

Appendix 5

Indicator Calculations

ACCOUNTABILITY INDICATOR 1: Number of times per year feedback is requested through official channels

Endline		Baseline		
From CBWSO/Water Committee Survey		From Village Survey		From CBWSO/Water Committee Survey
Village_Name	CBWSO_Name	Ind A1 - COWSO_Requested_Feedback	Village_Name	Feedback_Requested
Ghata	Ufanga_WCA	0	Ghata	1
Ikhanoda	Mkhomol_WCA	0	Ikhanoda	0
Ilongero	Majj_Ghana_WC	1	Ilongero	1
Itaja	Uyanjo_WCA	1	Itaja	0
Kijota	Mghumo_WCA	1	Kijota	5
Laghandia	MDimwa_WC	0	Laghandia	3
Maghojoa	Murga_WC	0	Maghojoa	5
Matumbo	Masi_WC	0	Matumbo	0
Mdlu	Juwama	0	Mdlu	3
Mgori	Majj_Ghana_WC	0	Mgori	1
Mjughuda	Mghumo_WCA	0	Mikuyu	3
Mpambaa	Mreyi_WCA	0	Mpilo	1
Msange	Mpambaa_WC	0	Mjughuda	0
Msange	Mnsaji_WCA	0	Mpilo	1
Msange	Mwamurungu_WC	0	Msange - Morio Ward	0
Msimhi	Mghumo_WCA	0	Msange - Uwuamusa wan	2
Mwanfuyu	Amanj_WC	1	Msimhi	0
Mwasuya	Dimwa_WC	1	Mtinko	0
Njaria	Njaria	1	Mvae Village	0
Pohoma	Mkhomol_WCA	0	Mwacha	1
Pohoma	Njaria_WCA	0	Mwacha	0
Ughandi_A_	Ufanga_WCA	0	Mwasuya	1
Ughandi_A_	Mwitja_WCA	0	Mwacha	1
Ughandi_A_	Mkimandu_WCA	2	Nkhora	0
			Pohoma	1
			Sughana	1
			Ughandi_A_	3

ENDLINE	TOTAL CBWSO	8
	TOTAL Village	38
	TOTAL COWSO/Water Committee	3
BASELINE	TOTAL Village	13
	Change Baseline to Endline Village Leadership	25

Note: can't calculate change in water committee to CBWSO

ACCOUNTABILITY INDICATOR 2: Number of recorded feedback communications from user to provider

Endline		Baseline		From CBWSO/Water Committee Survey
Village_Name	CBWSO_Name	User_Feedback	Village Water Committees	User Feedback
Ghata	Ufanga_WCA	0	Ghata	0
Ikhanoda	Mkhomol_WCA	0	Ikhanoda	0
Ilongero	Majj_Ghana_WC	50	Ilongero	0
Itaja	Uyanjo_WCA	250	Itaja	0
Kijota	Mghumo_WCA	2	Kijota	0
Laghandia	MDimwa_WC	0	Laghandia	5
Maghojoa	Murga_WC	0	Maghojoa	0
Matumbo	Masi_WC	50	Matumbo	0
Mdlu	Juwama	0	Mdlu	0
Mgori	Majj_Ghana_WC	0	Mgori	5000
Mjughuda	Matumku	0	Mikuyu	700
Mjughuda	Mreyi_WCA	0	Mpilo	0
Mpambaa	Mpambaa_WC	0	Mjughuda	0
Msange	Mnsaji_WCA	0	Mpambaa	60
Msange	Mwamurungu_WC	0	Msange - Morio Ward	0
Msimhi	Mghumo_WCA	0	Msange - Uwuamusa v	300
Mwanfuyu	Amanj_WC	10	Msimhi	0
Mwasuya	Dimwa_WC	0	Mtinko	0
Njaria	Njaria	10	Mvae Village	300
Pohoma	Mkhomol_WCA	0	Ngimu	4000
Pohoma	Njaria	0	Pohama	0
Ughandi_A_	Ufanga_WCA	0	Ughandi A	0
Ughandi_A_	Mwitja_WCA	10	Sughana	0
Ughandi_A_	Mkimandu_WCA	7	Ughandi A	0

TOTAL ENDLINE	389
TOTAL BASELINE	10365
TOTAL CHANGE	-9976

Notes: because these were village committees, the feedback number at baseline probably includes general feedback not just about the water system

ACCOUNTABILITY INDICATOR 3: Number of recorded feedback communications from provider and user to government

Endline		Baseline				Change		From Village Survey
Village_Name	Village_Feedback	Water_Feedback	Village	Village Feedback	Water Feedback	Village Feedback Change	Water Feedback Change	
Ghata	10	10	Ghata	0	0	10	10	
Ikhanoda	0	0	Ikhanoda	0	0	0	0	
Ilongero	200	0	Ilongero	0	0	200	9	
Itaja	0	0	Itaja	0	0	0	0	
Kijota	40	30	Kijota	90	60	-50	-30	
Laghandia	50	50	Laghandia	120	110	-70	-60	
Maghojoa	300	300	Maghojoa	12	12	288	288	
Matumbo	0	0	Matumbo	200	200	-200	-200	
Mdlu	20	20	Matumbo	0	0	20	20	
Mgori	0	0	Mdlu	0	0	0	0	
Mikuyu	0	0	Mgori	0	0	0	0	
Mjughuda	150	100	Mpilo	0	0	150	100	
Mpambaa	0	0	Mjughuda	50	30	-50	-30	
Mpilo	10	10	Mkhola	0	0	10	10	
Msange	4	3	Mpambaa	0	0	4	3	
Msimhi	0	0	Msange	3600	3600	-3600	-3600	
Msimhi	3	3	Msimhi	0	0	3	3	
Mtinko	6	6	Msi	20	20	-14	-14	
Mvae	0	0	Mtinko	0	0	0	0	
Mwachambia	0	0	mvae	500	200	-500	-200	
Mwanfuyu	0	0	Mwachambia	0	0	0	0	
Mwasuya	10	10	Mwanfuyu	0	0	10	8	
Ngimu	3500	3500	Mwasuya	0	0	3500	3500	
Nkhora	0	0	Ngimu	4000	4000	-4000	-4000	
Pohoma	0	0	Pohama	0	0	0	0	
Sughana	40	30	Sughana	2700	2700	-2660	-2670	
Ughandi_A_	0	0	Ughandi A	6	6	-6	-6	

TOTAL ENDLINE	4343	4079
TOTAL BASELINE	11298	10938
TOTAL CHANGE	-6955	-6859

ACCOUNTABILITY INDICATOR 4: Percentage of users who provided feedback

	Endline		Baseline		Change	From User Survey
	#	%	#	%	%	
Total user respondents	1625	100%	900	100%		
provided feedback to Village Leadership	348	21.4%	320	35.6%	-14.1%	
Provided feedback to CBWSO/Water Comm.	240	14.8%	161	17.9%	-3.1%	
No feedback provided	1069	65.8%	438	48.7%	17.1%	

ACCOUNTABILITY INDICATOR 5: users aware of opportunities to provide feedback

	Endline		Baseline		Change	From User Survey
	#	%	#	%	%	
Total user respondents	1625	100%	900	100%		
Aware of CBWSO/Water Committee Feedback Request	1345	93.0%	872	96.9%	-3.9%	
Aware of Village Leadership Feedback Request	1483	91.3%	873	97.0%	-5.7%	

Notes: 179 users listed NA for CBWSO at endline bringing total # of users 1625-179=1446

ACCOUNTABILITY INDICATOR 6: Number of user complaints about a service per 1,000 households served

ACCOUNTABILITY INDICATOR 7: Percentage of official records on actions taken by providers that included information about who is responsible for those actions

ENDLINE					Baseline					
Village_Name	CBWSO_Name	Complaints_Filed	Complaints_Address ed	Complaints_Detail	% complaints addressed	Village	Complaints Filed	Complaints Addressed	Complaints Detail	% of complaints addressed

From CBWSO/Water Committee Survey

Ghata	Ufanga_WCA	30	0	0	0.0%	Ghata	0	-	-	No complaints filed
Ikhanoda	Mkholoml_WCA	10	5	There are some places	50.0%	Ikhanoda	0	-	-	No complaints filed
Ilongero	Majj_Ghana_WC	50	30	Solved them	60.0%	Ilongero	0	-	-	No complaints filed
Itaja	Uyanjo_WCA	120	120	We have solved many	100.0%	Itaja	10	0	The complaints re	0%
Kijota	Mghumo_WCA	3	2	Am still working on 2	66.7%	Kijota	0	-	-	No complaints filed
Laghanida	Mreyi_WCA	3	3	To minimize water pr	100.0%	Laghanida	0	-	-	No complaints filed
Maghojoa	Murga_WC	0	-	No complaints filed	0.0%	Maghojoa	0	-	-	No complaints filed
Matumbo	Msis_WC	50	0	There is no water ser	0.0%	Matumbo	0	-	-	No complaints filed
Mdlu	Juwama	0	-	No complaints filed	0.0%	Mdlu	0	-	-	No complaints filed
Mgori	Majj_Ghana_WC	0	-	No complaints filed	0.0%	Mgori	5000	4000	we addressed durin	80.0%
Mjughuda	Matumiku	0	-	No complaints filed	0.0%	Mkuyu	700	0	we cannot take cr	0%
Mjughuda	Mreyi_WCA	0	-	No complaints filed	0.0%	Mpilo	0	-	-	No complaints filed
Mpambaa	Mpambaa_WC	0	-	No complaints filed	0.0%	Mjughuda	0	-	-	No complaints filed
Msange	Mimaji_WCA	0	-	No complaints filed	0.0%	Mpambaa	0	-	-	No complaints filed
Msange	Mwamurungu_WC	0	-	No complaints filed	0.0%	Msange - Morio Ward	0	-	-	No complaints filed
Msis	Mghumo_WCA	0	-	No complaints filed	0.0%	Msange - Uwaumusa w	300	300	they were address	100%
Mwarufyu	Amani_WC	20	0	NA	0%	Msimhi	0	-	-	No complaints filed
Mwasuya	Dimwa_WC	4	2	The big challenges ist	50.0%	Mtinko	0	-	-	No complaints filed
Ngimu	Njaria	0	-	No complaints filed	0.0%	Mvae Village	0	-	-	No complaints filed
Pohoma	Mkholoml_WCA	0	-	No complaints filed	0.0%	Ngimu	3	2	we addressed the	66.7%
Pohoma	Njarya	0	-	No complaints filed	0.0%	Pohama	4	0	received but not:	0%
Ughandi__A_	Ufanga_WCA	10	0	NA	0.0%	Ughandi A	0	-	-	No complaints filed
Ughandi__A_	Mwtija_WCA	10	10	Shortage of water anc	100.0%					
Ughandi__A_	Mkimandu_WCA	5	1	Shortage of water dur	20.0%					

Endline % complaints addressed (avr)	45.6%
Baseline % complaints addressed (avr)	41.1%
Change in % complaints addressed	4.4%

ACCOUNTABILITY INDICATOR 9: Number of times per year actions are taken in response to user feedback

Endline				Baseline			From CBWSO/Water Committee Survey
Village_Name	CBWSO_Name	Feedback_Used	Feedback_Used_Detail	Village	Feedback_Used	Feedback_Used_Detail	
Ghata	Ufanga_WCA	0	-	Ghata	0	-	
Ikhanoda	Mkholoml_WCA	0	-	Ikhanoda	0	-	
Ilongero	Majj_Ghana_WC	30	By solving problem	Ilongero	0	-	
Itaja	Uyanjo_WCA	0	-	Itaja	0	-	
Kijota	Mghumo_WCA	2	By acting on problem	Kijota	0	-	
Laghanida	MDimwa_WC	0	-	Laghanida	1	By addressing them in the village meeting	
Maghojoa	Murga_WC	1	Make changes on pro	Maghojoa	0	-	
Matumbo	Msis_WC	0	-	Matumbo	0	-	
Mdlu	Juwama	0	-	Mdlu	2	To improve the operational system	
Mgori	Majj_Ghana_WC	0	-	Mgori	0	-	
Mjughuda	Matumiku	0	-	Mkuyu	0	-	
Mjughuda	Mreyi_WCA	0	-	Mpilo	0	-	
Mpambaa	Mpambaa_WC	0	-	Mjughuda	0	-	
Msange	Mimaji_WCA	0	-	Mpambaa	1	We took care of the problems that were critical or serious.	
Msange	Mwamurungu_WC	0	-	Msange - Morio Ward	0	-	
Msis	Mghumo_WCA	0	-	Msange - Uwaumusa	3	The drilled Borehole water was only for agricultural use but we had to give them water by taking pipelines to one ward for them to use	
Mwarufyu	Amani_WC	0	-	Msimhi	0	-	
Mwasuya	Dimwa_WC	0	-	Mtinko	0	-	
Ngimu	Njaria	2	To add more DPs	Mvae Village	0	-	
Pohoma	Mkholoml_WCA	0	-	Ngimu	2	By putting one pipeline on one ward	
Pohoma	Njarya	0	-	Pohama	0	-	
Ughandi__A_	Ufanga_WCA	0	-	Ughandi A	0	-	
Ughandi__A_	Mwtija_WCA	0	-				
Ughandi__A_	Mkimandu_WCA	1	They requested water services to be available near to them				
TOTAL ENDLINE		36					
TOTAL BASELINE		9					
TOTAL CHANGE		27					

ACCOUNTABILITY INDICATOR 10: Percentage of total amount owed that is remitted to the provider

Endline				Baseline				Endline				Baseline			
Village_Name	CBWSO_Name	Cost_per_20L	Number_of_Users	Users_Paid	Total Possible Daily Revenue (assuming 20L/user)	Total Actual Daily Revenue (assuming 20L/user)	%	Village	Cost per 20L	Number of Users	Users Paid	Total Possible Daily Revenue (assuming 20L/user)	Total Actual Daily Revenue (assuming 20L/user)	%	
Ghata	Ufanga_WCA	50	0	0	0	0	0%	Ghata	50	0	0	0	0	0%	
Ikhanoda	Mkholoml_WCA	50	0	0	0	0	0%	Ikhanoda	50	141	141	7050	7050	100%	
Ilongero	Majj_Ghana_WC	50	1300	1000	65000	50000	76.9%	Ilongero	30	5003	5003	150090	150090	100%	
Itaja	Uyanjo_WCA	30	500	438	15000	13140	87.6%	Itaja	50	0	0	0	0	0%	
Kijota	Mghumo_WCA	50	3187	3987	159350	199350	125.1%	Kijota	50	500	500	25000	25000	100%	
Laghanida	MDimwa_WC	50	200	200	10000	10000	100.0%	Laghanida	50	0	0	0	0	0%	
Maghojoa	Murga_WC	50	6000	6000	300000	300000	100.0%	Maghojoa	0	0	0	0	0%		
Matumbo	Msis_WC	50	0	0	0	0	0.0%	Matumbo	0	0	0	0	0%		
Mdlu	Juwama	50	1500	1500	75000	75000	100.0%	Mdlu	50	500	500	25000	25000	100%	
Mgori	Majj_Ghana_WC	50	500	500	25000	25000	100.0%	Mgori	50	1600	1400	80000	70000	88%	
Mjughuda	Matumiku	0	0	0	0	0	0.0%	Mkuyu	50	0	0	0	0	0%	
Mjughuda	Mreyi_WCA	50	3200	1300	160000	65000	40.6%	Mpilo	50	0	0	0	0	0%	
Mpambaa	Mpambaa_WC	0	1200	0	0	0	0.0%	Mjughuda	50	2240	2240	112000	112000	100%	
Msange	Mimaji_WCA	50	9000	8000	450000	450000	100.0%	Mpambaa	100	2000	2000	200000	200000	100%	
Msange	Mwamurungu_WC	50	0	1200	0	60000	0.0%	Msange - Morio	50	2500	2500	125000	125000	100%	
Msis	Mghumo_WCA	50	50	50	2500	2500	100.0%	Msange - Uwa	50	300	250	15000	12500	83%	
Mwarufyu	Amani_WC	50	0	0	0	0	0.0%	Msimhi	50	0	0	0	0	0%	
Mwasuya	Dimwa_WC	50	1000	1000	50000	50000	100.0%	Mtinko	50	1000	1000	50000	50000	100%	
Ngimu	Njaria	50	7000	7000	350000	350000	100.0%	Mvae Village	50	1000	1000	50000	50000	100%	
Pohoma	Mkholoml_WCA	50	1000	1000	50000	50000	100.0%	Ngimu	50	1680	1680	84000	84000	100%	
Pohoma	Njarya	50	30	30	1500	1500	100.0%	Pohama	50	50	2500	2500	100%		
Ughandi__A_	Ufanga_WCA	50	0	0	0	0	0.0%	Ughandi A	50	2000	2000	100000	100000	100%	
Ughandi__A_	Mwtija_WCA	50	50	50	2500	2500	100.0%								
Ughandi__A_	Mkimandu_WCA	50	500	500	25000	25000	100.0%								

ACCOUNTABILITY INDICATORS #12 & #13: Number of days system was unavailable to consumers

Endline				Baseline				From CBWSO/Water Committee Survey
Village_Name	CBWSO_Name	Water_Source_Operational	Water_System_Break_Down	Days_Repair (last six months)	Village	Water_Source_Operational	Water_System_Break_Down	
Ghata	Ufanga_WCA	0	1	0	Ghata	0	1	0
Ikhanoda	Mkholoml_WCA	0	1	30	Ikhanoda	30	1	3
Ilongero	Majj_Ghana_WC	30	0	0	Ilongero	30	1	30
Itaja	Uyanjo_WCA	30	1	7	Itaja	0	0	0
Kijota	Mghumo_WCA	30	0	0	Kijota	30	1	2
Laghanida	MDimwa_WC	30	0	0	Laghanida	0	0	0
Maghojoa	Murga_WC	30	1	14	Maghojoa	0	1	0
Matumbo	Msis_WC	0	1	0	Matumbo	0	1	0
Mdlu	Juwama	30	0	0	Mdlu	30	1	14
Mgori	Majj_Ghana_WC	30	0	0	Mgori	30	0	0
Mjughuda	Mreyi_WCA	30	1	0	Mkuyu	0	1	360
Mjughuda	Mreyi_WCA	30	0	0	Mpilo	0	1	60
Mpambaa	Mpambaa_WC	30	0	0	Mjughuda	30	0	0
Msange	Mimaji_WCA	0	0	0	Mpambaa	30	0	0
Msange	Mwamurungu_WC	30	0	0	Msange - Morio Ward	30	1	7
Msis	Mghumo_WCA	30	0	0	Msange - Uwaumusa w	0	0	0
Mwarufyu	Amani_WC	0	1	0	Msimhi	0	1	365
Mwasuya	Dimwa_WC	30	0	0	Mtinko	30	1	7
Ngimu	Njaria	30	0	0	Mvae Village	30	0	0
Pohoma	Mkholoml_WCA	30	0	0	Ngimu	30	0	0
Pohoma	Njarya	30	0	0	Pohama	22	1	7
Ughandi__A_	Ufanga_WCA	0	1	0	Ughandi A	30	0	0
Ughandi__A_	Mwtija_WCA	30	1	2				
Ughandi__A_	Mkimandu_WCA	30	1	3				

ACCOUNTABILITY INDICATOR #14: Number of times water quality is tested and number of days it takes to report results to users

Endline Baseline

Village_Name	CBWSO_Name	Water_Quality_Tes ting	Water_Quality_Resu lts	Water_Quality_Co mms	Village	Water Quality Testing	Water Quality Results	Water Quality Comments
Ghata	Ufanga_WCA	2	Good water quality	1	Ghata	1	Good quality	1
Ikhanoda	Mkholol_WCA	1	Good water quality	1	Ikhanoda	2	Good quality	1
Ilongero	Maji_Ghana_WC	3	Good for use	1	Ilongero	1	Safe water	1
Itaja	Uyanjo_WCA	2	Good for using	0	Itaja	1	Safe water	1
Kjota	Mghumo_WCA	1	Good for use	1	Kjota	1	Safe	1
Laghanida	MDimwa_WC	1	Good water quality	1	Laghanida	1	Good quality	1
Maghoja	Murga_WC	2	Good water quality	1	Maghoja	1	Good quality	0
Matumbo	Msisl_WC	2	The water is suitable f	1	Matumbo	1	Safe water que	1
Mdlu	Juwama	1	The water is suitable f	0	Mdlu	2	good water que	1
Mgori	Maji_Ghana_WC	1	The water is suitable f	0	Mgori	1	Good quality 0.	1
Mjughuda	Matumiku	0	There is no tap wate	0	Mkuyu	1	Good quality	0
Mjughuda	Mreyl_WCA	1	Water suitable	0	Mpilo	1	Nene	0
Mpamba	Mpamba_WC	1	The water is suitable f	0	Mjughuda	1	Good quality	1
Msanje	Mimaji_WCA	1	The water is suitable f	0	Mpamba	1	good quality	1
Msanje	Mwamurungu_WC	1	The water is suitable f	0	Msanje - Morio Ward	1	good water que	1
Mslisi	Mghumo_WCA	1	Good water quality	1	Msanje - Uwaumusa we	1	Good quality	1
Mwanufyu	Amani_WC	1	Good water quality	1	Msimhi	1	good water que	1
Mwasauya	Dimwa_WC	1	Good water quality	1	Mtinko	1	Safe water	1
Ngimu	Njani	1	Good water quality	1	Mwee Village	2	Good quality	1
Pohoma	Mkholol_WCA	1	The water is suitable	1	Ngimu	2	Good quality	1
Pohoma	Njanya	1	Tests from ruwasa da	0	Pohoma	1	Safe water	1
Ughandi_A_	Ufanga_WCA	1	Good water quality	1	Ughandi A	1	good water que	1
Ughandi_A_	Mwtiga_WCA	1	Good water quality	1				
Ughandi_A_	Mkimandu_WCA	2	Good water quality	1				

From CBWSO/Water Committee Survey

TRANSPARENCY INDICATOR 1:

1. Number of official communication structures that promote two-way communication between users and providers ENDLINE

1. Number of official communication structures that promote two-way communication between users and providers BASELINE

Village_Name	CBWSO_Name	Phone, SMS, Whatsapp	Email/Social Media	Public Forums	In-Person Opportunities	Other	Communication_Method_other_comment	Village Name (COWSO/Water Committee)	Phone, SMS, Whatsapp	Email/Social Media	Public Forums	In-Person Opportunities	Other	Communication_Method_other_comment
Ghata	Ufanga_WCA	0	0	1	0	0	-	Ghata	0	0	1	0	0	
Ikhanoda	Mkhomoj_WCA	0	0	1	0	0	-	Ikhanoda	0	0	1	0	0	
Ilongero	Majj_Ghana_WC	1	0	1	0	0	-	Ilongero	0	0	1	0	0	
Itaja	Uyango_WCA	1	0	1	0	0	-	Itaja	0	0	1	0	0	
Kijota	Mghumo_WCA	1	0	1	0	0	-	Kijota	0	0	1	0	0	
Laghanida	MDimwa_WC	0	0	1	0	0	-	Laghanida	0	0	1	0	0	
Maghojopa	Murga_WC	0	0	1	0	0	-	Maghojopa	0	0	1	0	0	
Matumbo	Masi_WC	0	0	1	0	0	-	Matumbo	0	0	1	0	0	
Mdlu	option_other	0	0	1	0	0	-	Mdlu	0	0	1	0	0	
Mgori	Majj_Ghana_WC	0	0	1	0	0	-	Mgori	0	0	1	0	0	
Mjughuda	option_other	0	0	0	0	1	NA	Mkuyu	0	0	1	0	0	
Mjughuda	Meyi_WCA	0	0	1	0	0	-	Mpilo	0	0	1	0	0	
Mpambaa	Mpambaa_WC	0	0	0	0	1	NA	Mjughuda	0	0	1	0	0	
Msaenge	Mimajj_WCA	0	0	0	0	1	NA	Mpambaa	0	0	1	0	0	
Msaenge	Mwamurungu_WC	0	0	1	0	0	-	Msaenge - Morio Ward	0	0	1	0	0	
Msisi	Mghumo_WCA	0	0	1	0	0	-	Msaenge - Uwaumusa	0	0	1	0	0	
Mwanufyu	Amani_WC	1	0	1	0	0	-	Maimih	0	0	1	0	0	
Mwasuuya	Dimwa_WC	0	0	1	1	0	-	Minko	0	0	1	0	0	
Nginu	option_other	0	0	0	1	0	-	Mvae Village	0	0	1	0	0	
Pohoma	Mkhomoj_WCA	0	0	1	0	0	-	Nginu	0	0	1	0	0	
Pohoma	option_other	0	0	1	0	0	-	Pohama	0	0	1	0	0	
Ughandi_A	Ufanga_WCA	0	0	0	0	0	-	Ughandi A	0	0	1	0	0	
Ughandi_A	Mtisa_WCA	1	0	0	0	0	-							
Ughandi_A	Mkimandu_WCA	1	0	0	0	0	-							
	ENDLINE TOTALS	6	0	17	3	3		BASELINE TOTALS	0	0	22	0	0	

CBWSO Official Communication Structures

Endline	Baseline	Change	
Phone, SMS, Whatsapp	6	0	6
Email/Social Media	0	0	0
Public Forums	17	22	-5
In-Person Opportunities	3	0	3
NA	3	0	3

Village Leadership Official Communication Structures

Endline	Baseline	Change	
Phone, SMS, Whatsapp	6	0	6
Email/Social Media	1	0	1
Public Forums	23	1	22
In-Person Opportunities	1	0	1
Paper Forms	1	0	1
NA	4	0	4
Other	1	0	1

VILLAGE DATA

1. Number of official communication structures that promote two-way communication between users and providers ENDLINE

1. Number of official communication structures that promote two-way communication between users and providers BASELINE

Village_Name	Phone, SMS, Whatsapp	Email/Social Media	Public Forums	In-Person Opportunities	Other	Communication_Method_other_comment	Village	Phone, SMS, Whatsapp	Email/Social Media	Public Forums	In-Person Opportunities	Other	Communication_Method_other_comment
Ghata	0	0	1	0	0	-	Ghata	0	0	1	0	0	
Ikhanoda	0	0	1	0	0	-	Ikhanoda	0	0	1	0	0	
Ilongero	0	0	1	0	0	-	Ilongero	0	0	1	0	0	
Itaja	0	0	1	0	0	-	Itaja	0	0	1	0	0	
Kijota	1	1	1	0	1	0	Kijota	0	0	1	0	0	
Laghanida	0	0	1	0	0	-	Laghanida	0	0	1	0	0	
Maghojopa	0	0	1	0	0	-	Maghojopa	0	0	1	0	0	
Matumbo	0	0	0	0	1	NA	Mkuyu	0	0	1	0	0	
Mdlu	0	0	1	0	0	-	Matumbo	0	0	1	0	0	
Mgori	1	0	1	0	0	-	Mdlu	0	0	1	0	0	
Mkuyu	1	0	1	0	0	-	Mgori	0	0	1	0	0	
Mjughuda	0	0	1	0	0	-	Mpilo	0	0	1	0	0	
Mpambaa	0	0	0	0	1	NA	Mjughuda	0	0	1	0	0	
Mpilo	0	0	1	0	0	-	Mtisa	0	0	1	0	0	
Msaenge	0	0	1	0	0	-	Mpambaa	0	0	1	0	0	
Maimih	0	0	0	0	1	NA	Msaenge	0	0	1	0	0	
Masi	0	0	1	0	0	-	Maimih	0	0	1	0	0	
Minko	1	0	1	0	0	-	Masi	0	0	1	0	0	
Mvae	0	0	1	0	0	-	Minko	0	0	1	0	0	
Mwachambia	0	0	0	0	1	NA	Mvae	0	0	1	0	0	
Mwanufyu	0	0	1	0	0	-	Mwachambia	0	0	1	0	0	
Mwasuuya	1	0	1	0	0	-	Mwanufyu	0	0	1	0	0	
Nginu	0	0	1	0	0	-	Mwasuuya	0	0	1	0	0	
Nkhora	0	0	1	0	0	-	Nginu	0	0	1	0	0	
Pohoma	1	0	1	0	0	-	Pohama	0	0	1	0	0	
Sughana	0	0	1	0	1	Paper form	Sughana	0	0	1	0	0	
Ughandi_A	0	0	1	1	0	-	Ughandi A	0	0	1	0	0	
	ENDLINE TOTALS	6	1	23	1	6	BASELINE TOTALS	0	0	27	0	0	

TRANSPARENCY INDICATOR 2:

2. Number of public communications to users from providers (previous 6 months) ENDLINE

2. Number of public communications to users from providers (previous 6 months) BASELINE

Village_Name	CBWSO_Name	COWSO_Us es_Communications	Village Name (COWSO/Water Committee)	COWSO_Us es_Communications
Ghata	Ufanga_WCA	2	Ghata	0
Ikhanoda	Mkhomoj_WCA	0	Ikhanoda	3
Ilongero	Majj_Ghana_WC	1	Ilongero	1
Itaja	Uyango_WCA	1	Itaja	0
Kijota	Mghumo_WCA	2	Kijota	2
Laghanida	MDimwa_WC	2	Laghanida	1
Maghojopa	Murga_WC	2	Maghojopa	0
Matumbo	Masi_WC	0	Matumbo	0
Mdlu	option_other	0	Mdlu	2
Mgori	Majj_Ghana_WC	0	Mgori	2
Mjughuda	option_other	0	Mkuyu	0
Mjughuda	Meyi_WCA	0	Mpilo	2
Mpambaa	Mpambaa_WC	0	Mjughuda	0
Msaenge	Mimajj_WCA	0	Mpambaa	1
Msaenge	Mwamurungu_WC	0	Msaenge - Morio	4

From CBWSO/Water Committee Surveys

Maasi	Mghumo_WCA	0	Maange - Uwau	4
Mwarufyu	Amani_WC	2	Msimhi	0
Mwasuuya	Dimwa_WC	2	Minko	3
Ngimu	option_other	2	Mvae Village	0
Pohoma	Mkhomoi_WCA	0	Ngimu	2
Pohoma	option_other	2	Pohama	2
Ughandi__A_	Ufanga_WCA	1	Ughandi A	2
Ughandi__A_	Mwitja_WCA	1		
Ughandi__A_	Mkimandu_WCA	2		
Endline Total		23		
Baseline Total		31		

TRANSPARENCY INDICATOR #3:

3. Number of public communications that included information about how money is spent ENDLINE

3. Number of public communications that included information about how money is spent BASELINE

Village_Name	CBWSO_Name	COWSO_Use_Communication_Money	Village_Name (COWSO/Water Committee)	COWSO_Use_Communication_Money
Ghata	Ufanga_WCA	2	Ghata	-
Ikhanoda	Mkhomoi_WCA	-	Ikhanoda	3
Ilongero	Maji_Ghana_WC	1	Ilongero	1
Itaja	Uyango_WCA	0	Itaja	-
Kijota	Mghumo_WCA	1	Kijota	2
Laghanida	MDimwa_WC	2	Laghanida	1
Maghojopa	Murga_WC	0	Maghojopa	-
Matumbo	Masi_WC	-	Matumbo	-
Mdilu	option_other	-	Mdilu	2
Mgori	Maji_Ghana_WC	-	Mgori	2
Mughuda	option_other	-	Mkuyu	-
Mughuda	Mreyi_WCA	-	Mpilo	0
Mpambaa	Mpambaa_WC	-	Mughuda	-
Msange	Mimaji_WCA	-	Mpambaa	1
Msange	Mwamurungu_WC	-	Msange - Morio	2
Maasi	Mghumo_WCA	-	Msange - Uwau	3
Mwarufyu	Amani_WC	2	Msimhi	-
Mwasuuya	Dimwa_WC	2	Minko	2
Ngimu	option_other	2	Mvae Village	-
Pohoma	Mkhomoi_WCA	-	Ngimu	2
Pohoma	option_other	0	Pohama	2
Ughandi__A_	Ufanga_WCA	1	Ughandi A	2
Ughandi__A_	Mwitja_WCA	1		
Ughandi__A_	Mkimandu_WCA	2		
Endline Total		16		
Baseline Total		25		

From CBWSO/Water Committee Surveys

TRANSPARENCY INDICATOR #4:

4. Number of times water use is restricted ENDLINE

4. Number of times water use is restricted BASELINE

Village_Name	CBWSO_Name	Water_Use_Restricted	Village_Name (COWSO/Water Committee)	Water_Use_Restricted
Ghata	Ufanga_WCA	0	Ghata	0
Ikhanoda	Mkhomoi_WCA	0	Ikhanoda	0
Ilongero	Maji_Ghana_WC	0	Ilongero	0
Itaja	Uyango_WCA	0	Itaja	0
Kijota	Mghumo_WCA	0	Kijota	0
Laghanida	MDimwa_WC	0	Laghanida	0
Maghojopa	Murga_WC	0	Maghojopa	0
Matumbo	Masi_WC	0	Matumbo	0
Mdilu	option_other	0	Mdilu	0
Mgori	Maji_Ghana_WC	0	Mgori	0
Mughuda	option_other	0	Mkuyu	0
Mughuda	Mreyi_WCA	0	Mpilo	0
Mpambaa	Mpambaa_WC	0	Mughuda	0
Msange	Mimaji_WCA	0	Mpambaa	0
Msange	Mwamurungu_WC	0	Msange - Morio	0
Maasi	Mghumo_WCA	0	Msange - Uwau	1
Mwarufyu	Amani_WC	0	Msimhi	0
Mwasuuya	Dimwa_WC	0	Minko	0
Ngimu	option_other	0	Mvae Village	0
Pohoma	Mkhomoi_WCA	0	Ngimu	0
Pohoma	option_other	0	Pohama	0
Ughandi__A_	Ufanga_WCA	0	Ughandi A	1
Ughandi__A_	Mwitja_WCA	0		
Ughandi__A_	Mkimandu_WCA	0		
Endline Total		0		
Baseline Total		2		

From CBWSO/Water Committee Surveys

TRUST INDICATORS - All pulled from Water User surveys

	Endline		Baseline		Change	
	Village/Govt	CBWSO	Village/Govt.	COWSO/Water Committee	Village/Govt.	COWSO/Water Committee
1. Percentage of users who feel that their concerns are consistently addressed						
% Always	16.7%	13.0%	8.4%		5.4%	4.6%
% Rarely/Never	17.8%	8.7%	18.9%		12.1%	-3.4%
2. Percentage of users who trust that the technology associated with the water systems is secure and reliable	Endline	Baseline	Change			
% Trust water tech - Yes	49.1%	63.7%	-14.6%			
% Trust water tech - No	7.0%	8.7%	-1.7%			
% Trust water tech - Unsure	33.0%	23.0%	10.0%			
% Trust water tech - NA	10.9%	4.7%	6.2%			
3. Percentage of users who think the cost of water from the system is fair	Endline	Baseline	Change			
% Yes	62.5%	67.1%	-4.6%			
% No	13.3%	16.1%	-2.8%			
% NA	24.2%	16.8%	7.5%			
4. Percentage of users who think that their payments for water are used appropriately	Endline	Baseline	Change			
% Yes	43.1%	1.7%	41.5%			
% No	25.4%	2.2%	23.1%			
% Unsure	31.5%	96.1%	-64.6%			
5. Percentage of users who expect the system to be working one year from now	Endline	Baseline	Change			
% Yes	68.1%	72.7%	-4.6%			
% No	31.9%	27.3%	4.6%			
6. Percentage of Users who agree or strongly agree that they trust the system management of service providers	Endline	Baseline	Change			
#7: Percentage of users who trust that monitoring of service providers by service authorities takes place						
Do you believe that private operators properly maintain the water systems?	PO system maintenance Y	46.6%	0.9%	45.8%		
	PO system maintenance No	31.8%	0.8%	31.0%		
	PO system maintenance NA	21.6%	98.2%	-76.6%		
Do you believe that the water service provider care about you?	Service Provider Care Y	67.1%	77.8%	-10.6%		
	Service Provider Care N	9.7%	6.6%	3.2%		
	Service Provider Care NA	23.1%	15.7%	7.5%		

6/7a - Qualitative. Reasons Users Believe That Service Providers Do Not Care:

Endline	Baseline
They do not solve many problems	There is no communication
They do not provide sufficient maintenance	They do not provide service on time
Water is not consistently available	Unfair pricing
They have not resolved water problems (e.g. salty water)	Water service is delayed
The CBWSO does not provide water on time	They do not provide water in our area/ There is no permanent
Another water source has not been provided	They do not address system breakdowns
The price is too high	Long distance to water
The water system is too far away	Poor organization
Insufficient site visits and follow ups	They are not available at their work place
There is no water provided	

EQUITY INDICATOR #2: Percentage of women who feel that the system serves their daily needs

	Endline	Baseline	Change	
# of women respondents	801	439	362	From Water User Surveys
Total # of respondents	1625	900	725	
% of women respondents	49.3%	48.8%	0.5%	

	Endline	Baseline	Change
# women Yes	507	339	168
# women No	294	100	194
Total Yes	1054	712	342
Total No	571	188	383
% women Yes	63.3%	77.2%	-13.9%

EQUITY INDICATOR #3: Degree to which feedback participation of women mirrors the participation of men

	Endline	Baseline	Change	
# of women respondents	801	439	362	From Water User Surveys
Total # of respondents	1625	900	725	
% of women respondents	49.3%	48.8%	0.5%	

	Endline	Endline %	Baseline	Baseline %	Change	Change %
# of women who provided feedback to village	177	22.1%	142	32.3%	35	-10.2%
# women who provided feedback to CBWSO/Water Committee	103	12.9%	66	15.0%	37	-2.2%
Total # respondents provided feedback - village	348	21.4%	320	35.6%	28	-14.1%
Total # respondents provided feedback - COWSO	240	14.8%	161	17.9%	79	-3.1%

EQUITY INDICATOR #4: Degree to which participation of disadvantaged or minority groups mirrors the percentage of this group in the total population

	Endline	Baseline	Change	
# of respondents w/ self-reported disability	88	14	74	From Water User Surveys
Total # of respondents	1625	900	725	
% respondents w/ disability	5.4%	1.6%	3.9%	
% respondents who provided feedback - Village	21.4%	35.6%	-14.1%	
% respondents who provided feedback - CBWSO	14.8%	17.9%	-3.1%	
% of respondents w/ disability who provided feedback - Village	50.0%	35.7%	14.3%	
% of respondents w/ disability who provided feedback - CBWSO	14.8%	21.4%	-6.7%	