



UNITED NATIONS HUMAN SETTLEMENTS SUPPORT PROGRAM (UN-HABITAT) PROGRAM IN ACEH, INDONESIA

Building Houses, Rebuilding Communities Quality Monitoring

HIGHLIGHTS

Overall, the UN-HABITAT/UNSYIAH monitoring shows that UN-HABITAT's own housing project scores modestly in quality and very well in satisfaction. UN-HABITAT complies with the building code of the Government of Indonesia. The outcomes are also in line with UN-HABITAT's objective to provide appropriate relief and recovery aid to as many people in need as possible at an early stage.

UN-HABITAT is cooperating with the Engineering Faculty of the Syiah Kuala University in Banda Aceh (UNSYIAH) responding to the mission of BRR to encourage local third party involvement in accountability and monitoring in shelter reconstruction sector. The system has been developed since October 2005.

Monitoring is being done continuously by supervisors and students, while the analysis was done jointly by UN-HABITAT and UNSYIAH. The survey covers all housing programs in Aceh province and Nias. The respondents are beneficiaries of sample housing realizations within specific housing programs. The results incorporating data for over 100 organizations are publicly available.

The monitoring system measures needs, progress in the provision of housing and settlement rebuilding, quality issues and satisfactions. Results "as-built" and perceptions on real outcomes are measured. Construction quality is measured through observation of new houses in the field. UN-HABITAT/UNSYIAH monitoring used a detailed multiple choice questionnaire. The survey is complemented by focus group discussions with the recipients of the sample houses. The described monitoring method has given valuable indications on both, quality and satisfaction of beneficiaries.



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