WHAT WE LEARNED
TESTING THE HUMANITARIAN DATA TOOLKIT

Some Practical Highlights

Tara Susman-Peña
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ACKNOWLEDGEMENTS

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AUTHOR

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PARTNERS

The Modi Research Group at The Earth Institute, Columbia University uses engineering to help address development issues. They engineer software solutions to help make development planning smarter and to improve the delivery of critical services like health and energy in the developing world. While working on projects that make impact in the developing world, they also produce open source tools and products that they release for others to use. Tools they’ve produced, such as Formhub, have also been used by many other organizations.

Captricity is a web-based service for digitizing paper documents that contain human-entered or other unique symbolic data. Their platform is based on a crowd-guided machine learning and computer vision system that turns paper, fax and pdf forms into actionable data in hours, with 99% accuracy. Their mission is to unlock the data that moves the world forward with an easy to use and cost effective solution opens the doors for better analysis, efficiency and knowledge in organizations and industries that span the spectrum from healthcare and government to logistics and operations of all kinds.

CREDITS

Mary Myers edited the report.
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OVERVIEW OF THE HUMANITARIAN DATA TOOLKIT PILOT

In early 2013, the Internews Center for Innovation and Learning (ICIL) set out to pilot a new system that allows humanitarian communications professionals and responders to quickly gather, analyze, and act upon data to understand information needs of an affected population during a crisis. The system, called the Humanitarian Data Toolkit (HDT), was piloted under a Lean Startup Model, experimenting with a relatively rough prototype as the beginning of a process of testing and iterative development. This report documents the journey of the pilot – based on our experience, working as a collaborative team testing out the effectiveness of doing an information needs assessment with the HDT in Dadaab, Kenya.

In an emergency response, Internews’ first step is to conduct an information needs assessment. This assessment is a critical foundation for forming a response that answers immediate needs, helping Internews and others to better understand disaster-affected communities’ access to information, what these communities most want to know, and what information they most want to share with aid responders and the government. Such analyses can result in tailored implementations; for example, humanitarian FM radio networks for refugees with programming focused on their needs and concerns.

This report aims to provide a practical assessment of what worked and what didn’t, as well as to point out some key
challenges, opportunities, and suggested next steps. It does not give a highly technical assessment of the technological tools. Neither is it an analysis of the data gathered using the HDT. It is a given that, in keeping with the rapid startup approach, not all will be perfect from the outset.¹

The Humanitarian Data Toolkit (HDT)
The Humanitarian Data Toolkit was created through collaboration with academic partner Modi Research Labs, Columbia University and tech company Captricity. The toolkit includes software, a survey, training approach, and research methodology for a research team to use in the midst of a crisis. It contains all the necessary equipment and software to conduct an information needs assessment: mobile smartphones with survey software and paper and pencil surveys as a backup, a computer with the data aggregation software, and other equipment, all in a portable box.

The system is flexible; each team can decide whether to use mobile phones or paper to conduct surveys. If both are used, the paper surveys are scanned and the system combines the digitized data with data collected on mobile phones to create one dataset. The HDT does not require internet access to collect or aggregate data with mobile phones. It includes a solar panel in case the electricity source is unreliable. Standard surveys, research methodology, and training manuals are included; a standardized rapid data analysis system is planned for later iterations.

The Humanitarian Data Toolkit Pilot in Dadaab, Kenya
The HDT pilot included three days of training a trainer, three days of training enumerators (survey interviewers), four days of data collection, and a final day of feedback. This report narrates the story of the pilot, shares what we learned about the uses of the toolkit, and outlines next steps in the development process.

Key Findings:

**OVERALL FUNCTIONALITY**
- The system worked! The toolkit enables the quick execution of an information needs assessment, keeping user error to a minimum during the data collection.
- The HDT provides backup measures in case of equipment failure, lack of internet access, or insufficient electricity.

**REDUCING USER ERROR AND INCREASING QUALITY**
- Enumerator accuracy in data collection improves rapidly, even with the challenge of learning a new tool and a new methodology in a short time
- Working directly with data collection supervisors on quality control of the data at the end of each day of data collection was time consuming, but critical to ensuring that learning was shared throughout the team
- Quality data collection and rapid improvement is a direct result of these consistent quality control procedures and ongoing individualized feedback from supervisors to enumerators

**SURVEYS BY MOBILE VS. PAPER AND PENCIL**
- The HDT provides the ability to decide what data collection tool to use, on the spot, for each survey administered. The ability for enumerators to choose their tool increases both their sense of security in a volatile environment and also their autonomy in decision-making processes.
- There is a notable difference in efficiency between phones and paper: as anticipated, using mobile phones for data collection decreases both the number of enumerator mistakes and the time it takes to administer a survey. Survey time for paper averaged at 35 minutes, while surveys on a phone averaged 20 minutes.
- When surveys were done with paper, the use of digitalization software was cost effective and time efficient. For example; in a 2011 study, Internews needed two days for manual data entry of 150 surveys. By contrast, using the software Captricity, we only needed 6 hours to digitize and create a database of 400 surveys.

¹ Please note that this report is not a research study of the activities of humanitarian agencies in Dadaab. Also, it does not contain an analysis of the data gathered as part of the pilot. This can be found in a separate Internews study - “Humanitarian Information Needs Assessment Report,” by Mohamed Ali Gure, and is the Monitoring and Evaluation baseline study for the current Internews Europe Humanitarian Information Service implementation in Dadaab. The text of the survey in English and Somali can be found in Appendix B.
TRAINING
- Focusing on interactive learning modules was effective for the trainees to simultaneously learn the research methodology and the technological tools. The training approach included a pilot test of the system that built the trainees’ research skills while allowing the Internews team to identify and address potential weak points in skills, technology, and research methodology.

SOFTWARE AND EQUIPMENT HIGHLIGHTS
- Using FormHub software to create surveys was technically challenging but extremely rewarding. Learning the FormHub syntax system required an initial investment in technical capacity before the pilot inception. The initial time investment is more than that required to master some other digital survey tools. Over time, however, the investment is rewarded with a high level of adaptability and flexibility of the software.
- A solar panel – a totally independent source of energy – means a team can continue to work in situations where electricity is unreliable. The upfront investment in a solar panel is steep (about US $1200) but is worth the investment in the long term.
- Even inexpensive smartphones are effective and perfectly adequate for intensive surveying. The HDT pilot used Samsung Pocket phones, costing US $100; there were no major technical problems or failures associated with the phones.

Next Steps
In keeping with the Lean Startup model, further rounds of pilot testing in different types of emergency situations are needed to understand problems or gaps and better develop the system. Refining the technology, support materials, and designing optimum communications interfaces will all support scale-up and sustainability of the HDT. We welcome others to use our model to create their own HDT toolkit, use the guidebooks we created, and implement their own needs assessments. It is our hope that this report is the beginning of an engagement with a community of users of the HDT, who will do their own piloting with the system, add to the knowledge base and dialogue, and co-create the iteration and scale up of the project.

Recommendations to enhance further testing and development

ADVANCE PREPARATION
- Even though the exact timing and location of an emergency is unpredictable, as much advance preparation as possible will facilitate better data collection. If possible, having training material and previously trained researchers on the ground will improve the efficiency and effectiveness of the intervention.

CREATE COMMUNICATIONS STRATEGIES
- Communications should be strong and consistent across the team in the preparation for and throughout a needs assessment. This is particularly true when members of the team supporting the field assessment are located in different places or work in different units of the organization.
- Any type of survey has the potential to raise interviewees’ expectations that participation will result in a direct response (e.g., if a respondent reports that he is seeking a job, he may expect that a job will result from the interview). These expectations should be carefully considered; any organization doing a survey should develop a consistent way to respond to such expectations.

DATA-SHARING
- Data produced by HDT studies should be maintained in a publicly accessible, open database. Data analysis can be used for outreach and dissemination to better make the case for the importance of information after a crisis.

SUSTAINABILITY
- All organizations interested in using the HDT should train members of their teams on the HDT equipment and research methodology, so they are prepared in advance, have a consistent methodology, and gain a network of colleagues to exchange experiences with.
- The HDT also has other uses. It could be easily deployed for baseline/midline/endline studies, audience research, and other surveys.
WHAT WE LEARNED TESTING THE HUMANITARIAN DATA TOOLKIT: SOME PRACTICAL HIGHLIGHTS

What the HDT Does

The HDT is a system of hardware and software technology that was created to make it possible, for a research team in the midst of a crisis, to easily train local researchers on the ground and collect, aggregate, analyze, and share information in a time span of a week.

During and after crisis, information is aid

"Historically, little to no systematic attention has been given to the information and communication needs of disaster-affected communities. Inter-agency needs assessments have not specifically looked into people’s communication needs, and this has resulted in major gaps in aid effectiveness and downward accountability. We believe that understanding the information needs of local communities enables humanitarian responders to deliver better aid."

– Jacobo Quintanilla, Director of Humanitarian Information Projects, Internews

Internews’ answer to this problem is to conduct an information needs assessment as the first step in its approach to emergency response. The assessment survey tries to capture key information about disaster-affected communities’ access to information, what these communities most want to know, and
what information they most want to share with aid responders and the government. Analysis of the data from the assessment helps Internews design an appropriate intervention. The creation of the Humanitarian Data Toolkit is a response to Internews’ experience of this process.

Background

Internews has been evolving and refining its approach to information needs assessments over the last few years. In Haiti in 2010, Internews’ response to the earthquake included a commitment to undertake an ongoing assessment of people’s information needs throughout the two years of the project. In subsequent humanitarian responses in Pakistan, Liberia, Libya, and Kenya, Internews began to develop a survey template to capture data on a typical set of information issues that arise during emergency response.

An earlier assessment, which took place in Dadaab, Kenya in 2011, was Internews’ first use of smartphones to collect survey data; the pilot team also used paper surveys. The smartphones ran Open Data Kit (ODK) software for the survey, and the team used EpiSurveyor software to aggregate the data. Collecting data by mobile phones meant interviewers could send their data back via a 3G mobile internet connection to a central database as the surveys were completed in the field. Internews published a report that began to raise critical issues about how well humanitarians were responding to the affected population’s information needs. The assessment demonstrated the promise of being able to quickly gather data and act upon it, and was successful in gathering and uploading the data to a database in real time during the fieldwork.

What the 2011 Dadaab Project taught us

The experience of the 2011 Dadaab project brought to the surface a number of challenges with information needs assessments in humanitarian situations:

- Assessments must be done with limited resources and over a short period of time
- Communications within an assessment team can be challenging in the height of crisis response; standardized materials would streamline processes
- In situations where internet access is limited or unstable (like many crisis contexts), online hosting of a database makes quality control of the data almost impossible
- If both mobile phones and pencil and paper are used for surveys, it is laborious to integrate data from two different sources; it is also difficult to quickly integrate these two types of data
- It is a challenge to combine data collected during different assessments (data interoperability) for further analysis to promote broader understanding
- Being transparent about the assessment approach and the findings are important; humanitarian organizations are interested in learning about information assessments.

These challenges helped in identifying the need for the HDT and the consequent return to Dadaab in 2013 for the pilot described below.
THE IDEA: THE HUMANITARIAN TOOLKIT IN DETAIL

The Humanitarian Data Toolkit (HDT) was created through collaboration with academia and tech companies, and includes a standard equipment kit, software, survey, training approach, and research methodology for a research team to use in the midst of a crisis. The HDT is designed to help crisis responders easily train local researchers on the ground so that the team can collect, aggregate, analyze, and share information over the span of about a week.

How is the HDT system supposed to work?

The HDT is a co-designed system bringing together collective energies of partners Internews, Modi Labs, and Captricity to create a rapid and efficient mobile (and paper) information needs assessment system. Using this system, a small core research team arrives at a crisis location, carrying all the necessary equipment with them in two portable carrying cases. The equipment can function without electricity. They recruit and train a survey team; the survey team administers the survey to the population. The survey team on the ground can decide, depending on the security situation and other factors, whether to use paper forms or mobile phones. Paper surveys are also a backup option in case of technology failure.

If paper surveys are used, the paper is scanned rather than entering the data manually, significantly saving time and reducing error. The digital data is produced in a spreadsheet that can be then analyzed. If mobile phones are used, completed surveys are uploaded from the mobile phones into a server (no internet required); this data too can be quickly analyzed. If data is collected by both methods, the two sources of data are quickly integrated digitally. Data integration means that data collected on the phones and data collected with paper and pencil and then digitized is interoperable and automatically becomes part of a single dataset. With the two data sources integrated, they can be analyzed without the intensive work of manually formatting and marrying the two sources.

Researchers then run the data through an easy-to-use analysis software, Bamboo (still in the works) customized for the HDT survey. After the integrated data is manually cleaned, Bamboo will automatically generate a pre-determined analysis and even create a set of simple, easy to understand visualizations of the data that will help responders make quick, evidence-based decisions on how best to intervene. The HDT will enable a streamlined and rapid process, from data collection to data analysis to presentation of findings.

THE HDT SYSTEM INCLUDES:

- Standardized survey and methodology for an information needs assessment
- Software
  - ODK (Open Data Kit) Collect, a mobile phone survey software
  - FormHub, survey data aggregation software
  - Captricity, software that digitizes data from paper surveys
  - Bamboo, data analysis software (under development)
- Training guides and support materials for all aspects of the process:
  - Doing the survey research
  - Setting up the hardware
  - Using each type of software and the mobile phones.

Once finalized, the HDT will be co-branded by Internews and Modi Research Group. The parts list, reference manuals, research manual, and training guides will be made freely available under a Creative Commons license.

The diagram on page 11 gives a basic map of the process, showing each partner’s key contributions. The two pages following show overviews of the workflow for paper surveys and for surveys conducted with mobile phones.

2 All of these resources will be available on a website for the HDT that is currently under construction. Further information on these resources will be updated to www.innovation.internews.org
## HARDWARE ROSTER

<table>
<thead>
<tr>
<th>ARTIST’S SKETCH</th>
<th>NAME</th>
<th>JOB</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.jpg" alt="Pelican case" /></td>
<td>Pelican case</td>
<td>Rugged, wheeled case holds all of the equipment except the separate solar panel.</td>
<td>This is The Box itself</td>
</tr>
<tr>
<td><img src="image2.jpg" alt="Lenovo Thinkpad X230" /></td>
<td>Lenovo Thinkpad X230</td>
<td>The computer acts as a server and hosts the FormHub software. It has a remote desktop that allows the FormHub team to troubleshoot remotely if any problem arises during data collection (when the computer is connected to the internet).</td>
<td>Has a 9 Cell ThinkPad Battery X44++ and an extra 6 Cell Battery. Those two batteries together give the computer the power to work for 24 hours! The computer will last around 4 working days without needing to be recharged.</td>
</tr>
<tr>
<td><img src="image3.jpg" alt="Ubiquiti Networks PICO2" /></td>
<td>Ubiquiti Networks PICO2</td>
<td>Allows the assessment team to create a Wi-Fi connection to connect the mobile phones to the local server and: • Download a new blank survey onto the phone • Upload the data after it has been collected</td>
<td>2.4GHz 802.11bg</td>
</tr>
<tr>
<td><img src="image4.jpg" alt="ScanSnap S1300i" /></td>
<td>ScanSnap S1300i</td>
<td>Portable scanner for scanning surveys that were done with paper and pencil. Eliminates the need for manual data entry.</td>
<td>One of the smallest multi-page double-sided scanners. Can be powered either by electricity or by USB. Average time to scan one 10-page document is only 2 minutes and 30 seconds.</td>
</tr>
<tr>
<td><img src="image5.jpg" alt="Samsung Pocket Android phones (25)" /></td>
<td>Samsung Pocket Android phones (25)</td>
<td>For collecting survey interview data. Using the mobile phones decreases both survey time and user error.</td>
<td>A 2.8-inch multi-touch screen. Wi-Fi capability. About $110 USD each. Latest ODK Collect application installed (to run the survey software). For an additional $100 USD per phone, you could substitute a 3.4- or 3.8-inch screen phone that would make it easier to fill out the surveys.</td>
</tr>
</tbody>
</table>
## ARTIST’S SKETCH

<table>
<thead>
<tr>
<th>NAME</th>
<th>JOB</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Powerenz Lipo 32</td>
<td>50-watt foldable solar panel to charge equipment in case there is no electricity.</td>
<td>Can recharge two computers, the scanner and the Wi-Fi Network for a total of three 8-hour days. Needs two 8-hour days to recharge in the sun, or five hours to recharge attached to an electrical source. Has an extra battery, an AC port, a light, and two USB ports.</td>
</tr>
<tr>
<td>Power strips (2)</td>
<td>Power!</td>
<td>Outlets adapt to power plugs used in different countries. Include two USB hubs. Together can recharge 12 phones at the time.</td>
</tr>
<tr>
<td>Multi USB ports (2)</td>
<td>Charging hub for flash drives or 3G USB modem</td>
<td>Each have 4 USB ports Using these ports, eight phones can be charged on a computer.</td>
</tr>
<tr>
<td>Ethernet cables (2)</td>
<td>Connect the Ubiquiti Networks PICO2 to create a Wi-Fi network</td>
<td>One cable is 10 meters; one is 5. Choose your cable to suit the distance between the network and the power source.</td>
</tr>
<tr>
<td>Paper surveys</td>
<td>Alternative to the mobile phones for administering the survey in case of • Technological failure or • Security concerns</td>
<td>The HDT allows the team to collect data using both paper forms and mobile phones Pre-printed paper surveys let enumerators decide on a case-by-case basis whether to use phones or paper for data collection.</td>
</tr>
<tr>
<td>Instructional materials</td>
<td>Guides: How to navigate Captricity, FormHub, the Mobile Phones, the Needs Assessment Research; Hardware Troubleshooting</td>
<td>Coming soon. Will be tested in the next pilot.</td>
</tr>
</tbody>
</table>
Overview of HDT partners & contributions

**INTERNEWS**
- Managed pilot project & oversaw toolkit testing
- Logistical support on the ground
- Wrote survey & designed research methodology
- Designed training and training materials, trained the trainer
- Supported enumerator training and fieldwork
- Evaluated pilot project

**MODI LABS RESEARCH GROUP COLUMBIA UNIVERSITY**
- Developed HDT concept
- Designed and customized FormHub, a mobile data gathering software tool running ODK Collect on the mobile phones
- Provided support in troubleshooting software during pilot data collection
- Collaborated on the mobile/paper survey data integration
- Developing Bamboo (for data analysis)

**CAPTRICITY**
- Web-based service for digitizing paper documents that contain human-entered or other unique symbolic data
- Collaborated on the mobile/paper survey data integration
Overview: Data collection by pencil & paper
(Adapted from Anahi Ayala Iacucci's blog on the HDT components and workflows)

STEP 1: Load and prepare a blank survey form in Captricity

STEP 2: Paper forms are used to collect survey data

STEP 3: Answered paper forms are scanned

STEP 4: Paper forms are uploaded into Captricity for digitalization

STEP 4: Data is downloaded in XLS format – ready for cleaning & analysis!
Overview: Data collection by mobile phone

(Adapted from Anahi Ayala Iacucci’s blog on the HDT components and workflows)

**STEP 1:** Create a survey form in XLS format and upload it into FormHub

**STEP 2:** Download form to the mobiles

**STEP 3:** Data is collected by survey

**STEP 4:** Survey data is uploaded into FormHub

**STEP 5:** Data is downloaded in XLS format – ready for cleaning & analysis!
THE HUMANITARIAN DATA TOOLKIT PILOT IN DETAIL

In January and February 2013, Internews conducted a pilot to test the Humanitarian Data Toolkit in Dadaab, Kenya. The pilot proved to be a leap forward as the need for such a toolkit was now established.

Developing the HDT

Based on a Lean Startup model, the HDT pilot developed a relatively rough prototype. Over time through a process of testing and iteration, Internews will develop what we hope will become a widely-used information needs assessment tool using a standard set of equipment and software, a consistent approach, and a standard survey instrument. Ultimately we hope it could be an off-the-shelf solution.

The HDT pilot addresses the problems of limited time and resources, the integration of mobile and paper-based data, user error in data collection, and the need for an internet connection to upload and process data. The pilot team has attempted to be open and transparent about our process and goals, to share our findings and more importantly, to make the tools and instruments themselves open and accessible.

The Pilot Environment

Dadaab, in Eastern Kenya near the Somali border, is home to the largest refugee population in the world (totaling 443,604 as of February 10, 2013, according to UNHCR). UNHCR set up camps beginning in 1991 for refugees from Somalia’s civil war. Many of the original refugees have remained there for two decades and are now a permanent population, but they lack proper infrastructure and governance nor do they have a proper local media and information system. In fact, even people born in the camps lack both Kenyan citizenship and the rights of citizens. In 2011, famine in Somalia triggered a new influx of refugees, and the population exploded to its current size. Dadaab is third in population size in Kenya after Nairobi and Mombasa. Recently, the security situation in Dadaab has become unstable, with attacks on Kenyan police, kidnapping of humanitarian staff, and some murders.

3 On crisis background and deteriorating security in Dadaab, see for example UNHCR’s country profile of Kenya: http://www.unhcr.org/cgi-bin/texis/vtx/page?page=49e483a16&submit=gO
Conducting the pilot in Dadaab entailed distinct advantages, and a few limitations. Sister organization Internews Europe currently is implementing a Humanitarian Information Service project in Dadaab with a permanent small staff on the ground, plus a Monitoring and Evaluation (M&E) consultant. The M&E requirements for the project included training a team of enumerators to perform a baseline survey to understand information needs and access of the camp population. Having the Internews structure in place including a collaborator with research experience provided enormous support to the project and allowed the pilot team to really focus on testing the toolkit and the training approach.

The population we surveyed represented a typical scenario that an information assessment, such as this, could address. The five Dadaab camps gave the pilot team access to a large refugee population with serious information needs without incurring the risks of an acute phase of a crisis. This was an important advantage – if something went seriously wrong in the pilot, our failure was very unlikely to put the population at increased risk.

The Dadaab camps have ongoing institutions and community structures that, though highly imperfect, gave us the time and the space to be able to think through the planning for the pilot, and carefully observe as we executed it. This provided a good environment for a first test.

Training and Data Collection

The team that implemented the pilot on the ground was composed of the Senior Innovation Advisor (who managed the pilot project) and the Internews Senior Research Officer (the author). The field testing for the HDT started with preparations in Nairobi and launch in Dadaab and took place from January 30 to February 17, 2013. In Nairobi, the Internews and Modi Labs team set up and tested the hardware and software, and finalized training plans. In Dadaab, the pilot team trained the M&E consultant on the research methodology, mobile phones, and FormHub software. The M&E consultant recruited the enumerators, including supervisors, mainly from youth programs already running in the camps. Most of the enumerators who participated in the pilot training and survey were born and have lived their entire lives in the camps. The M&E consultant also gave some presentations to local leaders explaining the project, designed the sampling approach, and organized the logistics such as transportation, meals, and payment for the enumerators.

The M&E consultant then trained the enumerators and supervisors, supported by the pilot team, over a period of three intense days. The first day of training focused on the concept of information needs, and what Internews were trying to learn from the survey. The bulk of the day was spent in hands-on exercises

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**FIGURE 3: THE TRAINING SCHEDULE**

<table>
<thead>
<tr>
<th>TRAINING &amp; DATA COLLECTION TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 1</strong></td>
</tr>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Arrive in Dadaab</td>
</tr>
<tr>
<td>Tuesday</td>
</tr>
<tr>
<td>Prepare materials &amp; equipment</td>
</tr>
<tr>
<td>Wednesday</td>
</tr>
<tr>
<td>Train M&amp;E consultant on equipment</td>
</tr>
<tr>
<td>Thursday</td>
</tr>
<tr>
<td>Train enumerator team: Understanding the survey</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>Train enumerator team: Interviewing tools &amp; skills</td>
</tr>
<tr>
<td>Saturday</td>
</tr>
<tr>
<td>Train enumerator team: Sampling, ethics, security</td>
</tr>
<tr>
<td>Sunday</td>
</tr>
<tr>
<td>Supervisor training</td>
</tr>
<tr>
<td>Train M&amp;E person on research approach</td>
</tr>
<tr>
<td>Data collection</td>
</tr>
<tr>
<td>Feedback from research team</td>
</tr>
<tr>
<td><strong>Week 2</strong></td>
</tr>
<tr>
<td>Pilot test in the field</td>
</tr>
<tr>
<td>Materials preparation</td>
</tr>
</tbody>
</table>
so that enumerators could thoroughly understand the survey, focusing on back translation from Somali to English as a way in to discuss the meaning of each question. The second day focused on interviewing skills with the mobile phones and with pencil and paper survey. Trainees did numerous mock interviews with each other to hone their skills at handling interviews in either format. The last day started with discussions of sampling approach, security, and ethics. Half of the day was devoted to pilot testing; the enumerators went out into the field to try out their skills on both paper surveys and mobile phones, following the sampling guide. There were five supervisors, each overseeing a team for one of the five camps. The supervisors were responsible for overall quality control and logistics on the ground. Supervisors underwent the training given to the enumerators plus an additional half-day on sampling methodology and quality controls. The survey can be found in Annex A.

Finally, the team was ready for fieldwork. The enumerators collected data in each of the five camps over a period of four days. The last day consisted of a wrap-up and feedback session to get the enumerators’ perspectives on the process. The M&E consultant cleaned and analyzed the data after the fieldwork was complete and the pilot team had left Dadaab. His analysis was done with SPSS data analysis software based on the set of criteria that the Internews pilot team defined, that will eventually be made standard in the Bamboo software. This analysis is a separate study, “Humanitarian Information Needs Assessment Report,” by Mohamed Ali Gure.

What the pilot tested

During training and fieldwork, the Internews team tested all of the major tasks that the HDT was designed to support:

- Team selection
- Training approach
- Data collection using mobile phones or pencil and paper, using a standard survey, and research methodology
- Using the HDT without electricity
- Using the HDT without Internet

The team did not test sending data back from the field in real-time using 3G connection on the phones.

Some of the challenges commonly encountered when working in a crisis environment were simulated in order to test them:

- Although we had internet access, it was possible to simulate a lack of internet simply by not using it. To test an alternative, non-internet-based method of sending the phone data in, the Internews team created a local connection between the phones and the computer using a WIFI router.
- Again, we had electricity, but it was possible to test what might happen without it. The team charged the portable solar panel and tested the length of time it worked and the amount of equipment it could charge.

The pilot also helped inform the set of guidebooks for the hardware, software, and research.

The research environment

The security situation was unstable in Dadaab, but the population was not in chaos. The five camps were well structured, which allowed us to use a Probability Proportional to Size (PPS) sampling method. This was good news in terms of the rigor of our approach and the reliability of our results. However, this is unlikely to be the case in acute crisis situations. Internews has a policy not to experiment under acute crisis conditions, to limit risk to the affected population. This means that even if the pilot showed excellent success, Internews would still have to further prove the concept as part of a scale-up effort, under acute and immediate crisis response conditions.

FIGURE 4: MAP OF IFO 2 CAMP

Kenya- Dadaab District
Ifo 2 Refugee Camp Overview
As of January 2013

[Map of Ifo 2 Camp]
The survey

The survey itself was designed to be a basic template to assess information needs in humanitarian crisis, a standard instrument for any crisis situation. The questionnaire was based on previous information needs assessments that Internews has conducted in Dadaab, Kenya, Haiti, Pakistan, and in Liberia with Cote d’Ivoire refugees. Additionally, the survey incorporated further input from Internews Humanitarian Information staff. Our survey served a dual purpose, as a baseline study to inform programming for the Internews Europe Humanitarian Information Service in Dadaab, and a test of the HDT for data collection and analysis.

Survey questions captured:
- Demographic data
- What type of information people need
- Key sources of information
- What channels of information people trust
- Details about access and consumption habits for radio, newspapers, TV, and mobile
- Feedback mechanisms for government officials and for aid providers
- Future plans

Project objectives

The project was meant to explore the feasibility and impact of having a mobile data collection toolkit ready to deploy. The pilot also was meant to help refine the survey, the methodology, and the training materials.

Pilot Evaluation

The evaluation was done with a participant-observation approach intended to inform a light, accessible, practical report. Data collection techniques for this evaluation included:
- Desk research reviewing relevant literature on the role of information in humanitarian response, including Internews’ previous humanitarian mobile research in Dadaab
- Observation of and participation in the pilot, for 3 days in Nairobi at the Columbia University Global Centers office, and 15 days in Dadaab at the United Nations High Commission on Refugees (UNHCR) compound
- Debriefing sessions with survey supervisors after each day of field research
- Maintaining an ongoing log tracking the experience of the pilot throughout the field time in Nairobi and Dadaab
- Ongoing photography documenting the pilot process, the tools, and the environment
- One focus group with the 26 enumerators and supervisors at pilot wrap-up
- One-on-one interviews with the Monitoring and Evaluation Consultant for the Internews Europe project and the Senior Innovation Advisor
Evaluation Methodology

**PREPARATION**
- Desk research

**FIELDWORK**
- Observation of and participation in the pilot
  - A focus group with enumerators & supervisors
  - Debriefing sessions with supervisors
  - Interviews with the M&E Consultant and the Senior Innovation Advisor

**OBSERVATION**
- Log on the experience of the pilot
WHAT WE WANTED TO FIND OUT:

I. Test the degree to which the HDT functions as intended
   ■ How useful and relevant is the Humanitarian Data Toolkit?
   ■ Do the toolkit and its methodology address challenges identified in the earlier Dadaab assessment?
     o Rapid deployment
     o Short overall research time
     o Research methodology
     o Quality control
     o Minimizing opportunity for enumerator error
     o Alternatives in case of technological failure

II. Pinpoint opportunities for improvement
   ■ How can we improve the usability of the data collection technology, the information collection process, and the data analysis tool?
   ■ What are some recommendations for making the research process more efficient, including:
     o Changes needed in how to train the trainer or run enumerator training workshops?
     o Is the data collection process efficient?
     o Does the survey instrument give us the right information?
   ■ What are the training and support needs that can inform the development of training guides, implementation instructions, troubleshooting tips, and other support materials?

III. Key recommendations for changes in approach, next steps, and future planning
   ■ If the project shows sufficient promise, what are next steps for scale-up and roll out?
   ■ What best practices can we glean to inform future iterations of the HDT and pilot experimentation in general?

PERSPECTIVES TO THINK ABOUT THESE QUESTIONS:

1. Relevance:
   ■ Was the toolkit the right solution for the problems it was meant to address?
   ■ Were there any challenges from the physical or policy environment?
   ■ What was the quality of the project preparation and design?

2. Effectiveness:
   ■ Did the toolkit project perform as we hoped? Did the pilot meet its objectives?
   ■ What were the key successes and challenges?
   ■ Did any of the project’s assumptions hinder the pilot’s success?

3. Impact:
   ■ Is there any evidence of impact?
   ■ What are the likely future impacts?

4. Sustainability:
   ■ What are the barriers to sustainability if this project is brought to scale?
## SHORT TERM GOALS

- Develop a fully functioning mobile data collection system appropriate for use in humanitarian crises
- Create high quality technical and research user guides, training material, and training curricula, to be paired with the toolkit
- Finalize and test a comprehensive yet brief survey that is useful to assess information needs in any emergency (as needed, can be minimally adapted for diverse emergencies or information assessments)
- Test usability of the mobile phones and both FormHub and Captricity software
- Minimize researcher error in data collection
- Integrate the data collected on smartphones fluidly with data collected via paper surveys
- Upload and process data gathered on the ground in real time
- Put backup systems and protocols in place, in case of technical failures

## LONG-TERM GOALS

- By standardizing the HDT processes and tools and institutionalizing their use, save time and effort and increase cooperation and understanding by Internews and other responders
- Enable Internews to analyze data quickly and easily to inform decisions about all Internews’ information crisis response
- Create an easy-to-use analysis system that allows for findings to be shared in 48 hours maximum
- Produce data with each intervention that would be interoperable over time and across different interventions, enabling comparative and longitudinal analysis
- Create a system that becomes commonly used by humanitarians and development actors for rapid assessment, data sharing, and collaboration
WHAT WE DISCOVERED

It works! Of course, there were challenges...

The Highlights

The pilot demonstrated that the HDT is an effective solution for the problems it was designed to address. The toolkit enables the quick execution of an information needs assessment, keeping user error to a minimum during the data collection. This toolkit provides backup measures in case of equipment failure, lack of internet access, or insufficient electricity. The M&E consultant who helped implement the test was enthusiastic about the efficiencies the technology created; he said, “It seemed like a big milestone in that it was so simple to use.” The training methodology together with the intuitiveness of the mobile phone software yielded a competent performance from all participants, who observably improved in the data collection by the end of the fieldwork.

Overall, all of the equipment worked well during the pilot period in the field. However, minor technical issues emerged as we learned how the equipment functioned and became better able to anticipate its rhythms and particularities (e.g. the length of time before data became visible on the computer after sending surveys from the phone).

As expected with the Lean Startup method of piloting, the project encountered some challenges and presented many opportunities for rapid ideation and solution design. Working with such a model is challenging. It is a highly engaged and active process. The research and technical team needed to remain open and flexible and constantly observe, respond, and design.

Since this is just the first phase of an iterative design process, next steps will include further development, testing, and scaling. The next step is a period of thoughtful design and development involving the core team, and reflection among other key stakeholders in humanitarian response and tech communities prior to the next pilot.
## Successes & Challenges In Detail

### Symbol key:
- ✔️ Success
- ❓ Challenge

### PREPARATION PHASE

Preparation for the project involved all of the development, design, and groundwork to put the pilot in place. This included the development or customization of all software components (FormHub – data aggregation, Captricity – digitizing paper data, and Bamboo – data analysis); as well as creating a system for the software to work together; assembling a set of equipment for the toolkit; finalizing the survey; creating guidelines for the software, the equipment, and the research; recruiting the survey team; and other advance planning.

### DATA INTEGRATION

**Brief background:**
One of the benefits of the system is that the survey team can use either mobile phones or pencil and paper to collect data, depending on the circumstances.

**The challenge:**
Integrating data seamlessly from mobile phones and paper and pencil surveys is a critical part of the pilot, one of the capabilities that most differentiates this approach from other mobile data collection initiatives. The two key pieces of software, FormHub (for the survey) and Captricity (for creating digital data from images of paper forms) were completed and fully functional for the pilot. However, the integration of the two data sources (from the phones and the digitized paper surveys) was not complete in time to be tested while on the ground in Dadaab.

**The action:**
After the pilot was over, Modi Labs collaborated with Captricity on creating a solution to enable the data from the two sources to integrate. This was more complicated than anticipated, took approximately three times longer than expected, and was completed in mid-March of 2013.

**The lesson learned:**
The toolkit was not completely finished before we implemented the pilot, making it difficult to fully assess how well all of the pieces flowed together or accurately measure the length of the entire process. While this did not allow the team to use the integration system immediately, it gave the ability to “build as we go,” improving the final result based on actual experience.

### BAMBOO

**Brief background:**
Bamboo will be the final step in the process after data collection and integration of data collected by mobile phones and paper and pencil; the data will be run quickly and easily through the system. Bamboo will rapidly produce a standard analysis that will be easy to understand. True to the ethos of rapid prototyping for good design, an integrated analysis tool was not part of the original scope of the pilot. However, as the project developed, the Internews and Modi Labs teams decided that the latter would adapt Bamboo, its new data analysis software, to run a set of predetermined analyses (basic descriptive statistics) and offer some simple visualization options. The existing version of the software can also only work online, but Modi Labs is working on the offline version of it.

**The success:**
The team developed this idea after the initial scope of the project was defined and the project was launched. The idea was born out of conversations about how to create a complete data collection system that alleviates the time burden on data collection and analysis. The promise of this software is exciting. Since the parameters and outputs of the analysis will be determined in advance, once the integrated data is cleaned, minimal research expertise will be needed to interpret the analysis, and minimal work will be required to create a basic report that will allow responders to quickly make decisions based on the findings. Bamboo will be tested upon its completion with data from the pilot.
**BAMBOO**

<table>
<thead>
<tr>
<th>The challenge:</th>
<th>Bamboo, the analysis software, was supposed to be ready in a beta version at the end of the pilot for testing in the field. Unfortunately, the beta version was not completed in time and is still a work in progress.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The action:</td>
<td>The M&amp;E officer analyzed the data using SPSS, following the analysis plan designed for Bamboo. This allowed us to identify any needed changes in the analysis plan and test the effectiveness of the survey in gathering useful results. But analysis via SPSS is time-consuming and does not allow a test of the system (data collection → dataset → visualized analysis).</td>
</tr>
<tr>
<td>The lesson learned:</td>
<td>Testing new software is a long and sometimes challenging process; integrating several parts of a system may prove more difficult than expected. In trying to create a system and test at the same time, it is always good to have a Plan B. The effectiveness of the complete process will need to be tested at a later date.</td>
</tr>
</tbody>
</table>

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**GROUNDWORK IN THE CAMPS – CREATING BUY-IN**

<table>
<thead>
<tr>
<th>Brief background:</th>
<th>The M&amp;E officer created stakeholder buy-in within the camps in advance; this was important for the fieldwork to proceed smoothly. He met with camp elders and sectional leaders in each camp, explaining the project and its projected benefits.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The success:</td>
<td>Fieldwork, including being able to follow the sampling guide, was overall, a smooth and uneventful process.</td>
</tr>
</tbody>
</table>

---

**GROUNDWORK IN THE CAMPS - PROJECT STAFF RECRUITMENT**

<table>
<thead>
<tr>
<th>Brief background:</th>
<th>Design of the project called for the majority of the assessment staff — all enumerators and supervisors — to be recruited from the affected population. People who are part of the local population tend to be more trusted, plus they have local knowledge, and thus can significantly support the success of the data collection. It can also be a potential opportunity for some people from the affected population to gain skills and experience and earn money for their work.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The challenge:</td>
<td>Enumerators were recruited through existing NGO-sponsored youth programs across all of the camps. But in Dadaab, the Internews team ended up recruiting the supervisors in advance from the host community rather than refugees since only residents there fulfilled the criteria set up for the position (having a university degree). It is possible that this division created some tension between the supervisors and enumerators, though we did not observe any tensions at any stage. Additionally, one of the main tasks of the supervisors was meant to be assisting with the sampling plan; but their ability to help with this was limited, since they did not have knowledge of the camp structure and geography.</td>
</tr>
<tr>
<td>The lesson learned:</td>
<td>The field team should establish criteria for recruiting supervisors that ensure both supervisor competence and a fair approach to recruiting supervisors and enumerators, including a consideration of gender balance among both the enumerators and the supervisors.</td>
</tr>
</tbody>
</table>

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**FIGURE 5: ENUMERATOR TEAM, NGO COMPOUND**
## Usability / Functionality

### Overall System Usability

**Brief background:** We wanted to understand how well the system worked and identify any weak points. However, the pilot was not a full-on usability test; in that case, we would have extensively observed and meticulously documented users interacting with the toolkit to discover where improvements were needed in the software and hardware and created a baseline measurement. Rather, the training process provided a light, impressionistic sense of how user-friendly the technical tools are.

**The success:** From this perspective, overall, what we tested of the toolkit functioned well, and was relatively easy for the Internews pilot team, the M&E consultant, and the enumerators to use. Everything did what it was supposed to, we were able to operate the tools, and we did not encounter any major issues.

### Overall System Usability – Limitations in Testing

**Brief background:** Because all of the technical components of the toolkit are new to Internews, the Innovation Advisor managed and performed most of the difficult technical aspects of the pilot: creating the form in FormHub, creating the project in Captricity, troubleshooting errors in the spreadsheets, setting up the WIFI network, and scanning the pencil and paper surveys. The Innovation Advisor closely monitored the supervisors when they sent the blank survey forms to the phones, sent the data from the phones to the computer, and checked the download status of the raw datasets. This created clear efficiencies in pinpointing any difficulties in the technical equipment and software.

**The challenge:** However, it means that being so close to the process we are not so easily able to objectively identify the challenges for another person who would be unfamiliar with the software and the vision for how it should all work.

**Lesson learned:** This is an effective protocol for early testing, but obviously further testing is needed.

### Mobile Phones

**Brief background:** Mobile phones are the primary data-collection method of the HDT, as they are portable, can minimize user error, streamline certain aspects of the survey, and create instantly digital data. The Dadaab enumerators overall are quite tech-savvy; many of them had smartphones of their own. During initial testing and preparation in Nairobi, the Innovation Advisor built in several measures into the phone software that helped prevent user error (e.g. the phones followed the skip patterns automatically; if a user tried to mark a response in a multiple response question and mark “don’t know” or “refused,” an error message popped up). Because of this capability, there were few user errors on the mobile surveys. This is one of the great benefits of this system.

**The success:** The investment of a day and a half in practicing with the phones (and the paper surveys) clearly paid off with a high level of effectiveness with the phones and an improvement in skill over time. Happily, no one lost, dropped, or otherwise damaged the phones. The phone batteries lasted for about 3 days of surveying without recharging (battery life was significantly extended as we did not use a SIM card or internet on the phones).

There were no major problems with using the phones to conduct the survey; however, there were minor challenges. The Samsung Pocket phones were a cheap model, costing about $100 each. The quality of the phones did not impact the basic survey-taking capability. However the keyboard was quite small and a bit difficult to use. The GPS was very slow in recording location and we did not test it extensively, so it was hard to tell if having GPS capability would have been useful or not. In a couple of cases, enumerators forgot to do a final save at the end of a survey before moving on to survey someone else. Even then, all the data was still saved on the phone. Any errors were minor and easily fixed; none of the minor problems resulted in a loss of data.
The FormHub system allows enumerators to send data back from the field in real time, and people receiving the data can do some quality control on the fly. However, this has a huge impact on the battery (since data is sent using the internet) with little benefit. In the 2011 assessment, the phone batteries burned down in half a day using this method.

At the end of each day of data collection, we uploaded the data from the phones into the FormHub system, using the local WIFI system we created.

While sending back data in real-time sounds exciting and innovative, it’s not really worth it. Having the supervisors in the field monitoring enumerator work and reviewing data each evening was sufficient quality control. Since the data cannot be fully analyzed until the dataset is complete, sending the data back in real time does not make the system more efficient.

It would be worthwhile to conduct a test training on the phones with a group of people without experience of using smartphones (in our case, the enumerators were pretty tech-savvy as well). As part of the next steps, the Internews Innovation Advisor plans to do a more rigorous usability test with Internews staff.
FormHub is the customized software that aggregates the data captured via ODK (Open Data Kit) Collect software on the mobile phones. The full survey must be input into FormHub before data collection can begin.

**The success:**
Overall, the FormHub software seemed fit for its purpose. It has good flexibility and capability and was well tailored to the particular requirements of the pilot. Modi Labs worked to support a system that could function offline, a critical capability in post-crisis situations. FormHub also has a robust capacity to recognize and prevent user error. As described above, the software had excellent functionality on the phones. The software was able to fulfill every task that the pilot required.

**FIGURE 9: DATA IN FORMHUB (LANGUAGE IS SOMALI)**

Although FormHub provided distinct advantages over other data-gathering systems, there were some issues. Creating the form (the blank survey template that is created on a computer and then sent to the phones) in an Excel spreadsheet is a fair amount of complex work. People with little technical experience (e.g., with XLM syntax) would need to invest at least a couple of days to learn how to use the syntax. Once the syntax is learned, the survey can be customized, edited, and replicated an infinite number of times with very little effort.

The system detects errors before it will allow the user to run a survey. If there is an error in a more complex syntax, the system will return a message that highlights where the error is in the spreadsheet. When there is an error in the skip logic, a lengthy message results that would be impossible for anyone who does not understand code to understand. This could be intimidating at an early phase in working with the software.

**The action:**
The Innovation Advisor set up the forms and fixed errors before travel to Dadaab.

**The lesson learned:**
As much preparation as possible is important, including training the implementation team. The training process and manual should have a section explaining the code used to describe an error message. Access to technical support may be necessary while setting up forms.

**The challenge:**
We had some minor issues with the FormHub software during the rollout of the pilot, which the team in the field was not able to resolve.

**The action:**
It was critical to have access to the Modi Labs experts for troubleshooting during the pilot. Some of the issues were resolved via remote access to the computer. We did not have any major problems with the software, but if there had been major problems, this would be difficult to fix without internet access. The Modi Labs team was also available via mobile phone, which is useful but may not be always entirely efficient in terms of problem solving.

**The lesson learned:**
Set up a contact at Modi Labs to be on call during the fieldwork. Have an IT person working on the project during rollout if internet is unavailable.
WHAT WE LEARNED TESTING THE HUMANITARIAN DATA TOOLKIT: SOME PRACTICAL HIGHLIGHTS

CAPTRICITY

Brief background: Captricity software digitizes data collected by pencil and paper after the paper surveys are scanned into a computer. The full survey must be input into Captricity (via the internet) before data collection can begin.

The success: Captricity software functioned as intended and produced a useable set of digital data. The paper scanner that Captricity recommended was efficient and functional; each 10-page survey took on average three minutes to scan. For the previous Dadaab study, Internews needed two days for manually data entry of 150 surveys. By contrast, using the software Captricity, we needed only 6 hours to digitize and create a database of 400 surveys. Manual data entry also opens up a much greater chance for error.

The challenge: There were some challenges with how to work the scanner; some scans were shown upside down, sideways, or distorted. This problem was resolved by re-scanning the problematic surveys; we gained more detailed information that will improve the instruction manuals. Once the surveys were scanned, it took some time for all of the individual surveys to appear as data in the software (e.g. an average day’s fieldwork produced 140 surveys that needed 4 hours to be digitalized), but all of the data from scanned surveys was useable.

The major challenge with Captricity is that it can only work online, which will probably be a challenge in many response environments. Beyond just internet access, the fields in the Captricity forms need to be created with a strong and stable internet connection. Nairobi has good internet relative to the African continent, but even so, the Internews Innovation Advisor had some problems in Nairobi inserting information into the fields in Captricity. An internet connection is also needed to upload the images of the scanned forms into Captricity and to download the data in a spreadsheet.

Any belated changes made to the survey can mean a lot of work in Captricity. We were still catching mistakes and finding unclear places in the survey during the training time with the enumerators. Though these errors were minor, small changes can create a lot of work. If any of the changes shift the page formatting, the team would have to re-upload the page that was changed or go through the time-consuming process of inputting the entire survey into the software again (and internet access is needed to do this).

The action: All of the Captricity preparation was completed in advance.

The lesson learned: Currently, all of the preparation for Captricity will have to be completed in advance. Some planning will be needed if data analysis is to take place on the ground after an emergency. We need a contingency for Captricity if there is no internet access. Further development of the software to work without internet is a possible option.
### LAPTOP SETUP

<table>
<thead>
<tr>
<th>Brief background:</th>
<th>Overall, the laptop functioned exactly as it should, as a hub for the data collection and aggregation. The computer battery lasted almost a week without recharging.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The challenge:</td>
<td>The M&amp;E consultant and Innovation Advisor found that working with the computer was challenging in that it was difficult to access files on the new Windows 8. The desktop on Windows 8 looks like a patchwork of apps and is very distinct from a typical desktop appearance.</td>
</tr>
<tr>
<td>The action:</td>
<td>A little persistence and trial and error.</td>
</tr>
<tr>
<td>The lesson learned:</td>
<td>The computer, running Windows 8, is not set up in a way that will be familiar to most users. We need to include how to navigate the computer in the training, and / or fix the setup.</td>
</tr>
</tbody>
</table>

**FIGURE 11:**

**WINDOWS 8 — APPEARANCE OF “DESKTOP”**

![Start Screen](image)

### SOLAR PANEL

<table>
<thead>
<tr>
<th>Brief background:</th>
<th>We brought a portable solar panel to test its utility in the event that electricity was unreliable. We charged it completely and ran tests to see how much equipment it would power, and for how long, to see if it was worth the US $1200 investment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The success:</td>
<td>The solar panel became fully charged after being in the sun for 2 full days to charge (charging was faster when sun was strong). The panel provided power for two computers, the WiFi router, and the scanner for 2.5 days (at 8 hours per day). These robust results indicate that the upfront investment is well worth it.</td>
</tr>
</tbody>
</table>
## OVERALL TRAINING APPROACH

**Brief background:** The Internews team followed a “train the trainer” approach. After three days of training, the M&E consultant took the lead on training the enumerators. He and the Internews team prepared training materials and designed the structure of the training and subsequent roll-out.

**The success:** The overall approach appears to have been effective. Critical to the success of the enumerator training were: the interactive nature of the workshop, a discussion of the entire survey in detail first, and practicing doing the survey on the phones and with pencil and paper (an exercise that comprised fully half the training). The approach emphasized a simple, clear presentation, using layman’s terms whenever possible. It may be possible to cut the training time down to two days if they are two full eight-hour days with adequate preparation in advance. Three days of training are recommended for the next round of pilot testing.

**The challenge:** There was some lack of coordination across the research training preparation and materials. The interactive nature of the workshop, and the fact that the trainer was new to the training material, led to somewhat inconsistent communication that at times caused confusion during the training.

**The action:** We attempted to correct the coordination and consistency of approach, as well as the clarity of presentation, on the fly, during the pilot.

**The lesson learned:** Communications are critical throughout. A clear, agreed-upon, and articulated approach, including roles and responsibilities, is recommended. The research team on the ground needed more time for rehearsing the presentation, to ensure that the information is completely digested. Training M&E consultants in advance should alleviate these problems.

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**SURVEY SUPERVISORS**

**Brief background:** The training design was structured so that the supervisors would be recruited out of the best performing enumerators after the first day. Although the M&E consultant took a different approach, by pre-recruiting the supervisors, the organization of the training remained the same. After three long, packed days of enumerator training, the supervisor training was somewhat rushed and less interactive than the enumerator training.

**The challenge:** Talking with the supervisors in the evening after the first day of data collection revealed that they did not completely understand all of the elements of quality control: scrutinizing, back-checking and accompanying.
The action: Continuous mentoring of the supervisors each day at the end of fieldwork to make sure they could catch errors and brief their team the next day. At the end of each fieldwork day, we reviewed paper and digital surveys with the supervisors. Each morning, the supervisors reviewed any issues with the enumerators. Each day the supervisors repeated expectations for that day and reviewed the sampling plan. This approach paid off in visible improvements each day and in overall good quality work.

The lesson learned: A more active approach to supervisor training is necessary, giving them more hands-on work earlier in the process. After the pilot test, project managers should review any mistakes with the supervisors first, then supervisors can review the surveys with the enumerators. Quality control and mentoring should be continuous throughout fieldwork.

FIELDWORK

“My biggest worry was about the fieldwork, but I was happy at the end.” — M&E consultant

Brief background: Fieldwork was where all of the different pieces of the pilot were designed to come together – the survey, the software, the equipment, the training – to test the system, collect data, and meet project objectives. It was supposed to work as one fluid system to assess the information needs of the affected population.

COMPETENCY IN DATA COLLECTION

Brief background: There was clear, observable improvement in the enumerators’ data collection skills and efficiency. When we graph the number of mobile surveys and paper surveys completed during each day, the improvement is visible.

The target sample size was 525 surveys – 500 plus an additional 25 in case we had to throw away any that were completed incorrectly. (In the end, we threw away only 3 surveys). The sample was collected in each of the 5 camps: Dagahaley, Hagadera, Ifo, Ifo2, and Kambioos. Numbers of people surveyed in each camp were proportionate to the size of each camp. This was done with 26 enumerators and supervisors.

FIGURE 13:
NUMBER OF MOBILE AND NUMBER OF PAPER SURVEYS COLLECTED

FIGURE 14: TOTAL NUMBER OF SURVEYS EACH DAY

<table>
<thead>
<tr>
<th>Day</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1</td>
<td>134</td>
<td></td>
<td></td>
<td></td>
<td>134</td>
</tr>
<tr>
<td>Day 2</td>
<td>169</td>
<td></td>
<td></td>
<td></td>
<td>169</td>
</tr>
<tr>
<td>Day 3</td>
<td>178</td>
<td></td>
<td></td>
<td></td>
<td>178</td>
</tr>
<tr>
<td>Day 4</td>
<td>122</td>
<td></td>
<td></td>
<td></td>
<td>122</td>
</tr>
<tr>
<td>TOTAL</td>
<td>603</td>
<td></td>
<td></td>
<td></td>
<td>603</td>
</tr>
</tbody>
</table>
The success: The enumerators became so efficient that on day four, they were able to end early and did not need to collect as many surveys as on the previous days. What isn’t visible in the above graph is the qualitative improvement that we observed each day as well. There was a clear improvement in the enumerators’ facility and comfort with the phones, and in their ability to correctly and efficiently complete the paper-based surveys.

Enumerators seemed genuinely enthusiastic and interested in the project. The hands-on training and ongoing mentoring were new experiences, even for those with previous survey experience. Participants reported that this training was more detailed and rigorous than other trainings, and in particular, practice on the phones and the pilot test were helpful. Those with previous experience also reported that this was their first experience without fights amongst enumerators, with no one quitting in the middle of the project; they all worked together as a team. While this was gratifying feedback, it is hard to know if these experiences will actually have any impact on the enumerators’ professional development.

**Sampling**

Brief background: Using a Probability Proportional to Size (PPS) sampling approach brought a level of rigor and confidence to the survey results; it also brought further complexity to an already complex process. There were both benefits and tensions to the randomized approach to selecting survey participants. Some of the families who were skipped as part of the sampling pattern thought that they were missing out on a distribution of food or other necessities. On the other hand, enumerators reported that it was good to be able to give an objective rationale for how the selection process happened (and they did explain that it was only a survey).

The success: The enumerators were able to follow the sampling approach. The sample was somewhat skewed by gender (58% women surveyed vs. 50% women in the population). The actual lottery process (that involved throwing in the air some folded papers with each family member’s name written on them) “made everyone in the family laugh!” one enumerator reported.

**Sampling**

The challenge: One of the biggest challenges for the design of the research guide was creating a sampling methodology that is sufficiently rigorous, flexible to a variety of crisis situations, and also intelligible to a local project manager who may not have an extensive research background.

The action: We could not test how the research design would work with an inexperienced researcher in the field (the M&E consultant did have a research background in our case). However, we did test the use of probability proportionate sampling method under long-term crisis conditions.

The lesson learned: The research methodology and iterative approach allows for us to test other sampling methods during future iterations.

**Sampling**

The challenge: There were some difficult socio-cultural issues with the selection process, even though the head of household was called upon to randomly select the paper of the respondent. If a young respondent was selected, elders sometimes would ask for a substitution; when enumerators explained this was not possible, an elder might sit next to the youth, causing tension. Sometimes a husband would try to “correct” his wife’s answer. At times, community leaders tried to direct the enumerators’ walking pattern (the sample collection method defined a specific pattern of households to stop at so that data collection would be random).
The action: Enumerators respectfully explained that they were following the design of the survey.

The lesson learned: Survey results are always an imperfect reflection of reality, but we do the best we can.

### MOBILE PHONES

The challenge: During the survey some respondents, particularly in the newest camp, did not trust the phone as a survey device. They wondered if they were going to be audio or video taped, or have their pictures taken.

The action: In these cases, enumerators used pencil and paper surveys.

The lesson learned: Paper surveys were indeed important to have on hand as a backup measure, though we couldn’t always anticipate the reasons.

### PAPER & PENCIL

The challenge: One out of every five surveys overall was done on paper. A few of the young women enumerators were concerned that carrying the phones might create a security risk for them, though in the end they all took the phones and used them for most surveys. In other cases, some respondents requested to do the survey on a paper form as they did not trust the phones. This also allowed for the testing of paper and pencil as an alternative medium.

There were some difficulties with filling out the pencil and paper surveys in the early days of fieldwork. As expected, enumerators had some difficulty following the skip patterns. Questions with multiple column responses also presented problems, e.g., Figure 17. After two days of ongoing feedback, these problems were almost completely eliminated. The survey seemed to take 20 to 30 minutes on the phone and up to 45 minutes with pencil and paper. The enumerators heard many complaints that the survey was too long, particularly on the paper version.
### Figure 16: Survey Using Pencil and Paper

**The action:** We emphasized quality control and reminded enumerators about the phones, but let them choose the mode of surveying to use. There were gradually fewer errors over the four days. Speed also improved; surveys done with paper and pencil took closer to 30 minutes after some days of practice.

**The lesson learned:** Since it is important to have paper and pencil as a backup, skills building should be emphasized on both phones and paper surveys. Emphasis on quality control and mentoring improved the quality of completed paper surveys. Also, the formatting of a survey affects comprehension. The simpler, the better.

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### Figure 17: Multiple Column Question That Was Difficult for Enumerators to Follow (Partially Shown)

**Brief background:** The survey was designed to capture all of the fundamental issues related to an affected population’s information needs in a crisis. Based on the team’s previous experience, we anticipated some difficulty with understanding why a survey would focus on information. However, we did not anticipate that some of the topics that appeared vital and straightforward, might actually be controversial.
The challenge: Some of the questions touched on hot-button issues that respondents did not want to answer. Anything related to what people might want to ask or tell the government tended to get strong reactions and often, refusals. People in the camps, we learned, associate the police with the government, and they have a very tense relationship with the police. They don’t want anything to do with this “government;” many were afraid to answer the questions and some even became suspicious of the survey for that reason.

Several enumerators were asked if they were doing a criminal investigation. The questions about mobile phones were touchy for some respondents, who saw the questions as invasive of their privacy.

The action: The team documented the difficulties. During feedback, enumerators were each given a blank paper survey and asked to identify the questions that gave them problems and describe them. Their responses were anonymous. Twenty-two of them responded, and by far the most problematic questions were those relating to the government. Twelve out of 22 marked the question “Are you able to talk to the government about your needs?” as problematic. One enumerator explained the problem thus: “Some of the respondents were really fearing when you asked them something about the government involvements/relations, so they will tell you, please stop [asking about those] issues.”

The lesson learned: This reinforces the importance of the “Don’t know” and “Refused” responses, and of the ethical principles of respect for and autonomy of the respondent.

A few minor tweaks will be made to the survey instrument now that the pilot is done; the greatest challenge is how to adapt the survey lightly to circumstances but still be able to use it to compare across time, sites, etc. For example, “what was your work back at home?” doesn’t make sense for the people born in the camps, but it will work fine in other contexts.
### MANAGING RESPONDENT EXPECTATIONS

**The challenge:** The survey raised respondents’ expectations that some kind of follow up would result; people want to know what would be done to address the issues the survey raised. Any NGO coming into the camps raises the expectation that different types of benefits should result from the interaction (e.g. resettlement, training, food/supplies). One typical response: “This agency doing the survey, will they give us resettlement?” Respondents wanted to see the impact of their participation. Enumerators reported that respondents in the older camps did not trust the survey process as they had participated in surveys many times before and had not seen any subsequent changes. “If I’m not going to benefit in any way now, don’t make me tired!” one potential respondent was reported to have said.

**The action:** During training, discussion with enumerators included how to manage these assumptions.

**The lesson learned:** Continue our internal discussion on how to share findings with respondents.

### THE CHALLENGE OF UNDERSTANDING INFORMATION AS AID

**Brief background:** Internews’ approach to humanitarian response is that information itself is humanitarian aid. People need information to make critical decisions about their lives. Additionally, without a healthy flow of information, no other aid can function properly. Despite years of experience, observation, and research supporting this perspective, there is no information sector in humanitarian response, and not all stakeholders understand or agree that information is a critical type of aid.

**The challenge:** Many respondents did not understand why surveyors asked them about information-related topics. Even after an explanation, most (including some on the survey team) did not entirely grasp information’s importance. Understandably, even when respondents understood that the focus really was on information, they sometimes wanted to know how Internews was planning to improve information in the camps.

**FIGURES 19, 20:**
As asked to capture what it felt like to be in the camps, enumerators’ photographs emphasized conditions they considered unacceptable, for example: latrines (L), and burning trash (R).

**The action:** Enumerators participated in an interactive discussion during training about why information matters. They drew on these discussions to explain this to participants.

**The lesson learned:** There is still a need to articulate more compellingly the importance of the work Internews does. There was an answer to the question of how Internews was planning to improve information in the camps: Internews was building a radio station. While it would not have been appropriate to introduce this information in a survey context, the issue highlights the need to continue to communicate about follow up efforts.
## SURVEY RESULTS

### USEFULNESS OF THE SURVEY DATA

**Brief background:** The survey was supposed to serve the dual function of testing out a standard information needs assessment and acting as the M&E baseline for the Internews Europe Humanitarian Information Service project. Generally, a needs assessment is a much broader and less customized look at needs, habits, access, patterns of trust, and interaction with government and aid providers. An M&E baseline study will vary depending on the specific project goals. It may include some or all of the concerns in an information needs assessment, but often looks at much more specific concerns that a project is addressing (e.g. it might inquire about a specific radio program that is broadcast in the location of the study).

The M&E consultant performed the data analysis and wrote up a report after the pilot was completed. The Internews Europe team in Dadaab plans to send his report to the humanitarian community for feedback and as part of a wider effort to reach a set of communications recommendations in humanitarian crises.

**The success:** The separate data analysis report is still being finalized as of this writing, but from the perspective of what an information needs assessment should uncover, results indicate some pretty clear, actionable findings. Highlights:

- Over half the respondents do not think they have enough information to make decisions about themselves and their families
- There is a high level of interest in getting information, especially general information about the camps that would keep people informed, information about security, news about home (Somalia), information about security in Somalia, and connecting to people they have lost touch with
- Radio is the key source of information that people use and trust
- Close to one third have access to mobile phones, and within that group there is a high level of use of the phones for a variety of purposes

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### LOGISTICS

**Brief background:** Because we were working with a large team with equipment, a survey, and a research method that was new to them, the logistics of the project was an important component. Getting everything and everyone to the right place at the right time helps immensely in actually testing the system.

**TRANSPORTATION AND TIME MANAGEMENT**

**The challenge:** Because of security problems, the distances between the camps and the compound, and security procedures at the UN compound (where the training was held) there were a lot of transportation-related delays during training and data collection.

**The action:** The team had difficulties in being time-efficient, although given the uncertainties of a post-emergency context, this may fairly represent a real situation.

**The lesson learned:** For an actual implementation of a survey in an emergency setting, the logistics should be worked out in advance as much as possible. For example: examining the maps of the camps to understand the overall organization and create an initial sampling plan; procuring supplies like pencils and folders; organizing transportation. Not all humanitarian response interventions will have time for preparation, but it is worthwhile to prepare as much as possible. These suggested preparations will be included in the Research Guidebook.
**TOOLS MANAGEMENT**

The challenge: Organizing the phones, printing out the paper surveys, and gathering everything needed for the roll out took a full half-day before fieldwork. When supervisors returned from the fieldwork in the evenings, the office tended to become chaotic, with papers, phones, and equipment spread around the room.

The action: Each evening, the Internews team organized all materials and set them out neatly (see Figure 21). Supervisors were given clear direction about their tasks when they returned from the field. The team created a place to put everything when the supervisors returned from the fieldwork.

The lesson learned: Time needed to organize materials should be accounted for in the planning. It is important to take a structured approach to compiling completed surveys: 1) Enumerators could scan in their own paper surveys before leaving; 2) Supervisors need to check to find errors in the surveys, and make sure everything is scanned correctly and in the right order.

**SECURITY**

Brief background: Security is potentially a concern in every humanitarian needs assessment, but the particular dimensions of the security concern shift across different contexts. In the research Internews conducted in 2011 in Dadaab, security concerns were minimal and did not have a noticeable impact on assessment implementation. Since then, the security situation has worsened considerably, although it had improved again to the point that the Internews team decided to conduct the HDT pilot there. Nonetheless, the pilot team did not come to a final decision about whether or not the expat team would go into the camps until the actual field trip to Dadaab.

**FIGURE 21. MATERIALS ORGANIZED FOR FIELDWORK**

**FIGURE 22:**
**INTERIOR ROAD IN THE UN COMPOUND**
### IMPACT ON FIELDWORK

<table>
<thead>
<tr>
<th>The challenge</th>
<th>The security environment for the pilot was challenging, though acute and immediate emergency situations may present even tougher security challenges. During the pilot test, the enumerators heard gunshots, which understandably alarmed many of them.</th>
</tr>
</thead>
</table>
| The action: | The Internews team managed the security threats by advising the enumerators:  
- Nothing was more important to the project than the enumerators’ security  
- They were empowered to make decisions about their own security  
- Travel in pairs when necessary  
- Avoid parts of the camps that were unsafe (some by design in advance, and some on the fly as they realized the situation was unsafe).  
- They could choose to use paper surveys instead of phones to avoid attracting attention if necessary  
- Enumerators were assigned to work in their own home camps  
Additionally, the team made a plan to contact the UN security personnel for additional information if any security related events occurred. |
| The lesson: | The methodology and the tools lend themselves to adaptation if necessary for security reasons. An ongoing security assessment and subsequent tactics should be a part of any assessment. |

### IMPACT ON PILOT OBSERVATION

| The challenge: | Security concerns limited expat Internews staff from fully participating in the fieldwork, as the team would have had to go into the camps with armed guards (which is not conducive to observing research). Thus the expat team could not observe data collection first hand. |
| The action: | • To construct the full story of the pilot, the research officer relied on:  
  - Enumerator narration of their experience  
  - Quality of the data collection  
  - Survey results  
  - Photographs the supervisors took during data collection |
| The lesson: | In the next iteration, it will be important to directly observe the fieldwork. |

### DIGITAL AND DATA SECURITY

<p>| The challenge: | Keeping the survey data secure and private. |
| The action: | Prior to the pilot, the Internews Innovation Advisor and Modi Labs extensively discussed the question of encryption processes for the survey data. The system was not tested since the data was never exchanged over Internet but rather hosted in the locally hosted server. A back up system in the cloud was used to save the data at the end of every day, using DropBox. On the phones themselves no password was used, but the ODK application was password protected so that in the case any handset was lost, the data collected and stored in the phones would not have been accessible to external parties. |
| The lesson: | In the next iteration, encryption should be tested during data transfer to FormHub and during the integration process. Other issues need definition, consideration, and protocols. |</p>
<table>
<thead>
<tr>
<th>KNOWLEDGE MANAGEMENT</th>
</tr>
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<tbody>
<tr>
<td>Brief background:</td>
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<tr>
<td>The challenge:</td>
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<tr>
<td>The action:</td>
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<tr>
<td>The lesson learned:</td>
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</table>
In terms of next steps, Internews hopes that other NGOs will test out the toolkit, improve it, and share what they have learned to move the development of the HDT forward. Internews will also continue to iterate the HDT. Further rounds of pilot testing in different types of emergency situations are needed to understand problems or gaps and better develop the system. Continuing questions include:

- How well does data integration work in real time?
- How fluid is the process (data collection → dataset → visualized analysis)? What alternatives should be created for any difficult points along the way?
- What are the best options for sampling approaches in different emergency situations, particularly in cases when the M&E manager has limited research experience?
- Can the toolkit be effectively implemented without support from the Internews HDT team on the ground? If not, what provisions have to be made to prepare an HDT response team?

Beyond these immediate next steps, future actions should focus on sustainability, scale-up, other uses of the tool kit, and data and knowledge sharing.

**SUSTAINABILITY**

This toolkit and methodology are initially intended for use by members of the Internews Humanitarian Media Roster: people ready to deploy at a moment’s notice after an emergency. While this roster is still being assembled, it is meant to eventually include a stable of M&E consultants. Whether the HDT is used by Internews or by other organizations, the same set of recommended practices should help support sustainability. Once a team that will use the HDT has been identified, NGOs should train research officers on the HDT equipment and research methodology, so they are prepared in advance and have a consistent methodology. The manager of this group of researchers should become familiar with the technical side of things: how to work with FormHub and Captricity, troubleshooting phones, etc.

Internews encourages other organizations using the HDT to maintain a dialogue, sharing feedback from experience with the toolkit, learning, and innovations. A website for the HDT is under construction that could serve as a platform for this community to share knowledge.

**NO LIMITS**

This project is intended to be infinitely scalable: to provide tools that could and should be used by all information responders in all crises. The key barriers to this goal are:

- the willingness/ability of other organizations to use this approach
- in some situations, the necessity of an internet connection to facilitate several key points in the process.

The first barrier, Internews hopes, can be overcome by communications, network-building, and coordination across organizations with similar needs, who see the relevance of the HDT to their work. The second barrier is a technical one that can be overcome by further testing and iteration.

**OTHER USES OF THE TOOLKIT**

The HDT could be easily deployed for baseline/midline/endline, audience research, and other surveys. Learning from other types of experiences with the HDT should be shared with Internews and other humanitarian communications organizations, to continue to improve and refine the it.

**DATA AND KNOWLEDGE SHARING**

A scale-up (whether by Internews or other organizations) will yield further data that could be of potential benefit to a variety of stakeholders affected by and responding to humanitarian crisis. Data produced by HDT studies should be maintained in a publicly accessible, open database. Who manages the database, its functionalities, and planned analysis of the data should also be part of the plan for next steps. Plans for data analysis should also include outreach and dissemination to better make the case for the importance of information after a crisis. Ultimately, the quality of information needs assessments, and thus humanitarian communications work, will benefit from an online community of users to test the HDT, provide feedback, and develop an ongoing conversation for collaborative problem-solving.

**THE FUTURE OF THE HUMANITARIAN DATA TOOLKIT**
# APPENDIX A: KEY FINDINGS AND DESIGN SUGGESTIONS AT A GLANCE

From the detailed findings, this section distills key findings and design suggestions – things to consider if an organization would like to use the toolkit.

## PREPARATION

### FIRST STEPS WHEN GETTING READY TO LEAVE FOR THE FIELD

<table>
<thead>
<tr>
<th>Design Suggestion</th>
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</thead>
<tbody>
<tr>
<td>• Some advance preparation will always facilitate better response</td>
</tr>
<tr>
<td>• Procure translations of survey(s) and load into the software in advance</td>
</tr>
<tr>
<td>• Load translated versions of the survey in FormHub and Captricity</td>
</tr>
<tr>
<td>• Set up a contact point at Modi Labs for troubleshooting FormHub during the implementation</td>
</tr>
<tr>
<td>• Project Manager on the ground must understand how to download surveys onto the phones, send completed surveys from the phones to the system, scan the paper surveys, locate the digital data on the computer, and make sure the datasets are smoothly integrated</td>
</tr>
<tr>
<td>• Project Manager should take care of logistical details as a priority (transportation, local SIM cards, etc.)</td>
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<tr>
<td>• To save time in cleaning data, create a standard spelling guide (e.g. in Dadaab the enumerators spelled “Mogadishu,” and “Ethiopia,” etc. many different ways)</td>
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### LAYING THE GROUNDWORK BEFORE FIELDWORK

<table>
<thead>
<tr>
<th>Key Lessons</th>
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</thead>
<tbody>
<tr>
<td>• A well-informed community may be more receptive to survey work</td>
</tr>
<tr>
<td>• Recruitment criteria should take local circumstances into consideration, including the relationship between the local population and the refugee community</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Design Suggestion</th>
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<tbody>
<tr>
<td>• Create buy-in by explaining the project to NGOs, government, police, and authorities in the refugee population: project goals, plan, etc., where possible</td>
</tr>
<tr>
<td>• Supervisor recruitment should happen by selecting from among the best enumerators after Day 1 of training, as per the Research Guide</td>
</tr>
</tbody>
</table>

## DEVELOPING NEW SOFTWARE

<table>
<thead>
<tr>
<th>Key Lessons</th>
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</thead>
<tbody>
<tr>
<td>• Open-minded innovation with fast prototyping is effective</td>
</tr>
<tr>
<td>• Flexibility in the field leads to novel and effective solutions and ideas</td>
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<table>
<thead>
<tr>
<th>Design Suggestion</th>
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<tbody>
<tr>
<td>• Allow for time and possible problems during pilot experiments</td>
</tr>
<tr>
<td>• Remain flexible and open, as problems usually present opportunities</td>
</tr>
<tr>
<td>• Develop a plan for rigorous testing of software in different situations / environments</td>
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</table>

## TESTING NEW SOFTWARE

<table>
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<tr>
<th>Key Lessons</th>
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</thead>
<tbody>
<tr>
<td>• Software development should be completed before the testing phase, not during</td>
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<tr>
<td>• Test all elements before going to the field</td>
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<table>
<thead>
<tr>
<th>Design Suggestion</th>
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<tbody>
<tr>
<td>• Develop testing protocol with clear benchmarks and requirements</td>
</tr>
<tr>
<td>• Create a short template that the lead researcher can use to quickly write the report, using graphics and analysis from Bamboo together with her own insights and observations</td>
</tr>
</tbody>
</table>
### Mobile Phone Usability

**Key Lessons**
- Mobile smartphones, even inexpensive ones, are an efficient platform for collecting data
- Small form factors may be hard to use depending on prior experience and the size of the user’s fingers
- Investment in higher end, robust equipment can pay off
- Basic troubleshooting the current phones solves most problems; ensure that the user can:
  - Turn it off and then on again
  - Check to make sure the form is loaded on the phone
  - Replace a non-working phone with a working phone
  - Single daily uploads of data increase the utility of the system and preserve battery life

**Design Suggestion**
- Develop systems to reduce or eliminate user error
- Having extra phones on the ground is an easy backup
- Mobile devices in the kit should be robust, clear, and simple to use
- Conduct a more rigorous usability test
- Using tablets may be helpful
- While the phones have built-in cameras, it is very useful to also have a few good quality cameras, both to document the conditions of the project, and to take pictures of each survey to upload into Captricity, if needed
- Limited uploading for transmission and/or storage of data (e.g. once per day) is recommended.

### Custom Survey Software Usability/Functionality

**Key Lessons**
- In the preparation phase, FormHub software is quite complex to use, even for a well-educated and experienced team
- Learning the FormHub syntax system required an initial investment in technical capacity before the pilot inception, but the software’s high level of adaptability and flexibility is worth the investment
- Troubleshooting some problems in FormHub requires expert support
- Digital data capture with Captricity is efficient and accurate
- The need for good quality internet access is a limitation of the system
- Manual data entry is time-consuming and likely to be prone to error

**Design Suggestion**
- The next version of the software needs to be more robust
- Production of and access to a FAQ / troubleshooting information sources is essential
- Training process and manual should give as much as an overview of error messages as possible; technical support should be always accessible just in case
- All support tools need to be in various formats, available both online and offline
- Thoroughly evaluate accuracy of the data capture process
- Investigate offline alternatives or strategies to avoid manual data entry if possible
- Smart manual data entry software should be developed to reduce error, as some situations will require manual entry

### Scanning Paper Surveys

**Key Lessons**
- The use of digitalization software Captricity was highly efficient

**Design Suggestion**
- Paper surveys printed out on two sides of the paper are best; this saves paper, weighs less, and scans more rapidly
- Ideally, the toolkit could contain multiple scanners, particularly if heavy use of pencil and paper surveys is anticipated

### Laptop Usability

**Design Suggestion**
- Provide a variety of clear, multimedia visual support materials and instructions
- Investigate utility of iPad or tablet and develop more customized, simple interfaces

### Solar Panel Functionality

**Key Lessons**
- A solar panel gives a team the ability to work in situations where electricity is unreliable
- The upfront investment in a solar panel is worth it in the long term
## TRAINING

### TRAINING ENUMERATORS

<table>
<thead>
<tr>
<th>Key Lessons</th>
<th>Design Suggestion</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Training of enumerators is key</td>
<td>• Roles of each person in the training workshop must be clearly defined</td>
</tr>
<tr>
<td>• Interactive modules effectively built competency in the research methodology and technological tools</td>
<td>• The person leading the training needs to be intimately familiar with the survey instrument and practice what they are going to say, especially with regards to sampling (a complex topic)</td>
</tr>
<tr>
<td>• The human interface is the most important element in data collection and the most challenging</td>
<td>• Increase the time spent in hands-on exercises: role playing, and mock interviews</td>
</tr>
<tr>
<td>• Clarity and simplicity of presentation is critical; interactivity is vital</td>
<td></td>
</tr>
<tr>
<td>• Use of a pilot test as part of the training was effective in building skills and pinpointing weaknesses</td>
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### TRAINING SUPERVISORS

<table>
<thead>
<tr>
<th>Key Lessons</th>
<th>Design Suggestion</th>
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</thead>
<tbody>
<tr>
<td>• Supervisors are key to the whole data collection process</td>
<td>• More detailed supervisor training and support materials is essential</td>
</tr>
<tr>
<td>• Focusing on supervisors’ needs will provide better data management overall</td>
<td>• Allowing enough time for supervisor training is also key</td>
</tr>
<tr>
<td>• Ongoing mentoring is critical</td>
<td></td>
</tr>
</tbody>
</table>

### DESIGN SUGGESTION

• Roles of each person in the training workshop must be clearly defined
• The person leading the training needs to be intimately familiar with the survey instrument and practice what they are going to say, especially with regards to sampling (a complex topic)
• Increase the time spent in hands-on exercises: role playing, and mock interviews

### FIELDWORK

### ENABLING COMPETENT DATA COLLECTION

<table>
<thead>
<tr>
<th>Key Lessons</th>
<th>Design Suggestion</th>
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<tbody>
<tr>
<td>• Care is needed to ensure enumerators have good understanding of the study, how to build trust, how to introduce themselves, how to introduce the study, etc.</td>
<td>• Develop key mechanisms for scrutiny, correction, and reinforcement of training at regular intervals in the process</td>
</tr>
<tr>
<td>• Accuracy and time efficiency of interviews will increase with practice</td>
<td>• Provide instructions on organization of materials, office, etc.</td>
</tr>
<tr>
<td>• Constant scrutiny of interviews and paper / mobile data entry is critical in revealing issues quickly and allowing for rapid correction</td>
<td></td>
</tr>
<tr>
<td>• Back-checking is extremely important</td>
<td></td>
</tr>
<tr>
<td>• Feedback to the whole team during the day, and particularly in summary on a daily basis is essential</td>
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</table>

### MOBILE VS. PAPER DATA COLLECTION

<table>
<thead>
<tr>
<th>Key Lessons</th>
<th>Design Suggestion</th>
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</thead>
<tbody>
<tr>
<td>• Mobile data collection increased the efficiency and accuracy over paper data collection</td>
<td>• Provide clear instructions to aid enumerators in the choice of the data collection medium</td>
</tr>
<tr>
<td>• In certain circumstances, paper remains the data collection tool of choice</td>
<td></td>
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</tbody>
</table>

### TROUBLESHOOTING THE SURVEY QUESTIONNAIRE

| Key Lessons                                                                 |                                                                             |
|-----------------------------------------------------------------------------|                                                                             |
| • If it is not possible to pre-test the survey instrument (questionnaire), questions need to be designed anticipating as many potential problems as possible |                                                                             |
| • Questions were sometimes unclear for respondents                         |                                                                             |
| • Creating strategies to deal with difficult issues is also important       |                                                                             |
### Design Suggestion
- As trust is a vital element in data collection, the system must allow for skipping questions if necessary.
- Ensure questions are clear and unambiguous.
- All questions must have a “no response” category and enumerators must be trained to record “no response” as necessary.

### EXPECTATIONS RAISED BY SURVEY QUESTIONNAIRE

#### Key Lessons
- Past experiences with surveys and aid distribution influenced respondents’ expectations of the purpose of the survey.

#### Design Suggestion
- Refine training materials to help enumerators better communicate with respondents, including managing participant expectations.
- Ensure provision of clear training materials on research ethics, how to build trust, how to respond to participant expectations, etc.
- Create an FAQ with common questions and responses. This can be added to over time and become an interactive resource for frequent users of the HDT.
- If communications outcomes include radio programming, for example, a discussion of information needs and/or an acknowledgement of the use of survey findings to inform programming are some possible options.

### COMMUNICATING INFORMATION AS AID

#### Design Suggestion
- Further consideration and iteration of how to articulate the role of information provision in crisis is needed.
- Consider incorporating a human-centered design process into the next pilot phase, setting aside our own assumptions and immersing ourselves in the user’s perspective.
- Exactly how to do human-centered design in a humanitarian context will require careful thought and planning.

### LOGISTICS

#### PLANNING AND LOGISTICS OF TOOLS

#### Key Lessons
- Planning and logistics are very important; the field team should plan out enough time to do this correctly.
- Although humanitarian crises do not always allow for advance planning, doing as much advance work as possible will pay off in the field.

#### Design Suggestion
- Take a structured approach to compiling the data for completed surveys.
- Organization of the layout of tools alleviates stress and saves time.
- Supervisors should each carry an extra phone out in the field in case of phone failure during data collection.

### SECURITY

#### THE IMPACT OF SECURITY ISSUES

#### Key Lessons
- Security concerns may have a substantial impact on how a needs assessment is conducted.
- Flexibility in how to implement the pilot will help navigate security concerns.
- Digital data security is also an important concern.

#### Design Suggestion
- Data encryption should be tested in the next iteration.
- Other data/digital security issues need definition, consideration, and protocols, e.g.:
  - Data storage
  - Instruction for data security for inclusion in the training guides.
APPENDIX B: GLOSSARY

Backchecking: A quality control measure in survey research. Supervisors return to a portion of the respondents and interview them again, checking the original survey responses against the new ones to make sure that the survey was actually done and the results were captured accurately.

Bamboo: Simple-to-use data analysis software with pre-determined analysis for the standard surveys built in; automatically generates a set of simple visualizations (still in production by Modi Labs Research Group at Columbia University).

Captricity: Software that digitizes data from paper surveys, created by the tech company Captricity. Eliminates the need for manual data entry.

Data integration: Data collected via mobile phone and data collected with paper and pencil and then digitized is interoperable and automatically becomes part of a single dataset.

Enumerators: The people who conduct survey interviews. You recruit them from the population of interest and train them in data collection methods. The quality of their work is critical to the success of a needs assessment.

FormHub: Survey data aggregation software created by Modi Research Labs, Columbia University. Works together with ODK Collect software to enable streamlined data collection and aggregation via mobile phones. After you collect survey data, FormHub pulls all the data into one dataset. You can download it as an excel spreadsheet.

Humanitarian Data Toolkit (HDT): The set of hardware, software, research methodology, and survey templates that functions as a rapid information needs assessment system.

Lean Startup: a model for launching new products that emphasizes developing a rough prototype as the beginning of a process of testing and iteration; see http://theleanstartup.com/

Needs assessment: A rapid survey of a population to understand the gap between the current situation and people’s key needs, concerns, and priorities. Used as part of the planning process for an intervention.

Open Data Kit (ODK Collect): A software application that supports rapid collection of complex data types in the field. The application runs on the Android platform on smartphones.

PPS sampling approach: Probability proportional to size. This is a random sample approach. The overall area to be surveyed is split into sections (in Dadaab, the different camps served as the five different sections). Where the population is larger, a larger sample is taken, proportionate to the population.

Sample: The group of people actually surveyed; this portion of the population is meant to represent the views of the whole. Samples are surveyed in different ways following research guidelines; exact methods depend on the circumstances (see SAMPLING chapter in the guide, How to Do a Rapid (Information) Needs Assessment Using the Humanitarian Data Toolkit).

Scrutinizing: A quality control measure in survey research. Supervisors do spot-check reviews of collected data for accuracy and completeness, to make sure data was collected properly.
**APPENDIX C: THE SURVEY**

Humanitarian Information Needs Assessment

**INTERVIEWER/WAREYSTOOW: please fill in before the interview/fadan buuxi waresigsiga ka hor:**

1. Interview date/Taariiqada Waresigsiga ______________  
2. Reference number/Lambanka Gaarka ah ______________
3. Country of origin/Wadanka__________________________  
4. City/town of origin/Casaamada/Magaalada ______________  
5. Born in _________________________________________

- Location where the survey was taken (please specify name of the refugee camp, or IDP camp, or other)/Goobta Waresigsiga laga sameeyay (fadan sherg magaca xarada qaxoosiga, ama xarada barakacaa ama gaad kaale).

Good morning/afternoon Sir/Madam, my name is ____________________ I work for an organization called INTERNEWS. We are conducting a survey to better understand the information needs of people in your community so that together with __________________ (government/humanitarian agencies), we can do a better job at getting you the information you need. We would like to take about 15-20 minutes of your time to ask you some questions. Your answers will be kept completely confidential.


**SECTION/QAYBTA A – BASIC DATA/XOGTA HOOSE**

**A01.** What is the approximate date you arrived at/Qiyaas xaan gormey sheyad markaada timid ______________ [FILL IN NAME OF CURRENT LOCATION/KU BUUNI GOOBTA LA JOOGO?]

- Day/Maalini  
- Month/Bii  
- Year/Sanadka

☐ Don’t know/Magaranayo  
☐ Refused/Diiday

**NOTE:** THE FOLLOWING SECTION CAN BE MOVED TO THE END OF THE INTERVIEW DEPENDING ON COMFORT LEVEL OF RESPONDENTS – TO BE DETERMINED BY THE RESEARCH SUPERVISOR AFTER DAY 1 OF RESEARCH

FG: QAYBTAAN WAXAA LOO DIB DHIIGI KARAADDA WAREYSIGA MEESHA UGU DUMBEYSO, WAXAYNA KU XIRANTAHAY SIDA KASILAN EE LA WAREYSTIINAHAY – WAXAYNA GOOAMINAYA KORMEEKAA CLIMI BAARISTA, WAXAYNA NOOQANAYSAA MAALINTA KOWAAD EE WAREYSIGA KADIB.

**SECTION/QAYBTA B – DEMOGRAPHIC INFORMATION/XOGTA GAARKA AH**

I would like to ask a few questions about you/Waxaan jeclaan lahaa in suusalo adiga kuu suusado ka weydiiyo.

**B01.** Gender/Siniisga – INTERVIEWER/WAREYSTOOW: DO NOT ASK/HA WEYDIININ SUAASHAN IN UU OF QOFKA LAB AMA DHADIG HAYAH.

☐ Male/Labadi  
☐ Female/Daadiga

**B02.** How old are you/misiga sano ayaa jirto? INTERVIEWER/WAREYSTOOW: CHECK APPROPRIATE CATEGORY BELOW/WAXAAD FIIRISAQ QAYBTA HOOSE EE UU KU HABOONIYAY. MARK ONE RESPONSE/HAL JAWAAB OO KELIYA CALAAMADEE.

- 0 15-19(1)  
- 20-24(2)  
- 25-29(3)  
- 30-34(4)  
- 35-39(5)  
- 40-44(6)  
- 45-49(7)  
- 50-54(8)  
- 55-59(9)  
- 60-64(10)  
- 65+(11)

☐ Don’t know/Magaranayo  
☐ Refused/Diiday

**B03.** What languages/dialects do you speak/Luqad/dialect-‐lahjad ee ku hadasho? PROBE/SII WEYDII: Any others/LUQADA KALE MAJRAAN? DO NOT PROMPT/HALA HORMARIN.

<table>
<thead>
<tr>
<th>Language-Luqad/dialect-Lahjad</th>
<th>MANY RESPONSES POSSIBLE/JAWAAB BADAN WAA SUURAGAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/Haa</td>
<td>No/Moya</td>
</tr>
<tr>
<td></td>
<td>DK/Magaranayo</td>
</tr>
<tr>
<td></td>
<td>Refused/Diiday</td>
</tr>
</tbody>
</table>

- 0 100

**B04.** What is the language/dialect that you speak most at home/Luqad adee ama lahajadee inta badan guriga ku hadasha guriga? DO NOT PROMPT/HALA HORMARIN.

<table>
<thead>
<tr>
<th>Language-Luqad/dialect-Lahjad</th>
<th>MARK ONE RESPONSE/HAL JAWAAB</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 0 100

**B05.** What is the highest level of education you have received/Waa maxay heerka ugu sarooyay ee waxbarasho ee aad gaarayat? INTERVIEWER/WAREYSTOOW: READ CATEGORIES 1-8. MARK ONE RESPONSE/AKHRI QAYBBAH 1-8. HAL JAWAAB KELI AH CALAAMADEE.

- 0 No school/Dugsi majiro(1)  
- Some primary school/Wax yar oo dugsi hoose/Dheex u ah(2)  
- Completed primary school/Bogey dugsi hoose/Dheex(3)  
- Some secondary school/Wax yar oo dugsi sake ah(4)  
- Completed secondary school/Bogey dugsi sare(5)  
- University student now/Arday jaamacadeed haddiyo(6)  
- University graduate/Jaamac ka baaxay(7)  
- Religious education/Waxbarasho diineed(8)  
- Other/Mid kale (WRITE IN/KU QOR)                              

☐ Don’t know/Magaranayo  
☐ Refused/Diiday

**KEY:** ☐ = only one response possible/Hal Jawaab; ☐ = multiple responses possible/Jawaaba dhow ah inta suura gal ah
Humanitarian Information Needs Assessment

**WHAT WE LEARNED TESTING THE HUMANITARIAN DATA TOOLKIT: SOME PRACTICAL HIGHLIGHTS**

- How to replace personal documentation (e.g., ID, birth certificate...)?
- How to get cooking fuel/firewood?
- How to get help after sexual attack or harassment?
- How to find work?
- The security situation at home?
- How to access vocational skills/training?
- Finding people I have lost contact with?
- How to get healthcare/medical attention?
- How to get shelter/accommodation or shelter materials?
- How to register for aid?
- Nutrition generally?
- Food prices?
- Local crop/livestock prices?
- Communicating with people who are in a different place from me?

**INTERVIEWER/WAREYSTOOW: DO NOT READ CATEGORIES/HAA AKHRININ JAWAABAHA. CODE MAIN THING AND ASK Can you think of anything else/CALAMADEE WAXA UGU WEYN EE LA SHEEGAY sidoo kale weydii waxa kale ee uu gorfka maaleynayo inuu u baahanyahay? CODE UP TO 2 ADDITIONAL THINGS/CALAMADEE IDAA IYO LABO (2) KALE DO DHEERI AH.**

<table>
<thead>
<tr>
<th>MAIN THING/UGU MUHIMSAN</th>
<th>SECOND THING/MUHIMADA LABAAD</th>
<th>THIRD THING/MUHIMA SADEXAAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>General news on what is happening here/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/Warxintaada Guud waxa halkan ka dhacaya</td>
<td></td>
<td></td>
</tr>
<tr>
<td>News on what is happening at home/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/Warxinta waxa ka dhacaya dalkeeyga hooyo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finding people I have lost contact with/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Raadinta daahka (ga dhume xiriirkaada)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The security situation here/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Xaalada nabagadgelyo ee goobtan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The security situation at home/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Xaalada nabagadgelyo ee dalkeeyga hooyo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicating with people who are in a different place from me/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inaan la xiiru daafka ku sugan meel meeshayda ka duwan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to register for aid/ Sida la isu diwaan geliyo caawimada samafaleed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get water/Sida loo he lo hilo bila</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get food/Sida loo he lo raashin/Cunno</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get shelter/accommodation or shelter materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/Sida loo he lo hilo yaqsha/meeq loo seexdo ama qaabka lagu dhiisto hoyga</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nutrition generally/nafqadka guud ahaan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food prices/Sicirka cunnada</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local crop/livestock prices/Sicirka daladka/xoolaha</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get cooking fuel/firewood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/Sida loo he lo qorqay/waxa lagu karsado</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The weather/Cimilada</td>
<td></td>
<td></td>
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<tr>
<td>How to get healthcare/medical attention</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/Sida loo he lo daryeel caawimaad/Gargaar caawimaad</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get help after sexual attack or harassment/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sida loo he lo caawima markii kufshi ama caabadii galmood dhacdo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to replace personal documentation (e.g., ID, birth certificate...)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/Sida loo bedelo waraaqoob gaarka ah (Sida sharciga, waraaqad dhalashada)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to access vocational skills/training/</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sida loo he lo xiriido/tababar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to education/Sida loo he lo wax barasho</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to find work/Sida loo he lo shaqo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How to get transport/ Sida loo he lo gaadidka isu socodka</td>
<td></td>
<td></td>
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<tr>
<td>How to get money/financial support/Sida loo he lo lacag/caawima dhaqoole</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relocation/Dib u daadmaha</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other/Wax kale (WRITE IN/KU QOR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don’t know/Magaronayo</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refused/Diiday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**KEY:** ☐ = only one response possible/Hal Jawaab; ☐ = multiple responses possible/Jawaaba dhow ah inta suura gal ah
**SECTION/QAYBTA D – SOURCES OF INFORMATION/ILAHA WARBIXINTA**

Hesho warbixinnada

I would like to ask you about where you get your information currently/Waxaan jeclaan lahaa inaan ku weydiyo wax ku saabsan meexa hadda aad ka heshi warbixinowada

D01. Do you think you have enough information to make good decisions for you and your family/Mu a malaynoysaa warbixinowada aad heshid kuwa kugu fihan oo aad go'aan fican ku gaari karto adiga iyo qoyskaaga?

**MARK ONE RESPONSE/HAL JAWAAB OO KELIYA.**

☐ Yes/Haafiijiyo

☐ No/Maamiiyo

☐ Don’t know/Magaranayo

☐ Refused/Diiday

---

D02. What are your main ways of finding information here/Maxay yihii siyaasaaha ugu weyn ee aad halkan ku heshid warbixinowada?

**PROMPT IF NECESSARY/DHAXGAL HADDEY MUNAASAB TAAYAH.** **MARK MULTIPLE RESPONSES/DHOOR JAWAAB CALAAMADEE.**

- Television/Telefishinka
- Radio/Raadiyaha/Idaacada
- Newspapers/Wargeys
- Magazines/Jornal
- YouTube or similar/Yuutubka ama la midka ah
- Facebook/Fesbuluuna
- Internet/Internetka – other/wax kale ([WRITE IN/KU QOR](6))
- Email/Iimelka
- Loudspeakers/megaphone announcements/Makarafoonada ogeysiisada
- Leaflets/Waraqaaha la qeybiyo
- Loudspeakers/megaphone announcements/Makarafoonada ogeysiisada
- Community events/Goobaha ka dhacan xaalada/shiranka bulshada
- From another person – friends/family/Qof kale ka heshid – saaxiba/qoyskaaga
- From another person – community leader/Qof kale
- From another person – religious leader/Qof kale
- From another person – government official/Qof kale – Sargaal dowladeed
- From another person – army/police/Qof kale – Militari/Booishi
- From another person – aid worker/ Qof kale – Shaqaal oo saamafal
- Other/Meel kale ([WRITE IN/KU QOR](6))
- Don’t know/Magaranayo
- Refused/Diiday

---

**SECTION/QAYBTA D – SOURCES OF INFORMATION, CONTINUED/ILAHA WARBIXINNADA – OO SII SOCOTA**

Which information sources do you trust the most/ilaaha warbixinowada laga helo, kuweed ku kalsoontahay? **PROMPT IF NECESSARY/DHAXGAL HADDEY MUNAASAB TAAYAH.**

**CODE FIRST SOURCE AND ASK/CALAAMADEE ISHA HORE, KADIBNA WEYDI.**

**CODE UP TO 2 ADDITIONAL SOURCES./CALAAMADEE ILAA IYO 2 KALE OD DHEERI AH.**

<table>
<thead>
<tr>
<th>Information source/Iska Warbixinowada</th>
<th>MAIN TRUSTED SOURCE/ISHA UGU WEYN EE LAGU KALSOON AHAY</th>
<th>SECOND TRUSTED SOURCE/ISHA LABAAD EE LAGU KALSOON AHAY</th>
<th>THIRD TRUSTED SOURCE/ISHA SADEYKAAD EE LAGU KALSOON YAHAY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D03.1 Television/Telefishinka</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.2 Radio/Raadiyaha/Idaacada</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.3 Newspapers/Wargeys</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.4 Magazines/Jornal</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.5 YouTube or similar/Yuutubka ama la midka ah</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.6 Twitter or similar/Yuutubka ama la midka ah</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.7 Facebook or similar/Fesbuluuna ama la midka ah</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.8 Internet/Internetka – other/wax kale (<a href="6">WRITE IN/KU QOR</a>)</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.9 Email/Iimelka</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.10 Mobile phone call/Wicitaanka Mobeelka</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.11 Mobile phone SMS/Fariim qoraanka melbeelka</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.12 Billboards/posters/Ogeysiisiyada/tabeebooyinka</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.13 Leaflets/Waraqaaha la qeybiyo</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.14 Loudspeakers/megaphone announcements/Makarafoonada ogeysiisada</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.15 Community events/Goobaha ka dhacan aroosayda/shiranka bulshada</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.16 Another person – friends/family/Qof kale – Saaxiba/Qoyska</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.17 Another person – community leader/Qof kale – Hogaamayiha Bulshada</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.18 Another person – religious leader/Qof kale – Hogaamayiha Dinta</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.19 Another person – government official/Qof kale – Sargaal dowladeed</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.20 Another person – army/police/Qof kale – Militari/Booishi</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.21 Another person – aid worker/Qof kale – Shaqaal oo Saamafal</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.22 Other/Meel kale (<a href="6">WRITE IN/KU QOR</a>)</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.23 Don’t know/Magaranayo</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>D03.24 Refused/Diiday</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**KEY:** ☐ = only one response possible/Hal Jawaab; ☐ = multiple responses possible/Jawab dhow ah inta suura gal ah
SECTION/QAYBTA E – RADIO ACCESS AND CONSUMPTION HABITS/HELITANKA IYO QAAKBA DHAGEYSIGA

What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata raadistaha?

Do you have access to a working TV/Ma heli karta raadista shaqaynayada? MARK ONE RESPONSE/HAL JAWAAB.

Please name the TV stations you watch the most here /Fadlan waxaad sheegta ama qad ka dhageysato?

Please name the radio stations and programs you listen to the most here /Fadlan waxaad sheegta cidaacaha iyo baraanijita.

Do you have access to a working radio/Ma heli kartaa raadiya shaqeynayada?

Where do you generally listen to radio here/xawaad tirartay qofka dhagarayta raadista? PROMPT IF NECESSARY/KA DII MAX GAL HADAY MUNAASAB TAHYAY. Multiple codes /Dhoor jawaabtaa caloamad ee.

What program on this station do you listen to the most/Barnaamijke inta badan aad khaageysata iidaacadan?

What time(s) of day do you generally listen to the radio here/Xilliyaade maalinta ayaad si guud u dhagaraysata raadista halkan? MARK MULTIPLE RESPONSES/HELAAMADEE DHOOR JAWAAB.

Please name the radio stations and programs you listen to the most here /Fadlan waxaad sheegta cidaacada ah isku raadistaha iyo banaan galminta aad u dhagaraysato halkan?

What program on this station do you listen to the most/Barnaamijke inta badan aad khaageysata iidaacadan?

What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata tvaga?

Please name the TV stations you watch the most here /Fadlan waxaad sheegta magacaadaha TVga ee aad dagaalato? ASK/WEYDIIL Do you think of any more/Ka war raadista dhiigga qofka dhagarayta raadista? INTERVIEWER/WEYDIIL: WRITE IN NAME OF UP TO THREE RADIO STATIONS/QOR MAGACYADA ILLA IYO SEDAX IDAACAADOOD. USE CAREFUL SPELLING/QORAALKA WANKAALI HINGAADADA. ASK/WEYDIIL

What program on this station do you listen to the most/Barnaamijke inta badan aad dhagaraysata iidaacadan?

What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata tvaga?

Please name the TV stations you watch the most here /Fadlan waxaad sheegta magacayada TVga ee aad dagaalato? ASK/WEYDIIL Do you think of any more/Ka war raadista dhiigga qofka dhagarayta raadista? INTERVIEWER/WEYDIIL: WRITE IN NAME OF UP TO THREE TV STATIONS/QOR ILLA IYO SADEX TV. USE CAREFUL SPELLING/QORAALKA ISKA SAWAAD HINGAADDDA.

What program on this station do you watch most/Barnaamijke inta badan ka dhaawto inaad?

What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata tvaga?

Please name the TV stations you watch the most here /Fadlan waxaad sheegta magacaadaha TVga ee aad dagaalato? ASK/WEYDIIL Do you think of any more/Ka war raadista dhiigga qofka dhagarayta raadista? INTERVIEWER/WEYDIIL: WRITE IN NAME OF UP TO THREE TV STATIONS/QOR ILLA IYO SADEX TV. USE CAREFUL SPELLING/QORAALKA ISKA SAWAAD HINGAADDDA.

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What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata tvaga?

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What program on this station do you watch most/Barnaamijke inta badan ka dhaawto inaad?

What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata tvaga?

Please name the TV stations you watch the most here /Fadlan waxaad sheegta magacaadaha TVga ee aad dagaalato? ASK/WEYDIIL Do you think of any more/Ka war raadista dhiigga qofka dhagarayta raadista? INTERVIEWER/WEYDIIL: WRITE IN NAME OF UP TO THREE TV STATIONS/QOR ILLA IYO SADEX TV. USE CAREFUL SPELLING/QORAALKA ISKA SAWAAD HINGAADDDA.

What program on this station do you watch most/Barnaamijke inta badan ka dhaawto inaad?

What time(s) of day do you generally watch TV here /Xilliyaade ayaad si guud u dhagaraysata tvaga?

Please name the TV stations you watch the most here /Fadlan waxaad sheegta magacaadaha TVga ee aad dagaalato? ASK/WEYDIIL Do you think of any more/Ka war raadista dhiigga qofka dhagarayta raadista? INTERVIEWER/WEYDIIL: WRITE IN NAME OF UP TO THREE TV STATIONS/QOR ILLA IYO SADEX TV. USE CAREFUL SPELLING/QORAALKA ISKA SAWAAD HINGAADDDA.

What program on this station do you watch most/Barnaamijke inta badan ka dhaawto inaad?
**SECTION /QAYBTA – NEWSPAPER ACCESS AND CONSUMPTION/HELITAANKA WARGEYSYADA IYO ISTICMAALKOODA.**

I am going to ask you some questions about your access to and use of newspapers/Waxaan ku weydiin doonaa suuqa ku saabsan helitaanka wargeys yistoankaadooda.

**Q01.** If you had a newspaper, how well could you read it by yourself?

<table>
<thead>
<tr>
<th>MARK ONE RESPONSE/HAL JAWAAB CALAMADEE.</th>
<th>SKIP TO Q01 – U GUDUB H01.</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ None of it/Waxaan laheef</td>
<td>○ Some of it/Wax ka mid ah</td>
</tr>
</tbody>
</table>

**Q02.** Do you read the newspaper here/Halkan Wargeys ma ku akhrisaa?

<table>
<thead>
<tr>
<th>MARK ONE RESPONSE/HAL JAWAAB CALAMADEE.</th>
<th>SKIP TO SECTION I/U GUDUB QAYBTA I</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Yes/Haa</td>
<td>○ No/Maya</td>
</tr>
</tbody>
</table>

**Q03.** Please name the newspapers you read the most here/Fadlan sheeg wargeysyada aad halkan ma akhriso?

<table>
<thead>
<tr>
<th>INTERVIEWER/WAREYSTOOG: WRITE IN NAME OF UP TO THREE NEWSPAPERS/QOR MAGACYADA WARGEYSYADA ILAA IYO SADEX. USE CAREFUL SPELLING/ SI FICAN U QOR/HINGADA ISKA SAX.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. 1st response/Jawaabta 1aad__________________________________________________________________________________________</td>
</tr>
<tr>
<td>B. 2nd response/Jawaabta 2aad___________________________________________________________________________________________</td>
</tr>
<tr>
<td>C. 3rd response/Jawaabta 3aad___________________________________________________________________________________________</td>
</tr>
</tbody>
</table>

**SECTION/QAYBTA H – MOBILE PHONE ACCESS AND CONSUMPTION HABITS/HELITAANKA MOBEELKA IYO ISTICMAALKOOSHA.**

I am going to ask you some questions about your access to and use of mobile phones/Waxaan ku weydiin rabaa suuqa ku saabsan helitaanka mobelka iyo isticmaalkaisha.

**Q01.** Do you have access to a mobile phone here/Halkan ma leedahay Mobeel?

| MARK ONE RESPONSE/HAL JAWAAB CALAMADEE. | SKIP TO SECTION I/U GUDUB QAYBTA I |
|-------------------------------------------------------------------------------------------------------------------------------|
| ○ Yes/Haa | ○ No/Maya | ○ Don’t know/Magaranayo | ○ Refused/Diiday | CONTINUE/SII WAD. |

**Q02.** Are any of the following available on the phone you have access to/Waxyaalahaan soo socda, Malaga heli karaa mobelka aad heli karto?

<table>
<thead>
<tr>
<th>INTERVIEWER/WAREYSTOOG: READ LIST/AKHIRI LISKA.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IF THE RESPONDENT DOESN’T KNOW/QOFKA HADUU GARAN WAAYO, ASK/ WEYDI “Please may I see the phone?” “Fadlan mobelkaaga ma arki karaa?” CHECK WHICH CAPABILITIES THE PHONE HAS, AND RECORD THE ANSWER/ KA FIIRIA AWODHAADA MOBEELKA LEETHAYAHAY, KU QOR QETYBA JAWAABABA.</td>
</tr>
</tbody>
</table>

**Q03.** You said you have access to a phone/Waxaad tiri waan heystaas mobel. Does it work/ Mashaqeynaya?

<table>
<thead>
<tr>
<th>MARK MULTIPLE RESPONSES/CALAMADDEE DHOOR JAWAAB</th>
<th>SKIP TO SECTION I/U GUDUB QAYBTA I</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ No signal where I am/Meeshaa aan joogo malahan</td>
<td>○ Skipped/Diiday</td>
</tr>
<tr>
<td>Antenna</td>
<td>○ Need SIM card/U baahanyahay Simcard/Lafl</td>
</tr>
<tr>
<td>Antenna</td>
<td>○ No/Don’t know/Magaranayo</td>
</tr>
</tbody>
</table>

**Q04.** You said the phone you have access to does not work/ Waxaad tiri waxaan haysa mobel aan shaqeynaynin. Why doesn’t it work/Muxuu u shaqeynaynin?

<table>
<thead>
<tr>
<th>MARK MULTIPLE RESPONSES/CALAMADDEE DHOOR JAWAAB</th>
<th>SKIP TO SECTION I/U GUDUB QAYBTA I</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ No signal anywhere/Meel Antenna leh majirta</td>
<td>○ Skipped/Diiday</td>
</tr>
<tr>
<td>Antenna</td>
<td>○ Walk/U socdaa 1km</td>
</tr>
<tr>
<td>○ Don’t know/Magaranayo</td>
<td>○ Refused/Diiday</td>
</tr>
</tbody>
</table>

**Q05.** If there is no signal where you are, how can you get a signal to make a call or send a text/Hadeysan antennaa lahayn meesha aad joogto, sideed u hesho antennaha aad ku waddid ama farin qoraalka ku distaa?

<table>
<thead>
<tr>
<th>INTERVIEWER/WAREYSTOOG: PROMPT IF NECESSARY/DHEXGAL HADAY SUURA GAL TAHAY. Multiple codes/Dhoor Jawaab.</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ There is no signal anywhere/Meel Antenna leh majirta</td>
</tr>
<tr>
<td>Antenna</td>
</tr>
<tr>
<td>○ Don’t know/Magaranayo</td>
</tr>
</tbody>
</table>

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**KEY:** ○ = only one response possible/Hal Jawaab; □ = multiple responses possible/Jawaaba dhowr ah inta suura gal ah
SECTION/QAYBTA H – MOBILE PHONES, CONTINUED/ MOBEELEK-OO SIIRSOCOTA

H06. In the last week, what did you use a mobile for/Tobodaabka lala soo dhaafey, mobelkaaga maxaad ku istimaashay?

☐ Calling friends and family/Wiciitaan waxaasinta iyadooyinka aad u qoysqab; ☐ Receiving calls from friends and family/Soose u weyne waxaasinta iyadooyinka aad u qoysqab;
☐ Conducting business/Ku fushaay qab ganacaa; ☐ Receiving news/information alerts/Ku helay warqab xog u dhiinayay;
☐ Money transfers/Lacag ku direy; ☐ Sending text messages (SMS)/Fariin qaari ah ku dhiinayay; ☐ Receiving text messages (SMS)/Ku helay Fariin Qorabaa;
☐ Sending or receiving an SMS/Ku dir saadyey ama ku helay sawirada la isu soo mariyo mobelkaa; ✗ Sending or receiving an instant message/Ku direy ama ku helay fariin isweydarta; ☐ Taking a photo/Sawir Ku qaaday; ☐ Sending a photo to others/Ugu direy sawir dad kale; ☐ Taking a video/Ku qaaday fariin; ☐ Downloading and viewing a video clip/Ku soo deejay fariin;
☐ Sending a video to others/Ugu direy fariin dad kale; ☐ Recording audio/Cod ku duubay; ☐ Accessing social media like Facebook/Twitter/Kula xiirtey barnamij, bushada sida fesbufuga iyadooyinka taariikhaya; ☐ Accessing the internet/Ka gaadiyey internetka; ☐ Sending or receiving an email/Ku direy ama ku helay emaalka;
☒ Listening to the radio/Ku dhagaystay raadiggiga; ☐ Using an app (a software program for mobile phones and computers) ku icisimaal yadeeg (barnaamij ku jiree mobeelaad iyo kumbaytirada); ☐ Nothing/Waxaabad; ☐ Other/Wax kale (WRITE IN/KU QOR) [22] (WRITE IN/KU QOR) ☐ Don’t know/Magaranaayo; ☐ Refused/Diiday.

H07. What do you think of the kinds of information about relief services you said that you wanted/Ka fikir nooca warbixinade ee adeega gargaarka ah ee aad sheegtaa inaad u baahantahay. How useful do you think it would be to receive this information on your mobile phone – extremely useful, somewhat useful, not very useful, or not at all useful/Sidee u maleynaysa ah in ay muhiimiyaha warbixinada inaad ku hesho mobelkaaga – ma kuwa aad muhim u ah, Yara muhim ah, aan muhim ahayn, gebi ahaan muhim ahayn? MARK ONE RESPONSE/CALAMADEE HAL JAWAB.

☐ Extremely useful/Sidoo xad daheef muhim u ah; ☐ Somewhat useful/Yara muhim ah; ☐ Not very useful/Aad muhim u ah; ☐ Not at all useful/Gebi ahaan muhim ah; ☐ Don’t know/Magaranaayo; ☐ Refused/Diiday.

H08. What do you think would be the best way to receive information about relief services here on your mobile phone/Maxaa u malaynayaa qaabka ugu wanaagsan ee lagu heli karo warbixinada ku saabsan adeega gargaarka halkan lagu soo diro mobelkaaga? A call to you, an SMS to you, a call make you to hear a recorded message, or all of these? In lagu soo Waco, fariin gaaban lagu goob soo dhiyo, wicitaan aad adiga sameynayso oo aad dheygaanaysna fariin duaban, mise dhamaan qaabkaa? MARK ONE RESPONSE/CALAMADEE HAL JAWAB.

☐ Direct call to you/Sidee u marka ah in lagu soo Waco; ☐ SMS/Fariin gaaban; ☐ Call to hear a recorded message/Wicid si aad u dhagaysato fariin duuban; ☐ All equally/Dhammaan wada sidaan; ☐ Don’t know/Magaranaayo; ☐ Refused/Diiday.

SECTION I/QAYBTA – FEEDBACK MECHANISMS FOR GOVERNMENT OFFICIALS/QAABKA TALO CELINTA LOO SAMEYNAYO SARGAAL DOWLAADDII. Next are questions about getting and giving information from government officials/Waxaa xigaa suuqaalay la saabsan ka helid ama u guudin warbixinadeed wadalaan.

I01. Are you able to talk to government officials about your needs/Markaad u baahantahay aad kala hadasho saraaksiga dolwada wax ku saabsan baahiyahaada? MARK ONE RESPONSE/CALAMADEE HAL JAWAB.

☐ Yes/Haa; CONTINUE/SI WAD; ☐ No/Madax; ☐ Don’t know/Magaranaayo; ☐ Refused/Diiday. SKIP TO I04/UGUDUB.

I02. How often do you talk to government officials about your needs/In inteel la eeg ayaad sarankaasha dolwada kala hadashaa baahiyadaada? Would you say you do this daily, at least once a week, at least once a month, less often, or never/Ma dhiihi lahayd maalin kasta, ugu yaraan hal mar todobaadka, ugu yaraan hal mar bishii, aan badnaan, ama maba jiraan? PROMPT IF NECESSARY/DHAXAXIGI HADAY MUNAASAB TAHAY. MARK ONE RESPONSE/CALAMADEE hal waajab.

☐ Every day/Maalin kast; ☐ At least once a week/Ui qoyskoo yaraan hal mar todobaadka; ☐ At least once a month/Ugu yaraan hal mar bishii; ☐ Less often/Aan badnaan; ☐ Never/Majraa; ☐ Don’t know/Magaranaayo; ☐ Refused/Diiday.

I03. What is the MAIN way you communicate with government officials/Qaabka ugu weyn ee aad kula xiirita sarankaasha dolwada? CODE THE MAIN WAY/CALAMADEE QAABKA. ASK/Weydiri: can you think of any other/Wax kale oo xasaansoon karto ma jiraan? DO NOT PROMPT/HAKA HORMMARIN. CODE UP TO 3 RESPONSES/CALAMADEE ILAA IYO 3 JAWABOOD.

<table>
<thead>
<tr>
<th>MAIN WAY/QAABKA</th>
<th>UGU WEYN</th>
<th>SECOND WAY/QAABKA KALA LABAAD</th>
<th>THIRD WAY/QAABKA A SADEXAAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>103.1 Telephone voice call to person(s)/Wiciitaan telefoon oo qof la wacayo</td>
<td>☐ [1]</td>
<td>☐ [1]</td>
<td>☐ [1]</td>
</tr>
<tr>
<td>103.2 SMS message/Fariin gaaban</td>
<td>☐ [2]</td>
<td>☐ [2]</td>
<td>☐ [2]</td>
</tr>
<tr>
<td>103.3 Telephone call to radio/TV/Telefoon wiciitaan raadida la wacayo/barnaamij TV ah</td>
<td>☐ [3]</td>
<td>☐ [3]</td>
<td>☐ [3]</td>
</tr>
<tr>
<td>103.4 Email/Qaab xilmi ah</td>
<td>☐ [4]</td>
<td>☐ [4]</td>
<td>☐ [4]</td>
</tr>
<tr>
<td>103.5 YouTube or similar/Youtubuka ama wax lamid ah</td>
<td>☐ [5]</td>
<td>☐ [5]</td>
<td>☐ [5]</td>
</tr>
<tr>
<td>103.6 Twitter or similar/Twirtarka ama lamid ah</td>
<td>☐ [6]</td>
<td>☐ [6]</td>
<td>☐ [6]</td>
</tr>
<tr>
<td>103.7 Facebook or similar/Fesbufuga ama lamid ah</td>
<td>☐ [7]</td>
<td>☐ [7]</td>
<td>☐ [7]</td>
</tr>
<tr>
<td>103.8 Instant message/Fariin degdeg/shekaysi</td>
<td>☐ [8]</td>
<td>☐ [8]</td>
<td>☐ [8]</td>
</tr>
<tr>
<td>103.9 Through a website/Loo marayo boga internetka (WRITE IN/KU QOR)</td>
<td>☐ [9]</td>
<td>☐ [9]</td>
<td>☐ [9]</td>
</tr>
<tr>
<td>103.10 Suggestion box/Santuuga talo celinta</td>
<td>☐ [10]</td>
<td>☐ [10]</td>
<td>☐ [10]</td>
</tr>
<tr>
<td>103.12 Via community meetings/Loo marayo shirarka bulshada</td>
<td>☐ [12]</td>
<td>☐ [12]</td>
<td>☐ [12]</td>
</tr>
<tr>
<td>103.13 Via community leaders/Loo marayo madaxda bulshada</td>
<td>☐ [13]</td>
<td>☐ [13]</td>
<td>☐ [13]</td>
</tr>
<tr>
<td>103.14 Via religious leaders/Loo marayo Madaxda diinte</td>
<td>☐ [14]</td>
<td>☐ [14]</td>
<td>☐ [14]</td>
</tr>
</tbody>
</table>
WHAT WE LEARNED TESTING THE HUMANITARIAN DATA TOOLKIT: SOME PRACTICAL HIGHLIGHTS

<table>
<thead>
<tr>
<th>Code</th>
<th>Question</th>
<th>Best Way/ Qaabka Ugu Wanaagsan</th>
<th>Second Way/ Qaabka Labaad</th>
<th>Third Way/ Qaabka Seexdaad</th>
</tr>
</thead>
<tbody>
<tr>
<td>I04.1</td>
<td>Telephone voice call to person(s)/Wicitaan telefoon oo qof la wacayo</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.2</td>
<td>SMS message/Faririn gaaban</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.3</td>
<td>Telephone call to radio/TV Program/Telefoon wicitaan raadlka la wacayo/barnaamij TV ah</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.4</td>
<td>Email/Qaab limail ah</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.5</td>
<td>YouTube or similar/Yuutubka ama wax lamid ah</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.6</td>
<td>Twitter or similar/Twitarka ama lamid ah</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.7</td>
<td>Facebook or similar/Fesbuuga ama lamid ah</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.8</td>
<td>Instant message/Fariri degdeg/shekaysi</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.9</td>
<td>Through a website/Loo marayo boga internetka (WRITE IN/KU QOR)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.10</td>
<td>Suggestion box/Santuuqta talo celinta</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.11</td>
<td>Face-to-face conversation /Wadahadal Fool ka fool ah</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.12</td>
<td>Via community meetings/loo marayo shirarka bulshada</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.13</td>
<td>Via community leaders/loo marayo madaxda bulshada</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.14</td>
<td>Via religious leaders/ Loo marayo Maadaxda diinta</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.15</td>
<td>Other/Qaab kale (WRITE IN/KU QOR)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.16</td>
<td>Don't Know/Magararanyo</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I04.17</td>
<td>Refused/Dididay</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

What kinds of things do you want to ask or tell government officials/Wax noocay ah yaa daanaysaa inaad weydisid ama u sheegtid saraakishka dowlada? Can you think of anything else/Wax kale aad ku fikirnaysatay majirayin? DO NOT PROMPT/HAKA DHEX GELIN. MULTIPLE RESPONSES/JAWAABA DHOWR AH KA QABO.

- ☐ Questions about my current situation/Suaalo ku saabsan xaadaldada haddii(a)
- ☐ Questions about what is happening at home/Suaalo ku saabsan xaadalka ka dhacayda dalkayga hooyo(12)
- ☐ Questions about how to get services here/Suaalo ku saabsan xaadalka loo hela karoo adeegyada halkan(12)
- ☐ Questions about how to find people here/Suaalo ku saabsan xaadalka la loo hela karoo daadka maqaan halkan(12)
- ☐ What is the best source of information for what is happening at home/Sideer ugu wanaagsan ee lagu hela karo warbixin nadaa waa xaadalka dhacayda halkan(12)
- ☐ Tell them of my concerns about the current situation here/Aan u sheegoo waa xaadalka ahaan oo halkan(13)
- ☐ Tell them of my concerns about the current situation at home/U sheegoo waa xaadalka ahaan oo halkan(13)
- ☐ Tell them of my concerns at home/U sheegoo waa xaadalka ahaan oo halkan(13)
- ☐ Give positive feedback about the delivery of aid and services here/Aan u sheegoo waa xaadalka ahaan oo halkan(13)
- ☐ Give negative feedback about the delivery of aid and services here/Aan u sheegoo waa xaadalka ahaan oo halkan(13)

SECTION/QAYBTA J – FEEDBACK MECHANISMS FOR AID PROVIDERS/TALO CELINTA LOO FIDINAYO KUWA CAAWIMADA FIIDIIYA.
I would like to ask some questions about getting and giving information from aid providers/Waxaad jeclaan lahaa in aan kaa weydiyii wax saalo ah ku saabsan helida ama siinu kuwa fiidii gargaarka.

J01. Are you able to talk to aid providers about your needs/Ma awooda inaad kala hadasho kuwa caawimada fiidii baahiyahaayada?

- ○ Yes/Haa(a) CONTINUE/SII WAD
- ○ No/Maal(a) ○ Don’t know/Magararanyo(98) ○ Refused/Dididay(99) SKIP TO J04/UGUDUB J04

J02. How often do you talk to aid providers about your needs/Intee in la eg aayaad kala hadasho wax ku saabsan baahiyahaadu kuwa fiidii caawimada?

- ○ Every day/Maalinta(11) ○ At least once a week/ Ugu yaraan hal mar todbaadkii(12) ○ At least once a month/ Ugu yaraan hal mar bishii(12)
### J03.

What is the MAIN way you communicate with aid providers/Qaabkee ugu weyn ee aad kula xiriirta kuwa fidiya caawimada? **CODE THE MAIN WAY/CALAMADEE QAAKBKA. ASK/Weydii:** can you think of any more/Wax kale oo xasueesan karto ma jiraan?

**DO NOT PROMPT/HAKA HORMARIN. CODE UP TO 3 RESPONSES/CALAMADEE ILAA IYO 3 JAWAAABOOD.**

<table>
<thead>
<tr>
<th>MAIN WAY/QAAKBKA UGU WEYN</th>
<th>SECOND WAY/QAAKBKA LABAAD</th>
<th>THIRD WAY/QAAKBKA SADEXAAD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>J03.1</strong> Telephone voice call to person(s)/Wicitaan telefoon oo qof la wacayo</td>
<td>☐ (3)</td>
<td>☐ (3)</td>
</tr>
<tr>
<td><strong>J03.2</strong> SMS message/Farin gaaban</td>
<td>☐ (1)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.3</strong> Telephone call to radio/TV Program/Telefoon wicitaan raaddiya la wacayo/barnaa nij TV ah</td>
<td>☐ (3)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.4</strong> Email/Qaan limaal ah</td>
<td>☐ (4)</td>
<td>☐ (4)</td>
</tr>
<tr>
<td><strong>J03.5</strong> YouTube or similar/Yuutubka ama wax lamid ah</td>
<td>☐ (3)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.6</strong> Twitter or similar/Twitarka ama lamid ah</td>
<td>☐ (3)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.7</strong> Facebook or similar/Fesbuuga ama lamid ah</td>
<td>☐ (3)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.8</strong> Instant message/Farin degdeg/shekaysi</td>
<td>☐ (3)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.9</strong> Through a website/Loo marayo barnaamij (WRITE IN/KU QOR)</td>
<td>☐ (9)</td>
<td>☐ (9)</td>
</tr>
<tr>
<td><strong>J03.10</strong> Suggestion box/Santuuqa talo celinta</td>
<td>☐ (1)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.11</strong> Face-to-face conversation/ Wadahadal Foul ka fool ah</td>
<td>☐ (1)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J03.12</strong> Via community meetings/loo marayo shirarka bulshada</td>
<td>☐ (2)</td>
<td>☐ (2)</td>
</tr>
<tr>
<td><strong>J03.13</strong> Via community leaders/loo marayo madaxda bulshada</td>
<td>☐ (3)</td>
<td>☐ (3)</td>
</tr>
<tr>
<td><strong>J03.14</strong> Via religious leaders/ Loo marayo Madaxda diinta</td>
<td>☐ (4)</td>
<td>☐ (4)</td>
</tr>
<tr>
<td><strong>J03.15</strong> Other/Qaab kale (WRITE IN/KU QOR)</td>
<td>☐ (5)</td>
<td>☐ (5)</td>
</tr>
<tr>
<td><strong>J03.16</strong> Don’t Know/Magarano yo</td>
<td>☐ (8)</td>
<td>☐ (8)</td>
</tr>
<tr>
<td><strong>J03.17</strong> Refused/Diday</td>
<td>☐ (9)</td>
<td>☐ (9)</td>
</tr>
</tbody>
</table>

### SECTION/QAAYBA7 – FEEDBACK MECHANISMS FOR AID PROVIDERS/QAAKBKA TALO BIXINTA LOO SIINAYO KUWA FIDIIYA CAAWIMADA, CONSIDER SOCOTA.

Of these ways to communicate with aid providers here, what would be the best way for you/Qaababkan xiriirkka lagula sameeyo saraaaktivsha dowlada, midde baa kugu wanaagsan adiga? **CODE THE BEST WAY/CALAMADEE MIDA U WANAAGSAN. ASK/WEYDII:** are there any other ways you would like to communicate with government officials/Majiraaan qaabab kale ee aad jeclaan lahayd inaan kula xiriirta saraaaktivsha dowlada? **DO NOT PROMPT/HAKA DHEX GELIN/ HAKA HORMARIN. CODE UP TO 3 RESPONSES/CALAMADEE ILAA IYO 3 JAWAAABOOD.**

<table>
<thead>
<tr>
<th>BEST WAY/ QAAKBKA UGU WANAAGSAN</th>
<th>SECOND WAY/QAAKBKA LABAAD</th>
<th>THIRD WAY/QAAKBKA SADEXAAD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>J04.1</strong> Telephone voice call to person(s)/Wicitaan telefoon oo qof la wacayo</td>
<td>☐ (3)</td>
<td>☐ (3)</td>
</tr>
<tr>
<td><strong>J04.2</strong> SMS message/Farin gaaban</td>
<td>☐ (1)</td>
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<tr>
<td><strong>J04.3</strong> Telephone call to radio/TV Program/Telefoon wicitaan raaddiya la wacayo/barnaa nij TV ah</td>
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<td><strong>J04.4</strong> Email/Qaan limaal ah</td>
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<td><strong>J04.6</strong> Twitter or similar/Twitarka ama lamid ah</td>
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<tr>
<td><strong>J04.8</strong> Instant message/Farin degdeg/shekaysi</td>
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<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J04.9</strong> Through a website/Loo marayo barnaamij (WRITE IN/KU QOR)</td>
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</tr>
<tr>
<td><strong>J04.10</strong> Suggestion box/Santuuqa talo celinta</td>
<td>☐ (1)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J04.11</strong> Face-to-face conversation with government official/Wadahadal Foul ka fool ah lala yeesho saraaaktivsha dowlada</td>
<td>☐ (1)</td>
<td>☐ (1)</td>
</tr>
<tr>
<td><strong>J04.12</strong> Via community meetings/loo marayo shirarka bulshada</td>
<td>☐ (2)</td>
<td>☐ (2)</td>
</tr>
<tr>
<td><strong>J04.13</strong> Via community leaders/loo marayo madaxda bulshada</td>
<td>☐ (3)</td>
<td>☐ (3)</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>J04.17</strong> Refused/Diday</td>
<td>☐ (9)</td>
<td>☐ (9)</td>
</tr>
</tbody>
</table>
### J05. Questions about the current situation

The interviewee was asked about their current situation and what they would like to do in the future.

<table>
<thead>
<tr>
<th>Reason / Category</th>
<th>Main Reason / Sababt a ugu weyn</th>
<th>Second Reason / Sababt a labaad</th>
<th>Third Reason / Sababt a sadexaad</th>
</tr>
</thead>
<tbody>
<tr>
<td>K02.1</td>
<td>I will stay until things get better at home/ Waan sii joogi halkan ilaa iyo xalaalada dalkeyga hooyo ka wanaagsanaanayo</td>
<td>[ ] 1</td>
<td>[ ] 3</td>
</tr>
<tr>
<td>K02.2</td>
<td>I am happy/Waan faraxsanahay</td>
<td>[ ] 2</td>
<td>[ ] 2</td>
</tr>
<tr>
<td>K02.3</td>
<td>I am afraid to leave/ Waan ka cabsanaya inaan tago</td>
<td>[ ] 3</td>
<td>[ ] 3</td>
</tr>
<tr>
<td>K02.4</td>
<td>I am waiting to meet others/Waxaana sugaya inaan la kulmo kuwa kale</td>
<td>[ ] 4</td>
<td>[ ] 4</td>
</tr>
<tr>
<td>K02.5</td>
<td>I don’t know what is happening outside/Ma ogi waxa ka dhacaya meeshaan waxa ka baxsan</td>
<td>[ ] 5</td>
<td>[ ] 5</td>
</tr>
<tr>
<td>K02.6</td>
<td>I don’t know where I can go/Ma garanayo waxaana sameeyo</td>
<td>[ ] 6</td>
<td>[ ] 6</td>
</tr>
<tr>
<td>K02.7</td>
<td>I have no money/Lacag mahaystoo</td>
<td>[ ] 7</td>
<td>[ ] 7</td>
</tr>
<tr>
<td>K02.8</td>
<td>I am too sick to leave/Aad ayaan u xanuunsanaya ee ma bixi karo</td>
<td>[ ] 8</td>
<td>[ ] 8</td>
</tr>
<tr>
<td>K02.9</td>
<td>I am too old to leave/ Da’ ayaan ahay ee ma bixi karo</td>
<td>[ ] 9</td>
<td>[ ] 9</td>
</tr>
<tr>
<td>K02.10</td>
<td>Other/Sababt kale (WRITE IN/KU QOR)</td>
<td>[ ] 10</td>
<td>[ ] 10</td>
</tr>
<tr>
<td>K02.11</td>
<td>Don’t know/Magaranayo</td>
<td>[ ] 11</td>
<td>[ ] 11</td>
</tr>
<tr>
<td>K02.12</td>
<td>Refused/Diday</td>
<td>[ ] 12</td>
<td>[ ] 12</td>
</tr>
</tbody>
</table>

### K03. Questions about the future

The interviewee was asked about their future plans and what they would like to do in the future.

<table>
<thead>
<tr>
<th>Reason / Category</th>
<th>Main Reason / Sababt a ugu weyn</th>
<th>Second Reason / Sababt a labaad</th>
<th>Third Reason / Sababt a sadexaad</th>
</tr>
</thead>
<tbody>
<tr>
<td>K03.1</td>
<td>Do not know/Magaranayo</td>
<td>[ ] 13</td>
<td>[ ] 13</td>
</tr>
<tr>
<td>K03.2</td>
<td>Refused/Diday</td>
<td>[ ] 14</td>
<td>[ ] 14</td>
</tr>
</tbody>
</table>

**SECTION QAABTA K – FUTURE PLANS/QORSIISHAAGA MUSTAQBALA AH.**

Next are questions about what you would like to do in the future/Waxaa xigaa suuqada waxa aad jeclaan lahayd inaad qabo mustaqabalka.

K01. Do you want to stay here/Ma donaysaa inaad halkan sii joogto? MARK ONE RESPONSE/CALAMADEE HAJI JAWAAB.

<table>
<thead>
<tr>
<th>Yes/Haa</th>
<th>No/Maya</th>
<th>Don’t know/Magaranayo</th>
<th>Refused/Diday</th>
<th>SKIP TO K03/UGUDUB K03.</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] 1</td>
<td>[ ] 2</td>
<td>[ ] 3</td>
<td>[ ] 4</td>
<td></td>
</tr>
</tbody>
</table>

**CODE MAIN REASON/CALAMADEE SABAABA UGU WEYN. ASK/WEHDI! Are there other reasons/Sabab kale majiraan? CODE UP TO 2 ADDITIONAL REASONS/CALAMADEE ILAA IYO 2 DHEERI AH. INTERVIEWER/WAREYSTOOW: DO NOT READ CATEGORIES/HA U AKHRININ JAWAABAHA.**

- I will stay until things get better at home/ Waan sii joogi halkan ilaa iyo xalaalada dalkeyga hooyo ka wanaagsanaanayo
- I am happy/Waan faraxsanahay
- I am afraid to leave/ Waan ka cabsanaya inaan tago
- I am waiting to meet others/Waxaana sugaya inaan la kulmo kuwa kale
- I don’t know what is happening outside/Ma ogi waxa ka dhacaya meeshaan waxa ka baxsan
- I don’t know where I can go/Ma garanayo waxaana sameeyo
- I have no money/Lacag mahaystoo
- I am too sick to leave/Aad ayaan u xanuunsanaya ee ma bixi karo
- I am too old to leave/ Da’ ayaan ahay ee ma bixi karo
- Other/Sabab kale (WRITE IN/KU QOR)
- Don’t know/Magaranayo
- Refused/Diday

**WHAT WE LEARNED TESTING THE HUMANITARIAN DATA TOOLKIT: SOME PRACTICAL HIGHLIGHTS**

- Don’t know/Magaranayo
- Refused/Diday
- Alert them to needs in my community here/Aan la socodsiyo baahdaa bulbshedeyda halka[19]
- Alert them to needs in my community at home/La socodsiyo baahdaa bulbshedeyda ku sultan dalkeyga hooyo[20]
- Tell them of my experiences here/Uga waramo waayo aragnimadeeyda aan u leeyahay halka[21]
- Tell them of my experiences at home/U sheego waayo aragnimadeeyda aan u leeyahay dalkeyga hooyo[21]
- Give positive feedback about the delivery of aid and services here/Aan ka siyo jawaab/talo celin wanaagsan ku saabsan gaarsinta caawimada iyo adeegyada halka[21]
- Give negative feedback about the delivery of aid and services here/Aan siyo talo celin xun ee ku saabsan gaarsinta caawimada iyo adeegyada halka[21]
- Other/Wax kale (WRITE IN/KU QOR)
WHAT WE LEARNED TESTING THE HUMANITARIAN DATA TOOLKIT: SOME PRACTICAL HIGHLIGHTS

END OF QUESTIONNAIRE/UGU DAMBAYSTII SAAAL MUUJIIYAH

THAT WAS OUR FINAL QUESTION/TAAS AYEE AHAYO SAAASHII UGU DAMBAYSAY

THANK YOU VERY MUCH FOR YOUR PARTICIPATION/AAD AYAAD U MAHADANTSAY HAY QAYBQaadashadaa

YOUR RESPONSES WILL HELP US TO UNDERSTAND WHAT INFORMATION YOU AND OTHERS NEED AND HOW YOU ACCESS

INFORMATION/JAWABAAHAAGA WAXAY NAQIY NAAN INAAN FAHANNO WARBIXNADA ADIGA IYO KUWA KALE AAD U

BAAHANTIPIJII IYO QAABKA LOO HEE KARO WARBIXINNADA. YOUR ANSWERS WILL BE TREATED IN THE STRICTEST

CONFIDENCE/JAWABAALAAGA WAXAA LOO TIXGEELIN SIDA UGU WANNAAGSAN EE CID KALE LALU WADAAGIN.

*** INTERVIEWER/WAREYSTOOW: ASK PERMISSION TO TAKE NAME AND CONTACT DETAILS OF RESPONDENTS TO POTENTIALLY ASK

ADDITIONAL QUESTIONS LATER/FASAX KA QAADO INAAD KA QORTO MAGACA IYO QAABKA LOOLA SOO XIRIRI KARO, SI SUAALO KALE HADII

LOO BAADHOO LOO SOO WEYDIIN KARO. EXPLAIN THAT THIS INFORMATION WILL NOT BE ASSOCIATED WITH THEIR SURVEY

RESPONSES/SHARAXAAD KA SII IN WARBIXINTAN AY XIRIR LA LAHAYN JAWABABA CILMI BAARISTA AY BIXIYEEN. ***

CONTACT DETAILS/QAABKA LAGALA XIRIRI KARO (if provided/Haday jirto):

Name/Magaca: __________________________________________

Email/Imaylka: __________________________________________

Mobile phone/Mobelka: ______________________________________

Other location information/WARBIXIN KALE:

_____________________________________________________

SECTION/QAYBTA R– Interview Basic Data & Feedback/Xogta Wareystaha iyo Jawaab celin

FOR INTERVIEWER COMPLETION ONLY -- DO NOT ASK RESPONDENT! WAXAA ISKA LEH WAREYSTAHA OO KELIYA. HAWEYDININ LA

WAREYSTAHA

PLEASE COMPLETE THIS SECTION AS SOON AS POSSIBLE AFTER THE RESPONDENT HAS LEFT/FADLAN BUUXI QAYBTA SIDA UGU

DHAKHSIYAHOO BADAN, YIRKAADQADAID WAREYSIQA OOLI XOSAAD ABAX. BAXAY.

FIELD CONTROL/LA SOCODKA CILMI BAARISTA

Interviewer’s name/Magaca Wareystaha ____________________________

R01. Sex of interviewer/Jinsiga Wareystaha (mark one/Mid sax)

O Male/Lab(1) O Female/Dhadig(2)

R02. Date of interview/Taariikhda Wareysiga:

Day/maalin |_|_| Month/Bil |_|_| Year/Sanad |_|_|_|

R03. Length of interview/Inta u wareysiga socday:_________________(minutes /Daqiiqadood)

R04. Please provide any general feedback about the interview (any questions that were hard to answer; how the respondent seemed, etc.). ka bixi talooyin sinda wareysiqa aha (wax sualo oo oo ku adkeyd jawaab bixinteeda; sida la wareystaha u muuqday... /w)

FOR SUPERVISOR AND CODER COMPLETION ONLY/KORMEERAHA IYO SUMADEYAHAY OO KELIYA

R05. Please sign and complete the following:/FADLAN SAXIX ONA BUUXI MEELAHA SOO SOCDA

Team leader/Madaxa Koosda ___________________________________ MARK ONE/MID CALAAMADEE

Accompanied/Weheliye O(1)

Back checked/Dib u Eegey O(2)

Scrutinized/Xaqiijiyey O(3)

KEY: O = only one response possible/Hal Jawaab; ☐= multiple responses possible/Jawaba dhowr ah inta suura gal ah
ABOUT THE INTERNEWS CENTER FOR INNOVATION & LEARNING

The Internews Center for Innovation & Learning supports, captures, and shares innovative approaches to communication through a creative program of research and development worldwide. Founded in 2011, the Center seeks to strike a balance between local expertise and needs and global learning in order to develop a comprehensive approach to understanding and catalyzing information exchange.

In Internews’ 30-year history of promoting independent media in more than 75 countries around the world, the last five years have arguably seen the most changes in the global media and journalism environment. Across all Internews programs, adoption of cutting-edge technology is integral to advancing the work of the journalists, bloggers, citizen reporters, scholars and others who provide a vital interpretive role for their communities. The Internews Center for Innovation & Learning deepens and enhances our capacity to link existing expertise to research that helps define, understand and monitor the critical elements of changing information ecosystems and to pilot projects that apply and test the data, platforms and digital tools to meet information needs of specific communities. This is far from a solo endeavor. A network of partners, ranging from technologists to academics to activists is critical to creating and sustaining a dynamic and iterative collaborative space for innovation.

Internews is an international non-profit organization whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect and the means to make their voices heard.

Internews provides communities the resources to produce local news and information with integrity and independence. With global expertise and reach, Internews trains both media professionals and citizen journalists, introduces innovative media solutions, increases coverage of vital issues and helps establish policies needed for open access to information.

Internews programs create platforms for dialogue and enable informed debate, which bring about social and economic progress.

Internews’ commitment to research and evaluation creates effective and sustainable programs, even in the most challenging environments. Formed in 1982, Internews is a 501(c)(3) organization headquartered in California. Internews has worked in more than 75 countries, and currently has offices in Africa, Asia, Europe, the Middle East, Latin America and North America.