

The program 'Wastewater and Solid Waste Management in Provincial Centers' contributes to improved environmental conditions in, at present, six provincial cities through the development of comprehensive wastewater and drainage management, comprising the enhancement of existing wastewater and storm water collection systems and the construction of pumping stations and new wastewater treatment facilities.

The lead agency for the technical cooperation (TC) component is the Ministry of Construction (MoC). The Vietnamese partner cities/provinces include: Bac Ninh, Hai Duong, Vinh/Nghe An, Can Tho, Tra Vinh and Soc Trang. The German partner institutions include KfW (German Development Bank) for Financial Cooperation (FC) and GTZ (German Technical Cooperation) as well as DED (German Development Service) for Technical Cooperation (TC).

In order to identify the current status of the programs' activities, two Vietnamese consulting companies were commissioned to implement a Community Baseline Survey. In close collaboration with Water Company's and WWM staff, the necessary preparations were implemented- e.g. finalisation of household questionnaires and in-depth interview guidelines; preparation of the interviewer training agenda, random selection of interviewees.

The BLS mainly aims at:

→ To determine the current knowledge/ attitudes/ practice/ behaviour of stakeholders in the project areas regarding the uses of water, wastewater, and environmental sanitation at household and community level.

→ To identify the most effective means of informing, educating and communicating with the respective community.

→ To determine the views of customers about level of services provided by the company - including attitudes to wastewater tariffs.

→ To provide survey results to the companies and other stakeholders to assist to improve the effectiveness of their programs; including those directed to improving customer service.

→ To foster capacity building during on-the-job training for Water Company's participants in customer survey implementation.

Following activities have been done:

COMPONENT: TC Component 2 – Capacity Development Wastewater Management (WWM)
PERSPECTIVE: Community Participation Management (CPM)
ACTIVITY: Implementation of Community Baseline Survey
LOCATION: Bac Ninh, Hai Duong, Can Tho, Tra Vinh and Soc Trang
DATE: March - May 2008

→ Training: All interviewers, who are staff of the respective Water Company's Customer Care Unit, were thoroughly prepared for their duties during a three-day training. This enabled the participants not only to conduct the actual survey, but also to implement subsequent surveys, which results can be used to address then actual problems/ shortcomings.



Training activities in Tra Vinh City

→ Data collection: In order to get representative results, on average 350 households were interviewed with aforementioned questionnaire in each city. Additionally, qualitative interviews with political leaders and customers alike, as well as on-site observations were conducted to triangulate quantitative and qualitative survey results.

→ Quality Control: The reliability and validity of the survey results were assured through different measures:

Pre-test of questionnaires, supervision of interviewees, questionnaire- check after submission, recording of in-depth interviews, etc.

All activities were actively supported by WWM staff.

The interviewees have been very active and determined in taking part in the survey since they could express their opinion re issues that directly affect their living circumstances. Thus, a rich data set with valuable information could be collected.



Household interview in Bac Ninh City

In a next step, the data will be analysed and the results will be categorised alongside the objectives of the survey. Subsequently, the Water Companies, as well as the cognisant WWM-staff, will implement appropriate measures.