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List of other key interviewees

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Annex 4: Sanitation market analysis protocol



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SANITATION MARKET ANALYSIS IN KAMABABA WATERSHED, EASTERN PROVINCE, RWANDA

Client: CARE/RIWSP

Consultancy firm: Boundless Consultancy Group Ltd

Rationale & background of the study

CARE Rwanda, in consortium with FIU, WINROCK, WORLD VISION, UNESCO-IHE, ICI-WaRM is implementing the Rwanda Integrated Water Security Program (RIWSP) in East and south Province in two sub basins Akanyaru and Akagera where currently, Kamababa¹³ watershed is identified as the pilot area for program implementation.

The primary goal of the Rwanda Integrated Water Security Program (RIWSP) is to improve the sustainable management of water quantity and quality to positively impact human health, food security, and resiliency to climate change for vulnerable populations in targeted catchments in Rwanda. The program proposes to accomplish this by:

- (i) Increasing sustainable and resilient access to water and WASH related infrastructure and services for domestic and productive use;
- (ii) Strengthening governance of water-related resources at the national, watershed, and community scale to increase sustainability and resiliency of the resource for all users; and
- (iii) Improving technical practices and approaches to optimize the use and resiliency of available water resources for multiple uses.

While the program is expected to contribute to health, food security and climate change- related development objectives, the overall focus of RIWSP is on water as a unifying theme. In this context, the overall strategy of the Program is rooted on an Integrated Water Resources Management (IWRM) approach.

RIWSP will implement its activities in two sub – basins Akanyaru and Akagera with an emphasis to one to two watersheds per sub-basin.

Aim of the Study

The purpose of this study is to provide key information from an exploratory assessment on:

- Household sanitation preferences—both in terms of products and ongoing services such as pit emptying
- Carry out a supply chain analysis of sanitation products such as latrine product, emptying and waste disposal within the area of functional Voluntary Savings and Loan Groups in Kayonza and Gatsibo Districts.

Objectives of the study

1. To provide information on the current status of latrines in terms of quantity and quality within the target areas, and in terms of the situation regarding pit emptying and waste disposal
2. To provide the information on the context in terms of household's preferences, their motivations, understanding of their economic situation and the constraints that they face – also exploring inter-household variations such as gender issues, regarding these points
3. To provide information about challenges in terms of sanitation options and management systems (e.g.: pit emptying, waste disposal), including an understanding of the environmental context
4. To undertake a supply chain mapping & Identification of strengths and weaknesses of

the existing market

5. To provide information on the strength and weaknesses of existing communication channels regarding sanitation marketing
6. To provide information on gender gaps at the community/VSLA level identifying the obstacles to women's participation and to consider the potential participation of VSL groups and sanitation enterprise development.
7. Based on the analysis above, to provide recommendations for market based sustainable sanitation solutions
8. To identify the necessary investment, inputs and skills required to address the recommendations identified and draw up a detailed intervention table.

Methodology

This study shall be both quantitative and qualitative in nature. Quantitative data will be collected using a structured questionnaire reserved for VSLA members and other community members and will be analysed in form of statistics such as percentages; ratios etc. This method will help the researcher to describe the socioeconomic characteristics of respondents, identify and size the market segments and recommend the final course of action.

The qualitative data will be collected from direct observation and focus groups. It will help the researcher to understand different perspectives and opinions of respondents on existing sanitation market and related challenges. It will also be useful in interpreting quantitative findings into a simple and understandable language.

Setting of the study

The study will be carried out in Kamababa watershed that comprises Kayonza and Gatsibo District. In Kayonza District, the study will be carried out in three sectors; Mwili, Rwinkwavu and Kabare while in Gatsibo District, the study will be conducted in Kiziguro and Rwimbogo Sectors.

Population study

Specifically, the study primarily targets VSLA members of the study area as well as other stakeholders involved in the sanitation market supply chain including:

- Community members other than VSLA members
- Local authorities involved in socioeconomic affairs of the population
- Hygiene and sanitation officers (District and health center levels)
- Entrepreneurs working in latrine construction (masons, slab makers and sellers)
- Local pit emptiers
- Local traders/Retailers including those selling hygiene and sanitation products (san plats, tippy taps, water pure, water filters, liquid soaps, disinfectants etc)
- Local MFIs¹⁴ involved in providing loans to local micro businesses
- Government representative in charge of cooperatives and employment promotion at district level and private sector federation representative

Sampling and sample size

The study will use a purposive sampling method by selecting 152 members of VSLAs (76 respondents for new VSLG and 76 other respondents for old VSL groups) and 48 community members that do not belong to VSLAs. In each selected VSL group, 4 members will be selected where 1 man and 3 women will be proposed by the VSL group members for interview. 50 local masons, 10 pit emptiers, 5 social affair staff from the five sectors of the study, 4 District representatives (2 Vice-mayors and 2 district health directors), 2 EWSA representatives (1 per district), 2 EWSA representatives at central level, 10 local traders/retailers inside and outside the sector boundaries, 7 respondents from local MFIs (managers or credit managers), 2 from Private Sector Federation (one per district) and 2 representatives of Cooperative and Employment promotion Agency (one per district).

Data collection tools

The study will use onsite observation (photography), administered questionnaire (see annex 1), Focused group discussions (see annex 2) and secondary data.

Procedure

We will recruit and train enumerators and two data entry staff prior to resume the research process on the field. A pre test of the questionnaire will be done to guide us on technical adjustments before data collection.

Enumerators will be meeting VSLA members in their usual meeting areas and no VSLA that shall provide more than 2 members. There will be a 30 minute meeting with VSLA respondents to explain the purpose of the study and sanitation products before data collection.

Five focused group discussions with local masons will be conducted, one per sector while traders/retailers will be met at their shops.

A workshop will be organized in order to capture information from all remaining key informants (Local authorities, Health officers, MFIs, SME supporters). The consultant shall explain the purpose of the study and expected outcomes and will request participants to provide their information through small focused groups formed according to their responsibilities.

Data Management and Statistical Analysis

Data will be entered and analysed in form of bar graphs, pie charts etc with electronic software such as Ms Excel and SPSS. Any missing data will be represented by “non response” and will be considered during data analysis.

Quality assurance

We have experienced and skilled personnel to ensure quality of the collected data. Each enumerator will be putting his/her name and will also record both “start and end time” with the respondent. This will help the supervisor to monitor whether the enumerator is in the normal range of time.

Expected outcomes

The study will serve as a baseline to decision makers from the client organization in designing evidence based sanitation market supply chains to implement in Kamababa watershed zone.

The results also may be applied to other similar areas within the client's intervention zone

Ethics considerations

As this study tackles household basic life issue, each participant will be explained the purpose of the study and agree to respond voluntarily. A participant will be free to withdrawal him/her self from responding to our questionnaire/interview at anytime. As it is not a clinical research, we shall not need to get approval from Rwanda National Ethic Committee.

Duration of the study

The study will be conducted in 28 working days

Problems and solutions**Problems anticipated**

- Bad weather (heavy rain) considering the current season and the research area which may interfere with our schedule
- Low turn up from respondents
- Time management from respondents
- Cost constraints

Possible solutions

- Working overtime if weather allows
- Availing more VSLAs on stand by
- Negotiating amendments on contract period and cost

Annex 5: Community member questionnaire

CARE Rwanda through Boundless Consultancy Group Ltd would like to conduct a Sanitation Market Analysis in Gatsibo and Kayonza Districts, both found in Kamababa watershed. The purpose of Market analysis study is to provide key information from an exploratory assessment on household sanitation choices, supply chain of sanitation products such as latrine products, emptying and waste disposal. You have been identified as a resourceful person to contribute towards the success of this study. You are kindly requested to answer the following questions under. All answers given will be strictly held with maximum confidentiality, so feel free.

Enumerator's name:

(A) Biodata

1. Names.....
2. Gender: Male Female
3. Date of birth/Age:.....
4. Address: District..... Sector..... Cell..... Village.....
5. Marital Status: Married Single Divorced/Separated
Widowed
6. Religion: Christian Muslim Traditional No religion
7. Education: None Primary Vocational Secondary and above
8. Occupation:
9. Physical disability (observation) Yes No

(B) Socio-economic Data (if non VSLA member, go to Q 13)

10. VSLA number:.....
11. VSLA name:.....
12. Do you have a HH member belonging to another VSLA? Yes No
If yes, provide his/her names, VSLA number and name
.....
- Household's source(s) of income:
a., b..... c.d.....e.....f.....
13. Household's annual average income (Rwf):
 - below 100,000Rwf
 - 100,001-300,000Rwf
 - 300,001-500,000 Rwf
 - 500,001 and above
14. **(VSLA member only)** What is your weekly deposit to VSLA?.....
15. Head of the family: Husband Wife Other (Specify).....
16. What is the current number of your household members?.....
17. Are you a Tenant House owner Homeless
18. What type of a house do you stay in? Permanent (burnt Bricks) Semi permanent
(or mud bricks)/ (Rukarakara) Temporary (Mud on sticks)

19. What type of water source do you use? Piped water Bore hole
 Shallow water River water Valley dams Other
 Specify.....
20. Do you pay for water? Yes No
 If yes, how much per 20L jelly can?
21. What is the distance from your home to the water source?
22. Are the following hygiene & sanitation product in your home area?
 • Slab Yes No
 • Disinfectants Yes No
 • Tippy tap Yes No
 • Pure water Yes No
 • Water filter Yes No
23. Have you ever had a filled latrine? Yes No
24. If yes, how did you solve that issue?
25. How much did it cost you?
26. What process does it take you to get a new latrine? (to get the mason, access to materials, contract process, construction and final payment
- Does your HH have a latrine now? Yes No
27. If yes, what type of latrine are you currently using?.....
28. Does your latrine meet standards as explained earlier? Yes No
29. If no, what type of latrine would you like to have?
30. Why this type of latrine?
31. Do you think human feces can be of any importance if at all you empty the filled latrine?
 Yes No Does not know **if no, go to Q 34**
32. If yes Specify.....
33. Who took decision to build a latrine at home? Husband Wife Both
34. Do you think that you can take a decision to improve your current latrine if needed, and get that adopted by your partner? Yes No
35. Enumerate according to priority, your top five household basic needs including latrine:
 1. 2. 3. 4. 5.
36. There are 3 types of household latrines (explained to respondents)
37. a) What type among the above are you interested in?
 a. Ecosan b. VIP c. Pit latrine d. None
38. If none, explain why?:.....
40. How much do you think you can pay for an improved latrine (Rwf)
41. What contribution in form of materials can you provide to reduce the cost?
 - Digging a hole Sand Bricks
 - Other form of contribution/support? (Specify) None
42. What is the distance from your home to the source of
 a) Raw materials (e.g. Sand, Stones, Timber etc)
 b) Processed materials (e.g. Iron sheet, cement)

43. **(To a VSLA member only)** Considering your gender, what opportunities do you find in being a VSLA member? How will it help you to get a good latrine?
.....

44. **(To a VSLA member only)** Considering your gender, what challenges do you meet from being a VSLA member?

What challenges do you face in 1) hygiene and sanitation in this area? 2)To own a good latrine you prefer ?

What is your main sources (s) of information among the following?

Radio TV Newspaper Community meeting Other

Specify details

45. Do you have any idea you would like to share?

46. Enumerator`s observation after HH visit

Thank you

Ending time

Focused Group Discussion (local traders, masons, sludge emptiers) Guides, Key Informant Interview (local MFIs, Government and private SME supporters, Local authorities, Directors of health and Health officers in districts)

Local traders

- Hygiene & Sanitation Products (Slabs, tippy taps, disinfectants, water filters etc)
- Which ones they sell and source
- Price (cost of available hygiene and sanitation products)
- Promotion
- How do they market their products/ how do customers know their products
- Access to bank loans
- Are they used to work with bank to expand their businesses?
- Willingness to include hygiene & sanitation products (those who do not sell them; for those who sell them, what they would like to get more/improve for a better business)
- Would you like to have human faeces and urine as fertilizer business?
- Ratio men/women doing business in the area
- If big difference: why?
- Business opportunities and challenges
- What is your main sources (s) of information among the following? Or your preferred communication channels to better improve your business in Sanitation?
- Radio TV Newspaper Community meeting Other
- Specify details
- Do you have any idea you would like to share?

Local masons

- Product/Latrine
- Types of latrines they are used to construct in the area
- Detailed cost of latrine and labour fee
- Source of materials
- Types of contracts between a mason and client
- Access to bank loan
- Number of male masons and female masons
- If difference: why?
- Opportunities and Challenges
- What is your main sources (s) of information among the following? Radio Radio
TV Newspaper Community meeting Other
- Specify details
- Communication channels between the mason and client/household, mason and bank/MFI to improve their business
- Do you have any idea you would like to share?

Sludge Emptier

- Number of emptiers in the area (males and females)
- How he/she gets clients in need of the service
- Pit emptying process (type of emptying, equipment used, transportation means and disposal, time spent)
- Service cost/charges
- Knowledge on environmental policies
- Challenges and opportunities in his/her carrier
- Do you have any idea you would like to share?

Local MFIs

- VSLAs, Traders, Masons access to loans
- Procedure in providing loans (interest rate, security, maximum loan they provide)
- Rate/frequency of loan use
- Ratio between men and women in using loans
- If much difference, why?
- Challenges
- Do you have any idea you would like to share?

Government and Private SME supporters (PSF, Cooperative Agents, Ministry of Health REMA, EWSA at district and central level)

- Current status of hygiene and sanitation
- Current emptying system and waste disposal, human faeces and urine as fertilizer
- Effectiveness and control mechanisms of waste emptying and waste disposal
- Policies related to creation of SMEs and cooperatives

- Different supports (financial, capacity building and others) that can be provided to hygiene and sanitation businesses (masons, traders of Hygiene and sanitation products, VSLAs engaged in sanitation businesses)
- Challenges
- Do you have any idea you would like to share?

Local authorities (social affairs at sector level)

- Socioeconomic status of the sector (population size, HH characteristics, main income generating activities, type of local soil, local water table)
- Current status of hygiene and sanitation
- Current emptying system and waste disposal, human faeces and urine as fertilizer
- Effectiveness and control mechanisms of waste emptying and waste disposal
- Local constraints in accessing total hygiene and sanitation products
- NGOs working in hygiene and sanitation in the area and kind of support they provide
- Government plan to improve hygiene and sanitation in the area (hygiene products, latrine, waste management)
- Do you have any idea you would like to share?

Directors of health in districts and Health officers in Health centers

- Quantity and quality of existing latrines
- Status of hygiene (cases of poor hygiene related diseases/months)
- Government policies regarding hygiene and sanitation (products to be promoted considering local water table and type of soil)
- Existing waste emptying and disposal mechanism and plan for improvement
- Pit emptying and waste disposal in the current policy
- Human waste use as fertiliser in the current policy
- Hygiene & sanitation related opportunities and challenges
- Effectiveness and control mechanisms of waste emptying and waste disposal
- Local constraints in accessing total hygiene and sanitation products
- Do you have any idea you would like to share?