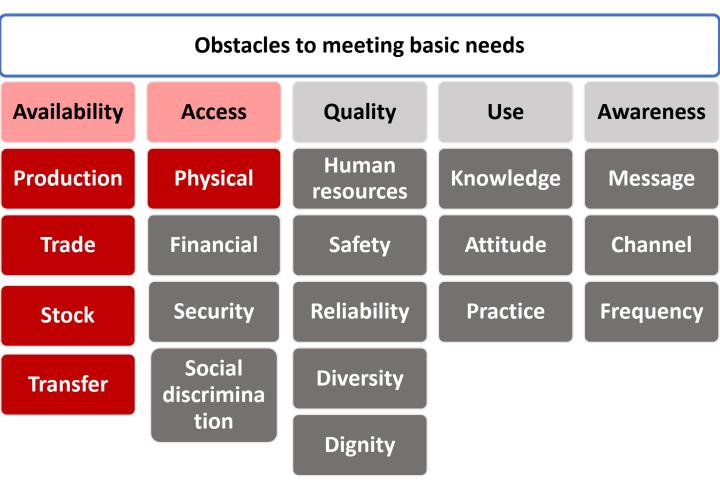
Obstacles to meeting basic needs & DTM MSLA (KII)



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 <u>awareness</u> and <u>use</u> generally require householdbased assessment approaches
- DTM MSLA uses primarily Key Informants Interviews: therefore it mostly focus on issues related to <u>availability of</u> and <u>physical</u> <u>access to</u> goods and services.

Definitions

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

- <u>Production</u>, e.g. goods and services produced in the area, harvest, local production,
- <u>Trade</u>, e.g., goods and services brought into the area through market mechanisms, supply chain,
- <u>Stock</u> 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
- <u>Transfer</u>, 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 <u>physical location</u> of services (distance, road access, bridges, etc.), but can also be influenced by <u>purchasing power</u>, <u>social discrimination</u> 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 <u>people</u> with the required skills and knowledge to perform a given service or produce a good, but is also influenced by <u>reliability</u> (consistency of quality over time), <u>diversity</u> and <u>security</u> of the provided service or good (i.e. water quality, sterilization of medical tools, etc.).

Use refers to:

- <u>Knowledge</u>: 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.
- <u>Practices:</u> The actual application or use of an idea, belief, or method as opposed to theories about such application or use.

Awareness refers to:

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