

# FINAL REPORT

## BENEFICIARY SATISFACTION ASSESSMENT (BSA)



**CENTRAL SULAWESI REHABILITATION AND  
RECONSTRUCTION PROJECT (CSRRP)**

**2024**

## FOREWORD



The series of earthquakes, tsunamis, and liquefaction disasters that occurred in Central Sulawesi on September 28, 2018 have had an impact on community activities with damaged housing and infrastructure supporting social and economic activities. Data from the National Disaster Management Agency (BNPB), shows the total value of damage reached more than 18 trillion rupiah. The settlement sector and basic infrastructure including roads and bridges, irrigation systems, drinking water, wastewater, electricity and communication networks, and public facilities were the most affected.

Rebuilding better, safer, and more sustainable is the vision of restoring life in affected districts. The *Central Sulawesi Rehabilitation and Reconstruction Project* (CSRRP) supports this vision through (i) provision of shelters and settlement infrastructure; (ii) rehabilitation and reconstruction of public facilities; and (iii) activity implementation support. CSRRP prioritizes the principles of earthquake-resistant buildings, universal design, risk mitigation for Gender-Based Violence, waste and debris management, and the implementation of green buildings. CSRRP as part of the Indonesia *Disaster Resilience and Reconstruction* (IDRAR) program also targets improving the preparedness and resilience of disaster-affected, high-risk, and central economic development areas.

This CSRRP Beneficiary Satisfaction Assessment Final Report is one of six reports on evaluation activities and studies conducted by the CSRRP ESC in 2024. This report provides an overview of beneficiary satisfaction with the shelter and infrastructure built by the CSRRP program. It is hoped that the results of this Beneficiary Satisfaction Assessment can provide learning and input for the preparation of appropriate implementation strategies in our efforts to achieve better program outcomes than the planned targets.

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## CHAPTER 1 INTRODUCTION

### 1.1. Background

Indonesia is one of the most disaster-prone countries in the world and is exposed to a variety of natural hazards that can hamper development outcomes, impacting its people and economy. Located on the Pacific Ring of Fire with 127 active volcanoes across the archipelago, Indonesia experiences frequent earthquakes and tsunamis, as well as flooding.

Disaster events have caused significant human and economic losses in the country. Between 2007 and 2018, recorded disaster events caused 7,375 fatalities and displaced 55 million people, with annual economic losses of approximately US\$2.2 to US\$3.0 billion. Earthquake risk is very high, with about 80 percent of the country located in earthquake-prone areas.

It is estimated that by 2055, approximately 64 percent of Indonesia's population will live in earthquake hazard zones, up from 53 percent in 2016, with the largest increase in exposure on the island of Java. Based on probabilistic loss models, there is a 2 percent chance each year of a major earthquake event causing approximately US\$1.3 billion in damage.

The poor and vulnerable often bear the brunt of disaster impacts as they tend to live in hazard areas, lack access to basic services, and have limited access to financial resources and assets to cope with losses in the aftermath.

A 7.4 magnitude earthquake with a depth of 10 km north of Palu City, Central Sulawesi Province, followed by a tsunami and liquefaction at several points on September 28, 2018 and displaced more than 50,000 people. The disaster caused damage to key infrastructure and thousands of public and social facilities in Palu City and surrounding districts.

Damage to residential (houses) and social sectors such as education, health, and public service office buildings resulted in a decrease in community productivity in the affected locations. For this reason, rebuilding is a priority for the government and affected communities.

Based on Presidential Instruction No. 10/2018 on the Acceleration of Rehabilitation and Reconstruction after the Earthquake and Tsunami Disaster in Central Sulawesi Province and Other Affected Areas, the Ministry of Public Works and Public Housing is responsible for, among others, carrying out rehabilitation and reconstruction of education, health, economic support, and basic infrastructure facilities; supervising the implementation of rehabilitation and reconstruction of the aforementioned facilities; and assisting and supervising the construction of earthquake-resistant housing carried out under self-help schemes by the community and contractually.

The Government of Indonesia is committed to implementing the Central Sulawesi Rehabilitation and Reconstruction Program (CSRRP) to deliver recovery programs in Central Sulawesi and help rehabilitate, reconstruct, and reduce potential human and economic losses during future earthquakes and other disaster events by improving the quality of public facilities and residential settlements in Palu City, Donggala, and Sigi.

The proposed development objective is to reconstruct and strengthen public facilities and safer housing in certain disaster-affected areas.

The project consists of three components and is financed as follows:

**Table 1 1: CSRRP project components and financing**

No.	Component	Cost (US\$, Million)
1	Construction of permanent housing units and safe settlement infrastructure	91,30
2	Rehabilitation and Reconstruction of safe public facilities	31,80
3	Activity implementation support	26,90

Source: Project Appraisal Document, World Bank, 2019

CSRRP is currently running in its third year, and the closing date is December 2024. The Executing Agencies at the central level as the Project Management Unit (PMU) are the Directorate General of Human Settlements (DGHS) and the Directorate General of Housing (DGHS) under the Ministry of Public Works and Housing (MPWH). At the provincial level, there are BPPW and BP2P as Project Implementation Units (PIUs). DGHP will build around 3,600 permanent housing units in new locations, facilitate the community planning process, and supervise the construction works. The DGHS will provide construction of settlement infrastructure and reconstruction of public facilities and is responsible for coordinating the results achieved by each PIU and for measuring progress towards project objectives.

To determine the achievements of the program, especially in relation to beneficiaries' satisfaction, and to provide feedback to improve the design and implementation of the current program and if possible in the future, the project assigned the Evaluation and Study Consultant Team (ESC Team) to conduct a Beneficiaries Satisfaction Assessment (BSA). The ESC Team will assess and measure project implementation in accordance with the project document and project guidelines.

## 1.2. Purpose and Objectives of Evaluation

### 1.2.1. Purpose

The BSA evaluation is intended to determine the satisfaction and benefits felt by beneficiaries of the development that has been carried out by CSRRP in the context of rehabilitation and reconstruction of permanent housing as well as settlement infrastructure and public facilities (health facilities, educational facilities, and office buildings) in Palu, Donggala and Sigi.

### 1.2.2. Objective

The general objective of the BSA is to assess beneficiaries' satisfaction with and benefits from the rehabilitation and reconstruction of permanent housing, settlement infrastructure, and public facilities (health facilities, educational facilities, and office buildings).

The specific objectives of the BSA are:

1. Measuring beneficiary satisfaction with infrastructure and services received during project implementation and project outputs, such as permanent housing (Huntap), hospitals, schools, office buildings, and settlement infrastructure.
2. Identify project benefits felt by beneficiaries for permanent housing (Huntap), hospitals, schools, office buildings, and settlement infrastructure.
3. Develop recommendations for further improvement of future project implementation from the evaluation results of beneficiary satisfaction and usability surveys.

### 1.3. Key Question

The evaluation aims to answer some key questions, namely:

1. Are beneficiaries satisfied with the infrastructure and services received during project implementation as well as project outputs, such as permanent housing (Huntap), hospitals, hospitals, schools, office buildings, and settlement infrastructure?
2. How does the project benefit beneficiaries in the form of permanent housing buildings (Huntap), hospitals, schools, office buildings, and settlement infrastructure?
  - a. Huntap and Settlement Infrastructure: the condition of beneficiaries before receiving Huntap and after living in Huntap, in terms of social, economic, and livelihood conditions.
  - b. Public Facilities: facility services before and after building rehabilitation and reconstruction.
3. What is the feedback for further improvement of future project implementation from the evaluation results of the beneficiary satisfaction and usability survey?

### 1.4. Objectives and Outputs

#### 1.4.1. Target

The beneficiary satisfaction survey will be conducted on those affected by the disaster, namely people who received permanent housing (huntap) and users who benefit from settlement infrastructure and public facilities. The survey areas are in Palu, Sigi, and Donggala. In addition, this evaluation will also assess beneficiaries' perceptions of the benefits of each respective type of public facility (health facilities, education facilities, and office buildings)...

#### 1.4.2. Output

The expected output of this CSRRP beneficiary satisfaction and benefits assessment exercise is a report on beneficiaries' satisfaction with CSRRP Development outcomes).

### 1.5. Scope

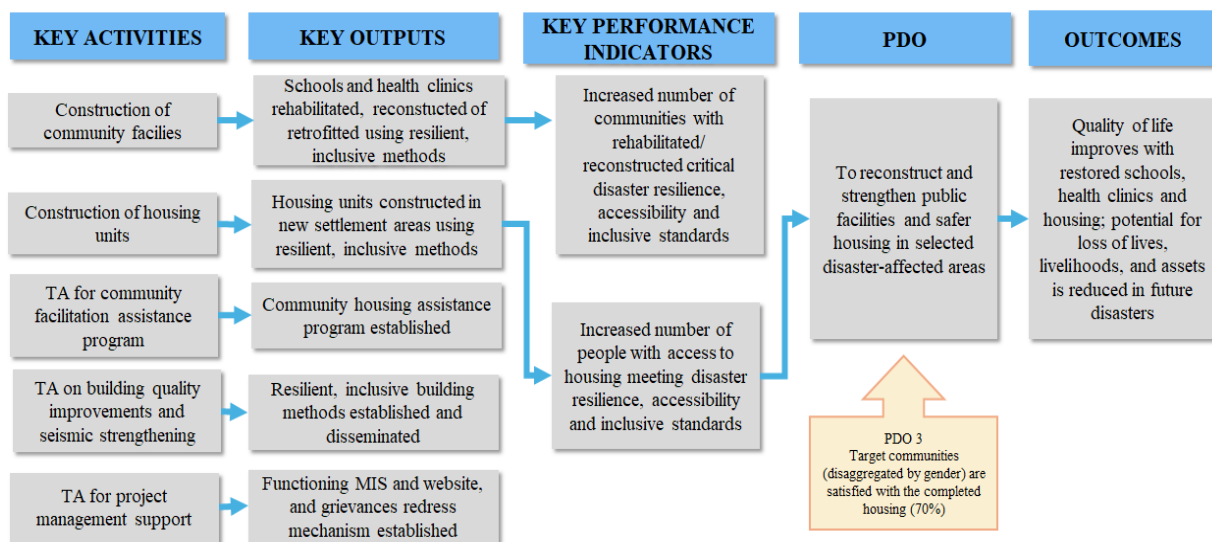
The scope of this evaluation activity includes:

1. Identify beneficiaries of construction/repair of disaster-affected shelters and public facilities;

2. Identify beneficiary satisfaction with built infrastructure such as shelters, hospitals, schools, office buildings, and residential infrastructure.
3. Identify the benefits of the project for beneficiaries; the consultant will assess the differences: (a) Huntap and Settlement Infrastructure: the condition of beneficiaries before receiving Huntap and after residing in terms of social, economic (livelihood) conditions, and (b) Public Facilities: facility services before and after building rehabilitation and reconstruction.
4. Formulate recommendations for further improvement of future project implementation from beneficiary satisfaction surveys and their use

## 1.6. Result Change and Study Framework

### 1.6.1. Result Change



**Figure 1.1: Result Change Evaluation of Beneficiary Satisfaction Assessment**

*CRITICAL ASSUMPTIONS: (A) Public facilities and housing are reconstructed with adequate resilience-building standards; (B) Disaster-affected people agree to move to new resettlement sites and are satisfied with the building design and relocation process.*

## 1.7. Report Systematics

### CHAPTER 1 INTRODUCTION

This chapter provides a background to CSRRP's *Beneficiary Satisfaction Assessment (BSA)* and an overview of CSRRP itself, the purpose of the evaluation, and the evaluation questions that guided the evaluation.

### CHAPTER 2 LITERATURE REVIEW

This section reviews the CSRRP Concept, Disaster Management Activities, and Beneficiary Satisfaction Assessment (BSA) Definition/Concept.

### **CHAPTER 3 METHODOLOGY**

This section contains the Evaluation Framework, Framework and Sample Size, Concept Model, and Data Collection Methods and data analysis methods selected in conducting this CSRRP *Beneficiary Satisfaction Assessment (BSA)*.

### **CHAPTER 4 CSRRP BENEFICIARY SATISFACTION ASSESSMENT (BSA) RESULTS**

This section presents the results of the CSRRP Beneficiary Satisfaction Assessment (BSA) on the topics of (a) Profile of respondents, (b) Beneficiary satisfaction with the program, (c) Benefits of the project for beneficiaries relating to shelters and settlement infrastructure and public facilities.

### **CHAPTER 5 CONCLUSIONS AND RECOMMENDATIONS**

This chapter reviews the conclusions and feedback for improving future project implementation from the CSRRP *Beneficiary Satisfaction Assessment (BSA)* results.

## CHAPTER 2 LITERATURE REVIEW

### 2.1. CSRRP Concept

It is an activity to provide a recovery program in Central Sulawesi and provide assistance in the form of rehabilitation, reconstruction, and reduce potential losses experienced by the community and economic losses caused by future earthquakes and other disaster events by improving the quality of public facilities and residential settlements in Donggala Regency, Sigi Regency and Palu City.

### 2.2. Disaster Management Activities

Law No. 24/2007 states that what is meant by Disaster Management is a series of efforts that include the establishment of development policies that are at risk of disasters, disaster prevention activities, emergency response and rehabilitation.

Based on Presidential Instruction No. 10/2018 on the Acceleration of Post-Earthquake and Tsunami Rehabilitation and Reconstruction in Central Sulawesi Province and Other Affected Areas, the Ministry of Public Works and Public Housing (PUPR) provides support for post-disaster emergency response, rehabilitation and reconstruction activities in Central Sulawesi Province through several funding programs, one of which is the Central Sulawesi Rehabilitation and Reconstruction Project (CSRRP) from the World Bank (WB).

Based on PerKa BNPB No. 03/2012, Disaster is an event or series of events that threatens and disrupts people's lives and livelihoods caused, either by natural and/or non-natural factors or human factors resulting in human casualties, environmental damage, property losses, and psychological impact. Meanwhile, Disaster Management is a series of efforts that include establishing development policies that are at risk of disasters, disaster prevention activities, emergency response, and rehabilitation.

### 2.3. Definition/Concept of Beneficiary Satisfaction (BSA)

#### 2.3.1. Beneficiaries

CSRRP will benefit communities and local governments affected by the 2018 earthquake, tsunami and soil liquefaction in Central Sulawesi. This activity is expected to provide benefits to:

1. Disaster Affected Citizens (DAPs) who lost their homes and/or are in ZRB 4 due to earthquake, tsunami and liquefaction.
2. Users of built education facilities.
3. Users of built health facilities.
4. Construction workers involved in rehabilitation and reconstruction as well as facilitators for community assistance for prospective beneficiaries and
5. People living around the relocation area.

In relation to BSA activities, the BSA will focus on Component 1 beneficiaries, namely PAPs who lost their homes and/or were located in ZRB 4 due to the earthquake, tsunami and

liquefaction, and Component 2 beneficiaries, namely Users of education, health and government buildings.

### 2.3.2. Beneficiary Satisfaction

Satisfaction (satisfaction) comes from Latin, namely satis, which means enough or enough and facio, which means to do or do, so satisfaction can be interpreted as an effort to fulfil the needs of something or make something adequate. Satisfaction can also be defined as the perception of something that has met his expectations. Therefore, someone will not be satisfied if they have the perception that their expectations have not been met. A person will feel satisfied if his perception is the same or greater than expected Irawan (2003). Kotler (2002) states that satisfaction is a person's feeling after comparing the perceived performance or results with his expectations.

Beneficiary satisfaction is the perception of respondents (WTB/Beneficiaries) of the quality and service of infrastructure that has been built in accordance with subjective perceptions of the fulfilment of their needs.

a. Measuring WTB satisfaction with CSRRP project organisation/implementation process	• During Construction
	• After occupancy
b. Measuring WTB satisfaction with the infrastructure received	• Construction time
	• Space design and arrangement
	• Building area
	• Building quality
c. Measuring PAPs' satisfaction with the completeness of the shelter	• Construction quality of earthquake-resistant buildings
	• Electric lighting
	• Road access
	• Drainage
	• Clean water
	• Sanitation (WC/ Black Water)
	• Sanitation (Effluent/grey water)
	• Sanitation (trash cans)

Satisfaction in CSRRP projects is defined in terms of operational indicators that reflect the process (suitability of goods and services, timeliness, information dissemination, visibility/transparency), quality of infrastructure, and functioning of infrastructure as well as the benefits (changes in socioeconomic conditions and livelihoods) perceived by PAPs/beneficiaries of the infrastructure built by CSRRP.

The outputs measured in the evaluation of satisfaction with the shelters include the time/length of construction, design and spatial arrangement, building area, building quality, earthquake-resistant construction quality, as well as the completeness of the shelter building such as clean water, electricity, sanitation and road access.

Meanwhile, the services referred to in this BSA evaluation include a series of facilitation activities provided to the PAPs during the shelter construction process and post-occupancy. Facilitation activities during the shelter construction process include;

- ✓ Information on construction schedule and process,



- ✓ Information/dissemination on the technical design of earthquake-resistant shelters
- ✓ Socialization of disaster reflection,
- ✓ Socialization of the rights and obligations of prospective residents of the shelter,
- ✓ Socialization of RISHA (Instant Simple and Healthy House) and introduction of shelters,
- ✓ Socialization of POKMAS (Community Group) Formation,
- ✓ Socialization of socio-economic studies/census,
- ✓ Rembug Formation of POKMAS (Community Group),
- ✓ Socio-economic assessment and livelihood restoration plan,
- ✓ Block and parcel determination meeting,
- ✓ Consult the transfer plan,
- ✓ Local community meetings,
- ✓ Plan the development and maintenance of the house,
- ✓ Participatory house check,
- ✓ Socialization of the existence of information media (information boards, call centres, media, etc.), socialisation of complaints and complaint handling

Meanwhile, post-occupancy facilitation activities for PAPs who are already living include;

- ✓ Business training/mentoring for family livelihood restoration efforts
- ✓ Business capital or financial assistance to strengthen small and micro enterprises,
- ✓ Production assistance to encourage entrepreneurship,
- ✓ Population administration, such as changes in KTP, KK and other administrations,
- ✓ Maintenance of the shelter environment, such as clean water management, SPALDT, PJU, and waste.

For public infrastructure development, what is meant by beneficiary satisfaction with services includes:

- ✓ Technical assistance on design and planning to building owners/managers;
- ✓ Supervision of construction implementation involves the building owner/manager and
- ✓ Project management related to information disclosure that can be obtained by beneficiaries through project boards, implementation progress meetings, websites and MIS, assistance services related to maintenance for buildings that are built/rehabilitated, as well as services related to complaints/complaints during the construction/rehabilitation period.

The provision of technical assistance by construction service providers to owners of buildings or structures undergoing rehabilitation and reconstruction is one of the important elements in ensuring quality construction results and providing maximum satisfaction to the owner. In this context, there are several theoretical aspects, technical provisions, and regulations that construction service providers must comply with.

Theoretically, technical assistance is defined as a professional service provided by construction service providers to help building owners understand, utilize, and manage buildings according to their functions. This includes providing technical information, training and operational supervision to ensure that the building functions optimally. According to customer satisfaction theory, providing good technical assistance can improve the perception of service quality, thereby positively affecting the owner's level of satisfaction (Parasuraman et al., 1988).



Based on Indonesian construction technical standards, technical assistance includes:

- ✓ Technical Documentation: Service providers are required to submit complete technical documents, such as operational manuals, maintenance guides, and as-built technical drawings, which are useful for building owners to understand the building structure.
- ✓ Testing and Certification: Prior to handover, the service provider must conduct final testing of the main components of the building, such as the structure and mechanical and electrical installations, and ensure certification of the building's eligibility according to national standards.
- ✓ Technical Training: Building owners need to be provided with operational training related to the use of building facilities, security systems, and routine maintenance to maintain the technical life of the building.

The provision of technical assistance by construction service providers is regulated in several key regulations, among others:

- ✓ Law No. 2 Year 2017 on Construction Services Mandates that construction service providers must provide services that include planning, implementation, and supervision of buildings, including post-implementation technical assistance.
- ✓ Regulation of the Minister of Public Works and Housing (Permen PUPR) No. 22/2018 regulates technical standards for the implementation of construction services, including the obligation of service providers to provide technical training and operational guidance to building owners.
- ✓ Indonesian National Standards (SNI): Construction-related SNIs require building maintenance guidelines as part of the quality assurance provided by service providers to building owners.

Providing technical assistance that meets the owner's requirements and needs can increase satisfaction for several reasons:

- ✓ Building owners feel more confident in managing buildings with clear and adequate technical support.
- ✓ The transparent information and training provided create a better relationship between the service provider and the owner, thus increasing confidence in the quality of construction services provided.

Through the application of good customer service theory, complete technical provisions, and regulatory compliance, construction service providers can provide technical assistance that not only fulfills legal obligations, but also promotes a positive experience for building owners, so that maximum satisfaction can be achieved.

### 2.3.3. Benefits of Huntap and Settlement Infrastructure

The concept of benefits in general and benefits obtained by beneficiaries, especially in terms of rehabilitation and reconstruction (CSRRP), especially related to the construction of shelters and settlement infrastructure according to the description in the PAD and POM. These benefits are mainly related to what is called *with and without projects*, especially related to basic access such as houses, drinking water, sanitation, electricity and roads.

When referring to the *Result chain*, the KPI related to the output of the shelter and settlement infrastructure is the increase in the number of people who have access to houses that are resistant to disasters, accessibility, and inclusive standards. This can be referred to as the **direct benefit** of the construction of shelters and settlement infrastructure. Meanwhile, the expected impact of the construction of shelters and settlement infrastructure and at the same time as **indirect benefits** is that the quality of life improves with the construction of housing; the potential loss of lives, livelihoods and assets is reduced in the event of future disasters.

In the BSA evaluation, the benefits of shelter and settlement infrastructure refer to the perception of the PAPs. The benefits of this BSA Evaluation are derived from the indicators of access to education infrastructure, health, livelihoods, public services, and tenure security.

#### 2.3.4. Settlement Infrastructure Development in CSRRP

Settlement infrastructure development in the Central Sulawesi Rehabilitation and Reconstruction Project (CSRRP) has the main objective of rebuilding disaster-affected areas by considering the quality, resilience, and sustainability of infrastructure. This program includes the provision of basic infrastructure for the community, such as decent housing, access to clean water, sanitation systems, and other public facilities needed in daily life. This rehabilitation effort is also aimed at improving the quality of life in the community and reducing the risk of damage due to future disasters (World Bank, 2020).

CSRRP focuses not only on the physical aspects of buildings but also on the long-term social and economic benefits for local communities. This program promotes the principle of sustainable development by ensuring that the infrastructure built can last a long time, is easily accessible, environmentally friendly, and supports the socio-economic welfare of affected communities (Ministry of PUPR, 2023).

The implementation of development under this CSRRP refers to regulations from the Ministry of Public Works and Housing (PUPR). Some of the key provisions that form the basis for the implementation of this project include:

- ✓ Development is carried out according to technical standards stipulated in the Minister of PUPR Regulation. These standards include requirements for building infrastructure, road construction, and other infrastructure to be disaster-resistant and environmentally friendly (Permen PUPR No. 22 of 2022).
- ✓ Regulations related to construction safety regulate security, comfort, and safety for the public users of public facilities that are built (Permen PUPR No. 10 of 2023).
- ✓ Participatory Approach. In every stage of implementation, the community is involved from planning to project implementation. This approach aims to ensure that development can meet the needs of the community and increase the sense of community ownership of the development results (Ministry of PUPR, 2023).

This approach is in line with the Ministry of PUPR's policy of prioritizing post-disaster rehabilitation and reconstruction as well as increasing resilience to climate change. With this approach, CSRRP is expected to create long-term solutions that are relevant to the conditions of the region and the needs of disaster-affected communities (World Bank, 2020).

### 2.3.5. Benefits of Rehabilitation and Reconstruction of Public Facilities

Public facilities have an important role in supporting community activities, both socially, economically and culturally. Building standards for public facilities are designed to ensure the safety, comfort and sustainability of building use. In this case, theoretical approaches, technical provisions, and laws and regulations become the basis for ensuring the quality and functionality of the building.

Theoretically, building standards for public facilities are based on the concept of sustainability and building function. Maslow (1943), in his hierarchy of needs theory, states that safety and comfort are fundamental needs that must be met, including in the context of public infrastructure. In addition, the principle of universal design emphasises the importance of accessibility for all levels of society, including people with disabilities, children, and the elderly.

Basic principles in the development of public facilities include:

- ✓ Safety and Security: The building should protect users from the risk of hazards, such as earthquakes, fire, or flood.
- ✓ Accessibility; The building must be accessible to all users without barriers, especially for vulnerable groups.
- ✓ Sustainability: Development should consider environmental impacts, including the use of environmentally friendly materials and energy efficiency.

Technical provisions for public facilities in Indonesia are regulated through Indonesian National Standards (SNI) and guidelines issued by the Ministry of Public Works and Housing (PUPR). Some of the relevant provisions include:

- ✓ Structural Safety; This standard covers the calculation of material strength, earthquake resistance, and building stability. One of them is SNI 1726:2019 related to earthquake resistance planning.
- ✓ Fire Safety System: The building must be equipped with a fire detection system, evacuation routes, and extinguishers, according to SNI 03-1746-2000.
- ✓ Accessibility: Public facilities are required to provide accessibility, such as ramps, elevators, and toilets for people with disabilities, as stipulated in Permen PUPR No. 14/2017.
- ✓ Environmental Comfort; This standard covers ventilation, lighting, and noise control appropriate to the function of the building.

Regulations governing the construction of public facilities include construction services legislation and building technical standards. Some of the key regulations are:

- ✓ Law No. 28 Year 2002 on Building; Regulates the requirements for safety, health, comfort, and ease of use of buildings.
- ✓ Government Regulation No. 16 of 2021: Regulates procedures for planning, implementation, and supervision of building construction.
- ✓ Law No. 2 Year 2017 on Construction Services; Establishes quality standards for construction services, including the responsibility of service providers for public buildings.

- ✓ Permen PUPR No. 22/2018; Establishes technical standards for public facilities to meet safety and comfort requirements.

The correct application of theories, technical provisions, and regulations results in public facilities:

- ✓ Safe and protects users from the risk of physical harm.
- ✓ Easily accessible to all levels of society, including vulnerable groups.
- ✓ Environmentally friendly by minimising negative impacts on the ecosystem.
- ✓ It is convenient and efficient to use.

By consistently applying theories, technical provisions, and laws and regulations, building standards for public facilities can meet the needs of the community, improve the quality of life, and ensure the safety and comfort of its users.

This component finances construction works for rehabilitation, reconstruction and structural strengthening of public facilities to improve seismic performance and safety, reduce disaster vulnerability, enhance climate resilience, and improve functionality and service standards. The expected benefits are, therefore, those related to the structural strengthening of public facilities that are resilient to disasters and also inclusive of all beneficiary groups, including people with disabilities.

The benefits of Rehabilitation and Reconstruction of public facilities refer to the description contained in the *result chain*, namely, an Increased number of communities that have been rehabilitated/reconstructed in terms of resilience to critical disasters, accessibility, and inclusive standards, and this can be referred to as **direct benefits**. While the expected impact is that the quality of life improves with the restoration of schools and health clinics, the potential loss of lives, livelihoods, and assets is reduced in the event of future disasters, and this can be referred to as indirect benefits.

In the BSA evaluation, the benefits of rehabilitation and reconstruction of public facilities refer to the perceptions of beneficiaries of public infrastructure, which are translated into indicators of increased capacity and services following rehabilitation and reconstruction activities.

## CHAPTER 3 METHODOLOGY

### 3.1. Timeframe of BSA Evaluation Activities

The ESC assignment based on the contract number HK.02.03/ESC/IBRD-CSRRP/SATKER-PKP/06/2023, dated November 13, 2023, was planned to last from November 2023 to June 2024. However, in its implementation, the project experienced delays and was not completed on schedule in June 2024. Based on the loan extension approval through Loan Letter No. CD-122/WB/VI/2024, dated June 20, 2024, CSRRP activities were extended until December 31, 2024, while the ESC contract was extended until October 2024.

Due to delays in the progress of activities in the field, the BSA survey by the ESC team can only be conducted in September 2024, with cut-off data as of August 31, 2024. This is done with the assumption that the occupancy rate has reached a minimum of 50% of the total PAPs in each shelter.

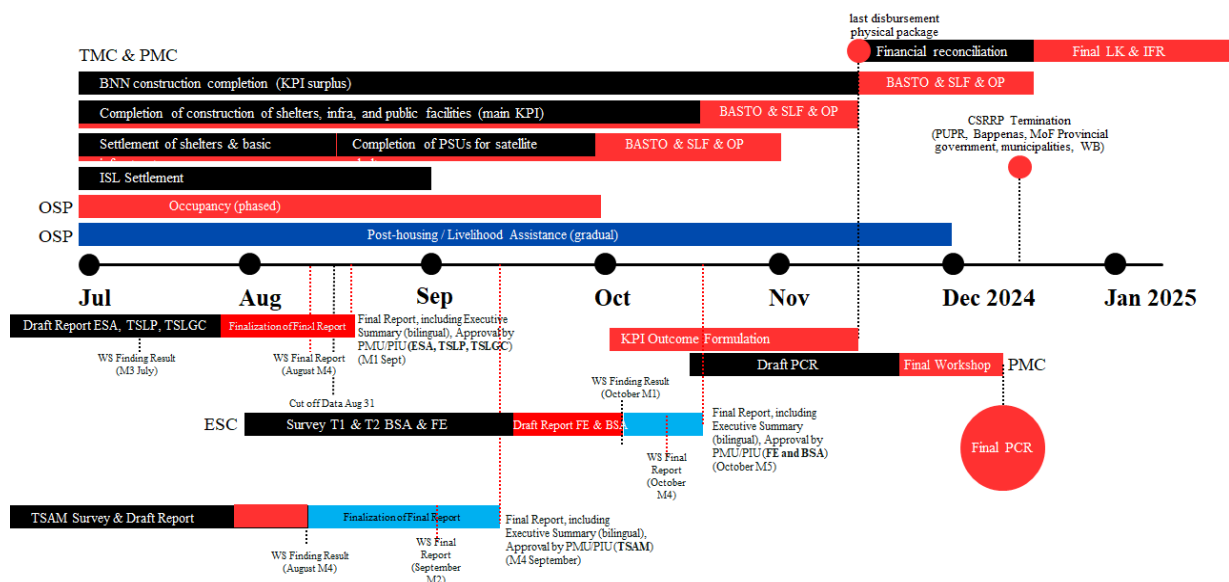


Figure 3.1: Evaluation timeline BSA

### 3.2. Program Condition at Evaluation BSA

The ESC's assignment in the BSA evaluation was faced with the real condition that not all CSRRP activities had been completed. At the time this report was prepared, there were several things that should be noted:

1. The physical progress of CSRRP activities amounted to 94.51%, while the financial progress was 91.66%.
2. **For component 1:** out of a total of 26 packages, 20 packages were completed. The physical progress is 97.69% and the financial progress is about 93.74%, with details as follows:
  - a. **Huntap package:**

- 1) Of the total 9 packages, 7 packages were declared complete with an overall physical progress of 98.35% while finance amounted to 96.11%. The number of unfinished packages is 2 packages, namely packages IIB and IIF.
- 2) The number of shelters built is 3,852 units (99%) of the target of 3,880 units, while those that have handed over the keys are 3,301 units (85%). Huntap that have not yet completed their occupancy include Huntap Tondo 2, Talise and Bangga Satellite Huntap Dusun 1,2 and 3.
- b. **Settlement infrastructure packages:** out of a total of 17 packages, 13 packages were declared complete with overall physical progress of 97.04% and financial progress of 91.38%, which have not been declared complete, namely for the package:
  - 1) *Construction of Settlement Infrastructure Tondo 2 Area, Palu City*
  - 2) *Construction of Water Treatment Plant 2x30 L/s for Huntap Tondo 1, Tondo 2 & Talise, Palu City*
  - 3) *Construction of Water Distribution Pipe and House Connection in Palu City*
  - 4) *Construction of Water Distribution Pipe and House Connection in Sigi Regency*
3. **For Component 2 Public Facilities**, out of a total of 14 packages, 9 packages were declared complete with physical progress of 93.31% and financial 87.58%, of which 5 packages have not been declared complete, namely:
  - a. Rehabilitation Package of Hospital of Undata Phase II-B,
  - b. *Reconstruction of Office Building of National Narcotics Agency of Central Sulawesi Province,*
  - c. *Rehabilitation and Reconstruction of Education Facilities in Tadulako University Phase II,*
  - d. *Rehabilitation and Reconstruction of Elementary Education Facilities II-A,*
  - e. *Rehabilitation and Reconstruction of Elementary Education Facilities Phase II-B*

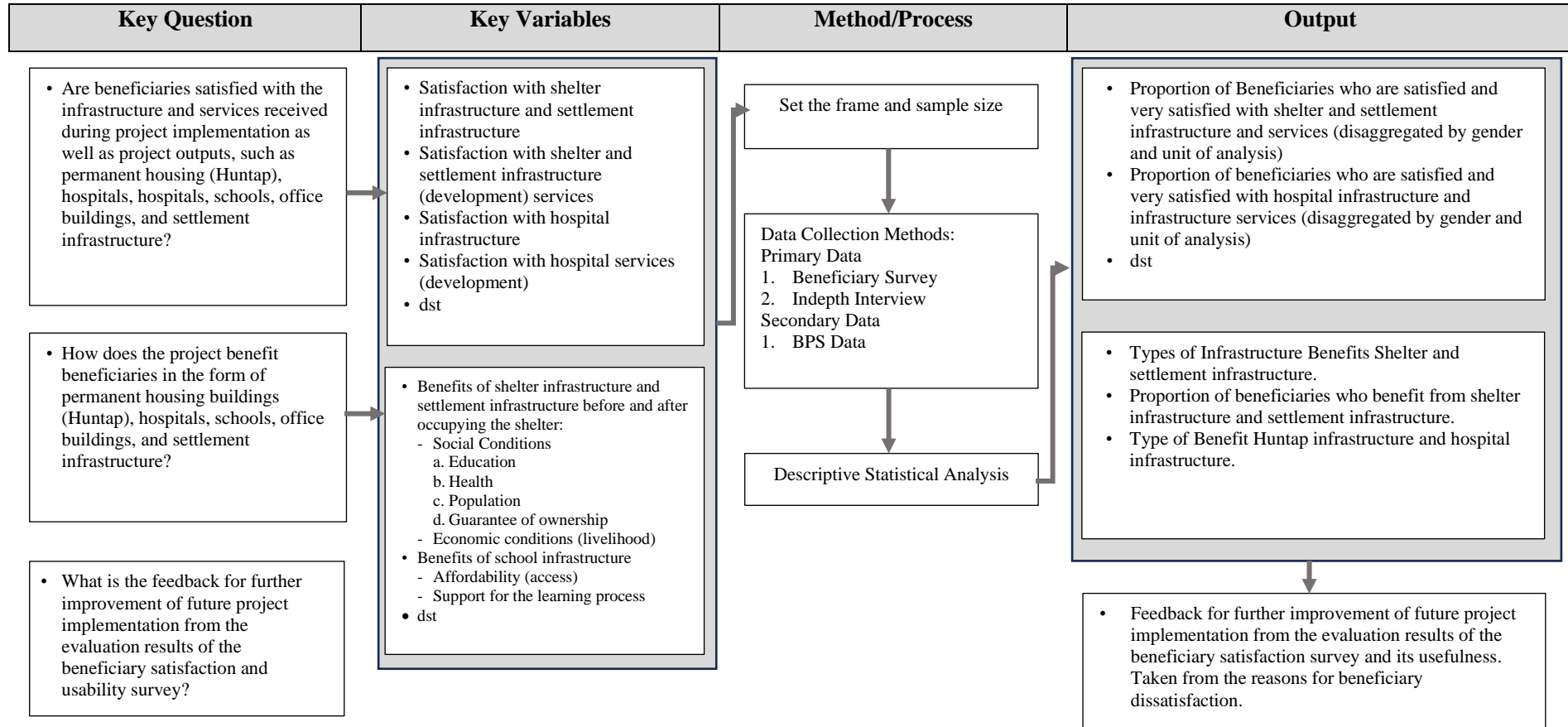
### 3.3. BSA Evaluation Framework

In accordance with the TOR, the BSA evaluation framework was based on three key questions. Key variables were developed from the three key questions that formed the basis of the survey design. The method and process included:

1. **Sample frame and size;** formulated in accordance with the reference in the TOR at 95% Confidence level with a maximum confidence level of 5%,
2. **Data collection methods, carried out by:**
  - 1) **Primary Data** collected with Beneficiary Survey and In-depth Interviews
  - 2) **Secondary data** to help analyze the data is taken from BPS data.
3. **Analysis Method:** using **descriptive statistical analysis**. Descriptive statistics is the activity of collecting, organising, summarizing and presenting data with the hope that the data is more meaningful, easy to read and easy to understand by data users, carried out on most of the survey data both beneficiary surveys and observations of infrastructure activities.
4. **Expected outcome:** a final report describing the answers to all key questions.

The following is the BSA Evaluation Framework:

**Table 3.1: Evaluation Framework**





The following is a Matrix of Indicators and Analysis Methods for Each Key Question

**Table 3.2: Indicator and Analysis Method Matrix**

- Key Question 1: Are beneficiaries satisfied with the infrastructure and services received during project implementation as well as project outputs, such as permanent housing, hospitals, schools, office buildings, and settlement infrastructure?

Variables	Indicator	Measurement	Measurement and Data Collection Methods	Instrument	Analysis Method
<b>Satisfaction with shelter infrastructure and settlement infrastructure</b>	<ul style="list-style-type: none"> <li>Physical shelter (house): design and spatial arrangement, building size, building quality, quality of earthquake-resistant building construction.</li> <li>Completeness of the house: electricity, sanitation (WC / Blackwater, liquid waste / grey water and garbage cans), water, road access to the hantap</li> <li>Settlement infrastructure: GREEN SPACES/RTPS.</li> </ul>	<ul style="list-style-type: none"> <li>Satisfaction is expressed as the proportion (of beneficiaries) who expressed satisfaction (%).</li> <li>'Satisfied' statements are categorised ordinally as (level of satisfaction) satisfied and very satisfied.</li> </ul>	Sample survey (interview)	The instrument is in the form of a questionnaire. Questionnaires are developed based on (definitions of) predetermined variables and measures.	Descriptive analysis and correlation analysis
<b>Satisfaction with shelter services</b>	<ul style="list-style-type: none"> <li>Services during construction: socialisation, construction time, occupancy preparation meeting, formation of community groups.</li> <li>Post-occupancy services: O&amp;P,</li> </ul>				



Variables	Indicator	Measurement	Measurement and Data Collection Methods	Instrument	Analysis Method
Satisfaction with hospital infrastructure	<ul style="list-style-type: none"> <li>Physical building/space/installation: design, suitability of space</li> </ul>				
Satisfaction with hospital services (development)	Technical services/assistance: planning design; implementation supervision				
Satisfaction with school infrastructure	<ul style="list-style-type: none"> <li>Physical building/space: design, suitability of space</li> </ul>				
Satisfaction with school services (development)	Technical services/assistance: planning design; implementation supervision				
Satisfaction with government office infrastructure	<ul style="list-style-type: none"> <li>Physical building/space: design, suitability of space</li> </ul>				
Satisfaction with government office services (development)	Technical services/assistance: planning design; implementation supervision				

2. Key Question 2: How did the project benefit the beneficiaries in the form of permanent housing buildings, hospitals, schools, office buildings, and settlement infrastructure?

Variables	Indicator	Measurement	Measurement and Data Collection Methods	Instrument	Analysis Method
Benefits of shelter and settlement infrastructure	Residents' level of satisfaction with the quality of buildings and facilities	Percentage of usefulness and satisfaction of residents	Sample survey with a structured questionnaire	Questionnaire	Descriptive analysis and correlation analysis

Variables	Indicator	Measurement	Measurement and Data Collection Methods	Instrument	Analysis Method
<b>Hospital benefits</b>	Accessibility and quality of health services	Distance to hospital and assessment of service quality (%)	Sample survey with a structured questionnaire	Questionnaire	Descriptive analysis and correlation analysis
<b>School benefits</b>	Accessibility and quality of education	Distance to school and education quality assessment (%)	Sample survey with a structured questionnaire	Questionnaire	Descriptive analysis and correlation analysis
<b>Benefits of office building</b>	Accessibility and quality of office buildings	Distance to office buildings and Building quality assessment (%)	Sample survey with a structured questionnaire	Questionnaire	Descriptive analysis and correlation analysis

### 3.4. Sampling Frame and Sample Size

#### 3.4.1 Sampling Method

The sampling method used is **Stratified Random Sampling**, where the population is divided into several strata before random sample selection. In the permanent housing development project, the population is divided into two strata based on the proportion of target types of housing, namely:

1. **Huntap Kawasan**, which covers about 60% of the target population,
2. **Satellite and Independent shelters** that cover about 40% of the target population.

After the division of the strata, a sample from each stratum was randomly selected, according to the number of permanent housing targets in each category.

Meanwhile, for **Public Facilities**, the population was divided into three strata based on the type of facility built, namely:

1. **Educational facilities** (schools and other educational facilities),
2. **Health facilities** (hospitals, **health** centres, or clinics),
3. **Other Public Facilities** (such as government buildings and other public facilities).

Each stratum was represented by at least one type of development activity, and a sample from each stratum was randomly selected to ensure adequate representation of each category of constructed facilities.

#### 3.4.2 Target Population

The **target population** in the BSA survey is CSRRP beneficiaries, divided into 2 target populations, namely:

1. **Beneficiaries** of shelter and settlement infrastructure with a total number of 3,880 units with a total beneficiary of around 12,441 people.
2. **Beneficiaries** of public facilities with a total of 14 packages of 26 entities (final beneficiaries).

#### 3.4.3 Unit of analysis

The units of analysis in this BSA evaluation fall into two main categories: individuals and communities:

##### 1. Individuals:

- **Individuals of disaster-affected people who received shelter benefits:** The units of analysis in this category are individuals from disaster-affected communities who are beneficiaries of permanent housing and settlement infrastructure. These residents are those whose old shelters were damaged by the disaster, making them direct beneficiaries of the new shelters built by CSRRP.
- **Final beneficiaries of public facilities (managers or service recipients):** The unit of analysis for public facilities includes facility managers (such as school principals, hospital directors, or officials who manage government facilities) as well as the people who use the services. These are the ultimate beneficiaries of the constructed

public facilities, and the analysis will assess the extent to which the facilities benefit the managers and service users in the affected communities.

## 2. Community:

- **Huntap community:** A huntap community is a group of PAPs living in one housing estate, for example, PAPs in Talise Huntap, PAPs in Lendentove 1 Huntap and PAPs in Tompe 2 Huntap.
- **Community for Public Facilities:** The community for public facilities is 1 (one) group of final beneficiaries of 1 (one) unit of infrastructure built, for example the beneficiary community of Pusmesmas Tipo, the beneficiary community of SDIT Insan Gemilang and the final beneficiary community of the High Prosecutor's Office building.

### 3.4.4 Satisfaction Level Measurement Method

- Direct satisfaction is measured through questionnaire interviews with beneficiaries
- The level of satisfaction is measured through the percentage of each indicator.
- Satisfaction level is measured through the average of each indicator

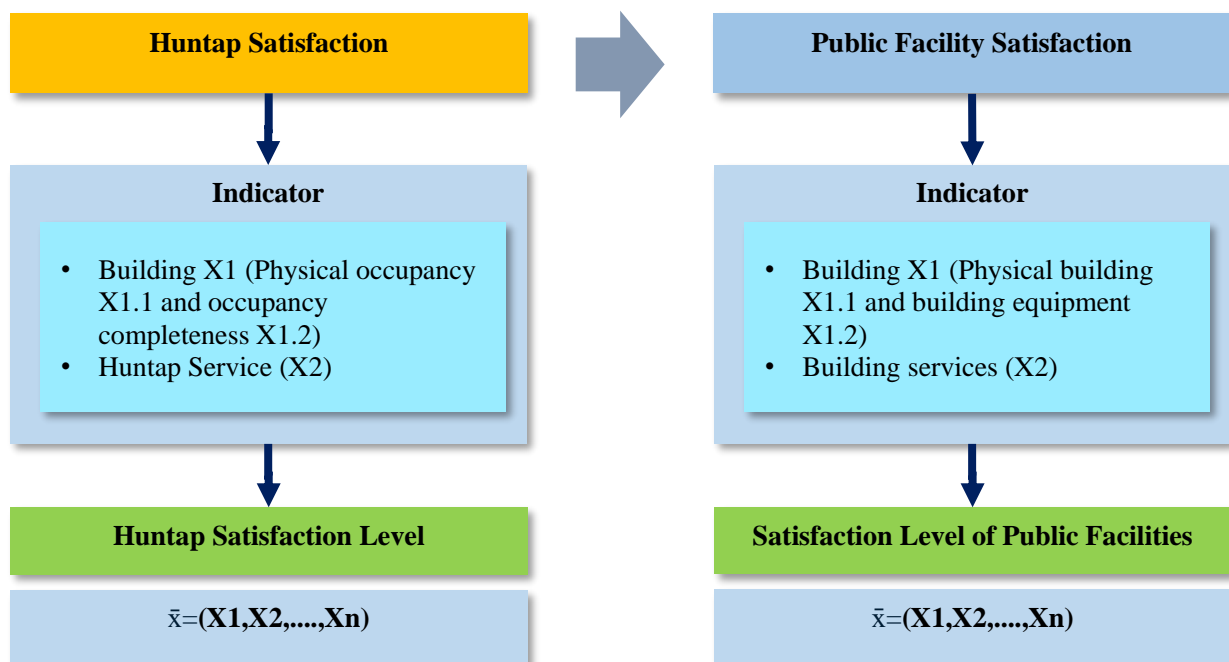


Figure 3.2: Satisfaction Level Measurement Method

### 3.4.5 Sample Frame

#### Beneficiary Sample Frame:

In this sample frame, beneficiaries will be drawn in a representative manner from various types of permanent housing and public facilities that have been built. These representatives include individuals or groups of disaster-affected residents (DAPs) living in permanent housing that have handed over the keys, totalling 3,301 units. Meanwhile, public facilities are beneficiaries who utilise public facilities, especially those that have been declared complete, with as many as 24 activities (consisting of schools, hospitals, and government buildings). This selection of

representatives is done to ensure that all types of shelters and public facilities are proportionally represented.

### 3.4.6 Confidence Level & Margin of Error

#### 1. Beneficiaries:

- For **permanent housing**, a minimum *confidence level of 95%* is desired, with a **maximum margin of error of 5%**. This means that the results of a survey conducted on shelter beneficiaries will have a confidence level of 95%, with a *margin of error of no more than 5%*.
- For the **ESC quantitative survey**, a *confidence level of 95%* is desired, with a **margin of error of 3.7%**. This means that the accuracy of the ESC survey is expected to be higher with a smaller margin of error, except for public facilities that have different conditions.

#### 2. Physical Output:

- For **permanent housing**, a minimum *confidence level of 95%* is desired, with a **maximum margin of error of 5%**. This ensures that the survey results related to the physical condition of the shelters are reliable with a 95% confidence level, and the maximum error in the survey results is no more than 5%.
- For the **ESC quantitative survey** on physical outputs, a *confidence level of 95%* is desired, with a **margin of error of 4.2%**. This survey targets a smaller margin of error, except for public facilities, which have different calculations.

### 3.4.7 Sample Size

#### 3.4.7.1 Huntap Beneficiary Sample

Based on the sample calculation of the population with the *Confidence Level* and *Margin of Error* described above, the following sampling method is carried out:

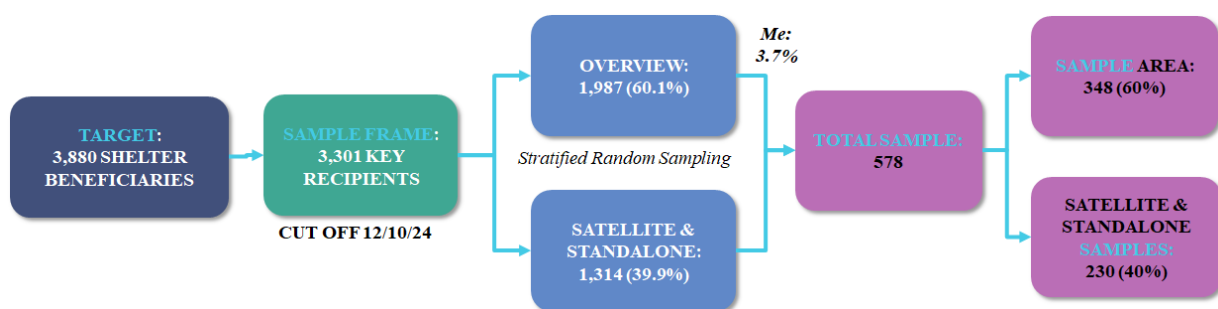


Figure 3.3: Sampling Method

The population of the BSA evaluation was 3,880 households. With a *confidence level of 95%* and a maximum margin of error of 5%, the minimum sample size that must be taken is 344 people. Based on the sample selection criteria and to ensure the distribution and representativeness of each sample group, the ESC team determined the sample size of 578 WTB. With this number of samples, the *margin of error* value is 3.7% and has met the requirements in the TOR ( $\leq 5\%$ ).

Taking into account the amount of investment, the proportion of samples in Huntap Kawasan is at least 65% and the remaining 35% is taken from Huntap Satelit and Huntap Mandiri. After the division of strata, samples from each stratum were randomly selected, according to the number of permanent housing targets in each category.

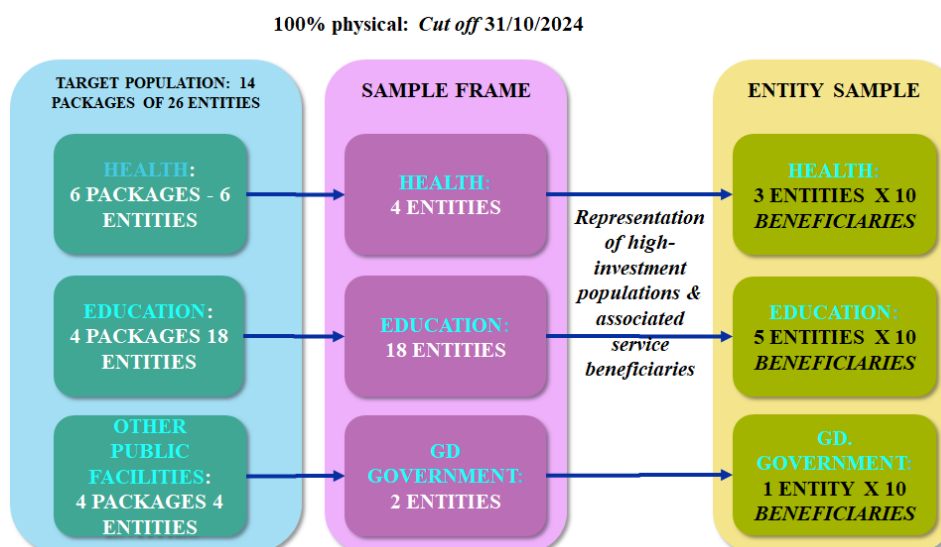
The following is the WTB population and sample:

**Table 3.3: WTB Population and Sample**

No.	Development Location	Number of Units	Occupancy		Sample
			SK (Occupancy)	Key Handover / Move-in / Occupy	
Permanent Residential Area					
1	Tondo 2, Palu City	961	961	742	130
2	Talise, Palu City	693	599	592	104
3	Petobo, Palu City	655	655	653	114
	TOTAL	2,309	2,215	1,987	348
Satellite Permanent Residences					
1	Talise Panau 1, Palu City	27	27	27	2
2	Talise Panau 2, Palu City	26	26	26	2
3	Ganti, Donggala district	17	17	17	5
4	Lende, Donggala district	68	68	68	13
5	Lende Ntovea 1, Donggala district	30	30	30	7
6	Lende Ntovea 2, Donggala District	44	44	44	12
7	Loli Dondo, Donggala District	16	16	16	4
8	Loli Channel, Donggala District	18	18	18	4
9	Loli Tasiburi III, Donggala Regency	17	17	17	4
10	Lompio, Donggala district	18	18	18	5
11	Wani Satu, Donggala Regency	73	73	73	18
12	Tompe 1, Donggala district	44	44	44	10
13	Tompe 2, Donggala district	83	83	83	19
14	Tompe 3, Donggala district	161	161	161	28
15	Tanjung Padang, Donggala Regency	13	13	13	2
16	Ujumbou, Donggala Regency	46	46	46	-
17	Tondo, Donggala district	35	35	35	-
18	Bangga Hamlet 1 & 3, Sigi Regency	51	51	47	-
19	Bangga Dusun 2, Sigi District	146	146	50	-
20	South Sibalaya, Sigi District	118	118	118	30
21	North Sibalaya, Sigi District	64	64	64	-
22	Poi, Sigi district	25	25	25	-
23	Rogo, Sigi district	14	14	14	-
	TOTAL	1,154	1,154	1,054	165
Permanent Independent Living					
1	Mandiri, Palu City	263	263	260	65
	TOTAL	263	263	260	65
	TOTAL HUNT	3,726	3,632	3,301	578

### 3.4.1. Population and Sample of Public Facilities

For beneficiaries of public facilities, since the *margin of error* was not determined, the sampling method was as follows:



**Figure 3.4: Sampling Method for Beneficiaries of Public Facilities**

The following is a sample for Public Facilities.

**Table 3.4: Population and Sample of Public Facilities**

No.	Public Facilities	Sample	Investment Value (IDR)	Sample Details	Respondents
1	<b>Healthcare Facilities</b>				
	PHCESMAS	a. Rehabilitation of Tipo Health Center, Palu City	1,023,796,000	1st Floor: Entrance, Hallway, Laboratory, Emergency Room, General Clinic, Dental Clinic, MCH Clinic, Pharmacy, Registration Counter, Lobby, Pharmacy Installation, 2nd Floor: Warehouse, WC, Nutrition Clinic, Musholla, Kitchen, Treasurer's Room, Administration Room, Slasar, Hall, MTES, Program Room, Head of Puskesmas Room)	10
	HOSPITAL	b. Rehabilitation & Reconstruction of Anutapura Hospital package 2B	11,289,936,000	Cassowary Care Building, CT Scan Building, Archive Building, Blood Transfusion Unit Building, Swallow Care Building, Sanitation Building, Administration Building, Radiology Building, Obstetrics Installation Building	10
2	<b>Education Service Facilities</b>				
	ELEMENTARY/ MIDDLE SCHOOL	a. Rehabilitation & Reconstruction of SD IT Insan Gemilang Palu City	4,021,478,722	Classroom, Library, Teacher's room, Toilet, Teacher's room	10

No.	Public Facilities	Sample	Investment Value (IDR)	Sample Details	Respondents
		b. Rehabilitation & Reconstruction of Donggala Inspres Elementary School Kodi, Palu	2,894,538,748	Classroom, Library, UKS room, Teacher's room, Toilet, Teacher's room	10
	JUNIOR/SENIOR HIGH SCHOOL	a. Rehabilitation & Reconstruction of SMP 19 Sigi	5,065,998,608	Classroom, Library, UKS room, Teacher's room, Toilet, Teacher's room	10
		b. Rehabilitation & Reconstruction of Adventist Junior High School Palu	1,920,044,437	Classroom, Office, Laboratory, Teacher's room, Toilet	10
<b>3</b>	<b>Other Building</b>				
	Government Building	Rehabilitation & Reconstruction of Kejati Sulteng Building, Palu	134,519,452,000	1. 1st Floor Basement: Car Parking, Elevator Lobby, Canteen, Generator room, Archive Room, GWT Hydrant, GWT Clean water, RG Clean Water Pump, RG Travo, RG PLN, Emergency Stairs 2. 2nd Floor: Main Lobby, PTSP, Service Room, Staff and Leader's Office, Meeting Room, Toilet, Lactation and Disabled Room, Elevator Lobby, Emergency Stairs 3. 3rd Floor: Void, Staff and Leader's Office, Archive Room, Meeting Room, Pantry Room, Toilet, Rest Room, Living Room, Elevator Lobby, Emergency Stairway 4. 4th Floor: Waiting Room, Meeting Room, Examination Room, Archive Room, Staff and Leader's Office, Resting Room, Special Staff Room, Toilet, Pantry, Elevator Lobby, Emergency Staircase 5. 5th Floor: Waiting Room, Meeting Room, Examination Room, Archive Room, Staff and Leader's Office, Rest Room, Special Staff Room, Toilet, Pantry, Elevator Lobby, Emergency Staircase 6. 6th Floor: Meeting Room, Dining Room, Warehouse, Meeting Room, Stage, Audio Room, Toilet,	10



No.	Public Facilities	Sample	Investment Value (IDR)	Sample Details	Respondents
				Pantry, Elevator Lobby, Emergency Stairs 7. Top Floor. Bitumen Roof, Emergency Stairs, Open Space Floor	
AMOUNT					70

### 3.5. Flow and Stages of Activities

Evaluation activities are carried out for 7 (months) with several stages of activities as illustrated in the flow below.

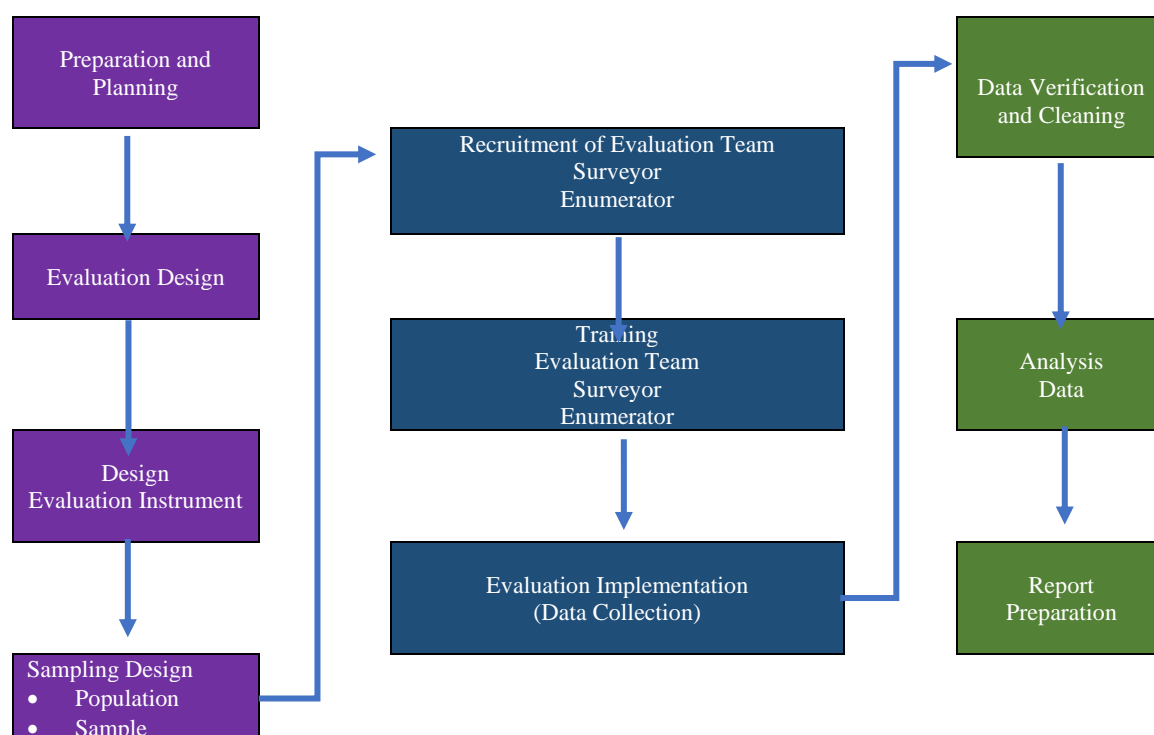


Figure 3.5: Flow and Stages of Activities

The stages of work implementation broadly consist of the following:

**1) Preparation, Planning and Design.** Preparation included:

- Prepare evaluation methodology
- Prepare evaluation log frame indicators
- Preparing the sampling design
- Prepare and develop survey instruments
- Preparing the survey manual
- Carry out pre-survey
- Creation of a data entry template

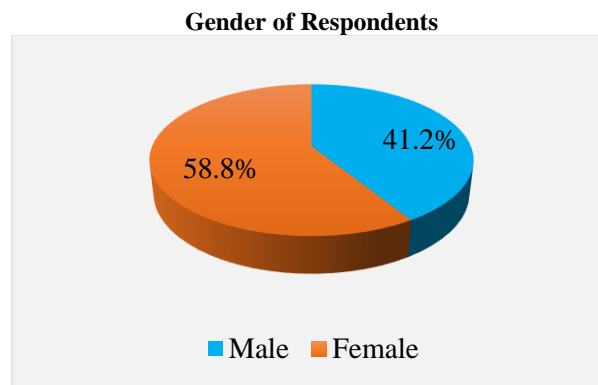
- 2) **Internal Pre-Survey Workshop.**
- 3) **Recruiting and Training Field Personnel.** At this stage, several activities will be carried out, namely:
  - *Junior Researcher* Recruitment and Selection
  - Recruitment of data entry operators and editors
  - Training of field survey personnel
  - Mobilization of field survey personnel
- 4) **Secondary Data Collection, Field Survey, Supervision and Monitoring.** At this stage, several activities will be carried out, namely:
  - Field survey
  - Secondary Data Collection
  - Supervision and monitoring
- 5) **Data Processing and Analysis.** At this stage, several activities will be carried out, namely:
  - Open-ended question coding and data cleaning
  - Compile a database of survey results
  - Data cleaning and editing activities
  - Submission of clean data and database of survey results
  - Data processing
  - Data analysis
- 6) **Report Preparation.** Report preparation activities include activities in preparing the Inception Report, Progress Report, and Final Report. Before the final report is done, the consultant will submit a draft of the final report and then conduct a workshop. Based on the workshop activities, the report will be finalised in the form of the preparation of the Final report.

## CHAPTER 4 EVALUATION RESULTS

### 4.1. Respondent Profile

#### 4.1.1. Profile of Huntap Respondents

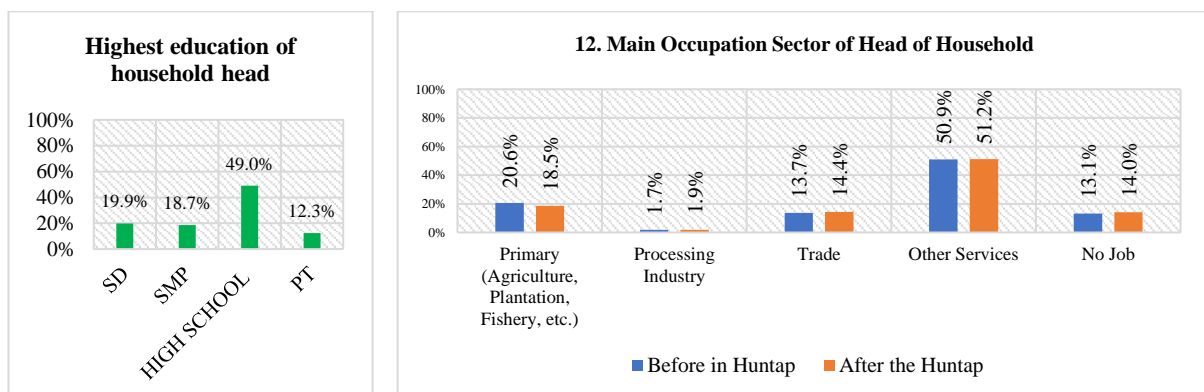
The gender proportion of respondents was 41.2% male and 58.8% female.



**Figure 4.1: Gender of Respondents in the Household**

*Source: BSA 2024 Survey Results*

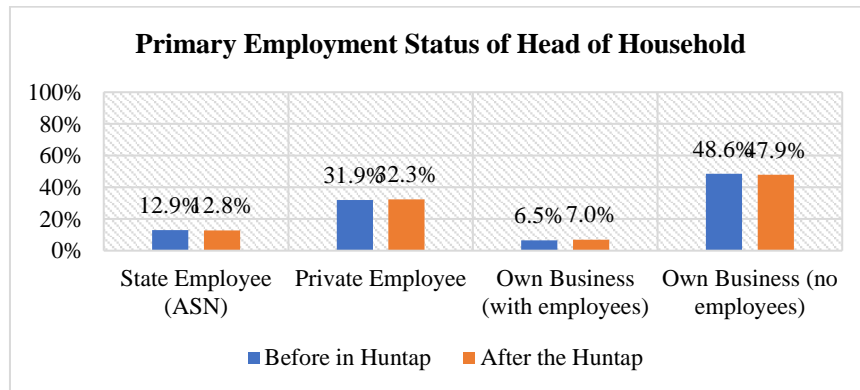
As many as 49.0% of respondents' family members have the highest education at senior high school level, while 19.9% have elementary school education, and 18.7% have junior high school education. In addition, there is a change in the main occupation sector of the household head before and after relocation to permanent housing (Huntap). This change was observed in three sectors: primary sector (such as agriculture, plantation, and fishery), trade, and the category of not having a job. Before relocation, 20.6% of household heads worked in the primary sector, but this figure decreased to 18.5% after relocation. In the trade sector, there was a slight increase from 13.7% before relocation to 14.4% afterwards. Meanwhile, the proportion of household heads who did not have a permanent job remained relatively stable at 50.9% before relocation and 51.2% after relocation.



**Figure 4.2: Highest education and Main Occupation Sector of household head**

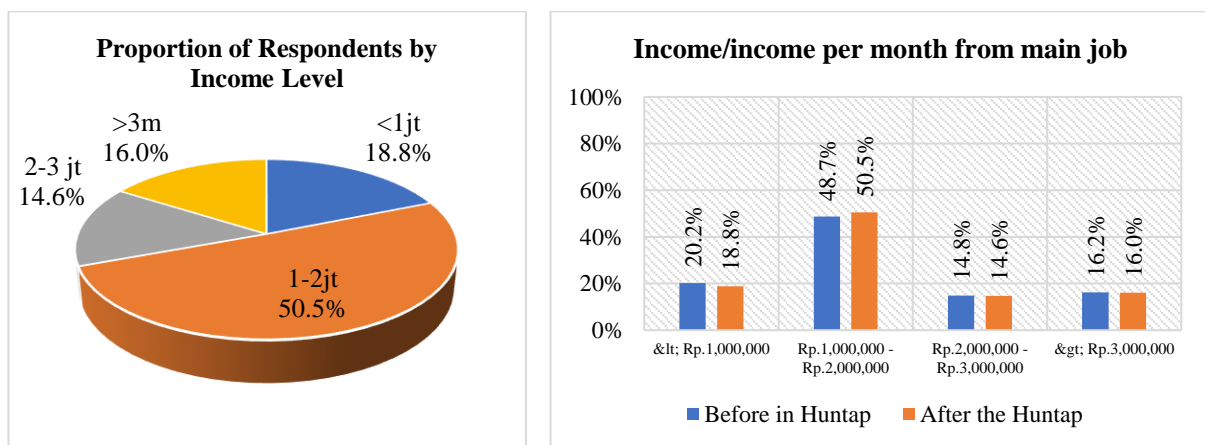
*Source: BSA 2024 Survey Results*

The employment status of household heads changed before and after relocation to permanent housing (Huntap). The types of employment observed include State Civil Apparatus (ASN), private employees, own business with employees, and own business without employees. Before relocation, 12.9% of household heads worked as ASN, but this figure decreased slightly to 12.8% after relocation. The percentage of private employees increased slightly from 31.9% to 32.3%. Household heads who run their own business with employees increased from 6.5% to 7.0%. On the other hand, those who own their own business without employees experienced a slight decrease, from 48.6% to 47.9%.



**Figure 4.3: Employment Status of Household Head**  
Source: BSA 2024 Survey Results

The proportion of respondents by income level shows that the majority (50.5%) have monthly incomes between 1-2 million rupiah, followed by groups with incomes below 1 million (18.8%), above 3 million (16.0%), and 2-3 million (14.6%). A comparison of monthly income from the main job before and after relocation to permanent housing (Huntap) also reveals some changes. Before relocation, 20.2% of respondents earned less than 1 million rupiah, which then slightly decreased to 18.8% after relocation. Income of 1-2 million rupiah saw a slight increase from 48.7% to 50.5%. Income in the 2-3 million rupiah category remained stable at 14.8%, while the category above 3 million rupiah also remained relatively unchanged, at around 16.2%.



**Figure 4.4: Respondents' Income (WTB)**  
Source: BSA 2024 Survey Results

Notes: The minimum wage for Sigi and Donggala districts is Rp. 2,600,000, - Minimum wage for Palu City: Rp. 3,000,000, - (Source: Central Sulawesi Provincial Manpower Office)

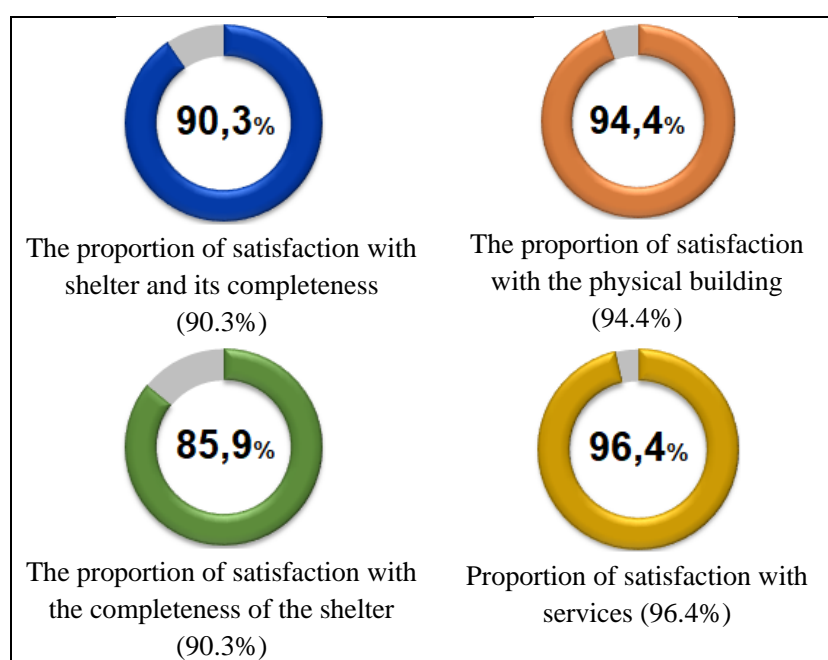
## 4.2. Beneficiary Satisfaction with the CSRRP Program

### 4.2.1. Proportion of Individual Beneficiaries Satisfied with Shelter and Settlement Infrastructure and Services

**Satisfaction with Huntap** is measured through the percentage of each indicator, which is then averaged: **Huntap Satisfaction includes Building Satisfaction** (Physical Huntap and Completeness of Huntap) and **Huntap Service Satisfaction**.

Overall, satisfaction with the permanent housing and its amenities is high, with a **satisfaction level of 90.3%, with 8.9% very satisfied and 81.4% satisfied**. Of the total respondents, the majority who expressed satisfaction were women (53%), while men who were satisfied reached 37.3%.

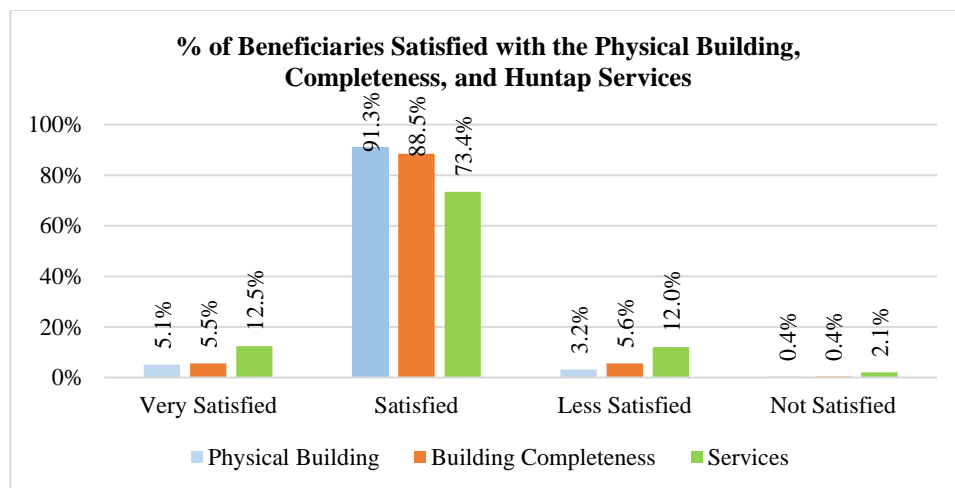
- ❖ **Satisfaction with the physical building includes the completeness of the building:** The level of satisfaction with the physical aspects of the building is very high, at 94.4%. This reflects satisfaction with the construction time, design and layout, quality of the building, earthquake resistance, and the size of the building, which respondents felt was adequate. **Satisfaction with Building Completeness:** The proportion of satisfaction with permanent housing amenities such as electricity, drinking water, road access, drainage, and sanitation reached 85.9%. This indicates that most of these basic facilities meet residents' expectations.
- ❖ **Satisfaction with Shelter Services:** The level of satisfaction with the services provided during and after housing construction is very high, with a percentage reaching 96.6%. Huntap services include socialisation, rembug, and complaints during construction, as well as business training or guidance, business capital, production assistance, population administration, and environmental maintenance after occupancy, all of which are perceived very positively by residents.



**Figure 4.5:** Beneficiary Satisfaction with Services, Physical Huntap and its Completeness

The level of beneficiary satisfaction is measured in three aspects, namely **Physical Buildings, Building Completeness, and Huntap Services**, especially in the Very Satisfied and Satisfied categories. **In the Very Satisfied category, 5.1% of beneficiaries were very satisfied with the physical building, while 6.5% expressed great satisfaction with the completeness of the building.** In contrast, the **shelter services** received the highest number in the **very satisfied category, at 12.5%**. The low percentage in this category indicates that there is room for improvement, especially in the physical aspects and completeness of the building.

Meanwhile, in the Satisfied category, the majority of beneficiaries gave positive responses. As many as **91.3% expressed satisfaction with the physical building**, followed by **88.5% on the completeness of the building**. For the **shelter service**, although the satisfaction rate is quite high, at **73.4%**, it is still lower than the other two aspects. The dominance of the "Satisfied" category indicates that beneficiaries are generally quite satisfied, especially with the physical aspects and the completeness of the building, but the shelter service requires improvement to approach the same level of satisfaction.



**Figure 4.6: Percentage of Beneficiaries Who Express Satisfaction with the Physical Building, Completeness, and Huntap Services**

*Source: BSA 2024 Survey Results*

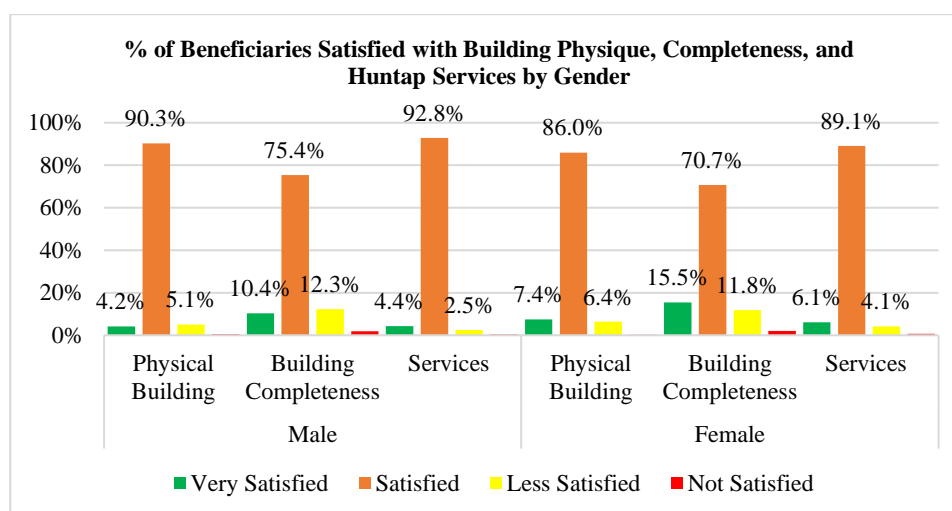
**The level of beneficiary satisfaction with the Physical Aspects of the Building, Building Completeness, and Huntap Services based on Gender.**

In general, **men have a slightly higher level of satisfaction than women in the "Satisfied" category. A total of 90.3% of men were satisfied with the physical building, 75.4% with the completeness of the building, and 92.8% with the shelter services.** Meanwhile, **women have a satisfaction level of 86% for the physical building, 70.7% for the completeness of the building, and 89.1% for the shelter services.**

However, **women tend to have a higher percentage in the "Very Satisfied" category.** A total of 7.4% of women are very satisfied with the physical building, 15.5% with the completeness of the building, and 6.1% with the shelter services, compared to 4.2%, 10.4%, and 4.4% of men,

respectively. The "Less Satisfied" and "Dissatisfied" categories show lower numbers in both groups but tend to be higher for women, especially for the completeness of the building.

It can be concluded that **men tend to be more satisfied overall, but women have a higher appreciation in the "Very Satisfied" category**, indicating a difference in quality perception based on gender.



**Figure 4.7: Percentage of Beneficiaries Who Express Satisfaction with the Physical Building, Completeness, and Huntap Services by Gender**

*Source: BSA 2024 Survey Results*

**Respondents' level of satisfaction with the Huntap, physical building, completeness of Huntap, and services based on the type of Huntap: Area, Independent, and Satellite.**

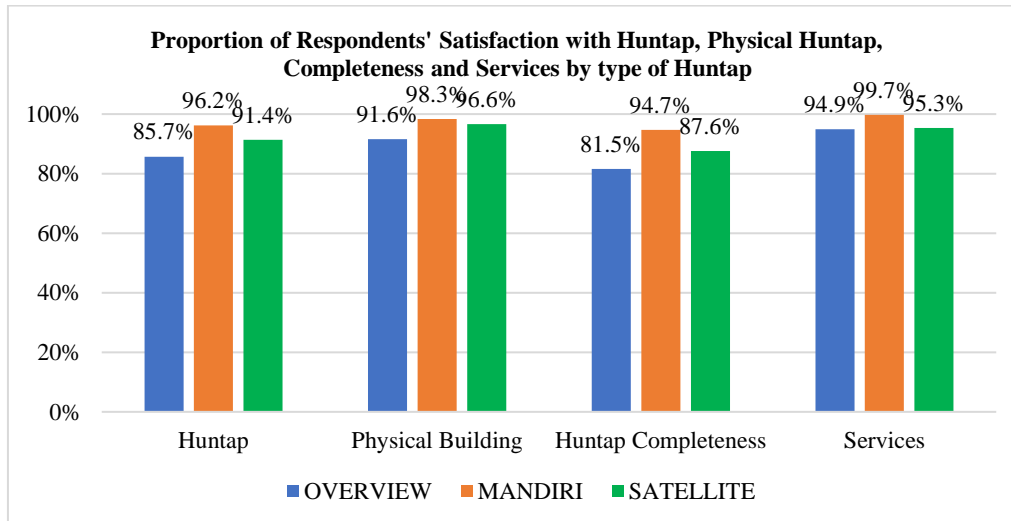
Huntap Mandiri consistently has the highest level of satisfaction in all categories, with satisfaction in Huntap reaching 96.2%, physical building at 98.3%, completeness of Huntap at 94.7%, and service at 99.7%. Meanwhile, Huntap Kawasan shows a lower level of satisfaction than the other two types, especially in the Huntap completeness category, which only reaches 81.5%, although the service category has a fairly high satisfaction level of 94.9%. Huntap Satelit is in the middle position, with a stable level of satisfaction in all aspects, namely 91.4% in Huntap, 96.6% in physical buildings, 87.6% in the completeness of Huntap, and 95.3% in services.

Overall, **Huntap Mandiri stands out as the type of Huntap with the highest level of satisfaction, especially on the physical building and services.** The Kawasan Huntap has areas that require improvement, particularly on the completeness of the Huntap, while the Satellite Huntap shows good performance.

Each type of Huntap is assessed based on various aspects, such as construction, quality of residents, design, infrastructure, and basic facilities. The Satellite Huntap recorded the highest satisfaction in many aspects, even reaching 100% satisfaction during the construction stage. In contrast, the Kawasan Huntap had the lowest satisfaction, especially on sanitation aspects such as garbage bins, which only reached 40.1%.



**Huntap Mandiri shows shortcomings in the drainage aspect, which is influenced by the scattered location in the existing settlement area without special drainage construction from CSRRP.** This drainage depends on the initial condition of the area, and if it does not exist, its construction is the responsibility of the local government according to the established plan.



**Figure 4.8: Proportion of Respondents' Satisfaction with Huntap, Physical Huntap, Completeness and Services by type of Huntap**

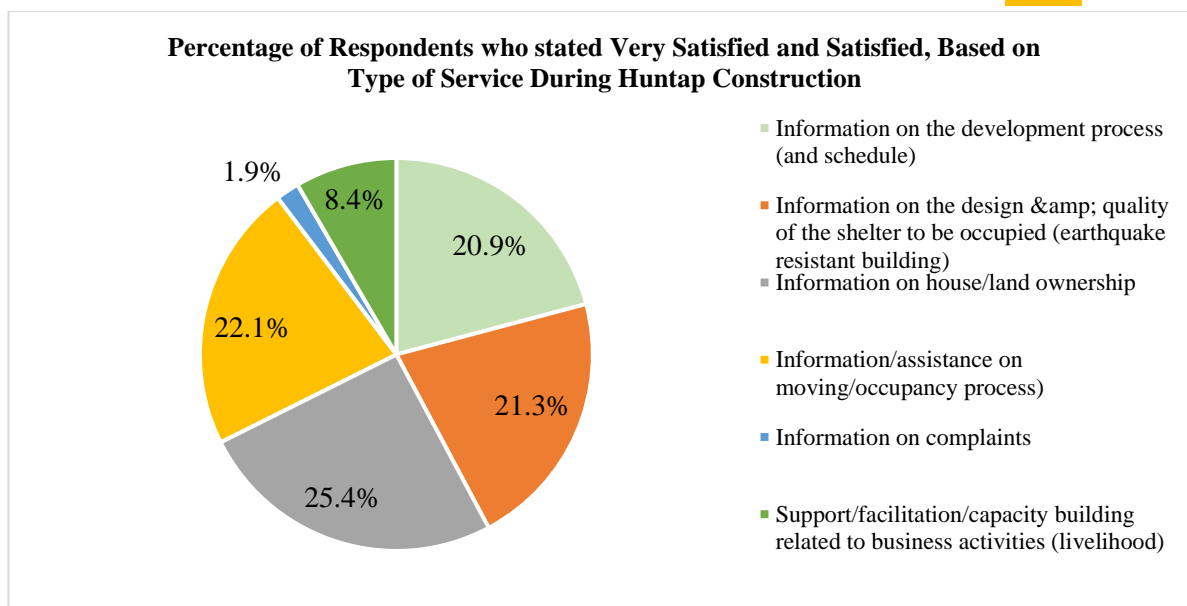
*Source: BSA 2024 Survey Results*

Services to the PAPs include various socialisation and facilitation, such as development information, the technical design of earthquake-resistant buildings, the Healthy Simple Instant House program (RISHA), formation of community groups (POKMAS), life recovery plans and home management. In addition, information media, call centres, and complaint mechanisms are available to ensure transparency and sustainability of services.

Of the many types of services and facilitation during the development process above, the following 6 services have the highest proportion. Respondents' level of satisfaction with various types of services during the construction of Huntap. The most appreciated services are support, facilitation, and capacity building related to business activities (livelihood), with the highest percentage of satisfaction being 25.4%. This is followed by information or assistance on the transfer and occupancy process at 22.1%, which shows the importance of this service in supporting the beneficiaries' transition to Huntap. Furthermore, information on the design and quality of earthquake-resistant buildings received satisfaction of 21.3%, followed by information on the construction process and schedule of 20.9%, which is considered important because it is directly related to the transparency of development progress.

In contrast, information services on complaints only received 8.4% satisfaction, while information related to house or land ownership had the lowest satisfaction at 1.9%. The low satisfaction in these two aspects indicates that the grievance system and clarity regarding ownership status still require improvement and more attention. Overall, services related to livelihood and transition assistance were considered the most relevant and useful by respondents, while services related to complaints and ownership need to be improved to be able to meet the needs of beneficiaries more holistically.





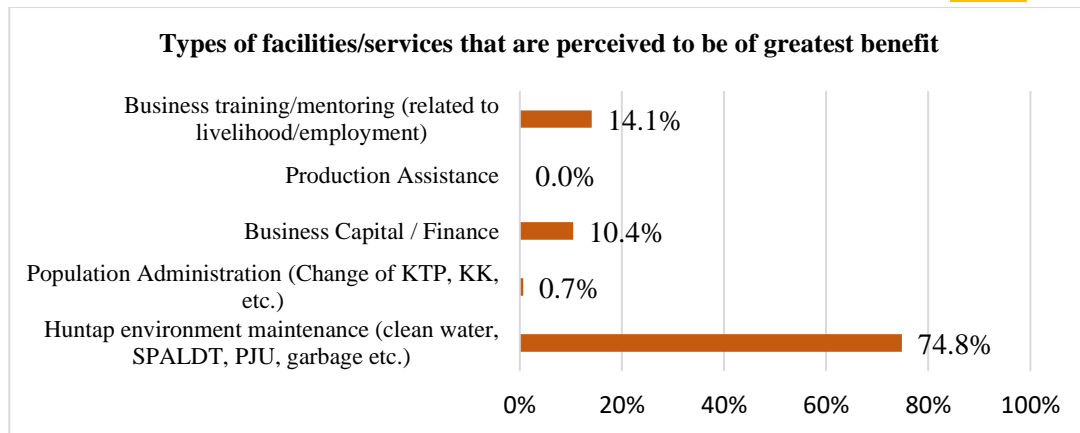
**Figure 4.9: Percentage of Respondents who stated Very Satisfied and Satisfied, Based on the Type of Service During the Construction of Huntap**

*Source: BSA 2024 Survey Results*

The types of facilities or services that are perceived to provide the greatest benefit by beneficiaries in the context of Huntap include Huntap environmental maintenance, such as clean water, SPALDT, PJU, and waste management, being the service that has the most benefits with a percentage of 74.8%. This shows that basic needs related to the Huntap environment and infrastructure are the top priority for beneficiaries and are factors related to basic needs and sustainability of life. On the other hand, training or business guidance related to livelihoods is in second place with 14.1%, followed by business or financial capital assistance at 10.4%. These two services show that economic development is also perceived as important, although not as important as basic needs.

Population administration services, such as KTP and KK changes, have a very low benefit percentage of only 0.7%, suggesting that these services may not be considered urgent or directly impactful by beneficiaries. In addition, production assistance received no positive response at all, with a percentage of 0%, indicating a lack of relevance or poor implementation. Overall, environmental maintenance is the most valued aspect, while administrative services and production assistance require evaluation to improve their relevance and effectiveness in supporting beneficiaries' needs.

**Environmental maintenance in Huntap is the service most valued by beneficiaries, emphasising the importance of basic needs related to infrastructure and the environment to support the sustainability of life.** Meanwhile, training and business capital assistance are considered useful for economic development, although not yet a top priority. On the other hand, administrative services and production assistance require a thorough evaluation to improve their relevance and effectiveness. The main focus should remain on meeting basic needs, but the development of economic services and the evaluation of administrative services need to be prioritised to support the holistic welfare of beneficiaries.



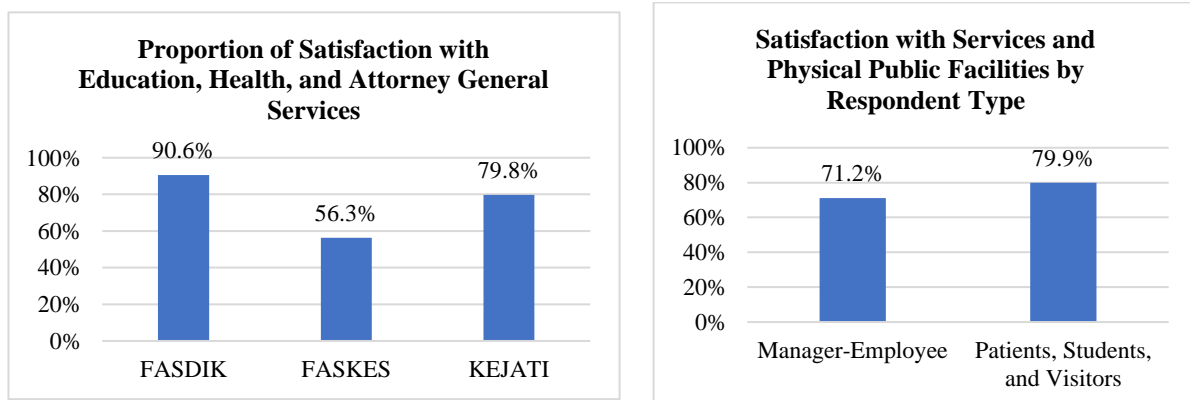
**Figure 4.10: Types of facilities/services that are perceived to be of greatest benefit**  
Source: BSA 2024 Survey Results

#### 4.2.2. Proportion of Individual Beneficiaries Satisfied with Public Infrastructure and Services (Health, Education, Office Buildings)

**Satisfaction with Public Infrastructure** is measured through the percentage of each indicator - the indicators are then averaged: **Public Infrastructure Satisfaction includes Building Satisfaction** (Physical building and Building Completeness) and **Building Service Satisfaction**.

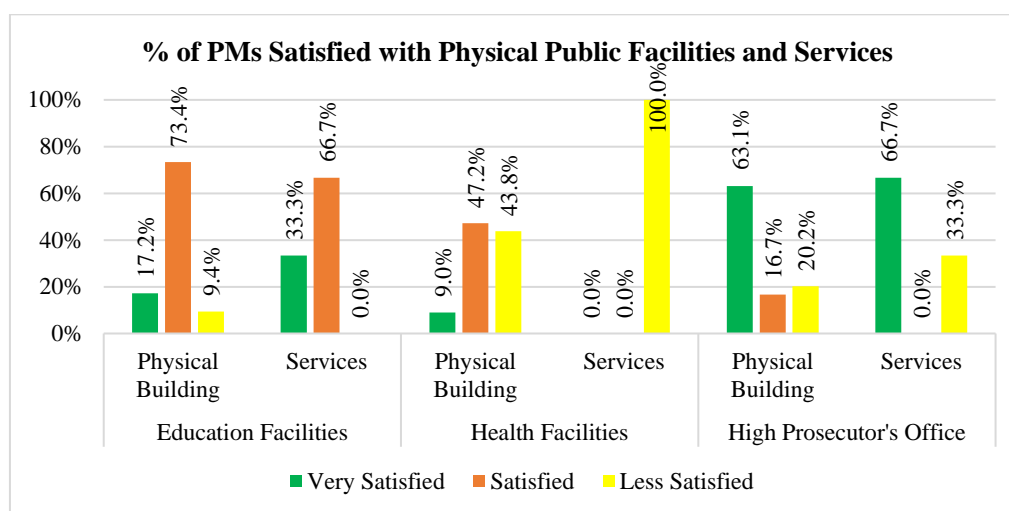
Overall, satisfaction with public facilities and their amenities (schools, health centres, hospitals, and office buildings) is quite high, with a **satisfaction level of 75.5%**, with **29.8%** stating "**Very Satisfied**" and **45.8%** "**Satisfied**".

The highest level of satisfaction was in educational facilities (90.6%), followed by the Public Prosecution Service (79.8%), while health facilities had the lowest satisfaction (56.3%). Managers or employees recorded 71.2% satisfaction, mainly on the physical aspects of the building, while end-users such as patients, students, and visitors had a higher satisfaction level of 79.9%. This shows the success of the education sector, the need for more attention to health facilities, and the importance of considering the direct experience of users in improving the rehabilitation of public facilities.



**Figure 4.11: Proportion of Respondents Very Satisfied and Satisfied with Services and Physical Public Facilities**  
Source: BSA 2024 Survey Results

The percentage of beneficiary (PM) satisfaction with the physical building and services at public facilities shows that **Education Facilities have the highest level of satisfaction with the physical building, with 73.4% of respondents satisfied and 17.2% very satisfied.** However, for services, only 33.3% were satisfied. **Health Facilities had the lowest level of satisfaction with the physical building, with 47.2% satisfied and 9.0% very satisfied,** while 100% of respondents expressed dissatisfaction with services. **In the Public Prosecution Service, 63.1% of respondents were satisfied with the physical building, 65.7% were satisfied with the service, but only 16.7% were very satisfied with the physical building.** In general, education facilities receive the highest level of satisfaction, while health facilities require improvement, especially in the service aspect.

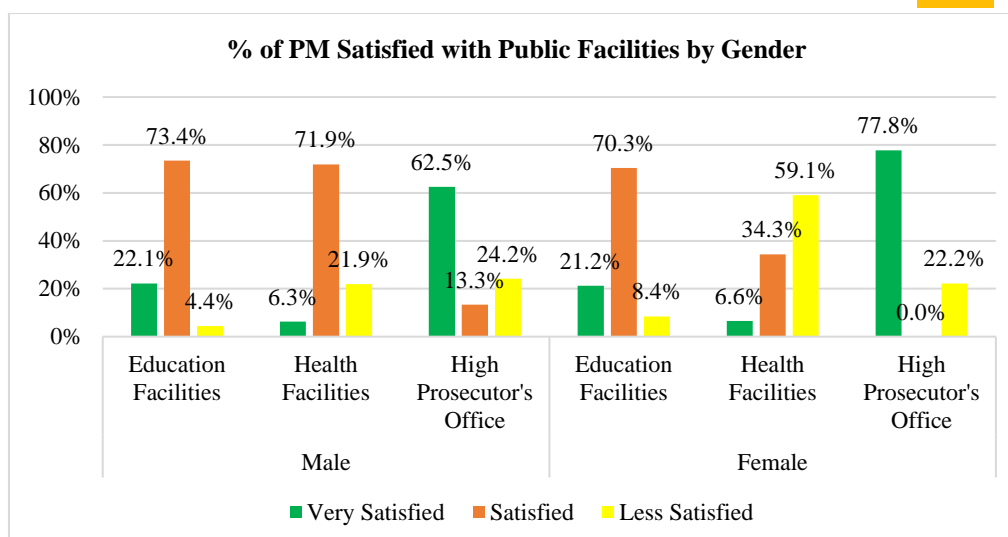


**Figure 4.12: Percentage of Beneficiaries Satisfied with Physical Public Facilities and Services**

*Source: BSA 2024 Survey Results*

By gender, male beneficiaries showed the highest satisfaction with education facilities, with 73.4% satisfied and 22.1% very satisfied, followed by health facilities (71.9% satisfied and 6.3% very satisfied) and the High Prosecutor's Office (62.5% satisfied and 13.3% very satisfied). Among women, the highest level of satisfaction was with the High Prosecutor's Office, with 77.8% satisfied and 22.2% very satisfied, followed by education facilities (70.3% satisfied and 21.2% very satisfied) and health facilities (59.1% satisfied and 34.3% very satisfied). Overall, women tended to have higher levels of satisfaction than men, especially in health facilities and the Public Prosecutor's Office, indicating a difference in experience between gender groups in enjoying public facilities.

Education facilities stand out with the highest overall satisfaction levels, reflecting the good physical quality of the buildings, although aspects of service still need to be improved. In contrast, health facilities show significant weaknesses in services, which is a major concern for improvement. In addition, the difference in satisfaction levels between men and women, especially in health facilities and the AGO, highlights the need for a more inclusive and responsive approach to the needs of both gender groups to improve satisfaction equally.



**Figure 4.13: Percentage of Beneficiaries Satisfied with Physical Public Facilities and Services by Gender**

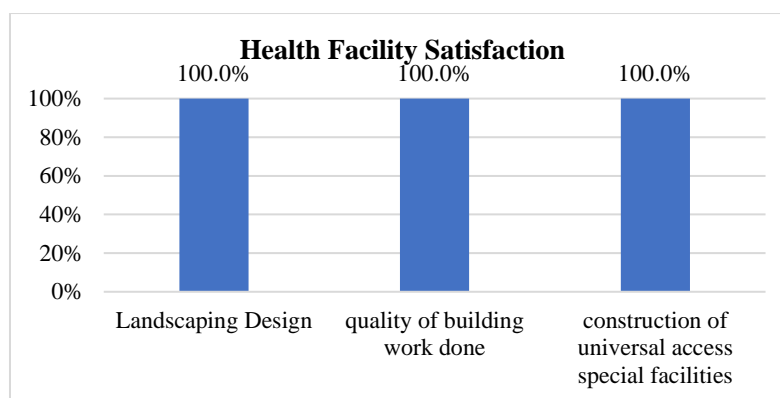
*Source: BSA 2024 Survey Results*

It can be concluded that **educational facilities** stand out as the best in terms of physical buildings, although service quality still requires attention to improve user satisfaction. In contrast, **health facilities** face major challenges, especially in terms of service, which require immediate action to improve beneficiary experience. **The Public Prosecution Service** shows a fairly good level of satisfaction overall, but there are still opportunities to improve both physical and service aspects. From a **gender perspective**, higher satisfaction levels among women underscore the importance of a more inclusive approach to ensure that public facilities are able to meet the needs of both gender groups fairly and equally.

#### 4.2.2.1. Proportion of Individual Beneficiaries Satisfied with Health Infrastructure and Services

Survey results at Puskesmas Tipo and Anutapura Hospital showed that 76.4% of managers, doctors, health workers, and patients were very satisfied with the redevelopment of the medical record installation room and Emergency Room. In addition, the redevelopment of the treatment rooms received a very positive response from patients and their families, with a 100% satisfaction rate. Patient satisfaction with three types of health facility services, namely spatial design, building quality, and construction of universal access facilities, also reached 100%, indicating a high appreciation of these aspects.

The score reflects the success of the rehabilitation and reconstruction process of the health facility in meeting the needs and expectations of the beneficiaries. The very high level of satisfaction with the health facility's treatment and service rooms indicates that attention to functional, aesthetic, and accessibility aspects has been well managed. Although the level of satisfaction with the medical record installation room and Emergency Room is slightly lower at 76.4%, this result still shows positive acceptance. Overall, this data confirms that rehabilitation efforts have been in line with the needs and expectations of health facility users.



**Figure 4.14: Proportion of Respondents Very Satisfied and Satisfied with Health Facilities**

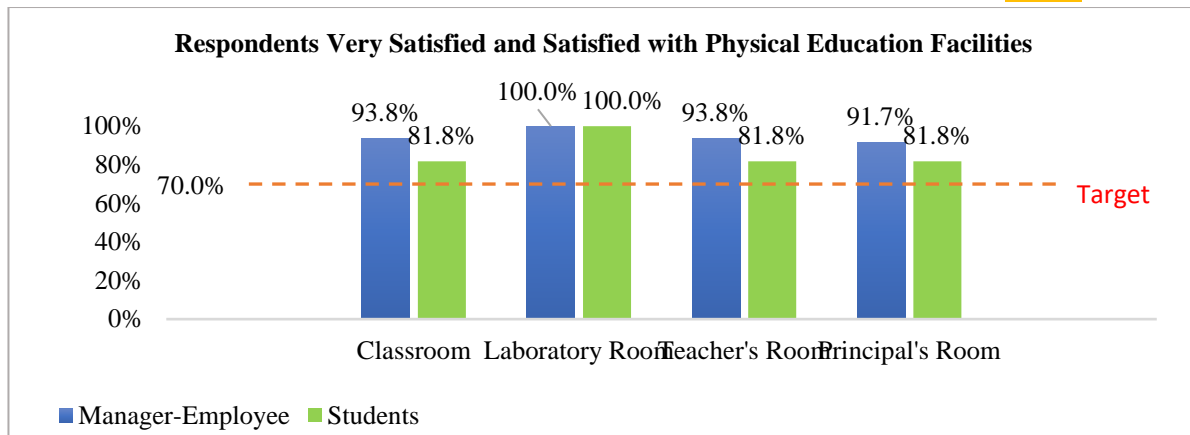
*Source: BSA 2024 Survey Results*

#### 4.2.2.2. Percentage proportion of respondents' satisfaction with education facilities

Most respondents, including managers, teaching staff, employees and students, were satisfied with the redevelopment of all educational facility buildings and spaces, with an average satisfaction level of 90.6%. Satisfaction with the physical building by room type showed that laboratories received the highest level of satisfaction, at 100%, from both groups of respondents (managers and students). Classrooms and teachers' rooms each had satisfaction levels of 93.8% from staff managers and 81.8% from students, while the principal's room recorded 91.7% satisfaction from staff managers and 81.8% from students. All these values exceeded the satisfaction target set at 70%.

In the case of education facility services, respondents' satisfaction was also very high. Services such as construction of universal access facilities, technical assistance and other related services received 100% satisfaction from both groups of respondents. The spatial design had 93.8% satisfaction from managers-employees and 100% from students, indicating that the overall education service has met or even exceeded beneficiaries' expectations.

The very high level of satisfaction with the physical building and educational facility services reflects success in meeting the needs and expectations of beneficiaries. The laboratory, as an important facility, received maximum appreciation from all respondents, indicating its strategic role in supporting the learning process. Although classrooms, teachers' rooms and principals' rooms showed slight variations in satisfaction between managers and students, the scores were still very satisfactory. On the service side, the 100% result on most aspects indicates the effectiveness of the rehabilitation program implementation, while the spatial design still has room for improvement in the staff-manager group to match the students' satisfaction level. Overall, the construction and service of educational facilities have successfully met the needs of users in an optimal manner.



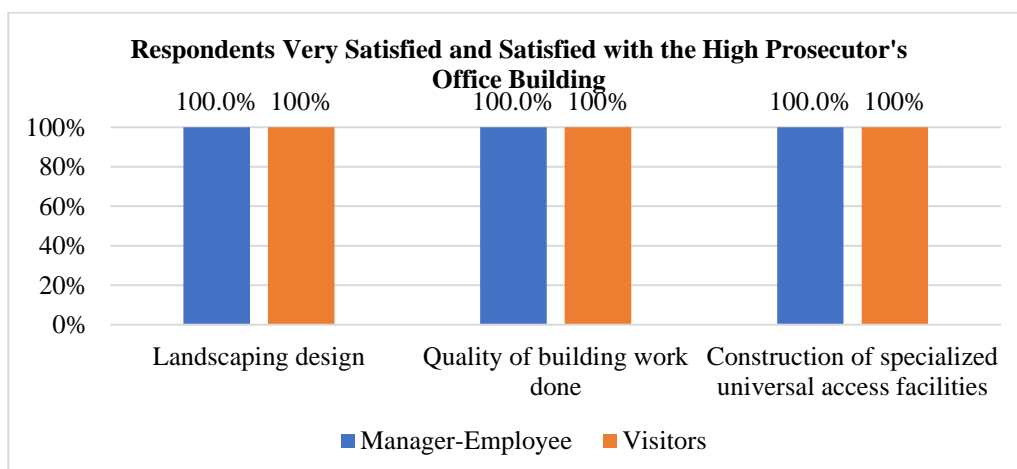
**Figure 4.15: Proportion of Respondents Very Satisfied and Satisfied with Education Facilities**

*Source: BSA 2024 Survey Results*

#### 4.2.2.3. Proportion of Individual Beneficiaries satisfied with office building infrastructure and services (AGO)

The level of satisfaction of respondents, from both managers and visitors, with the AGO Building was based on three aspects: spatial design, quality of building work, and construction of special universal access facilities. As a result, all respondents from both groups expressed 100% satisfaction and satisfaction with these three aspects. No respondents expressed dissatisfaction or dissatisfaction, indicating a maximum level of satisfaction with the facilities provided.

This perfect level of satisfaction reflects the successful rehabilitation of the AGO Building in meeting the needs and expectations of all stakeholders, both in terms of technical and accessibility. Optimal spatial design, good building quality, and the construction of universal access facilities are the main factors appreciated by managers, employees, and visitors. These results show that attention to inclusivity and infrastructure quality has been consistently applied. This success can serve as a model for the rehabilitation of other public facilities to achieve similar levels of satisfaction.



**Figure 4.16: Proportion of Respondents Very Satisfied and Satisfied with Other Public Facilities (Central Sulawesi High Prosecutor's Office)**

*Source: BSA 2024 Survey Results*

### 4.3. Benefits of the CSRRP Program

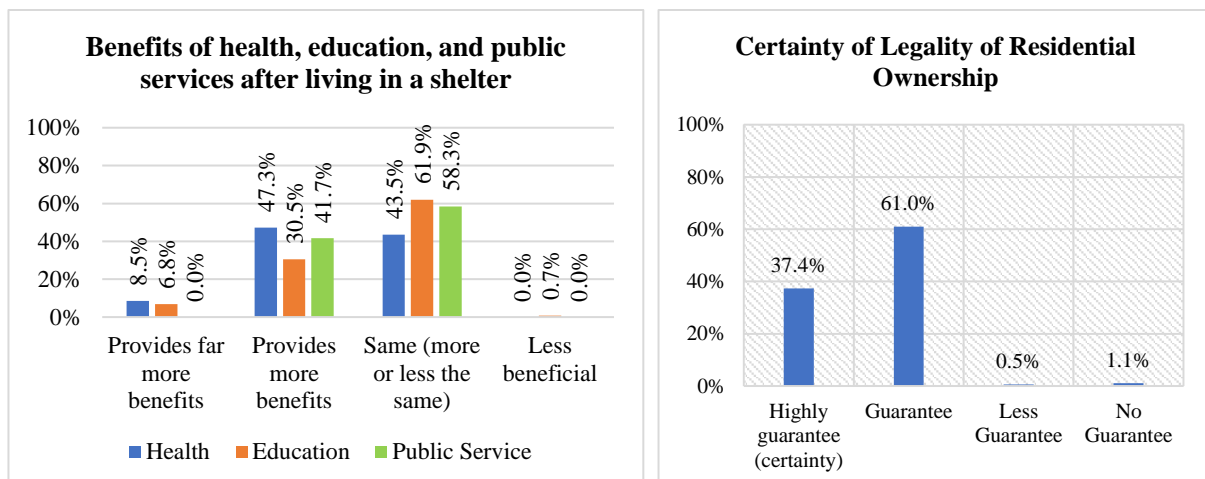
#### 4.3.1. Proportion of Individual Beneficiaries who benefit Shelter Infrastructure and Settlement Infrastructure by type of benefit

##### A. Social Benefits

As many as 99.3% of respondents felt the benefits of health and education facilities in Huntap were the same or better than before living there. In terms of population aspects, 100% of respondents felt the same or better benefits from population facilities, such as administration and legal identity. As for the aspect of housing ownership security, 98.4% of respondents felt that the existence of housing ownership guarantees provided a sense of security and stability for residents.

Social benefits felt by the community after living in Huntap (Permanent Residence). In terms of health, 47.3% of respondents felt that they received more benefits, while 43.5% considered the benefits to be the same as before, and only 8.5% felt that the benefits were much more. In the education aspect, most respondents (61.9%) stated that the benefits felt were relatively the same as before inhabiting Huntap, 30.5% felt that they received more benefits, and only 6.8% considered the benefits to be much more. For the public service aspect, 58.3% of respondents felt the same benefits, 41.7% felt more benefits, and none of the respondents felt much more or less benefits.

The existence of Huntap successfully provides quality health and education facilities, reflecting a commitment to improving the overall quality of life and future of residents.



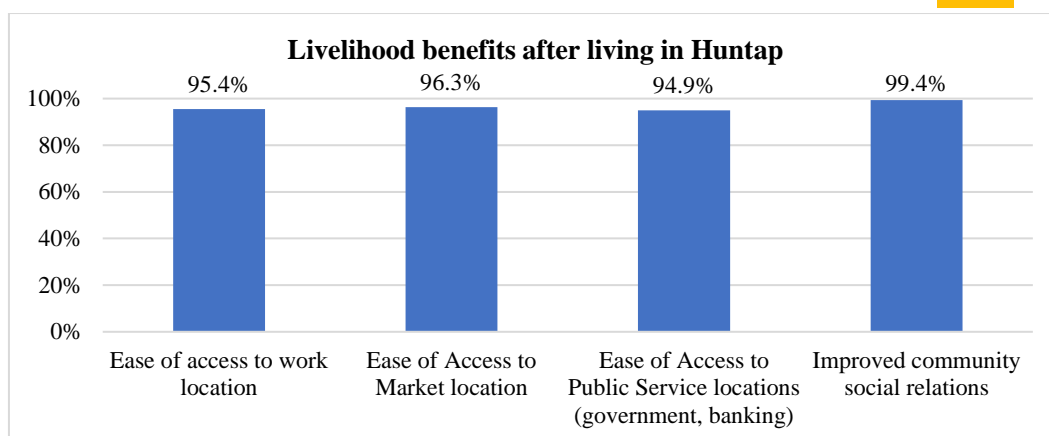
**Figure 4.17: Percentage of Beneficiaries who feel Social Benefits after living in Huntap**

*Source: BSA 2024 Survey Results*

##### B. Economic Benefits

**Economic benefits** felt by the community after living in Huntap (Permanent Residence). As many as 95.4% of respondents stated that they felt easy access to work locations, and 96.3% felt easy access to markets. In addition, 94.9% of respondents recognised the ease of access to public services such as government and banking. The most prominent positive impact was seen in the improvement of community social relations, which was felt by 99.4% of respondents.





**Figure 4.18: Percentage of Beneficiaries who felt Livelihood Benefits after living in Huntap**

*Source: BSA 2024 Survey Results*

**Huntap residents feel positive benefits overall, both in social and livelihood aspects,** although the level of satisfaction is different in each aspect. In the social aspect, the majority of respondents felt that the benefits received after living in Huntap were in the **"same" or "more"** category, **especially in education and public services**. However, only a small proportion felt there was a significant increase (far more benefits), especially in terms of health. This indicates that although there are benefits, changes in social aspects tend to be stable or not very prominent compared to before.

In contrast, in the livelihood aspect, almost all respondents felt great benefits in ease of access to work locations, markets, public services, and especially in improving community social relations, which reached the highest level of satisfaction. This confirms that Huntap has a real positive impact in supporting the economic aspects and social interactions of the community.

Thus, although social benefits tend to be stable, the livelihood aspect shows a more tangible and significant impact after residents settle in Huntap. This underlines that the existence of Huntap not only provides decent housing but also improves the quality of life of residents through better access to economic resources and strengthening social relationships. Therefore, the Huntap development policy can be further directed to increase the social benefits that are more pronounced so that the impact becomes more equitable in all aspects of residents' lives.

#### **4.3.2. Proportion of Individual Beneficiaries Who Benefit from Public Infrastructure**

##### **4.3.2.1. Proportion of Individual Beneficiaries Who Benefit Infrastructure Hospitals by Benefit Type**

###### **A. Social Benefits**

The social benefits of hospital buildings are assessed in terms of ease of access, building conditions and supporting facilities, and building safety and comfort.

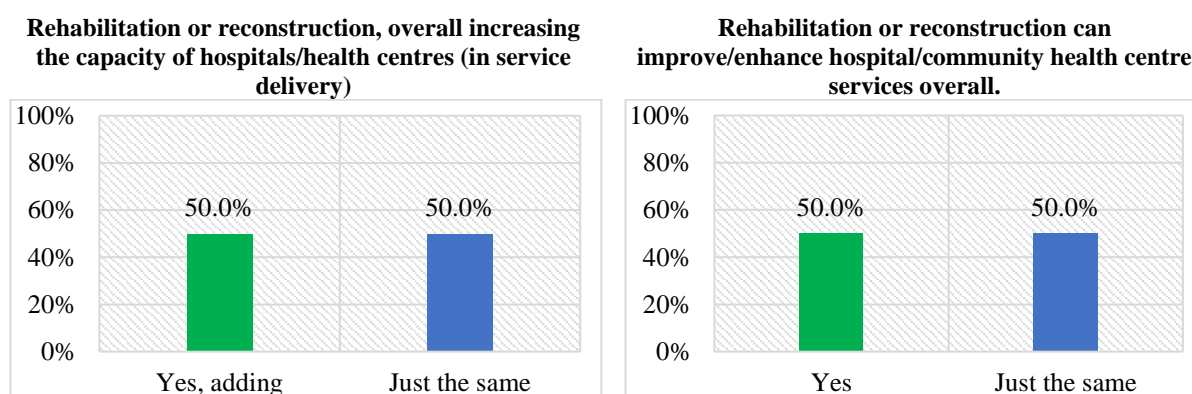
**Accessibility aspect.** The hospital/health centre is considered to **be very easy for managers and staff to access**. Before rehabilitation, 100% of respondents stated that access to the location was "easy." After rehabilitation, there was an improvement, where 20% of respondents felt that

access was "very easy," reflecting an increase in convenience in access to the health facility. **Aspects of building condition and supporting facilities.** 37.5% of respondents stated that the condition of the building and supporting facilities after rehabilitation could support activities at the hospital/health centre. **Building safety and comfort.** 37.5% of respondents stated that the physical condition of the building provides a sense of security and comfort to both managers and patients.

## B. Economic Benefits

Economic benefits are seen from the aspect of increasing capacity and improving services.

The RS/Puskesmas rehabilitation or reconstruction program provided benefits that were equally distributed among respondents. In terms of increasing service capacity, 50% of beneficiaries felt an increase in hospital capacity. The RS/Puskesmas, rehabilitation or reconstruction program, has provided benefits, although the benefits have not been felt equally by all residents. This shows that although there have been improvements in several aspects, further evaluation is still needed to ensure that the benefits can be felt thoroughly and evenly by the beneficiary community.



**Figure 4.19: Percentage of Benefits Before and After Rehab-Reconstruction on Hospital Capacity and Services**

*Source: BSA 2024 Survey Results*

### 4.3.2.2. Proportion of Individual Beneficiaries Who Benefit from Education Infrastructure by Type of Benefit

#### A. Social Benefits

The social benefits of Educational buildings are assessed in terms of ease of access, building conditions and supporting facilities, and building safety and comfort.

100% of beneficiaries feel significant social benefits after living in Huntap for education buildings which include 3 aspects, namely **ease of access, building conditions and supporting facilities, as well as safety and comfort.**

This result reflects the success of the Huntap program in providing educational facilities that maximally support the needs of residents, both in terms of accessibility, infrastructure quality, and a safe and comfortable environment. This finding shows that Huntap has succeeded in

creating an educational ecosystem conducive to supporting teaching and learning activities and the community's social welfare.

## B. Economic Benefits

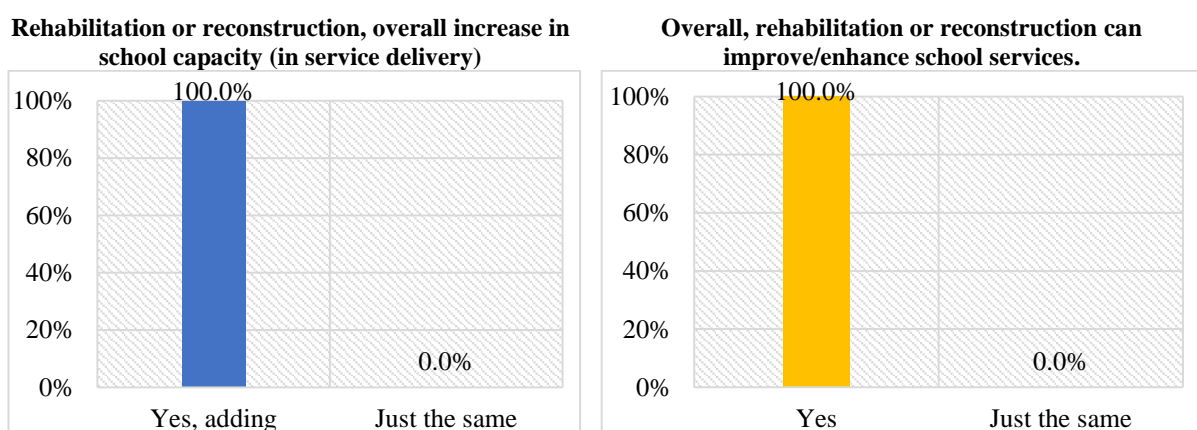
Economic benefits are seen from the aspect of increasing capacity and improving services.

100% of beneficiaries felt the benefits after the rehabilitation and reconstruction of school buildings, indicating that the activities were seen as an important step in improving the capacity and quality of public services in education. Respondents believe better facilities will create a comfortable and effective learning environment, thus supporting more optimal educational outcomes.

Increased service capacity through rehabilitation and reconstruction enables schools to provide better community services. This reflects not only the physical benefits of the improved facilities but also the long-term impact on teaching and learning quality, student comfort, and educator motivation. With strong positive support from all respondents, school rehabilitation and reconstruction proved to be a strategic and valuable step toward a better educational future.

The full agreement among respondents on the positive impact of rehabilitation and reconstruction on schools indicates significant success in implementing the program. This collective view confirms that rehabilitation and reconstruction programs are considered strategic solutions to improve the capacity and quality of education services. Better facilities create a comfortable and effective learning environment and provide positive long-term impacts, including the quality of the teaching-learning process, students' comfort and educators' motivation.

School rehabilitation and reconstruction programs have been proven to have a real positive impact on education services, both physically and functionally. Respondents' consensus reflects that these activities are important investments to create a better, more effective, sustainable educational future for the whole community.



**Figure 4.20: Percentage of Before and After Rehab-Recon Benefits to School Capacity and Services**

*Source: BSA 2024 Survey Results*

#### 4.3.2.3. Proportion of Individual Beneficiaries Who Benefit from Office Building Infrastructure by Type of Benefit

##### A. Social Benefits

The social benefits of government buildings are assessed in terms of ease of access, building conditions, supporting facilities, and building safety and comfort.

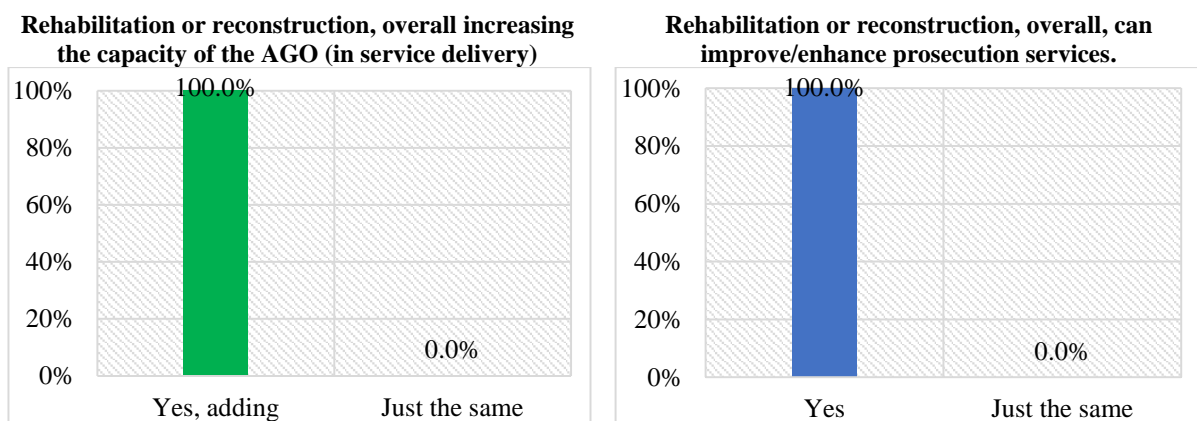
100% of beneficiaries feel significant social benefits after living in Huntap for education buildings, which include three aspects: ease of access, building conditions and supporting facilities, and **safety and comfort**.

##### B. Economic Benefits

Economic benefits are seen from the aspect of increasing capacity and improving services.

Beneficiaries gave a 100% positive view of the rehabilitation and reconstruction program of the High Prosecutor's Office (Kejati), indicating a strong belief in improved public services. The program is considered successful in providing better facilities and strengthening the institution's capacity to provide more effective and efficient services to the community. This success reflects the real impact of the government's efforts to strengthen public institutions through infrastructure modernisation. This high level of public confidence is an important indication that infrastructure improvements improve service quality and create a solid foundation to support faster, more productive and sustainable services in the future.

The rehabilitation and reconstruction of Kejati have proven successful in improving public service capacity and strengthening public trust in the institution. With more modern facilities, Kejati can provide faster, more efficient, and more productive services. This success is an important foundation for continuing to improve the quality of public services in the future according to the community's needs.



**Figure 4.21: Percentage of Benefits Before and After Rehab-Recon to the Capacity and Services of Government Buildings (AGO)**

*Source: BSA 2024 Survey Results*

## 4.4. Feedback for Further Improvement of CSRRP Program Implementation in the Future

### 4.4.1. Component-1 Feedback (Huntap)

The rehabilitation and reconstruction of permanent housing, including area shelters, satellite shelters and independent shelters, has generally provided a relatively high level of satisfaction for disaster-affected people (PAPs) who occupy them. However, aspects that cause dissatisfaction still need attention. In the short term, immediate improvements should address existing shortcomings. Meanwhile, in the long term, a thorough evaluation is needed to improve the quality of similar programs in the future.

Aspects	Finding	Problem	Feedback
a. Service	a. There are still some respondents who are not satisfied (2.5%) with the services during construction	a. Finding that the information conveyed does not match the actual conditions b. Lack of sufficient information about all stages of the occupancy process and its development	a. Ensure the suitability of socialised matters is consistent to be realised. b. There needs to be continuous socialisation regarding the progress of the construction of the shelters, and/or there needs to be a mechanism for the involvement of the WTB in monitoring during the construction period so that they better understand field developments, including changes that occur.
	b. There are still some respondents who are not satisfied (4.8%) with the service after occupancy	The activity implementer does not immediately respond to complaints about the condition of the shelter and its supporting facilities.	It is necessary to improve coordination between parties so that complaints from residents who have occupied the property can be followed up immediately. Most of this dissatisfaction is caused by complaints about the condition of the shelter and its supporting facilities. In the future, the satisfaction survey should be conducted after the entire PSU development plan has been completed;
b. Physical Building &	a. There are still some respondents who are not satisfied (13.9%) with the construction time	Development schedule and time are not as planned/socialised	Consideration should be given to mechanisms for WTB involvement in monitoring during the construction period to better understand field developments.
	b. There are still some respondents	Inadequate ventilation causes occupant discomfort	Consider PVC ventilation models with openings that are not too tight for greater air circulation

Aspects	Finding	Problem	Feedback
	who are not satisfied (2.3%) with Design & Layout		(local temperatures are very hot); floor distance to the bottom side of the door leaf to consider floor covering development plans
	c. 5.7% of respondents were not satisfied with the quality of the building	Incomplete wall installation (shaky); many bolts are not installed; floor piles that are not solid yet, causing the floor to collapse; etc.	The quality of building work that is not appropriate needs better quality control, including follow-up to residents' complaints.
	d. Some respondents (7.3%) are still not satisfied with the quality of earthquake-resistant construction.	Many RISHA bolts have not been installed, the foundation is not perfect, the brick walls were not installed perfectly, and there are many cracks in both the structure and the walls.	Some of the RISHA panel installations were less thorough (bolts not installed; incomplete bolts). The floor collapsed, and the adobe walls were cracked and not strong. Better quality control is needed, including follow-up on residents' complaints.
	e. There are still some respondents who are not satisfied (8.4%) with electric lighting	1300 KV installed power is perceived as too high by customers	With 1300 KV power, the average token content of 50 thousand rupiah only lasts 5 days of use, which is very burdensome. Therefore, WTB needs to be facilitated to PLN for the possibility of a power reduction policy according to the economic capacity of WTB (the majority of low-income).
	f. There are still some respondents who are not satisfied (5.8%) with road access	Most independent shelters are not yet equipped with good road access	Road access needs to be improved, especially for independent housing. It is necessary to socialise with the PAPs, especially the readiness of the local government to provide these facilities;
	g. There are still some respondents who are not satisfied (6%) with drainage	Inundation occurs when it rains because the drainage channel is malfunctioning.	The drainage construction process is not entirely complete, so it is necessary to ensure its functionality (inlet, outlet, elevation) so that inundation does not occur. In addition, it needs to be managed by the relevant SKPD with or without community involvement;
	h. There are still some respondents who are not satisfied (34.7%) with	Water is not yet smooth; water quality is imperfect; it is still rotating to get water.	The SPAM construction process has not been completely completed, which is temporary. In the future, it is necessary to ensure clean water services that meet the community's quality, quantity, continuity, and affordability

Aspects	Finding	Problem	Feedback
	Clean Water Services		needs. The local government needs to ensure management readiness so that it can immediately benefit the community after it is built.
	i. There are still some respondents who are not satisfied (4%) with Sanitation-WC-Black Water	There is a broken bio tank. Respondents made their septic tanks, but the tank installation was not perfect.	There is a need for continuous socialisation of Huntap residents regarding the O&M of Biosepticktank or SR SPALDT. For SPALDT, there is an immediate need for an O&P Manager to carry out SPALD-T Management so that O&P socialisation of SR SPALDT can be carried out, as well as services for community complaints.
	j. There are still some respondents who are not satisfied (38.2%) with Sanitation-Waste	No waste transportation system yet	Continuous socialisation of residents is needed to build awareness of household waste management. Suppose there is already institutional management by the local government and/or KPP at the neighbourhood/city scale. In that case, it is necessary to accelerate management activities with affordable service prices (if there is an application of tariffs/resident fees).

#### 4.4.2. Component-2 Feedback (Health Facilities)

The rehabilitation and reconstruction of health facilities, particularly Anutapura Hospital and Tipo Health Center, faced obstacles in technical assistance and project services, which were thought to be caused by ineffective communication between stakeholders. This condition impacts the low level of satisfaction with the physical quality and completeness of the buildings. Therefore, immediate attention is needed to make improvements in the short term, and a thorough evaluation is needed to improve the quality of similar programs in the future.

Aspects	Finding	Problem	Feedback
Physical Building & Building Completeness	Some respondents are unsatisfied with the construction or rehabilitation/reconstruction of emergency rooms, treatment rooms, medical record rooms, and other installation rooms.	During the construction period, it disturbed the patient's comfort. The supervisor did not follow up on every complaint. The work was not neat. There were no project signs, and they did not prioritise work safety and did not clean up the remaining building	The quality of work needs to be a common concern, especially for health facilities, which are public facilities with risks and services for many people. The project owner needs to be concerned about controlling the planning process, construction implementation, and post-construction, including



Aspects	Finding	Problem	Feedback
		materials. Some rooms, such as the Radiology Room and Blood Transfusion Room, were not used because the doors had not been installed, and there were leaking ceilings, flooded floors, and broken windows.	quick and positive follow-up on complaints from managers, doctors, and/or health workers and patients. Comfort and safety for employees, patients, and workers must be a major concern.
	Some respondents are not satisfied with the results of the construction of special universal access facilities.	The manager feels that the work is not yet by the universal access standards specified.	Anutapura FHO Nov 2023, maintenance period ended by the Contractor, but until now, it has not been BASTO but has been utilised. Recommendations for accelerated BASTO and/or BMD Grants: In the short term, BPPW is seeking support for repairs by contractors even outside the maintenance period.

#### 4.4.3. Component-2 Feedback (Education Facilities)

The rehabilitation and reconstruction of educational facilities have generally provided a very high level of satisfaction in all sample schools. However, aspects that caused dissatisfaction related to the physical condition and completeness of the buildings must be addressed. In the short term, immediate improvements need to be made, while in the long term, a thorough evaluation is needed to improve the quality of similar programs in the future. In addition, the problem of limited certified land at SD IT Insan Gemilang, which affects the adequacy of space and comfort, may also occur in other schools outside the sample. This condition requires joint attention and solutions, including collaboration with the local government.

Aspects	Finding	Problem	Feedback
Physical Building & Building Completeness	Respondents are still unsatisfied with the construction of rehab/reckon classrooms, teachers' rooms, principals' rooms, and laboratory rooms.	At SD IT Insan Gemilang, the principals, teachers, and administration are combined in one room and separated by a cupboard.	In general, there were relatively no complaints about the quality of the building work, and all respondents expressed satisfaction, but there were some notes; a. Due to the limited certified land at Insan Gemilang IT Elementary School, there is a slight dissatisfaction with the provision of the principal's room, teacher's room, and

Aspects	Finding	Problem	Feedback
			<p>administration room, which are combined in one room and only separated by cupboards. According to the respondents, this condition certainly creates an uncomfortable working atmosphere. In the future, a solution needs to be found so that this land need can be solved.</p> <p>b. Complaints related to comfort at Adventist Junior High School related to ventilation design need to be considered when choosing a design that suits the conditions of the building and its users.</p>

#### 4.4.4. Component-2 Feedback (Other Public Facilities - Central Sulawesi High Prosecutor's Office)

The rehabilitation and reconstruction of the Central Sulawesi High Prosecutor's Office (Kejati) building has provided maximum technical assistance. However, respondents were less satisfied with project services, mainly due to their low level of involvement. In general, satisfaction with the physical condition and completeness of the building was quite high, except for the main lobby area, which was rated as unsatisfactory. These aspects of dissatisfaction need to be addressed for short-term improvement and reflected upon for the overall improvement of similar programs in the future.

Aspects	Finding	Problem	Feedback
Physical Building & Building Completeness	There are still respondents who are not / less satisfied with the construction of the Main Lobby room rehab/recon	The respondents were not satisfied with the quality of the construction of the main lobby (the tiles were not installed properly, and the drains on the ceiling were buckled). Because this lobby is the main face of the building	100% of respondents were satisfied with the construction of the workspace, meeting room, and parking lot/ground floor. Only for the construction of the main lobby are respondents less satisfied with the quality of the work (tiles are not installed properly; remember drains in the ceiling). Because this lobby is the main face of the building. The project was FHO (15-03-2023), and BASTO (16-03-2023) was carried out to the

Aspects	Finding	Problem	Feedback
			<p>Kejati so that the authority for operation and maintenance was the obligation of the Kejati. With BASTO, Kejati has been utilised for about 18 months, per the survey conducted in September 2024. However, BPPW needs to ensure the maintenance commitment by Kejati itself through the existing BASTO (if not yet Transfer of BMN Status). In the future, in project management, it is necessary to consider a mechanism for involving the User during the construction period, for example, joint monitoring; Strengthen BASTO on Kejati's obligation to use BMN after status transfer.</p>

## CHAPTER 5

### CONCLUSIONS AND RECOMMENDATIONS

#### 5.1. Conclusion

##### 1. Satisfaction with shelters and settlement infrastructure:

- Overall satisfaction with permanent housing (Huntap) is very high, **reaching 90.3%.** Details state that **8.9% are Very Satisfied and 81.4% are Satisfied**, with the majority of **female** respondents **expressing satisfaction (53%)**.
- **The physical building** received the highest satisfaction (**94.4%**), reflecting construction quality that meets expectations, including earthquake resistance and spatial design. **Completeness of facilities** such as electricity, water, roads, drainage and sanitation were also rated as adequate, with **85.9%** satisfaction.
- **Huntap services**, including socialisation, rembug, complaints, and post-development programs such as training and business guidance, received the highest level of satisfaction, reaching **96.6%**, indicating success in meeting residents' holistic needs.

##### 2. Satisfaction with Public Facilities (Hospitals, School Buildings, Office Buildings). Studi Kasus (Puskesmas Tipo & Anutapura Hospital), educational facilities (SD Inpres Donggala Kodi, SD IT Insan gemilang, SMP 19 Sigi & SMP Advent Kota Palu) and office building facilities (Kejati SULTENG office) obtained the following conclusions:

- Overall, satisfaction with public facilities and their amenities (schools, health centres, hospitals, and office buildings) is relatively high, reaching 75.5%, with 29.8% stating "Very Satisfied" and 45.8% "Satisfied."

**Educational facilities recorded the highest level of satisfaction (90.6%),** followed by the **Public Prosecution Service (79.8%),** while **health facilities recorded the lowest satisfaction at 56.3%.** Managers or employees recorded 71.2% satisfaction, while end-users, such as patients, students, and visitors, showed higher satisfaction at 79.9%.

- **On the physical building aspect, education facilities recorded the highest satisfaction, with 73.4% satisfaction and 17.2% very satisfied,** while education services only achieved 33.3% satisfaction. In contrast, health facilities had the lowest satisfaction with the physical building, with 47.2% satisfied and 9.0% very satisfied, while 100% of respondents expressed less satisfaction with services. The AGO recorded 63.1% satisfaction with the physical building and 65.7% satisfaction with the service, with 16.7% very satisfied with the physical structure.
- **By gender, men showed the highest satisfaction with education facilities (73.4% satisfied, 22.1% very satisfied),** followed by health facilities (71.9% satisfied, 6.3% very satisfied) and the Public Prosecution Service (62.5% satisfied, 13.3% very satisfied). Meanwhile, **women have the highest satisfaction with the High Prosecutor's Office (77.8% satisfied, 22.2% very satisfied),** followed by education

facilities (70.3% satisfied, 21.2% very satisfied) and health facilities (59.1% satisfied, 34.3% very satisfied). Overall, women had higher satisfaction levels than men, particularly in health facilities and the High Prosecutor's Office, indicating the need for a more inclusive approach to improving satisfaction across facilities.

3. **Benefits of Huntap and Settlement Infrastructure.** The majority of respondents felt improvements in various social and economic aspects. As many as 99.3% rated health and education facilities in Huntap as equal to or better than before. In population, 100% of respondents felt an improvement in administrative services and legal identity. In addition, 98.4% of respondents felt that housing ownership guarantees provided security and stability. Regarding the economy, 95.4% of respondents stated easy access to work locations, 96.3% felt easy access to markets, and 94.9% recognised ease of access to public services such as government and banking. Improved community social relations were felt by 99.4% of respondents. Overall, Huntap succeeded in providing quality facilities, reflecting a commitment to improving residents' quality of life and future.
4. **The benefits of Public Facilities (Hospitals, School ,** Rehabilitation of hospital buildings, health centres, educational facilities in Permanent Housing (Huntap), and government offices such as the High Prosecutor's Office (Kejati) have provided significant social and economic benefits. Socially, beneficiaries feel improved accessibility, building conditions, and safety and comfort. Economically, there is an increase in service capacity and the quality of public services. However, these benefits have not been felt equally by all parties, so further evaluation is needed to ensure a wider distribution of benefits.

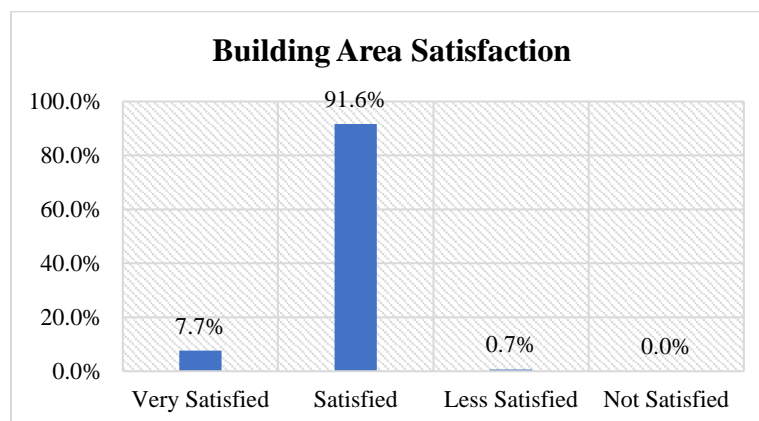
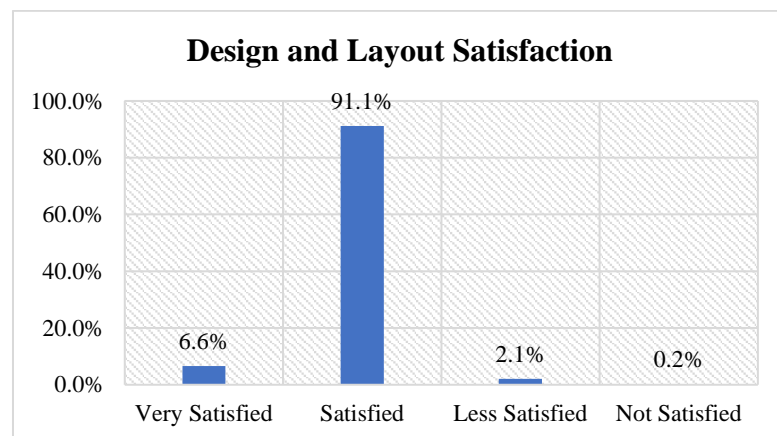
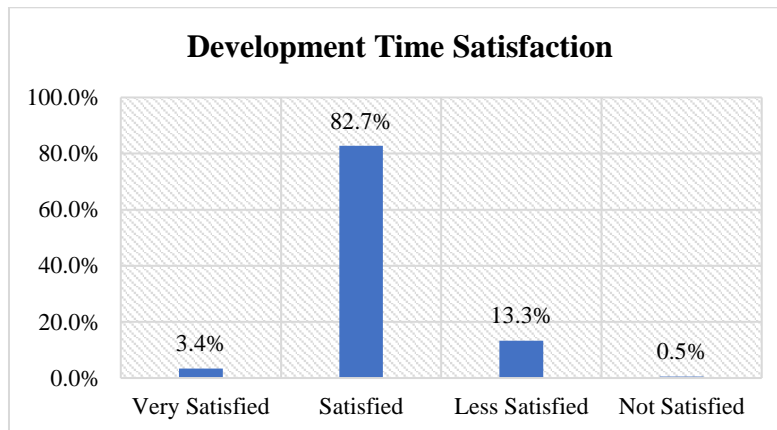
## 5.2. Recommendation

1. To increase the satisfaction of permanent housing (Huntap) beneficiaries, improving the quality of services during the construction and post-occupancy periods and the quality of the infrastructure built is necessary. This can be achieved through intensive two-way communication with beneficiaries and more intensive project control regarding time and quality.
2. To maintain the long-term satisfaction of Huntap residents, coaching and facilitation are needed to increase capacity in managing the operation and maintenance of Huntap and its residential environment. The local government and other stakeholders can carry out this guidance.
3. Similarly, to increase the satisfaction of public facility beneficiaries, better communication between public facility managers and project implementers, both in the planning process and during the construction period, is needed to mutually benefit the work results.
4. Benefits for Huntap residents can be improved in economic activities and livelihoods by increasing the role of local governments and other stakeholders in technical guidance, capital, and sustainable partnerships.

5. Utilization of public facilities can be optimised by encouraging the acceleration of the Operational Handover Report (BASTO) process and/or grants of Regional Property/State Property (BMD/BMN).

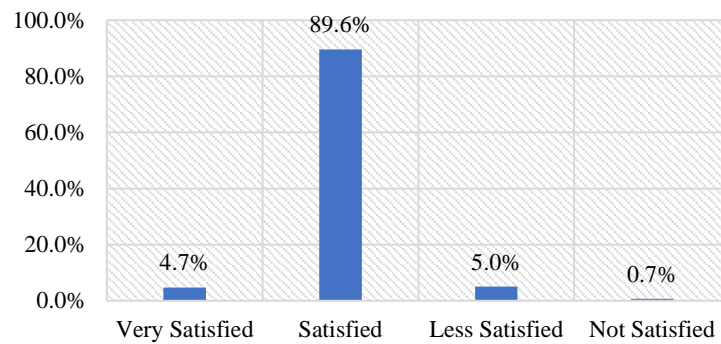
## APPENDIX

### Details of Satisfaction Proportion of Shelter Construction

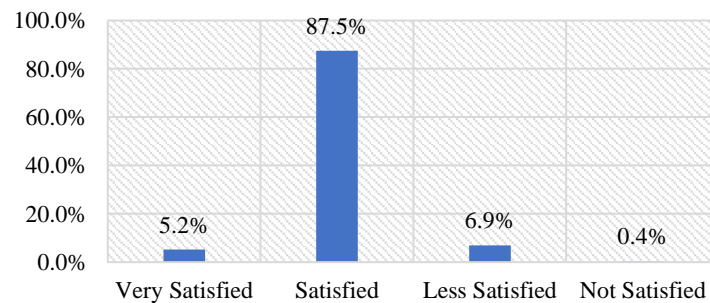




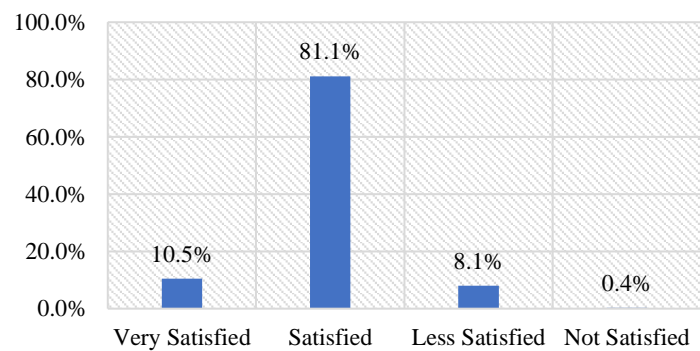
### Building Quality Satisfaction



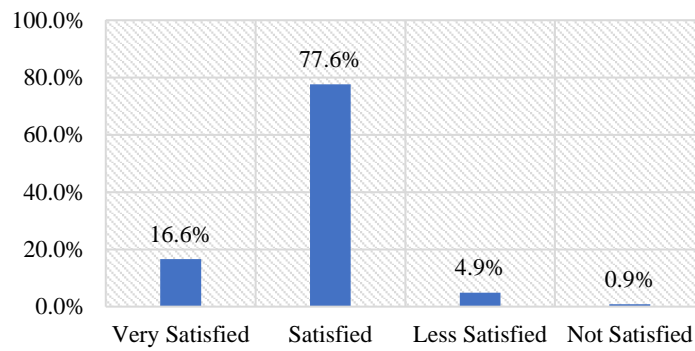
### Earthquake Resistant Building Construction Quality Satisfaction



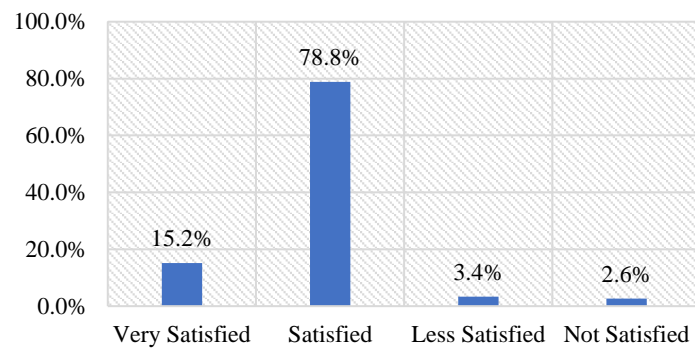
### Electric Lighting Satisfaction



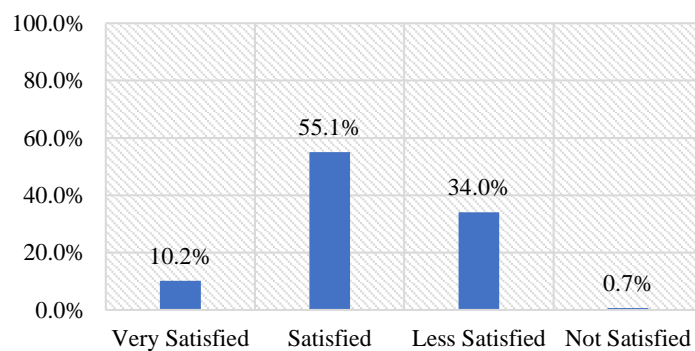
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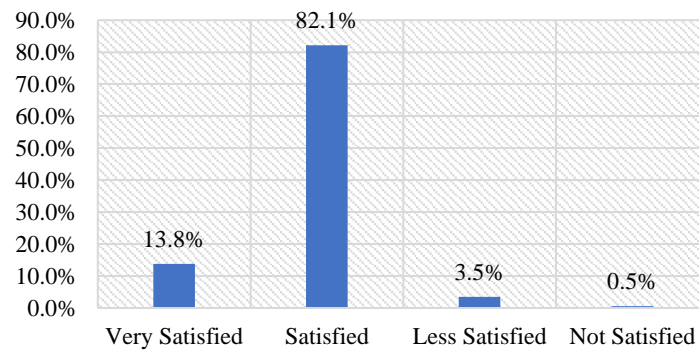
### Drainage Satisfaction



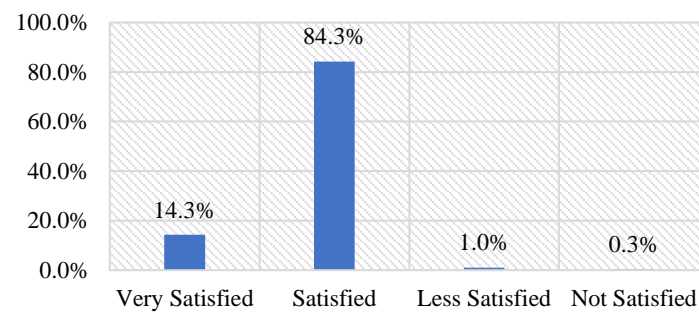
### Clean Water Satisfaction



### Sanitation Satisfaction (WC/Black Water)



### Sanitation Satisfaction (effluent/grey water)



### Sanitation Satisfaction (Trash Can)

