Post Activity Monitoring

# **Background**:

A task force of the Shelter Working-Group was set up in November 2014, upon the suggestion of the WG Gender Focal Points, to work on a gender-sensitive approach to measure the rates of satisfaction of beneficiaries of shelter initiatives implemented by WG members in urban/rural settings.

The main reason for setting up such a task-force was the recognition that there was no existing standard tool to measure the rates of satisfaction of WMGB with shelter WG projects being implemented outside of camps.

This document is based on the existing M&E tools of working-group organizations, which are mostly in the form of home visit questionnaires. The document was then endorsed and approved under its final version by the Shelter Working Group on XX/XX/2015

# Objectives

The main objective of this document is to provide a standard tool for WG members to measure the rate of satisfaction of beneficiaries following the implementation of various types of Shelter initiatives in urban/rural settings.

* As such, this does not replace other M&E tools that can be used to monitor and evaluate shelter initiatives (technical assessment of the work, household assessment questionnaire, in-depth interview, PDM questionnaire etc.).
* This tool is meant to be used in a manner sensitive to gender, age and disability, so as to measure whether or not the activities met the different needs and priorities of women, men, girls and boys.
* The results of the assessment are meant to reflect the perspective of the beneficiaries and provide a reliable indicator to measure whether shelter activities meet their needs and priorities. The results would thus complement more technical indicators, whether quantitative or qualitative.
* Conducting this satisfaction assessment would also allow for increased beneficiary participation, and the results of the analysis should be used to inform future project design.
* The attached questionnaire is comprised of two parts: one general section for all types of Shelter initiatives, and specific sections that relate to the five different projects included under the Shelter sector:
  1. Conditional Cash for Rent
  2. Upgrading of Substandard Shelters
  3. Completion of Housing Units in Unfinished Buildings
  4. Sealing Off Kits (SOKs)
  5. Increased Awareness About Housing, Land, and Property (HLP) rights

# METHODOLOGY

## STAGE 1: PREPARATION PHASE

### PREPARING THE SAMPLE

In most cases it is not possible to survey every beneficiary because it is too costly and time-consuming. However, according to sampling theory, valid conclusions can be drawn about the whole beneficiary group from studying only a fraction (a sample) of the beneficiaries provided that:

1) The sample is of SUFFICIENT SIZE to satisfy the assumptions of the statistical techniques used;

And

2) The sample is REPRESENTATIVE of the qualities/characteristics of the total number of beneficiaries.

#### KEY POINTS

## SUFFICIENT SAMPLE SIZE

Sample size is based on statistical calculations, and is not just a question of selecting a percentage of the total beneficiaries to interview.

There are several existing online tools that can be used to calculate the sample size. (One useful available tool is: <http://www.surveysystem.com/sscalc.htm>)

## A REPRESENTATIVE SAMPLE

There are many different sampling methods, but the most appropriate to measure beneficiary satisfaction is stratified sampling. In a stratified sample, the total beneficiary population is subdivided into groups (e.g. by gender, nationality, age, geographical location etc.) called strata, before proceeding with random selection of a sample in each group. This is used when results can be explained by specific population characteristics - e.g. if beneficiary gender, nationality, or location can affect access or use of an item, or in this case, when the rates of satisfaction of beneficiaries could differ depending on these characteristics.

## STAGE 2: FIELD GUIDELINES/DATA COLLECTION METHODOLOGY

There are different ways to collect data from beneficiaries, such as: home visits, phone calls, and focus group discussions.

For this specific questionnaire , it is recommended that organizations use home visits in order to gather more details from the beneficiary and more reliable feedback, especially for projects involving shelter upgrades or building completion so staff can directly observe living conditions of beneficiaries.

### Field-based functions

* The field team should consist of a minimum of 2 staff (minimum of one female and one male) or two external surveyors (with the same gender balance).
  + If resources allow, electronic entry with tablets/smartphones can be employed in lieu of data entry
* It is estimated that 1 interview will take a field team approximately 40 minutes, including recording answers in hard copy.
* There may be particular times of the day when many beneficiaries are not at home. There may also be times of the day when specific groups (e.g. women) are busy with other activities. Prayer times will need to be respected and the schedule should reflect such dynamics.
* Out of respect for the household’s schedule and privacy, the organization carrying out the post-activity monitoring should agree with the household on a suitable appointment for the visit ahead of time (minimum 2-3 days in advance is recommended). It is also recommended that the household be reminded of this visit a day in advance or the morning of the visit before the organization arrives.
* Regarding gender concerns, and to ensure that the rates of satisfaction of both women and men are accurately recorded and analyzed, it is recommended that organizations collect their feedback separately, particularly for women. When possible, only female staff should interview female beneficiaries, in a private space and without the presence of male relatives, so they can feel at ease discussing their specific concerns in relation to the shelter activities. The results of the survey should be disaggregated by gender and age, so as to measure whether or not the distinct needs of women and men have been taken into account.