



RAPID DATA COLLECTION WITH STAKEHOLDERS

For participatory rapid data collection

There are several approaches for rapid data collection with stakeholders to quickly, yet systematically, collect data when time in the field is limited. These quick data collection practices are also useful when there are budget constraints or limited availability of reliable secondary data. For example, time and budget limitations may preclude the option of using representative sample surveys.

- **ONE ON ONE INTERVIEWS:** One-on-one interviews with individuals or key informants selected for their knowledge or diverse views. Interviews are qualitative, in-depth and semi-structured.
- **GROUP DISCUSSION or THEMATIC WORKING GROUPS:** This is a moderated conversation discussion of participants who are knowledgeable about a given topic and are comfortable enough with one another to freely discuss a chosen issue.
- **MINISURVEYS:** It consists of interviews with between five to fifty individuals, usually selected because of their specific understanding of the issues targeted. Structured questionnaires are used with a limited number of close-ended questions.
- **FOCUS GROUPS:** It is a moderated discussion gathering of a homogeneous body of five to twelve participants to discuss issues and experiences among themselves. It is often used to test an idea or to get a reaction on specific topics.
- **COMMUNITY DISCUSSIONS:** This is done through a public meeting that is open to all community members; it can be successfully moderated with as many as 100 or more people. A moderator leads the discussion and ask questions, but the discussion is primary between community members.
- **DIRECT OBSERVATION:** Teams of observers record what they hear and see at a site using a detailed observation form. Observation may be of the physical surrounding or of ongoing activities, processes, or interactions.
- **COLLECTING SECONDARY DATA:** This method involves the on-site collection of existing secondary data, such as export sales, loan information, health service statistics, etc. These data complement information collected using more qualitative methods such as interviews, focus groups, and community discussions.
- **TRANSECT WALKS:** This is a method in which an evaluator and a selected community member walk together through the area of study, while the community member points out and talks about important places, businesses, neighbourhoods, etc. and discusses related issues.
- **COMMUNITY MAPPING:** This requires the participation of residents on a program site. It can be used to help locate natural resources, routes, service delivery points, regional markets, trouble spots, etc., on a map of the area, or to use residents' feedback to drive the development of a map that includes such information.

Source: @USAID, 2010 “TIPS – Using Rapid Appraisal Methods”



One on one interviews

WHAT?

The one-on-one interview is a key informant interview, or qualitative interview, with a very specific purpose. It consists in identifying different stakeholders who are especially knowledgeable about a topic (who we call 'key informants'), and asking them questions about their experiences and comments on a specific topic. These interviews are usually conducted face to face with the informants.

WHY?

Targeted and guided interviews are another essential source of information. It is suggested as a way to consult with key actors for each thematic area. During the interviews, Implementing Partner and Country Team should verify, augment and reinforce the available data according to inputs from well-informed urban stakeholders. This should put the results of the desk study under the scrutiny of these groups, who have specific knowledge in any of the twelve chapters.

HOW?

The following are the steps to prepare a one on one interview:

- **Preparation for the interview**

The key issues of the interview concern **what, why, and how**: **what** – acquiring a pre-knowledge of the subject matter to be investigated; **why** - formulating a clear purpose for the interview; and **how** – being familiar with different interview techniques and deciding which to apply during the interviews.

- **Acquiring pre-knowledge about the subject**

Before the interview, a study about the subject should be conducted and thoughts should have been given to how the interviews will be analyzed and how the findings will be verified and reported.

- **Clarify the purpose of interview**

Formulate the purpose of interview clearly and send it to the interviewee before the interview.

- **Prepare questions**

Two types of questions are included in a one-on-one interview: closed questions (answers are facts) and open questions (interviewees give his/her opinions and comments). Interviewer should list down both questions for facts that needed to be collected and questions for individual opinions. Open questions could begin with general questions followed with more concrete relevant sub-questions. The interviewers should know what they are asking about, and why they are asking. Also, each interview question can be evaluated with respect to both a thematic and a dynamic dimension. A good interview question should contribute thematically to knowledge production and dynamically to promoting a good interview interaction.

Send the list of questions (10-15 questions) to interviewees before the interview, so that the interviewee(s) could prepare themselves for the questions.

- **Schedule for the interview**

Select a location that is easy to find, minimizes distraction and provide a neutral environment that is ideal for the interview. Plan for the interview and confirm to the interviewee location and time in advance.

- **During the interview**

As stated, the one-on-one interview is an interpersonal situation, a conversation between two partners about a theme of mutual interest. It is a specific form of human interaction in which knowledge evolves through a dialogue.

Introduction

- Explain the structure and process of the interview to the interviewee
- Clarify the ethics of interviewing and ask for permission of recording the interview

Interview section

- Avoid jargon and check understanding
- Listen with an open mind
- Make sure the participants know that they and their views are valued and respected
- Actively encourage the interviewees to value their experiences and knowledge
- Be flexible with follow-up questions
- Keep the interview focused, steering the conversation back on course or moving forward

Conclusion

- Briefly summarize the main points and ask if there is any point missed in the conversation
- Confirm the way(s) for future contact and remind the interviewee that it is possible to send him/her some follow-up questions during the process of data analysis
- Explain to the interviewee that the interview report will be sent to him/her for review and modification before being included in the urban profiles
- Clarify the future use of the information obtained from the interview in the urban profiles

- **After the interview**

Data analysis

- Spot-check recording to ensure proper operation
- Note themes, hunches, interpretations and ideas
- Label and file notes, tapes and other materials
- Analyse recordings, review notes and transcripts, if available
- Prepare report on the interview

Follow-Up

- Share the report with the interviewee for verification and revision
- Share the final report and notify the interviewee of the publication of interview data

Table 1: Quality Criteria for an Interview

- The extend of spontaneous, rich, specific and relevant answers from the interviewee
- The shorter the interviewer’s questions and the longer the subject’s answer, the better.
- Degree to which the interviewer follows up and clarifies the meanings of the relevant aspects of the answers
- The interviewer attempts to verify her/his interpretations of the subject when being answered.
- The interview is “self-communicating”: it is a self-contained story with little need of extra explanations.

References and further reading:

- Kvale, Steinar (1996) *Interviews: An Introduction to Qualitative Research Interviewing*. London: SAGE, Chapter 7: The Interview Situation, pp. 124-135; Chapter 8: The Quality of the Interview, pp. 144-159.

Thematic working groups

WHAT

Thematic Working Groups are a mechanism to bring together stakeholders (beyond the Country Team and Implementing Partner) to develop and refine substantive inputs to slum upgrading tasks and activities. Thematic Working Groups are typically structured according to thematic areas, with participants invited because they have something of value to offer (e.g. technical specialists, slum dwellers, CBOs, and NGOs who know the conditions and the needs of slums to be upgraded). Their composition, size and intensity of work varies with the different slum upgrading activities and steps.

Thematic Working Groups are not just ‘discussion groups’. They exist to substantively develop the research, analysis, knowledge, and, ultimately, improve the Citywide Slum Situation Analysis, the Policy and Regulatory Review, the Citywide Slum Upgrading and Prevention Strategy etc. They can also be referred to as task groups, technical advisory groups, etc.

WHY

At the most basic level, the involvement of specialist stakeholders for research, analysis and the development of outputs will **improve their quality**, increasing the likelihood for resource mobilization for project implementation. Thematic Working Groups contribute to:

- Increase stakeholders’ feeling of **ownership over the slum upgrading process and the outputs** which enhances its impact and the eventual use and relevance of the outputs.
- **Consolidate and build consensus** on key slum upgrading issues and aid **cross-sectoral linkages and coordination**. The working group process can build capabilities and habits for collaboration and cooperation.
- Improve **coordination for the mobilisation and leveraging of resources** and implementation instruments in order to more effectively change the physical situation.
- Provide a platform for stakeholder engagement in the slum upgrading process which increases **transparency and accountability** of Country Teams and Implementing Partners in the slum upgrading process.

Thematic Working Groups are also a mechanism for capacity building, which in turn enhances the ability of weaker groups to participate effectively in slum upgrading (e.g. empowering slum dweller organisations to ‘sit at the table’ with local and national authorities that they would normally not meet). It can also foster an enabling environment for innovative implementation approaches (e.g. Public-Private partnerships).

HOW

Working groups are constituted by representatives of different stakeholder institutions with relevant expertise and experience to the thematic area/issue. Thematic Working Groups should align with the thematic chapters of the Urban Profiles and contribute in the development of the Citywide Slum Situation Analysis; Policy and Regulatory Review; Citywide

Slum Upgrading and Prevention Strategy; Resource Mobilisation Strategy and Concept Notes for pilot implementation projects. Thematic Working Groups can be at city and/or national level depending on capacity and demand. A particular stakeholder or institution will take lead of a particular working group and call for meetings as well as coordinate the activities they plan to undertake.

The Implementing Partner, supported by the Country Team, leads the establishment and general oversight of the Thematic Working Groups. Key elements pertinent to working groups include:

- **Establishment** – Groups evolve through a participatory decision-making process in the National/City workshops where the number, composition and mandate of each group will be decided. Working Group members are not ‘handpicked’ by the Country Team/Implementing Partner; rather, groups are invited to participate, and final composition decided at the consultation.
- **Size** – Groups should comprise around 8 to 12 members. More than this diminishes the ability of members to readily interact, function as a team and find a time suitable for meetings.
- **Representation** – Missing out important stakeholders, or failure to attract representatives at the proper level of competence and authority will undermine the Groups’ effectiveness. Importantly, a relevant but wide range of stakeholders should participate, including:
 - Technical experts from local and national government departments (relevant ministries such as land, housing, local government, environment, urban development, basic urban services and infrastructure, planning and finance);
 - Representatives/ Technical experts from the municipality / local authorities
 - Slum dweller organisation representatives;
 - Representatives from NGOs and CBOs (city and national levels and reflecting the areas of intervention);
 - Academia (from universities or research institutions);
 - Representatives from the National Office of Statistics;
 - Technical experts from private sector associations (both formal and informal);
 - International and Regional Donor agencies, Development Banks, etc.;
 - UN Agencies (e.g. ILO for Urban Economy Chapter in Urban Profile).
- **Organisation** – Thematic Working Groups are coordinated and moderated by the Implementing Partner. It is not crucial that the Country Team or Implementing Partner lead group meetings, but they should make sure the Group remains focused on developing the research, analysis and outputs, as well as linking these to on-going partner and government initiatives.
- **Meetings** - Groups meet on an ad-hoc basis when members are available. Initial meetings will focus on raising and discussing substantive issues. Later meetings will focus on refining draft documents and preparing for their external review and endorsement.
- **Mandate** - Working groups are not independent institutions or parallel structures; they draw their mandate from the existing institutions who are participating through their representatives. Their mandate comes from the city/national consultations at the



start of each phase where the groups are formed. They are not permanent: they exist only for the duration of the activity and when the tasks and outputs are complete.

Thematic Working Group findings and outcomes must be linked to wider public consultation and workshop events. Thematic Working Groups produce the documentation that forms the basis for discussion, refinement and endorsement at large-scale consultations, workshops, events, etc.

