

## FOCUS GROUP DISCUSSION TRANSCRIPTS

### **FGD 1 in Kalomo**

Researcher: Good morning dear mother

Mother: Fine and how are you?

Researcher: Fine, Thank you so much, we are here at Naluja clinic, am with 5 mothers who belong here at Naluja clinic, where they get treated from, my name is Edgar Kaango, from The University of Zambia, school of public health, were we have been sent to assess the perception on the use of biometrics to identify patients at health facilities, knowing who has come to the clinic, who is it that we want to treat, can it be accepted if the health facilities we get our health services? Like I mentioned I have 5 women who will help us to understand by answering questions.

To start with, mothers, who are you and what number are you?

Number one: Felistus Munsanje.

Researcher: Madam Felistus Munsanje, how old are you?

Number one: 23 years

Researcher: Where are you based?

Number one: Sibulyobulyo village

Researcher: What is your marital status?

Number one: Married

Researcher: How many children do you?

Number one: I have 3 children.

Researcher: I have you gone anywhere for under-five cases/antenatal or do you go anywhere?

Number one: Yes.

Researcher: Thank you.

Researcher: "Asking the second woman" what is your name?

Number two: I am Mutinta Munkombwe

Researcher: Thank you madam Mutinta Munkombwe, where are you based?

Number two: Am from Sibuyumba village.

Researcher: what is your marital status?

Number two: Yes am married.

Researcher: How old are you?

Number two: 27 years

Researcher: How many children do you have?

Number two: I have four children.

Researcher: Thank you, I have you gone anywhere for under-five cases/antenatal or here at Naluja or do you go anywhere?

Number two: Here at Naluja, that is where we do our under-five/antenatal.

Researcher: Thank you, "Researcher Asking the third mother" Madam, what is your name?

Numer three: My name is Catherine Mungala.

Researcher: Where are you based?

Number three: Simukumbwa-munzi village.

Researcher: What is your marital status?

Number three: Am married.

Researcher: How old are you?

Number three: 37 years

Researcher: Thank you, how many children do you have?

Number three: I have five living children.

Researcher: Thank you, have you gone anywhere for under-five cases/antenatal or here at Naluja or do you go anywhere?

Number three: Yes, I used to go to Siabunkululu clinic

Researcher: Thank you.

Researcher: Researcher asking the fourth mother" what is your name?

Number four: Lweendo Mudenda

Researcher: Madam lweendo Mudenda, where are you based?

Number four: Sibulyobulyo village.

Researcher: Thank you, how old are you?

Number four: 26 years

Researcher: How many children do you have?

Number four: I have 3 children and this pregnancy is the fourth.

Researcher: Thank you, have you gone anywhere for under-five cases/antenatal or here at Naluja or do you go anywhere?

Number four: We come here at Naluja clinic.

Researcher: "Researcher asking the fifth mother" What is your name? And where are you based?

Number five: Pegina Penzele, am from Hamafumba village.

Researcher: What is your marital status?

Number five: Am married.

Researcher: How old are you?

Number five: 30 years

Researcher: How many children do you have?

Number five: I have four children.

Researcher: Thank you, have you gone anywhere for under-five cases/antenatal or here at Naluja or do you go anywhere?

Number five: Yes, I come here at Naluja bringing the young child.

Researcher: Now, just like I have explained that our coming is on finding out if people can accept if we bring a biometric system where when a person comes to the hospital/clinic to be treated, they should not be bringing card, papers, or anything with them, they should just be coming with their bodies and they just get a picture or be captured of their body part like the ear, are the people going to accept it? If people accept it, for how long will it take for people to accept it? What is it that is needed for people to accept it, we look at the concerns, and other things that can occur. To start with, all you mothers sited here, has anyone used biometrics or any body part, either when you went to vote, at a health facility or any other place obtaining NRCs, did any of you go anywhere? Tell me where you went and the purpose you went there for.

Number five: I have gone and used it when doing NRC registration and I used a thumb print.

Researcher: Ok, anyone else?

Number two: Like on the issue of NRCs I went to the mission (Siachitema mission), I used a thumb print.

Researcher: Ok, yes madam.

Number three: In the same way, I went for NRCs to use a thumb print at Siantete.

Researcher: Madam, have you ever used any body part where they said this is what we will be using to identify you?

Number Four: Yes, I used a thumb print on my NRC.

Researcher: Where?

Number four: At Siamukololo.

Researcher: What was the event? What were you doing when you used the thumb print?

Number four: When obtaining NRCs.

Researcher: Thank you,

Number one: I have never used a thumb print before.

Researcher: You have never used any body part, the face, an eye?

Number one: No.

Researcher: like I have already explained, we want to ask each other here, can they accept this biometric system if it comes in the community. Now what is your perception, will people accept it in the community, what concerns do you have, what do you think if this system comes, where when a person goes to the clinic, they capture his/her ear so that they use the ear to identify the patient, and trace their file in the saver, will people accept it, what will people think about it?

Number three: My thinking is, this system can be accepted by people because it is easy and will not need money to be buying books.

Number five: The goodness of this system, as I have seen it, it is a good one because the books we buy are just papers, if you don't have a plastic bag it can get soaked, the information in books is easily lost, the way we carry books and cards if they get lost it means the whole information has been lost. The problem that is there is, when we come to the clinic there are a lot of books and if the number is lost, the person who files books finds it difficult to find the book to find you information. The goodness of using the ear is that, if a person captures you the ear, it becomes easy because we always move with the ear and it is already in the computer, and it doesn't even get soaked, and it can't drop, we can accept this system.

Researcher: Madam, what do you think, how will people perceive it, what will people think about it if this system had to come in health facilities, more especially in your area?

Number one: Just like others have said, it is nice because even the under-five cards, the child may tear the card, or it gets lost meaning you have to buy another one, and that money can be used to buy other things. For instance if the child doesn't have clothes, if the money can be used to buy clothes instead buying an under-five card, that is just my thinking, the biometric system can help.

Researcher: In your communities, how will people perceive this? Not just yourselves, think of the others, think on their behalf, and will they be happy about it or will they perceive it wrongly?

Number five: I think it needs to be explained to them as we have heard it ourselves, if we explain to them, they can accept it without difficulties.

Number four: This system is nice, sometimes you may not have money to come to the clinic, and at that your child gets sick, or maybe you get sick, if you have that in the system, you just come to be treated.

Researcher: What difficulties and concerns that you see might come if this system had to be implemented in health facilities for people to accept it?

Number three: The only concern is, it demands that people should be educated/sensitized, so that they understand its advantages/goodness, not where you just come and say do this, there a problem may come in because the world has gone wild, it has changed, so there will be concerns to say why this? If they are taught it can be an easy thing.

Number two: There can be no problem if people, they hear for themselves just as we have, to know its advantages/goodness. Because these days it is difficult to find money, like this year there is hunger, maybe the card got lost but I want my child to be treated, how I go about it because I don't have the number it got lost.

Researcher: Thank you, what advantages do you think might come if people accept the biometric system and it is implemented in health facilities, capturing the ear, using a person's body part to identify them, who is the patient am attend to?

Number one: Advantages can be there, because as you go to the clinic, you know that am easy to identify, am already in the system, it will not even have disadvantages only advantages according to me.

Number three: The advantage of this is, we will not have issues like I have lost it, my book is missing, my card is missing, such issues will not be there because everything will be found where you are, meaning where they want to treat you, everything will be near you.

Number five: The advantage that I have seen is we won't be losing records, such that if the computer keeps the record, the record will always be there, even when you have forgotten something, when they capture every information will be seen properly.

Researcher: Something that has advantages has disadvantages, what disadvantages do you see might come, what concerns do you think might arise from the biometric system if it had to be implemented?

Number three: I don't see any disadvantage.

Number four: I don't see any disadvantage unless the way we people differ on understanding. This is why this should be taught with everyone so that, when you hear, you understand, otherwise I don't see any disadvantages.

Researcher: Madam, what disadvantages do you think might come in using this system, as you have seen how it works, we have shown you how it will work, what do you think will be the disadvantages?

Number two: Disadvantages may not be there if each one comes, you explain and they understand, you explain like we have heard us, if as I reach home I just go and say something of this kind will be introduced, they will refuse because of how these days are. So each one must hear with their own ears as we are sited us because now we cannot be lied to because we have heard for ourselves.

Researcher: Thank you, now let's hear, are you saying that this biometric system had to come, what is that can make this biometric system be delayed to be accepted by the people in the communities you belong to? What can delay the acceptance of this system, you hear they say it has started working at health facilities, what make people delay accepting this system if it had to be introduced in health facilities?

Number five: If there is a delay in educating the people, if they lack knowledge, they can delay in accepting it.

Researcher: What else?

Number five: Am still thinking.

Researcher: Who else, what disadvantages, what will delay that people accept the biometric system from our area communities?

Number one: We differ in knowledge, in thinking where is my ear going, maybe they are taking my ear for Satanism, so we differ in the way we think, if they quickly hear, the people can quickly fall in line.

Researcher: Whilst still there madam, these concerns of people saying where is my ear going, where are they taking my body part, where is it going? What should we do so that is becomes easy for the people to accept?

Number one: Explaining to them, teaching them like we have learnt here, those who can listen can listen and understand where there body part is going.

Researcher: Any other, what will make people to delay the acceptance of this system if it had to be implemented in health facilities, it's a new technology, what will make people delay to accept the new technology?

Number three: What can cause a delay for people to accept the new technology is lack of knowledge, if people are taught and they have the knowledge, you sit with them and teach the like we have learnt, it even them they will understand and accept it just as we have and then it be something easy to accept.

Researcher: Thank you, what do you think about the people in the community where you come from, your households, the whole community where you live, how will people take it, how will it be to the people, when it is introduced in health facilities, how will people take it?

Number five: People will have a good perception about it just like us here we have learnt here, when go home I start to explain to them well and its advantages, they will accept it very well.

Researcher: They will accept it?

Number one: Yes.

Researcher: What do you think about your people in the community where you live, your households, what will they think about it, how will it be?

Number three: It be okay, people just need to hear about it and learn so that they take it the way I have taken it as well, we differ in the way we understand things and the way we think in our minds

Researcher: How will people take it from your community, how will they take it, what be their concerns when they hear that at the health facilities they have started demanding to capture the ear to identify the patient that comes to the clinic?

Number two: It is easy for my family when I go explain it to them as I have understood it, there will not be problems.

Researcher: In your communities where you live, programmes have come such as FSIP, old age funding, the giving out maize and mealie meal, what do people say, what will be there concern, how do they take these programmes when they are new, what are people's perceptions about them? Will they perceive the biometric system the same way they perceived these programmes, how will it be?

Number two: I don't know but it can be easy because know what refused food as the programme of distributing food came.

Researcher: People accepted?

Number two: Yes

Researcher: Madam, what will people think about it?

Number three: People will accept it because of the problems that he have in the communities where we are, yes when the old age funding came, people had some concerns about it, asking questions like, how does this come? But when they obtained knowledge, when it was explained to them it became is and people accepted it as those who come to distribute food they come to help the people, other people are poor, others are sickly and the government thought lets help these people and people accepted it after seeing that people do not have helpers. So even this system they will accept it, evening the issue of paying at the clinic has not easily accepted but as time went by, people accepted it because they gained knowledge and understood. Even the capturing of the year, they will know to say this is easy than buying books.

Researcher: When it comes to choosing, which one will be easy for the people, capturing the ear, or we use the thumb or iris scan? Which one is easy?

Number one: The easy one for me is the ear.

Researcher: Yes madam.

Number two: The easy one for me is the thumb.

Researcher: Yes madam

Number five: For me the easy one is the thumb because people are used of always using the thumb, because for the ear it may look alien and there can be several questions about getting the part of the head. So the thumb is okay, because wherever you go its finger prints and thumb, you go for NRC it a thumb, so the use of the thumb can be easy.

Researcher: Madam, which one is easy, which one should we use?

Number four: Me am in support of the thumb

Researcher: Which body part should we use, the one that can be easy for the people?

Number three: The thumb can work because everywhere they use it and people are used with it. We have never used the ear to vote we use the thumb if you can't write you use the thumb that is what people are used of.

Researcher: All of you said you are married, each of you have different home rules, how will your husband's take it, how will they perceive it, what will be there thinking if this system begins to work , you go home, you tell your husband they said they should capture the child's ear, how will it be?

Number five: Firstly it can be difficult for them if you just say it, but you explain it properly, they will understand as we have learnt.

Researcher: Thank you, madam how will your husband take it, how will he perceive it?

Number one: If I explain the way I have learnt, he can understand if it starts working.

Researcher: Thank you: Madam, how will it be, you go home and say they told me they needed to capture the ear of the child at the clinic so that they identify the child, it be used in place of cards, books how will it be for your husband?

Number three: It will be an easy thing, if there is education about it, it will be easy if they tell people that it be for the same purpose as the cards that you used to come with at the cleaning, they will feel good if we explain. Even you if you are ever coming again, you call a lot of people so that they can hear for themselves, when they hear, they will accept it as we have accepted it also.

Researcher: Now let's come to the under-five cases, and patient registration, at the health facility when a person comes, let's take for example, a person comes for under-five, they come for child vaccination, child weighing, maybe they bring a child for polio or for anything, when a person comes to the health facility so that they trace the past record, has any of you here ever lost a card or number or a book?

Number one: I had lost it before.

Researcher: When you lost it how did you feel, what was it that you lost?

Number one: I lost the number slip

Researcher: How did feel when you lost it?

Number one: It was really burdensome when I was told to produce money again to buy another book to get another number slip, so I had to buy another book.

Researcher: You bought another book?

Number one: Yes I bought

Researcher: Apart form the number slip, have you ever lost something else?

Number one: No just the number slip.

Researcher: Do we have anyone else who had lost the number slip before?

Number four: I lost the number slip on my way back from the clinic.

Researcher: How did you feel when you lost the number slip? What did you think was to happen the next time you go to the clinic?

Number four: I felt disappointed going back to go and start explaining that I have lost the number slip.

Researcher: After feeling that, what did you do the next time you came to the clinic?

Number four: I started looking for money to buy another book.

Researcher: What did the health workers say about it to you?

Number four: I didn't even tell them that the number slip got lost.

Researcher: Ok, let's hear now, are the cards, the book, the under-five cards that are given at health facilities, are they difficult to keep? Do they degrade easily?

Number one: They are difficult to keep and they easily get torn if soaked and stay with children makes it more difficult to keep sometimes they can tear it, just like that then you again start to struggle.

Researcher: Madam what do you think, is it difficult to keep the under-five card?

Number two: Keeping the under-five card depends on the smartness of an individual, if they are careful in keeping it, it can last longer but if they can't it can degrade and get damaged. You can have a plastic bag you pack properly as you come from under-five services. It will be there in that plastic bag but if you are careless that is where it gets damaged.

Researcher: Madam, with your thinking, the way you saw it, is the under-five card difficult to keep, does it get damaged easily?

Number five: The under-five card is not difficult to keep, it can be kept well, because every month it only works once, when you go for under-five you use and when you come back you keep it because at home we don't even read it we just keep it, so the card is not difficult to keep, for me since 2001, I have the cards for the children till 2016.

Researcher: Madam, do the cards get damaged easily?

Number one: No they don't easily get damaged.

Researcher: They don't easily get damaged?

Number one: No

Researcher: Let's think of a person who goes to the health facility, when they reach the health facility they find that we have started using the system of capturing the ear to identify patients, if its thumb print they tell them to have it used for tracing files, what advantages, what goodness that will be there in using the biometrics system?

Number five: It will be good, like others have already mentioned the way we differ on keeping under-five cards, because of that like we mentioned earlier on that information will be kept well, even though you know how to keep the card well, you can still forget it at home, and I can be a problem going back to get it. So it will very good because information will be kept well in the computer.

Researcher: Madam, what will be the advantages that will occur in the use of biometric system?

Number four: The system will be good, just like others have said, the card drop on the way, it can get soaked and damaged, and then you still have days to deliver, sometimes when bringing the child for under-five services they card may be torn, so of all information is kept here at the health facility then at least things will be okay.

Researcher: Madam what do you think?

Number two: My thinking g id that it will be a good thing because sometimes I may get lost, we are lost just talking about getting lost but also being damaged, even though it drops, you know that there is something to use here, I will not struggle where am going.

Researcher: Thank you, let's compare and contrast, which one is good, using the cards, the system that is currently working where you come with a book, you give them the card or a number slip and using the biometric system where you capture the ear, which one will be better?

Number one: In my own thinking, according to what I have learnt, I have seen that capturing a body part is at least better than using a number slip.

Researcher: What makes you say, it is at least better? What makes it better?

Number one: What makes it better is, you know that my body part was already captured instead of bringing number slips which can drop and get lost and then you find that you struggle again.

Researcher: Thank you, Madam, what is your say, what do you think is better, using books, paper and cards compared with this system that we think can be introduced, which we think can help, the one for using a body, if it is the ear they already captured it and it is in the computer saver, when a person comes to the facility, they just capture them and their file is retrieved, which one is better?

Number five: Using the body part is better because information like I have mentioned, they have the information record kept well in the computer, even if a person was hiding mentioning certain things if the book goes missing with the information, in this system when the first information remains they will be able to follow it well to say this person was last sick of this, and now they are complaining of this, the information would flow well.

Researcher: Now, let's get to this, are you saying that, if this system starts to work in health facilities and people accept it to say let it come, will there need to sign consent of this capturing of the body part? Or should be business as usual to say, then you buy a book without signing, they start to treat you, should people sign consent to be captured? Or should it be that when one reaches they just say come we capture your ear and they start their job, how should it be?

Number five: I just wish this thing, according to the way we have learnt, we have taught, it will be better to just get captured because we already know about it, because if we start signing others may find it difficult, maybe they can't write, so I think we need to teach each other and after knowing and having knowledge we just agree, because we have the system that we are using book, they write without us consenting we agreed it, so we need to accept it, that is my wish, just the way we accepted the use of book.

Researcher: Madam, should there be consenting, or we should not consent, how should it be on being captured?

Number four: Let it just be the way it has been in the use of book because start to ask questions will make it complicated just like others have said.

Researcher: Madam, what do you think, give your idea?

Number three: My thinking is, let it just be the way it has been with the use of books without signing just as we would go buy books and they write for us, if it is just capturing, you capture because it will be a system that people will be used of. You find out, which one are you supposed to start with, you go where they start with, meaning I start from there so that I get treated and it be easy and people will get used.

Researcher: Madam, what is your suggestion, should we sign or consent to be captured?

Number two: Being captured we can be captured but consenting can make it difficult because we are already used that when I reach there where we get books, I just enter without being asked to sign, so it be easy if we just get captured without consent just as we are used.

Researcher: Madam, a biometric system has been explained and if it is implemented should people consent to have their ear captured, or should we captured without consenting as it has been with buying books?

Number one: Just like others have said, let it be as the old system has been, when you come they just capture, we will know that, that is where they capture the ear.

Researcher: Thank you, what concern and issues do you see will come with the biometric system, more especially to the under-five cases, what advantages do you see will occur if this system had to be implemented?

Number five: About signing?

Researcher: No, have moved from the consent part, we have come to the question of concerns, what concerns do you imagine might come from this system, what advantages will occur from the biometric system, a system that will involve the capturing of the body part to identify patients, what advantages will be in this system?

Number five: There way I see it, if a person comes for under-five, not knowing how it will be working but I think the computer will be able to show that, this programme is for the under-five or it's for antenatal, so record keeping will be good because it will be showing the under-five how it will be flowing even those for antenatal, everything will be flowing smoothly in short.

Researcher: Madam , you thinking, what advantages do you expect if the biometric system had to be implemented and comes into full use, what advantages will it have especially to the under-five children?

Number three: More especially to the under-five, it will be a good one because it is found that others, were born on the date that is on the card and then when they come here at the clinic they will need that card, with the use of the biometric system it will be that the under-five card will be right on the ear, if they capture the ear, meaning it will be on it and it will be easy.

Researcher: Thank you, madam, what advantages do you see might come more especially to the under-five children?

Number two: There will be advantages because there will be no need of struggling to think of the lost number slips, if you been to the clinic before you will know that the body part is already in the system ahead of me.

Researcher: How will it feel like, how is it going to be, when you go to the clinic, when you just reach, let's say it's your first time coming to a health facility, if you have taken a child they say bring the child we capture the ear?

Number three: If people will have no knowledge about it, it will be hard but if, people are taught, it will be easy, it will not be strange, it will actually be nice when they say come we capture, if it's the child you bring the child because we would have been taught about how it should be.

Researcher: Madam, give your idea, let's hear it

Number four: Just like others have said, it will be easy if a person has learnt it in advance, so even as they bring the child, they will know that when I reach there they will say bring your child we capture the ear so that he/she be treated, it will be easy because I have already learnt.

Researcher: Whilst we are still on learning, how should teach it, how should people learn it, which way will be better, which will make people to accept on time, how should we teach them?

Number two: Even the way you have come today if it was announced people would have been a lot and we would have heard this together, it would have been easy if each had gone with the truth they heard not just being told by a person.

Researcher: Madam, how should we teach it?

Number five: My idea is if you can make a program and you come yourself because people from villages hardly understand the person they stay with, just the way people say, how is it, you are lying and if the person who has introduced it comes in person, calls for many people, they hear together, they easily get that way than teaching them in bits. We can also teach them if they still

don't get it wherever there is a gathering be it at church, in groups where we meet, in clubs we can teach them well.

Researcher: Madam, how should we learn it, where should people learn it from, where do you feel if people are called to come and learn, they can like it and they can come?

Number three: People can come, if they are called here at the health facility, calling for a meeting at the village headmen, they can come, if it is at the clinic the meeting can be called, everyone can come, even in school people can be taught.

Researcher: If we come and say we want to teach, which people can we use who the community can accept, what group of people can that be? Which group is already in operation that can assist in teaching these new things that are brought in the communities?

Number five: Here they people that can have good numbers of people to teach is the drummer group from Kalomo, mostly Kalomo hospitals does such, they teach anywhere even at the village headman's place but if you come with the drummer group there we can have a lot of people.

Researcher: Thank you, let's give a word or two, we have heard about the system and how it will work, we have explained how it will work, where should we improve it, where should we beautify it, where should we add up or subtract so that people can accept it in our communities so easily, what should we do about it?

Number three: I have a question, on the parts that you have mentioned with possibilities of being captured like the ear?

Researcher: The question is, what you think about the whole system, where do you think we should may changes, say maybe if it could be that way, people can accept it, give an idea.

Number three: The idea of changing should be that we eliminate the use of books, card so we can be using body parts (biometric system)

Researcher: Madam, where should we make it better, where should we add, what should we subtract, on its design, where should we work on?

Number five: It should be taught well so that people should have knowledge about it so that it can be successful.

Researcher: Madam, where should we make it better, where should we correct it, where should we work on so that people can will accept the biometric system easily?

Number one: People should be taught about it so that they understand it can be better that way.

Researcher: Ok, in finishing, dear mothers, is it good, is it bad, should people accept it or not, is it acceptable or not, is this system good or not?

Number one: It is acceptable and it is good.

Researcher: Madam, is it good, is it bad, should people accept it or not, is it acceptable or not, is this system good or not, should people accept it in the community?

Number two: This system is good, unless a factor of the way we people differ, otherwise it should be accepted in the community.

Researcher: Ok, madam is it good, is it bad, should people accept it or not, is it acceptable or not, is this system good or not, is it going to fit in, in your communities?

Number five: This system is really good and it should be fully accepted.

Researcher: Madam, in your community, s it good, is it bad, should people accept it or not, is it acceptable or not, is this system good or not, how should it be?

Number four: It is good, unless the way we differ in thinking.

Researcher: Think of your community where you come from, will people like it or it will be bad for them?

Number four: It will be good for them.

Researcher: Thank you, madam, is it good, is it bad, should people accept it or not, is it acceptable or not, is this system good or not, will it fit in, in the community, will people accept?

Number three: People will accept the biometric system and it will be good and it will be easy.

Researcher: Thank you so much, we have come to the end of our interview, thank you so much for listening and thank you so much for the time you have given us to interview you, may God bless you.

Thank you so much.

### **FGD 2 in Kalomo**

Researcher: Good morning dear mothers.

Mothers: Fine.

Researcher: Am with mother of Naluja clinic who get their health care services from this health center in kalomo district. My names are Edgar Kaango from the University of Zambia School of public health, we are here to find out about your perception on the use of biometrics which will use body parts such as ear, iris scan or thumb print to identify patients that walk into the clinic, which may replace the use of books, paper files, under-five cards.

Madam what is your name?

Number one: Lindah Hampango.

Researcher: How old are you?

Number one: 37 years

Researcher: What is your marital status?

Number one: Am married.

Researcher: How many children do you have?

Number one: I have four children.

Researcher: Have you ever gone anywhere or here at Naluja for under-five or antenatal cases?

Number one: I come here at Naluja.

Researcher: How many children all together including those dependents are staying with you?

Number one: They are six.

Researcher: Madam, what is your name?

Number two: Mapenzi Muchindu.

Researcher: Where are you based?

Number two: Munakandwe village.

Researcher: How old are you?

Number two: 21 years.

Researcher: What is your marital status?

Number two: Am married.

Researcher: How many children do you have?

Number two: Two children.

Researcher: Have you ever gone anywhere or here at Naluja for under-five or antenatal cases?

Number two: I come here at Naluja.

Researcher: Madam, what is your name?

Number three: Mutinta M. Hanachinga.

Researcher: Where are you based?

Number three: Munakandwe village.

Researcher: How old are you?

Number three: 24 years.

Researcher: What is your marital status?

Number three: Am married.

Researcher: How many children do you have?

Number three: I have three children.

Researcher: Have you ever gone anywhere or here at Naluja for under-five or antenatal cases?

Number three: I come here.

Researcher: Madam, what is your name?

Number three: Mutinta M. Simubali

Researcher: Where are you based?

Number three: Munakandwe village.

Researcher: How old are you?

Number three: 27 years.

Researcher: What is your marital status?

Number three: Am married.

Researcher: How many children do you have?

Number three: I have 5 children.

Researcher: Have you ever gone anywhere or here at Naluja for under-five or antenatal cases?

Number three: I come here.

Researcher: Madam, what is your name?

Number three: Gracious Munsaka

Researcher: Where are you based?

Number three: Sibulyobulyo village.

Researcher: How old are you?

Number three: 35 years.

Researcher: What is your marital status?

Number three: Am married.

Researcher: How many children do you have?

Number three: I have seven children.

Researcher: Have you ever gone anywhere or here at Naluja for under-five or antenatal cases?

Number three: I come here at Naluja.

Researcher: This time our desire is the system that I have just explained here of identifying an individual by using their body parts, either the ear, thumb print, or anything, we want to know if it can be accepted in your communities or here at Naluja or your home areas, just like I have explained that questions will start running, when you have the answer, you explain. Have any of you ever heard or used the biometric system to identify you, either during your NRCs registration or anything?

Number five: We do that system when doing NRCs registration.

Researcher: Is there anyone else who has used a body part for individual identification?

Number four: We only use it on blood samples to know our status.

Researcher: Have you ever used you thumb print maybe, or on your NRC registration have you used the thumb print before?

Number four: No other time apart from when I was obtaining my NRC.

Researcher: Anyone who has ever used?

Other mothers: No one.

Researcher: No one?

Other mothers: No

Researcher: Do you think this biometric system of using captured body parts in health facilities, will people in your communities accept the biometric system?

Number one: People can accept it, it can help us because these days even when taking a child to start grade one, they say bring their under-five card and you tell them the card got lost, there are problems with enrolling them without cards. It help our living starting with issues of school and in other sectors.

Researcher: Do you think people can accept the biometric system if it had to be implemented in your community?

Number one: It is good just like others have mentioned because under-five cards get lost.

Researcher: Anyone with a response on the acceptance of the biometric system if it hard to be implemented in hospitals can people accept it?

Number four: Just as they have mentioned, the use in schools, sometimes we come here we find there no card, we just find books, so this system seems to be good in helping us.

Researcher: If you are found in a situation where your card gets lost, when you reach the hospital you discover that the card has gone missing, how do you feel?

Number one: We feel so bad because they tell us to buy again when we had already bought last time, so we can't be buying something over and over.

Researcher: Anyone else who has a response concerning the getting lost of the card, you find that the card is lost, how do you feel?

Number five: The feeling I get to have is a very bad one because these days we live a life of struggling, it is difficult to get money, so if last week I was here I bought a book, or a card and I came here only to discover the book or the card is not there, I will feel so bad looking at the days in which we are living in where money is scarce because there is no money.

Researcher: Anyone else with a response concerning the getting lost of cards and books, how do you feel?

Number four: Concern the issue of cards getting lost, the biometric system of capturing the ear is a very good one because when we come here just as others have mentioned, we are buying books even when last year we had bought books, so this biometric system is a good one meaning we will not be buying books yearly. We just be captured and they retrieve our file and we are treated well.

Researcher: What do think can cause a delay the acceptance of biometrics to identify patients, what can cause people to fail to accept the biometric system?

Number one: What can cause people to fail to accept this system is that others naturally just hate development, even when they are called to come and learn, others do not like coming to the health facilities but when they here that there is a program of food distribution that is when they get serious with going for meetings.

Researcher: Whilst still there madam, are you saying if people of this community were to be called to come and learn about biometric system?

Number one: To others it will be easy.

Researcher: How about others?

Number one: Others will find it difficult, there those who don't have knowledge and don't want to have knowledge, those are the difficult people.

Researcher: Who else can give us a response concerning the acceptance of the biometric system, will it be a difficult thing to accept, what is it that will make it difficult for people to accept the use of this system?

Number five: What can make us fail to accept this system as it comes is, if you, Mr. Edgar, if you don't show us to say what is going to happen is this or if people of the health facility do not take it serious to say the details of what you came to explain to us. It can delay them to take this system forward if they just sit and keep quite.

Researcher: Are you saying that if people learnt about the biometric system they can accept it?

Number five: Yes they can accept it according to the days we are living in where money is in scarcity.

Researcher: Anyone else to give a response concerning what can hinder people to accept the use biometric system, like I have explained on patient identification with a prominent saver? Anyone who still have something to say concerning what can hinder and delay the use of biometrics in patient identification?

Mothers: No.

Researcher: what do you think can be the barriers that can cause the people to take time to accept the use of the biometric system for patient identification both in the villages and health facilities?

Number four: What can make people to delay to accept this system is unless people in charge delay to call for meeting, otherwise if they call for meeting on time all can be well. If people agree to come learn in numbers even you Mr. Edgar the ones in charge you quickly push it up so that it can be successful.

Researcher: Anyone else?

Number one: My thinking is it cannot delay if you the people in charge are fully geared to implement it like others have mentioned, if you say everyone should come to the health facility, there is a meeting, people can come in numbers and for them accept it quickly they need to hear it themselves and can spread it to those who would not make it to the meeting.

Researcher: Anyone else with a response concerning barriers that can make people delay in accepting the biometric system? There is no one?

Mothers: No

Researcher: What other thinking do you have on what can make people fail to accept the biometric system if it had to be implemented and is used in health facilities, are there going to be any barriers, any concerns that can occur to cause people delay to accept it?

Number one: In my response am saying there cannot be concerns because these days every want finds themselves at health facilities as their rescue so it can't really be a problem in using their body part.

Researcher: Ok, now let's say if the biometric system had to come and is used in patient identification, what do you think people will take this system to be, maybe the use of finger prints, ears to identify patients, how will the community react to this system?

Number five: A question or maybe a request to you, these days people fears because of the happenings, you see what happens, so you ..... I have forgotten the question.

Researcher: feel free, express it in your own way.

Number five: Like the way you have come here, you are teaching us, now according to what is happening you send a message that we to call for a meeting on how we will be using the biometrics, others, for those who don't know, they will fear because of the happenings here where we live, I don't know how best you can help us to show us properly to say what is happening is this and this.

Researcher: Are you saying for the people of this community Naluja, if we call for people to come and learn concerning this system of using Biometrics to identify patients, are you say thing would so alien and can cause fear in people.

Number five: It can't cause fear in them if you show them how it should be, because us villagers do not easily get scared, they are talking about the killers, the gassers but we continue moving around even though they are announcing it in towns and they get scared and if well are taught well, we villagers are not difficult.

Researcher: Are you saying if this system was to come, can people accept it?

Number five: They can accept it, like I have mentioned that looking at the problems and how years are changing.

Researcher: Anyone else with an explain of how people in the community would react if the biometric system to identify patients if it had to be introduced and implemented in the health care facilities, will it scare people or people will accept it?

Number one: People can accept the biometric system because sometimes in these villages children get sick of coughing, sneezing and when you tell them to take the child to the clinic they say they don't have money for buying a book. They will just be home until the child recovers naturally , if it's rash they can be using charms just because they don't have money to buy a book at the clinic so with the use of the biometric system where they just capture your ear we won't have such issues because of what is already in the computer saver.

Researcher: Are you saying sometimes not having money to buy a book makes people not to come to the health facilities?

Number four: That is actually the biggest issue, not having money, just look at the way this year is, even eating people need to get into the pocket, anything needed money, so sometimes one may completely fail to find K3 Mr. Edgar to come and buy a book here at Naluja so the biometric system is a good, we will be coming to Naluja for treatment any time.

Researcher: Madam, what is your say over this, are the people going to accept it and do we have people that fail to come to the clinic because of them failing to find money to buy a book?

Number two: Yes we have people that fail to come because they don't have money, so the system you are bringing is actually nice.

Researcher: Was there time you failed to find money to come buy a book at the clinic when coming to bring the child or maybe when you needed treatment?

Number two: Yes, sometimes I can fail to find.

Researcher: What did you do when you failed to find money for buy a book at the clinic?

Number two: Nothing I just stayed home, because I failed to find a K3 to buy a book I just stayed home.

Researcher: Are you saying if the biometric system had to be introduced for patient identification, how can people react to this?

Number two: This system is a good one.

Researcher: The system I have explained which can be used to identify patients where we use a body part, what advantages do you see might come from the system, how can it help the people.

Number four: The advantages are that if today I went to Choma, they will just scan my ear, run it in the computer and I will not need to buy a book because my file is already there even when I don't have money I will still get the treatment.

Researcher: Anyone else?

Number one: The other advantages that maybe when you first got the treatment with the use of biometrics you were alone and the next time you get sick to an extent of losing conscious, people can just pick you without worrying about where to get money for the book, they can just take you and there they will just capture your ear and they will know that this person has been treated before and the file can be retrieved that way.

Researcher: Anyone else with a response?

Number five: This system is a very good one, these days we have disease like AIDS, I will be sited when am sick because I don't have money to buy a book, but this system is good for me because I will come to the clinic and I will find my file, they capture my ear and they do anything, instead of starting to struggle with buying a book, I know that am already in the biometric saver and they will help me to continue living.

Researcher: Anything with advantages has disadvantages, what disadvantages do you see might come from this system, or maybe what problems do you see to be associated with the biometric system? Will people be refusing to be identified with the biometrics?

Number one: A problem can only occur when a person get sick and can't speak and then those who have taken him do not have any knowledge and they start arguing with the health workers as the patient remains not able to speak.

Researcher: Are you saying this would need a person to give consent to be captured?

Number one: A person should consent so that if this person get sick that they cannot speak, there should not be a problem because they already consented because their body part will be there even though they can't speak.

Researcher: Are you saying that when a person comes to the clinic and are still able to talk they should consent to say even if I get sick to an extent that I can't speak, when you ask my answering will be yes or no?

Number one: What am saying is when a person is still able to walk, when they capture him/her the body part will always be in the computer saver so no matter how long it takes even if he/she gets sick to an extent that they can't even speak, there body part will be always there in the computer.

Researcher: Anyone with a response on the disadvantages, on patient identification with the use of biometrics?

Number five: If am taught the way you have taught me I will not be able to say this bad, so if a meeting is called we come to hear what is being said so we can save our lives.

Researcher: Let's say if it is introduced in the community, what things can delay or can make people of the community of Naluja or the places you have come from fail to accept the biometric system? Let's say if it is announced that at the health facility there is the biometric system where they capture your ear for purposes of identification, what can cause people to delay to accept this system in the areas where you belong?

Number four: The delay can be as a result of others failing to really understand what is being said even though it is said, even though it has benefits and it may take time for them to do it by the time they think of doing it, the system would have started a long time, they delay to understand.

Researcher: Anyone else who can give a reason as to why people can delay to accept the biometric system?

Number one: These people in the places we come from, they don't like coming to the health facilities even when they are sick they opt to stay home instead of going to the clinic to get medicine, this can cause a delay in accepting the biometric system to such people.

Researcher: Let's hear, you all said you are married, now looking at the way your home rules are, are there going to concerns that can cause this system for patient identification not to be accepted in the community, starting with your households? What can cause delay in people accepting this system?

Mothers: We have not heard the question right.

Researcher: Ok, let's say a message is sent to say at the health facilities you no longer need any books, or papers or they need is to capture your ear for purposes of identification? If this system

starts to work, in your families and communities, what can cause people to delay accepting this system?

Number four: What can delay people to accept this system just like others have said, it's because the things that are happening in the nation, people will think how come they now want to be capturing our body parts for us to be treated, maybe they want to take our body parts somewhere else, the current state of the nation can cause fear in people on the biometric system.

Researcher: Yes madam.

Number five: My response is that, let's say just as learnt, I should go teach my household and other people about what I have learnt, so if I have learnt, I teach others also, it won't be difficult when you call for a meeting we can come.

Researcher: Thank you, you all said you are all married, here is a system that we have explained, where a body part is captured for body parts for patient identification, how will your husband's react to the biometric system?

Number one: Our husbands can accept the system because every time a child gets sick, we go to them to ask for money to buy books and it will mean they will not be giving money anymore for this purpose.

Researcher: Anyone, how will your husband react to this system?

Number two: Just like others have said, they will accept it because they are the ones that give us the money we use to buy books.

Researcher: Who else has an explanation concern the reaction of their husband if the biometric system had to be implemented for patient identification?

Number four: They can accept the biometric system, because even our coming here for maternity, our bringing of children is their financial responsibility, because sometimes they fail to find money, just a K3 to buy a book, this system must be accepted so that we keep developing because when a person gets sick they won't stay home they will go to the clinic. Sometimes we can be giving charms when what they need is medicine from the clinic.

Researcher: Let's now take a scenario on the use of under-five cards, they bring their child at the clinic for vaccination, now if the child gets lost and this is the card that has all records of the child, now when the under-five card gets lost, how do you feel and how do health workers react to this?

Number one: If the under-five card gets lost, it makes one look foolish, and it becomes difficult because at the health facility they will tell you to bring a card and then you don't have, and all records remained in the lost card, when you come in that way they tell you to buy a book and start afresh. It becomes difficult because sometimes the child would have already finished the vaccinations but as parent you can't know and the nurse will also not know if the child is done with the vaccination or not, so if the card gets lost and you don't know how many vaccinations your child has received, it becomes difficult to have your child treated.

Researcher: Whilst still there madam, have you ever lost an under-five card?

Number one: No I have never lost it.

Researcher: Anyone else with a response on the getting lost of the card, how do you feel and how do health workers react to this?

Number two: They have already said what I wanted to say, here they shout at you if you lose the card.

Number five: I have lost a card before, and the child has even stopped coming for under-five because am afraid that they will start asking to say where the card is and they will shout at me, so the child stopped coming for under-five. There is need to be serious with what we have learnt so that we develop our nation.

Researcher: Madam, you who has once lost the under-five card, are you saying that if we brought in the biometric system for patient identification, can the system be a good one?

Number five: Too much, it will be a good thing.

Researcher: It will be good?

Number five: Yes.

Researcher: Thank you, who else has and explanation concern the time when they lost their under-five card?

Number two: Even me I have child who just stopped breast feeding, I have stopped bring the child for under-five, he has three years, because the card got lost. So I am not bringing the child for under-five because am afraid of being shouted at by the nurse, so this system is a good one because it doesn't get lost.

Researcher: Do you still have anyone among you who went to the clinic without the card, how did they react to it or a person that we have ever heard who went to the clinic without a card, how did they feel?

Number one: I know of one who came without a card, when the time came of registration they did not have it and the nurse asked how best could help her and she said give the child a book, the nurse asked how many vaccinations the child had, the ,mother said I don't know, so the nurse shouted at her and asked where the card went and she said it got lost and it means you need go back and look for the card and this would make one look like a fool, so that month the child won't get vaccinated so that you go find the card for the child.

Researcher: Do we have anyone who had this incident where they were sent back to go bring the card or anyone you know who had such an incidence?

Number five: Sometimes when we come for treatment they give us those small cards where they write for us numbers, and we villagers we left classrooms earlier than required and you go lose the card, next time you come for treatment they ask for the card and they ask where the card is. You had given me just last month but it got lost, and you don't even know it, this system should continue because when they scan my ear I will be treated.

Researcher: We have you used the cards before, you are mothers and you have given birth before, are the cards difficult to keep, and do they easily get damaged?

Number one: The under-five cards easily get damaged especially when you fold them once you fold them in the corners, they start tearing and if you don't have sealing tape for fixing it you won't even know the number of pieces and keeping pieces one by one is really had.

Researcher: Is it difficult to keep the cards, do they easily get damaged?

Number four: These cards easily get damaged Mr. Edgar, when it just starts tearing when you come here they start saying have you seen you carelessness, so this am personally happy about it, let it continue, even our foolishness will reduce, even if you are old, you look like a child and a fool.

Researcher: You are saying some of you lost the under-five cards, when you lost them how did you feel and what did you do?

Number five: The way I felt you can really suffer because when the child get sick, like the children there number are written on the under-five cards, so if the card gets lost or is torn and maybe you had bought the book last week, so you can struggle to come and be treated, we need to put more focus on this, it has to continue maybe we the problems will reduce.

Researcher: Are you saying if this system had to come, people can accept it?

Number five: They can accept the system.

Researcher: Madam, if the biometric system had to be introduced for purposes of patient identification, can they accept the system?

Number four: They can accept it.

Researcher: Let me give this scenario, a person comes all the way from home, they come without a card, they only have a body part which is in the computer saver at the health facility, when they come to the health facility, the health workers capture the ear, and they retrieve the file, What advantages do you see might come in the use of biometric systems for patient identification? What good are we going to get from this system if it had to be implemented in the hospitals?

Researcher: Madam.

Number one: The advantages of this system are that, it will be difficult to differentiate one who is careless and one who is not careless when it comes to keeping books and cards for the children, we will all be at the same level.

Researcher: Any other advantage if this system had to be introduced, what advantages do you suggest can occur from the biometric system?

Number four: The advantage is that sometimes we will just be coming here, get the treatment and the go back home, we will not have situations of saying me I don't have K3 to go buy a book because our body part is already in the system.

Researcher: Let's here, can we compare the two systems, the old system that is currently working for keeping records and the biometric system that we are intending to introduce, which one is better, what is your say? Yes madam.

Number one: The biometric system is better because even without a book you can still get your treatment. If you are using books and it is lost you can't be treated because you may fail to find money to buy a book and be treated.

Researcher: Madam which one do you think is nice, the system for using books compared to the use of biometric system?

Number three: Using biometric system is better than using the book.

Researcher: How is it good?

Number three: Because books can get lost and a body part can't go missing.

Researcher: Madam, which one is better, using book, cards or paper files or the use of biometrics where they just capture your body part for patient identification.

Number four: The use of biometrics is good because I know that wherever I go if I get sick, I can still get treated even though I just went visiting I can still get treatment at any health facility because they will just check in the computer saver.

Researcher: Thank you, let's come to this issue, sometimes people say me am out of this, not this on me, if this system had to come, if this system had to be implemented, do you think in accepting to be captured, should there be consenting?

Number five: If the rule is put, even if the president puts that rule to effect, it can happen just like they have done it on books that everyone just buy from the clinic and buying here is K3, we can follow that rule.

Researcher: Are say people should consent to be captured or not?

Number five: There should not be consenting, let the just follow the rule just as they are following that the book is K3, just get captured if they don't want then they don't want.

Researcher: What if they say no, it may get complicated in the future so that if there any complications in future we should have a reference point to say we signed, should there be consenting or not?

Number four: There should not be consenting because coming here to the health facility, we don't sign to say they check my blood or what, we just go and get tested because we are in search of good health, when obtaining NRCs we don't even consent, let's accept it without signing so that we don't suffer, looking at the way things are today in the nation.

Researcher: Madam, are you saying accepting the biometric system should not go with consenting?

Number four: Mr. Edgar if this will not have problems let's just get captured and get the treatment.

Researcher: Madam, should people consent or not?

Number two: They should not signed people should just be captured, that's all.

Researcher: Madam, what is your say should we consent or we should not, to have our body part captured?

Number one: We should not sign, no consenting, if you are captured the first time, the next you get sick it will show that you agreed because the system will show.

Researcher: What goodness do you think may arise if the biometric system was to be implemented and starts to work, how do you think it will be of help especially to the young children, the under-five children with under-five cards?

Number five: This system is good, it will help like we have mentioned that cards are difficult to keep, they get torn, if you are in the system it will be an easy thing. Unless the young children will not be captured.

Researcher: They will be captured too.

Number five: If even the children will have their body part captured then, it is indeed good. Now am having a lot of questions here, is this system going to apply even on under-five cards?

Researcher: Every record concern anyone will be kept there and when captured the file is retrieved, papers will be set aside.

Number five: Even issues of under-five, vaccination will be included?

Researcher: Yes, every record will be on the computer.

Number five: Let the biometric system be implemented and be in full use then.

Researcher: Anyone else with an explanation on the case of the under-five children, what good will this system have?

Number four: This system will be a good one, just like others were saying they lost the under-five cards and they don't know the vaccinations the child have had, and the card is lost, so if the biometric system is implemented, there will not be problems because all the record will be kept in the computer and they will be able to know how many vaccines the child have had.

Researcher: yes madam.

Number: Number two: This system is actually good, others can't even read, and they can't even check to see if the child had a measles vaccine and other vaccines, so it is a good system. Like the way I can, I know that this child is waiting for the 1 year six months vaccine, because if you lost the under-five card, you will not know how many vaccines are remaining for the child, unless you are told by the nurse about the remaining vaccines, so it is a good system because one can know the number of vaccines the child have had.

Researcher: Madam what is your say over the biometric system, how good will it be for the under-five child, how will it help?

Number one: Just like others have said, even though you don't have the under-five card, and you don't what vaccines your child has been vaccinated with, when you go to the clinic, they will tell you that this child had so many vaccinations and now it is such kind of vaccinations needed. In addition, other mothers can't read and then when coming for child weighing, instead of carrying

the under-five of the youngest child they are taking to the clinic, they get the card of the immediate child after the one they have taken to the clinic because they can't read, and then they tell them that you have carried a wrong under-five card.

Researcher: Thank you, all of you here said you are mothers and you have given birth before, now imagine you bring a child to the clinic for treatment and the clerk just says bring your child we capture the ear, how would you feel?

You come to the clinic, you bring your child and then they say, bring your child we capture the ear, how it would feel.

Number five: If it is put as a rule, that no one should be using books or cards, it is to capture the ear, if am normal I can't.

Researcher: Now imagine it is my first time to visit the clinic and I don't know that they are using captured body part, and upon arrival they say bring the child we capture the ear, how does it feel?

Number five: If you are a wise person and you come to the clinic, you first find out to say what is happening there, if you can't read, you will find out the procedure of how it is done at that facility, if you ask you will continue with what others are doing.

Researcher: Anyone else with an explanation, how does it feel, you come to the clinic, they tell you to avail the child so they may capture the ear, how does it feel?

Number one: It feels good, if you find that the rule says you must be captured, even if you are a visitor, then you have to follow the rule because that is the place you have been found at when the child got sick.

Researcher: ok, any other with an explanation, how does it feel to be told that bring your child so we capture their ear, is it not scarily?

Number four: If it is starting on me it can scare me, I will be like how does this start on me, to have my ear captured and I have never heard about it, it is starting on me, I will ask them to say how is this, which is just starting on me?

But if you explain, I will not have problems because I have brought my child for treatment.

Researcher: Anyone else with an explanation, madam how does it feel, you get to the clinic and they say bring the child we capture their ear?

Number two: Just like as others have said, it can be scarily if it only starts on you, you have never heard any information about it, it can be very scarily.

Researcher: You said if it starts on you it is scarily, how we can help people so that they hear about it, or maybe they know about it in your communities even those who have not come to the clinic yet, according to the way you know the area of Naluja.

Number two: Just like we earlier mentioned, calling for a meeting so that people can come and hear, see and understand just as you have taught us here that is what is needed so that everyone knows about it.

Researcher: Yes madam.

Number one: Just to add on, calling for a meeting, even the were we have learnt the five of us, of course people will ask as to say what were you doing in there, so we will start explaining about biometrics, within a short period of time every one at the center will know about it and people can understand it properly.

Researcher: Yes madam.

Number five: In clinics we see these groups of SMAG that go round teaching people in communities, there are these groups, cant this system allow a formation of a group that can go round in headmen's areas to teach this which you have taught us?

Researcher: Thank you madam, if this system is to start, it can't just start, there will be people to teach. Now, we have explained the biometric system, if it had to implemented, what do you think should be done, what good should we work on so that people can accept it in the community, where should we improve it?

Number one: Me I think it just has to be announced that it is a free system, because the problem is money, others don't easily give away money, but when they here it is free, everyone can come to the clinic to be treated.

Researcher: Are you saying, this system the way it is, it is okay, it doesn't need to be improved?

Number one: Yes it is already good.

Researcher: Anyone else, where should we improve this system, where should we add, where should we subtract?

Number five: The goodness of this thing, you should start with teaching us, am saying so because we have seen these things come, we were taking elephantiasis drugs just recently, they were teaching us and we are now getting used to it, so if we can learn about this we will understand and get used too.

Researcher: Madam, where should we improve this system, where should we add, where should we subtract so that people in the community can accept it?

Number four: We improve it by continuing spreading it, as we go out here you will see us forming groups Mr. Edgar, we will praise it so that it moves forward and we don't bring K3 any more here at the clinic.

Researcher: So in short you are saying this system good or bad, let's hear?

Number one: This system is very good.

Researcher: madam. Is the biometric system good or bad?

Number five: It is a good system.

Researcher: Thank you, is the biometric system good or bad?

Number four: It is a good system.

Researcher: Madam, is the biometric system good or bad?

Number two: The system is good.

Researcher: Madam, is the biometric system good or bad?

Number three: The system is good.

Researcher: Thank you so much dear mothers, we have come to the end of the interview, thank you for your listening and response, may God bless you.

Mothers: Thank you.

### **FGD 3 in Kalomo**

Researcher: Good morning dear mothers.

Mothers: Fine

Researcher: I welcome you all, My name is Edgar Kaango, am from The University of Zambia school of public health, and am a researcher, and we are here at Naluja and am with mothers who get there health services here at Naluja, we want get the perception of the use of biometrics on patient identification and will people accept.

To start with madam what is your name?

Number one: Yvonne Mweetwa.

Researcher: Where are you based?

Number one: Am from Sichibeya village.

Researcher: How old are you?

Number one: 45 years.

Researcher: Are you married?

Number one: Yes am married.

Researcher: How many children do you have?

Number one: Seven children.

Researcher: Have you ever for a child under-five/antenatal or do you go anywhere?

Number one: I come here at Naluja.

Researcher: Madam what is your name?

Number two: Fundrase Mudubula.

Researcher: Where are you based?

Number two: Haantambo village.

Researcher: Are you married?

Number two: Yes am married.

Researcher: How old are you?

Number two: 50 years.

Researcher: How many children do you have?

Number two: Seven children.

Researcher: Have you ever for a child under-five/antenatal or do you go anywhere?

Number two: Just here at Naluja.

Researcher: Madam, what is your name?

Number three: Lace Munsanje.

Researcher: Where are you based?

Number three: Naluja

Researcher: How old are you?

Number three: 22 years.

Researcher: Are you married?

Number three: Yes am married.

Researcher: How many children do you have?

Number three: Three children

Researcher: Have you ever for a child under-five/antenatal or do you go anywhere?

Number three: Yes I go to nearby health facilities.

Researcher: Madam, what is your name?

Number four: Yvvone Mudenda.

Researcher: Where are you based?

Number three: Naluja

Researcher: How old are you?

Number four: 31 years.

Researcher: Are you married?

Number four: Yes am married.

Researcher: How many children do you have?

Number four: I have four children.

Researcher: Have you ever for a child under-five/antenatal or do you go anywhere?

Number four: I come here at Naluja.

Researcher: Madam, what is your name?

Number five: Memory Kaputeni

Researcher: Where are you based?

Number five: Naluja

Researcher: How old are you?

Number five: 31 years.

Researcher: Are you married?

Number five: Yes am married.

Researcher: How many children do you have?

Number five: four children.

Researcher: Have you ever for a child under-five/antenatal or do you go anywhere?

Number five: Just here at Naluja.

Researcher: Now let's get to knowing about your perception on the use of biometrics for patient identification at health facilities , can it be accepted in the community where you live, just like other programmes have come before like FSIP, and food distribution, now we want to know if the biometric system can be accepted. Have any of you ever used biometrics for any purpose, either when getting the NRC where they told you to do thumb print, or anywhere just, have any of used that?

Number one: I have use it when obtaining the NRC.

Researcher: Madam have you ever used such a system?

Number two: Yes, I have used it when obtaining the NRC.

Researcher: Madam, have you ever used this system and for what purpose?

Number four: I used a thumb print when collecting money for the old woman.

Researcher: Anyone else who has ever used a body part for identification?

Number three: I used a thumb when voting.

Researcher: Just like I mentioned, our coming is to find out if biometrics can be used for patient identification at health facilities. On your own behalf and on behalf of the community, what reaction do you think people can give to this system in health facilities for patient identification? Number one: Not knowing what they think, because each person thinks differently.

Researcher: Madam, what do you think about it?

Number five: Not knowing how one would feel about it, I can say this will work for me it is okay and my friend say me I don't want this.

Researcher: Can it please you, can it work for you personally?

Number five: Yes, it can work for me.

Researcher: Can it work for your family members, can it please them?

Researcher: Anyone else with a response, can people accept this system in your communities, in your area of residence?

Number two: It depends on us explaining it to them, as we have learnt and if they like it they can say this is good.

Researcher: In your community where you can from, can most people like the biometric system?

Number two: They can like it because this year there is drought and it is difficult to find money so that you buy a book to be treated, so me I feel this system is good.

Researcher: Madam, what do you think is the system good?

Number three: The biometric system is good in that, sometimes we tend to lose the cards and you need to find money to buy another book, and sometimes we find there is no medicine at the health facilities, so I think this system can be good.

Researcher: Madam, do you think people can accept this system in the community where you belong.

Number four: I think people can accept the biometric system because of the problems that people go through, some people are poor in the villages, so it is difficult to find money to buy a book when they lose it or when they lose the under-five card and then they chase them back at the health facility and then the patient continues being sick, The biometric system will be good because we will be coming empty handed, they scan you ear and retrieve your and then you get your treatment.

Researcher: Now mothers, what do you think will be the barriers to people in accepting the biometric system if it had to be introduced in the health facilities you get health services from, what could be these barriers?

Number one: What can be a barrier is the way we are living these days, the situations are bad, this what make people gives think twice about it but the way it has come through the health facility, it will not give people a second thought about it just like we get books and under-five cards.

Researcher: Others, what do you think can be a barrier to people accepting the biometric system for patient identification?

Number two: The barriers can be there but since it starting with the clinic it will not face barriers unless a person just appear from nowhere without knowing where they have come from and they just say do this and this, there can be barriers because the world is really in a bad state, like that people can react badly to it, this thing happening here we have never heard, so there can be rejection in that way because the days are bad.

Researcher: Madam, what do you think will be the barriers to the biometric system that can make people fail to accept the biometric system in your community?

Number four: The barriers can be if we who have learnt do not explain to them properly, they will start questioning that, why have they used the clinic, maybe it is these claiming people's lives, we who have learnt should explain it properly so that we eliminate the fear in people to accept it.

Researcher: What do you think are the advantages that can come with the biometric system if it had to be implemented in health facilities for patient identification?

Number five: What is the question again?

Researcher: What are the advantages that might come from the biometric system for patient identification where people stop buying books, when a person get to the clinic, they just capture their ear for identification?

Number five: The system is good because there is no need of starting to look for the book so that I go get treated, you just start off knowing that the file is already at the facility at the clinic, if I a book maybe by the time I reach here the card is lost and the book is somewhere where they keep them, but how do they treat me, but if I have file and it is already in the system then it is the health workers that has the duty to retrieve it so that I get treated. The biometric system is good, no need to search for anything, I just start to go and say what am sick of and then they retrieve my card and they give me medicine and am treated well.

Researcher: Anyone else in explaining the advantages of the biometric system, what are the advantages?

Number two: According to the way I have heard, I will not need to start struggling coming to buy a book, truly speaking here where we stay money it difficult to find, you can come here and you lose the card on the way and you come here they will tell you to produce the card number and then you don't have it, how are they going to look for the book because the book has the number you lost on the card.

Researcher: Madam, what do you think will be the advantages of the biometric system if it had to be implemented?

Number three: The advantages are there, there will be no need to start looking for money to buy books, when you are sick they just retrieve your file from the saver in the computer so that you get the treatment.

Researcher: Thank you, anything that has advantages mostly has disadvantages, what do you think will be the disadvantages that will be associated with the biometric system if it had to be implemented for patient identification in health facilities?

Number one: we cannot say any disadvantages now because we have not yet seen where it is going, so we can't say anything at the moment, we are still expecting to see its direction, and we can only see the advantages now.

Researcher: According to the way you have understood it, are there any disadvantages that you see might come or anything bad about it?

Number one: There is nothing.

Researcher: Madam, what disadvantages do you see might come with the biometric system, what problems will the people face to with the system that will need the use of body parts to identify the patients?

Number two: Because we have not seen how it can be, because it is new to us, so we don't know the disadvantages yet, if I accept it and my friend accepts it and begins to ask where this system has actually originated from where we need to have the ear captured, so that when you go to the clinic they just capture you and use the ear to retrieve the file. I can personally accept it but the person I stay with fails to accept it, maybe it doesn't sound good for them.

Researcher: Thank you, let's hear, what do you think can delay or can be barriers to the acceptance of the biometric system in the villages and communities where you stay, what can delay the people, your family members to accept the system.

Number two: What can cause a delay is that where we are today, the days are bad for there several issues, just like now there are rumors that there are gassers, so someone can give a second thought accepting it, they would need to observe it and see if there others who have tested it's use before and after seeing that others have tried using it before, then there cannot be problems of accepting it.

Researcher: Madam, what do you think would delay the use of biometric system in patient identification?

Number five: Just like others have mentioned, there issues going around at the moment, most of the people here in the village take time to trust and believe that will this system work for us or it will bring problems, because most of the times problems come, but if the child is sick and you tell your husband that the child is sick they will say I don't have money. If you have you remove so that the child is treated and then later he asks if the child has been treated the one he did not give the money for the book. That is what makes people delay in believing if this system will work for them, because of the things that are happening in the nation, where do they want to take this ear, where are they taking the thumb, they would say it is Satanism. Even the money being given to the old ladies, they are say it is satanism, so there are several issues around but the way it has come at the clinic even if something goes wrong, you can have a way of following knowing that it started from somewhere. Those are the challenges people can have.

Researcher: Now, let's here, in the areas where you come from, there has been FSIP, money for the old age, and maize distribution, how do people react to these programmes, do people accept them?

Number one: They accept, they don't refuse, am one of those who were receiving phones and the K2500, we receive, we don't refuse.

Researcher: Are you saying even the biometric system they will accept it.

Number one: Yes they will.

Researcher: Madam, do you think people accept, are they going to accept this system?

Number four: They can accept it because of the problems of not having money, they can accept it.

Researcher: Madam, is it acceptable or it is not?

Number three: They can accept it.

Researcher: Now let's think this way, what will be them reaction of people, when they here that people at the clinic are no longer using card and books, they are capturing the ear to identify the patients, how can people react to this, through under-five registration and there registration, how will can they take it?

Number two: As it has come, because it has come at the clinic, when it comes at the clinic it means the health workers already have an idea about it and have accepted, so us we can't refuse the idea of the health workers, what the health workers bring is what we follow, so like the idea you have brought because you have first passed through the health workers so them they want us to here and understand for ourselves so that when they come telling us about it, we have the truth that we learnt and the nurse led our way that come and listen to what has come. So if anything comes up, we can follow the way through which you came in through the health facility, so we can start the follow up from them.

Researcher: Thank you, now dear mothers, a person has several parts of the body, if we chose the ear, a person has a thumb, the face which can be used, now let's compare, which one do you think is easy for people to accept?

Number three: It is easy to use the thumb print.

Researcher: Anyone else which is easy, using the ear, thumb print or face recognition?

Number five: I was thinking, when there are pictures that they capture us and those pictures remain. And when you go to vote, they say come and they give your paper and you check your picture and you are able to know that am the one here, but if others don't know how to read and all they can see is a thumb print because everyone just put a thumb print there, how do you identify yourself. It is easy to identify yourself with the face.

Researcher: What is there is this my dear mother, what will be recognizing the thumb, the ear, the face, is the computer, you personally have no part to play in identifying, now the question is which one is easy for the people to accept, should we use the ear, the thumb, or face recognition?

Number five: Capturing the ear.

Researcher: The others which one is good?

Number one: The thumb is good.

Researcher: Yes Madam.

Number three: Indicated already that the thumb is the good one to use.

Researcher: Yes madam.

Number two: Me I was think you who has brought it, you be the ones to choose for us what is to be used.

Researcher: Dear mother, whilst still there, which one is easy for you?

Number two: The easy one to use can either be the ear, the thumb and you said even face recognition, so my request is, as you sat when coming up with this idea, you found out that if we use this is can please the people, we can just be answering when you already made a decision to say if we do this, can people accept, us we can just be say the ear, the face, the thumb, you have the idea, so you can tell us that us we had this idea.

Researcher: The idea that is there is the one for using the ear, because the ear, we chose the ear because even when the health personnel leaves the computer on, even if a person passing sees the ear, they won't be able to recognize the owner of the ear, that is how it is.

You all said you are married right?

Mothers: Yes.

Researcher: What do you think would be the reaction of your husbands to the biometric system, how will they perceive it, are they going to accept it?

Number one: My thinking is he can accept it if I explain it properly as I have heard it.

Researcher: He will accept it?

Number one: Yes he will.

Researcher: Yes madam, how will your husband react to the use of biometric system?

Number three: Me I think he can have a second thought about it, even the money that we get they say it is for Satanism, so I think he can have a second thought about it.

Researcher: Thank you, madam, how will your husband react to the biometric system, what will be their perception about it?

Number four: In my thinking, I think he can accept it if I explain it properly, without adding or subtracting I explain it properly.

Researcher: Now let's come to the case of under-five for patient identification and registry, take a scenario for a mother who goes for under-five at the health center with the desires of being treated or maybe taking their child for vaccination, for weighing and when the mother reaches there, she is told that they capture the ear of the child or of the patient, what do you think among yourselves, has anyone of you ever lost the card, how did you feel and how did they react to that?

Number one: They refuse to give the book because the number you lose is the one they use to trace the book, they tell you to buy another book so that you restart the registration.

Researcher: Have you ever lost the under-five card?

Number one: No, unless the small card number.

Researcher: You have lost it before?

Number one: Yes.

Researcher: When you lost it, how did you feel?

Number one: I felt so confused because when the time the child got sick I need to take the child to the clinic but I didn't have the money to go buy the book.

Researcher: After feeling that, what did you do?

Number one: I went to borrow money so I could buy a book so that I take the child to the clinic.

Researcher: Do we have anyone who ever lost the under-five card or a book? Even a person you heard who had such an incidence?

Number two: We hear them, sometimes they lose the under-five card so they need to find money to buy an under-five card or maybe ask for another card and they transfer the information as she mentions when the child was born and the number of vaccinations the child have had and then they record.

Researcher: Do we still have anyone who has ever lost a card or heard a person who lost the under-five card or maybe when they go to the clinic they just discover that they don't what the under-five card?

Number five: I heard one who lost the card, it got lost just here at the clinic, after using it, and they didn't give her the under-five card and think they got the under-five card. When the child got sick, because numbers are written just right on top of the under-five card, and when the child got sick,

she went there claiming she left the card there, check for me and they tried looking for it but they couldn't find it. That how she just went to borrow money and the restart the registration process.  
Researcher: The under-five cards obtained from the clinic, are they difficult to keep, do they easily get damaged/degrade, what is your say?

Number three: They are difficult to keep, sometimes you can even fold it nicely and pack it and then you will just find that when the child is sick, when you want to use it, you will find it has started tearing in the middle, if it starts to tear there it doesn't even motivate one to use it.

Researcher: Madam, is it difficult to keep the card, does it easily degrade, how is it?

Number four: They are difficult to keep, the month before this more we came for under-five and we were soaked so some of the numbers are not visible now, so if they can be remaining here it is the best way.

Researcher: Madam, are the under-five cards difficult to keep and do they easily degrade?

Number two: It depends on how smart you are, when you get the under-five card if you have a plastic bag you pack, from the under-five services you go and keep it nicely, when the next month comes you get it, it totally depends on how you take care of it?

Researcher: Have any of you mothers ever lost the under-five card or a card number/number slip?  
Is there any?

Number one: Though it is been a while but I had lost the under-five card.

Researcher: When you lost the card how did you feel?

Number one: I was disturbed.

Researcher: So what happened, what did they tell you at the clinic?

Number one: I was told to buy another book.

Researcher: ok, now let's take this scenario, where a person goes to the clinic when they reach there they capture the ear, as an identifier to retrieve their file from the computer saver. What do you think will be the advantages that might come with the biometric system where they may need to capture any of the following , the ear, iris, or maybe the thumb print, to identify the patient compared to the old system where we had the use of books and under-five cards, what advantages do you see might occur?

Number two: The advantages will only be seen as things go by because we are just starting, we can't say we are happy about because we have not yet accepted to fee2l it because this is when it is starting here so we can't say it good because we have not seen its advantages, what makes me say this is because things that are happening can cause us to give us a second thought, I can accept it but my husband says no to it because we have never heard anywhere this is why we are saying it is starting, we will see at time goes by if the system is progressive and what advantages are associated with it, we will see as we go.

Researcher: Madam, what do you think we be the advantages that will come with the biometric system, where there will be no need to use the books and under-five cards, they just capture the ear and use it to identify the patient?

Number five: The advantages can be there because when you we have never heard about something, it becomes good if it comes to your area.

Researcher: Madam, what do you think will be the advantages of the biometric system?

Number four: The advantages are there because money is difficult to find for buy books, let's say one has five children and three of the under-five cards go missing and you need to bring the children for medication so if there is a file in the system that show the ear, eye, or face, the health worker will just run the system to retrieve the file.

Number two: Just there sir,

Researcher: Yes madam.

Number two: when it comes to capturing, maybe you come with a child of a certain age, they capture the child's ear, how will the nurses be identifying the child, are they going to be writing the child's name so that when they ask to say who is this child and they find the name of the child in the system and they say this is the child with this ear, are they going to be seeing it in the computer, are they going to be writing names?

Researcher: Just like I had explained, what will be happening is this, when they use the ear, the ear will be linked to the file that will have all the records of the child.

Now which one is good to use, the cards books and paper, the old system, compared to this system of using body parts, the biometric system?

Number one: I can say that the biometric system can be a good one because books like the one am having by the time am done with antenatal, the child might have torn, I can hang it somewhere, the child can still pick it and tear it, before am even done with antenatal, then it means I have to transfer the information to the other book, the information I can't even understand, so in one way it is nice because I can't take it home to go tear it.

Number two: I have a question.

Researcher: Yes madam

Number two: When you people sat with the nurses, because people sit and say let us make this and then when the nurses come they say we have found the idea that we do such a thing and then you agree with the health workers. So it can be nice that you sit with the health workers and agree on one thing and they come, they say we have sat and have agree on this, when we capture like this, then it should be that way, now we don't know if you have sat with the nurses or that have found the need to eliminate the use of books and then we eliminate, and the cards are eliminated and then make others think that people can use, with them knowing that when I do this here, what will happen is this.

Researcher: Thank you madam for the question, eliminating what is in operation totally depends on how you will react to what is being introduced in the community, people of the health facilities, if you say this system of using biometrics is better than using the old system the one for books and papers that can go lost, if you choose this then that is when we can and let's implement this system in health facility because people who get health services have chosen this system so we can use it. Which one is good, the use of books and cards which is the current working system, compared to the biometric system?

Number three: I think it will be good to and easy to use the biometric system because we will only be paying once for the file, till a good time, but books when you buy you just go back once and the year finishes and in the other year you need to buy another one, buy maybe the biometric system maybe be used for an extended time before renewing.

Researcher: I think the use of biometric system files will be good, not knowing if the files would need to be changed every year or maybe we will be using it continuously till I don't know. But I have seen that the biometric system is better than the use of books because books get lost and you need to come buy another one the next time you come. It is difficult to find money for the book because it is bought at K3 and not K1.

Researcher: Thank you, dear mothers do you think there will be need for consenting for a person to have their ear captured if this system had to be implemented as a sign that they have accepted to be captured?

Number one: I did not hear the question properly.

Researcher: If the biometric system had to be implemented in health facilities, should there be signing to be captured or should people consent, how should it be?

Number one: We don't know how it will be here at the clinic if they will be asking us to sign or they will be doing it the way we get the books, I just go there, they ask me to give the money for the book, I give them and then they ask me what am sick of, I don't know.

Researcher: But which one would personally be the best for you, is it signing or not to show that you have allowed the health personnel to capture your ear or should it be the way the system of books is where you just come and buy, or when you come they capture you?

Number one: Let me ask a question, when I sign do I need to pay?

Researcher: There is no signing, you just sign to agree that your ear can be captured, should it be that people sign or it should just be the way the system buying books has been without consenting?

Number two: Me I feel that, just the way they made the idea that books should be bought at the health facility, because people stopped buying books from the shops and whoever comes to the clinic buys the book from the clinic registry. So they should choose for us just the way they chose where people should be buying books from. There are books with a stamp that are bought here, so we wish it comes from the nurses that our idea is this. Just as they stopped people from buying books from the shops, let them decide for us what they will bring here.

Researcher: Without choosing for you, should it be that people consent or it should be without signing to be captured?

Number two: This is why am saying that, the health workers are the ones who have the idea, because if you here, you cannot refuse the decision that they have, just the way they said we should be buying books from the health facility. Just the way the biometric system has come, let them decide and we will follow just as we followed their decision of us buying books from the clinic because we were not buying books from here at first, but when they sat they decided that books should be bought here and we followed. So our wish what you will settle for, they will tell us. Even if a person does not come for the meeting, they will hear from here that things have changed and you can follow it because that is the rule you have found.

Researcher: Madam, what do you think it must be, should there be consenting?

Number three: Me I think there should be consenting that is when it can be easy not that when you come, they just tell you to take position to be captured, we need to sign and that would be better.

Researcher: Madam, should there be consenting, how should it be or should it be the usual way of not consenting?

Number five: My thinking is we should consent because this system is new as it goes round we are changing, we have to be consenting.

Researcher: You consent to be captured?

Number five: Yes

Researcher: Madam, how should it be, should people consent to be captured or it should be the usual way of not capturing?

Number four: Am also thinking we should consent because you can't just be captured without consenting.

Researcher: Ok, now if this system had to be implemented and starts to work, more especially the under-five children, what advantages might come with this system, what good will it come with, even for you the old ones, how will it be of good to you?

Number two: The advantages are that, (1) the cards won't be getting lost, (2) when going to the clinic I don't have to carry anything, that way it will be good like during the rainy season, the card may get soaked and how do you give them, maybe what was written can't be seen anymore. So the

idea of this system will be a good one. If you just come, maybe they just ask you your name, they run it the computer and then it brings everything about you.

Researcher: Madam, what do you think?

Number three: Me am asking a question, is it the same system to work even for the babies who are still having under-five case such as weighing?

Researcher: Yes.

Number three: That is what I wanted to ask.

Researcher: How will it help, what is it that will be good about the biometric system and what concerns do you see might come if this system had to be implemented?

Number three: Concerns are always there, we differ the way we think, one may perceive it to be good, and others would say this tendency of doing registration anyhow, these children you are registering are going, if you have four of them registered they pick one for their use. So things get had when we here issues and the talking of people.

Number two: You are the ones with the whole truth, us we are just moving in darkness. Just you have come here we know nothing and you decided to explain to us what you have brought. Truly speaking, there can never be people to talk negatively even now others will say, you went? You are gone, so we can get confused, we don't know, only God will lead it where it going, what can one do.

Researcher: Thank you, now let's take a scenario where you go to the clinic and when you reach they tell you to say position the child well we want to capture their ear for identification of your child, how would you feel?

Number five: If I have been captured before and come here in an instance that maybe we both get sick me and the child and we want to come be treated, if I have been captured before, it won't be a problem to allow them to capture the ear of my child, it can work well for me, I won't have doubts about.

Researcher: Madam, what is your take over the issue, how can you feel if they told you to position your child well so that they capture the child's ear for identification?

Number two: If I have been captured before, I can't have doubts about the system on the child because I have had my ear captured before, what can give me a second thought about it.

Researcher: When you say that are you saying that, the biometric system, where they capture the ear, or capturing any body part, with whom should it start with, should it be the children or the elderly, the parents, the men or the women?

Number two: You are the one who knows who the system should start on, either the old or the children, you are the ones who know how the rule will be here at the clinic, if you bring the child they have to capture the ear, because I may come and bring the child meanwhile myself am not sick, they will not capture my ear but the ear of the sick child.

Researcher: I asked like that because you said, if I was capture before it can't be a problem to have the child captured, no imagine where a child gets sick before you could get sick and use the system on yourself, how can you take it, how can you feel, they say bring the child we capture the ear.

Number two: You can know to say this is what is there, it can't start on me, there can be people in front of me and they are being captured, so even me I can bring the child to have the ear captured.

Researcher: Thank you, now let's here, where should we improve, where should we beautify it, where we do an addition or a subtraction to the biometric system if it was to be implemented in health facilities?

Number one: That question,

Researcher: Here is a biometric system that involves the capturing of a body part, if it came, according to the way we have explained to you, and how you have felt about it, where should we work on, where should we improve it, where can it bring concerns, where should we add or subtract so that it can fit in the community for people to accept it?

Number two: Me I feel like you who have brought the system, you analyzed it that when we do this a person will accept, you are the ones bringing the system, we think we will be capturing this body part and then we accept, because even if I say let it be that my thumb be captured or the face, you already know the idea of what you need to capture. Before you started off you sat, saying if we take this idea to the people they will accept it but you have the idea, I was thinking maybe according to your idea you know what you need to be capturing according to the idea you have brought, I was thinking you would say, we want to be capturing this body part.

Researcher: Are you saying the way I have explained, it is okay it can work within the community?

Number one: It can work because it depends on how one takes it, the group that has just left had their own response and we have our own response as a group, and then you will draw a conclusion from all the responses of the groups, you will check on the responses and draw a conclusion of the idea that can be a reality. So according to how it is been, you sit and see if it can form a single idea or whatever it can be, it is all up to you.

Researcher: Madam, where should we work on, where should we improve it, where can it bring concerns, where should we add or subtract so that it can fit in the community for people to accept it if it had to be implemented in health facilities?

Number five: How to make this system better can come from you because you are the ones that have felt pity for us, because of the number slips that get lost, you find that someone is a patient and number slip goes missing, you start running around to get a money to buy another book and then the person dies in the process, you go and improve it the way you saw that people can accept it, you have travelled all the way and we fail to accept the system, us who are just recipients, you have used public transport coming from wherever, and we the recipients who are just sited fail to accept it, no one can refuse this system, just the way the presidents are, each one has his own rules, you are saving us so we can't refuse a rule that comes at the clinic.

Researcher: Thank you, now mothers as we end, is it good or it is bad, should we bring it or not, let's here?

Number one: Let it come.

Researcher: it is good or it is bad, should we bring it or not?

Number two: Here you already made the decision and there is no way we can refuse it, because it has come through the health facility, if it was just a mere group where even sit outside, we would investigated to say, how is there come that we gather somewhere else, now since it has come through the clinic because it is a rule.

Researcher: Madam, is this rule good, is it good or it is bad, should we bring it or not?

Number two: It is good.

Researcher: Madam, is it good or it is bad, should we bring it or not?

Number three: Is it good and it should come.

Researcher: Madam, is it good or it is bad, should we bring it or not?

Number four: Let the biometric system come.

Researcher: Is it good or it is bad?

Number four: Let the biometric system come.

Researcher: Madam, is it good or it is bad, should we bring it or not?

Number five: The biometric system is good and it should come.

Researcher: Thank you so much dear mothers, we have come to the end of the interview, may God bless you, thank you for listening and thank you for your responses.

Mothers: Thank you.

### **FGD 1 in Chawama**

Interviewer: Good afternoon

Respondents: afternoon how are you

Interviewer: am fine, we are at Chawama clinic we discussing with the group of women from zone 7. We are discussing on the issue of acceptability of biometric as a tool for child survival health promotion so now we want to hear from you if the issue of biometrics you accept or not will ask a lot of questions if you think maybe we can change to start using the technology we are introducing for capturing the ear of the child and the information is stored in the computer instead of using the under-five cards you just come when the child is captured the information appears we want to know if you want it to continue or you just want to be using the under-five cards. So to begin we are going to introduce ourselves you tell us were you stay, name, your age, marital status, number of children, and which clinic you go to for MCH. You can start

Respondent 1: am Mercy is stay in new Chawama married with two children I come here at Chawama clinic

Respondent 2: am Mable I have 8 children I bring them at Chawama am 43 years

Respondent 3: Mercy Banda am 33 I bring my children's here at Chawama am not married with 4 children I stay kuku

Respondent 4: am Banda am married with 2 children I bring them here at Chawama I stay kuku

Respondent 5: am Grace am 24 years with 1 child not married I bring my child at Chawama clinic

Respondent 6: Bwalya Kabwe I stay Kuku compound married with 1 child am 20 years old I bring my child here at Chawama clinic

Respondent 7: am Janet Chibesa am married with 2 children I stay Kuku am aged 23 years

Interviewer : we proceed the next question is we want to know if you have ever used biometrics in other places they use the face, like in the bank they use fingers to identify you, in other places they use eyelashes so like here we have brought the idea of using ears so have you ever used these biometrics.

Respondent: you said using them now using them how?

Interviewer: using them like in banks or even at the hospital if you used it others have smart cards

Respondent; like me I used it with Zanaco then they use the smart card but they get the Registration then they bring

Respondent: me I just used it on my NRC

Respondent 5: I used it on my phone which had face lock I was using my face the other person can't unlock it

Respondent: even me it's just on my NRC

Respondent: I was taking money at the bank for my child school fees so they gave me the school account number of the school to take money so I just signed

Respondent: I used it on my NRC

Interviewer: how about to the children you don't use it here with the children

Respondents: for the ears

Respondent: me I used the under-five when I brought him

Interviewer : those people you have left in the community you think this process of capturing the ear to identify someone what do you think they can say if we go ad tell them that we have brought this technology what can they think about

Respondent: they can refuse because they might think it is Satanism so you have to take it slow for them to accept like we did even us we were convinced in order to accept so even them if you use a nice way they can accept because the ear is not a bad thing that can be used to identify the child even when am dead he will know himself so this programme is just good now just that people we differ

Respondent: just like my young sister brought the child for injection of 2 months 2 weeks now those people who were attending to us took her at the back she was like this same thing looks like it is satanic I encouraged her she said will see in the future on Wednesday she wanted to come now they called her where she took the child for injection

Respondent 5: I think when you bring it on the open like on media you explain like you explained to us I think most of those who are educated can understand that these people are after this because like what the sister has said people think they a just rich killings these things that are happening in the country people fear but after explain to us that no this is a project we understood so even those in the community need to be explained to first take them slow and put them on media cause I tried to find out from people if they have ever heard of it they said no then I was scared that you can sale the child so think you just have to explain to them they can accept

Respondent 6: when I tell people that am taking the child they say you are just killing the child he will just be doing slow you don't know what they do I told them that no they just capture him they say you just know how Europeans are they are clavier so what they have said is just okay

Respondent 7: when I brought the child for weeks her ears were pieced so they even gave her ear rings then people started saying you have sold your child

Interviewer: so from the time you started bring your child did she lose weight

Respondent 7: no she is health

Respondent 2: but me when they got our cards we had come for under-five when my child was 3 months the sister got us so I just had faith that these are the people who care for us so even this way that they have brought us in is good so we didn't know we were the 6 of us others refused but us we stayed but in my heart I had no doubt just even the way they treated us I was happy such that I told my husband he encouraged me then my neighbor told me that this project you in even my young sister was in people say it is Satanism so you lucky you found there

Respondent 3: this programme of using the ear is best because the cards we might lose them or tear them so this one is okay

Interviewer: what can cause the people in the community to reject this new technology?

Respondent 5: because of them things happening in the country anything that people try do all they think about is they just want the children blood they are Satanists,

Respondent 2: the programme is not known only a few are aware about it

Respondent 3: I heard that when you go there they get the child blood you discover that the child will have an endless cough, others lose weight so those people are Satanists don't take your child so me I didn't follow it that is what people think

Respondent : people can refuse now but in the future they can join little by little just like they said someone who educated and the one who is not they differ in understanding but us we understood so even them they can understand even you you can't be killing children it just the same they are yours

Respondent 1: just like you managed to convince us even for those in the community you can manage you just go door to door there others who can accept others can refuse they have already said those who are educated and those uneducated understanding differ like here when we come they are a lot of people who say you have taken your children to the Satanists they are sacking blood, this is the second programme to be in there was this programme here again to my first born child it went well until we finished the programme people said the more they do with your nose your child will be sick but now he is grown he is 8 years old even that time when we were sprayed here there was a lady who started shouting to our uncle so I stood and her to go out if you don't want why did you accept their ad start thinking as though he can kill your child among all these children how special is yours we started arguing then we left but from the time we started my child has been health maybe he had just flu

Interviewer: what are the advantages of using biometrics will look at the advantages and disadvantages now we concentrate on advantages

Respondent: advantage on this new technology even when you misplace your under five card you can still come when all the details are in the computer to me the card has now work but I just have to keep it but the goodness is there just that the issue of relocating the papers go missing or maybe they still the bag with the card inside so even when they still my son can suffer because is already in the system just check for information I think it is good it has no challenges unless someone who is not educated

Respondent 2: it is just good I see people will support this idea you brought it is just okay

Respondent : this one for the computer is just okay like me here I lost the card for my child so when he sick I was given a smart card so I know when he is sick everything is in the computer this one is good

Respondent 5: I say it is good because I will speak from experience on my card my card is torn apart but my child is 6 months so when I go for MCH they ask me how about here what was the weight of the child we can't see clear it is torn again you find that you bring your child at the clinic

then you forget your card home maybe you stay very far and just like they said you shift you forget it so biometrics is just good

Respondent 6: I just see it to be good but it will be more good when you start going round to teach people

Respondent 3: I see it to be good so even telling be it scares but I just managed to tell my in-law and she encouraged me that don't listen to people me on my first born child we did it I even worked with foreigners people used to say something will happen until now nothing happened yes

Interviewer: we are now on the disadvantages what do you think is the disadvantage of this technology

respondent : the way we come here just how you insert that to our ears then you have a sore and you feel uncomfortable it pains then they want to capture you so i think that would be a disadvantage something like that

Respondent: I can just put it as an encouragement just because they capture our children we should still care for our under 5 cards not just because when they capture the ear information will be there so even care on the under 5 should be there

interviewer: how can the community react to the using of an eye, finger prints so how do you think those in the community would prefer to use the ear, eye, face or they can want to stick to the cards and registers they would want the new one or old system

Respondent 1: the community would go for the old one because you reach their doors and tell them that I want to capture you they will refuse what do they want from my ears so right now if you go in the community you can't convince them because they are disturbed how we are living now we live in fear you will be asking is this person human like me what does he think about me cause we fear one another because now in Zambia we are not safe but they are times when we are safe you can manage to convince them even me you come to my door you tell me do this i can't accept

Respondent: Just to add on what my friend has said it is not a lie I also can't accept cause these previous days three to four days ago they were those who were spraying the houses to kill insect side now people have started to refuse they think there killers so if someone comes on the door to capture the eye or ear they can't accept unless you wait things become calm

Respondent 6: at our place they said if someone wants to ask for water just shout thief people will come thinking that his a killer this thing which is on whatsapp which they were saying that someone will be asking for water then lives friends outside so you can just put yourself in problems

Interviewer: thank you so how about our partners the one we have left home what you think people you have left home can say about this thing of using biometrics can they accept

Respondent 5: on my side talking on my husband he can accept because he likes forgetting documents so even if he goes without the documents things will be in the computer he can accept

Respondent: my husband can accept because I already told him even on my first bone child I used to come

Respondent: mine can be hard to convince his stubborn

Interviewer: so he doesn't know that we capture this one

Respondent: no I haven't told him yet

Interviewer: so you won't tell him

Respondent: I will tell him later because his difficult to understand and slow to react to new things his never used before

Respondent 3: he accepted when I told him

Respondent 7: just that time when I come when I was given that paper which had the benefits he told me that when you go through this paper at home you have the right to refuse so i went through it at home and he accepted

Respondent 2: I told him that very day you gave me the paper he accept even encourages me or even that time when you called me it was on a Tuesday so I told him that I didn't go I received guest from your family he was upset with he said you should be going Chawama is just nearby you need to be committed even when coming here I told him he is happy

Respondent 1: I told him when I joined the project I was given the paper and I left it on the table he asked me how about this paper I just said you can read some of us we don't know how to read after he read it he said a lot of things so I got the paper took it to my parents in-law so luckily my in-law is found here that is how she said this is just safe so from there he accepted there is no problem

Interviewer: okay thank you so now we talk about the under-five cards so have you ever lost a card when you went at the hospital without a card what happened and how did you feel but first we need to know if you heard of anyone who lost the card how did they feel

Respondents 4: after the birth of this child I had no card I was referred to UTH there I stayed there after I came here I had no card I found those we gave birth together they were given cards so they wrote for me on a paper so when I came the second time I found that the cards were available that is how they gave her the card so when I came when she was unwell that how I forgot the card in the bus then when I reached they wrote on the paper that is how they even gave me a smart card but I told them that I have a paper which you were using before giving me the card they said keep it will wrote those things when you get a new card but they gave me a smart card which am using now

Interviewer: Does the card get destroyed easily

Respondents: yes

Respondent 5: cards are easily destroyed like mine is destroyed maybe I never cared that much because this child has continued having flu so it seems am always with the card so the i open it is the more it gets torn then lastly I had put it in the bag where there was anointing oil it spilled on the bag as result the card is not that clear some information can't be seen

Respondent : under-five depends on how you keep it just like they said when a child is sick even the card is always close then these cards they brought now they are not strong maybe day one it will be neat but after three days it becomes bad they are not strong you should be making strong ones

Respondent 7: the cards are not strong because when I live the clinic I keep it on the safe place but still you find that it is showing some damages

Respondent 2: like me on the cards my child who was born in 2006 the card is still there even that one for 2008 and 2005 I kept them but they were strong these new ones they need to be keep in plastics cause just keeping them like they are not strong those for the old time they were strong

Respondent : me people even say you have two children but the cards they look like this while my card still looks neat though am 23 years they used to make strong ones

Respondent 3: I say something on the cards they don't have a champion just like napkins no one can say I keep cards safe they are hard to keep

Interviewer: we go to another question when you lost your card what did you do

Respondent 4: when I lost a card I feel bad it was painful because the card is the life of the child and even the bus where I left it I can't find it I can't know the card the only good part was that I had another paper

Interviewer: so what did you do after the card got lost?

Respondent 4: I came with the paper and explained to them how it was so they told me to becoming maybe I will find that they brought cards so when I came I was told that the cards are no longer in use we brought smart cards so it is the one I use but even that paper I still have it

Interviewer: so from the time it got lost they have not brought new cards

Respondent 4: from the time I was told that I have never checked on the cards but I was thinking of buying

Respondent: can I ask if you buy a card you bring it here they put a sticker or just have to buy from here?

Respondent 1: when you came here you were given cards and they put stickers so the cards for us in this group they just give for free am I lying they give you for free you can't come here without a card me I got one for free am I lying

Respondents: even I got one for free

Respondent 3: you have to bring your complaint here then these here they will give you don't buy or they will tell you if to buy and them put a sticker for you

Respondent: when I was coming to find out on the cards they used to tell me that for buys they are hard to find unless for ladies so then I just said I will just get even for girls

Interviewer: the next question is do you want to continue with this new system or we just keep on using the old system

Respondent 3: I support the new it is good

Respondent 7: I also support that we should continue with the new one

Respondent: even I have liked the new one it is good we need to change cause from the days of Kaunda we have been changing so this is a new style it is just okay

Respondent: the new one is just okay

Interviewer: when you started this programme do we all know the issue of concert like agreeing if there is something someone has brought then they just come do this or he has to explain then they give you a choice to accept or not so on that issue what do we say on the issue of concert we sign after agreeing to be in the programme what do you say

Respondent 7: it is good to ask someone if they want or not so it is up to the person to accept or not

Respondent 3: I support it is true you can't just come and tell someone that you have joined such a group by force they can refuse so you need to ask them

Respondent: it is just okay what they have said

Respondent 5: it is just okay to ask the person because this project you are using their children so it is to ask someone either they accept or refuse just the way they brought us here they didn't force us we had to make choices if you force someone they will start saying why are they forcing us they will be scared so just ask them they accept on their own

Interviewer: when we look at this issue of biometrics what do you see in the future how it is going to be comparing with the under-five cards just how we think

Respondent 3: what I think is anything that moves with God can never fail so it will just go well as long as you involve God

Respondent 7: what I can say is that those who brought this idea should not get tired they should continue it will go well with God on their side

Respondent 5: I see it to be well because we are moving with technology everything is changing so this for biometrics will make things easy

Interviewer: maybe you have any suggestions on the project or that machine they use to capture children do you think they can improve it maybe by changing size or shape what you think

Respondent 5: the size is just okay since they are children then when they grow maybe you can also bring a big one so that they can fit

Respondent: it is just okay because their faces and ears are small so even when they capture them I see that the ears are growing it is just okay cause it does not hurt them

Respondent 5: I think if possible if they can be something better not like that one where you put the ear inside I think if they can manage they put something that can capture without inserting the ear inside

Interviewer: okay we have finished okay thank you for coming to this meeting thank you for giving us your time you have left your homes and children just to be here so thank you very much women's

## **FGD 2 in Chawama**

Interviewer: good afternoon everyone

Respondents: afternoon how are you

Interviewer: am fine thanks. so we have come to discuss on acceptability of biometrics so we want to hear from you what you think about biometrics instead of using under 5 cards we use the system of capturing the child's ear you just come or even when you not there they just come like this without a card when they capture the ear of the child the information reflects on the computer right so what do you think about is it good or it is not good today it the 13th February 2020, we talking with the women from Chawama zone 6, okay so I want to ask questions you tell me who you are, were you stay, are you married and which clinic do you take your children for under 5. will begin from this side from 1,2,3,4,5 and 6 you will tell me where you stay how old you are, married or not how many children and which clinic do you use. Yes you can tell us your name

Respondent 1: my name is (Patricia Siame) I stay in Kuku compound, 3 children am married, I come here at Chawama clinic, 28 years

Respondent 2: am (Mirriam Siame) am married with 2 children i come here at Chawama clinic, am 25 years

Respondent 3: am (Memory Bwalya) aged 34, am married with 5 children I stay in john Leng compound am come here at Chawama clinic

Respondent 4: my name is (Febby Hamoonga) am with one child, married, for under 5 i come here in Chawama am 25 years

Respondent 5: am (Shalon Zulu) aged 28, I have 2 children's, I come here at Chawama clinic am married yes

Interviewer : okay, thanks on that information so now (mmm.....) we forge ahead i want to hear about Biometrics that we use, you find that you go at the police to go get the police report you find that they would want your finger prints yeah that also is biometrics they use your finger to identify you, others they use the face or you go at the bank they capture you then the face is kept in the computer so when you go to get the money when punching they look at your face to confirm if you the one so even here we have introduced the issue of the ear do that when we capture in the computer all details are shown all the file itself. So the question is what do you know on the issue of biometrics of these things I have mentioned, have you heard the question

Respondents: no we have not understood

Interviewer: what do you know about Biometrics have ever seen it in use or you have never seen it

Respondent: to me it is new I have never seen it

Respondent 4: I have come across them in police stations and banks so it can be good if we start using the ear of the child that when you come here we find all the details and another goodness of Biometrics you find that the house catch fire then the under 5 card and others paper are destroyed but if you captured the child you will just have to capture the ear then the information will show that is the goodness

Interviewer: have you ever seen it being used anywhere

Respondent 4: no I have never seen it

Respondent: I have never seen it I think it is the first time to use it here I thought it was used to check problem in the ear if it is growing this is the first time

Interviewer: how do you see it is it good or not good?

Respondent: the way I see it I think it is good because we didn't know how a child grow now we know how the child grows

Respondent: it is good just like in the house when it is burnt all the papers get burnt but when the child is burnt both eyes can't be burnt

interviewer : so in the community where you come from what you think they would say on the issue Biometrics those you have left home like the other women grandmothers neighbors those who don't know about this what do you think they can say about biometrics

Respondent: what they can say just like the first time when we told them that there is a research at the clinic they said there is nothing like that we have never heard of that there is just something they want many until now have not accepted to say there is such a research of ears so many refuse they say unless the child has ear problems not that they just capture ears we have never heard of that many refuse

Respondent 1: everyone we tell about this they refuse that maybe it is Satanism maybe this there is nothing from the time we were growing there was no such

Respondent: there are some people I told about the project they said be careful you don't know they may destroy the child's ears he stops hearing that how i told them that the machine they use I saw it it has nothing that enters the ears from the time they captured my child does not have any problem so that is how she said first we see what happens to you we may die and join

Respondent: to me some understood others refused that Satanism has come in so many ways so you have to be careful but after explaining they understood and said if it is like this well and good

Interviewer : what do you think about that could cause the people not to accept biometrics when we go in the community we tell them we have come to capture children's what do you think would make them to refuse \

Respondent: what would stop them because they know that Satanism is increasing that is what would stop them from accepting

Respondent: another thing this is new a lot of us we don't even know that there is an issue of capturing ears so when you go in the compounds even when you explain they will not listen because that is when it has started

Respondent: just like the world has become harsh on us there are some who are getting the sets (private parts) so if you remember they are people who came who used to cut peoples ears for riches so now the people because of that they may think you the same people when you tell them that they are from the government they can't do that so maybe if you happen to explain to them in details they can understand I guess

Interviewer: how about the advantages and disadvantages of using new technology that we have introduced of capturing the ears will start with the advantages

Respondent 5: the advantage for this programme you find that the under 5 cards for the child they go missing and even the books in the clinic so record of capturing the ear remains in the computer so even after months or years but when the child comes back at the clinic the record will reflect in the computer

Respondent 2: the goodness of the project is we never knew how the children's ears were growing so even when we come here to search how their ears grow will be able to tell because when we come they will be explaining that this ear is growing now it is like this so a long time ago we never knew about this project so now will be able to know how their ears grow

Respondents: they have said everything without leaving out a thing

Interviewer: how about the disadvantages of this technology or biometrics

Respondent 3: on my own I have not seen any disadvantage because my child has no any problem of hearing unless he had a problem I could have said it is not a good thing

Interviewer: how about others, there is nothing bad okay anyway so what could cause the community to delay in accepting that okay will be coming that will be coming what could cause that okay will be bringing the children you capture their ears instead of using cards instead smart care instead of coming with numbers from the hospital you should just be capturing the ears what do you think would take time for them to accept

Respondent 5: information because most health personals fail to go in the compounds and many people do not watch or listen to news so if they make effort of going in the compound to explain they can accept but others they do not even go at the clinic some just go by the Pharmacy to get medicine for the child so if they go in compounds that is when they will know the goodness of their project

Respondent 4: for people to accept fast the workers from the clinic should go and teach them in details they make them understand to know the advantages

Respondent 1: it is true you need to be telling them because it is difficult a person is a very complicated being they fear him we go out to tell our friends all they say is you are selling your children ears we have never heard of that your thing so even in the compound you tell people they say you are selling their ears you do not know just wait you will see in the future we scare people

Interviewer: let us now compare between ear biometrics, fingers and using files you think the community would react how, they would want us to continue with the under-five the registers or they would want the new technology

Respondent: those in the community would prefer the old one because you have not gone to explain to them unless you go and explain they can accept

Interviewer: so there is need of explaining

Respondent: yes, it is just explanation they will understand

Respondent: some people are very difficult you can tell them but if you have not gone in details they will just ignore you but it is just good because most women lose their under-five cards even the records maybe the child was sick then you leave your book there then after 3 months you go they say no buy another one meaning the old record is lost you will have to start a fresh

Interviewer: now on the issue of your partners the ones you have left at home your husbands what do they think about the biometrics we use as identity did they refuse when you told them all they accepted on the issue that when i go at the hospital they capture my child

Respondent 3: on my own I told my husband this happens they capture the child's ear first they said sweetheart if the child develops ear problem the government will remain and the marriage will end so that is how I explained until this time he has not given me the answer even now that am here he does not know

Interviewer: how about the others what do we say

Respondent: I explained to him at first because my first born had ear problem so I told them that they see the growth of the ear he told me that they should even be checking inside the ear so that children won't have hearing challenges because children suffer a lot then I said no they just check they will be getting information from the ear then information will be on the computer the records of the child will be in the computer he kept quiet but he said they should be checking in the ears

Respondent 2: my husband is a health worker at development age so when I gave him the paper he read it and said there is no problem I think this project I know it so even when I come here he knows

Respondent: even I told him he didn't say anything he just read the paper and said okay

Interviewer: do you know anyone who loosed or misplaced an under-five card do you know anyone or maybe it is you who lost one

Respondent: I lost a card it went with the bus i had to start from scratch went at the clinic to get a new one

Respondent: even me my under 5 card children went with it in the copper belt so when they came back they forgot it so I just bought another one

Interviewer: so have you ever gone at the clinic after losing your card when you went at the clinic without the card how did you feel or what happened you tell us your story

Respondent: the sister I found was angry she said women you are very careless with cards so i had to get another one

Interviewer: have you ever heard that someone goes at the clinic without a card

Interviewer: yes I have a lot of women misplace cards but the nurse becomes angry and say women are careless they just care for clothes and not children

Interviewer: so how did you feel when they shouted at you?

Respondent: I felt very bad because the under-five is needed when the child wants to get an NRC and even when enrolling in school

Interviewer: the under-five card is it easily destroyed or not

Respondent: when it comes to cards those old ones where not easily destroyed the green are strong they differ with these new ones pink and blue they get destroyed easily

Respondent: no even if you keep it safe it is easily torn they are easily destroyed

Respondent: I have a child who is 16 years now and I still have his under-five card that old one if you get as though it's new but for the one who has 10 years it's a pink one they differ that for the oldest son in appearance so these new ones are not strong

Interviewer: we go for another question what is the advantage of using the ear and under-five cards what is the goodness

Respondent 4: the advantage is that the card can be destroyed but the ear cannot be destroyed that is the goodness

Interviewer: which one do you think is best using under-five cards or the numbers that we use now or this one for the new technology?

Respondent: this one is just okay the one for new general yeah the one for the computer yes even on under-five they use computer

Respondent : yes this one for new technology is good because the under 5 card there times the house is caught on fire it gets burnt at time can be soaked in the rains the information there is difficult to retrieve but this one for the new generation I think is best

Respondent: I think the new one is best but my question is what if you go to another hospital you will find it is the same

Interviewer : there is a question let us answer because when they capture you are put i the system meaning in all health screeners so when go even in Livingstone you just take the child they capture the ear then all the information appears the information of the child is already entered

Respondent: so if they write for you that on the 10<sup>th</sup> then you found that on that day you not in Lusaka you in copper belt where should we

Interviewer: so it depends if you are using the card or the child (under-five) was put in the system if it is there then even when you don't have the card it is fine. next question the issue of giving concert like we have started this research is there need for signing when we start or we just start by telling you that come and do this. How we started capturing the ear we just demand that bring the child we capture

Respondent 4 ; no we need to agree because you can't just get the child cause one day i will not come so there is need to agree as the mother of a child so that i know that where am going what will happen is this

respondent: even last week that first day we started we got our cards we were at the under 5 so that is how they called us outside they explained to us and that is how they directed us where to go after they give you cards that is how they brought us here and explained then we agreed and that is how we are in this research

Respondent: they never forced us all they said whoever is willing it was a free will

Interviewer: so now on the issue of biometrics how will the future be what do you expect to happen I the future when we continue using the ear instead of under 5 cards what do you think would happen in the future.

Respondent: mm..... on that no

Interviewer: there is nothing that you think about maybe it would be destroyed or what

Respondent: if you remove the cards then everyone will accept because when the child is sick they can accept

Respondent: but on that one there is nothing

Respondent 5: what can happen in the future the record will be kept even so many years different from the paper because a child can tear it then it is out but if we continue using this one they will be well kept what happens is you go at the clinic they record that the child has such a problem then you go to Livingstone at the clinic with that same problem while the record is at that other clinic the doctor will make a different diagnosis even when you the mother you might make a mistake in explain they give you the wrong medicine but if it was in the computer they will know that the child had the same illness hence they will see the medicine he/she was taking that is the goodness of this project

Interviewer: how do you see this gadget that they use to capture children you think they are some areas that need to be improved or what when you look at it you think it is good or what

Respondent : we do not know how it works you are the ones who use it so that is up to you we see you capturing so we do not know to say that they can do what

Interviewer ; when you look at it you see them putting to the ears of the child when you look at it you see that if they had made it like this maybe it does not fit well on the child so maybe they make it in a different way

Respondent: it is just okay cause in the beginning we held it they told us to take a look at it and see how it looks like so they should not reduce nor increase it they made it just like that

Interviewer: anyone with an addition

Respondent: this same programmer they are times you go at the clinic there is no electricity meaning the computer will be working normally or what

Interviewer: there is a question here

Respondent 5: this project you find that there is no electricity in rural areas then this system how is it going to be cause even in urban you find there is no electricity then they tell you to buy books when they already gave you the smart care cards then now that will be using the ear how is it going to be

Interviewer: so then this is the disadvantage right

Respondents: yes

Interviewer: so which other disadvantage is there

Respondent : just that one for electricity because power now is a challenge so when they is no power are we going to work just like that when the under 5 cards we have left at home so how will it be or they stopped working what are we going to be doing

Interviewer: we don't know if there is any question

Respondent: in all the clinics will they be computers?

Interviewer: yes they must be there as long as this project is introduced

Respondent: let me take you back a little bit this project for how long is it going to take

Interviewer: for now it is still there they are others who want to come for lessons

Respondent: yes

Respondent : if this project is approved these from health who are doing the research they need to go even on televisions to teach the people even in compounds they should go telling people so that they understand for other people don't even watch ZNBC

Interviewer: okay thank you for giving us time to discuss with you so

### **FGD 3 in Chawama**

Interviewer: (mmmmm) I welcome you on this day 12<sup>th</sup> February at Chawama clinic, Chawama hospital, my names are Euphrasia Mukuka. Though people from the plateau me am from the valley from the things that side so am Euphrasia right! So needed to have an assistant to accompany me today she is not around. Initially our researching is looking at Accepting biometrics as a tool for child survival health promotion, it feels like a jargon right! English that is complicated but otherwise that is our topic today, otherwise that is the topic we having today on this day and you are representing zone five of Chawama if you didn't know there are zones where you belong is zone five yeah so buy and large (mmmmmm). Since these which are here they are personal questions so I will start from here then will come this side so you will tell me where you from, how old you are, marital status when you somewhere I will tell you so will start from here

Respondent 5: my names are (Martha Kafumbo), am 35 years old, I only have 1 child not yet married,

Interviewer: which hospital do you go to?

Respondent 5: Chawama Hospital

Respondent 4: my name is (Martha Shumba) I stay in new Chawama I have 5 children am 35 years am married I go at Chawama hospital

Respondent 3: my name is (Tembo) am married, aged 24 years I come here at Chawama Hospital, I have two children

Respondent 2: (Chiluba Musonda) I still come here for antenatal I have got 4 children my age is 33,

Respondent 1: my name is (Esther Kabandama) John Leng'i I come at Chawama clinic hospital I have 3 children,

interviewer: we come to number 6, you tell us were you come from your names, your age where you come are you married, which hospital do you go to

Respondent 6: my name is (Violet Munyeme) I come here at Chawama am married am 26years with 2 children

Interviewer: okay so we are interested in knowing what can be used to identify a patient but most of it we want to know if it can accepted in our community so have you ever used what we call biometrics remember how I explained it, have we ever used any biometrics we should be talking all of us you raise your hand have you ever used what we call biometrics from eastern they call it foreign that from outside is Tuesday have you ever used them or even here. Have you ever used biometrics even here since you I the project that which you brought you children taking pictures and the like. Maybe I ask again

Respondent 3: I used it and signed. We do sign when we bring our children before we even bring the pictures we sign

Interviewer: the others what do we say

Respondent 2: even during the antenatal time here in Chawama zone 5 I signed

Interviewer: since our research is around the use of similar biometrics the use of finger prints, the ear the iris, even the ear you know that its biometrics right we are interested to know if this can be accepted, in the community where we come from, so I want you to answer this question, what do you think someone from this community may think about using biometrics in the clinic to identify a patient? Like you come here you use what we call biometrics or other technologies what would people in the community say or perceive this?

Respondent 5: I think the people will accept because it is very easy to identify someone using biometrics yeah it's easy to identify someone unlike us coming with under-five

Respondent 2: I can accept we voted for it because it will be easy for a person to move without identity card but you have your identity through your body so to myself I can say it's easy and cheap way

Respondent 6 : its good because the one for the past was hard you come they give numbers you find that you misplace the number you have to start from scratch so i think it will help for putting just life will be easy

Respondent: it is just okay because you find that sometimes you just somewhere you didn't even carry the card

Respondent: this which they have brought is just fine last time we used finger prints hands hold a lot of things just in case you get burnt

Respondent 4; it is just fine using this new one because anyway you go you will be able to use it

Interviewer: we have answered on our own now how about the community how they can receive it. we come and say at the hospital will now be using the body party then those who are in the community when they come and they have not learnt like you guys have learnt now how will they look at it. How do you think they will look at it?

Respondent: according to the different people we are living within the community some they can accept some they can refuse but the refuse point can follow in maybe they can be coming with books our children are here

Respondent 5: the community people some they can accept some like not understand the morning of the research so those people need to be taught so that they can understand

Interviewer: how about the other what do we say we stay with these

Respondent 1: in the community we live in they should send people to go and teach just like we are being taught here they could understand

Interviewer: do we have anyone with anything to say,

Respondent 6: no people would not be that difficult they can accept it just like they had introduced the smart card at first people said no they have not done well they have become slow in doing this but now it has become easy for instance, on my side my mother has a problem of diabetes and blood pressure she relocated from here to Sinazongwe after she became ill she went with the book there and she was asked about the smart then had just left here and that was when the cards were being introduced so she said I don't have then they asked her how about where you came from why didn't you get a smart card. Hence, these are good so if she had gone with it from here in Lusaka and go with it there it could have been easy

Interviewer: is there any addition, okay so it seems you are all in agreement that people would accept it they cannot be difficult but they should just be sensitized. what do you think are some barriers to accepting the use of Biometrics in this community, are there things that would stop someone from using Biometrics what do you think

Respondent: what I can say is we differ in understanding maybe people would say just like you capturing them they would say they bring cancer even when they is no cancer. Those rumors would make someone not to understand even when you speak to them, like I our communities things are difficult just like I want to take pictures they can say there is cancer but to the others it would look good they would think about it that is the answer I had.

Respondent 2: I think it can be hard to those people are short in understanding but the only thing to do it is the way you did at first to us you came and explained about the same research so the only thing we should do is to let those people know what is details of this research

Interviewer: what do others say, what would hinder the person from accepting to use biometric like use his ears to identify that he was here.

Respondent: that is just fear in people

Interviewer: Okay now let us look at the advantages of using these foreign things that are coming technology like telephones it has led to easy communication so what are some of the advantages of using biometrics to identify an individual in a hospital or maybe by using finger prints and others will start from this side coming the other way

Respondent 5: I think using biometric ahh... it is easy to identify someone very easy to identify very easy to identify them, those are the advantages, because you don't move with the card when you go to the hospital you go without carrying anything its only your you go with your maybe you identified with you finger, ear which ever so it is easy to identify

Respondent 4: advantage maybe like you go to other places at the hospital if I was in another place they will be able to identify you, that's what will be a simplicity way if we don't have these it can be difficult to be identify with

Interviewer: you had raised you hand?

Respondent 2: this is a good ahh..... a good way whereby I cannot have a Baden carrying anything in case I can go far away from Lusaka for instance I Livingstone where I can just use my part to sign just when I get sick am just able to go there using my body then they are able to identify myself so it's a good way.

Interviewer: since we discussed o the advantages let us now look at the disadvantages of using biometrics

Respondent : disadvantages are like when you have my hair then its damaged then now the only thing we know is are they going to identify myself when the other part of your body is damaged so can be very difficult to identify yourself

Interviewer : others what do we say the challenges that are found in using this thing, when you look at it you already participated what disadvantages can you find

Respondent: May I ask a question, like where they are those who pears their ears for example, among women they're those who pears the whole ear would you be able to identify them, where by when you took their first picture of their ear it where just fine and thereafter they have their ears pierced, what would you do to them?

Interviewer: yes because there is an app which we use to see how the ear is and no matter how an individual pierced the whole ear unless you remove the upper skin in which it will turn into another being but it's the same skin then no problem.

Respondent 2: I have a question like are you even able to follow the color of the ear if the color changes are you able to identify

Interviewer: we can as long as the algorithm has not been tempered because most of the time people bleach their skin what do you call those powder then when you see tomorrow you find that tomorrow some becomes light skinned that what we want you to see that if someone changes the color how can it work

Interviewer: we continue maybe you have anything to say on disadvantages

Respondent 5: I think the disadvantages are that what if the some part of your body they use to identify you is damaged it can be difficult for them to identify you

Interviewer: what do you think would delay or make the community delay to accept the new technology such this, you have heard where we started from

Respondent 2: if ask a question I can that it's just lack of understanding if they understand nicely they can't take long to accept

Interviewer: what would make a person delay to accept or he becomes the first one to accept these things for technology other will accept easily others won't what would lead to this

Respondent 1: it is time difference other they don't know what is happen so it will take time for them to understand

Respondent 6: if you come and explain for them they understand they cannot be difficult they can understand

Interviewer: okay so what we are saying all about explaining to them apart from explaining to them what else because some people even when you explain they would not understand what can cause that

Respondent 4: some delay in understanding

Respondent5: I think that people like ..... card this new of identifying someone may take long and most of us people we are used to use the cards so it can be difficulty to accept

Respondent: they are those who have got bad characters those it will take time for them to know because they go they identify the eye with the character i have then i will be exposed for these it will take them time

Interviewer: now let us look at your husbands you have got children so meaning you have partners so now you what ideas do you think your partners have towards the use of biometric just think about your partners what would they think about using Biometric for I identification can they accept it or reject what reasons would they have for accepting or rejecting we have heard right

Respondent 2: the very first time you told me about this thing I went straight to my husband and told him he accepted and he said this is a very good way and if he accept our children will be very safe at least

Respondent 6: it can't be difficult sometimes it depends with the way we start explaining when we rush in explaining people would refuse but if explain to them nicely they will understand we even show them those documents we have maybe those we have in nursing they can understand they can't be difficulty.

Respondent 5: when I told my partner about the same thing the first day I told him about it he was abet difficulty I didn't explain to him properly but when I explained to him nicely he understood and he said this same thing they are doing it is a good thing to identify someone

Respondent 1: the time I told him and showed him he understood that it can be nice in the clinics if this program is implemented I have children who are vulnerable who drink beer and we are found near the clinic so will just be taking them there if they collapse

Interviewer: now will look at the children card have you or anyone you know ever lost or misplaced the under-five card. You can tell me so that I hear

Respondent 1: my second born I took her at the clinic that is how she got the card and she was dropping it

Interviewer: how about the others what do you say have you ever lost your cards ad when loosed them how did you feel, how was the feeling of you losing the under-five card

Respondent 1: I felt very bad

Respondent 5: I number 5 ahh..... I heard of at some point like when it gets burnt that under-five about it, were had to bear

Interviewer: so all of you here no one has ever lost a card. When a card is destroyed is it easy to replace of finding another one

Respondent 2: it's difficult when someone loses the card for you to manage to remember all the details on that card

Respondent 4: It's difficult when an individual loses a card for you to manage to recall all the details which are in the card

Respondent 1: for you to find the card and the details surely it were so hard for me when I had misplace that card, just for me to remember all the details it were too had,

Interviewer: so those cards how long did they take to be damaged. From the time they give you how long do they take to be damaged

Respondent: what I can say is that we differ as ladies some are careless some are not so it depends with the way you keep it

Respondent 5: the card can be damaged at any time or even a month it depends on how you keep it how safe you keep it can be damaged in weeks

Respondent 1: It depends on how you keep it because as human beings we are different since we are then it might even take six weeks or even eight years per card

Interviewer : now let us look at ah....., I want you to imagine scenario where you were instant use a biometric system the scenario will be that you come at the clinic like you always come and the clerk takes a picture of your child here or finger print or and would be able to pull up your under five right we are putting in the system now finally when you reach you use your ear to get that file, what are some of the benefits of using biometric system such as finger prints, eye iris scanning of individuals identification as compared to top up days without system.

Respondent 1: these biometrics are just fine because sometimes the books that side they can be misplaced it even consumes time to search for a book

Respondent 2: it can be easier way for us to identify ourselves through our groups like there is a line for instant we are 20 then you waiting for the file to come out it can take a lot of time for us to go back to our work so this is the easiest way for us to identify ourselves and doing our medical things

Interviewer : how about others what do we say, okay of the two which one is better using the new system of technology or using the paper which one is better and why

Respondent: using this new system is better because the old system cards used to be lost and they do then you have to get another book now using the biometric when the just scan you then they know you

Respondent: biometrics can be better because they is no need of you buying cards or coming with cards so biometrics is better

Respondent : like me my understanding using this method its better than using the papers because you find that you come at the clinic you give them the number when they search for your book you find its missing now with this method all the records will be in the system so it will be easy

Interviewer: do you think there is need for you to give a concert before the biometrics can be used. What do you have to say?

Respondent 5: I think my concert as a patient as an individual is very important because that is where you tell us the importance that is where we understand how important it is or how to be using biometric.

Interviewer : others what do you say give a concert to show that we have all agreed to say we use this biometric tool before they use it on you or on anyone from the community it's important that you agree you even sign

Respondent 1: it is important to agree because on my own i have to accept then i go ahead with it

Interviewer: so if don't agree there is nothing that can happen

Respondent: it can't work out

Interviewer: what do we say on the issue of agreeing before using the biometric number six what do you say are you supposed to agree in writing before they use the machine on your body

Respondent: we just have to agree because you cannot just follow someone without knowing where you are going we need to agree and sign

Interviewer: how do you fore see the potential biometrics system used to under five clinic, we get the under-five put them on the computer when the child comes we just capture them to get there files. Like now you finally put the under-five on the computer it is now in use every day you come at the hospital they capture what is it that you think can happen if this way is in use

Respondent 6: it can be good because there times we have emergence when the child is sick and you have not carried a card you just go at the clinic when they capture all the information will be in the computer

Interviewer: what do others have to say?

Respondent 2: it can be very good think like where by ahh..... especially in the clinics where there is a lot of people who are sick maybe a lot of people who are unable to get ahh..... Medicine it can be very fast to us to make the queue to be very short for us

Interviewer: so I would like you to tell me how your experience was when you were using that biometric tool or from the time you came you tell me your experience by virtual that you are using that tool of your children how was your experience

Respondent 5: my experience was okay that at first you taught us you made us understand

Respondent 2: complex to my side I was thinking about our generation of our children can be easy for them to identify because according to the question which I questioned you at first and the answer that you gave me at first you made me understand the importance of this project

Interviewer: okay I will repeat my question to these friends of mine from eastern province of Zambia, what things have you been going through by using your children's eye at the hospital

Respondent: like me there is no problem that I have faced because I understood how you explained to us before the program began so I didn't see any problem I just saw good things

Interviewer: in conclusion you find that each would have something to say, do you have anything to say on the use of biometric I will put it this way can you any suggestion any improvement on

the biometric system that one we were using with your children what are your suggestions so that when we take them to the community people will accept it

Respondent 2: like when you bring those instruments in our compound it can be easier for us or those who doesn't know to understand these things to introduce a lot of people to go around in the community to go and explain to them nicely like you did to us

Interviewer: what improvement can we put on the biometric system there is nothing, okay that thing which I use to capture is there anything that can be done to it so that people won't reject it

Respondent: unlike you using that thing

Interviewer: we want to use that thing then now for it not to be denied to be accepted by the community what can we improve on it what can we do o it

Respondent 2: I think that is the best instrument they can use because it has no metal that is a plastic thing only a right appears inside because if you use a metal thing some can deny it that it can give us maybe cancer

Interviewer: so in conclusions what do you think because you come here you invite all the officers from here in Lusaka? What do you think would delay the acceptance of technology or prevented here in hospital we look at the officers now what factors would affect biometric implementation in our hospital set up amongst our officers

Respondent 2: maybe according to the hospital they can reject it fast maybe it can take long to buy an instrument for using so it can take maybe a year or two years to introduce those things in the hospital some they can accept some they cannot

Interviewer: how about the others do you have anything to say before we end, okay thank you have much for your participation what you have said is very important so that we see how will improve it when implementing the system and we realize whether people can accept it or not and the time is 15:23 this is the time we ending at thank you so very much

#### **FGD 4 in Chawama**

Interviewer: good afternoon everyone, we thank you all that you have come we discuss on the acceptability to biometric as a tool of child survival health promotion so here this group that we are with will say it's from zone three so I will ask each one to identify their numbers today on the 11 February, 2020 time 14:35 so we discussing with women from Chawama health center so i would request you to introduce yourself to say who you are, how old are you, are you married or single, how many children do you have and which clinic do you go to, so you will tell me who you really are where are you from are you married and which clinic do you take your child

Respondent 1: am (Barbra Banda) 35years with 5 children at the clinic I come here at Chawama clinic even giving bath I come here I come from within Chawama in old Chawama

Respondent: my name is (Wendy Mooya) am 30 years my children I take them at Ng'ombe clinic am single with two children a boy and a girl

Respondent 3: am (weekend Mooya) the clinic I use this same clinic Chawama staying I stay in the new cook near komboka there I have 3 children

Respondent 4: am (Mirror Mwansa) I have 3 children for under 5 I come here I stay in new Chawama

Respondent 5: am (Wendy Ndandula), I have 3 children am 31 years am from Jerk for under all my 3 children we use Chawama clinic

Respondent 6: am (Veda Nchimunya) under five I come here at Chawama am with 2 children marital status it's complicated

Interviewer: how about number how old are you?

Respondent 4: am 27 years and am married

Interviewer: okay thank you on the information you have given us so now we explore further so that we hear the understanding. How you understand biometrics this issue of using technology that is known at the hospital when you come here instead of using the book you come they capture the ear of the child then all the details reflect in the computer instead of using the cards. so how do you understand this have you ever used it or you have never used it

Respondent 4: this will be my first time i have never used it before that is when I will start here with my third child

Interviewer: so number 7 you will tell us where you come from, your age, how many children and which clinic do you go to

Respondent 7: I stay near Batoka police, I have 5 children, married and 17 years, under 5 I come here

Interviewer: I asked a question that using the ear to capture a child and not using the card they just use the part and the details show when you come for under 5 what do you think should we continue or we just hold on to the under 5 cards

Respondent 7: they should continue because the under 5 cards a thief steals or the house get burnt they can go missing but if it's in the computer it will be safe

Respondent 1: this is just okay it should continue because we are the first ones so we need to know

Respondent3: this is just okay because what happens to the cards and the cards we have don't last just like the information can last in the computer it can be easy to keep the information that on the card

Respondent 5: it is okay because the under 5 we dot keep them safe especially when the child stops just like me I don't manage bringing a child for 5 years I stop at 3 years I stop it is torn apart so when they are vaccinations you find the child has no card so that one should continue

Respondent 6: that one is just fine because we lose papers and files but in the computer they are easily found

Interviewer: we forge ahead, so you think the people we have left home who are in the communities our grandmothers our mothers when we tell them that at the hospital they have brought the issue of using ears for the child they have brought the technology of using body parts instead of the under 5 cards they just scan the ear or they capture the face then the information is in the computer can they accept it or not

Respondent 3: some we defer in thinking just like the director had suggested we defer some might say it is Satanism no what they are doing now they want to be killing our children but on my side it is just fine.

Respondent 1: people in the community are difficult to understand just like they speak languages some would say Satanism or maybe you taking the information somewhere for other use but it is just good if you learn about it just as we have done but those in the community who have not learnt can see it to be difficult to them so you need to teach them

Respondent : am Buumba Siliveni those in the compound would think it is Satanism that you want to sacrifices the children but to us who are usually in the projects here at Chawama clinic it's just fine now to those who have never been in projects it would be difficult for them

Respondent 4: those in community would not understand already they are saying you are selling children you don't know where they are taking your children you will just see them becoming sick so for you to teach them it's difficult it will take time for them to know like me I have my aunty who is a nurse while still at Evelyn Horn college they used to learn about them so I understood it fast

Interviewer: so when it came here when you found out that this is what is happening you already knew about it

Respondent 4: yes I knew about actually when I told my aunty about it she said yes we used to do them at school now for people to know it they said this is fake yes it is there and it is not Satanism but this is new technology which is coming

Interviewer: so you are saying we need to sensitize people so that they understand when they understand they are not difficult

Respondent 4: yes

Interviewer: is there anyone who wants to... okay add on two

Respondent 5: like my friends have said people say different things when you learn and understand well it is fine but that who doesn't know anything who has not learnt it's very difficult

Interviewer : okay, we go to another next question say what are the barriers for someone to accept to say okay you capture my ear you be using the ear to identify me am right so what can hinder the person from accepting

Respondent 2: from my side I can say they are a lot of things that happening now people talk about Satanism that it has gone even in churches so now people would think it has also come in clinics so for someone to understand it can be difficult cause the happenings are a lot so to convince someone that its good or not good it can take time because in our country Zambia there are a lot of things happening now

Interviewer : any one to add on, okay so what do you see which can make the community to delay in accepting the new technology like we introduce the biometric in the community what would make them become reluctant to accept it what could cause that

Respondent 4: I think its lack of knowledge like here where we are some went as far as grade 12, others 7, 2, 1 so it's difficult for one to understand to catch up fast that what they are saying is better than the old system like they brought smart cards so I think its lack of knowledge

Respondent 1: some at first want to see the example so like us when get sick then they see that we are just well then they can follow because others want to see first from the others

Interviewer : another question we still on the community how can the community react when we compare the ear biometric with that one of the card which one do you think they would prefer new technology or this one for using papers numbers can they accept it or not

Respondent 2: technology you have brought now for them to accept it can be a process because just like we said a lot of things happen now like they say Satanism is everywhere so they would think its now at the clinic so for them to accept it can take time because a lot is happen but as days go by they will know which one is good using smart card or an ear

Respondent 5: this one for the smart card is just okay as well even this one for biometric is okay okay cause the smart card can go missing then when i come without the smart card you can check in the computer so for the computer is okay

Interviewer: how about when it comes to your partners all of us we have partners those we have left home how do they think that you bring children we capture their ears to put there details in the computer do they accept it or what we all have partners and they react different so let us here how your partners take it

Respondent 3: like my partners like in this group someone said we defer in thinking and knowledge we defer so those who have little knowledge they fail to understand they will just say you going to sacrifices your children but you who knows the truth just ignore as long as you know what you are doing

Respondent1: I talked to my husband he understood and he just said you should be taking him will see in the future how this new technology has worked

Respondent 4: my husband was not difficult because when I was pregnant I used to for the one in Kamwala so he saw that it helped me to have this child even giving birth i didn't do it from here I did it from there they sent me at UTH they call there when there is an emergency then you just find the doctor is ready when you reach everything is clean they were no queues so he enjoyed and said if Zambia continues like this it will be a better place

Respondent 7: my husband was not difficult too because i was also in that intake for Kamwala i had a pregnancy I gave birth from there so when i told him that they have called me at Chawama clinic there is a project which has come they are looking at children 0 to 3 months and 3 months and above so that is how he said you can be going it is just okay

Respondent 6: I told my husband I explained to him then he said there is no problem

Interviewer: now we go on the issues of under five cards we move away from the community and our partners. So o the issue of under-five have you ever misplaced an under five card or you heard of someone who lost a card or you misplaced it you don't know where it is but you have to go to the clinic. So how did you feel or how does it feel like

Respondent 4: it feels bad because my first born we discovered that the middle part we don't know where it is and they want to get the birth record it is hard and it does not feel good because they need to see the card so it does not feel good

Respondent 1: it does not feel good even me my three children rains came and all the papers in the house got soaked the children need to be enrolled in school but there are no under five cards i didn't feel good so this one for capturing is just okay because the cards can get soaked and go missing

Respondent 5: my first born, I was at work now I found that he tearing the card so losing the under-five card is not good. So when you lose the under-five just like you brought this one for the ear it is okay if it was there years ago those children would still have them

Interviewer: so now after the card was destroyed, lost or soaked did you try to replace them

Respondent: Now those things which they write inside we replaced but they are not written inside

Respondent 4: yes those things written inside you can't remember them because they will ask you when he was born what time you start thinking but if they are there you can't suffer but if it there you can't even suffer

Respondent 3: like the information that they write from the clinic and the information that you write on your own it differs now if the information is at the clinic you just go at the clinic tell them I lost a card I think the information is in the computer help me

Interviewer: how about the same card does get destroyed easily or it delays

Respondent 3: it is easily destroyed but it depends with how you keep but very few keep them safe until the child reach 5 years but if the information is in the computer it can be there so long no one has tampered with it

Respondent 2: I think the cards they make now do not last long because the card for my first born he is 10 years the card is just okay but for my third born who is 5 now the card we replaced because it was destroyed so they are not strong like those they used to give us years back

Respondent 4: these cards no, the rains we get soaked with the cards we start to worn out cards are not good in the computer things are safe

Interviewer: what are the benefits of using an ear in this new technology of ears and eyes but our focus is on the ear. What are the benefits of using the ear compared to the cards?

Respondent 3: using the ear is best like me I have twins you find that it is just like finger print if someone makes an offence they may catch the innocent one but if the get the ear and capture they will know that they have the wrong person. It is very simple and easy to identify someone

Respondent 4: the benefits are okay because when they get the card it takes long as they read through but this one for the computer when they capture your ear information's come then it is intact everyone knows that this child weighed some much everything will have the date

Interviewer: so what you saying is that this technology is better than the cards

Respondents: yes because cards used to consume time

Interviewer: how about on the issue of concert do you know concert, just like you started this project you made an agreement because you need to agree before doing anything so on the issue of signing whether you have agreed or not that thing is it good or not. Should we be signing or we just start working

Respondent 3: am seeing it to be good to sign because we differ in thinking you can't just force someone over something they don't want that person should agree to say I accept or not just like they brought us here others refused outside and they went back they were not forced even this sir here said we don't force here you just have to offer your selves

Respondent 7: just when we started if we never wanted we could have not been coming even the phones we could not been answering so we really wanted this project so that we can work together where will reach it is fine we are happy about this project

Respondent 4: okay it is fine to make an agreement you can't start something being forced you have to agree with the one who has told you that thing are you going to manage to do this yes i will manage so you need to sign

Respondent 6: it is just okay on my side to sign because others you may start with them then they will start saying I never wanted they just forced so if you sign on your own it is better

Interviewer: So we go to the next question, what issues do you fore see with the potential biometrics system.

Interviewer 2: Like the issues we fore see in the near future in regards to this technology what we think of? Ok prospecting right! We are going forward in development technology has come when we use this innovation which we are using (we call it dalnut) maybe the way we use this this Smartcare or others use Smartcare remember we used paper so when you think about the future if we throw away the papers and start using the computers or a new innovation right! What do you think would happen, when we stop using papers paper when it's wet it becomes destroyed, when we start using this technology what do you think would happen?

Respondent 4: some even that one you capture us with your phone if you break the phone then that's all?

Interviewer 2: (laughs) that is your thinking so what do you think

Respondent 4: what I think is if you destroy that phone do you start a fresh or what?

Interviewer 2: when the phone breaks this phone which is part of technology (technology) so when you look at it what challenges does technology come with what challenges or benefits. Maybe I use I use Chewa right? What issues do you fore see with a potential biometric system in use for under-five care?

We get the under-five we keep in our computer when you come you find it in the computer what do you think would happen

Respondent: on my side everything has disadvantages even if you want to format the computer everything becomes erased then you need to start from scratch

Interviewer 2: this lady has said when the phone is destroyed then work is on hold how about the others what do we say. Okay let's move you see the thing we use when you look at it what can we

do to that gadget maybe to improve it or to change maybe so that it looks like you want it. That one I use to capture when you look at it what suggestions can you give

Respondent 4: that thing you use is just fine because it is not big it does not do any harm to the children it is just okay

Interviewer 2: what do others say?

Interviewer: okay we are concluding right! When you look at the workers here what do you think they can do if we introduce the system how can they look at them can they use them or what

Respondent: ahh..... they can accept them because they know that it will bring good things in the future

Interviewer 2: things like what

Respondent: just like the one you said like if I have a card will stop and start using the technology because in the future it can give us good things

Respondent: they can accept them cause they would see them to be good because they keep information than the cards they can reject them if they don't understand

Respondent: they can accept them because the one who told me was a nurse she said this programme is good we can't call you to a bad programme she is the one who advised me

Respondent: even them in there working work can be easy for them instead of writing things in files but when will just enter in the computer it is easy

Interviewer 2: so for them people in the compound to accept this what can we do?

Respondent 4: us who started this first need to tell people about its goodness I tell three or four people then they will pass on the information or even that one does it is good now if you have not told them you just tell them lets go at the hospital they capture you they can refuse unless us who already do it tell them with the advantages of it

Respondent: that is how it can be you send people in compounds to go and teach them like in schools you teach there is such a project they can understand you tell them even me i take my child and from the time I started there is no problem they can understand

Respondent 7: when we come for under five at the clinic that is where we should encourage our fellow women from because that is where we meet from as mothers for the project is for children so when we come encourage our friends on the project

Interviewer 2: how long does it take for the people in the community to accept a new innovation or technology?

Respondent 5: just like the others have said we explain to people that there is this programme that came for using ears in case you misplace your under you can find it in the computer because under five cannot be kept but it is up to you to decide because we differ I think because others are quick in understanding while other are slow so it depends on one's understanding just like hear you would advise someone then they will say it's your fault you children will die early don't you know that those are Satanists they just need blood always your children will die so we differ in understanding as for me I already started coming here and what those are saying that my child will

die early they take blood me saw it that the blood issues are not there the children are just treated well so it depends with an individual that is what i can say

Interviewer 2: What do you think are your partner's views on the use of biometrics and this technology in the clinic?

Respondent: Men differ some you would just tell them then they accept like my husband did just start from here even when I was pregnant we used to go together so when this came he was not difficult to convince yes

Interviewer 2: okay we have asked many questions maybe there is something to say before we close maybe they are any ideas which have come up if there is none then thank you a lot for participating in this discussion it looks like a small this but it brings development hence thank you very much and stay blessed. So this is zone three you are representing the others okay thank you very much

### **FGD 5 in Chawama**

Interviewer: Good morning everyone how are you, here where we are is Chawama others say it is a clinic but because they developed it became a hospital here were we are is the hospital my name is Arnold my assistant is Mukuka we are working together with the university of Zambia we are looking at acceptability of biometrics as a tool for child survival health promotion skills. will learning how we can help the child to know them and know if people accepting to use the technology that Europeans bring to us our friends invert them then us they are others we use some we do not use them but in this group we are with today they are some who are in the project others are not I the project. Then to forge ahead we have started at 11:36 we thank you for taking part in the discussion so will start with introduction your name, where you come from, your age and marital status and how many children you have. i know to say we should all have a child or more and if you came to Chawama for ANC or for Under five

Respondent 1: my name is (Chipo) am from Chawama am 22 years, have two children, am married and i go at Chawama hospital

Respondent 2: am (Justina) from Georgie compound am 39 years with two children, am on separation, i used to come to Chawama hospital

Respondent 3: my name is (Sandrah), 29 years am married with two children am from Kamwala south, i come here at Chawama clinic

Respondent 4: am (memory) age 28 am from Chawama komboka, I come here at the clinic, am married with two children

Respondent 5: am (Mary) aged 28 years am from Jonah ward I come here at Chawama clinic we are not yet together with my husband with two children

Respondent 6: am from Jack with four children I am a widow I bring my Children here at Chawama.

Interviewer : okay thank you very much that we have known one another so we are going to look at biometrics we try to understand what biometric is like I explained we are interested in knowing

what can be used to identify the patient that comes at the clinic, so what I was saying is what can we use that is on the person body to identify them these are things attached to us it might be a nose, eye lashes maybe your walk all those in English we call them biometrics to mean technology those that when we are walking we have body parts. so do you know in these places where you go like Banks or even airports you go in different places have you ever used Biometrics will start with number 6 who uses smart care

Respondent 6: when I come here at the clinic we use smart in smart care there is a place where you insert then the details of the child will come on the smart care then they will ask you to confirm the things on the smart care even when you go to see the doctor it is the same thing they will just be inserting smart care without books everywhere i pass my details are there

Interviewer : how about others what do you say have you ever used biometrics those who are in the project you can tell me have you ever used biometric or you have not used

Respondent: me I used the smart card they scanned it just to see the ..... 07:30 hours you know what you do to in the computers

Respondent 4: I only have under five card but I don't have a smart card I just come here with an under five card the see the details and enter them in the computer

Interviewer: so when you were pregnant you were not given a smart

Respondent 4: no I gave birth from Ng'ombe though my antenatal I did it from here

Respondent 3: when I come here I use smart care card they insert in the computer then all the details reflect

Respondent 2: I use the smart card care

Respondent 1: I have a smart care card you find that when you are sick they don't write in the book they just get your card then they enter in the computer

Interviewer: we move a step further, so what do you think about a person who stays in the community what he would do when using the biometric to a patient. How would they react to think of using the ear to bring the information on the computer what do you think those people would take it

Respondent 2: to my observation I think it is a good thing because it keeps information there is nothing like when you came last time no we misplaced it so I think this is good

Respondent 1: I think it is good because the information can't be missing because you can be identified through the ear

Respondent 3: I think it good because there is nothing like my smart care card is missing because that ear they captured you just have to come nothing like the card is soaked

Respondent 6: you told us that our friends the one we have left home what do they think, what they think is different from us because us here we learn and them they dot learn so when they hear the thing of scanning the Childs ear they say why scanning the ear us here we have the information but them they don't have the information so they should be taught so that they can know why they scan ears if you don't tell them they can suspect other things

Respondent 5: they are just good because us people we are careless we lose the under five cards but since the information remains in the computer maybe everywhere you go you find the information just like in the smart cards but all am asking for is that it is good

Interviewer: what kind of things do you think can stop someone from using those at home, you here and the officers what can stop them to use these biometrics, what can stop you from using this technology we are using here

Respondent 6: what can stop us is lack of knowledge for instance, home they tell me to say do this I can't do it because I don't know it but if we give them the information they can accept but without it they can't accept

Respondent : many people didn't know about this thing of capturing so most of them failed to bring children how can they capture your child so that they take them where so many thought you are getting the child's ear in exchange for money (laughs) so many doubted

Respondent : I thinks that's what I wanted to say just give them the information cause other say why do they capture the ear maybe may child will having hearing impairment or what, so I think that would stop them because when we give them information then they understand I think even our friends would accept in the future (laughs)

Respondent: what I can say is I told mum that this is what is happening they capture the child now the first one didn't do it then she said is it not Satanism then I said no the she said okay you should just go but when your child starts having maggots it's your fault then I said no they are just good

Interviewer: so you have said what you think those in the compound would do now i want us to look at the benefits and disadvantages of it like this machine when you look at it what is the benefit and disadvantages of it

Respondent 1: the benefit is like where we are going and the climate changes like trees are being used in so many ways like making papers they are used like the way the climate has changed they have stopped cutting trees so soon the under five cards will no longer be available so when the child has the information of the eye it is easy to identify the child

Respondent 2: the disadvantage is that they crush and when they do all the information is lost again if you don't have the card meaning the information will be misplaced

Interviewer: I want you to imagine someone comes from home you were taught you know then someone comes from the village he finds these biometrics what do you think that person would do he comes they say for us to get your information we need to capture your ear so you will be finding this information when you come over and over what do you think he could do

Respondent: he will see it to be strange he will be scared he will see it to be strange from the time he was born he has never seen them he will be surprised

Respondent 3: that person would be surprised then he can even leave such that no one would even notice because he does not understand he has just come he is sick then you tell him come here we capture you he will fail to understand because he knows nothing about it at times he might even feel bad and just say no it is fine let me just go maybe this is Satanism

Respondent 6: since you have said that person comes from the village the life style there with us here differs he would say we are from the village and we have found this in town they will do it

they will compare the village with the city then they will say it seems this is how people leave here they will accept

Respondent 2: I conquer with respondent 4 he can find it to be strange because maybe he used to come to the clinic then now he finds this system of capturing the ear he what is this which has come cause I remember there was a project sometime back which came had to do with the nose people said this thing they do in our children nose will just bring diseases so even to the ears they can say no on my second child it was about the nose thing and they child got ill without knowing that it was just a normal illness so even the same for the ear maybe my child will be ill so accepting they cannot accept there are others who can accept depending on the information they have heard or they have not heard it is us who can run

Interviewer: so we look at the ear when we were looking at the ear we looked at other things too now when we use the ear to know the person in the hospital how will it look like. We just get the ear that when you reach the hospital for us to know you to know the baby how can you see it what do you think. tomorrow knowing that to go at the hospital OPD, antenatal, ART for your details to remain in the hospital just like you used to leave papers when know that we were using papers right even now we use papers some use smart care cards you wake you find that this is what everyone use how would you feel

Respondent 6: you wake the child is sick you bring the child here and they want to capture the ear when you have brought him because of diarrhea I would as the doctor why have you captured the ear when i have brought the child for diarrhea I will be surprised cause I do not know a thing but what we request for is that when we come here as women bringing children you need to teach and tell us to say when you this happening don't be surprised because the way you have said it even me I can't accept it because I know I have the under 5 card then you tell me to use the ear to get the information when the information is in the card I would refuse

Interviewer: we all have partners so you think your friends have which ideas on using the biometrics what do you think now we consider the partners we have left home we all know our partner so all of us what do you think what does that person you have left home think

Respondent 3: I think my partner would be happy because they are time you sign papers at times they use finger prints to know the difference so i think he can see it to be good so that they will know the difference between children he can be surprised to say how about this one for the ear how has it come

Respondent: I think just like respondent 3 said in everything we need to give examples for instance when we for national registration we put a finger print they capture it so even for the ears when they capture they will be able to tell this one is so so, hence we just have to give examples so long you have learnt you go tell them they can understand

Interviewer: so how can they react in you chat at home can they accept or they can not

Respondent: as for me my partner can scare me and say no

Respondent : others are difficult they would take it the wrong way you want to sell the child because me I grow up without my ear being capture so some would think otherwise some husband even refusing they can refuse

Interviewer : okay so we look at the under-five card how to keep them you find you have five of them and you have five children have you ever lost a card or maybe a friend lost a card how did you feel when you lost a card

Respondent 1: I loosed the under-five card of my first bone comparing that I used to take him for under five I came back here and explained they managed to find the information which was in the book they recovered it and put it into another card but when it got lost I was not happy because I didn't know that the information used to remain here when we come for under five so I thought I would not find the whole information

Respondent 2: misplacing the card is hard because we know that the card is the one which we use when enrolling in school so if you lose it feels awful

Interviewer: when your card was lost or your friends you just went at the hospital and told them that I loosed a card but still found yourself at the hospital

Respondent: no the challenge is always there if you lose 10 years after the child was born the challenge is there they will tell you that the register was taken away so the challenge is there it is not an easy thing that a person be given the right information on the card but there are things needed most like days for vaccinations so the challenge is there

Respondent 6: losing the card is not something good losing the under 5 card is the same as me a parent I start get a NRC then after years I loose it they do not just go there and say I want a NRC there is a procedure to follow same as the under 5 card I will not reach there and just get it they are questions I should answer sometime back we used to go get the police report that is when you have your card but still even if they give you the card the child used to come for weighing every month you cannot master the KGs of the child you will just give them the wrong information

Interviewer: Perhaps this card can be easily destroyed or it does not the others how you look at this

Respondent 6: it depends on how you keep it for under 5 card is just like the NRC you need to keep it well not like when you from the clinic you leave it on the table you don't know if the elder child will tear it the day you see it you find it is destroyed you need to keep it safe in a plastic when you come here you use and return it in the plastic that is how it will be safe

Respondent: what she has said is true under 5 should not be kept careless when you see that it is torn you take it to the nurse they write you a new when details are still seen so that when that child starts school you use the same things have become hard now whenever the child wants to be enrolled in school they tell you to brings the under 5 card so this time we should not keep things careless even the under 5 cards

Interviewer: so I want to know when you lose them there is that fear when you lose it or it becomes destroyed by the rains there is that feeling how did you feel or you have not loosed any

Interviewer: okay we continue we look at the benefits of using the ear compared to the cards. we use papers now they introduce for capturing in the computer they are two things involved here so which benefits can we find in using papers or Biometrics

Respondent 3: the benefit of using the ear I cannot panic when coming here at the to start looking for the paper because the information is at the hospital so I just go knowing that everything I need is there

Respondent 6: the benefits of using the ear of the child when the child is sick i will just carry the child knowing that the information is in the body they will just scan the ear then everything is there so that is the benefit

Interviewer: are there any other benefits we have in using the biometrics

Respondent: the benefits are that the information can be on a paper but can't be in details it will be in summary but for biometrics the information can be kept even when you lose the paper the information will still be there that is why they have said others have left them or lose them they will find it at the hospital

Interviewer: so what do you say on the papers are they good or what

Respondent: what I see on the paper and these biometrics they should be used together in case there is no electricity the information seem distorted if they are double with the paper they can use the paper while working on those things if the machines have stopped working and the paper is not in use so then my life will be still both should be used together in case the other malfunctions they will use the other so both should be used

Interviewer: so in a nutshell you saying they is nothing which is better both should be used at the same time

Respondent: yes

Respondent 1: what I have seen is that this new project is better because the paper can destroyed or torn maybe it gets wet but when the information is in my body it will be safe

Interviewer: is it good to give consent before using the biometric

Respondent 6: a consent is needed because when I come you need to tell me that this is what we want to do, do you agree or disagree at times I might accept or not when i accept then i should sign somewhere depending on why I have accept so every person need to sign to know that i have accepted

Respondent 3: I see it to be relevant to sign somewhere maybe in the future I come and say why you captured me but if I signed somewhere you will just say no we agreed you even signed here so it is important to give concert

Respondent 1: I have seen it to be good to sign just like they have said that in case someone changes his mind you just tell them no you signed and we also signed so it is good

Interviewer: we look at another thing consent we are done we have heard your views. What is it that you foresee with a potential biometric system in use for under-five care?

Respondent 6: what I think on the future incase just like my friend said you lose an under 5 card incase maybe my child is grown wants to start school I can come to you give me the information from the computer will manage to get and take at school that is what I see ahead

Respondent: the answers are just the same just like she has answered will also give the same answer

Interviewer: you may answer the same thing but the way of answering will differ so we want to know how you can answer on your own

Respondent: I can just answer the same

Respondent: to add on the future you find that maybe two children are born on the same day with same names but for them to know the difference between the children in the future they will come to see that this ear belongs to this one

Respondent: what I think about the future like my child the information is in the system in the future starts being sick maybe when he was young he had the same illness then now the problem starts at a later stage maybe as a mother am dead those who will bring him when they just enter his details in the computer everything will reflect then they see to say the child had this same problem when he was young so the will know where to start treatment from and where to end from

Interviewer: we look at those at the hospital when you come here there those things they write for you and read through for you what do you think would make them accept to use these biometrics like smart care the new technology what would make them to accept that this thing can be used in the hospital

Respondent 2: what would make it to be accepted to be used this thing will be helping us on the information the records it works for record keeping just like respondent 6 said you find that maybe you are dead or maybe you were just sick sometime back then after a few years it attacks they will just check there then they will say the information show that this person had this same problem so it happens for record keeping compared to the old system

Interviewer: you are saying that us the workers it can be easy to use

Respondent 2: yes it becomes very easy because at least I want to give you an example I have my nephew who has a brain tumor two years ago when he came here people started arguing no maybe it is malnutrition so now by that time at UTH they were already using smart care so they just got that smart care they insert it and the information showed so they said this child the treatment we are giving him is not the right one he has such such a problem so it makes things easy for the workers

Interviewer: maybe they are any suggestions when you look at this equipment we use what suggestions can you give on this thing so that people will accept it without hesitating or suspecting it to be something else at least you have used it you stayed with it

Respondent : While, someone might think otherwise that it is a touch (laughing.....) that it lights up in the heard you, you put your phone and that one is the one which shines so that it shows in the camera that is what is making them to use that thing because of it acts as a light

Interviewer; so what can we do to it so that we retrieve this one then this one will reduce it so what can we do on this thing so that people will accept it

Respondent: you just have to be opening it just like you are doing now so that they see

Respondent: there is nothing we can do that thing is already made so for us to start saying let's make it like this, we modify it this way, we can't do it so just the way it were designed it is just fine

Interviewer: now if they want us to break it how can we make it how do you think just like the fan it was first big they reduced it until they made air cone so this thing is there anything we can do

Respondent: this thing is just okay if you want us to make it but us from how we saw it we accept it just that way we are not making any changes to it. Unless you wish to make changes to it then it is still fine with us.

Interviewer: thank you very much for taking part in the discussion on the acceptability of biometrics as a tool for child survival health women thank you may God bless you the time we have finished at is 12:20 hours thank you very much

Respondent: we thank you for the development you have brought for us

### **FGD 6 in Chwama**

Interviewer: Good Moring

Respondents: morning

Interviewer: my name is Arnold my friend who is here is Mukuka we work together we are from the University of Zambia the reason why we are here we want to take a look at acceptability of using biometrics as tool for child survival health promotion in the hospital we need to hear views from you people from different parts of the country we are all found in Chwama but come from different provinces. Am discussing with women from Chwama the time is 10:27 hrs. These women are from zone 2 of Chwama but each of us will tell me where you come from, your age, number of children, marital status and you go at which clinic, will begin with number 1

Respondent 1: my name is ( ) am from kuku compound, have 2 children aged 30 years, I come at Chwama

Interviewer: you have never gone at another clinic for MCH

Respondent: no I come here

Respondent 2: my name is ( ) am from Kamwala south am married with 1 child am 21 years I come at Chwama clinic

Respondent 3: my name is ( Triza Namunji ) 19 years old am not married with 1 child I come here at Chwama

Respondent 4: my name is (Ruth Namwanga) am 24 years I have one child I come at Chwama clinic

Respondent 5: my name is (Catherine Sungula) am married with 5 children I come at Chwama clinic

Respondent 6: my name is (Cecilia Mwanza) am from Kamwala south am married with 4 am 38 years I come from Chwama clinic

Interviewer: when you come here at Chwama clinic how is it from your homes like how many minutes do you take from your place

Respondent 5: 10 minutes

Respondent 6: 30 minutes unless I use the bus that is when i reach early

Respondent 3: 15 minutes with a bus less than 5

Respondent 2: 30 minutes

Respondent 1: 5 minutes

Respondent 4: 20 minutes

Interviewer: like I already said we want to know the things we can use to identify someone at the hospital. Have you ever used this biometric we are talking about this thing that we use to capture the one we use for children

Respondent 1: I have never used it

Respondent 5: never used it

Respondent 4: I have never used it

Respondent 2: I have never used it

Respondent 3: I have ever used it but my child used it

Respondent 6: I have never used it

interviewer: so you have never used it but your children have okay so here we are looking at the biometrics like I said so now what do you think about a person who stays in this community what they can think about the biometrics when they take someone who is sick at the hospital what do you think those people you stay and found with what would they think about the biometrics like this one we have for capturing children

Respondent 3: to my own understanding if you explain to them they will welcome it because it is easy there is nothing like carrying things you can lose like the under 5 card

Respondent 5: losing a card is something painful you look for it so i think this process is good and it is easy

Interviewer: those people we stay with how can they take it is it good or bad

Respondent 1: I can just see it to be good you find that you are busy you live the card at home you just go direct at the clinic so it is good they will like it

Respondent 4: it is easy because others at time you find the house is burnt while the under 5 are in then at the hospital they can't attend to you without the under 5 or let me say when you go to get the NRC you can't be give without the under 5 card

Interviewer : we continue you think what kind of things would stop people from accepting the biometrics in this compound what would stop them from using new technology like this one for the project you here for

Respondent 3: what I think if not explained to them they will reject it because they don't know it so unless you explain to them

Respondent 5: some they fear they think about others which are not there so others to understand it is difficult

Interviewer: so what do they fear what causes that?

Respondent 5: they think beyond

Respondent 4: others they say it is Satanism they say children can be taken as sacrifices when capturing them so others they refuse because of that

Respondent: others yes they fear they as first where do they take what they capture even the father to child I was explaining to him and he asked me a question to say where do they take what they capture then I told him that they keep in the computer so that the child can be identified then he said ask so that you have the information

Interviewer: so when you asked you explained to him

Respondent: no I didn't ask so that is when i wanted to ask

Interviewer: okay others what do we say on this issue

Respondent 6: us women most of the time we are easy to understand but men are difficult like when I started this programme I didn't tell my husband I had to wait until I knew what the programme is all about that is when I will tell him so that I will have the information

Interviewer: so you have heard what they said there are challenges but when you think about it what could cause that your husbands be found on the side of accepting or rejecting

Respondent 6: just like my friend number 4 said they suspect that you are selling children to the Satanist you just want money do that is how our friends think

Respondent 3 : like I said the main key is understanding not understanding what they think so if not understanding it's not explained to someone can't just accept for no reason like us here we understood it so even those out there when you explain to them how it is they will understand

Respondent 1: I told him at first he refused again i did he still refused so now they accepted it because if I go away from here I will still find this so he accepted

Interviewer: so we look at the advantages and disadvantages of this thing you have been coming here for three to four months now when you look at it the goodness and badness lets discuss so that we know it very well

Respondent 4: I have seen this programme is easy there is nothing like panicking when you somewhere to start calling people that they bring you the under-five card you just go direct to any clinic so this one is easy even when you are far away from home when the child is sick no need to start looking for the under 5 card even when you lose it so this is easy you go to any clinic the child will be treated nothing like I left my under 5 this one is easy you just go they treat the child

Respondent 2: this programme is just okay at time you receive emergency call then you go with the child and you suppose to go at the clinic and you left the card so you will just go they will know

Respondent 1; this is just okay it is not everyone who carries the under 5 card anywhere they go i have liked

Respondent: the disadvantage can be that this thing they use to capture it is only one so it can be affect us in some other ways maybe they put a child who has got a sore on the ear then they put another who has a sore they a likely to contract HIV which comes through blood fluid that could be the disadvantage of using one on different people

Respondent 6: I have seen it to be good because they are emergencies even in the houses we stay maybe a child hits fire he gets burnt for you to start looking for the card you will just have to carry the child so this is good at time you walking you just realize the baby is not well you just go at the clinic instead of saying the card is home

Interviewer : listen attentive which one can the people accept between the use of biometrics which uses the ear or the use of old system which involve books, files and numbers comparing between the new and old

Respondent 3: I think the ear is just okay rather than the registers you can't be found with an under five direct even for the eye at times you can be sick such that you fail to open your eyes the they captured you when you were okay so for the ear is good

Respondent 6: I support what they say because if someone is very sick they change but if we use the ear it will help us because when you are sick the face change so does the ID

Respondent 5: the face changes but the ear is just okay

Respondent 1: the ear is just like that even when you in hospital the face changes but this for the ear is okay

Interviewer : so we have passed here let us look at the under 5 card you take your child for injection then you lost your card or your friend who did that do we have anyone who misplaced a card here

Respondent 1: I dropped a card in the bus and didn't find it

Interviewer 2: so when you loosed your card did you replace it or what did you do maybe the child stopped coming here for MCH

Respondent 1: I was coming here then I went back how I can come without a card so i went to buy then they wrote for me that is when I came for antenatal

Interviewer 2: when you lost it how did you feel

Respondent 1: it was painful

Interviewer: others maybe you didn't loose a card but it just got torn, wet and dirty how did we feel

Respondent 3: I at 6 weeks I misplaced a discharge card I never new that it was useful until my sister told me where is the discharge card I was under pressure because I didn't know where i had put it it makes one one uncomfortable so it is not good the it is easy just to be finding everything ahead

Respondent 5: I went at Cosmo Politian to get registration cards for the children i went there only to be told that they want the under 5 cards they didn't even register us so this new one will be easy will not be suffering so if this was there from the beginning we were going to be registered because they know them

Interviewer 2: others on the issue of losing your under 5 cards

Respondent : my child torn the card when we came from the clinic i had put it on the table i had pressure of looking for another card so when we went at the clinic they copy everything exactly ad they shouted at me and being shouted at this age it feels bad

Interviewer: we continue, will now look at the biometrics there are many some use finger, ear and the face so all the questions which follow will be based on these so let us look at the benefits of using the biometrics and will also look at the use of paper that we use now or smart care like that one they use at ART they insert in the computer then the information reflects on the computer the benefits of using the new system

Respondent 5; the benefit of the the new thing is that it is easy these under 5 when relocating you can drop it, it gets burnt or you went at the village then you forget it there but this new programme is good because it is easy you just go everything is in the computer that is the good part

Respondent 3: oaky it is easy and it is good because it keeps information for you and it is different from a care card a care card yeah they keep information for you but you go with it home it is just like an under 5 card they just differ that the under 5 is a paper but that care is a card but you go with them home you can misplace it then this one they keep both for you there identity and the same thing they know everything it remains they keep for you

Respondent 2: these things are just okay cause even the card when you take it home it will just be okay even if it does what the books you find that they are wet you dry them the smart care cards are just okay

Respondent 1: these they have introduced are good

Interviewer: now we look at the papers like at OPD there you have numbers right! Even for them we can't just say they are bad or good we need to say how good or bad they are two or three people to answer

Respondent 3: like number 2 said they get wet so even when you dry them they can't be the same the ink will expand and rub other information and even when it gets burnt you can't get them and others don't memories the number such that you can go and recover it so they are not good

Interviewer: okay so we know what concert is this is what we agree on before doing anything. do you think there is need for you to give concert before a biometric tool is used ai those things you were signing before participating in the programme is it important to do so or not

Respondents 6: you cannot accept something before you think about it so what we did we accepted because we thought about it

Interviewer: is it needed to give concert before using the biometric tool

Respondent 1: you can't sign before accepting that won't work so we need to accept and then sign just like when we signed we knew it

Interviewer 2: the issue of signing what do others say

Respondent 6: like signing a person needs to know what he is signing for and when he knows he has to accept then sign so us who are here we signed all of us here if there was anyone rejecting she could have refused because there is no forcing

Interviewer : what do you fore see in the future when the biometrics are in use to replace under 5 cards what things do you expect so happening or to see in the future

Respondent 6: what I think is that the machine in the future might destroy our children's ears

respondent 2: these things we can find that like we have cards you find that the child becomes educated he wants to contest for presidential elections you find the card is missing so these will help cause they are there in the system hence they can tell that he is a citizen cause at times they might say no his a foreigner but because the record is there they can reject him

Interviewer : there is nothing or maybe I take you back in the community when you look at it what can make our grandparents, father, neighbors to accept what we have talked about apart from teaching them they are those others things that can make them accept

Respondent 3: I think the major key is understanding what the thing does people can accept that it can be used

interviewer: okay, I want everyone to tell me what you think can be done on that things we use to capture so that it will to scare people and that in hospital they can be using it nicely when you look at it (coughs) what do you think on that thing what things should be done on it we are not saying anything what we can think of that when it happens like that

Respondent 6: like she had said earlier on that when capturing the child maybe has a saw you put them then also another one has sore we don't know the status of the child so we do not know how you can make it so that you prevent us from such

Respondent ; okay this is a hospital so for you to bring this one you know that it has no effects because if you knew that they have affects you could have made one for each person unless in the compounds even when you are not sick we take medication but you went to school you know just like they were explaining someone is sick the sores so you are educated you know if it has a problem you can give us one per individual but if there is nothing you can use the same one just the way it is because you know it has no problem

Interviewer: in conclusion each one to say something you can say anything because we are looking at acceptability to use biometrics

Respondent 1: it is just okay because from the time we started bringing them here we could have discovered a problem so thing is just fine

Interviewer : okay let us sum up now, we go back on under 5 card especially when you have 5 of the 6 or 10 of them how is easy it to keep those cards or using them, how easy is it to keep the cards of your children

Respondent: we keep them because they might be needed in the future

Interviewer: is it easy to keep the card

Respondent: it is very difficult as for my first born child is not even visible things were rubbed

Interviewer: we have all heard the question right!

Respondent: it is hard to maintain the card for my first born I even loosed it so it is not good

Interviewer: thank you very much for coming here that we discuss on this issue you are the voice of the community everything you have said here they remain here especially when we will come to tell you the results after collecting data thank you very much am Arnold she is Mukuka my work assistant thank you very much

### **FGD 7 in Chawama**

Interviewer: today is on the 10th February and we are conducting a research interview which is a group discussion in a topic of acceptability of using biometrics as a tool for child survivor health promotion strategies in .....in Lusaka district. So am with mothers here at Chawama health center you are welcome we are going to use Nyanja, how are you everyone

Respondents: we are fine how you are

Interviewer: am fine, so I will start reading then if you do not get it right you will be asking question right! I would like to thank you for taking part and time for talking to us my name is (EUPHRASIA MUKUKA) am an assistant of this research we are researchers collaborating with the University of Zambia school of public health we are looking to get your perspectives on using biometrics to identify patients in a health care setting we want to know what you think for the current method for keeping truck of medical records what you think should be changed but you what you think about the idea of using biometrics to identify patients and what causes your concern we are having these discussion with several groups here and in the southern province as well for now we are in Chawama. first question we need to know each other to say who you are, where you come from, you have how many children, so will start saying will give each other numbers 1 to 7 when we start talking will be mentioning numbers so you are number 1,2,3,4,5,6,7 will be just using numbers not names so our names we use numbers, i guess we have known our numbers so the question is where do we come from

Respondent 1: am from Kamwala South

Respondent 2: .....

Respondent 3: I stay in old Chawama

Respondent 4: I stay kwakuku

Respondent 5: I stay in John leng

Respondent 6: I stay within Chawama police area

Interviewer: okay thank you so how old are you? Those who are free to mention their age we can mention

Respondent 4: I am 28 years old

Respondent 3: 26 years

Respondent 2: 19years

Respondent 1; 28 years

Respondent 5: 26 years

Respondent 6: 28 years

Interviewer: are you all married?

Respondent 6: am married

Respondent 5: am married

Respondent 4: am married

Respondent 3: am married

Respondent 2: am not married

Respondent 1: am married

Interviewer: how many children do you have?

Respondent 1: I have 4 children

Respondent 2: 1 child

Respondent 3: I have 2 children

Respondent 4: I have 2 children

Respondent 5: 2 children

Respondent 6: 3 children

Interviewer: okay thank you so on the issue of going at the clinic where do you go do you come here or you go elsewhere taking the children for ANC or Mother to Child

Respondent: MCH

Interviewer: ooh okay MCH

Respondent 1: I come here at Chawama clinic since it is near

Respondent 2: I come here at Chawama

Respondent 3: I also come here at Chawama

Respondent 4: I come at Chawama

Respondent 5: I come here at Chawama

Respondent 6; I also come here at Chawama

Interviewer: so we all come here at Chawama

Respondents: yes

Interviewer: okay, ahh..... so you have never gone to any other clinic you just come here with all those children you have

Respondents: yes

Interviewer: so you are number 8

Respondent 7: no 7

Interviewer: okay you will tell us your name?

Respondent: Linety

Interviewer: okay where do you come from madam Linety

Respondent 7: Kamwala South

Interviewer: how old are you?

Respondent 7: 29 years

Interviewer: 29 ooho you are married

Respondent 7: yes

Interviewer: you have how many children

Respondent 7: 3 children

Interviewer: where do you go for ANC

Respondent: I come here

Interviewer: you have never gone elsewhere you come here for under

Respondent 7: yes when i was pregnant i used to go ..... When I was pregnant

Interviewer : so here the issue we have entered now we want to know what you know about biometrics of identifying who you really are when you come to the hospital so those biometric that we use now with the old ones, the old ones we use numbers, under 5 cards or even when you go at the register you go with you numbers then the file is on your numbers now this one which came now of different biometrics of using eyes, ears and fingers so o this new system and the old system what do you see which one is good the old one or the new one

Respondent 4: the new one

Interviewer: when you say the new one you say it is good or not good?

Respondent 4: it is good because we want to know someone the way he/ she is that is how you can know that it is this one

Respondent 6: I say that for the ears is just okay we used to use cards now you would find the card is destroyed or wet or even losing it but if it the feature of your face you go with it everywhere so when you go anywhere they will capture you then the face will appear but if you do not have a card another clinic they will be no need of registering but if it is the feature they will just have to capture you then your record will show so the new one is better than the old one

Interviewer: how about the others

Respondent 3: I think the new one is good because the old one you would find that when you are sick and you lost your card you have to start over buy a new book but this new one is good of capturing when they capture then your face appears

Interviewer: there is a job that is happening in Chawama in Lusaka of using biometrics so you are saying that one is better than the card that is what you saying, so what do you think about the person who stays in the community what he can think of using biometrics when escorting someone who is sick at the hospital can they accept or not comparing the old system and the new system what would be there reaction

Respondent 5: I think people from the community can accept if they are taught about it but without knowledge they cannot accept they would think about other things

Respondent 1: when I started using smart care at the OPD they were a lot of talking the line was slow by the time they insert the smart care taking to the doctor the queue were long because they never understood it but after they understood it when they come the information is there or they lose the cards so this time they accepted

Interviewer: anyone else what do we think in the community this issue

Respondent: it is just the understanding of people like we have come here others saying you going for Satanism you don't know anything then they read on the papers you gave us then we explain that is when they say awe it is good but those who don't know will keep on saying you taking children for Satanism because they don't understand it

Interviewer: how about liking it what would make them to like it

Respondent: it is very fast

Respondent: they can like it because it keeps information like the programme of the child information would be there for years compared to the under 5 card at times can be misplaced

Interviewer: so what are the disadvantages of using biometrics the old one and the new one like register the papers, the numbers the disadvantages

Respondent: procedure or comparison

Interviewer: you will answer on the old one the disadvantages and for the new one

Respondent: if you explain very well for the person they will understand for instance you go to Livingstone you forget the child card you will reach there you just mention your name then everything will appear in the system nothing like explaining that I left my card in Lusaka that is the goodness

Interviewer: we on the advantages

Respondent 5: if you already in the system you using smart care then you have another pregnancy when you come for antenatal they will just enter your name then the information comes that is the advantage you will not take a lot of time

Interviewer: how about the old one for papers did you see any advantages

Respondents: there are no advantages they get lost

Respondents: in those days they were okay because we never knew anything

Interviewer: how about the disadvantages of this new one okay everything is okay

Respondents: yes

Interviewer: okay so this new one you have never used it do we have anyone who has ever used it where did you use it from

Respondent: antenatal

Interviewer: antenatal what you were using it for or how did they use it on you

Respondent : the first day we came to register the name everything or let me just say all the details were entered in the computer like I want to come then they steal in my house they went with a bag which had my smart and everything so it took time for me to come here i came and wanted to pretend as if that is when I am starting then they just told me that everything is there just come we get you a new card there is no problem you have even made a mistake to go through the process but if it was for the papers we could failed to find the information

Interviewers: how about others where did you use it from all of you used it from antenatal

Respondents: even at OPD

Interviewer 2: so how do you see in the community where we stay how can they take it off using the ears in biometrics

Respondent 7: what the person can say before understanding they can say no you taking the children away from us

Interviewer 2: we stay with people where we come from some we stay with them by the road side how can they take it you just tell them that at the hospital today they have brought a machine which captures the ear when you go back at the hospital they will use the same to identify you or the child

Respondent 6: like they have said if a person is not educated on the thing you tell them that am from the clinic they have introduced a system of capture the child ear they will say is there a thing like that how about in the old days was it there just like when I was registering there was a lady who asked me to say what are you going to do we are going to capture our children so that they may be identified in the computer she was like all that during the time of our parents we used cards why now this for ears you just be taking children where they should not go so I was like because they didn't understand you can be discouraged over what they say and after we read the research we understood that it was just a research that they are conducting so that things become easy so people take it differently unless they are taught

Interviewer 2: we proceed okay I have heard that most of us here are married so how can our husband take this thing that we are discussing here at least everyone should say something on this part please

Respondent 2: when I explain to him how it is they are capturing the child ears to see how they grow he can accept

Respondent 3: I can explain to him because at first i already explained he was never difficult

Respondent 6: as for me he was the one who encouraged me to say go for it it is just research they just want to know

Respondent 1: you explain to your husband when he has full information he can't refuse he can accept but without it he can refuse

Respondent: like mine I didn't tell him he is difficult

Interviewer: so he does to know a thing

Respondent: mmmmmmmm if he knows it he is difficult

Interviewer: what would make him to be difficult?

Respondent: he will say why do you take the child there

Respondent: you should get that paper they gave us then you give him he reads then he will understand

Respondent : as for me i receive texts then my phone is found with my husband he tell me they have sent a text from the clinic they are reminding you to go this week now if he find the text it will be something else

Respondent; I then I will talk to him

Interviewer: what could cause him to be upset mainly what is it

Respondent: when he has not understood he can be upset

Respondent: you made a mistake you could have told him because when the text comes you will not say I don't know him cause the number is saved

Interviewer: you don't have a phone. Okay when we look at technology can our husbands accept or not

Respondents: they can accept

Interviewer: okay, so the key is to make them understand

Interviewer 2: so we look at the under 5 card have you ever lost it or maybe your friend, have you ever gone to the hospital with your child without the under 5 card

Respondents: no you just have to go with it

Interviewer: why do you come with the under 5 cards

Respondent 7: to see how the child is growing as well as the weight they tell us to be feeding the baby and writing the information in it

Interviewer: have you ever lost a card or maybe heard of anyone who lost a card

Respondent 7: most women loose them sometimes they use the papers when they come they just write the weight

Interviewer: so when you lose them you don't replace

Respondent 7: if the cards are available at the hospital they do replace

Interviewer; now that information which was there because there is need to have everything how do they write it

Respondent 7: they ask the mother on the details then they write the information but most important you should not lose the card that is the one we use to observe the growth of the baby

Interviewer 2: so the cards we are given a week after the child is born and how long do they take for them to be destroyed it is you who keep them

Respondent: it depends with the quality of card you have and take good care of it or it will be easily destroyed

Interviewer: I want you to imagine if you lose the card how can you feel

Respondent 7: it hurts and other they charge when renewing the cards for the to write what was in it

Interviewer 2: we look at the benefits of using ears, the face with fingers or we compare with the paper which one is best

Respondent 7: they are all important the ears are needed because they hear, eyes they see all of them just.

Respondent: according to my understanding you have said the benefits of biometrics and papers so like the cards can be torn or lost but these others they are on your body so they are better

Interviewer 2: so when we use the ear and using the paper which one is best?

Respondent 3: using of biometrics cause when you use the paper you can misplace it but when you use the ear they will identify you at the clinic

Respondent 1: I can choose to use the ear because it cannot be misplaced but the paper you can then when going replace it you can even give false information but when you use the ear they enter everything in the system you can't miss anything at

Interviewer 2: we go on another question do you think it is important to give concert before you are scanned to get your details first you sign before anything else

Respondent 6: you have to get someone's concert not just telling them that come we capture you they need to be told first then they give concert to say yes i have agreed to say you can get or not so it is important to give concert

Interviewer 2: women let us talk okay when you came here for the project is it allowed that you go you sign or you go you sign before they get your details to put in the computer is that thing important or when you just reach then direct they tell you lets go without knowing where you going

Respondent: no because you need to know what you going to do like for example when we started we were taught after being taught then we signed then we accepted when you sign then you have accepted

Respondent 5: like me I took time to accept because i was not really understanding what was going on then he told me that when will have lessons will invite you then that is how i understood after they explained for me to understand

Interviewer 2: what kind of things can come in the future after introducing the biometrics to overshadow the cards and put them in the computer what things do you expect to happen

Respondents 6: it can help us in a way that when we bring children we carry cards hence now that will be coming with our features will just come they capture the child and the record appears that is my thought

Respondent 7; sorry I have talked to much, the most important thing is to be with it like in schools when enrolling children's they say we need their cards you find that other misplaced them so will just say let's go at the clinic will get the information from the computer not now it is a challenge because it is not straight forward

Interviewer 2: these are the things which have come to us people have brought them for us maybe tomorrow they give us what are we going to think about

Interviewer: okay we go ahead what kind of things that you have been going through the process of using the ear

Interviewer 2: we are looking at the experience right..... from time to time you come here and you observe so tell me what you have gained as experience? You have not experienced anything when you bring your child you see what really happens there so I want you to tell me what happens

Interviewer: when they are touching you daughters ears

Respondent 7: what I have gained from the lessons you have given us we have known that the moment you put the child's ear the information comes so we have learnt something in your project we knew nothing but know we have gained knowledge in

Interviewer: what things do you think would be considered to be used with the biometrics in order for them to be accepted by the community? You know how people think were we come from each one should tell us what we can do for them to accept

Respondent: teach them

Interviewer: to teach them

Respondent: when you teach them they can't accept but if they understand that is when they can accept

Respondent: to feed them with the information

Respondent 1: you will need to teach them while they are still in the compounds before they come at the clinic when they come at the clinic they should already have the information then they can't even be difficult

Interviewer 2: so you think this thing the nurses, doctors and other workers at the hospital they can manage to use it or they cant

Respondent: they can manage just like they managed with other things

Interviewer 2: some of you held it right! when you look at that instrument we are using is it something that is very important in the hospital

Respondent: yes it is important

Interviewer 2: so to sum up i will request everyone to say something on acceptability of using biometrics compared to the ones we used in olden days

Respondent: repeat your question

Interviewer 2: each one should say something on acceptability we are trying to know if they can accept it or they do not accept it to be used in the hospital

Respondent 6: if it is teaching the people in the community so that they accept it they need to have knowledge on the happenings just like you asked that if we can accept it when we just come and capture the ears without our knowledge we said no so they need to teach the people that this is coming because the issue of using papers and cards is over now we are using technology so when you teach them they will accept since you said so why should they refuse it has come so when you teach them they have the knowledge they understand what is happening they will accept

Respondent: I think there is only one answer to teach them just

Respondent 4: it is just okay

Respondent 3: it is just okay because will not becoming with a lot of experiences

Respondent: it is just okay because the government recommended it they will know that when they capture the ear it will be like this or the body of the child will be like this

Respondent : this new thing is just okay compared to the under 5 cards because these new things that have come they show all the information for the children they are stored in the system at this time the cards are unavailable they use the discharge papers so this new technology is best

Respondent : it is just okay cause when we were giving birth they used to tell us that no there are no cards anyway we go they said the same thing unless you buy so the cards are hard to find so this one is just okay

Interviewer: thank you very much for coming to discuss with us so will consider all the answers you have given us since you representing the community we want to say thank you for finding time to talk to us