
APPENDIX D: SURVEY RESULTS

Task Manager Survey

A survey of World Bank task managers was conducted in September and October 2004 to gather insights gleaned from the staff's experience working on natural disaster recovery and reconstruction projects. This section presents a summary of the answers obtained from the 19 questions originally posed in the survey.

To organize and summarize data, responses to the open-ended questions were grouped into categories, when this method seemed appropriate. A two-step process was used to identify and organize the categories. First, the respondents' comments were grouped according to specific key words taken from their direct statements. When this approach yielded too many unrelated groupings, a category best summarizing the overall statement was imposed on the

comments. Where a significant aspect of the message was likely to be subsumed by combining categories, a decision was made not to combine the categories. The categories are sorted according to their frequency.

Survey Size and Response Rate

The survey did not select a sample, but instead opted to use the complete universe of respondents based on their involvement in at least one project in the natural disaster portfolio. Two hundred and nineteen permanent staff and long-term consultants were identified, and a survey was sent to each of them. Among the employees identified, 34, or 16 percent, responded to the survey. While this represented a relatively low response rate, it was not deemed unusual for Bank staff preoccupied with implementation.

Survey Questions and Responses

1. *If there was something you did during the course of a natural disaster-related project that you consider best practice, please describe it here.*

Twenty-four task managers answered the question. Of these managers, 12 described specific disaster-related projects on which they had worked. Eight referred to a single project, while the remaining four referred to two, three, four, and five projects. The projects were located in the following countries: Afghanistan, Argentina, Bangladesh, Belize, the Caribbean, China, Djibouti, Dominican Republic, El Salvador, Honduras, India (4), Madagascar (2), Nicaragua, Sudan, Turkey, and Yemen.

The best practice activities they described are summarized below.

- Areas where cooperation with other donors is especially important (5)
- Different kinds of post-disaster assessments (5)
- Ideas on mitigation and disaster preparedness (5)
- How to overcome bottlenecks in procurement (4)
- Different approaches to housing reconstruction (3)
- Loan reallocations as a way to provide funds quickly (3)
- Early supervision (3)
- How to improve project design (3)

- Importance of rapid project preparation (2)
- How to establish an implementation unit (2)
- Bank-financed relief and consumption (2)
- Handle safeguards parallel to implementation (1)
- Financial service products for rural areas (1).

2a. What types of project designs or activities, if any, should Bank-financed disaster lending or nonlending services avoid?

Twenty-seven task managers responded to this question. Some focused on what activities the Bank should support instead of stating what activities the Bank should avoid. The activities to be avoided include:

- Financing relief (5)
- Policy-related conditionality (4)
- Multisector programs (3)
- Designing overly ambitious disaster management institutions (3)
- Duplication of efforts with other donors (2)
- Creating new implementation units (1)
- Loan reallocations (1)
- Cash transfer to individuals (1)
- Activities that perpetuate a “hand-out” mentality (1)
- Social sector work (1)
- Budget support (1)
- Too many components in one project (1)
- Undermining sector strategy (1)
- Using ERLs and instead focusing on loan reallocations (1).

It is important to note that while three respondents thought that the Bank should avoid financing relief, one respondent supported the notion that the Bank should finance relief if necessary. He stated: “[The Bank] can’t finance immediate disaster relief, which is mandate of other agencies. However, some flexibility is needed here; for instance, if medicines and blankets are needed, [the Bank should] finance them.” Another task manager cited financing relief (blankets, nutrition kits, water purification tablets, and the like) as a best practice example (see above, question 1).

2b. What types of disaster-related project designs or activities is the Bank particularly good at?

Twenty-six task managers responded to this question. Their responses were categorized in the following way:

- Infrastructure reconstruction (12)
- Designing and implementing complex projects (5)
- Mitigation activities (4)
- Post-disaster assessments (3)
- Early capacity building in fiduciary support (2)
- Reacting with flexibility to a crisis using demand-driven projects (2)
- Balance of payment loans, supplemental loans, and reallocations (2)
- Donor coordination (1)
- Rehabilitation of social services (1).

When asked in what areas the Bank should increase its focus, the staff's answers were as follows:

- Outsourcing projects to NGOs (2)
- Developing insurance schemes (1)
- Making broader use of ERLs (1)
- Simplifying procurement procedures (1)
- Establishing strong project management (1)
- Introducing independent monitoring and evaluation (1)
- Establishing effective Bank teams (1)
- Improving mitigation measures (1).

3. Is the Bank's disaster-related lending focused enough on the poor? Yes/No

Yes: 18

No: 11

No response: 5

4b. How could the Bank's disaster-related lending better address the needs of the poor?

Twenty-six task managers responded to this question and offered the following suggestions:

- Developing comprehensive prevention and mitigation programs (7)
- Placing more emphasis on supporting rural areas (4)
- Supporting livelihood and using local labor (4)
- Focusing more on community-based approaches (4)
- Undertaking poverty analysis (4)
- Involving NGOs (2)
- Promoting trade and industry to increase growth (1)
- Including social capital restoration (1)
- Reconstructing basic infrastructure (1)
- Focusing grant funds from bilateral and other donors on poverty alleviation (1).

5. How can the Bank increase the effectiveness of coordination with other agencies involved in disaster prevention or response?

Twenty-six task managers responded to this question, some providing more than one answer.

Addressing the coordination with other agencies for disaster prevention, the responses included the following:

- Mainstream cooperation in everyday work (8)
- Strengthen the Bank's Hazard Mitigation Unit (3)
- Use agencies that are politically and socially closer to the affected people (1).

With respect to the coordination with other agencies for disaster response, task managers had the following to say:

- Strengthen the government to better respond to natural disasters (5)
- Prepare a common strategy (5)
- Broad communication is important (4)
- The Bank should take the lead in project preparation (3)
- Mutual training and knowledge transfer (2)

- Organize joint assessment missions (2)
- Create a permanent multi-donor task force for disaster response (1)
- Let other agencies be responsible for implementation (1).

6. *What lessons have you learned about assessing damages after a major disaster event that the Bank or its borrowers need to take into account?*

Twenty-five task managers responded to this question. While most answers addressed damage assessment, some focused on the related needs assessment.

- Help build in-country capacity for data collection prior to the disaster (7)
- Speed is more important than accuracy (6)
- Involve the government and NGOs for damage assessment (5)
- Take into account that damage is usually overestimated in the beginning (2)
- Professional multisectoral teams are needed (2)
- The Bank should use accelerated internal procedures to facilitate swift damage assessment (1)
- Pay less attention to social and more to legal, institutional, and technical issues (1)
- Distinguish between neglected maintenance and damage (1)
- Identify measures to prevent future damage (1)
- The Bank should rely more on expert agencies such as the Economic Commission for Latin American and the Caribbean (ECLAC) (1)
- Assess what withstood the disaster (1)
- Use digital cameras to document the damage to private property (1).

For those respondents who discussed needs assessments, their answers were as follows:

- Deal with unrealistic expectations early on (3)
- High-quality needs assessment is important (3).

7. *Which beneficiary participation activities significantly enhance the implementation of disaster-related lending?*

Twenty-two task managers provided relevant information on this question. They identified the following activities:

- Activities at the local level (8)
- Activities with benefits for individual beneficiaries (4)
- Providing beneficiaries with information (4)
- Consultation with beneficiaries (4)
- Participation in housing reconstruction (3)
- Developing a suitable early warning system (1)
- Formulation of a safety net (1)
- Activities on the policy level (1)
- Quality monitoring (1)
- Disaster management courses for mayors and government officials (1)
- NGO-led activities (1).

According to the respondents, beneficiary involvement was deemed useful during the following phase:

- During the relief phase (1)

- During project identification (1)
- During the project planning phase (1)
- During the reconstruction phase (1).

8. Under what circumstances, if any, have you seen beneficiary participation be counterproductive in the post-disaster context?

Sixteen task managers responded to this question. Five of them did not see beneficiary participation as counterproductive. The eleven task managers who indicated some form of counterproductivity provided the following examples:

- When projects involve beneficiaries in damage and needs assessment, which might cause small-scale corruption (4)
- When projects involve beneficiaries in managing and distributing emergency assistance (1)
- When authorities are corrupt (1)
- When there is a lack of a good communication strategy with the public (1)
- When the main beneficiaries are not the people participating (1)
- When beneficiary participation is difficult for major infrastructure reconstruction (1).

In some cases, task managers identified specific circumstances under which counterproductivity may arise. They included:

- Mass mobilization (1)
- Disease prevention (2)
- Combined natural disaster and civil unrest (2).

9. What can be done to increase borrower ownership of disaster prevention/mitigation components in natural disaster-related projects?

Twenty-four task managers responded to this question. Three of them stated that they had not encountered a lack of borrower ownership after a natural disaster. Twenty-one task managers provided comments that can be grouped into the following categories:

- Develop good communication strategies (10)
- Empower implementing ministries in each sector (4)
- Ensure a strong implementation task force (3)
- Involve beneficiaries in project design (2)
- Create incentives for better government planning (2)
- Provide more supervision (1)
- Recognize the role that the media play in emergencies (1)
- Promote the government's regulatory role (1)
- Provide assistance rapidly (1)
- Borrower ownership must be a prerequisite for Bank involvement (1).

Some staff provided specific activities, including analytical and advisory assistance (AAA), workshops, capacity building, and establishing data preservation systems.

10. Have you utilized the Hazard Management Unit (HMU), formerly known as the Disaster Management Facility? Yes/No?

Yes: 8

No: 23

No response: 3

If task managers had used the HMU, they were asked the following questions:

10a1. What aspects of its assistance were helpful?

All eight respondents that used the HMU commented on its helpful assistance in the following areas:

- Providing advice (7)
- Providing project documentation / institutional memory (4)
- Maintaining consultant database (2)
- Offering other support (1).

10a2. What additional services would you like to see provided?

Six of the eight task managers that used the HMU provided comments on additional services the HMU could provide. These services included the following:

- Topics for disaster-risk management courses (2)
- Seed funding for supervision (1)
- Knowledge sharing services (1)
- Technical assistance (1)
- Additional staff for the HMU (1).

10a3. What services that it provides should be improved?

Four of the eight task managers that used the HMU provided ideas on how to improve its services, including:

- Providing more assistance in designing prevention policies (1)
- Offering more training (1)
- Organizing a more active thematic group (1)
- Promoting adjustments of the Bank's ERL guidelines (1)
- Using mitigation as a safeguard and mainstream it in regular lending activities (1)
- Promoting the Bank's operational experience in conferences around the world (1).

If task managers had not used the HMU they were asked the following question:

10b1. What types of support do task managers confronting disaster need from the Hazard Management Unit?

Ten task managers that had not used the HMU suggested the following types of support:

- Provide advice and technical and procedural assistance (5)
- Provide support in damage and needs assessment (4)
- Combine the different emergency facilities into one (1)
- Increase HMU's visibility within the Bank (1).

11a. After Board approval, what avoidable delays have you encountered in disaster-related projects?

Twenty-two task managers responded to this question. They raised the following issues that contribute to delays:

- Procurement and disbursement issues (15)

- Delays related to institutional arrangements within the implementation agencies (5)
- Political reasons (3)
- Safeguard issues (2)
- Lack of effectiveness conditions (1)
- Lack of Bank management support (1)
- Lack of disaster relief institution in the country (1)
- Lack of seed money (1)
- Project start up (1).

11b. What, if anything, could the Bank do about these delays?

Nineteen task managers provided ideas on how to avoid delays between Board approval and effectiveness:

- Simplify procurement guidelines (4)
- Develop simple project designs (4)
- Provide seed money (3)
- Generate ideas on how to overcome political hurdles in the country (3)
- Set up an implementation unit under the umbrella of the highest level of management (2)
- Set up strong implementation teams (2)
- Change legal requirements (2)
- Overcome lack of in country capacity (1)
- Establish disaster prevention and relief organization (1)
- Relax effectiveness conditions (1).

12. What new directions should the Bank's efforts in natural disaster prevention and mitigation take?

Twenty-three task managers answered this question. Their responses offered a broad range of advice:

- Strengthen prevention activities (17)
- Change Bank procedures (5)
- Innovation in providing relief (4)
- Lend directly to local authorities (3)
- Focus on capacity building (2)
- More research and best practice examples for disaster management (2)
- Combine the Bank's different emergency facilities for hazards, civil war, and LICUS into one (1)
- Use direct budget support instrument (1).

13. What additional disaster-related lending or nonlending services might the Bank offer?

Nineteen task managers answered this question. Their thoughts covered a number of areas, including:

- Research and advisory activities (7)
- Use different financing mechanisms (6)
- Provide more grant-based funding / seed funds to speed up project preparation and reduce vulnerability (5)
- Increase knowledge sharing and awareness (4)
- Increase safety in privately owned houses and apartment buildings (2)

- Offer relief coordination and management services (2)
- Increase safety (2).

14. What aspects of the Bank policy governing natural disasters (OP 8.50 Emergency Recovery Lending) do you feel need to be changed during the ongoing policy revision exercise?

Fourteen task managers responded to this question. Their comments were as follows:

- Change ways of disaster financing (6)
- Create incentives, planning, and economic instruments for prevention (3)
- Simplify the current policy (2)
- Develop a future policy that is more explicit on safeguards (2)
- Consider financing relief (2)
- Develop emergency procedures for project implementation, not only for preparation (1)
- Create separate policies for natural disasters, post-conflict situations, and so on (1).

15. Do you believe that the majority of Bank-financed disaster projects achieve their disaster prevention/mitigation objectives? Yes/No

Yes: 14

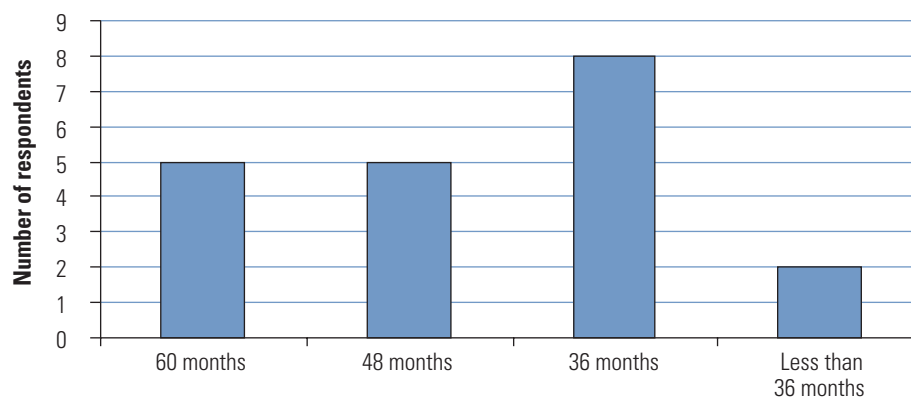
No: 10

No response: 10

16. Emergency Recovery Loans are currently allotted 36 months for implementation. In a revision of OP 8.50 (Emergency Recovery Assistance), how many months would you allocate for implementation?

Average:	43.5
Did not respond	9
60 months	5
48 months	5
36 months	8
Less than 36 months	2
No ERLs	1

Figure D.1: Suggested Implementation Time for ERLs

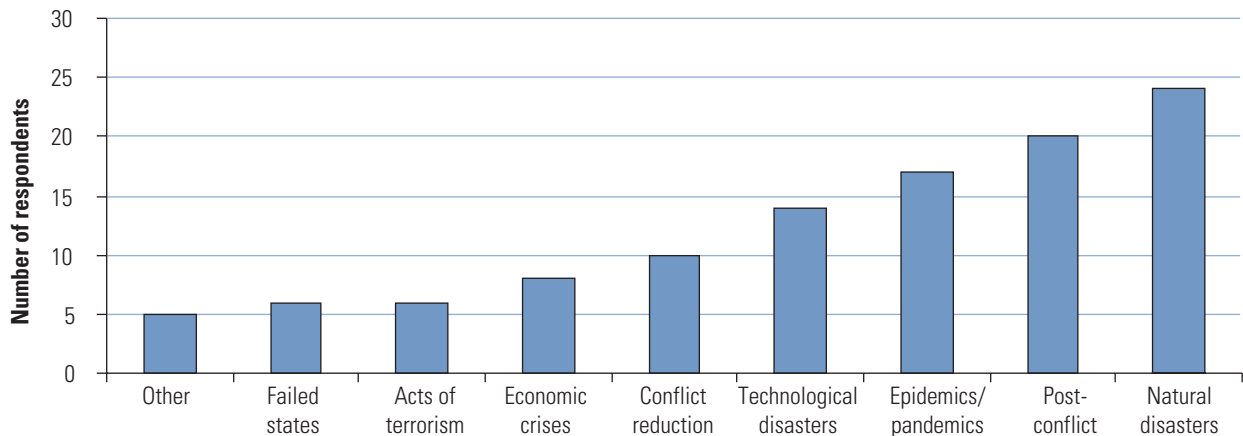


17. During the current revision of OP 8.50, what types of emergencies would be appropriate for the new policy to cover? (Please check all that apply):

Twenty-seven task managers answered this question, and provided the following feedback:

Epidemics/pandemics:	17
Post-conflict:	20
Conflict reduction:	10
Failed states:	6
Natural disasters:	24
Technological disasters:	14
Economic crises:	8
Acts of terrorism:	6
Other:	5
No response:	7

Figure D.2: Importance Task Managers Attribute to Emergency Types to Be Covered by a Future Policy on Emergency Lending



18. What training should be provided to task managers new to disaster?

Thirty-one task managers answered this question. Their comments were as follows:

- A short disaster training course for all task managers (6)
- A mandatory training course for all task teams starting a disaster-related project (14)
- A training course for only those task teams that request one (4)
- No training is needed (1)
- Other (5).

19. If there is something else that you would like to say about the effectiveness of Bank activities in the post-disaster context, please note it here.

Only one task manager responded to this question, adding the following comment:

- Increase flexibility, especially in procurement (1).

El Salvador Beneficiary Survey

IEG fielded a mission to El Salvador in September 2003 to review the results of the El Salvador Earthquake Reconstruction Project (L2873-ES) and to conduct a survey with the beneficiaries of the emergency housing component. The survey examined project impacts seven years after the loan closed. A total of 918 housing units were visited in greater El Salvador (including Apopa and Santa Tecla). In six neighborhoods of single-family homes, surveyors visited 753 units, and in four neighborhoods of multistory condominium buildings, surveyors visited 165 families. Table D.1 shows the response rate.

A team of four surveyors conducted the survey under IEG supervision. The following

survey instrument was developed in conjunction with the Ministry of Foreign Relations' Department of External Cooperation. The housing units surveyed covered the work of the four participating financial institutions: CREDISA, CASA, Atlacatl, and AHORROMET. It was not possible to use random sampling. In many areas housing was not numbered and streets had no visible name. It also was not possible to find maps of the communities.

Surveyors were unwilling to enter a number of communities for safety reasons, and government informants concurred that the risk was as great as the surveyors described. The surveyors stayed in visual contact with each other at all times, going to all the units on every street or floor. A vehicle was placed at the disposition of the survey team, and the driver assisted with the monitoring of gang activity. Work in each community ended when the survey team or the driver felt endangered, or at the end of the working day. The surveyors participated in the data analysis process. At the end of each day, there was a debriefing with the task manager. At the end of the analysis process, the team presented written and oral observations.

Table D.1: General Survey Information

	Number	Percent
Housing units visited	918	
Consent to be interviewed	465	51
Abandoned/uninhabited units	89	10
Declined to be interviewed	364	39

Table D.2: El Salvador Survey: Responses from Individual Neighborhoods

General	Bosque de Prusia	Los Almendros	Los Naranjos	Monte Carmelo	Res. Europa	Resid. San Lucas	Condo America	Condo el Bosque	Condo Marconi	Condo San Miguelito
Condo/casa	casa	casa	casa	casa	casa	casa	condo	condo	condo	condo
Number of houses visited	103	149	121	146	129	105	60	33	48	22
Percentage interviewed	43.7	64.4	66.9	47.9	51.2	51.4	30.0	42.4	22.9	45.5
Percentage of nonrespondents (sum of next two)	56.3	35.6	33.1	52.1	48.8	48.6	70.0	57.6	77.1	54.5
Percentage of abandoned/uninhabited units	7.8	4.7	14.9	11.0	18.1	18.1	6.7	21.2	16.7	9.1
Percentage of inhabited but nonrespondent units	48.5	30.9	18.2	41.1	49.0	30.5	63.3	36.4	60.4	54.5
	Percent									
1. Alguien ocupo la casa antes de usted?										
si	35.6	38.5	37.0	30.0	19.7	31.5	44.4	35.7	33.3	20.0
no	64.4	61.5	63.0	70.0	80.3	68.5	55.6	64.3	66.7	80.0
										100.0
2. Cual es su situacion referente a esta casa?										
propietario	79.5	86.6	75.3	77.1	46.2	81.8	37.5	84.6	72.7	90.0
con promesa de venta	0.0	5.2	3.7	0.0	7.7	1.8	0.0	0.0	0.0	0.0
alquilando	20.5	7.2	16.0	10.0	46.2	10.9	50.0	15.4	27.3	10.0
ocupando casa abandonada	0.0	1.0	4.9	12.9	5.5	5.5	12.5	0.0	0.0	0.0
3. Si es dueño, a nombre de quien esta la escritura?										
hombre	47.2	51.8	50.0	75.9	27.3	45.5	33.3	66.7	50.0	66.7
mujer	50.0	42.2	46.7	22.2	37.9	47.7	16.7	33.3	50.0	33.3
ambos	2.8	2.4	0.0	1.9	1.5	0.0	11.1	0.0	0.0	0.0
no se	0.0	3.6	3.3	0.0	33.3	6.8	38.9	0.0	0.0	0.0
4. Antes de pasar a esta casa, donde vivio?										
campo	4.4	10.4	7.4	10.0	10.6	9.3	5.6	0.0	0.0	0.0
ciudad capital	68.9	64.6	75.3	62.9	66.7	75.9	61.1	92.9	81.8	70.0
otra ciudad	26.7	25.0	17.3	27.1	22.7	14.8	33.3	7.1	18.2	30.0
5. En su anterior vivienda, cual era su situacion?										
propio	35.6	17.7	27.2	28.6	25.8	33.3	11.1	7.1	9.1	10.0
con promesa de venta	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
alquilan	46.7	71.9	54.3	64.3	60.6	53.7	61.1	85.7	72.7	90.0
vivio con otros sin pagar	15.6	10.4	18.5	4.3	10.6	9.3	11.1	0.0	18.2	0.0
ocupando casa abandonada	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
dormitorio publico	0.0	0.0	0.0	0.0	0.0	1.9	0.0	7.1	0.0	0.0
sin casa	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
otra	0.0	0.0	2.9	2.9	3.0	1.9	16.7	0.0	0.0	0.0

Table D.3: El Salvador Survey: Ranked Response Questions

Bosque Prusia		Los Almendros		Los Naranjos	
6. Como le afecto el terremoto de 1986?					
G. en nada/no se acuerda	24	B. perdida de vivienda	51	B. perdida de vivienda	40
A. danos a la vivienda	13	G. en nada/no se acuerda	22	G. en nada/no se acuerda	28
B. perdida de vivienda	5	A. danos a la vivienda	20	A. danos a la vivienda	11
C. perdida de efectos personales	3	F. dano psicologico	7	C. perdida de efectos personales	1
F. dano psicologico	2	C. perdida de efectos personales	5	D. perdida de un familiar	1
D. perdida de un familiar	0	E. heridas	3	F. dano psicologico	1
7. Que es lo que le gusta de esta casa?					
A. ubicacion	16	E. todo	33	E. todo	24
D. es propio	15	I. Privacidad	16	D. es propio	14
E. todo	13	B. tamano de casa	13	A. ubicacion	13
G. comodo/acogedor	7	C. tamano de terreno	9	F. nada	8
F. nada	6	F. nada	8	I. Privacidad	5
I. Privacidad	5	H. accesibilidad	7	B. tamano de casa	4
C. tamano de terreno	2	D. es propio	5	C. tamano de terreno	3
B. tamano de casa	1	A. ubicacion	1	G. comodo/acogedor	0
H. accesibilidad	0	G. comodo/acogedor	1	H. accesibilidad	0
8. Que es lo que le preocupa de esta casa?					
I. Nada	24	A. techo (casas)	29	A. techo (casas)	22
A. techo (casas)	22	I. Nada	21	I. Nada	18
G. espacio interior muy pequeno	12	B. paredes	20	C. calidad de construccion/ materiales/filtracion de agua	4
B. paredes	7	E. cuota alta	15	E. cuota alta	3
J. ubicacion	3	C. calidad de construccion/materiales/ filtracion de agua	13	G. espacio interior muy pequeno	3
C. calidad de construccion/materiales/ filtracion de agua	2	F. inseguridad/entrada de ajenos	5	B. paredes	1
D. piso	0	G. espacio interior muy pequeno	3	H. plomeria	1
E. cuota alta	0	J. ubicacion	2	K. contaminacion del medio ambiente	1
F. inseguridad/entrada de ajenos	0	D. piso	0	D. piso	0
H. plomeria	0	H. plomeria	0	F. inseguridad/entrada de ajenos	0
K. contaminacion del medio ambiente	0	K. contaminacion del medio ambiente	0	J. ubicacion	0
9. Que mejoras le han hecho a la casa?					
E. ampliacion de cuartos	22	H. nada/no	35	H. nada/no	32
H. nada/no	21	G. cambio de puerta/ventana/ balcon, instalacion de defensas	32	A. Cuartos extras	19
F. cambio de techo	10	F. cambio de techo	22	G. cambio de puerta/ventana/ balcon, instalacion de defensas	13
A. Cuartos extras	9	A. Cuartos extras	13	B. muros divisores	8

Monte Carmelo		Res. Europa		San Lucas	
B. perdida de vivienda	33	B. perdida de vivienda	31	G. en nada/no se acuerda	22
G. en nada/no se acuerda	23	G. en nada/no se acuerda	18	B. perdida de vivienda	19
A. danos a la vivienda	11	A. danos a la vivienda	8	A. danos a la vivienda	12
F. dano psicologico	1	C. perdida de efectos personales	2	F. dano psicologico	2
C. perdida de efectos personales	0	D. perdida de un familiar	0	D. perdida de un familiar	1
D. perdida de un familiar	0	E. heridas	0	C. perdida de efectos personales	0
A. ubicacion	16	E. todo	15	H. accesibilidad	3
E. todo	16	A. ubicacion	10	B. tamano de casa	2
D. es propio	14	D. es propio	9	E. todo	2
I. Privacidad	10	F. nada	8	D. es propio	1
C. tamano de terreno	8	G. comodo/acogedor	5	F. nada	1
F. nada	8	I. Privacidad	3	I. Privacidad	1
B. tamano de casa	6	B. tamano de casa	2	A. ubicacion	0
G. comodo/acogedor	4	C. tamano de terreno	1	C. tamano de terreno	0
H. accesibilidad	0	H. accesibilidad	1	G. comodo/acogedor	0
A. techo (casas)	42	A. techo (casas)	25	C. calidad de construccion/ materiales/filtracion de agua	8
I. Nada	18	I. Nada	15	F. inseguridad/ entrada de ajenos	1
B. paredes	9	C. calidad de construccion/materiales/ filtracion de agua	9	G. espacio interior muy pequeno	1
J. ubicacion	8	G. espacio interior muy pequeno	8	J. ubicacion	1
C. calidad de construccion/materiales/ filtracion de agua	7	B. paredes	7	A. techo (casas)	0
E. cuota alta	5	E. cuota alta	4	B. paredes	0
H. plomeria	4	F. inseguridad/entrada de ajenos	4	D. piso	0
F. inseguridad/entrada de ajenos	1	J. ubicacion	4	E. cuota alta	0
G. espacio interior muy pequeno	1	D. piso	3	H. plomeria	0
D. piso	0	H. plomeria	3	I. Nada	0
K. contaminacion del medio ambiente	0	K. contaminacion del medio ambiente	3	K. contaminacion del medio ambiente	0
H. nada/no	40	A. Cuartos extras	18	H. nada/no	6
G. cambio de puerta/ventana/ balcon, instalacion de defensas	22	H. nada/no	17	G. cambio de puerta/ventana/ balcon, instalacion de defensas	4
A. Cuartos extras	21	G. cambio de puerta/ventana /balcon, instalacion de defensas	12	A. Cuartos extras	0
F. cambio de techo	8	F. cambio de techo	9	B. muros divisores	0

(Table continues on the following page.)

Table D.3: El Salvador Survey: Ranked Response Questions (continued)

Bosque Prusia		Los Almendros		Los Naranjos	
G. cambio de puerta/ventana/balcon, instalacion de defensas	6	E. ampliacion de cuartos	10	F. cambio de techo	4
B. muros divisores	5	I. Cambio de piso	4	C. verjas	2
C. verjas	4	B. muros divisores	1	E. ampliacion de cuartos	2
D. segunda planta	4	C. verjas	0	D. segunda planta	0
I. Cambio de piso	1	D. segunda planta	0	I. Cambio de piso	0
10. Mencione 3 cosas qu le gusta de este barrio					
C. transporte colectivo	23	I. Poca delincuencia	44	A. todo	20
K. el clima	18	C. transporte colectivo	37	C. transporte colectivo	18
H. apartado de ruidos	16	G. centrico	22	D. servicios basicos	16
G. centrico	15	F. los vecinos	21	E. escuela cerca	12
A. todo	14	J. zona verde	21	F. los vecinos	6
I. Poca delincuencia	14	B. nada	14	H. apartado de ruidos	6
D. servicios basicos	11	D. servicios basicos	6	I. Poca delincuencia	6
E. escuela cerca	8	H. apartado de ruidos	5	J. zona verde	6
F. los vecinos	5	A. todo	2	B. nada	4
J. zona verde	3	E. escuela cerca	0	G. centrico	4
B. nada	2	K. el clima	0	K. el clima	1
11. Mencione 3 cosas que le preocupa de este barrio					
H. nada	14	A. riesgo de incomunicacion	55	H. nada	26
E. las maras/delincuencia	13	C. mal sericio de agua potable	45	B. rios contaminados	22
B. rios contaminados	7	M.Crime	24	C. mal sericio de agua potable	14
C. mal sericio de agua potable	6	L. Lack of Schools	16	E. las maras/delincuencia	12
D. basura (servicios)	6	G. aguas lluvias en pasajes	10	D. basura (servicios)	11
F. alumbrado publico	4	E. las maras/delincuencia	5	M.Crime	9
M. Crime	4	H. nada	5	F. alumbrado publico	7
I. Todo	3	I. Todo	3	J. muros de contencion	4
G. aguas lluvias en pasajes	1	D. basura (servicios)	1	N.Lack of play areas	4
A. riesgo de incomunicacion	0	F. alumbrado publico	1	G. aguas lluvias en pasajes	1
J. muros de contencion	0	B. rios contaminados	0	I. Todo	1
K. Poor Quality Materials	0	J. muros de contencion	0	A. riesgo de incomunicacion	0
Condo. America		Condo. El Bosque		Condo. Marconi	
4. Como le afecto el terremoto de 1986?					
B. perdida de vivienda	10	B. perdida de vivienda	10	B. perdida de vivienda	6
G. en nada/no se acuerda	9	F. dano psicologico	2	G. en nada/no se acuerda	3
A. danos a la vivienda	0	G. en nada/no se acuerda	2	A. danos a la vivienda	1
C. perdida de efectos personales	0	A. danos a la vivienda	1	C. perdida de efectos personales	0
D. perdida de un familiar	0	C. perdida de efectos personales	0	D. perdida de un familiar	0
E. heridas	0	D. perdida de un familiar	0	E. heridas	0

Monte Carmelo		Res. Europa		San Lucas	
B. muros divisores	4	E. ampliacion de cuartos	7	C. verjas	0
E. ampliacion de cuartos	2	B. muros divisores	5	D. segunda planta	0
I. Cambio de piso	1	C. verjas	1	E. ampliacion de cuartos	0
C. verjas	0	D. segunda planta	1	F. cambio de techo	0
D. segunda planta	0	I. Cambio de piso	1	I. Cambio de piso	0
C. transporte colectivo	40	H. apartado de ruidos	22	G. centrico	6
I. Poca delincuencia	34	C. transporte colectivo	16	H. apartado de ruidos	4
G. centrico	19	E. escuela cerca	13	A. todo	1
J. zona verde	13	I. Poca delincuencia	12	B. nada	1
H. apartado de ruidos	12	D. servicios basicos	10	D. servicios basicos	1
A. todo	10	G. centrico	10	E. escuela cerca	1
B. nada	9	B. nada	8	K. el clima	1
E. escuela cerca	7	A. todo	7	C. transporte colectivo	0
D. servicios basicos	4	K. el clima	6	F. los vecinos	0
F. los vecinos	4	F. los vecinos	2	I. Poca delincuencia	0
K. el clima	1	J. zona verde	2	J. zona verde	0
H. nada	23	H. nada	27	D. basura (servicios)	14
J. muros de contencion	11	G. aguas lluvias en pasajes	22	H. nada	14
E. las maras/delincuencia	6	J. muros de contencion	15	A. riesgo de comunicacion	12
B. rios contaminados	6	M.Crime	7	B. rios contaminados	10
C. mal sericio de agua potable	5	D. basura (servicios)	6	N.Lack of play areas	9
D. basura (servicios)	4	B. rios contaminados	2	E. las maras/delincuencia	5
N.Lack of play areas	2	K.Poor Quality Materials in stairs/walkways2	2	C. mal sericio de agua potable	4
M.Crime	2	N.Lack of play areas	2	M.Crime	3
I. Todo	2	C. mal sericio de agua potable	1	G. aguas lluvias en pasajes	1
G. aguas lluvias en pasajes	2	E. las maras/delincuencia	1	I. Todo	1
L.Lack of Schools	1	F. alumbrado publico	1	J. muros de contencion	1
K.Poor Quality Materials in stairs/walkways0	0	I. Todo	1	F. alumbrado publico	0
Condo. San Miguelito					
B. perdida de vivienda	5				
G. en nada/no se acuerda	5				
A. danos a la vivienda	0				
C. perdida de efectos personales	0				
D. perdida de un familiar	0				
E. heridas	0				

(Table continues on the following page.)

Table D.3: El Salvador Survey: Ranked Response Questions (continued)

Condo. America		Condo. El Bosque		Condo. Marconi	
7. Que es lo que le gusta de esta casa?					
F. nada	7	E. todo	5	A. ubicacion	4
E. todo	4	H. accesibilidad	3	E. todo	3
A. ubicacion	2	F. nada	2	I. Privacidad	2
D. es propio	1	A. ubicacion	0	D. es propio	1
G. comodo/acogedor	1	B. tamano de casa	0	F. nada	1
I. Privacidad	1	C. tamano de terreno	0	G. comodo/acogedor	1
B. tamano de casa	0	D. es propio	0	B. tamano de casa	0
C. tamano de terreno	0	G. comodo/acogedor	0	C. tamano de terreno	0
H. accesibilidad	0	I. Privacidad	0	H. accesibilidad	0
8. Que es lo que le preocupa de esta casa?					
C. calidad de construccion/materiales/ filtracion de agua	8	A. techo (casas)	3	I. Nada	4
B. paredes	3	C. calidad de construccion/materiales/ filtracion de agua	3	C. calidad de construccion/ materiales/filtracion de agua	3
I. Nada	2	E. cuota alta	2	A. techo (casas)	2
E. cuota alta	1	I. Nada	2	H. plomeria	2
G. espacio interior muy pequeno	1	G. espacio interior muy pequeno	1	D. piso	1
J. ubicacion	1	B. paredes	0	B. paredes	0
A. techo (casas)	0	D. piso	0	E. cuota alta	0
D. piso	0	F. inseguridad/entrada de ajenos	0	F. inseguridad/entrada de ajenos	0
F. inseguridad/entrada de ajenos	0	H. plomeria	0	G. espacio interior muy pequeno	0
H. plomeria	0	J. ubicacion	0	J. ubicacion	0
K. contaminacion del medio ambiente	0	K. contaminacion del medio ambiente	0	K. contaminacion del medio ambiente	0
9. Que mejoras le han hecho a la casa?					
H. nada/no	14	H. nada/no	8	H. nada/no	8
E. ampliacion de cuartos	2	E. ampliacion de cuartos	2	G. cambio de puerta/ventana /balcon, instalacion de defensas	5
G. cambio de puerta/ventana/balcon, instalacion de defensas	2	G. cambio de puerta/ventana/ balcon, instalacion de defensas	1	I. Cambio de piso	2
A. Cuartos extras	0	A. Cuartos extras	0	A. Cuartos extras	1
B. muros divisores	0	B. muros divisores	0	B. muros divisores	1
C. verjas	0	C. verjas	0	C. verjas	0
D. segunda planta	0	D. segunda planta	0	D. segunda planta	0
F. cambio de techo	0	F. cambio de techo	0	E. ampliacion de cuartos	0
I. Cambio de piso	0	I. Cambio de piso	0	F. cambio de techo	0

Condo. San Miguelito

E. todo	16
B. tamaño de casa	7
F. nada	6
D. es propio	4
I. Privacidad	4
A. ubicación	3
H. accesibilidad	3
G. cómodo/acogedor	1
C. tamaño de terreno	0
I. Nada	26
A. techo (casas)	5
G. espacio interior muy pequeño	4
F. inseguridad/entrada de ajenos	2
H. plomería	2
C. calidad de construcción/materiales/ filtración de agua	1
B. paredes	0
D. piso	0
E. cuota alta	0
J. ubicación	0
K. contaminación del medio ambiente	0
H. nada/no	16
A. Cuartos extras	14
D. segunda planta	10
E. ampliación de cuartos	8
F. cambio de techo	3
C. verjas	2
G. cambio de puerta/ ventana/ balcon, instalación de defensas	2
I. Cambio de piso	1
B. muros divisores	0

(Table continues on the following page.)

Table D.3: El Salvador Survey: Ranked Response Questions (continued)

Condo. America		Condo. El Bosque		Condo. Marconi	
10. Mencione 3 cosas qu le gusta de este barrio					
A. todo	6	G. centrico	6	G. centrico	9
B. nada	5	B. nada	3	A. todo	3
G. centrico	2	A. todo	2	E. escuela cerca	3
H. apartado de ruidos	2	D. servicios basicos	2	I. Poca delincuencia	3
I. poca delincuencia	2	I. poca delincuencia	1	D. servicios basicos	2
E. escuela cerca	1	J. zona verde	1	H. apartado de ruidos	2
C. transporte colectivo	0	C. transporte colectivo	0	C. transporte colectivo	1
D. servicios basicos	0	E. escuela cerca	0	F. los vecinos	1
F. los vecinos	0	F. los vecinos	0	B. nada	0
J. zona verde	0	H. apartado de ruidos	0	J. zona verde	0
K. el clima	0	K. el clima	0	K. el clima	0
11. Mencione 3 cosas que le preocupa de este barrio					
H. nada	5	H. nada	8	E. las maras/delincuencia	4
C. mal sericio de agua potable	2	C. mal sericio de agua potable	1	J. muros de contencion	4
I. todo	2	J. muros de contencion	1	H. nada	3
K. poor quality materials in stairs/walkways	1	K. poor quality materials in stairs/walkways	1	G. aguas lluvias en pasajes	2
M.crime	1	M. crime	1	N.lack of play areas	2
A. riesgo de comunicacion	0	A. riesgo de comunicacion	0	A. riesgo de comunicacion	1
B. rios contaminados	0	B. rios contaminados	0	I. Todo	1
D. basura (servicios)	0	D. basura (servicios)	0	B. rios contaminados	0
E. las maras/delincuencia	0	E. las maras/delincuencia	0	C. mal servicio de agua potable	0
F. alumbrado publico	0	F. alumbrado publico	0	D. basura (servicios)	0
G. aguas lluvias en pasajes	0	G. aguas lluvias en pasajes	0	F. alumbrado publico	0
J. muros de contencion	0	I. todo	0	K. poor quality materials in stairs/walkways	0

Condo. San Miguelito

I. poca delincuencia	16
D. servicios basicos	13
J. zona verde	12
C. transporte colectivo	11
E. escuela cerca	10
A. todo	8
G. centrico	7
B. nada	4
F. los vecinos	1
K. el clima	1
H. apartado de ruidos	0
E. las maras/delincuencia	3
H. nada	3
M.crime	2
C. mal sericio de agua potable	1
D. basura (servicios)	1
I. todo	1
A. riesgo de comunicacion	0
B. rios contaminados	0
F. alumbrado publico	0
G. aguas lluvias en pasajes	0
J. muros de contencion	0
K. poor quality materials in stairs/ walkways	0