



# Monitoring and Evaluation of USAID/Paraguay's MCC Threshold Program – Phase II

## Quantitative Survey Results

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## Quantitative Survey Results

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The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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## ACRONYMS

AAPD	<a href="#"><u>Acquisition and Assistance Policy Directives</u></a>
ADS	Automated Directives System
AIDAR	Agency for International Development Acquisition Regulation
CAR	Centro de Atención y Reclamos
CO	Contract Officer
COTR	Contract Officer's Technical Representative
DoS	Department of State
DQR	Data Quality Review
dTS	Development & Training Services, Inc.
ES	Evaluation Services
FAR	Federal Acquisition Regulations
GOP	Government of Paraguay
HO	Home office
IQC	Indefinite Quantity Contract
IP	Implementing Partners
IT	Information technology
M&E	Monitoring and Evaluation
MCC	Millennium Challenge Corporation
MOF	Ministry of Finance
MOH	Ministry of Public Health
PoC	Point of Contact
PMT	Project Management Team
QA	Quality assurance
SOW	Scope of Work/Statement of Work
STA	Senior Technical Advisor
TA	Technical assistance
TA/T	Technical assistance/training
TP-II	Threshold Program Phase II
TO	Task Order
USG	US Government
USAID	United States Agency for International Development
USAID/W	USAID/Washington
US DOJ	U.S. Department of Justice
US DOT	U.S. Department of Treasury
WO	Work objectives
WRS	Web-based reporting system

# 1 INTRODUCTION

In May 2010 USAID/Paraguay contracted Development Training and Services, Inc. (dTS) to provide monitoring and evaluation (M&E) services for the MCC Paraguay Phase II Threshold Program (TP-II) through the Evaluation Services Indefinite Quantity Contract (IQC) mechanism. Specifically, dTS was contracted to support the Government of Paraguay (GOP) in conducting M&E of all six components of the TP-II being implemented by USG agencies and implementing partners (IPs). This has included facilitating data collection, conducting data quality reviews (DQR), creating a web-based reporting system (WRS), and providing capacity building to GOP and IPs.

This document represents the results of the quantitative data analysis. In particular, the purpose of the report is to summarize the results of the surveys administered by CIRD, a local Paraguayan organization. CIRD was contracted by dTS for data gathering, verification, and submission of final data sets to dTS. Accordingly, CIRD produced the following deliverables:

1. Administration of 518 interviews;
2. Data verification
3. Delivery of data sets to dTS

In close consultation, U.S Agency for International Development (USAID)/Paraguay and the dTS Team agreed to carry out surveys in four key areas: 1) the judiciary, 2) customs, 3) health, and 4) the police. In each area, various subgroups were determined based on suggestions of USAID/Paraguay. A chart summarizing the areas, sample goals and actual number of interviews appears below in Table 1 Survey Details:

**TABLE 1: Survey Details**

Instance	Component to be Evaluated	Target Audience	Type	ASUNCIÓN	CAAGUAZÚ	MISIONES	CDE	HN Itauguá	HD Lambaré	H B. Obreiro	FR	Cordillera	USF Central	TOTAL	Comments
Judicial Branch	Strengthening of Disciplinary Systems	Officers of the Judicial Branch	Directed	25	20	10	20							75	– More surveys were done to officers, since it was not possible to complete the number stipulated for users of Customs and of the Judicial Branch.
			Directed Presence	29	21	20	22								
Judicial Branch	Complaints and Reporting System	Users of Justice (Exit survey)	Ambulatory	50	25	20	30							125	<ul style="list-style-type: none"> <li>– A random selection was made of 125 cases without taking into account the territorial zone, as we did not have such information for the case of users. The listing provided by the Judicial Branch did not discriminate by zone.</li> <li>– More departments than those stipulated were covered.</li> <li>– Work was performed with a listing of 500 names of users to obtain 120 surveys. <b>There were many data that did not correspond*</b>; only 15% of the data supplied by the Judicial Branch were correct</li> </ul>
			Directed Telephonic	120											
Customs	Attention and Complaints Center	Users of the Center	Directed	50										50	– In this case, telephonic surveys were performed. Work was conducted with a listing of 54 names, comprising 100% of the users of the Center until mid-April, 2012. From these 54, only 27 had a phone number, and of this 27, only 10 answered. Thus, we could not reach the 50 cases as stipulated.
			Directed Telephonic	10											
Health	Logistics system for Distribution	Patients from Ambulatory Consultation (Exit	Ambulatory					50	30	30	30	15		155	– More surveys to patients were carried out, taking into account that it was not possible to

\* The list provided by the Judicial Branch contained many incorrect telephone numbers for users of the Complaints and Reporting System. For example, there were many numbers that did not correspond to the user listed or no one answered the phone call. There were also cases in which the numbers corresponded to the lawyers of the users of the Complaints and Reporting System rather than the user of the system. As a result, the surveyors had to make more calls than projected in order to obtain the required number of surveys. There are a number of potential reasons for this. It is possible that many users changed their phone numbers after using the Complaints and Reporting System. It is also possible that incorrect contact information was purposely provided by the user of the System due to mistrust or other unknown reasons.

		survey)	Ambulatory Present						50	31	30	34	30	175	– complete the number stipulated for users of Customs and of the Judicial Branch. – A large increase in numbers occurred at the Family Health Units (USF) of the Central Department.
Health	Logistics System for Distribution	Internist physicians	Directed						10	8	8	8	3	37	– It was not possible to increase the number of surveys because the same were designated to the directors, according to the number of surveys to be carried out at each one of the institutions. Thus, we resourced to increase the number of surveys to patients. –
			Directed Present						10	8	8	8	3	37	
Health	Logistics System for Distribution	Nurses	Directed						8	5	5	5	3	26	– More surveys were done to nurses, taking into account that it was not possible to complete the number stipulated for users of Customs and of the Judicial Branch.
			Directed Present						8	4	8	5	9	34	
National Police	Police Career	Candidates and Students of the Police Career	Directed	50										50	– The interviews had to be in person because student did not have easy access to telephones
			Directed Present	50										50	

## 2 FINDINGS

For the most part, the objectives of the survey were fulfilled. Table 1 above shows that in some areas there was deviation from the original goals. This was especially apparent in the area of customs, where a much smaller final sample was completed than planned. The explanations for the deviations are contained in the final column of the table.

The final sample of completed interviews for the groups studied is presented in Table 2 below. As can be seen, there are three large blocks of interviews, and two smaller ones. The employees and users of the judiciary comprised 212 interviews, the physicians, nurses and users of the health system was made up of 246 interviews, while the group of those who had made a complaint about their experience with the customs office involved only 10 interviews and the police cadets another 50 interviews. In total, the sample was 518.

**Table 2: Interview Samples**

		Group			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2F Judiciary employees	92	17.8	17.8	17.8
	2U Judiciary users	120	23.2	23.2	40.9
	3CM Health-Physicians and nurses	71	13.7	13.7	54.6
	3CP Health: patients	175	33.8	33.8	88.4
	4U Customs users	10	1.9	1.9	90.3
	6E Police cadets	50	9.7	9.7	100.0
	Total	518	100.0	100.0	

An analysis of non-response patterns did not reveal anything specific that would indicate a selection bias (e.g., lower response rates by females). In the analysis that follows, the results are presented only for those who responded to a given question, excluding the small amount of non-responses in the sample.

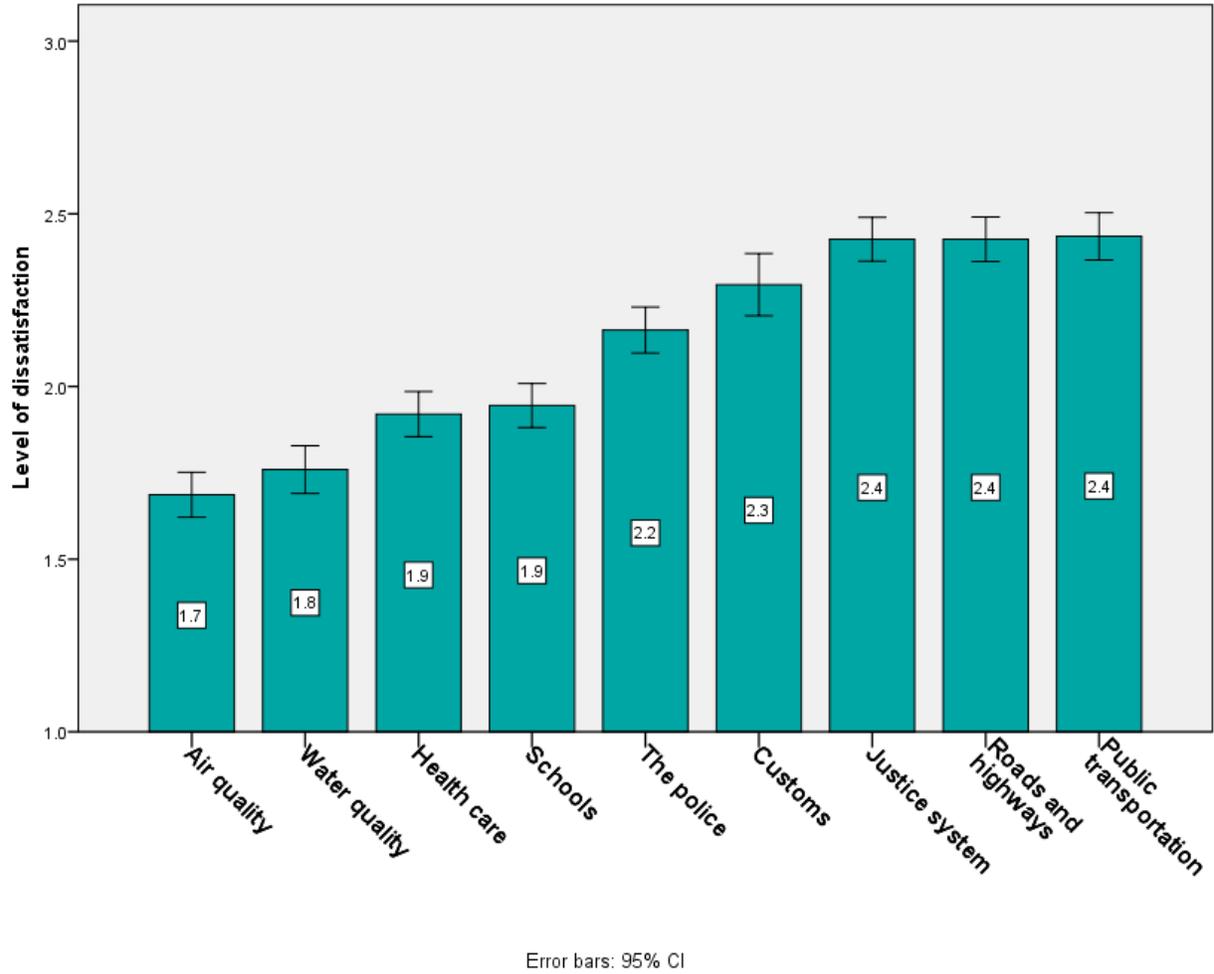
Before presenting the results, one overall comment is in order. This report is based entirely on a *post hoc* evaluation of the “Umbral II” project and is not an impact evaluation. An impact evaluation would have consisted of a baseline survey and appropriate control groups. The purpose of this task order was to perform a post-hoc evaluation of the Umbral II project, which does in fact allow drawing important conclusions about various aspects of the project. However because of the absence of a baseline and control groups, the evaluation cannot be considered definitive.

### 2.1 Satisfaction with Public Services

The surveys of all groups obtained information about their level of satisfaction with nine different public services. For the samples as a whole, the service with the lowest level of

dissatisfaction was with the quality of the air, whereas the greatest levels of dissatisfaction were with the justice system and public transport. The chart below summarizes the results for all of the samples combined.

Figure 1: Satisfaction with Public Services



There were important differences among the various groups targeted for the survey in their level of satisfaction. In general, the least content were the users of Centro de Atención y Reclamos (CAR), the judicial system and the doctors and nurses. For example, compare the responses by the groups to the question on public transportation (SD1). While 48.3% of the employees of the judiciary and 50.3% of the health care patients were dissatisfied with the service, over 80% of the judicial users and doctors and nurses were dissatisfied. The results from each group are shown below in a series of tables. It is unsurprising that functionaries in a given service field are least discontent with their own service. For example, the police give the highest rating to police service.

**SD1 In this city/area where you live, are you satisfied or dissatisfied with the Public Transportation System \* Group Cross Tabulation**

% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD1 In this city where you live, are you satisfied or dissatisfied with... the public transportation system	1 Satisfied	16.7%	2.8%	4.8%	23.1%		34.0%	15.7%
	2 Half Satisfied	35.0%	15.6%	8.1%	26.6%	10.0%	54.0%	25.2%
	3 Dissatisfied	48.3%	81.7%	87.1%	50.3%	90.0%	12.0%	59.1%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD2 In this city/ area where you live, are you Satisfied or Dissatisfied with the roads, highways and freeways \* Group Cross Tabulation**

% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD2 In this city/ area where you live, are you Satisfied or Dissatisfied with... The roads, highways and freeways	1 Satisfied	20.7%	4.3%	8.5%	22.5%		18.0%	15.3%
	2 Half Satisfied	29.3%	18.3%	14.1%	27.7%		62.0%	26.8%
	3 Dissatisfied	50.0%	77.4%	77.5%	49.7%	100.0%	20.0%	57.9%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD3 In this city/ area where you live, are you Satisfied or Dissatisfied with the Educational System and the Schools \* Group Cross Tabulation**

% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD3 In this city/ area where you live, are you Satisfied or Dissatisfied with... The Educational System and the Schools	1 Satisfied	38.0%	11.1%	14.5%	41.2%		46.0%	29.7%
	2 Half Satisfied	38.0%	48.7%	60.9%	45.3%	30.0%	40.0%	46.1%
	3 Dissatisfied	23.9%	40.2%	24.6%	13.5%	70.0%	14.0%	24.2%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD4 In this city/ area where you live, are you Satisfied or Dissatisfied with the quality of Air \* Group Cross Tabulation**  
% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD4 In this city/ area where you live, are you Satisfied or Dissatisfied with... The quality of Air	1 Satisfied	38.0%	41.7%	39.4%	57.9%	40.0%	64.6%	48.3%
	2 Half Satisfied	43.5%	27.8%	49.3%	29.8%	30.0%	31.2%	34.7%
	3 Dissatisfied	18.5%	30.4%	11.3%	12.3%	30.0%	4.2%	17.0%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD5 In this city/ area where you live, are you Satisfied or Dissatisfied with the quality of Water \* Group Cross Tabulation**  
% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD5 In this city/ area where you live, are you Satisfied or Dissatisfied with... The quality of Water	1 Satisfied	28.3%	46.5%	33.8%	62.9%	20.0%	44.0%	46.2%
	2 Half Satisfied	22.8%	28.1%	46.5%	28.2%	60.0%	42.0%	31.8%
	3 Dissatisfied	48.9%	25.4%	19.7%	8.8%	20.0%	14.0%	22.1%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD6 In this city/ area where you live, are you Satisfied or Dissatisfied with the availability of medical and health services \* Group Cross Tabulation**  
% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD6 In this city/ area where you live, are you Satisfied or Dissatisfied with... The availability of medical and health services	1 Satisfied	27.2%	17.1%	39.4%	45.1%	10.0%	30.6%	32.6%
	2 Half Satisfied	40.2%	40.2%	45.1%	41.0%	60.0%	53.1%	42.8%
	3 Dissatisfied	32.6%	42.7%	15.5%	13.9%	30.0%	16.3%	24.6%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD7 In this city/ area where you live, are you Satisfied or Dissatisfied with... The police \* Group Cross Tabulation**  
% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD7 In this city/ area where you live, are you Satisfied or Dissatisfied with... The police	1 Satisfied	22.0%	6.9%	18.3%	28.1%	10.0%	49.0%	22.4%
	2 Half Satisfied	47.3%	24.1%	42.3%	39.2%	50.0%	49.0%	38.8%
	3 Dissatisfied	30.8%	69.0%	39.4%	32.7%	40.0%	2.0%	38.8%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD8 In this city/ area where you live, are you Satisfied or Dissatisfied with...The Justice system \* Group Cross Tabulation**

% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD8 In this city/ area where you live, are you Satisfied or Dissatisfied with...The Justice system	1 Satisfied	48.9%	2.5%	1.4%	8.8%		18.4%	14.3%
	2 Half Satisfied	40.2%	11.9%	24.3%	26.5%	10.0%	65.3%	28.7%
	3 Dissatisfied	10.9%	85.6%	74.3%	64.7%	90.0%	16.3%	57.0%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**SD9 In this city/ area where you live, are you Satisfied or Dissatisfied with...The Customs service \* Group Cross Tabulation**

% within Group

		Group						Total
		2F Judiciary employees	2U Judiciary users	3CM Health: physicians and nurses	3CP Health: patients	4U Customs users	6E Police cadets	
SD9 In this city/ area where you live, are you Satisfied or Dissatisfied with...The Customs service	1 Satisfied	20.9%	20.0%	3.7%	9.4%		25.6%	15.9%
	2 Half Satisfied	46.3%	25.0%	44.4%	25.0%	50.0%	53.5%	38.6%
	3 Dissatisfied	32.8%	55.0%	51.9%	65.6%	50.0%	20.9%	45.4%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

## 2.2 Views of Judicial Sector Functionaries

A total of 91 judicial sector functionaries were interviewed. They were asked a series of questions about their knowledge and evaluation of the new system of discipline and control in the judiciary. Of those surveyed, 89% had heard of the new system, as shown below.

<b>PJF1 Do you know the new disciplinary and control systems at the Judicial Administration? * Group Cross Tabulation</b>				
			Group	Total
			2F Judiciary employees	
PJF1 Do you know the new disciplinary and control systems at the Judicial Administration?	1 Yes	Count	81	81
		% within Group	89.0%	89.0%
	2 No	Count	10	10
		% within Group	11.0%	11.0%
Total		Count	91	91
		% within Group	100.0%	100.0%

All of the respondents in this group were asked if the new system is better, the same or worse than the old. The results shown below reveal that nearly three out of every four respondents believe that the new system is better. Only one in ten thinks that it is worse.

<b>PJF2 Do you believe that the new disciplinary and control systems at the Judicial Administration are: * Group Cross Tabulation</b>				
			Group	Total
			2F Judiciary employees	
PJF2 Do you believe that the new disciplinary and control systems at the Judicial Administration are:	1 Better than before	Count	67	67
		% within Group	73.6%	73.6%
	2 The same as before	Count	15	15
		% within Group	16.5%	16.5%
	3 Worse than before	Count	9	9
		% within Group	9.9%	9.9%
Total		Count	91	91
		% within Group	100.0%	100.0%

The judicial operators were also asked if they were familiar with cases handled by the new system. About half of them (46.7%) knew of cases being handled by the new system, as shown below:

<b>PJF3 Do you know of cases that have been treated by the system? * Group Cross Tabulation</b>				
			Group	Total
			2F Judiciary employees	
PJF3 Do you know of cases that have been treated by the system?	1 Yes	Count	43	43
		% within Group	46.7%	46.7%
	2 No	Count	49	49
		% within Group	53.3%	53.3%
Total		Count	92	92
		% within Group	100.0%	100.0%

Finally, the judicial operators were asked if the new system would help improve the image of the judiciary. As shown below, the positive response was overwhelming.

<b>PJF4 In your opinion, will the new system improve the image of the Judicial Branch in the country? * Group Cross Tabulation</b>				
			Group	Total
			2F Judiciary employees	
PJF4 In your opinion, will the new system improve the image of the Judicial Branch in the country?	1 Yes	Count	86	86
		% within Group	93.5%	93.5%
	2 No	Count	6	6
		% within Group	6.5%	6.5%
Total		Count	92	92
		% within Group	100.0%	100.0%

## 2.3 Views of Users of the Judicial System

The analysis above focused on the judicial operators. We now turn to the users of the judicial system. In total, 120 users of the system were interviewed, as shown in the following table. Users were defined here as individuals who had made a complaint or had reported someone to the judicial system. All of the respondents in this group had done so.

<b>PJU1 Did you present a complaint or report on the Judicial Branch? * Group Cross Tabulation</b>				
			Group	Total
			2U Judiciary users	
PJU1 Did you present a complaint or report on the Judicial Branch?	1 Yes	Count	120	120
		% within Group	100.0%	100.0%
	Total	Count	120	120
		% within Group	100.0%	100.0%

The users were then asked if anyone from the judicial system had contacted them. As shown in the table below few of those who had initiated an action had been contacted by the judicial system. Specifically, only one-in-five had been contacted. It is our understanding that follow-up calls by judicial staff are not required.

<b>PJU2 After you filed your complaint/report, did anybody from the Center for Complaints and Reports contact you on the matter? * Group Cross Tabulation</b>				
			Group	Total
			2U Judiciary users	
PJU2 After you filed your complaint/report, did anybody from the Center for Complaints and Reports contact you on the matter?	1 Yes	Count	25	25
		% within Group	20.8%	20.8%
	2 No	Count	95	95
		% within Group	79.2%	79.2%
Total		Count	120	120
		% within Group	100.0%	100.0%

Those who were contacted were asked how long it took for the contact to occur. The results are shown in the following table. As can be seen, most were contacted within a week of their filing their complaint.

<b>PJU3 When were you contacted? Was this within one week, one month, two months, or more than three months? * Group Cross Tabulation</b>				
			Group	Total
			2U Judiciary users	
PJU3 When were you contacted? Was this within one week, one month, two months, or more than three months?	1 One week	Count	18	18
		% within Group	72.0%	72.0%
	2 One month	Count	4	4
		% within Group	16.0%	16.0%
	3 Two months	Count	2	2
		% within Group	8.0%	8.0%
	4 More than Two months	Count	1	1
		% within Group	4.0%	4.0%
Total		Count	25	25
		% within Group	100.0%	100.0%

When the justice operators contacted the person who lodged a complaint, users of the system were asked if their complaint was resolved. As seen in the table below, only 16% said that it had been.

<b>PJU4 In your opinion, did they solve your complaint? * Group Cross Tabulation</b>				
			Group	Total
			2U Judiciary users	
PJU4 In your opinion, did they solve your complaint?	1 Yes	Count	19	19
		% within Group	16.0%	16.0%
	2 No	Count	100	100
		% within Group	84.0%	84.0%
Total		Count	119	119
		% within Group	100.0%	100.0%

Overall, levels of satisfaction with the manner in which the complaint was handled is quite low, with only 22% of the justice system users expressing satisfaction.

<b>PJU5 In your opinion, are you satisfied with the resolution? * Group Cross Tabulation</b>				
			Group	Total
			2U Judiciary users	
PJU5 In your opinion, are you satisfied with the resolution?	1 Yes	Count	20	20
		% within Group	22.2%	22.2%
	2 No	Count	70	70
		% within Group	77.8%	77.8%
Total		Count	90	90
		% within Group	100.0%	100.0%

## 2.4 Users of the Health Care System

The focus of this series of interviews was on users of the public pharmacy system. One longstanding complaint in Paraguay is that the public pharmacies often do not have the medicine that the physician prescribed. The first question asked of this user group of 174 individuals was if they were given the medicine that was prescribed. As shown on the table

below, slightly more than half (54.0%) of the respondents said that they had been given that medicine, 37.4% said that they were not and an additional 8.6% of respondents said that they did not know.

<b>SALU1 In this drugstore, did they give you the medication prescribed? * Group Cross Tabulation</b>				
			Group	Total
			3CP Health: patients	
SALU1 In this drugstore, did they give you the medication prescribed?	1 Yes	Count	94	94
		% within Group	54.0%	54.0%
	2 Some times	Count	65	65
		% within Group	37.4%	37.4%
	3 No	Count	15	15
		% within Group	8.6%	8.6%
Total		Count	174	174
		% within Group	100.0%	100.0%

Another complaint in Paraguay is that even when they were given the right medicine, often the quantity provided was less than indicated on the prescription. As shown in the table below, 34.9% said that they were always given the right amount, 51.5% said that they were sometimes given the right amount, while only 13.6% said that they were never given the right amount.

<b>SALU2 did they give you the total quantity prescribed? * Group Cross Tabulation</b>				
			Group	Total
			3CP Health: patients	
SALU2 did they give you the total quantity prescribed?	1 Yes (always)	Count	59	59
		% within Group	34.9%	34.9%
	2 Sometimes	Count	87	87
		% within Group	51.5%	51.5%
	3 No (Never)	Count	23	23
		% within Group	13.6%	13.6%
Total		Count	169	169
		% within Group	100.0%	100.0%

Waiting on long lines can be frustrating and can also affect the health of some individuals who do not have the strength to stand for long periods of time. For this reason, users of the pharmacies were asked how long they had to wait to get their medicines. More than two-thirds (68.1%) said that they waited less than 15 minutes, another 28.1% reported waiting between 15-30 minutes, and another 2.5% said that they had to wait from a half hour to an hour. A very small proportion, 1.2% said that they had to return another day to pick up the medicine.

<b>SALU3 How long did you have to wait to receive the medicine? * Group Cross Tabulation</b>				
			Group	Total
			3CP Health:	
			patients	
SALU3 How long did you have to wait to receive the medicine?	1 Less than 15 minutes	Count	109	109
		% within Group	68.1%	68.1%
	2 Between 15 minutes and one half hour	Count	45	45
		% within Group	28.1%	28.1%
	3 Between one half and one hour	Count	4	4
		% within Group	2.5%	2.5%
	5 I had to return the next day	Count	2	2
		% within Group	1.2%	1.2%
Total	Count	160	160	
	% within Group	100.0%	100.0%	

Perception of user satisfaction was quite high. The users of the public pharmacies reported that compared to a year ago, 73.7% were more satisfied than they were a year ago, 2.3% said that they were less satisfied, while 24% said that there was no difference from a year ago.

<b>SALU4 Would you say you are more satisfied with the drugstore service today as compared with one year ago, or less satisfied, or it is the same? * Group Cross Tabulation</b>				
			Group	Total
			3CP Health:	
			patients	
SALU4 Would you say you are more satisfied with the drugstore service today as compared with one year ago, or less satisfied, or it is the same?	1 More Satisfied	Count	126	126
		% within Group	73.7%	73.7%
	2 Less Satisfied	Count	4	4
		% within Group	2.3%	2.3%
	3 It is the same	Count	41	41
		% within Group	24.0%	24.0%
	Total	Count	171	171
		% within Group	100.0%	100.0%

## 2.5 Health Experience with Supply of Medicine

The survey was administered to a group of 71 physicians and nurses at various public hospitals around the country to learn more about the availability of medicines. The questions that were asked referred only to the month in which the survey was carried out. One quarter of the respondents said that they had all of the medicines that they needed, while 73.2% reported that they were missing some of them. Only 1.4% said that they were missing a lot of medicines.

<b>SALM1 In this month, would you say you had all the necessary medicines, some medicines were lacking, lots of medicines were lacking? * Group Cross Tabulation</b>				
			Group	Total
			3CM Health: physicians and nurses	
SALM1 In this month, would you say you had all the necessary medicines, some medicines were lacking, lots of medicines were lacking?	1 All	Count	18	18
		% within Group	25.4%	25.4%
	2 Some were missing	Count	52	52
		% within Group	73.2%	73.2%
	3 Many were missing	Count	1	1
		% within Group	1.4%	1.4%
Total	Count	71	71	
	% within Group	100.0%	100.0%	

The physicians and nurses were asked about the disposable supplies that they use at work. Nearly one-third (32.4%) reported that they had all they needed, 66.2% said that they were missing some of them, while 1.4% said that they were missing a lot.

<b>SALM2 In this month, would you say you had all the necessary disposable inputs, some were missing, lots of disposable inputs were missing? * Group Cross Tabulation</b>				
			Group	Total
			3CM Health: physicians and nurses	
SALM2 In this month, would you say you had all the necessary disposable inputs, some were missing, lots of disposable inputs were missing?	1 All	Count	23	23
		% within Group	32.4%	32.4%
	2 Some were missing	Count	47	47
		% within Group	66.2%	66.2%
	3 Many were missing	Count	1	1
		% within Group	1.4%	1.4%
Total	Count	71	71	
	% within Group	100.0%	100.0%	

Similar responses were obtained from the physicians and nurses on the availability of non-disposable supplies used in their jobs. The survey found that 36.6% of these professionals reported having all of the permanent supplies they required, 60.6% reported having some of them, while only 2.8% said that they were missing a lot of those supplies.

<b>SALM3 In this month, would you say you had all the necessary permanent inputs, some were missing, lots of permanent inputs were missing? * Group Cross Tabulation</b>				
			Group	Total
			3CM Health: physicians and nurses	
SALM3 In this month, would you say you had all the necessary permanent inputs, some were missing, lots of permanent inputs were missing?	1 All	Count	26	26
		% within Group	36.6%	36.6%
	2 Some were missing	Count	43	43
		% within Group	60.6%	60.6%
	3 Many were missing	Count	2	2
		% within Group	2.8%	2.8%
Total	Count	71	71	
	% within Group	100.0%	100.0%	

The physicians and nurses were asked to compare the availability of medicines and supplies currently with the situation of a year earlier. An overwhelming 84.5% reported greater satisfaction today than in the earlier period. An additional 2.8% said that they were less satisfied, while 12.7% said that things have remained the same.

<b>SALM4 Would you say you are more satisfied with the provision of medicines and inputs today as compared with one year ago, or less satisfied, or it is the same? * Group Cross Tabulation</b>				
			Group	Total
			3CM Health: physicians and nurses	
SALM4 Would you say you are more satisfied with the provision of medicines and inputs today as compared with one year ago, or less satisfied, or it is the same?	1 More satisfied	Count	60	60
		% within Group	84.5%	84.5%
	2 Less Satisfied	Count	2	2
		% within Group	2.8%	2.8%
	3 the same	Count	9	9
		% within Group	12.7%	12.7%
Total	Count	71	71	
	% within Group	100.0%	100.0%	

## 2.6 Customs Users

In many countries, corruption related to customs is commonplace. In this study it was not possible to measure the overall level of corruption, but only to ask questions among those individuals who complained formally to the Centro de Atención y Reclamos (CAR). The survey targeted the entire universe of those who had complained, which was 54 cases up through mid-April, 2012. Of those 54, only 27 provided a telephone number where they could be reached, and of those 27, only 9 were willing to talk to the interviewers who called them. Thus, the sample is very small and for that reason the percentages have to be taken as only indicative and not statistically significant. We have no real idea what the results would have been had all 54 of those who had complained had been interviewed.

Of the nine individuals who responded to the survey, seven said that the CAR had followed up, as shown on the table below:

<b>AU2 After you filed your complaint/report did anyone from CAR contact you on the matter? * Group</b>				
<b>Cross Tabulation</b>				
			Group	Total
			4U Customs users	
AU2 After you filed your complaint/report, ¿did anyone from CAR contacted you on the matter?	1 Yes	Count	7	7
		% within Group	77.8%	77.8%
	2 No	Count	2	2
		% within Group	22.2%	22.2%
Total	Count		9	9
	% within Group		100.0%	100.0%

The majority of those contacted were contacted within a week of their complaint. Four respondents reported being contacted within a week, while two said that it was within a months. One did not reply.

<b>AU3 When were you contacted? Was this within one week, one month, two months, or more than three months?</b>				
<b>* Group Cross Tabulation</b>				
			Group	Total
			4U Customs users	
AU3 When were you contacted? Was this within one week, one month, two months, or more than three months?	1 One week	Count	4	4
		% within Group	66.7%	66.7%
	2 One month	Count	2	2
		% within Group	33.3%	33.3%
Total		Count	6	6
		% within Group	100.0%	100.0%

The resolution rate was one-third, with three of the nine reporting having had their complaint resolved by the time of the interview.

<b>AU4 In your opinion, did they solve your complaint? * Group Cross Tabulation</b>				
			Group	Total
			4U Customs users	
AU4 In your opinion, did they solve your complaint?	1 Yes	Count	3	3
		% within Group	33.3%	33.3%
	2 No	Count	6	6
		% within Group	66.7%	66.7%
Total		Count	9	9
		% within Group	100.0%	100.0%

Finally, only one person of the nine reported being satisfied with the resolution of the case.

<b>AU5 In your opinion, are you satisfied with the resolution? * Group Cross Tabulation</b>				
			Group	Total
			4U Customs users	
AU5 In your opinion, are you satisfied with the resolution?	1 Yes	Count	1	1
		% within Group	11.1%	11.1%
	2 No	Count	8	8
		% within Group	88.9%	88.9%
Total		Count	9	9
		% within Group	100.0%	100.0%

## 2.7 Police Cadets

Interviews were conducted with 50 students in the Police Academy. The respondents in this sample were asked about their satisfaction with their training. As shown in the table below, 95.9% said that their training provided them with the necessary knowledge for them to carry out their functions as police officers.

<b>PE2 Do you believe that the training program gave you the necessary knowledge for your endeavors as a Police Agent? * Group Cross Tabulation</b>				
			Group	Total
			6E Police cadets	
PE2 Do you believe that the training program gave you the necessary knowledge for your endeavors as a Police Agent?	1 Much	Count	47	47
		% within Group	95.9%	95.9%
	2 Some	Count	2	2
		% within Group	4.1%	4.1%
Total		Count	49	49
		% within Group	100.0%	100.0%

An even higher percentage (98%) of the police officers said that they were familiar with the legal framework, enabling them to operate effectively.

<b>PE3 Would you say you know the legal framework allowing you to operate effectively? * Group Cross Tabulation</b>				
			Group	Total
			6E Police cadets	
PE3 Would you say you know the legal framework, allowing you to operate effectively?	1 Yes	Count	48	48
		% within Group	98.0%	98.0%
	2 No	Count	1	1
		% within Group	2.0%	2.0%
Total		Count	49	49
		% within Group	100.0%	100.0%

This finding is reinforced by the information in the following question, which asked the respondents if they felt that their knowledge of the laws had improved. Here all but one respondent agreed.

<b>PE4 In which of the following aspects has the Curriculum improved knowledge of the laws? * Group Cross Tabulation</b>				
			Group	Total
			6E Police cadets	
PE4 In which of the following aspects has the Curriculum improved knowledge of the laws?	1 Yes	Count	48	48
		% within Group	98.0%	98.0%
	2 No	Count	1	1
		% within Group	2.0%	2.0%
Total		Count	49	49
		% within Group	100.0%	100.0%

A similar result emerged on a general question of overall knowledge, in which over 95% of the respondents said that this knowledge had increased.

<b>PE5 In which of the following aspects has the Curriculum improved knowledge of the people? * Group Cross Tabulation</b>				
			Group	Total
			6E Police cadets	
PE5 In which of the following aspects has the Curriculum improved knowledge of the people?	1 Yes	Count	47	47
		% within Group	95.9%	95.9%
	2 No	Count	2	2
		% within Group	4.1%	4.1%
Total		Count	49	49
		% within Group	100.0%	100.0%

Increases in technical knowledge were universally acknowledged among 100% of the respondents as shown below.

<b>PE6 In which of the following aspects has the Curriculum improved technical knowledge? *</b>				
<b>Group Cross tabulation</b>				
			Group	Total
			6E Police cadets	
PE6 In which of the following aspects has the Curriculum improved technical knowledge?	1 Yes	Count	49	49
		% within Group	100.0%	100.0%
Total		Count	49	49
		% within Group	100.0%	100.0%

Identical findings emerged for a question on increased knowledge of human rights.

<b>PE7 In which of the following aspects has the Curriculum improved knowledge of Human Rights?</b>				
<b>* Group Cross Tabulation</b>				
			Group	Total
			6E Police cadets	
PE7 In which of the following aspects has the Curriculum improved knowledge of Human Rights?	1 Yes	Count	49	49
		% within Group	100.0%	100.0%
Total		Count	49	49
		% within Group	100.0%	100.0%

### 3 SUMMARY

The above provides an overview of the findings of the 518 interviews administered in the areas of the judiciary, customs, health, and the police. It is important to remember that the findings do not represent an impact evaluation.

Specifically, USAID policy now requires that major programs must include an impact evaluation, such that the results would show what would have been the outcome if the USAID project had not been in place. In a country-wide program such as the Umbral II, that kind of impact evaluation would not be possible since there are no control-groups with which to compare the treatment groups. For example, there is only one customs authority in Paraguay. However, a before-and-after design could have been employed in which a baseline study could have been carried out at the beginning of the Umbral II, and then an end-of-project study carried out (much as the one reported on here). In that way, for example, true user satisfaction with the pharmacy service would have been known, and any increases could have reasonably been attributed to the program. In the post-hoc evaluation program reported on here, all that is known is that users report feeling more satisfied after the program than before, we cannot be certain that this report reflects their true level of satisfaction before the program because we do not have baseline data.

While the findings do not represent an impact evaluation, they do however provide insights into conclusions that can be drawn from various aspects of the project. These conclusions can in turn be extrapolated to assess program effectiveness as well as to inform future program design.