

Front line workers' views on the Ebola response

Ground Truth

Round 14 – 13.07.2015

Findings from the 14th survey of frontline workers

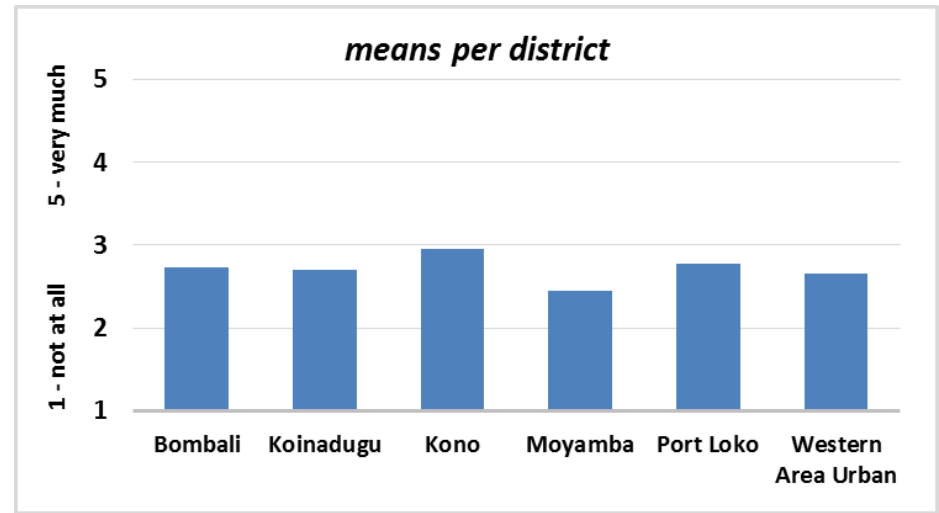
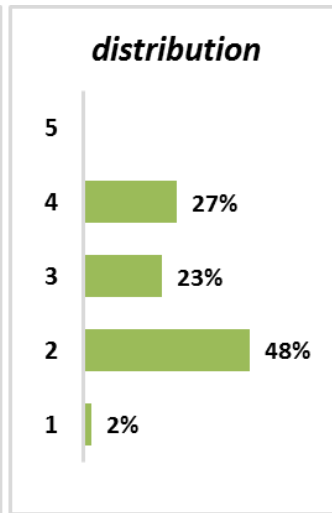
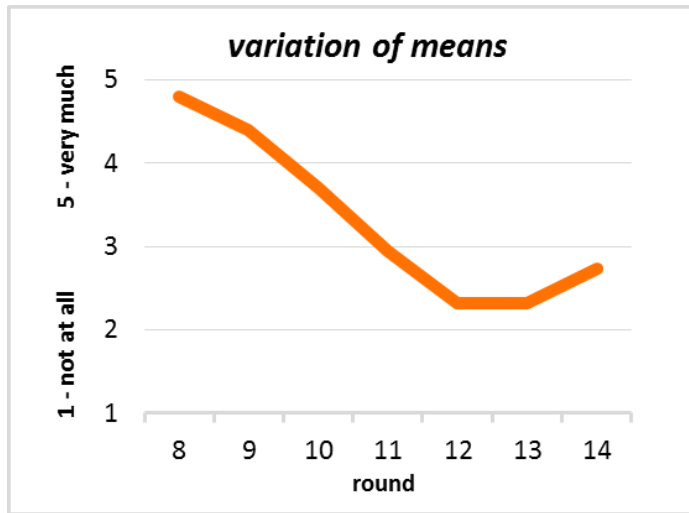
Highlights:

- Frontline workers see complacency about respect for protocols as a problem in bringing transmission rates to zero, although there is a slight uptick in perceptions on this important indicator (Q1).
- Frontline workers' perceptions suggest that people are getting increasingly confident about visiting health facilities for medical issues that are not related to Ebola (Q3).
- However, as in previous rounds, 'separate treatment for non-Ebola medical issues' is still the top choice when frontline workers are asked about what more could be done to fight Ebola (Q7).
- Frontline workers seem unsure about people's trust in health systems, with a mean of 3 on a scale of 1 to 5 (Q4).
- They are marginally less positive about their preparedness for another major health crisis, with the mean falling from 4.5 to 4.1 (Q 8).
- Perceptions suggest that gender-based violence, which emerged as a major issue in previous rounds, may be coming down. But frontline workers continue to flag this as an important issue. Q5).
- People continue to suffer from levels of high emotional stress as a result of the disease (Q6).
- The jury is still out on the state of the economy, with frontline workers scoring this question at 3 on a scale from 1 to 5. (Q9)
- Overall, there is optimism about progress in the fight against Ebola – although optimism is marginally lower than in the previous survey (Q10).

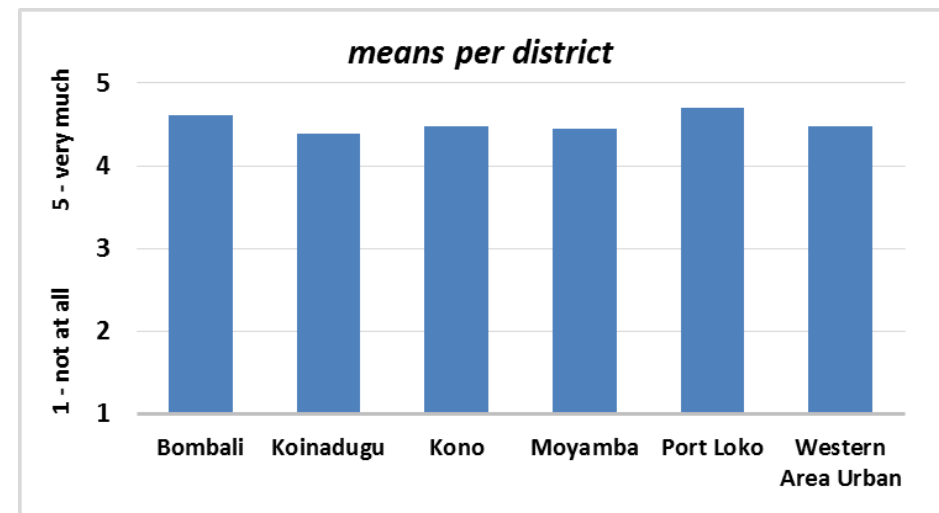
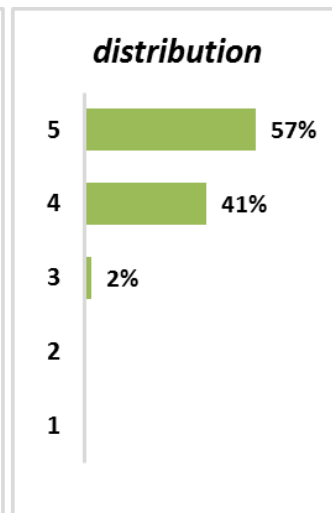
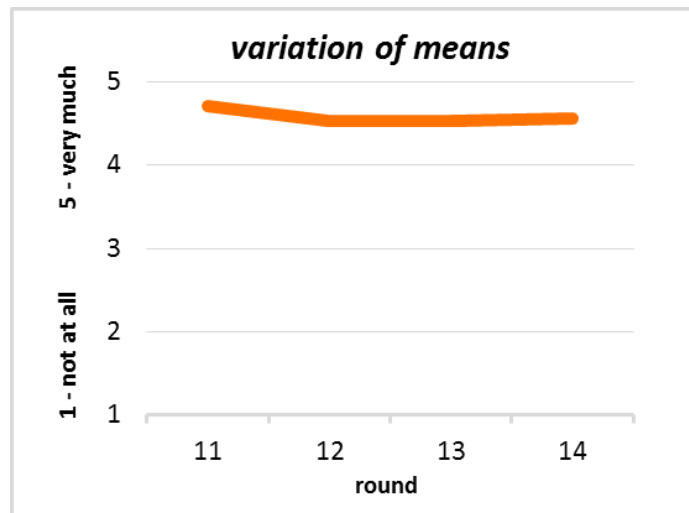
Recommendations:

- Beware raising complacency! Consider refreshing communications efforts to encourage people to keep up their guard.
- Redouble efforts to reassure the public that health facilities are safe for non-Ebola illnesses.
- Rethink approaches to addressing gender based violence, which remains an issue.
- Clarify plans to boost economic recovery and create opportunities to improve livelihoods.
- Encourage line managers to discuss the feedback with their frontline workers and explain how they are acting on it.

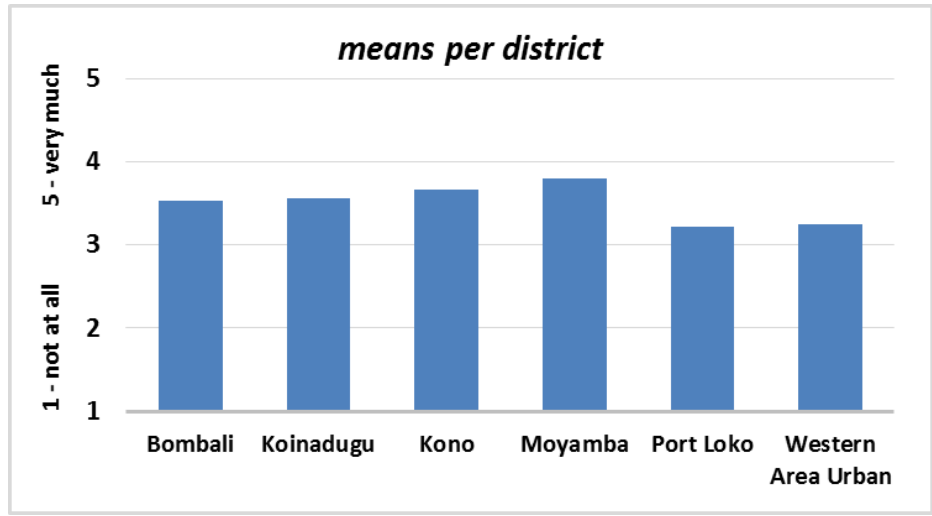
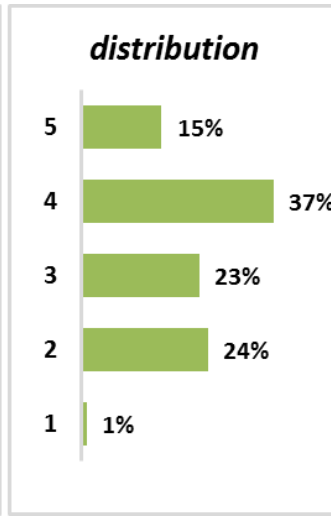
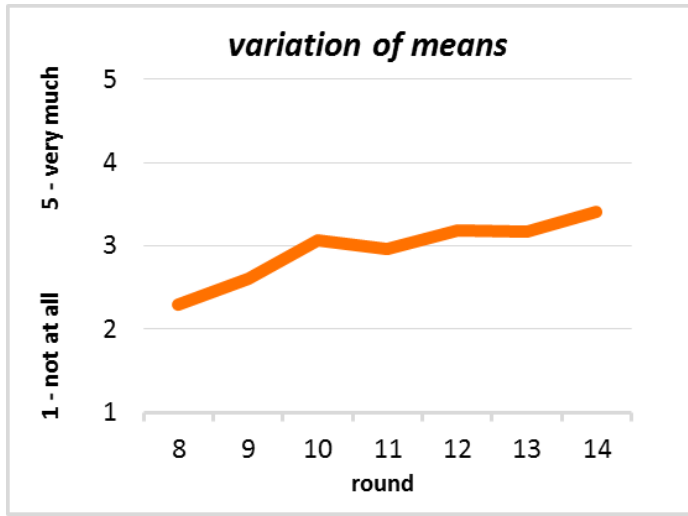
Question 1: Do people still follow protocols on Ebola, like washing hands and taking temperature?



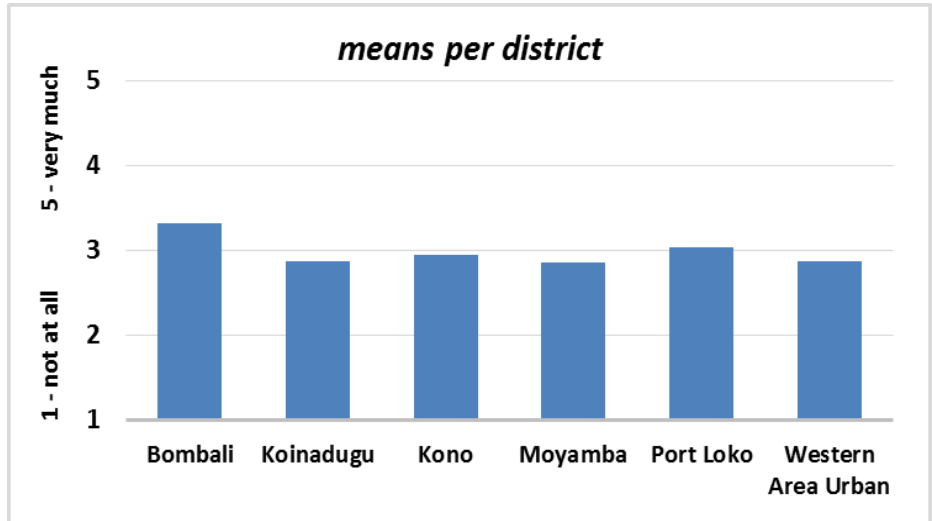
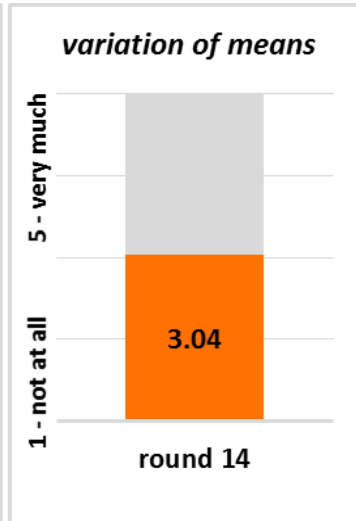
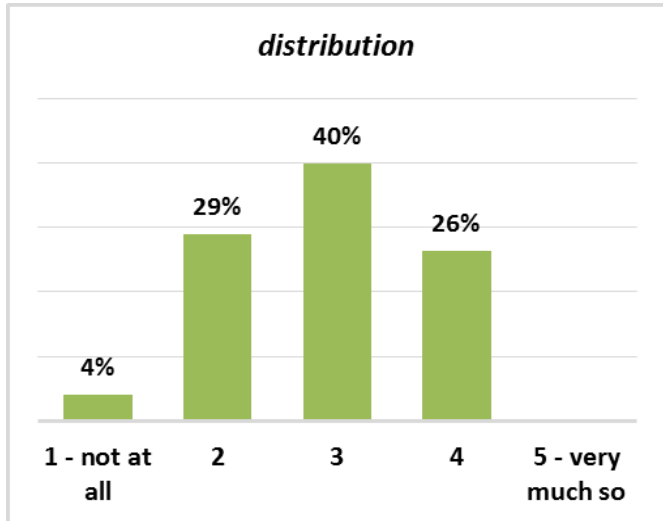
Question 2: Do communication activities and social campaigns influence people's behaviors?



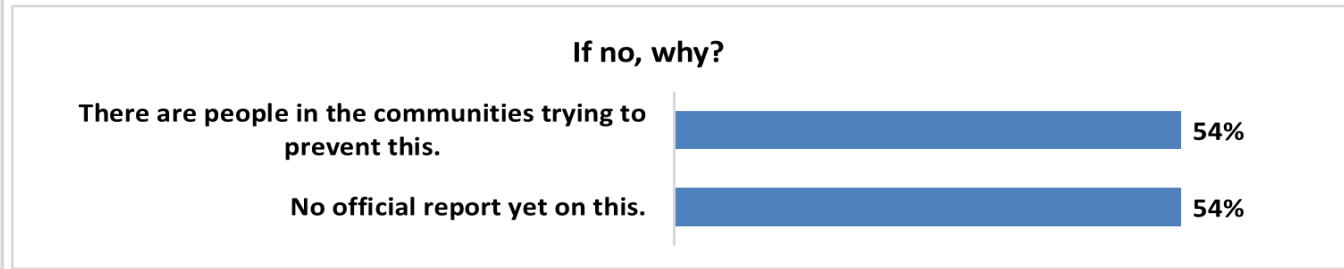
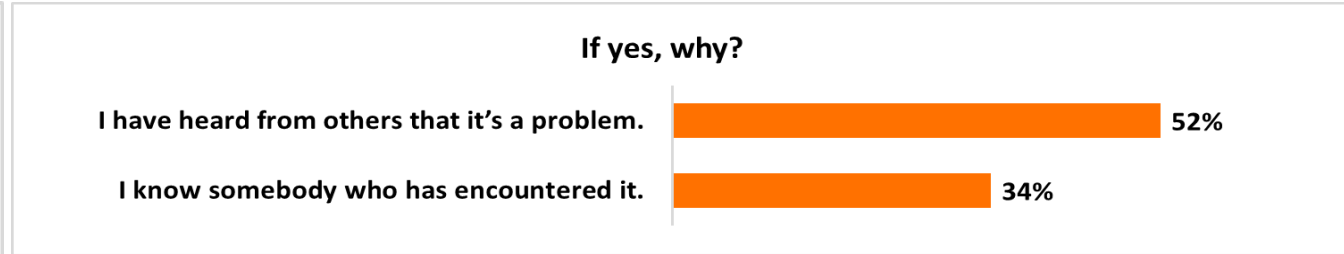
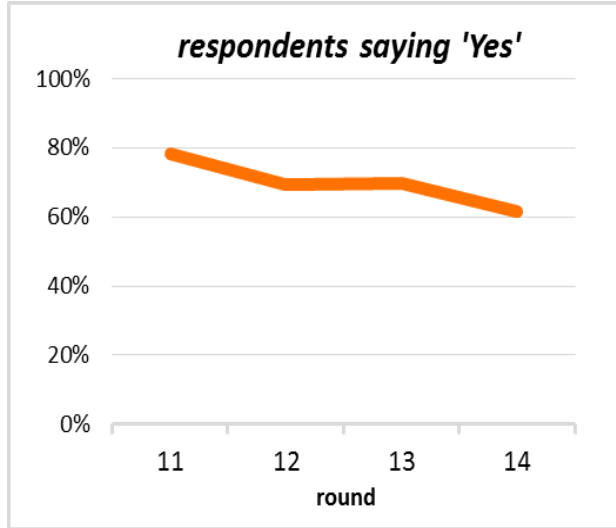
Question 3: Are people confident using health care facilities for non-Ebola illnesses?



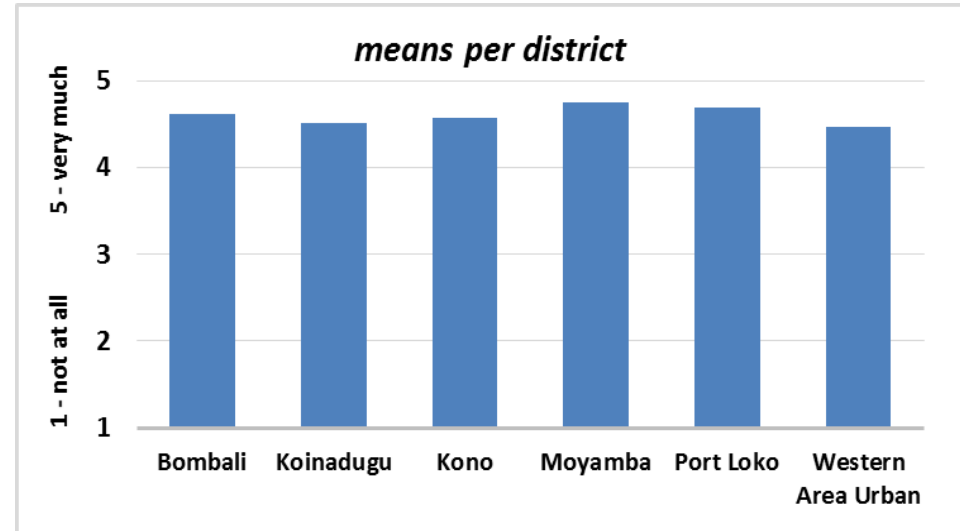
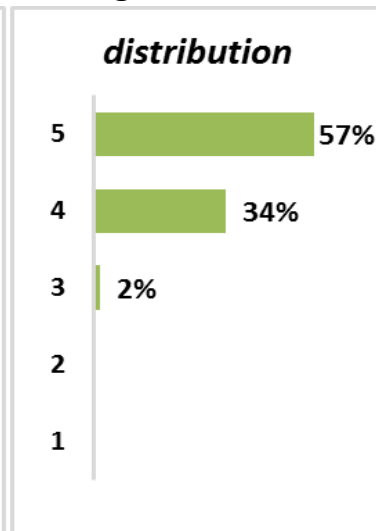
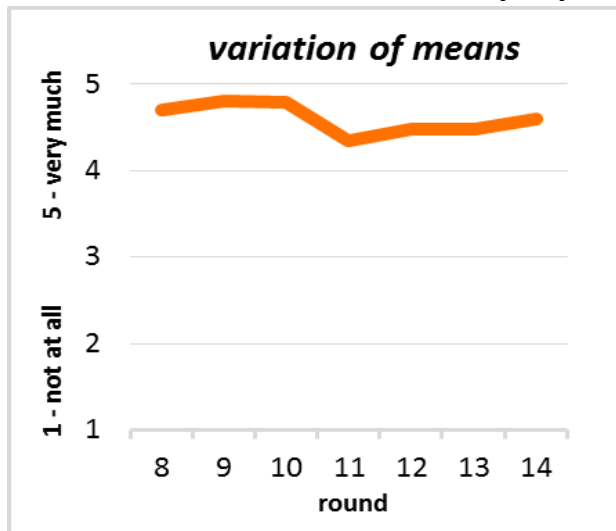
Question 4: Do citizens have faith in health systems?



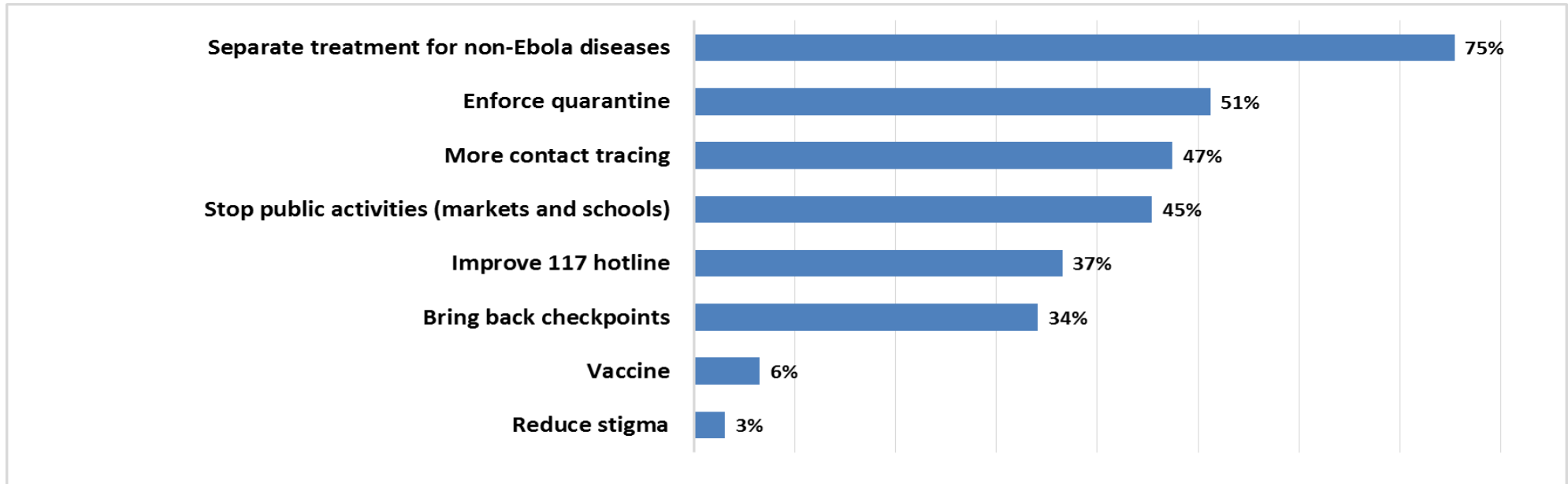
Question 5: In your opinion, has gender-based violence increased since the onset of the Ebola crisis?



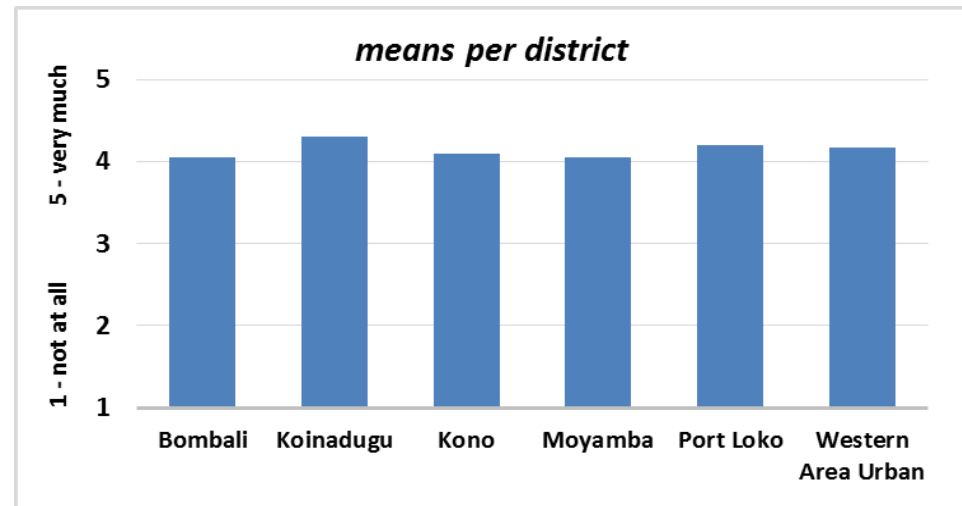
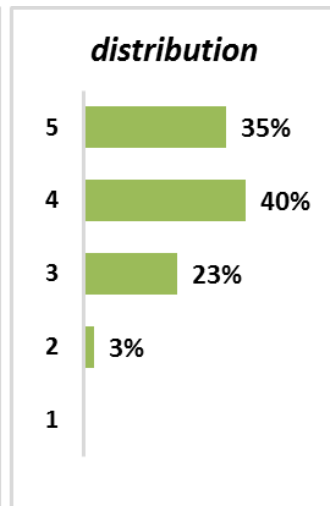
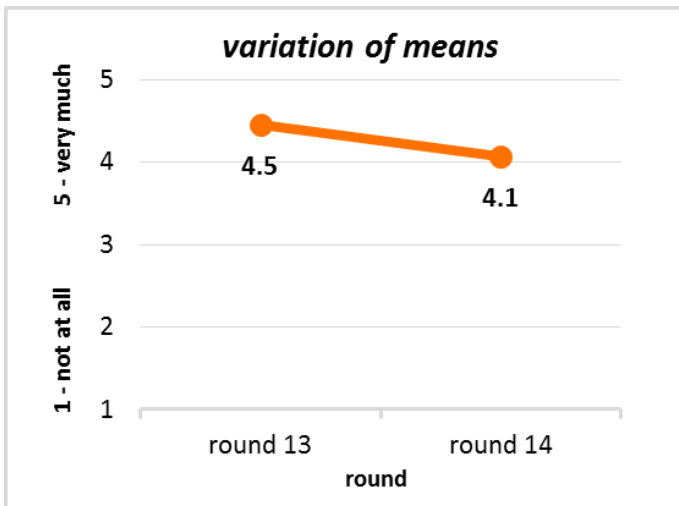
Question 6: To what extent are people suffering from emotional stress as a result of the crisis?



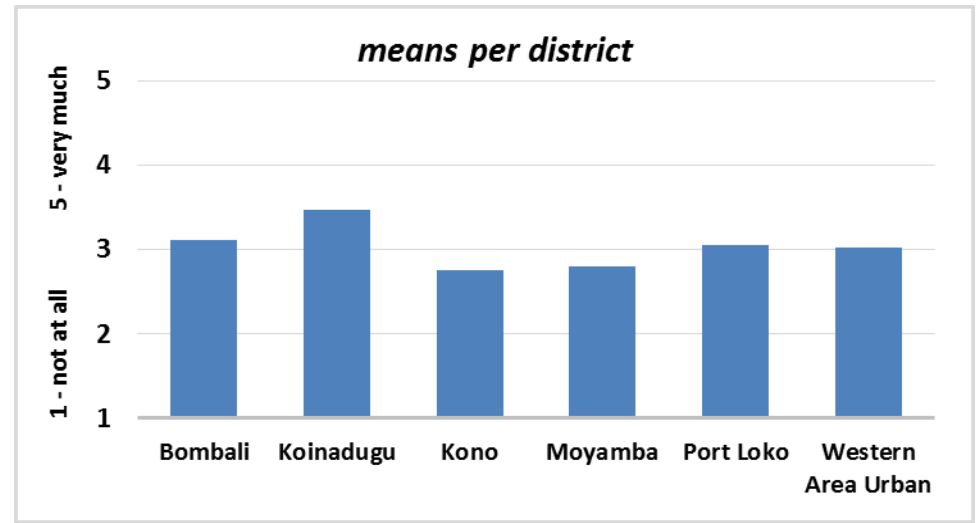
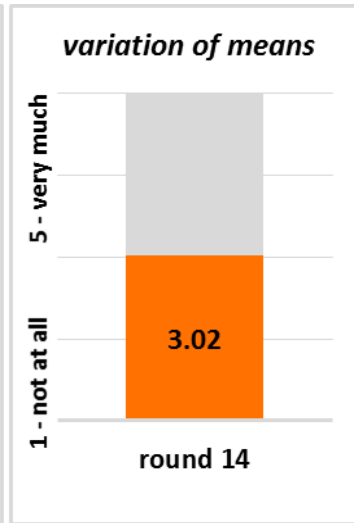
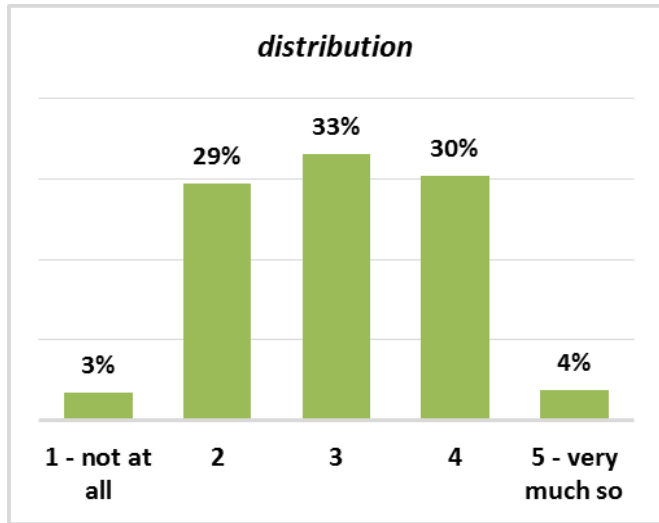
Question 7: What else can be done to fight Ebola?



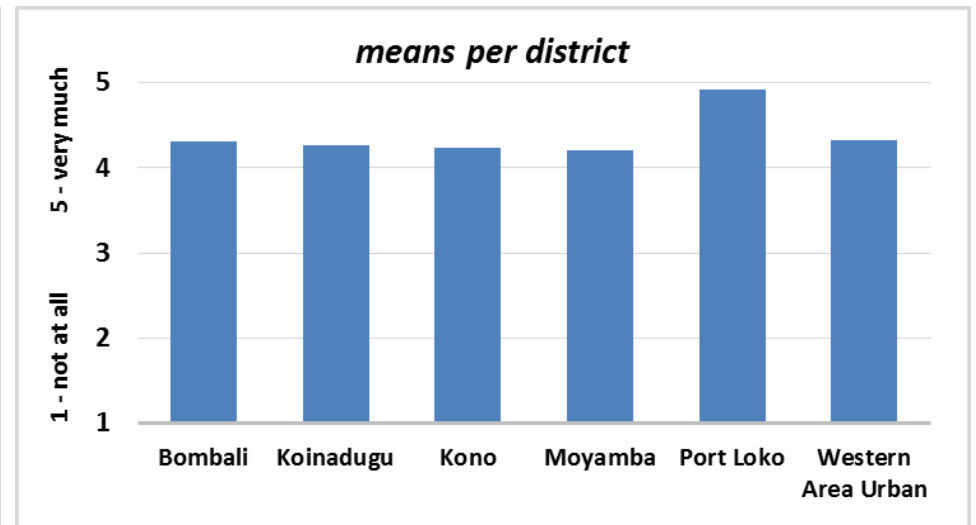
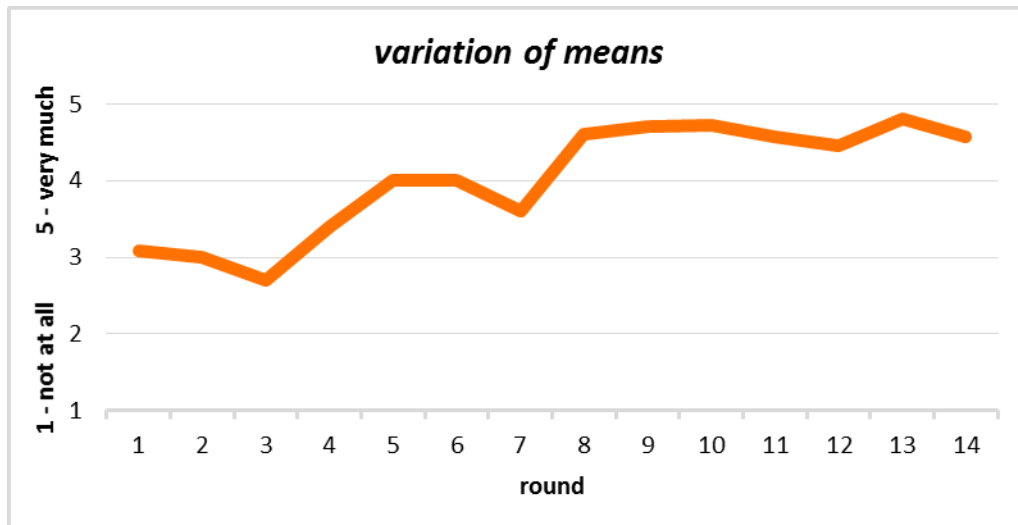
Question 8 - Given the experience of recent months, is Sierra Leone better prepared to deal with another major health crisis in the future?



Question 9: Has Sierra Leone's economy started to return back to where it was before Ebola?



Question 10: Overall, is the Ebola response making progress against the spread of the disease?



Survey methodology: For the 14th round, data was collected by phone calls in the week beginning on June 29th 2015 from 293 front line aid workers with ChildFund, PLAN International, Well Body Alliance, Save the Children, Oxfam and others. Districts covered: Bo, Bombali, Kambia, Kailahun, Kenema, Koinagudu, Kono, Moyamba, Port Loko, Pujehun and Western Area Urban and Rural.

Respondents were asked to rate questions on a scale from 1 to 5 where 1 is: 'not at all'; and 5 is: 'very much so'. The mean score relates to the propensity of the sample to agree or disagree with each question. For some questions they were asked to choose from several options or to answer with 'yes' or 'no'.

Objective: Ground Truth surveys in Sierra Leone, which are supported by DFID, provide agencies working on the Ebola response with data on the perceptions of front line staff, the general population as well as people in quarantine on questions related to the response. The goal is to track how these perceptions evolve as input to programme management. Ground Truth perceptual surveys complement epidemiological data and regular programme monitoring and evaluation.

Sample size: Sample size at the district level is not representative but provides a sense of how perceptions are evolving in these localities. In the regional breakdown we only include districts where we have more than 20 responses.

Note: In the last week prior to the week of data collection, new confirmed cases occurred in Western Area Urban(4), Port Loko(2) and Kambia(2).¹

For more information about Ground Truth surveys in Sierra Leone, please contact Kai Hopkins (kai@groundtruthsolutions.org) or Eva Erlach (eva@groundtruthsolutions.org).

¹ WHO: Data published on 01 July 2015

<http://apps.who.int/gho/data/node.ebola-sitrep.ebola-country-SLE-20150527?lang=en>