second most visible relief providers, reaching 20% (average across all services) of those surveyed. Religious organizations (9.9% across all services) and local NGOs (9.5% across all services) had a relatively minor role (see Table 2c).

2. The Satisfaction with the Services Provided During the First 48 Hours Varied Widely by Location and Service Within and Across the Countries. At 60 Days, the Satisfaction Levels Across Countries were More Similar.

Perhaps as a consequence of the extent of damage or the perceived responsiveness of the authorities, it was interesting to observe the wide variation in satisfaction with the immediate rescue and relief services provided in each location. Each of the respondents was asked to rate the services on a 5-point scale from 1 (not at all adequate) to 5 (very adequate) in reference to the services that they received in the first 48 hours. As indicated in Table 3, the variations in satisfaction were substantial, with Indonesia reporting the lowest level of satisfaction across all services and India reporting the highest level of satisfaction.

In the overall ratings, participants in Indonesia were most dissatisfied with the counseling services that they received (1.35) followed by the burial of the dead (1.56) The residents of Mueleboh were amongst the most dissatisfied in the country, especially when it came to water, clothing, shelter and medical care. (see Table 3a).

In Sri Lanka, the overall services were rated average with a score of 2.98. Some variation was reported across relief services: food relief (3.4) and water (3.3) received the highest scores, while

counseling (2.7), shelter (2.8), and burial of the deceased (2.8) received the lowest. Variation was more significant across districts, as respondents in Matara, Hambantota, and Kalutara reported higher satisfaction than their counterparts in Ampara, Trincomalee, and Jaffna (see Table 3b).

In India, survey respondents reported that relief services over the first 48 hours were above average, with a total mean score of 3.78. Score variation across services was relatively minor, with food (4.1), water (4.2), and medical care (4.0) receiving the highest ratings, and burial of the deceased (3.4) and counseling (3.5) the lowest. Variation across districts was moderate. Beneficiary ratings were particularly strong in Villupuram and Kanyakumari, and weaker in Tiruvallar and Tirunelveli (see Table 3c).

Overall, in their recall of the services that they received 48 hours after the Tsunami, the beneficiaries in India were most satisfied in every category of aid, and their counterparts in Indonesia were the least satisfied in every category (see Table 3d).

When it came to the first 60 days, the scores across the three countries seem to move closer to one another, as did the different areas within each country, with some common themes (see Table 4). In Indonesia, people were most dissatisfied with counseling services (2.29), shelter (2.93), bedding (2.93), and toilet facilities (2.99). In Sri Lanka, shelter (2.58) and toilet facilities (2.99) were the greatest source of dissatisfaction. In India it was toilet facilities (2.98) followed by shelter (3.36). It should be noted that at the 60 day mark, the Indian respondents had the highest levels of satisfaction with the aid that they had received.

3. Life is Far from Normal: Significant Decrease in Household Income in All Affected Areas 9 Months After the Tsunami

As the relief phase wound down, the concerns of the affected turned toward livelihood and shelter restoration. However, they also needed long-term mental health assistance, as most families were intensely traumatized by the Tsunami and the death and destruction in their families and communities. The focus of the second part of this study was to assess the reach of various long-term reconstruction programs and the satisfaction of the beneficiaries with reconstruction and rehabilitation services provided by their governments, the international and local NGO communities.

The affected areas of Indonesia all reported devastating losses in family income as a consequence of the Tsunami. Overall, 83% of those surveyed reported a decrease of over 50% of their family income. The most affected in Indonesia were families in Calang, Gleebruk and Meuleboh with at least 60% of the beneficiary respondents surveyed observing over 75% decrease in their family income (see Table 5a).

In Sri Lanka, 59% of those surveyed reported decreases in family income of over 50%, with 30% of the total reporting decreases of over 76%. Jaffna, Hambantota and Matara were the most affected areas in the country. (see Table 5b).

In India, the losses of livelihood were the greatest among the fishing community, which was disproportionately affected. In terms of the corresponding loss in family income, 37% of surveyed families reported a 26-50% drop in household income, while 30% reported a 51-75% decrease

and 17% reported losing 76-100% of family income. Nagapattinam, Kancheepuram and Chennai were the districts reporting the largest losses in family income (see Table 5c).

Across the three countries (Table 5d), it was clear that the proportion of losses was greatest in Indonesia, where an astounding 83% lost more than 50% of their family income. In Sri Lanka and India, 59% and 47% respectively, of those surveyed reported more than 50% drop in income. In terms of the greatest loss (more than 76% of income), Indonesia had 51%, Sri Lanka had 30% and India had 17%.

4. Livelihood Restoration Programs Do Not Get High Satisfaction Scores

In all three locations, multiple programs to restore livelihoods are being implemented by the governments, international NGOs and local NGOs². However, the profile of satisfaction varies by country (see Table 6). In Indonesia, affected families reported the most dissatisfaction with local NGOs, followed by the government and international NGOs with the ratings averaging at 2.61, 2.81 and 3.3 respectively, on a 5-point scale, with 5 indicating the highest level of satisfaction. In Sri Lanka, the government (2.0) was rated the lowest among the three dominant categories of aid providers, followed by local NGOs (2.7) and international NGOs (2.8). In India, satisfaction levels were higher overall with the government, local NGOs and international NGOs all clustering around the midpoint of the scale at 3.2, 3.0 and 3.1, respectively.

5. Permanent Shelter Continues to be the Most Significant Challenge

In Indonesia, Sri Lanka and India, the issue of permanent shelter continues to be mired in controversy as the debates about safety and land continue to paralyze the search for permanent solutions. Table 7 provides an overview of the levels of displacement in each country. In large part, this hampers the resumption of normalcy and keeps the disaster that occurred almost one year ago on the forefront of the minds of those affected.

Across the three countries, significantly larger numbers of people live in makeshift or temporary shelters than before the Tsunami. In Indonesia, the number of people in temporary shelters has tripled from 12% to 38%. In Sri Lanka the percentage of people living in temporary shelters before the Tsunami was 20%; after it jumped to 55%. In India, the proportionate increase is the largest, jumping from 17% to 72%.

In Indonesia, 38% of the beneficiary respondents surveyed still lived in camps (particularly in Leupung) and 78% in temporary shelters. In other words, none of the respondents from any of the regions were in permanent shelters 9 months after the Tsunami! International NGOs and government have emerged as major providers of the current shelter facilities in the locations surveyed in Indonesia. Sixty percent of the affected families reported that international NGOs provided their present habitation, particularly in Leupung, Gleebruk, and Meuleboh. Overall, the numbers indicate that the government provided shelter to 30% of the affected families surveyed.

In Sri Lanka, over 70% of the affected families displaced by the Tsunami disaster are still living in camps and temporary shelters. The proportion of displaced varies by location with the most affected being in Ampara, Jaffna and Trincomalee. NGOs have emerged as major providers of

² In some locations there are efforts by religious groups and corporations to provide assistance. However, the number of these relative to governments, local NGOs and international NGOs is relatively small.

shelter restoration services in Sri Lanka, with 40% of the affected families provided shelter facilities by international NGOs and 16% provided by local NGOs. Other service providers were also involved in shelter restoration in Sri Lanka. This included the corporate sector, which aided 22% of the affected families in Ampara province, religious organizations, which aided 11% in Batticaloa, and political parties, which aided 11% in Kalutara.

In India, 72% of the affected families surveyed across the affected coastal districts are currently living in temporary shelters. At the district level, a large proportion of the affected families in Villupuram, Ramanathapuram and Cuddalore are in temporary accommodations at the same location as their previous homes. On the other hand, large numbers of people in Kancheepuram and Nagapattinam have been moved to different locations. In these districts, local and international NGOs have been identified as the primary service providers. In some districts like Tirunelveli and Kanyakumari affected families still live in the camps provided to them by the government immediately after the disaster. Finally, in areas like Chennai many respondents have taken matters into their own hands and found alternate shelter or relied on relatives to take them in. The corporate sector is most visible in shelter restoration in one district, Villupuram.

6. Efforts to Restore Shelter are Being Recognized

Beneficiaries in Indonesia, Sri Lanka and India recognize the efforts that are being put into shelter restoration and have expressed opinions about their satisfaction with various providers (see Table 8d). Overall, beneficiaries expressed greatest satisfaction with international NGOs in all 3 countries. Local NGOs in India and Indonesia and the government of Sri Lanka received the lowest average scores.

In Indonesia, the beneficiary respondents rated local NGOs lowest in efforts to restore shelter, followed by the government and international NGOs, with the ratings averaging at 2.7, 3.0 and 3.7 respectively, on a 5-point scale (with 5 indicating the highest level of satisfaction).

International NGOs were rated highest across the board (see Table 8a), particularly in Leupung and Meuleboh.

In Sri Lanka, the government continues to be rated low, achieving the lowest average satisfaction score (2.2), particularly in Matara and Ampara. Local NGOs (3.0) and International NGOs (3.1) had relatively similar scores (see Table 8b).

In India, international NGOs and government tied for the high score (3.2), with local NGOs achieving virtually the same level (3.1); Affected families in Tiruvallur, Pudukottai and Thanjavur reported higher satisfaction with the government (see Table 8c).

7. Psychosocial Support, Not Widely Provided, is Seen as A Critical Service

A unique element that has emerged in the relief and rehabilitation efforts after the Tsunami has been the emphasis of the aid providers on providing psychosocial support. It has been widely recognized that the trauma of witnessing the death and destruction during the Tsunami would have long-term effects on the abilities of people to resume normal lives. As a result, psychosocial support was built into the relief and rehabilitation plans of many aid providers.

In India, 58% of families reported receiving some sort of counseling service. In Sri Lanka, the corresponding number was 45%. However in Indonesia, only about 9% of the affected families reported receiving counseling (see Table 9).

In terms of satisfaction with service providers, the highest level of satisfaction is with the international NGOs in Indonesia (3.6), with the government (2.8) and local NGOs lagging behind (2.6). In Sri Lanka and India, international NGOs and local NGOs were rated at similar levels, with the scores for India being slightly higher than Sri Lanka. The most significant difference between the three countries was the satisfaction with the services provided by the government in India (3.4) compared to Indonesia and Sri Lanka (2.8) (see Table 10).

8. Excellence, Aid Process and Aid Quality are Recognized

We also asked the respondents to rate their perceptions of the process by which aid was administered by asking them questions about the perceived respect for their dignity, perceived equity, perceived fairness in allocation of aid and soliciting input from aid recipients. Finally, over the course of the two studies, we asked them to name a service provider that provided them with outstanding service.

Indonesia: World Vision Rated Highest

In Indonesia, established international NGOs were perceived to be far superior than the government or local NGOs (on average) both in the aid provided and the process with which it was administered. For example, 85% of the affected families surveyed ranked international NGOs highest in terms of quality, maintenance of dignity, and fairness in distribution of aid. Among the 500 recipients in the 5 provinces of Indonesia, World Vision was the aid organization most mentioned for outstanding service to the beneficiary.

Sri Lanka: Habitat for Humanity and Sewalanka Rated Highest

In Sri Lanka, Sewalanka, an established local NGO, and Habitat for Humanity, a shelter provider, were recognized as outstanding by the beneficiaries. Relative to the restoration of shelter and livelihood, the beneficiary respondents surveyed reported that they were consulted more often by NGOs (particularly international NGOs) in Jaffna, Colombo, Batticaloa and Trincomalee provinces.

India: Government, World Vision and Social Need Education and Human Awareness (SNEHA) rated highest

In India, the central and state governments (particularly in Tamil Nadu) were acknowledged by the beneficiaries as being responsive, organized and visible, especially in the relief phase of the Tsunami relief operations. World Vision and SNEHA, an established local NGO, were also identified as providers of excellent service.

Closely studying the rescue, relief and rehabilitation processes from the perspectives of the beneficiaries in three countries has allowed us to gain insight to the preferences and priorities of the recipients of aid. Some preliminary conclusions and recommendations are:

Rescue and Early Relief Efforts are Almost Always Local. Preparedness is Key

Our study found that the rescue efforts were largely individuals from the community or close to the community who provide the first response to a disaster. Thus, it is critical that particularly in disaster-prone areas, local communities are provided with the basics of preparedness and are included in preparedness plans.

Relief Efforts Should be Mindful of the Dead and the Emotional State of Those Affected

We found that while there was a great emphasis on providing food, shelter and clothing to those affected by the destruction of the Tsunami, some issues critical to those affected were overlooked. First, those who lived wanted to know that their dead were found and properly addressed. In many cases they rated this as being much more important than their own physical well-being. During the 9-month period of our study, the beneficiaries mentioned over and over again the critical nature that the psychosocial assistance they received played in their well-being.

Despite the Massive Infusion of Aid, Life is Far from Normal

Nine months after the Tsunami millions of people are still displaced, living in camps or rudimentary temporary shelters. Large proportions of people are unemployed and/or have lost most of their family income. In this context, the greatest sources of dissatisfaction for the millions displaced by the Tsunami are the ambiguities of shelter restoration and the limitations of sanitation facilities in camps and temporary shelters. Failing to address these issues impedes the resumption of normalcy.

The Voice of the Beneficiary Must be Heard

The devastation of a natural disaster is felt by individuals, families and communities. When they are at their most helpless and vulnerable, practices meant to help them can strip them of their dignity and make them more vulnerable. For example, the provision of used clothes that were climatically or culturally inappropriate proved to be humiliating, particularly to the women in India and Sri Lanka. Aid agencies and governments must listen to what went right and what went wrong from the point of view of the aid recipients. Small changes in the type of aid administered and the process by which it is administered can potentially have a significant influence on the dignity and satisfaction of aid recipients. Thus, aid must not be donor-driven, but incorporate in a significant way the needs of the beneficiaries, which may be different across contexts.

After-Action Reviews that Bring Together the Stakeholders of a Relief Effort are Critical to Future Relief Efforts

When reflecting on the Tsunami, NGOs and government officials, particularly in India, spoke of the lessons learned during earlier disasters such as the Gujarat earthquake of 2001. While individual aid agencies and governments often review their own operations, a sector-wide review in each country affected and across the countries can potentially uncover important ways in which future relief efforts can be improved. This study has identified some ways in which beneficiaries rate the services provided by different providers of aid. Understanding the relationship between the perception of the quality of the service, the process of aid delivery, and the organization necessary to execute can inform the efforts of the global aid community.

NOTE TO APPENDIX:

This appendix contains the tables referenced in the report. The numbers represented in the tables are either expressed in percentages or as ratings on a 5-point scale (5 being highest). For data presented as percentages, the numbers have been rounded to the nearest decimal, which explains why in a few instances columns may add to slightly above or below 100 percent.

The sample was drawn from the most affected regions in Indonesia, Sri Lanka and India. Unless otherwise noted, the sample includes 1,000 people from 12 districts in Tamil Nadu, India, 800 people from 8 provinces in Sri Lanka and 500 people from 5 most affected areas in northern Sumatra, Indonesia.

The study was conducted by separate trained local teams in each country. The survey instrument was administered in the local language after being adapted and tested in each country. Focus group discussions followed in each country.

Table 1: Sample Characteristics

	Indonesia	Sri Lanka	India
Number of Respondents	500	800	1,000
Primary Districts or Locations	Banda Aceh Calang / Tennom Gleebruk Leupung Meuleboh	Ampara Batticaloa Colombo Hambantota Jaffna Kalutara Matara Trincomalee	Chennai Cuddalore Kanyakumari Kancheepuram Nagapattinum Pudukottai Ramanathapuram Thanjavur Tuticorin Tirunelveli Tiruvallur Villupuram
Primary Occupations	Trading (29%) Agriculture (25%) Fishing (21%)	Fishing (32%) Skilled/Unskilled workers (24%) Trading (17%)	Fishing (77%) Allied fishing activities (12%)
Gender	Male (50%) Female (50%)	Male (60%) Female (40%)	Male (53%) Female (47%)
Average Age	35.0 years	40.4 years	37.8 years

Table 2a: Affected Families' Recall About Service Providers During the First 48 Hours - Indonesia

(Data in percentages)

Service Providers	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
Government	5	2	6	4	4	8	10	3
International NGO	1	1	1	1	1	1	3	4
Local NGO	2	2	2	1	2	1	1	1
Private Individual	91	88	88	93	86	87	74	78
Corporate Sector	0	0	0	0	0	0	0	0
Religious Organizations	1	7	2	1	7	2	13	1

Table 2b: Affected Families' Recall About Service Providers During the First 48 Hours - Sri Lanka

(Data in percentages)

Service Providers	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
Government	8	11	4	9	3	17	34	6
International NGO	6	5	11	14	11	15	26	22
Local NGO	8	10	10	9	8	12	13	13
Private Individual	72	60	52	48	57	24	11	30
Corporate Sector	4	3	5	4	3	5	4	3
Religious Organizations	1	8	16	15	15	24	9	22
Not Aware	1	4	1	1	2	3	4	4

Table 2c: Affected Families' Recall About Service Providers During the First 48 Hours - India

(Data in percentages)

Service Providers	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
Government	23	40	24	40	8	32	57	26
International NGO	0	0	2	1	5	3	12	6
Local NGO	3	2	11	10	15	9	7	19
Private Individual	4	3	11	8	16	8	5	5
Corporate Sector	0	1	9	10	10	5	3	3
Religious Organizations	5	5	17	12	9	11	5	15
Local Village Community	47	24	26	18	20	20	1	7
Not Aware	18	25	2	2	16	12	11	20

Table 3a: Affected Families' Ratings of Relief Services During the First 48 Hours - Indonesia

(Data rating scale: 1 to 5 with 5 being the highest)

Villages	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
All	1.62	1.56	1.63	1.64	1.71	1.65	1.64	1.35
Banda Aceh	1.75	1.68	1.66	1.69	1.7	1.62	1.73	1.41
Leupung	1.26	1.35	1.43	1.54	1.65	1.61	1.59	1.17
Gleebruk	1.7	1.89	1.89	1.82	1.81	1.89	1.51	1
Calang/Tennom	1.67	1.32	1.83	1.73	1.78	1.63	1.6	1.4
Meuleboh	1.54	1.47	1.41	1.47	1.62	1.56	1.55	2
Indonesia: 500 respondents								

Table 3b: Affected Families' Ratings of Relief Services During the First 48 Hours - Sri Lanka

(Data rating scale: 1 to 5 with 5 being the highest)

Villages	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
All	2.9	2.8	3.4	3.3	3.1	2.8	2.9	2.7
Matara	3.8	4.1	4.1	4.0	3.9	3.4	3.9	3.7
Hambantota	3.9	4.1	4.1	4.0	3.9	3.2	4.0	2.5
Colombo	3.8	3.5	4.1	4.1	3.8	3.0	4.1	3.5
Kalutara	4.2	-	4.0	3.9	3.9	3.8	4.1	3.0
Batticaloa	3.0	3.4	3.0	3.2	2.9	2.9	3.0	2.4
Jaffna	2.4	2.5	3.3	3.3	2.7	2.1	3.2	3.3
Trincomalee	3.2	2.9	3.0	3.0	2.5	2.8	2.3	3.0
Ampara	2.4	2.2	3.0	2.8	3.0	2.8	2.2	2.1
Sri Lanka: 800 respondents								

Table 3c: Affected Families' Ratings of Relief Services During the First 48 Hours - India

(Data rating scale: 1 to 5 with 5 being the highest)

Districts	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
All	3.8	3.4	4.1	4.2	3.7	3.6	4.0	3.5
Chennai	2.6	2.5	4.3	4.2	4.1	4.0	4.2	3.9
Cuddalore	4.1	3.3	4.3	4.4	4.3	3.5	4.2	4.0
Kancheepuram	3.8	3.3	4.0	4.0	3.5	3.5	3.8	3.7
Kanyakumari	4.3	4.1	4.2	4.2	3.6	4.1	4.2	3.5
Nagapattinam	3.9	3.9	4.1	4.2	3.7	3.7	4.1	3.3
Pudkottai	2.5	2.6	4.3	4.4	2.5	2.5	2.5	2.5
Ramanathapuram	2.1	2.0	2.9	3.3	3.4	3.7	3.8	3.4
Thanjavur	2.9	2.9	3.8	3.8	2.9	2.9	2.9	2.9
Tuticorin	4.3	2.0	4.4	4.4	4.1	3.8	4.0	2.9
Tirunelveli	3.2	3.1	3.2	3.1	2.4	2.7	2.8	2.7
Tiruvallur	2.0	2.0	4.2	4.4	3.5	4.4	4.4	1.5
Villupuram	4.6	3.7	4.5	4.5	4.3	3.4	4.5	4.4
Tamil Nadu: 1,000 respondents								

3d: Affected Families' Ratings of Relief Services During the First 48 Hours - Across Sample

(Data rating scale: 1 to 5 with 5 being the highest)

	Rescue	Burial of dead	Food	Water	Clothes	Shelter	Medical care	Counseling
Indonesia	1.62	1.56	1.63	1.64	1.71	1.65	1.64	1.35
Sri Lanka	2.9	2.8	3.4	3.3	3.1	2.8	2.9	2.7
India	3.8	3.4	4.1	4.2	3.7	3.6	4.0	3.5

Table 4: Affected Families' Ratings of Relief Services During the First 60 days

(Data rating scale: 1 to 5 with 5 being the highest)

Services	Mean Score (Indonesia)	Mean Score (Sri Lanka)	Mean Score (India)
Food	3.6	3.69	4.12
Bedding	2.93	3.1	4.02
Clothes	3.25	3.31	3.82
Medical care	3.31	3.42	4.14
Water	3.48	3.65	4.1
Toilet	2.99	2.99	2.98
Shelter	2.93	2.58	3.36
Counseling	2.29	3.19	3.61
Foster care	3.19	3.23	3.74
	500 respondents	800 respondents	1,000 respondents

Table 5a: Decrease in Family Income - Indonesia

(Data in percentages)

Districts	10-25%	26-50%	51-75%	76-100%
All	3	13	32	51
Banda Aceh	4	15	35	45
Leupung	0	21	44	34
Gleebruk	2	7	29	62
Calang/Tennom	5	9	20	65
Meuleboh	2	10	27	60
Indonesia: All respondents coding a decrease in family income post Tsunami - 454				

Table 5b: Decrease in Family Income - Sri Lanka

(Data in percentages)

Provinces	10-25%	26-50%	51-75%	76-100%
All	15	27	29	30
Matara	9	22	36	32
Hambantota	11	20	27	41
Colombo	14	30	36	20
Kalutara	10	25	31	34
Batticaloa	22	41	14	22
Jaffna	11	26	53	9
Trincomalee	10	20	19	51
Ampara	23	24	19	34
Sri Lanka: All respondents coding a decrease in family income post Tsunami - 660				

Table 5c: Decrease in Family Income - India

(Data in percentages)

Districts	10-25%	26-50%	51-75%	76-100%
All	16	37	30	17
Chennai	15	29	19	37
Cuddalore	25	49	18	8
Kancheepuram	2	31	42	26
Kanyakumari	42	14	37	8
Nagapattinam	4	33	39	23
Pudukottai	16	76	5	3
Ramanathapuram	13	50	38	0
Thanjavur	22	68	8	2
Tuticorin	45	48	7	0
Tirunelveli	0	36	39	25
Tiruvallur	0	55	15	30
Villupuram	23	35	37	5
Tamil Nadu: All respondents coding a decrease in family income post Tsunami - 978				

Table 5d: Decrease in Family Income - Across Sample

(Data in percentages)

	10-25%	26-50%	51-75%	76-100%
Indonesia	3	13	32	51
Sri Lanka	15	27	29	30
India	16	37	30	17

Table 6: Satisfaction Levels with Livelihood Restoration by Service Providers

(Data rating scale: 1 to 5 with 5 being the highest)

	Government	International NGOs	Local NGOs
Indonesia	2.81	3.33	2.61
Sri Lanka	2.0	2.8	2.7
India	3.2	3.1	3.0
Indonesia: 475 respondents Sri Lanka: 706 respondents Tamil Nadu: 991 respondents			

Table 7: Profile of Shelter and Housing Before and After the Tsunami

(Data in percentages)

	Makeshift		Semi-Permanent		Permanent	
	Prior	Post	Prior	Post	Prior	Post
Indonesia	12	38	52	62	37	0
Sri Lanka	20	55	23	23	57	20
India	17	72	54	20	29	9
Indonesia: 500 respondents Sri Lanka: 800 respondents Tamil Nadu: 1,000 respondents						

Table 8a: Satisfaction Level with Restoration of Shelter by Service Providers - Indonesia

(Data rating scale: 1 to 5 with 5 being the highest)

	Government	International NGOs	Local NGOs
All	3.0	3.7	2.7
Banda Aceh	3.0	3.6	2.6
Leupung	2.6	3.9	2.6
Gleebruk	3.0	3.6	2.7
Calang/Tennom	3.4	3.7	2.8
Meuleboh	3.1	3.8	2.7
Indonesia: 500 respondents			

Table 8b: Satisfaction Level with Restoration of Shelter by Service Providers - Sri Lanka

(Data rating scale: 1 to 5 with 5 being the highest)

	Government	International NGOs	Local NGOs
All	2.2	3.1	3.0
Matara	1.8	3.1	3.0
Hambantota	2.3	3.1	3.4
Colombo	2.2	3.4	2.4
Kalutara	2.6	3.7	3.6
Batticaloa	2.6	3.3	2.4
Jaffna	2.1	3.3	3.5
Trincomalee	2.3	3.3	3.3
Ampara	1.9	2.5	2.6
Sri Lanka: 800 respondents			

Table 8c: Satisfaction Level with Restoration of Shelter by Service Providers - India

(Data rating scale: 1 to 5 with 5 being the highest)

	Government	International NGOs	Local NGOs
All	3.2	3.2	3.1
Chennai	3.5	2.5	2.6
Cuddalore	2.5	3.0	2.3
Kancheepuram	2.9	3.1	3.7
Kanyakumari	3.5	3.7	3.3
Nagapattinam	3.5	3.5	3.7
Pudukottai	4.3	1.0	1.0
Ramanathapuram	2.4	1.5	1.4
Thanjavur	4.1	2.0	2.0
Tuticorin	3.2	3.4	3.3
Tirunelveli	2.2	3.3	2.6
Tiruvallur	4.5	4.4	1.9
Villupuram	2.5	2.9	2.2
Tamil Nadu: 1,000 respondents			

Table 8d: Satisfaction Level with Restoration of Shelter by Service Providers - Across Sample

(Data rating scale: 1 to 5 with 5 being the highest)

	Government	International NGOs	Local NGOs
Indonesia	3.0	3.7	2.7
Sri Lanka	2.2	3.1	3.0
India	3.2	3.2	3.1

Table 9: Affected Respondents Who Have Received Counseling Services

(Data in percentages)

	Yes Myself	Yes Other Family Member	No Service Given	No Need for Service Given	Others
Indonesia	3	6	71	16	3
Sri Lanka	19	26	43	17	0
India	5	53	23	19	0

Table 10: Satisfaction with Psycho-Social Provided by Support Providers

(Data rating scale: 1 to 5 with 5 being the highest)

	Government	International NGOs	Local NGOs
Indonesia	2.8	3.6	2.6
Sri Lanka	2.8	3.6	3.5
India	3.4	3.8	3.8
Indonesia: Respondents: 65 – Those who were provided with the services Sri Lanka: Respondents: 366 – Those who were provided with the services Tamil Nadu: Respondents 582 – Those who were provided with the services			