



SFD Promotion Initiative

SFD Survey Report External version

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Foreword

This report summarizes the results obtained from an on-line survey conducted by the Shit Flow Diagram Promotion Initiative (SFD-PI) as a key deliverable of the SFD project. The survey was launched on April 11th, 2018 and ran for three weeks until May 1st, 2018.

The survey was intended to collect people's opinions about different aspects of the SFD project, including the web portal, the manual, various tools, all activities related to the SFD-PI and their usability. The output of this survey is valuable to the SFD-PI for improving the tools and methods available and improving the overall approach of the SFD-PI.

83 people responded to the survey from around 750 people contacted, making the response rate around 11% of the total people. The people contacted have been exposed to the SFD approach through the different activities carried out by the SFD-PI and its partner organizations. While this proportion might not be representative of all potential respondents, valuable information can be extracted from the results of the survey, as shown within this report.

The report is divided into three main parts.

Part 1: Respondents' information and experience with SFDs.

Part 2: Tools – usage and analysis.

Part 3. Conclusions.

Part 1 outlines the background and general information collected from users when producing an SFD. In part 2, the results from use and analysis of the various tools are presented. In part 3, a summary of conclusions informed by the survey is shown.

The links to each tool is provided in the relevant sections.

Part 1: Respondents' information and experience with SFDs

1. Main respondents' information

Out of the 83 respondents, 24% work in academia, 26% for national/international NGOs and think tanks. The other 50% are widely distributed among public and private water sector.

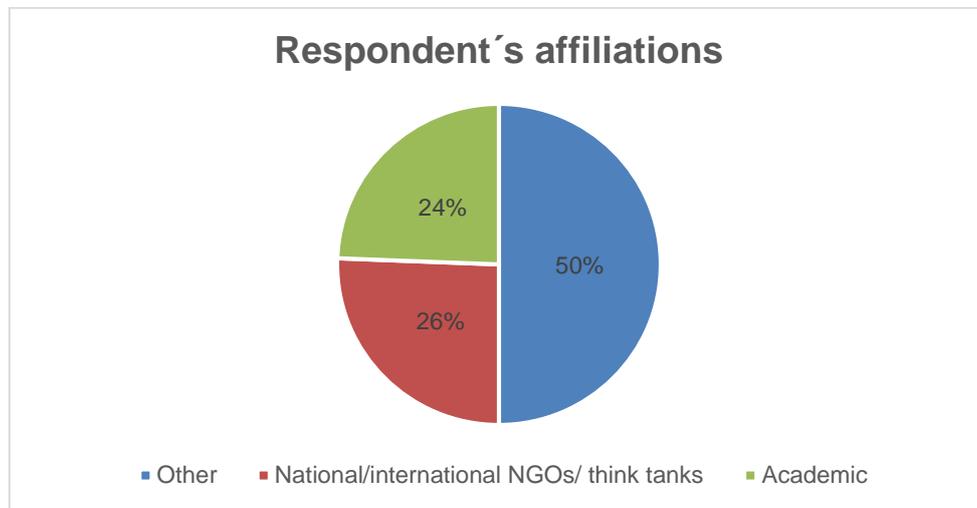


Figure 1: Respondent's affiliations

34% of respondents learned about SFDs from the SuSanA platform, 18% from conferences, and 16% via word of mouth.

46% of respondents prepared an SFD for one or more cities. Some of these SFDs are not yet included in the SFD Website database.

The respondents who didn't prepare an SFD said they didn't know about SFDs at the time (22%), they didn't need to prepare one (2%), they lacked resources (11%), or they didn't know how to do it (9%). Other reasons mentioned are the lack of data, or the pre-existence of an SFD for their city.

2. Experience with preparing an SFD

68% of respondents received support from the SFD-PI while preparing an SFD.

The main support was training sessions (46%). In field (19%) and online (16%) support were also received. More than 95% of the respondents found all support to be good or excellent.

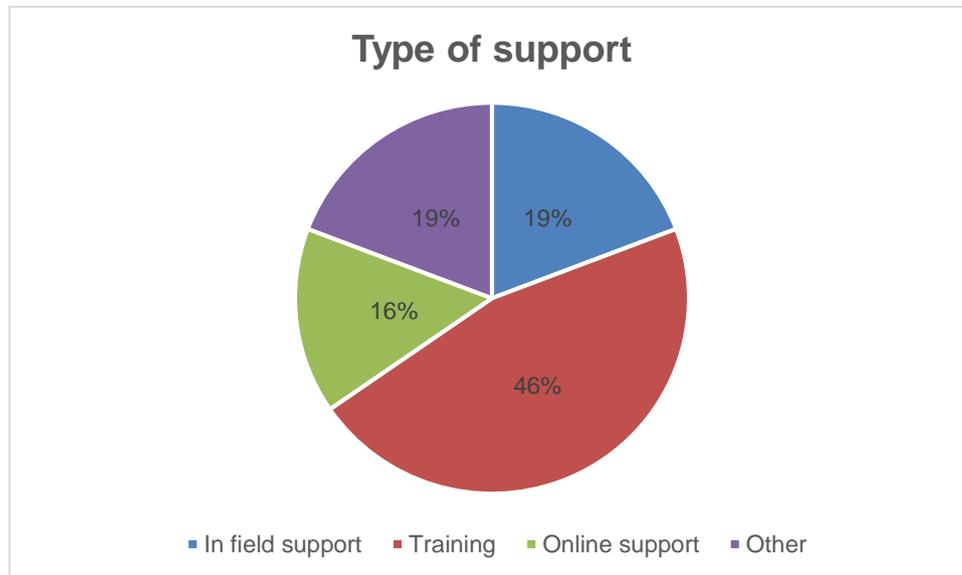


Figure 2: Type of support received by the respondents

44% of the respondents who prepared or contributed to the preparation of an SFD attended a training session. 88% of them found the training to be good or excellent.

3. Use of SFDs

Most respondents used SFDs for advocacy purposes. More specific uses of SFDs include: stakeholder meetings to develop a sanitation plan, discussions about the sanitation situation in a town, presentation to government stakeholders or representatives, and inclusion in a policy document related to WaSH or city planning.

4. Change of knowledge after engaging with the SFD approach and tools

In general, using the SFD tools improved the users' knowledge about sanitation (96%).

- 33% of respondents have a better understanding of concepts and definitions of the sanitation service chain.
- 23% feel more qualified to advocate for sustainable sanitation solutions.
- 17% feel more qualified for planning and managing sanitation services.

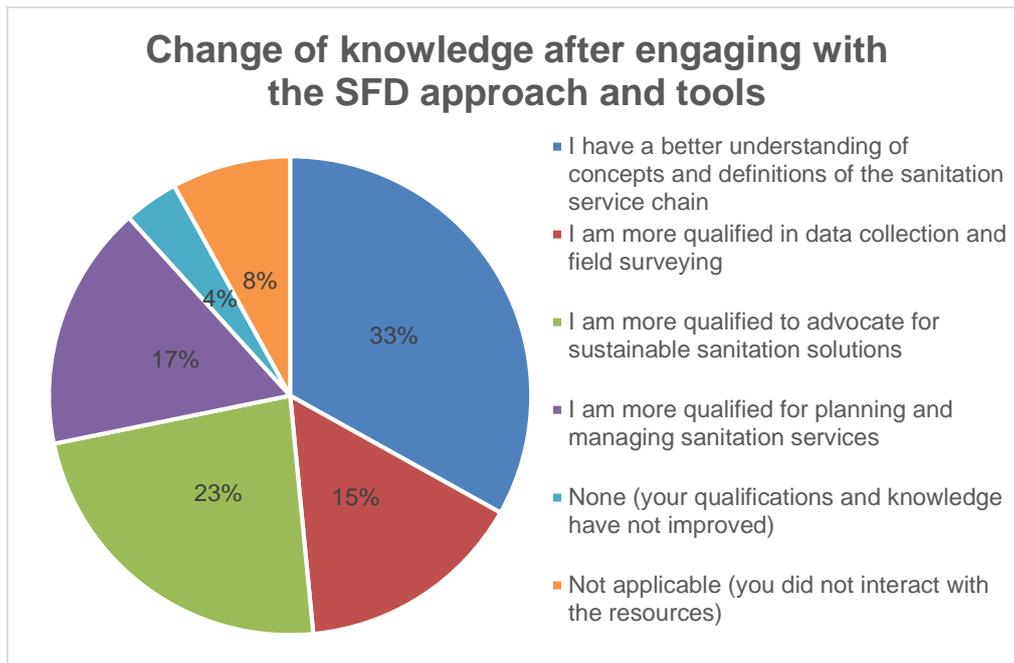


Figure 3: Change of knowledge after engaging with the SFD approach and tools

Part 2: Tools – usage and analysis

1. Website

<https://sfd.susana.org/>

55.4% of all respondents have used the website; 68.4% of SFD preparers or contributors have used it. From the respondents who used the website, it was found to be accessible (86.4%), user-friendly (75.6%) and useful (81.9%).

Issues mentioned related to the website are: a long loading time, the lack of availability in other languages.

2. Report Templates

<https://sfd.susana.org/knowledge/how-to-make-a-sfd/how-to-get-started>

30.5% of all respondents have used the Report Templates; 47.4% of SFD preparers or contributors have used them. From the respondents who used the report templates, they were found to be accessible (95.7%), user-friendly (87.5%) and useful (91.3%).

Issues mentioned related to the report templates are the need for more guidance.

3. Frequently Asked Questions

<https://sfd.susana.org/knowledge/faq>

20.7% all of respondents used the FAQs; 26.3% of SFD preparers or contributors have used them. From the respondents who used the FAQs, they were found to be accessible (87.5%), user-friendly (93.8%) and useful (88.2%).

Issues mentioned related to the FAQs are the need for additional questions, visuals and shorter sentences.

4. Manual

<https://sfd.susana.org/knowledge/the-sfd-manual>

42.2% of all respondents have used the SFD Manual; 57.9% of SFD preparers or contributors have used it. From the respondents who used the manual, it was found to be accessible (85.3%), user-friendly (75.8%) and useful (89.4%).

It was deemed easy to understand and necessary to produce an SFD. The glossary of terms was particularly appreciated.

Issues mentioned related to the Manual are its length and the density of writing (volume of information).

5. *Online Graphic Generator*

<https://sfd.susana.org/data-to-graphic>

38.6% of respondents used the Online Graphic Generator and 60.5% of SFD preparers or contributors. It was found accessible (87.1%), user-friendly (74.2%) and useful (87.1%).

It was found to be an “amazing” tool, with no major issues identified for improvement.

Some respondents mentioned difficulties in identifying the right sanitation systems. Some suggested improvements are additional editing options for the SFD Graphic to adapt it for personal presentations and interpretation of the SFD, which could show areas where interventions are most required.

6. *Offline Graphic Generator*

<https://sfd.susana.org/knowledge/how-to-make-a-sfd/how-to-get-started>

30.1% of respondents used the Offline Graphic Generator and 47.4% of SFD preparers or contributors. It was found accessible (79.2%), user-friendly (89.1%) and useful (88%).

The feedbacks on this tool were similar to the ones about the Online Graphic Generator. It was found to be an “amazing” tool, with no major issues.

As with the Online Graphic Generator, some respondents mentioned difficulties in identifying the right sanitation systems. Similarly, suggested improvements are additional editing options and geographical interpretation of the results.

7. *Source Evaluation Tool (now SFD Grading Tool)*

<https://sfd.susana.org/knowledge/how-to-make-a-sfd/sfd-review-procedure>

14.5% of respondents used the Source Evaluation Tool and 26.3% of SFD preparers or contributors. It was found accessible (75%), user-friendly (75%) and useful (83.3%).

Issues identified by the respondents were the lack of information from the data sources to complete the tool, the additional guidance and features needed.

8. *Helpdesk*

<https://sfd.susana.org/login>

14.5% of respondents used the Helpdesk and 18.4% of SFD preparers or contributors. It was found accessible (83.3%), user-friendly (91.6%) and useful (83.4%).

The respondents used the Helpdesk either to get assistance in the preparation of an SFD or to answer a specific question regarding an existing SFD. They found it adds value to the SFD Website.

9. SFD Review Procedure

<https://sfd.susana.org/knowledge/how-to-make-a-sfd/sfd-review-procedure>

12% of respondents used the SFD Review Procedure and 18.4% of SFD preparers or contributors. It was found accessible (77.7%), user-friendly (77.8%) and useful (80%).

The respondents who used the Review Procedure found it ensures the high quality of the SFD reports.

10. Language

Language was a barrier for 26.5% of respondents (23.7% of SFD preparers). French, Spanish and Portuguese are the most requested languages. Other languages such as Bengali, Vietnamese, Hindi, Swahili, Ghanaian languages were mentioned.

The most important tools to translate, according to the respondents (in order of importance), are the Manual, the Graphic Generator, the Website and the Report Templates.

Part 3: Conclusions

This survey has proved to be very informative for the SFD Promotion Initiative. The key points identified from the survey responses are:

- 1) Human interaction has been the main vector of dissemination of the SFD methodology (discussions on SuSanA website, conferences, word of mouth).
- 2) Most respondents who prepared an SFD had support from the SFD-PI (training, online and in-field support). This support was found very useful to produce an SFD.
- 3) All tools are seen as useful, user-friendly and accessible.
- 4) The visibility of the SFD tools is limited, causing low use.
- 5) Language of the tools limits their accessibility and uses.

Following this survey, the SFD Promotion Initiative will take measures to ensure a better experience for SFD users. This will include:

- a) Increase promotion of SFD tools, especially through the new SFD Website;
- b) Encourage submission of SFD reports by users, including via contacting the respondents who prepared an SFD that is currently not included on the website database;
- c) Follow-up with individuals for specific questions and feedback;
- d) Encourage the use of Report Templates by SFD users;
- e) Translate tools into other languages; and
- f) Review how to improve the identification of sanitation systems, based on the SFD methodology.