

# Obstacles to meeting basic needs & DTM MSLA (KII)

Obstacles to meeting basic needs				
Availability	Access	Quality	Use	Awareness
Production	Physical	Human resources	Knowledge	Message
Trade	Financial	Safety	Attitude	Channel
Stock	Security	Reliability	Practice	Frequency
Transfer	Social discrimination	Diversity		
		Dignity		

DTM MSLA focuses on **availability and physical access**

- Obstacles to meeting basic needs are normally related to **quality, availability, awareness, use** of and **obstacles to access** to goods or services
- Each of those categories have sub-categories: access constraints can be due to a physical problem, an economic problem, safety issues, etc.
- Issues related to awareness and use generally require household-based assessment approaches
- DTM MSLA uses primarily Key Informants Interviews: therefore it mostly focus on issues related to availability of and physical access to goods and services.

Source: The visual and the definitions are adapted from Okular Analytics, Guidance and Toolbox for the Basic Needs Analysis, 2017

# Definitions

**Availability** refers to the physical presence of goods and services in the area of concern through all forms of :

- Production, e.g. goods and services produced in the area, harvest, local production,
- Trade, e.g., goods and services brought into the area through market mechanisms, supply chain,
- Stock e.g., goods or services held by traders or in government reserves (medicines, ambulance, reconstruction materials, spare parts, fuel, food reserve, contingency stocks, etc.) and
- Transfer, e.g., goods and services supplied by the government and/or aid agencies including qualified staff (teacher, physicians, school teachers, health centre, etc.), aid or subsidies or services by a third party (the national government, local authorities or humanitarian actors).

**Accessibility** refers to people's ability to obtain and benefit from goods and services. It often concerns the physical location of services (distance, road access, bridges, etc.), but can also be influenced by purchasing power, social discrimination or security issues that constrain movements.

**Quality** refers to the degree of excellence, benefits or satisfaction one can enjoy when consuming a good or a service. Quality may depend on the number of people with the required skills and knowledge to perform a given service or produce a good, but is also influenced by reliability (consistency of quality over time), diversity and security of the provided service or good (i.e. water quality, sterilization of medical tools, etc.).

**Use** refers to:

- Knowledge: A familiarity with something, which can include information or skills acquired through experience or education and the understanding of a subject.
- Attitude/Belief: A person's general feelings about an issue, object, or person. Attitudes are interlinked with the person's knowledge, beliefs, emotions, and values, either positive or negative.
- Practices: The actual application or use of an idea, belief, or method as opposed to theories about such application or use.

**Awareness** refers to:

- Message: Message appropriateness: Is it correct? Is it understandable (language, can people read)?
- Channel: Outreach? Trusted (from someone the community trusts)?
- Frequency: Message updated? Repeated over time?