

SURVEY ON USERS' SATISFACTION OF PUBLIC POTABLE WATER IN RURAL AREAS OF BURKINA FASO

EXECUTIVE SUMMARY

The primary goal of the USAID West Africa Water Supply, Sanitation, and Hygiene (USAID WA-WASH) Program is to increase sustainable access to safe water and sanitation and improve hygiene in Burkina Faso, Ghana, and Niger. To contribute to the achievement of the primary goal, the program strengthens the regional enabling environment and builds the capacity of the WASH sector stakeholders to achieve the WASH Millennium Development Goals (MDGs) in the three countries. In 2005, the Government of Burkina Faso set a target to halve the proportion of people without adequate access to safe drinking water by 2015 in line with the MDGs. To achieve this goal, the National Program of Drinking Water Supply and Sanitation (PN-AEPA in French) was developed in 2006. The PN-AEPA defined the concept of adequate access to safe drinking water. The country adopted the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) definition regarding adequate access to safe drinking water. According to this definition, the population with sustainable access to potable water (urban and rural) is the proportion of population which utilizes an improved source such as piped water, public taps, boreholes (equipped with a hand pump), protected well/spring, or rainwater. The improved water sources do not include water supplied by vendors, bottled water, water supplied by a tanker or unprotected wells and springs. The indicator for access to safe drinking water is the percentage of people having access to an improved water source in relation to the total population.

The Ministry of Water Resources conducted a baseline study in 2005 to determine the level of access to drinking water in the country. Based on the results of the baseline study and the WHO and UNICEF guidelines, baseline indicators were developed to facilitate the monitoring of the rate of access to drinking water in rural areas. The indicators includes: (1) access to at least 20 liters of water per person per day from a borehole, for a maximum population of 300 individuals within a radius of one kilometer; (2) access to at least 20 liters of water per person per day from a tap for a maximum population of 500 individuals residing within a maximum radius of 500 meters; (3) access to at least 20 liters of water per person per day from a private tap for a maximum population of 10 individuals in a household; and (4) a functional and reliable improved water point which provides a minimum flow of 0.7 cubic meters/hour without breakdown for more than 12 months. According to the guidelines of the Government, a 10-member household should pay a maximum of CFA F 2,500 per year to have access to safe water at a hand pump and the price at the tap stand should not exceed CFA F 500/m³ for piped water systems in rural areas.

Based on the indicators, the USAID WA-WASH Program through its partner IRC, supported the Ministry of Water Resources in the country to evaluate the satisfaction of users of public potable water in the municipalities of Arbinda and Gorgadji in the Sahel region through a survey. The sample size of the survey was 463 households from 59 villages in Arbinda and Gorgadji municipalities. A questionnaire was developed for data collection and was administered to heads of households or spouses. The survey investigated the sources of potable water for the household, the sufficiency of water quantity for basic needs, the quality of water, the distance to water points, the number of users (crowding) at the water points, the functionality of the water points and the water tariffs paid. Five data collectors and the staff from the water and sanitation committee of the municipality were trained on the administration of the questionnaires. The actual data collection took place in December 2013.

The results from the survey showed that 83% of the respondents used an improved drinking water source. Additionally, 60% of respondents said the water point was functional and reliable; 45% said the water point was crowded; 90% indicated that the water quality was good; 57% stated that the quantity of water was satisfactory; 89% were satisfied with the water tariffs; and 60% of the households said the water points were close to their houses.

However, the multivariate analysis of the five satisfaction indicators (quantity, quality, accessibility in terms of distance to water point and crowding at water point, reliability of service, and affordability) combined showed that less than 1% of households is satisfied with the drinking water service in all the villages of the two municipalities which means that less than 1% of the surveyed households in the two municipalities has access to a basic service which meets the national standards. The basic service allows access to a minimum of 20 liters per capita of quality water from an improved source, and a household member should not spend more than 30 minutes per day collecting water. The results concurs with a previous study on the level of service received by households (Pezon et al, 2013).

The results of the user satisfaction survey reflects the actual drinking water service in the rural areas irrespective of the season. In the rainy season, most of the households use unimproved sources or alternate between an improved and unimproved source of water for their domestic needs. In the dry seasons, household members migrate out of the village in search of water and pastures for the animals and therefore use unimproved water sources. These findings emphasize customizing the use of the water points, governance, and adequacy of services to specific needs. A survey will be conducted annually to evaluate the impact of the implementation of the Triple-S (sustainable services at scale) approach on drinking water access in the two municipalities.

This is an executive summary of a report dated October 2014. The full report is available (in English and French) upon request via our website. For more details about our program activities and other reports, please visit <http://wawash.fiu.edu/>.

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