

RESEARCH REPORT
ON

STATUS OF KNOWLEDGE ATTITUDE AND PRACTICE OF
WATER SANITATION AND HYGIENE AMONG THE
GOVERNMENT DRIVERS RESIDING VEHICLE IN THE
SECRETARIATE AREAS



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Draft Research Report On

Status of Knowledge Attitude and Practice of Water Sanitation and Hygiene among the Government drivers residing vehicles in the Secretariat Areas

Abstract

Poor hygienic practices, inadequate water supply, and poor sanitary conditions play a major role in the spread of infectious diseases. Achieving of target of sustainable development goal-6 is largely depends on safely managed of water supplies and sanitation. This was an observational and exploratory research study and a total 50 drivers were interviewed. The majority of drivers aged between 32 to 57 years (36.34 ± 9.84) and average family size was 4.68 ± 1.73 . The average total monthly family income was $31,020 \pm 18,385$ and expenditure $27,620 \pm 13,017$. About 52% drivers are parking vehicles in the instructed place and 48% parking in the roadside. Water supply (90%), lighting (86%), hand wash basin (78%), water pot (71%), water tank for flushing (55%), hygiene materials (45%) and exclusive urine disposal system (4%) were available facilities in the toilet. Regarding dissatisfaction of hygiene and sanitation were unpleasant smell (98%), lack of cleanliness (79%), lack of hygiene materials (76%), and lack of privacy (9%). About 78% drivers had adequate knowledge on general hygiene/cleanliness. Drivers were put suggestions to create new facilities (47%), improve the cleanliness facilities (43%), to build new toilet with space for wadu (41%), waiting room (31%), to control the outside users (25%), to create awareness (19%). The study indicated that multi faced infrastructure on Water, Sanitation and Hygiene (WASH) facilities will facilitate health condition and also need to arrange awareness program for increasing Knowledge Attitude and Practice (KAP).

Key Words

Water Sanitation and Hygiene (WASH)
Knowledge Attitude and Practice (KAP)
Sustainable Development Goals (SDGs)
Statistical Package for the Social Sciences (SPSS)

1. Introduction

Poor hygienic practices, inadequate water supply, and poor sanitary conditions play a major role in the spread of infectious diseases. Lack of knowledge, attitude, and practices (KAP) on WASH is one of the most imperative causes for transmission of infectious diseases. Globally, 2.3 billion people lack basic sanitation (892 million people practiced open defecation), 844 million people lack basic drinking water, and 2.5 million people lack of improved sanitation¹. Numerous studies have shown that poor water, hygiene and sanitation (WASH)

practices are the main causes of diarrhea, one of the underlying causes of malnutrition, and a driver on numerous developmental indicatorsⁱⁱ. The number of people living in megacities has increased almost tenfold in the past 40 years, from 39.5 million in 1970 to 359.4 million in 2011, and could double again by 2025 (UN 2012)ⁱⁱⁱ. Bangladesh is a developing country with estimated around 164.7 million population. Dhaka is one of the fastest growing cities in the world with a growth rate 3% per annum^{iv}. NIPORT, 2013^v study shows that urban population will continue to expand rapidly over the medium term and is predicted to grow from 53 million people in 2014 to 79.5 million in 2018, an increase of 50% in 14 years and exceed the rural population by 2040. Today, Dhaka is the 11th largest megacity in the world and is projected to be the 6th largest megacity in the world with a population of 27.374 million by the year 2030^{vi}. Usually at Dhaka city the facility for disposal of human wastes are not satisfactory, hygiene practices are generally poor; and water for household use is often inconvenient, insufficient, and contaminated. As a result of high density and megalopolis grow, clean water supply and effective sewage removal become critical issue to health and survive of Dhaka as a megacity.

1.1 Statement of Problem

Overall water and sanitation service delivery is considered to be poor due to an inadequate structure, high non-revenue water, lack of authority and commitment, inadequate management capacity, lack of sector coordination, inadequate investment, absence of effective decentralization, etc^{vii}. Poor hygiene practices and inadequate sanitary conditions play major roles in the increased burden of communicable diseases within developing countries like Bangladesh^{viii}. Effectiveness of WASH depends not only on the provision of WASH facilities but also, and most importantly, on the compliance of individuals. The study was conducted to ascertain the knowledge, attitude and practices on water, sanitation and hygiene situation among the target drivers parked their vehicles in the secretariat building or paribahan pool complex or in the roadside of the secretariat areas during office hours.

Although we all know about severe consequences of mismanagement of water and sanitation but do not know clearly about how to modern technology can be used to mitigate the above mentioned issues for Dhaka mega city in Bangladesh. In order to mitigate and render services to those who need it there should be enough information to the decision makers who could be government, private and even voluntary agencies. Theoretically, these information are required for making any practical plan but unfortunately they are almost absent in the country possibly for lack of interest in research and non-availability of fund for it.

2. Rationale of the study

In the constitution of Bangladesh, has explicit inclusion of sanitation under the “...right to basic necessities of life”. During the MDG’s (2009-2015) government has given focus on access of water and sanitation coverage. The critical importance of unrestricted access to clean drinking water and basic sanitation for all is highlighted in Sustainable Development Goals. Unfortunately, little attention has been paid to the needs of such access for the poor people living developing countries worldwide. Urbanization is closely related to the three dimensions of sustainable development: economic, societal and environmental. The recent statistics showed that yet government of Bangladesh cannot fulfill the 100% coverage of water and sanitation access in urban areas. The scenario of Dhaka city has far below from the national level. It is because of unplanned growing of city without ensuring basic necessities including water and sanitation facilities. Experts opined that the SDGs goals are highly ambitious within the timeframe of 2030, though the provision has been made in the SDGs that each country has a scope to re-fix the time line. Bangladesh took the challenge for the implementation of SDG goal-6.

To meet the challenge the study was tried to map out the current WASH facilities for the target drivers parked their vehicles in and around the secretariat areas including their knowledge, attitude and practice on WASH. The study has also been tried to identify possible improvement of WASH facilities and suggest a clear implementation strategies for the respective authority.

3. Objectives:

- a) to assess the present KAP status of water, sanitation and hygiene among the government drivers who placed their vehicles in and around the secretariat areas during office hours;
- b) to identify the challenges to improve the water, sanitation and hygiene situation for government drivers in and around the secretariat areas and
- c) to suggest relevant authority to improve WASH situation for Government drivers.

4. Literature Review

In Bangladesh the research studies on KAP status of water, sanitation and hygiene (WASH) are in huge volume but far less on official and commercial areas as incidences are not too many compared to other kinds of urban problems like traffic, electricity, etc. Relatively

WASH does not lessen its importance as a subject of study as it is one of the major causes of urban resident's health problems and low quality of life. Although there are numerous studies on WASH we have reviewed a limited number of very relevant studies of Indian sub-continent and other selected countries to enhance our understanding of the issue in question. There are several coordination mechanisms for sanitation, which is often included in the coordination of the larger WASH sector. A thematic working groups includes a range of members from agencies, academia, government, NGOs and international organizations working together to improve the WASH situation in urban areas of Bangladesh^{ix}. The share of global population using an improved sanitation facility has increased from 54% in 1990 to 68% in 2015 – a net increase of 2.1 billion people (improved sanitation is defined by WHO/UNICEF as a sanitation system that hygienically separates waste from human contact)^x. Although 2.4 billion people still lack access to improved sanitation worldwide. In urban areas specifically, while the share of population not having access to improved sanitation has decreased from 21 to 18% from 1990 to 2015, the total population affected has increased from 1.1 billion to 1.3 billion people over the same period^{xi}. A safe water supply has been defined as a source which is likely to supply water which is not detrimental to health^{xii}. Safe water sources include: a household piped water connection; a public stand pipe; a borehole; a protected dug well; a protected spring and a rainwater collection system^{xiii}. If these sources are capable of providing 20 liters per capita per day at a distance which is no greater than one kilometer from the user's dwelling then they are considered to be improved sources. Evidence showed that reasonable sources, which are usually, house connections and public facilities. However, according to the Global Water Supply and Sanitation Assessment 2000 Report, some countries have used more stringent definitions of an improved water source than others. Unimproved water sources are identified as: unprotected wells and springs, vendors and tanker-trucks, and bottled water note that what one group of consumers may consider to be a perfectly satisfactory water supply system may be unsatisfactory for another group, as this may depend on social and cultural differences between groups. They further state that *"water supply is not a single, well-defined intervention... but can be provided at varying level"* Nath^{xiv} agreed that although public health concerns are usually raised in the institutional setting, there is a tendency to not acknowledge the home as a setting of equal importance. It was further reported that improving health status requires an improvement in attitude concerning hygiene in the home and health education, both in tandem with community water supply and environmental sanitation programs. Smith^{xv} noted that the critical aspects of sanitation which have been identified in the Caribbean are as

follows: interagency and inter-ministerial cooperation; behavioral change (cultural norms and practices); development of community sanitation programs; development of school sanitation programs; development of micro-financing enterprises and the introduction of regional and local technologies. Smith further mentioned that the absence of central 16 collection/treatment systems in high water table areas and the improper disposal of garbage/plastic bottles were problems.

5. Methodology

5.1 Area/Study Sites/population

The drivers parked their vehicles in the secretariat building or paribahan pool complex or in the roadside of the secretariat areas during office hours were selected the study population. Two types of drivers had been selected as primary target group: 1) drivers who employed directly by the government and 2) drivers who employed directly by the entitled government officers.

5.2 Methods and Materials

This was an exploratory research. Both quantitative and qualitative data were collected. Simple random sampling technique was used to collect the data. The data was collected from September 02 to September 06, 2020. Onsite visual inspection through observation also has been a part of exploration of KAP status of WASH situation in the study area. A Questionnaire Survey was employed for measuring KAP status of WASH among the target drivers parked their vehicles in and around secretariat areas during office hours.

To determine the sample size for the questionnaire survey was used fisher's equation (Fisher et al. 1991^{xvi}) with a margin of error $\pm 10\%$. Using the value in the formula the total sample size reached around 96 which were statistically representative and robust for an exploratory study. But considering time and resources allocation for data collection the sample size was reduced almost half than actual size e.g. 50 samples were finally collected. In addition, 2 (two) Focus Group Discussions (FGDs) were conducted-one with a group of drivers employed by entitled officers and another with government drivers' association. 2 (two) Key Informant Interviews (KIIs) were conducted-one with a leader of cleaners' association and another with a leader of drivers' association.

5.3 Data Collection, Quality Control, Data Processing and Analysis

A structured interview schedule was prepared incorporating the following variables: socio-economic and demographic conditions of respondents, and their KAP on WASH, and

understanding about COVID-19. Both open and close-ended questions were incorporated in the interview schedule. The interviewers were trained for clear understanding of the study goal and every question of interview schedule. The respondents were asked to participate in the study voluntarily. Those who agreed to participate in the study were requested to sign in the consent form. Statistical Package for the Social Sciences (SPSS) was used for analyzing quantitative data. The filled-in schedules were checked and edited immediately after the collection. Again, data were cleaned before analysis. Both univariate and bivariate tables were generated during analysis. Simple statistics were used in the analysis e.g. frequency distribution, measurement of central tendency (mean, median, and mode) and measures of dispersion (Standard deviation).

6. Research Findings

6.1 Socio-demographics Characteristics

The study data revealed that apparently a large number (64%) of the drivers aged between 32 to 57 years and rest 36% aged between 23-31 years with a mean age of 36.34± 9.84 years meaning that a large number of drivers were middle age and few were younger (Table 1).

Table-1: Age of drivers and years of served as a driver in the current job

Age categories	Experience as a driver in current job (Years)						Total (n)= 50
	1-2	3-5	6-10	11-15	16-25	26-35	Percentage
23-27	14.0	-	6.0	-	-	-	20.0
28-31	12.0	-	-	4.0	-	-	16.0
32-36	10.0	-	4.0	6.0	6.0	-	26.0
37-42	-	4.0	4.0	2.0	4.0	-	14.0
43-57	4.0	2.0	4.0	2.0	8.0	4.0	24.0
Total	40.0	6.0	18.0	14.0	18.0	4.0	100.0
Mean Age= 36.34 SD=9.84	Mean driving experience in current Job=7.94 SD=8.33						

About the drivers 86% were married and 14% unmarried. It was observed diversity of religion among the drivers. About 82% drivers were Muslim, followed by Hindu (10%) and Christian (8%) (Table 2).Average family size among the drivers were found 4.68±1.73, ranging from 2 to 9, which means that drivers’ family size is very close to national statistics. The majority (60%) of the drivers was high school graduate (from JSC or equivalent to SSC or equivalent) while 22% passed primary or equivalent and 18% passed HSC or equivalent education (Table 2). The total monthly income of a driver was BDT 25,440±12,405 and average total monthly family income was BDT 31,020±18,385, while total monthly family

expenditure was BDT 27,620±13,017 followed by food expenditure (BDT 14,240±6,606), treatment expenditure (BDT 2,836±2,323) and education expenditure (BDT 3,920±3,836). About 84% drivers were living at Dhaka with their family. Study data indicate that majority of the household head were male (92%) whereas 8% were female. However, it was observed variation of principal occupation of the household head. About 46% were government service holder, followed by motor driver (18%), private service (20%), housewife (6%), unemployment (6%) and farmer (4%). In response to question on involving of their family with social safety net program, only 18% drivers mentioned that their family members were somehow enjoyed this program (Table 2).

Table-2: Information about Marital Status, Religion, Education, Gender of Household Head, Main occupation of the household head, and Involvement of driver’s family with social safety net program

Characteristics/Variables	Frequency	Percentage (%)
Marital Status of drivers	50	100.0
Married	43	86.0
Unmarried	7	14.0
Religion of drivers	50	100.0
Muslim	41	82
Hindu	5	10
Christian	4	8
Education of drivers	50	100.0
primary or equivalent	11	22.0
high school graduate (JSC or equivalent to SSC or equivalent)	30	60.0
HSC or equivalent education	9	18.0
Gender of Household Head	50	100.0
Male	46	92.0
Female	4	8.0
Main occupation of the household head	50	100.0
government service holder	23	46.0
motor driver	9	18.0
private service	10	20.0
housewife	3	6.0
unemployed	3	6.0
farmer	2	4.0
Involvement of driver’s family with social safety net program	50	100.0
Yes	9	18.0
No	41	82.0

6.2 Driving experience and its related information

About 84% respondent served as a driver before joining this job and among them about 16% had 1-2 years of driving experiences; about 32% had 3-4 years of driving, 28% had 5-10

years of driving experience and 24% had 11years and above experiences. The mean years of served as a driver in the current job was 7.94±8.33 years. On an average 20% of drivers drive 1-2 hours per day, 26% drive 3-4 hours, 32% drive 5-7 hours, and 22% drive 8-12 hours per day. In a response to a question on how many hours they staying at secretariat area, about 30% mention that they staying 2-3 hours, 16% staying 4-6 hours, 44% staying 7-9 hours and 10% staying 10-12 hours at secretariat area. Around one-third drivers confirmed that they had experienced some kind of accident (Table 3).

Table-3: Information about serving as driver before joining the job, Years of experience as a drivers before joining the Job, Drivers driving per day in hours, and how many hours drivers stay at secretariat area

Characteristics/Variables	Frequency	Percentage (%)
respondent served as a driver before joining this job	50	100.0
Yes	42	84.0
No	8	16.0
Years of experience as a drivers before joining the Job	50	100.0
1-2 years experiences	8	16.0
3-4 years experiences	16	32.0
5-10 years experiences	14	28.0
11years and above experiences	12	24.0
Drivers driving per day in hours	50	100.0
drivers drive 1-2 hours per day	10	20.0
drivers drive 3-4 hours per day	13	26.0
drivers drive 5-7 hours per day	16	32.0
drivers drive 8-12 hours per day	11	22.0
how many hours drivers stay at secretariat area	50	100.0
staying 2-3 hours	15	30.0
staying 4-6 hours	8	16.0
staying 7-9 hours	22	44.0
staying 10-12 hours	5	10.0
Drivers experienced in Accident	50	100.0
Yes	17	34.0
	33	66.0

About 30% drivers drive about 46-60 kilometer per day followed by 21-45 kilometer (22%), 12-20 kilometer (20%), 61-85 kilometer (16%) and 86-150 kilometer (12%) (Figure-1)

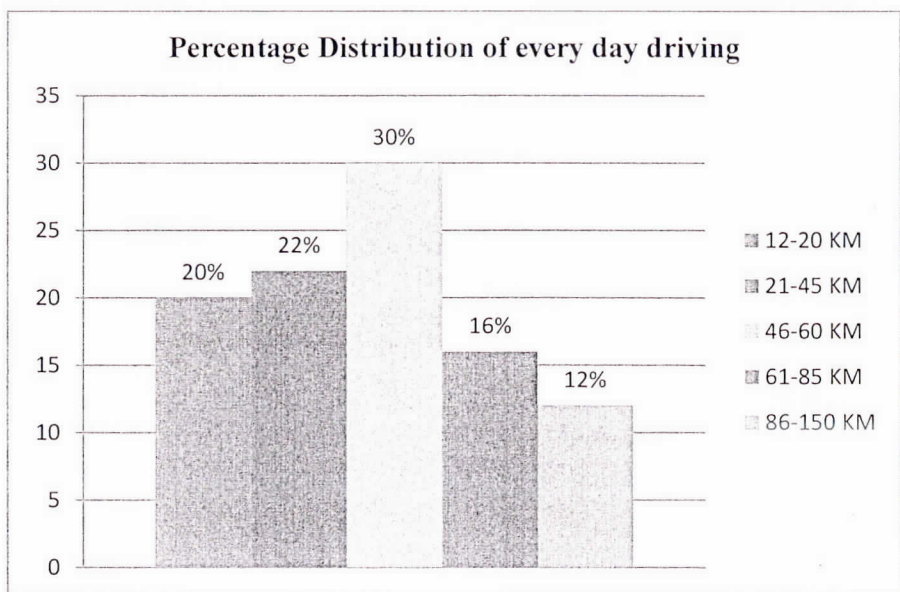


Figure-1: Percentage distribution of driving per day in Kilometer

About 34% drivers received their license 11-16 years ago, while 28% had it 2-5 years ago. About 14% had it 24-30 years ago and 10% had received their license 17-23 years ago (Figure-2).

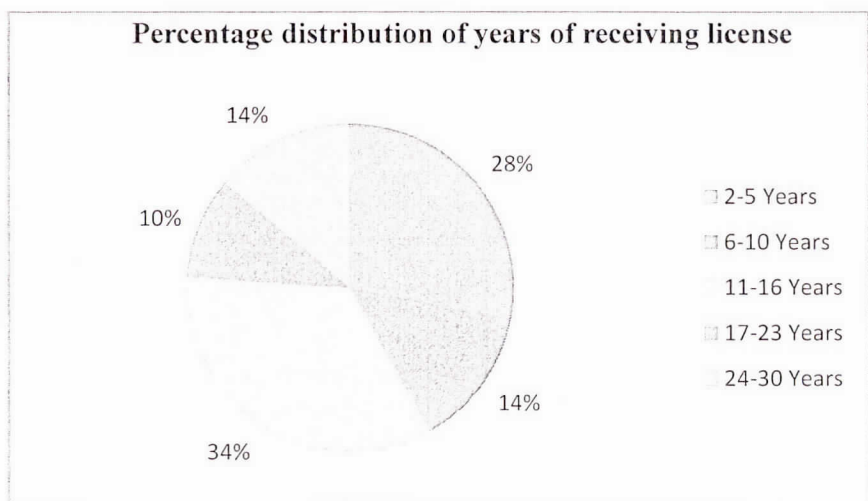


Figure-2: Percentage distribution of years of receiving the driving license

The majority (70%) of drivers had spent 1-3 hours for recreation purposes during staying at secretariat area while 30% of drivers engaged in recreation activities around 4-6 hours in the time of staying at secretariat area .It was observed that drivers usually passed their leisure time by playing Lodu, Chess, Karam, cards, chatting online in FB, watching drama in YouTube, watching TV, hearing Radio program and gossiping with colleagues. In response to a question on where they usually attend of their regular prayer about 52% said they attend inside mosque of secretariat area, 36% attend outside mosque and 12% offering prayer at

their own home. About 26% drivers taken their breakfast and lunch at Paribahan pool staff cafeteria, 18% taken it food corner of outside Paribahan Pool, 32% taking it inside of their vehicles and 24% taken it at restaurant outside. The majority (58%) of drivers disposing food waste in the dustbin, about 32% kept inside vehicle and later on disposing it dustbin and 10% throw into the street (Table 4).

Table-4: Information about how many hours the drivers spentfor recreation, places of prayer, taking lunch, disposing food waste, & place of parking and reasons.

Characteristics/Variables	Frequency	Percentage (%)
Drivers spent hours for recreation during their leisure time	50	100.0
spent 1-3 hours for recreation	35	70.0
spent 4-6 hours for recreation	15	30.0
Places of prayer	50	100.0
Inside mosque of secretariat area	26	52.0
Outside mosque of secretariat area	18	36.0
Own home	06	12.0
Places of taking Breakfast & Lunch	50	100.0
Paribahan pool staff cafeteria	13	26.0
Food corner of outside Paribahan Pool	09	18.0
Inside of the Vehicle	16	32.0
Outside Restaurant	12	24.0
Place of disposing food waste	50	100.0
Dustbin	29	58.0
Inside the vehicle	16	32.0
Throw into the street	05	10.0

6.3 Water, Sanitation and Hygiene

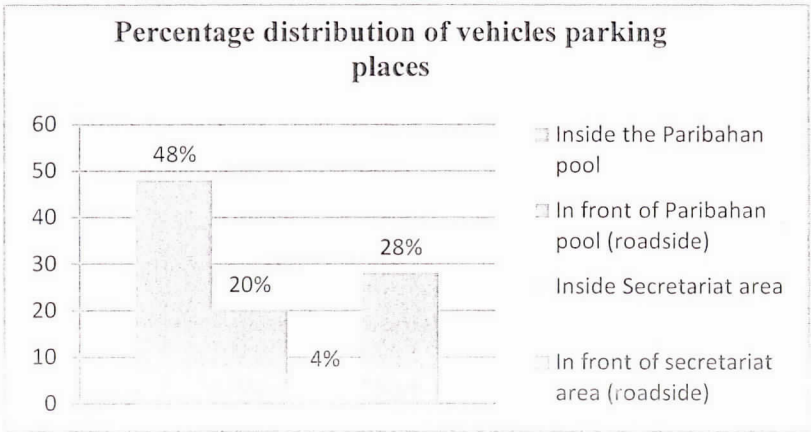


Figure-3: Percentage distribution of vehicles parking places

In response to a question on usually where drivers park their vehicles about 52% of the drivers opined that the park their vehicles inside the Paribahan poolor inside the secretariat area followed by roadside in front secretariat area (28%) and roadside in front Paribahan pool (20%)(Figure-3).Those who parked their vehicles roadside in front of paribahanpool and

secretariat building (48%) were asked them the reasons of parking the vehicles on the roadside about 83.3% drivers said they have no permission for parking vehicle inside the Paribahan pool or inside the secretariat building, 70.8% mentioned about shortage of parking space, 8.3% said they park vehicles roadside due to nearer to their vehicle owner’s office to quick respond on call and 8.3% said they did not get any instructions from their vehicle owners for parking place (Table 5).

Table-5: Reasons of parking vehicles on the roadside (multiple responses)

Characteristics/Variables	Frequency	Percentage (%)
Reasons of parking vehicles in the roadside	24	170.7
No permission parking inside Paribahan pool or Secretariat building	20	83.3
Shortage of Parking space	17	70.8
Close to vehicle owner office	2	8.3
No instruction from vehicle owners	2	8.3

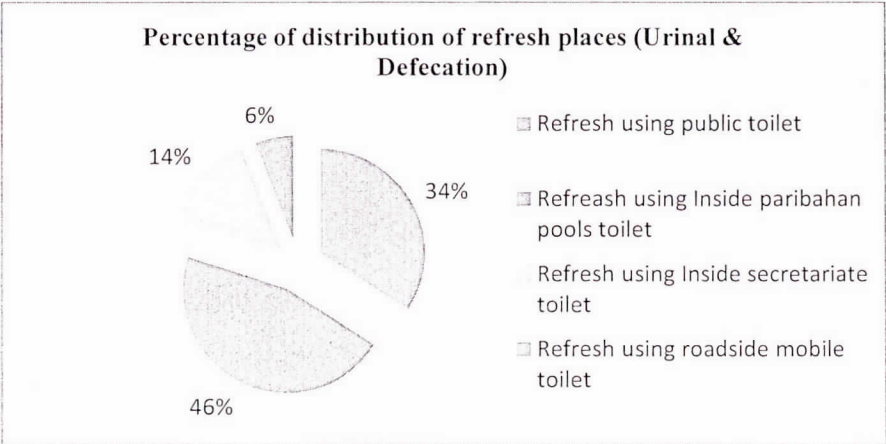


Figure-4: Percentage distribution Refresh places (Urinal & Defecation) of drivers during staying at secretariat area

About 46% of drivers use inside Paribahan pool toilet for refreshing purposes, 34% using public toilet, 14% use inside secretariat toilet and 6% use roadside mobile toilet (Figure-4).

Drivers were asked those who used the toilets inside the paribahan pool and inside the secretariat (used around 50%) on the availability of inside facilities/materials, about 90% drivers confirmed water supply system, followed by lighting (86%),hands wash basin (78%),water pot (71%), water tank for flushing (55%), higher or lower commode (51%), hygiene materials (45%) and exclusive urine disposal system (4%) is available in the toilet (Figure-5).

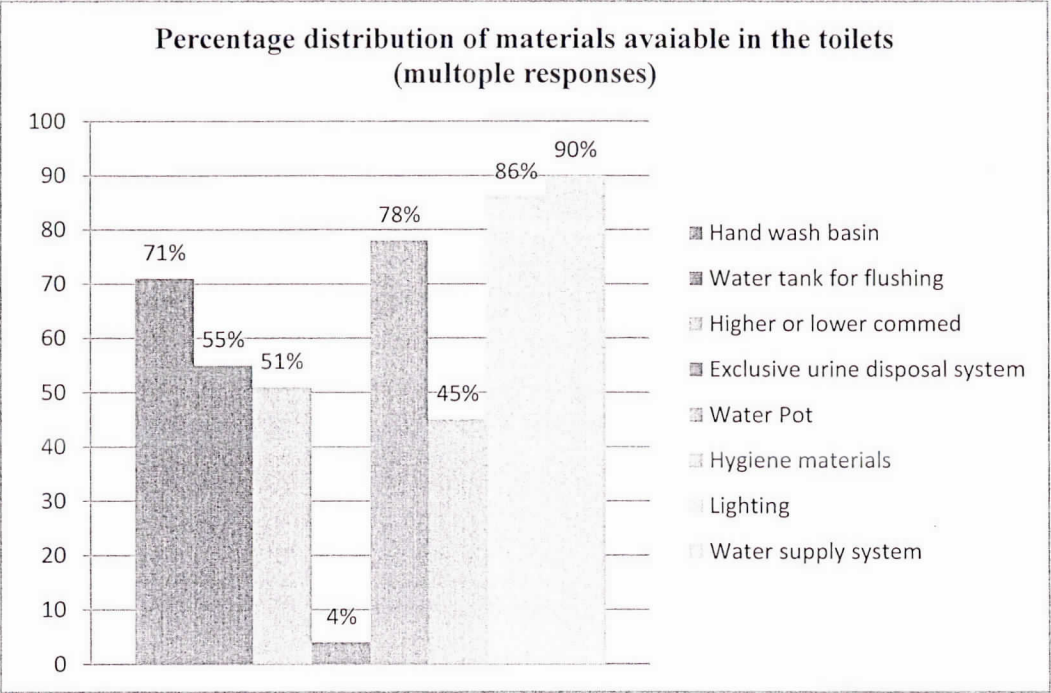


Figure-5: Percentage distribution of materials available in the toilets (multiple responses)

In a response to a question on how do often find the inside materials/equipment in the toilets were workable during use of toilets, about 28% found those always workable, 32% found often workable, 32% found sometimes workable and 8% found those not workable at all. Of those drivers who found toilets were not workable at all (8 drivers) about 87.5% of them use other adjacent office toilet, 100.0% used to nearer shopping center toilet, 100.0% used mosque or hospital toilet, 75.0% used outside mobile toilet, 100.0% used nearer public toilet and 12.5% used to open space/park/roadside. Regarding cleanness of toilet about 30% found toilet always clean, 18% found often clean, 44% found sometimes clean and 8% found never cleaned. The majority (59%) of the drivers thought that public administration and service unit was responsible for maintaining the toilets while 35% has no idea about it and 6% said City Corporation is responsible for maintaining toilets. The vast majority (95%) of drivers opined that sweeper disposed toilet waste while 5% said garbage collector disposed toilet waste. The majority (73%) of the drivers opined that cleaner disposed toilets waste into place specified by City Corporation or secretariat area compound and 27% said cleaner dump waste into open space or open dustbin. Respondents were asked to rating the hygiene condition of the toilets of secretariat areas. About 2% said very good, 18% said good, 72% rating it medium and 8% said very poor (Table 6).

Table-6: Information about toilet facilities, sanitation and hygiene

Characteristics/Variables	Frequency	Percentage (%)
How do you find materials/equipment in the toilets workable	50	100.0
Always workable	14	28.0
Often workable	16	32.0
Sometimes workable	16	32.0
Not workable at all	8	8.0
Alternative toilet use when toilet not workable (multiple responses)	8	475.0
Other adjacent office toilet	7	87.5
Nearer shopping center toilet	8	100.0
Mosque/ Hospital toilet	8	100.5
Outside mobile toilet	6	75.0
Nearer public toilet	8	100.0
Open space/park/roadside	1	12.5
Cleanness of toilet	50	100.0
Found always clean	15	30.0
Found often clean	9	18.0
Found sometimes clean	22	44.0
Found never clean	4	8.0
Maintaining authority	50	100.0
Public administration	29	59.0
No idea	18	35.0
City Corporation	03	6.0
Who disposing toilet waste	50	100.0
Sweeper	47	95.0
Garbage collectors	03	5.0
Where disposed waste	50	100.0
Specific place (City Corporation)	37	73.0
Open space	13	27.0
Hygiene condition of toilet	50	100.0
Very good	01	2.0
Good	09	18.0
Medium	36	72.0
Very poor	04	8.0

Regarding dissatisfaction of hygiene and sanitation conditions of toilet about 98% said unpleasant smell, 79% mention about lack of cleanliness, 76% said lack of hygiene materials, 9% said lack of privacy, 3% said lack of light and 2% said lack of water supply (Figure-6).

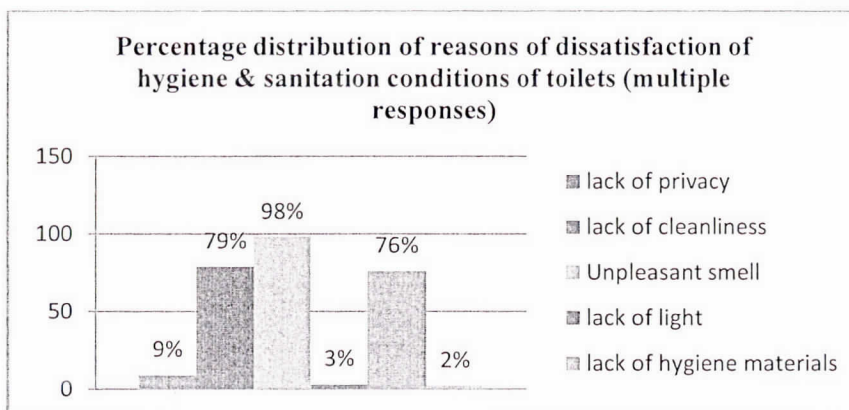


Figure-6: Percentage distribution of reasons of dissatisfaction of hygiene & sanitation conditions of toilets.

In response to a question on receiving any health and hygiene related advice from vehicle owners about 92% received advice.

6.4 Knowledge, Attitude & Practice

The respondents were asked about their understanding of knowledge, attitude and practice on sanitation and hygiene. About 78% were knowledgeable on general hygiene/cleanliness, 50% knew on hand hygiene/cleanliness, 48% had knowledgeable on personal hygiene, 44% found knowledgeable on clean/use of safe water and maintaining of food hygiene/cleanliness, 10% knowledgeable on safe disposal of feces and 4% had knowledgeable on safe disposal of solid waste (Figure-7).

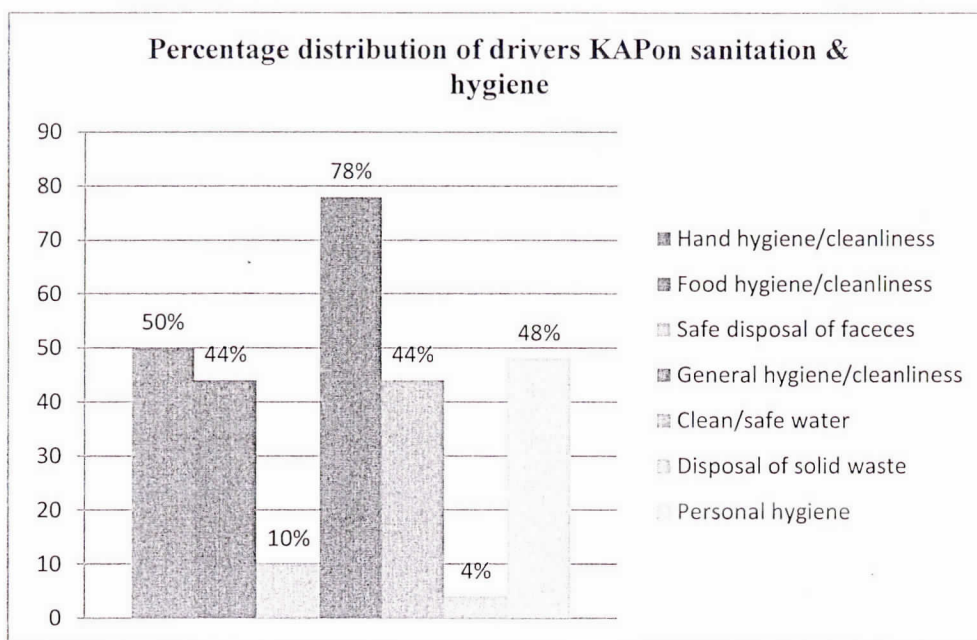


Figure-7: Percentage distribution of drivers KAP on sanitation and hygiene (Multiple responses)

In response to a question on when did you think were the critical times to wash your hand, about 50% said after using latrine, 14% said before preparing meal, 48% did it after touching animals, 6% believed wash hand after handling animals feces, 2% said they wash their hand before feeding others, 16% said need wash of hand after taking care of sick family members, 10% wash hand before eating and 66% did not know when they have to wash their hand. The majority (76%) respondents opined that garbage and wastewater is the sign or evidence of lack of sanitation and hygiene in our surrounding environment followed by bad/foul smell in the environment (38%), lack of latrine (22%), open defecation (22%), adult and infant feces (18%) and animal feces (6%). About half (50%) of the drivers suffered some kind of illness e.g. fever, diarrhea, flu, cough Sneeze etc. during last 6 months while 50% confirmed rarely they suffered on it.

6.5 COVID-19 awareness

In response to a question on how often did drivers contact a person with symptoms of COVID-19, about 54% said never visit suspected COVID-19 person, 32% often meet, 4% meet them every time and 10% rarely visited COVID-19 suspected person. About 43% drivers are often walking crowded places, 42% rarely, 8% every time used to crowded places while 16% ignore it. We asked respondents about visiting their friends or relatives who come from abroad during COVID-19, about 74% said that they never meet with them, 16% rarely

visited them, 6% often meet with them and 4% regularly went to meet overseas person. We asked respondents about avoiding strategies from spreading of COVID-19 infection. About 60% practice regular hand wash, 70% using mask, 48% maintain social distance, 38% had effort for maintaining physical distance and 10% had updated information on COVID-19 pandemic.

Suggestions were sought from the drivers for the improvement of services of the sanitation and hygiene at secretariat areas. In response to this nine suggestions were put forward by the drivers. The highest percentage of respondents to create the facilities (47%), followed by to improve the cleanliness facilities (43%), to build new toilet with space for wadu(ablution) (41%), waiting room (31%), to control the outside users (25%), to create awareness (19%), build toilet outside (12%) and hygiene materials (10%) (Figure-8).

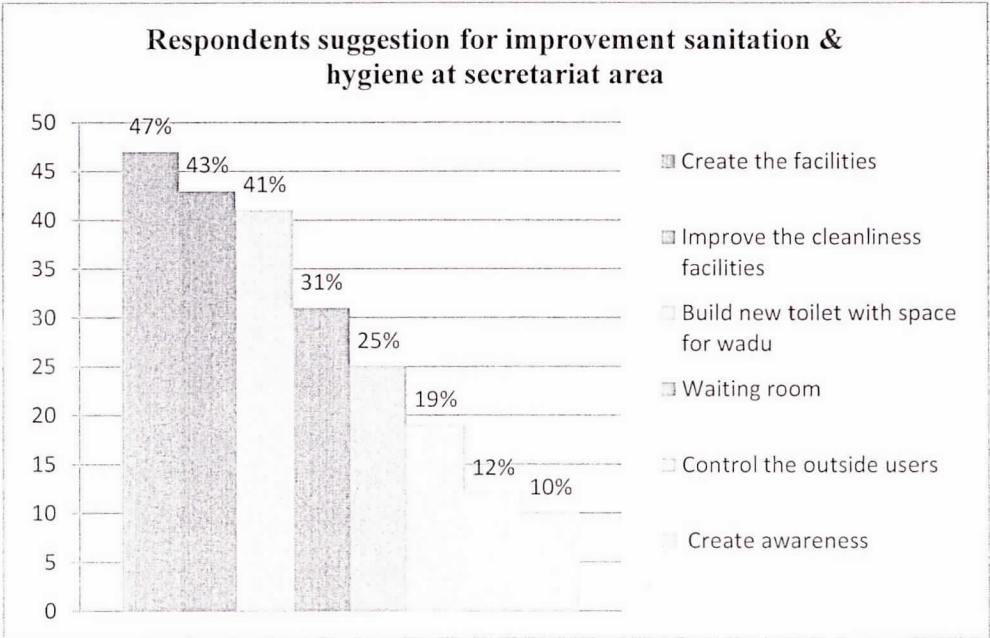


Figure-8: Percentage distribution of respondents' suggestion for improvement sanitation & hygiene at secretariat area

6.6 Qualitative findings

Two Focus Group Discussions (FGDs) were conducted one with a group of drivers employed by entitled officers and another with government drivers' association. 2 Key Informant Interviews (KIIs) were conducted-one with a leader of cleaners' association and another with a leader of drivers' association. The FGD participants were young and middle aged males. The following summaries were found from the focus group discussions and Key Informant

Interviews. With an increase in government vehicles, a severe problem of vehicular overcrowding has to be arisen, which has put driver's health and safety at risk mentioned by government drivers. Most of the drivers employed by entitled officer shared about inadequate parking facilities in the secretariat area. Most of them said there were very few or no parking amenities at all caused by roadside parking. Though there were few public toilets in the secretariat area but drivers employed by the entitled officers often could not go as they have to wait nearby car. There is no sanitation or water supply for them. Drivers often use mosque's toilet facility nearby that is overcrowded and usually not properly cleaned. They said, *"no matter what we have to stay on road, there is no alternative."* On the other hand, most of the government drivers said their WASH facilities are far better than before. Some of them mentioned that there are several toilets in secretariat area for drivers those are quite clean. Most of the government drivers were fully satisfied for wash facilities in the secretariat area. Very few of them mentioned, despite having numerous numbers of toilets, those are barely usable because of poor monitoring and cleaning. Most of the drivers employed by entitled officers' thought that WASH facilities in the secretariat area not enough for them. Inadequate toilet, poor hygiene, toilet distance, lack of parking permission and lack of driver's awareness are the main hinders in this matter. Some of them mentioned, especially new drivers employed by entitled officers often faced various troubles due to poor knowledge about WASH facilities in the secretariat area. Besides, they could not move for personal requirements such as mobile recharge, having food, going washroom etc. Similarly, drivers often charged by police officials for unauthorized roadside parking. On the other hand drivers did not get proper guidance or support from vehicles owners; as a result drivers employed by entitled officers often had gone through different harassments from both owners and law enforcement agency. In a quite opposite way, government drivers said their WASH facilities are enough in the secretariat area. Government drivers even mentioned different public toilet accommodations within respective area. A significant number of drivers wait roadside within secretariat area while very few of them have pass to enter secretariat building. Drivers employed by entitled officer pointed out that many of their owners did not have authority to permit going inside of the secretariat building. Getting pass was also a time consuming process. Likewise, drivers employed by entitled officers mentioned, even if having pass many drivers could not park inside secretariat area as they only got entry pass but roadside parking permit (*parking place is not mentioned there*). Drivers mentioned that roadside parking also leading to frequent traffic jams that hampers the normal flow of traffic and inconveniences VIP or walkers, sometimes roadside parking also causes theft or

vehicle's parts missing. As beforehand, government drivers have enough parking facilities. However, official's designation has influence in parking availabilities. Drivers employed by entitled officers said, they have only a few prayer facilities while staying inside secretariat area. Most of them could not get prayer opportunity due to mosque distance and vehicle safety. On the other hand, Government drivers have prayer facilities inside secretariat area. Only some of them mentioned about unscheduled duty time that affect prayer schedule. As recreation both government and drivers employed by entitled officers used device for listening music, watching movie or social site browsing. Most of the driver gossiping or playing cards/Ludu with peer group nearby car. Some of them pray during off time. Government drivers have television for recreation purpose. Lastly, drivers employed by entitled officers said, drivers should have proper WASH facilities within working area. They said, sitting 8 to 10 hours inside car is not only hectic but also unhygienic for individuals. Drivers employed by entitled officers' demand their waiting place with proper toilets and prayer facilities. They also want safe drinking water sources in the secretariat area. Likewise, many of the government drivers mentioned proper monitoring and more toilet cleaning facilities. Drivers employed by entitled officers wanted an established law against roadside parking that has consequences in WASH facilities for government drivers in the secretariat area. About sanitation and hygiene, cleaners mentioned that two cleaners working regularly but it's very difficult to manage large numbers of toilets. Another big concern was that users were not aware about cleanliness and hygiene issue. For instance, there were basket in the toilet but they put waste materials into the basin and commode. Some cases users were not aware about clean the commode properly after use it and next user could not use it healthy way. There was shortage of hygiene materials and most of the cases authority does not supply it.

6.7 Discussion

Data was collected from two types of drivers at secretariat area of Dhaka i.e. drivers who employed directly by the government and drivers who employed directly by the entitled government officers. The majority (64%) of drivers' age was between 32 to 57 years which means a large number of drivers were middle age and few were younger. Majority (86%) drivers were married and average household size was 4.68 ± 1.73 . Bangladesh Bureau of Statistics (BBS) and Household Income and Expenditure Survey (HIES)-2016 data shows that the average size of households was 4.90 in 2001 and 4.06 in 2016^{xvii}. The finding was very close with the national household size. Data indicates that monthly income and

expenditure of drivers almost same and majority (84%) of drivers family living with them at Dhaka. The interesting fact is that still 92% household head is male and among them 54% working in the informal sector. About 18% of drivers or their family members enjoying government and NGOs social safety net benefits.

About 84% drivers had driving experience before joining current job and average job experience is 8 years in the present service. The majority (76%) of drivers driving the vehicle about 5.5 hours and drive average 53 kilometer per day while they stayed average 6 hours at secretariat area. The important fact is that about 34% drivers had any types of accident experiences. Our study is supported by Ahsan et al. (2011) that about 30% of Bangladeshi vehicle drivers had any kind of accident experience^{xviii}. The average year of receiving license was 13 and on an average they spent 3 hours for recreational purpose when they stayed at secretariat area. About 50% of the drivers offered their prayer inside secretariat area mosque and 32% drivers had their breakfast and lunch inside the vehicle. The most important finding is that 58% drivers disposing food waste in the dustbin, about 32% kept inside vehicle and later on disposing it dustbin and 10% throw into the street. Around half (52%) drivers parking their vehicle roadside and the reasons of parking of roadside were no permission for parking at inside Paribahan pool (58%), shortage of parking space (47%), short distance of vehicle owner office (6%) and no instruction from vehicle owners for proper parking (6%). We couldn't compare our finding with other studies due to no available data on this topic in Bangladesh. The study data revealed that majority (54%) of drivers had no access to hygiene and well decorated toilet facilities for refreshing purposes and they used to public toilet and roadside mobile toilet as well as open defecation places. The majority of drivers opined that water supply, lighting, water pot and hand wash basin were available there but hygiene materials, exclusive urine disposal system and enough basket for waste materials were not available there. For this reasons 70% respondents were unhappy with this sanitation and hygiene condition. The drivers who couldn't find it workable usually they prefer to go outside petrol pump toilets, mosque or hospital toilet and some cases other office toilets and open space. Most of drivers had no idea about which department was responsible for maintaining and cleaning the toilet inside the Paribahan pool. But we observed they had good knowledge about disposing the waste and garbage from the toilets. The vast majority (98%) of the respondents were unhappy from unpleasant smell, lack of cleanliness (79%), and lack of hygiene materials (76%). The study finding suggest that majority of the drivers had no good understanding about hygiene practice and most of the cases their score was below 50.

About half (50%) of the drivers had some sort of illness (fever, diarrhea, flu, cough & Sneeze) within last six months. The mix reactions got from the drivers about COVID-19 awareness and about 40% of drivers regularly walking in the crowded places, some of them (20%) had visited their friends or related who recently come from abroad or who had some symptoms of COVID-19. Usually drivers followed regular hand wash (60%), using masks (70%), social distance (48%) and physical distance (38%) for avoiding spreading of COVID-19 infection. Finally, the suggestions were sought from the drivers for the improvement of services of the sanitation and hygiene at secretariat areas. About nine suggestions were put forward by the drivers. The highest percentage of respondents suggested that government should increase the facilities for drivers to park their vehicles during office hours (47%), followed by to improve the cleanliness facilities (43%), to build new toilet with space for wadu(ablution) (41%), waiting room (31%), to control the outside users (25%), to create awareness on not to park the vehicles on the roadside (19%), build toilet outside (12%) and provide sufficient hygiene materials in the toilets (10%).

7. Recommendations

Based on the findings of the study and suggestions/recommendations by the drivers following recommendations were made:

- I. Government should take initiative following the Public Private Partnership Method to build a new complex for drivers (who parking their vehicle in the roadside) with modern facilities.
- II. Need to implement an awareness program on sanitation and hygiene promotion among the drivers parking their vehicles in and around the secretariat areas.
- III. Appropriate programs are required focus on recreation and productive utilization of the time of drivers during staying at secretariat areas.

8. Limitations

It is to be mentioned that there were some limitations; firstly sample size was small due to time and resources constraints; as well as concerned about covid-19 situation. Secondly, it originated the instrumental biasness that the questionnaire was not consulted with an expert. Thirdly, response biasness revealed that there was tendency to conceal the information by the respondent.

9. Conclusion

In conclusion, from the study analysis that in the narrow landscape the respondents were not satisfied with hygiene and sanitation facilities. At the same time knowledge, attitude and practice (KAP) level on WASH were found poor from the respondents' side. It was not analyzed from the data that whether there is relation between health expenditure and poor knowledge on KAP. It was explored that there was serious space problem for parking only the respondent category of preferred government own drives. The voices were raised from the respondents for created multifaceted facilities should be created in one complex.

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^{xvi}

$$n = \frac{z^2 * (p) * (1-p)}{c^2}$$

Where:

n=sample size, z = z value (e.g. 1.96 for 95% confidence level), p = percentage picking a choice (prevalence rate), expressed as decimal (.5 used for sample size needed), c = confidence interval (margin of error), expressed as decimal (e.g., .10=±10)

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Annexes

- i) Questionnaire
- ii) Pictures

**Knowledge, Attitude and Practice (KAP) of Water, Sanitation and Hygiene (WASH)
among the Government Drivers Residing Their Vehicles in the Secretariat Areas**

Please place a check mark (✓) in the box that best answers the question. Kindly make only one selection unless otherwise instructed.

Section A: Interview Identification

Questionnaire ID No.		
Name of Respondent		Mobile:
Name of interviewer		
Date of Interview		
Time of Interview	Start time:	End time:
Checked by		Date:

Consent Form

Greetings! My name is _____ and I am working as a member of the Survey Team for **Fazle Siddique Md Yahya, Deputy Secretary, Ministry of Defense, Government of Bangladesh**, Roll No 103, 129th ACAD Course, BPATC, Bangladesh, Dhaka. As part of ACAD Course, Mr. Fazle Siddique Md. Yahya is conducting a survey of **Knowledge, Attitude and Practice of Water, Sanitation and Hygiene among the Government drivers residing vehicles in the Secretariat Areas**. The information you provide will help policy makers to improve the existing water, sanitation and hygiene conditions in the place where you park your vehicle and stay for sometimes in secretariat areas. We would like to request that you should answer the questionnaire. We will assure that any information you provide us will remain confidential and will not be used for any reason other than the study. Should you choose to participate, please remember that there are no correct or wrong answers. There are no disadvantages if you decide not to participate or not to answer certain questions. However, we would greatly appreciate your cooperation. We would only like you to give us your honest opinion. It will probably take you about 30 minutes to complete the questionnaire.

Thank you.

Signature of Respondents

Section B: Socio-economic and Demographic Information

SLN	Questions	Code	Responses		
B1	Type of Respondents	1	Employed by Government		
		2	Employed by Entitled Officer		
B2	Name of Department for Serving	:			
B3	Age of the respondent (in years)	:			
B4	Gender of the respondent	1	Male		
		2	Female		
B5	Religion of the respondent:	1	Islam		
		2	Hindu		
		3	Buddhist		
		4	Christian		
		5	Others Specify.....		
B6	Marital status of the respondent	1	Unmarried		
		2	Married		
		3	Divorced		
		4	others (specify).....		
B7	Education of the respondent	1	Illiterate/did not go to school		
		2	PSC Pass/ Equivalent		
		3	JSC Pass/ Equivalent		
		4	SSC pass/ Equivalent		
		5	HSC pass/ Equivalent		
		6	Graduation & Above pass/ Equivalent		
		7	Others Specify.....		
B8	Total number of family members of the respondent	:	Total.....	Male.....	Female.....
B9	Education of family members	:			
B9.1	Illiterate/did not go to school	:	Total.....	Male.....	Female.....
B9.2	PSC Pass/ Equivalent	:	Total.....	Male.....	Female.....
B9.3	JSC Pass/ Equivalent	:	Total.....	Male.....	Female.....
B9.4	SSC pass/ Equivalent	:	Total.....	Male.....	Female.....
B9.5	HSC pass/ Equivalent	:	Total.....	Male.....	Female.....
B9.6	Graduation & Above pass/ Equivalent	:	Total.....	Male.....	Female.....
B9.7	Others Specify.....	:	Total.....	Male.....	Female.....
B10	Gender of the household head	1	Male		
		2	Female		
B11	Principal occupation of the household head	1	farmer		
		2	day laborer		
		3	rickshaw puller/van driver		
		4	motor driver		
		5	government service		

		6	private service								
		7	small business								
		8	large business								
		9	student								
		10	housewife								
		11	unemployed								
		12	Others Specify.....								
B12	Your monthly income (in BDT)	:									
B13	Monthly average total income of your family (from all sources)	:									
B14	Monthly average total expenditure of your family	:	<table> <tr> <td>Total</td><td>Food</td><td>Treat ment</td><td>Educati on</td></tr> <tr> <td></td><td></td><td></td><td></td></tr> </table>	Total	Food	Treat ment	Educati on				
Total	Food	Treat ment	Educati on								
B15	Do any of your family members get any support from Social Safety Nets programs of government/NGO?	1	Yes								
		2	No								
B16	Is your family living with you in Dhaka?	1	Yes								
		2	No								

Section C: Driving experience & related Information

SLN	Questions	Code	Responses
C1	How many years you served as a driver before joining in thisJob?	:	Years
		99	Not Applicable
C2	How many years are you serving as a driver in this Job?	:	Years
C3	How many kilometers in an average you are driving every day?	:	KMs
C4	How many hours in an average you are driving every day?	:	Hours
C5	Everyday how many hours (in an average) you stay at the secretariat areas	:	Hours
C6	How many years ago you have got your driving license?	:	Years
C7	Do you have any experience of accident?	1	Yes
		2	No
C8	How much time do you spent for recreation purpose (everyday)	:	Hours
C9	Usually where do you attend for Praying?	1	Inside the mosque secretariat areas
		2	outside the mosque of secretariat areas
		3	Space allocated for prayer
		4	Own home

		5	Other Specify.....
C10	Where you usually taking your food (breakfast, lunch etc)?	1	staff cafeteria inside the secretariat area
		2	food corner outside of the secretariat area
		3	food taking at car
		4	restaurant
		5	Other Specify.....
C11	Where you dispose the food waste?	1	dustbin
		2	inside the car
		3	throw into the street
		4	other

Section D: Water, Sanitation & Hygiene

SLN	Questions	Code	Responses
D1	When you stay at secretariat areas normally at where you park your vehicle?	1	inside the paribahan pool parking area
		2	in front of paribahan pool (roadside)
		3	inside the secretariat
		4	in front of secretariat (roadside)
		5	others please specify.....
D2	If answer of D1 is 2, 4 & 5 then ask the reasons for parking in the roadside or other places?		
D3	If answer of D1 is 2, 4 & 5 ask when you need refresh (urinal or defecation disposal) after parking then normally where do you and your colleague go for refresh?	1	refresh using public toilets
		2	refresh using toilet inside the paribahan pool
		3	refresh using toilet inside the secretariat
		4	refresh using city corporation/NGO managed mobile toilets
		5	others please specify.....
D4	Do you know how many toilets are in the secretariat areas for use of drivers?	:	
D4.1	Inside the paribahan pool building complex	:	Nos.
D4.2	Inside the secretariat building complex	:	Nos.
D4.3	Public toilet adjacent to secretariat areas	:	Nos
D4.4	City corporation/NGO managed mobile toilets	:	Nos
D5	How many drivers in an average everyday use those toilets?	:	Nos
D6	What kind of materials/equipment available in the toilets exists inside the paribahan pool and secretariat building complex?	1	hand wash basin
		2	water tank for flushing
		3	higher or lower commode
		4	exclusive urine disposal system
		5	water pot (vessel)

		6	hygiene materials (soap, towel, tissue, sandaletc)
		7	lighting
		8	water supply system
		9	others please specify.....
D7	How often do you find that material/equipment in workable during use of toilets?	1	find all materials always workable
		2	find all materials often workable
		3	find all materials sometimes workable
		4	never find a few materials workable/out of order
D8	When you find the toilets in out of order then what do you do if you need to go toilets?		
D9	How often do you find the toilets cleaned?	1	find always cleaned
		2	find often cleaned
		3	find sometimes cleaned
		4	never find cleaned
D10	Which department is mainly responsible for the maintenance of the toilets at the secretariat area?		
D11	Who mostly dispose the toilet wastes?	1	sweeper /cleaner
		2	garbage collector (appointed by city corporation/NGO)
		3	others please specify.....
D12	Where the toilet wastes disposed?	1	Place specified by the city corporation
		2	collect garbage city corporation/NGO)
		3	In a garbage disposing hole inside the compound
		4	Everywhere (illegal)
D13	How do you rate of the toiletsin hygiene condition at secretariat area?	1	very good
		2	good
		3	medium
		4	poor
		5	very poor
D14	In general, how satisfied are you with your hygiene and sanitation at secretariat area?	1	fully satisfied
		2	quite satisfied
		3	medium satisfied
		4	not satisfied
		5	avoid to use the toilet
D15	If you are not fully satisfied with the hygiene and sanitation condition in the secretariat areas, what are your main concerns?	1	Lack of privacy
		2	Lack of cleanliness
		3	Unpleasant smell in toilets
		4	Lack of light in the toilets
		5	lack of hygienematerials
		6	Distance to toilets
		7	Lack of water facilities
		8	Other specify.....
D16	How often do you drink piped water?	1	always
		2	often

D17	How often do you drink boiled water?	3	sometimes
		4	never
		1	always
		2	often
		3	sometimes
D18	How often do you drink bottled (mineral) water?	4	never
		1	always
		2	often
		3	sometimes
D19	Do you have received any health and hygiene related advice from vehicle owner?	4	never
		1	Yes
		2	No

Section E: Knowledge, Attitude & Practice

SLN	Questions	Code	Responses
E1	What is your understanding of sanitation and hygiene?	1	Hand hygiene/ cleanliness
		2	Food hygiene/ cleanliness (proper cooking, storing, preventing cross contamination, washing vegetables)
		3	Safe disposal of faeces (human and animal)
		4	General hygiene/ cleanliness (laundry, cleanliness of surfaces, toilets, baths, sinks)
		5	Clean/ safe water (ensuring safe water at "point of use")
		6	Disposal of solid waste and control of wastewater
		7	Personal hygiene
		8	Don't know
		9	Others, Specify.....
E2	In your opinion, when do you think are the critical times to wash your hands?	1	After using latrine
		2	After cleaning children's bottom
		3	Before preparing meal
		4	After handling children's faeces
		5	After defecation
		6	After touching animals
		7	After handling animal faeces
		8	Before feeding others
		9	After taking care of sick family members
		10	Before eating
		11	Don't know
		12	Other specify.....
E3	What are the signs or evidences of lack of sanitation and hygiene in your surrounding environment?	1	Adult and infant faeces
		2	Animal faeces
		3	Garbage and wastewater in surroundings
		4	Bad/ foul smell in the environment
		5	No/ lack of latrines
		6	Open defecation
		7	Don't know

		8	Other specify.....
E4	How often do you get affected by the following illness? (Fever, diarrhea, flu, cough, Sneeze, or sore throat).	1	Frequently
		2	Once or twice a month
		3	Once every 3 months
		4	Once every 6 months
		5	Rarely

Section F: COVID-19 awareness

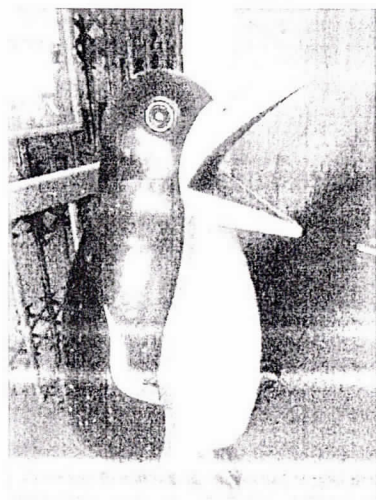
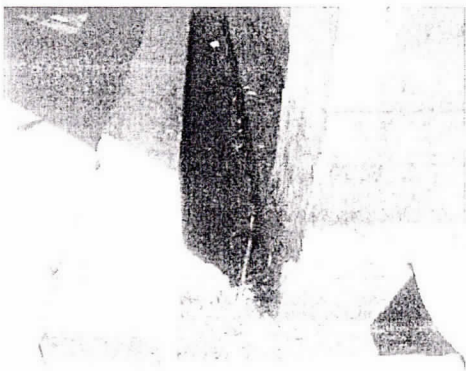
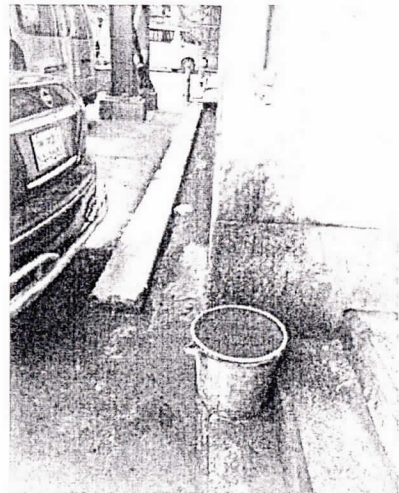
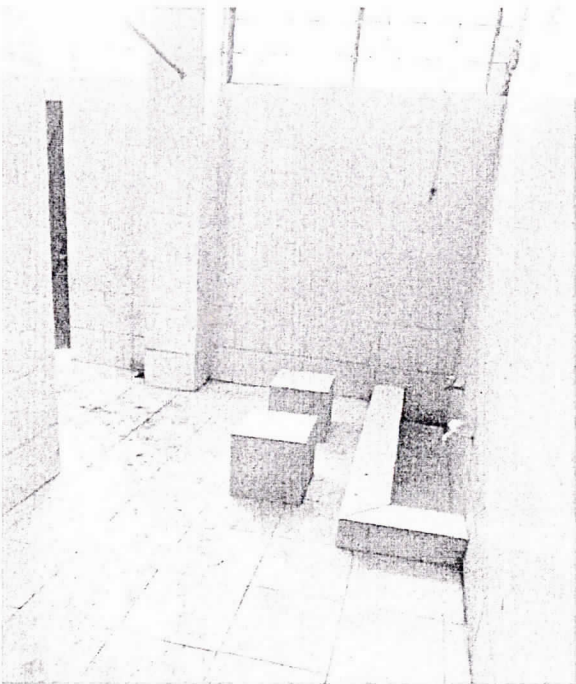
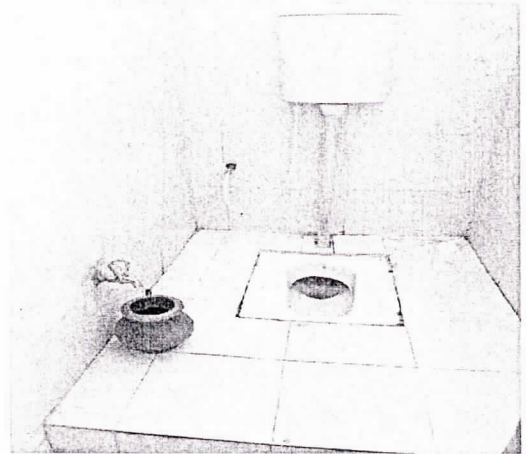
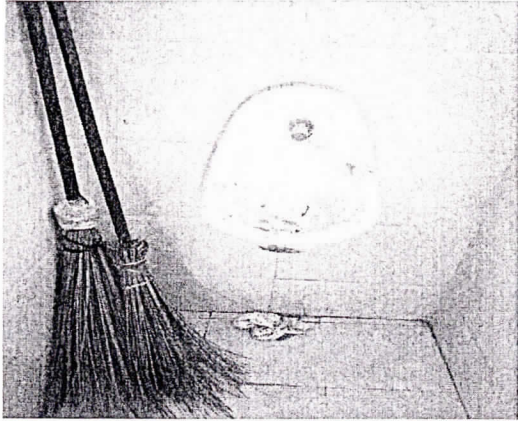
SLN	Questions	1=Never	2=Rarely	3=Often	4=Every time
F1	How often do you contact with a person who manifests flu symptoms such as cough, running nose, fever and sneezing?				
F2	How often do you to go to crowded places?				
F3	How often do you avoid going out to public places with friends and family?				
F4	How often do you avoid taking public transport (e.g. taxi, bus, train, motor-bike, bi-cycle and Rikshaw)?				
F5	How often do you contact your friends and relatives who just back from overseas?				
F6	How often do you avoid travelling with friends and family?				

SLN	Questions	Code	Responses
F7	How are you avoiding from spreading of COVID-19 infection?	1	Home quarantine
		2	Practice regular hand wash
		3	Using mask/PPE
		4	maintain social distancing
		5	Maintain physical distancing
		6	Keep update information on COVID-19 pandemic
		7	Others Specify.....
F8	Please give your suggestions to improve the health and hygiene status or facilities in the secretariat area		

Thank you for giving the time to complete this survey

.....
 Signature of Interviewer

WASH Facilities



Face to Face Interview



Pictorial Information



