

Executive Summary

BENEFICIARY SATISFACTION ASSESSMENT (BSA)



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

2024



PT. Ciriayasa Engineering Consultant *Joint Venture with*
PT. Prismaita Cipta Kreasi

FOREWORD



The series of earthquakes, tsunamis, and liquefaction disasters that occurred in Central Sulawesi on September 28, 2018 have impacted community activities with damaged housing and infrastructure supporting social and economic activities. Data from the National Disaster Management Agency (BNPB) shows that the total damage amount 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.

The vision of restoring life in affected districts is rebuilding better, safer, and more sustainable. 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 prioritises the principles of earthquake-resistant buildings, universal design, risk mitigation for Gender-Based Violence, waste and debris management, and the application 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 preparing appropriate implementation strategies in our efforts to achieve program outcomes that are better than the planned targets.

Jakarta, October 2024
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EXECUTIVE SUMMARY

1. Background

The 7.4 SR earthquake on September 28, 2018 north of Palu City, Central Sulawesi, accompanied by a tsunami and liquefaction, displaced more than 50,000 people and caused significant damage to infrastructure and public facilities. The government prioritized reconstruction, supported by Presidential Instruction No. 10/2018. The Ministry of PUPR is responsible for the rehabilitation of education, health, and economic facilities, as well as the construction of earthquake-resistant housing. The CSRRP program is implemented to restore affected areas and improve the quality of infrastructure in Palu, Donggala, and Sigi, in order to minimize the impact of future disasters. The Directorate General of Human Settlements and Directorate General of Highways in the Ministry of PUPR act as PMUs, while BPPW and BP2P act as PIUs at the provincial level. DGHP was tasked with building 3,600 permanent houses, facilitating community planning, and supervising construction, while DGHS handled settlement infrastructure and public facilities. Project evaluations were conducted to assess beneficiary outcomes and satisfaction and provide feedback for program improvement. The consultant measured project implementation according to the documents and guidelines.

2. Goals, Objectives, and Key Questions

2.1. Destination

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.

2.2. 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 the benefits of each respective type of public facilities (health facilities, education facilities, and office buildings).

2.3. Key Question

The evaluation aims to answer some key questions, namely:

1. Are beneficiaries satisfied with the infrastructure and services received during project implementation and project outputs, such as permanent housing (Huntap), 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, 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?

3. Literature Review

- a. **The CSRRP concept** is a recovery program in Central Sulawesi that aims to rehabilitate, reconstruct, and reduce the risk of losses due to earthquakes and other disasters, by improving the quality of public facilities and housing in Donggala, Sigi, and Palu.
- b. **Disaster Management activities** involve prevention, emergency response, and rehabilitation efforts in accordance with Law No. 24/2007 and Presidential Instruction No. 10/2018. The PUPR Ministry supports emergency response and reconstruction programs, including the World Bank-funded CSRRP. A disaster is defined as an event that threatens life and causes loss.
- c. **Definition/Concept Beneficiary Satisfaction (BSA)** is the measurement of CSRRP project beneficiary feedback to assess whether the project met expectations. Satisfaction is defined as a person's perception of the fulfillment of needs. Satisfaction indicators in CSRRP include service suitability, infrastructure quality, timeliness, transparency, and socioeconomic benefits of the project.

- **Beneficiaries**

CSRRP provides benefits to communities affected by the 2018 disaster in Central Sulawesi, including victims of house loss in ZRB 4, users of education and health facilities, construction workers, and communities around the relocation area. BSA focuses on PAPs who lost their homes and users of public facilities.

- **Beneficiary Satisfaction**

Satisfaction is the beneficiaries' perception of the quality of services and infrastructure built. The evaluation includes indicators of process accuracy, infrastructure quality, socio-economic benefits, and satisfaction with facilitation services during construction and post-occupancy, such as socialization, technical training, and business capital assistance.

- **Benefits of Huntap and Settlement Infrastructure**

The benefits of shelter construction include access to disaster-resistant housing, water, sanitation, electricity and roads. The long-term impact is improved quality of life and reduced risk of loss of life, assets or livelihoods due to future disasters.

- **Settlement Infrastructure Development**

CSRRP aims to build quality, disaster-resistant and sustainable infrastructure, in accordance with technical standards, regulations and participatory approaches. The program supports the socio-economic welfare of affected communities by taking into account accessibility and environmental sustainability.

- **Benefits of Rehabilitation and Reconstruction of Public Facilities**

Post-disaster public facilities are designed to meet safety, accessibility and sustainability standards. Rehabilitation increases service capacity and reduces vulnerability to disasters. Long-term impacts include improved quality of life and mitigation of future risks.

4. Evaluation Methodology

The CSRRP Beneficiary Satisfaction Assessment involved data collection through surveys, interviews, and field observations to measure the achievement of project targets. *Statified random sampling* was used, resulting in a sample of 578 respondents with a *margin of error* of 3.7%. This approach is complemented by in-depth quantitative and qualitative analysis to assess the effectiveness of the interventions undertaken as well as the identification of lessons learned for future learning.

Table 1: Evaluation framework

| Key Question | Key Variables | Method/Process | Output |
|--|--|---|--|
| <ul style="list-style-type: none"> • Are beneficiaries satisfied with the infrastructure and services received during project implementation as well as project outputs, such as permanent housing (Huntap), hospitals, schools, office buildings, and settlement infrastructure? | <ul style="list-style-type: none"> • Satisfaction with shelter infrastructure and settlement infrastructure • Satisfaction with shelter and settlement infrastructure (development) services • Satisfaction with hospital infrastructure • Satisfaction with hospital services (development) • dst | <p>Set the frame and sample size</p> <p>Data Collection Methods: Primary Data 1. Beneficiary Survey 2. Indepth Interview Secondary Data 1. BPS Data</p> <p>Descriptive Statistical Analysis</p> | <ul style="list-style-type: none"> • Proportion of Beneficiaries who are satisfied and very satisfied with shelter and settlement infrastructure and services (disaggregated by gender and unit of analysis) • Proportion of beneficiaries who are satisfied and very satisfied with hospital infrastructure and infrastructure services (disaggregated by gender and unit of analysis) • dst |
| <ul style="list-style-type: none"> • How does the project benefit beneficiaries in the form of permanent housing buildings (Huntap), hospitals, schools, office buildings, and settlement infrastructure? | <ul style="list-style-type: none"> • Benefits of shelter infrastructure and settlement infrastructure before and after occupying the shelter: <ul style="list-style-type: none"> - Social Conditions - Education - Health - Population - Guarantee of ownership - Economic conditions (livelihood) • Benefits of school infrastructure <ul style="list-style-type: none"> - Affordability (access) - Support for the learning process • dst | | <ul style="list-style-type: none"> • Types of Infrastructure Benefits Shelter and settlement infrastructure. • Proportion of beneficiaries who benefit from shelter infrastructure and settlement infrastructure. • Type of Benefit Huntap infrastructure and hospital infrastructure. |
| <ul style="list-style-type: none"> • What is the feedback for further improvement of future project implementation from the evaluation results of the beneficiary satisfaction and usability survey? | | | <ul style="list-style-type: none"> • Feedback for further improvement of future project implementation from the evaluation results of the beneficiary satisfaction survey and its usefulness. Taken from the reasons for beneficiary dissatisfaction. |

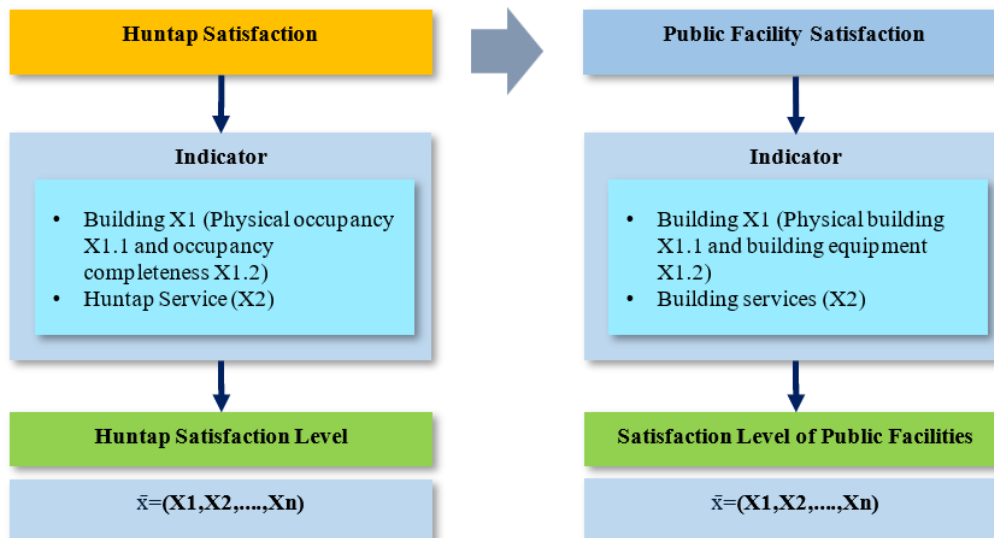


Figure 1: Satisfaction Level Measurement Method

- 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

5. Evaluation Results

5.1. Respondent Profile

In this subchapter, the demographic profile of the respondents who were targeted for the CSRRP beneficiary satisfaction assessment is presented. This data is important to understand who benefits from the project and in what context CSRRP interventions are carried out.

- **Demographics:** the gender of the respondents was 41.2% male and 58.8% female, with the highest education of family members being 49.0% high school, 19.9% elementary school and 18.7% junior high school.
- **Employment and Income:**
The employment status of the household head shows a change before and after relocation to permanent housing (Huntap). The employment category consists of state employees (ASN), private employees, own business with employees, and own business without employees. Before relocation, 12.9% of household heads worked as ASN, and this figure dropped slightly to 12.8% after relocation. The percentage of private employees slightly increased from 31.9% to 32.3% after relocation. Household heads who own their own business with employees increased from 6.5% to 7.0%. Meanwhile, those who owned their own business without employees experienced a slight decrease from 48.6% to 47.9%).

The majority of respondents (50.5%) had 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%). Monthly income from main job before and after relocation to permanent housing (Huntap). Before relocation, 20.2% of respondents had an income of less than 1 million rupiah, which slightly decreased to 18.8% after relocation. The

percentage of respondents with income between 1-2 million rupiah slightly increased from 48.7% to 50.5%. Income in the 2-3 million rupiah category stabilized at 14.8%, while the above 3 million rupiah category also remained at around 16.2%.

5.2. Satisfaction

This subchapter presents data on the satisfaction received by communities from CSRRP projects, reflecting the impact of interventions at the community level.

a. Satisfaction of Huntap and Supporting Infrastructure

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 socialization, rembug, and complaints during construction, as well as business training or guidance, business capital, production assistance, population administration, and post-occupancy environmental maintenance, all of which are perceived very positively by residents.

b. Public Facility Satisfaction:

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 centers, hospitals, and office buildings) is quite high, with the **satisfaction level reaching 75.5%, with 29.8% stating "Very Satisfied" and 45.8% "Satisfied"**.

- **Percentage of Respondents' Satisfaction with Health Facilities.** The target is respondents at Puskesmas Tipo and Anutapura Hospital, overall the proportion of satisfaction of managers, doctors, health workers and patients is very satisfied and

satisfied with the rebuilding of the medical record installation room and Emergency Room, namely 76.4%.

- **Percentage of Respondents' Satisfaction with Education Facilities.** The proportion of very satisfied respondents, including managers, teachers, staff, and students, was satisfied with the redevelopment of all buildings/rooms, with an average of 90.6%.
- **Percentage of Respondents' Satisfaction with Other Public Facilities (Central Sulawesi High Prosecutor's Office).** Overall, the proportion of respondents who expressed very satisfied and satisfied, both from managers-employees and visitors, towards the High Prosecutor's Office Building based on three aspects: spatial design, quality of building work, and construction of special universal access facilities, with an average of 100%.

5.3. Benefits

This sub-chapter presents data on the direct benefits communities receive from CSRRP projects, reflecting the impact of interventions at the community level.

a. Social and Economic Benefits of Shelters and Supporting Infrastructure

- **Social Benefits:** 99.3% of respondents felt the benefits of health and education facilities in Huntap were the same or better than before living there. while 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.
- **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 recognized 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.

b. Social and Economic Benefits of Public Infrastructure

Health

- **Social Benefits:** The Social Benefits of the Hospital building are assessed in terms of ease of access, building condition and supporting facilities, and building safety and comfort.

In terms of ease of access, the hospital/health center is considered to be very easy to access for managers and staff. 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 health facilities. 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 center. Aspects of 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.

- **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.

Education

- **Social Benefits:** The social benefits of educational buildings are assessed in terms of ease of access, the condition of the building and supporting facilities, and the safety and comfort of the building.

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.

- **Economic Benefits:** Economic benefits are seen in terms of increased capacity and improved services.

100% of beneficiaries felt the benefits after the rehabilitation and reconstruction of school buildings, indicating that the activity was seen as an important step in improving the capacity and quality of public services in education.

Office Building

- **Social Benefits:** The Social Benefits of Government buildings are assessed in terms of ease of access, the condition of the building and supporting facilities, and the safety and comfort of the building.

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.

- **Economic Benefits:** Economic benefits are seen in increased capacity and improved services.

Beneficiaries were 100% positive about 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.

5.4. Feedback

- **Component-1 Feedback (Permanent Housing).** 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 be made to address existing shortcomings. Meanwhile, in the long term, a thorough evaluation is needed as a reflection to improve the quality of similar programs in the future.
- **Component-2 Feedback (Health Facilities).** The rehabilitation and reconstruction of health facilities, particularly Anutapura Hospital and Tipo Health Center, faced technical assistance and project services constraints, allegedly due to ineffective communication between stakeholders. This condition has resulted in a 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, as well as a thorough evaluation as a reflection to improve the quality of similar programs in the future.
- **Component-2 Feedback (Education Facilities).** The rehabilitation and reconstruction of education facilities have generally provided a very high level of satisfaction in all sample schools. However, aspects causing 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.
- **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 high, with the exception of the main lobby area, which was rated as unsatisfactory. These aspects of dissatisfaction need to be addressed for short-term improvement, as well as reflected upon for the overall improvement of similar programs in the future.

6. Conclusions and Recommendations

6.1 Conclusion

1. **Satisfaction with shelters and settlement infrastructure:**
 - Overall satisfaction with permanent housing (Huntap) is very high, **reaching 90.3%, with details stating Very Satisfied by 8.9% and Satisfied by 81.4%**, 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 the needs of residents holistically.
2. **Satisfaction with Public Facilities (Hospitals, School Buildings, Office Buildings).** Stdui Cases (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 quite high, with the satisfaction level 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% satisfied and 17.2% very satisfied**, while education services only achieved 33.3%. 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 building.
 - **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 Public 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. In terms of the economy, 95.4% of respondents stated easy access to work locations, 96.3% felt easy access to markets, and 94.9% recognized 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 Buildings,** 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, improved accessibility, building conditions, and safety and comfort are felt by beneficiaries. 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.

6.2. Recommendation:

1. To increase the satisfaction of permanent housing (Huntap) beneficiaries, it is necessary to improve the quality of services during the construction and post-occupancy periods and the quality of the infrastructure built. This can be achieved through intensive two-way communication with beneficiaries and more intensive project control in terms of time and quality.
2. To maintain the satisfaction of Huntap residents in the long term, 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 beneficiaries of public facilities, there needs to be better communication between public facility managers and project implementers, both in the planning process and during the construction period, so that the work results are by mutual needs.
4. Benefits for Huntap residents can be improved in economic activities and livelihoods by increasing the role of local governments and other stakeholders in the process of 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).