

Process Evaluation and context mapping activities

Research Instrument Cover Sheet

Title of the research instrument: **Interview schedule for context mapping activities**

Setting and population where the instrument will be used: This instrument will be used to better understand the context in the districts where the study will happen and will be used in control and intervention sites. This tool asks about other social accountability and reproductive health interventions taking place locally to better account for intervention effects. Participants will be purposively and snowball sampled and will include local stakeholders such as local officials, district health administrators and community leaders who are knowledgeable about health systems and community engagement activities. We anticipate approximately 3 interviews per district. The context mapping will take place at baseline, midline and endline alongside the facility audit.

Objective of the instrument – what data should this instrument provide?

This instrument aims to increase our understanding of the context in which the intervention takes place. For example, we will be able to gauge if there have been activities that have already fostered more community understanding of family planning or if the community has had unsuccessful community participation activities that may have left a negative impression of such interventions. Context mapping will take place at baseline, midline and endline and allow researchers to map activities related to social accountability and sexual and reproductive rights and health that have taken place in both intervention and control sites over the past 3 years and during the intervention period.

Sources and citations/ previous history of instrument use:

This instrument has been adapted from tools used in the work of the Evidence Project in Uganda as a part of the study: *A study of how social accountability mechanisms influences FP/RH Programs in Uganda.*

Context Mapping

Context Mapping Instrument

District:	
Date:	
Location of interview:	
Starting time:	
Finishing time:	
Interviewer ID:	
Participant ID:	
Participant's gender:	
Participant's age:	
Informed Consent discussed and signed:	
Language of Interview	

Interview Schedule

I would like to begin our conversation by asking some questions about you

- What is your job? How long have you been in this role?
- We are interested to hear more about your background/training?"
- Are you and your family from this area? If not, how long have you been in this community?

I would like to have a better understanding of the community engagement and monitoring activities that have taken place here over the last three years:

- Can you recall any activities that involved the community being engaged in activities that involved monitoring and influencing local decision making about public services? For example, this could be community meetings with the community/village-committees, community meetings, community scorecards or social accountability monitoring, public hearings:
 - What was the purpose of the activity?
 - What did the activity involve?
 - Who implemented the activity?
 - What was the target group for the intervention?
 - What were the results, if any, and what contributed to the results?
 - What were the challenges or barriers?
 - What was the reaction to the intervention?

I would like to have a better understanding of what activities have been taking place to improve family planning and reproductive health services here (in this facility or community) over the last three years:

- Can you recall any activities related to improving family planning and reproductive health services, both public and private? For example, if an NGO started an outreach program or if the local facility introduced a new contraceptive method?
 - What was the purpose of the activity?
 - Who was the target group?
 - What did the activity involve?

Context Mapping

- Who was implementing the activity?
- What is your opinion of the results, if any?
- What were the challenges or barriers?

- **MIDLINE and ENDLINE Interviews:**

If you are interviewing the same person you spoke to for the initial context mapping interview emphasis should be placed on any contextual developments since your last interview.

The last time we spoke you outlined a number of activities that have taken place in this region over the past three years. Today I would like to explore any developments since the time we last spoke, or anything new you have learned about.

- Can you recall any activities that involved the community being engaged in activities that involved monitoring and influencing local decision making about public services? For example, this could be community meetings with the community/village-committees, community meetings, community scorecards or social accountability monitoring, public hearings:
 - What was the purpose of the activity?
 - What did the activity involve?
 - Who implemented the project?
 - What was the target group for the intervention?
 - What were the results, if any, and what contributed to the results?
 - What were the challenges or barriers?
 - What was the reaction to the intervention?

Thank you for your time.

INTERVIEWER: Please complete finish time over the cover sheet.

Title of the research instrument: Process Evaluation – In-depth interview schedules

Setting and population where the instrument will be used: This instrument will be used in the community to further explore experiences related to specified events of the Community Provider driven Social Accountability Intervention (CaPSAI). This instrument will only be used in intervention sites. Participants will be purposively and snowball sampled during intervention related activities. We anticipate a minimum of 3 interviews per event at the intervention sites for the process evaluation. The participants should represent a range of different types of participants by role (community member, duty-bearer, health care provider) or sub-groups of role (by age, gender, job etc).

Objective of the instrument – what data should this instrument provide: This instrument collects experiential data from actors in the social accountability intervention including citizens, health care providers and duty bearers. They will be asked about their experience of the CaPSAI intervention, their understanding of the activities and what they believe the impacts have been. This is considered important data to capture as it helps determine what factors were present and key for a change to take hold and to better understand the implementation process and outcomes of the other study dimensions.

Sources and citations/ previous history of instrument use:

This instrument has been adapted from tools used in the work of the Evidence Project in Uganda as a part of the study: *A study of how social accountability mechanisms influence FP/RH Programs in Uganda..*

In-Depth Interview Schedule

Process Evaluation

District:	
Date:	
Location of interview:	
Starting time:	
Finishing time:	
Interviewer ID:	
Participant ID:	
Participant's gender:	
Participant's age:	
Informed Consent discussed and signed:	
Language of Interview:	

In-Depth Interviews Instrument

TOPIC GUIDE

INTERVIEWER INSTRUCTION: Please replace [event] with the name of observed event as appropriate

Section One: General Information

Interviewer: I would like to begin our conversation by asking some questions about you.

- We would like to learn more about you, what is your role in the community?
- Are you and your family from this area? If not, how long have you been here?

Section Two: Description of the [event]

Interviewer: I would like to ask you some questions about the [event] you just attended?

Could you please tell me why you participated in this [event]?

Prompt: Were you expected to attend? Do you have a personal reason for attending?

Did you do any preparations before the event?

Can you tell me if you had a specific role in the [event]?

Can you describe what happened at the [event] you just attended?

Prompt: What was the purpose? How was it structured? What was your impressions?

Can you please describe what was discussed at the [event] and if you think it is important?

Can you tell me about who else attended the [event] and why you think they were there?

Prompt: Community members? Officials? Health care providers?

Did you think anyone was missing? Or were you surprised that some people were there?

How did people interact at the [event]?

Prompt: Was it very formal? Were people excited/bored? Who was active or not and why?

How easy was it for people to participate?

In your opinion, what is the result of this [event]?

What kind of changes do you think will happen as result of this [event]?

Prompt: Will people change what they normally do? Will there be changes to the family planning services that are provided here?

Finally, in what kind of ways do you feel you have benefited from participating?

Thank you for your time.

Title of the research instrument: Process Evaluation –Structured Non- Participant Observation Instruments

Setting and population where the instrument will be used: This instrument will be used in the community to explore activities related to the Community Provider driven Social Accountability Intervention (CaPSAI). This instrument will be used in intervention sites selected for the process evaluation. Activities related to the 8 standard steps of the CaPSAI will be observed by trained researchers using this instrument.

Objective of the instrument – what data should this instrument provide: This instrument collects observational data about the activities and allows for the capture of a broader understanding of the context and implementation of an intervention by capturing non-verbal social information relevant for the social accountability process. Many social rules, power relationships, and hierarchies are implicit or tacit knowledge of a group and may be only expressed in behaviour. This is considered important data to capture as it helps determine what factors were present and key for a change to take hold. This tool also allows for data to be captured on the implementation process including key aspects such as the fidelity of the intervention to the design and on the posited theory of change.

Sources and citations/ previous history of instrument use:

This instrument has been adapted from tools used in the work of the Evidence Project in Uganda as a part of the study: *A study of how social accountability mechanisms influence FP/RH Programs in Uganda.*

INSTRUCTION Please fill out this sheet per observation per event.

Process Evaluation: Structured Non-Participant Observation Instrument

Name of Event:	
Date of Event:	
Facility ID:	
Observer ID:	
Location of Event:	
Start time of event:	
End time of event:	
Information about the research provided: (Yes/No)	
Information sheet distributed: (Yes/No)	
Participants given opportunity to leave if they do not wish to be observed: (Yes/No)	
Estimated number of participants:	
Number by type of participants	
___ Women	
___ Men	
___ Local officials (appointed, elected, civil servants)	
___ Service providers (doctors, nurses, in-charges, CHWs)	
___ District officials (appointed, elected, civil servants)	
___ Community leaders (religious leaders, traditional leaders etc)	
___ Representatives from local groups, associations, CBOs	
___ CaPSAI project team members	
___ Local project staff	
___ Others	
Specify who:	
Who is facilitating the workshop today:	

INSTRUCTIONS:

As the event proceeds, please observe and make notes on the event by filling out the observation note below.

- Focus on both the ‘wide’ and the ‘narrow’. Focus on a specific people, activities, interactions and also maintaining a view of the overall situation
- Use key words from the conversations to help you recall the conversation later.
- Keep notes on your own thoughts, opinions and assumptions, but separately from your description.

Process Evaluation_non participation observation

Please write up your notes immediately after or during the event when the observations are fresh in your mind using the format below. When writing up your notes, please remember to specify who did what and when in the event it happened. Please use as much descriptive detail as possible.

Please write your notes up in a word document and take as much space as you need, the more information the better. It is important to include detailed descriptions.

Context	Your description
<p>Describe the layout of the event?</p> <p>For example:</p> <ul style="list-style-type: none"> • How are people placed in the space? Were some people sitting on chairs or on a stage/platform/trees/ mats? • Was there enough space for all to sit? • Where people sitting in groups? 	
<p>Describe what took place at the event?</p> <p>For example:</p> <ul style="list-style-type: none"> • Introductions • A prayer to start • Welcoming remarks • Objectives clearly stated • Facilitated or chaired • Participants introduced • Format (Presentation, Discussion and/or Q&A) • Time for participant participation • Active participation of all participants • All participants encouraged to engage • Action points agreed • Next steps discussed • Did anything unexpected happen? 	
<p>Any observations of formal or informal protocol/ etiquettes followed? These</p>	

Process Evaluation_non participation observation

<p>include expected behaviors to show respect or meet with local norms.</p> <ul style="list-style-type: none"> • For example, kneeling before speaking, addressing some participants formally etc. 	
<p>Describe the participation in the event? For example</p> <ul style="list-style-type: none"> • Did all people or only a few people participate? Who? • Were people actively listening or bored? • Were the interactions formal or light hearted? • Did everyone stay the whole time or did some/all leave? 	
<p>Describe how people actively participated in the event? For example</p> <ul style="list-style-type: none"> • Asking a question • Responding to question • Making a proposition • Disagreeing • Making an explanation • Referencing back to an earlier point or discussion • Resolution / Compromise 	
<p>Describe when people were actively participating? For example:</p> <ul style="list-style-type: none"> • Who did most of the active participation? • Were their inputs positive/negative/neutral? • Were people comments placed in examples, stories, jokes? • Were the references to sources of authority to give their input more power (law, religion etc) 	

Process Evaluation_non participation observation

<p>If relevant, describe how decision-making was done? For example:</p> <ul style="list-style-type: none">• Whose opinions are respected?• Who made the decision?• Group voting/ spokespeople etc	
<p>When people were not actively involved, what was their behaviour like? Was it different for different people/groups? For example:</p> <ul style="list-style-type: none">• Participants are rolling eyes or sighing• Participants are nodding head in agreement• Participants are frustrated body language (leaving, talking etc.)• Participant's making comments - negative or positive• Participants are disinterested (doing something else, having separate conversations)	

Please include your personal comments and notes about the social dynamics that took place at this event?

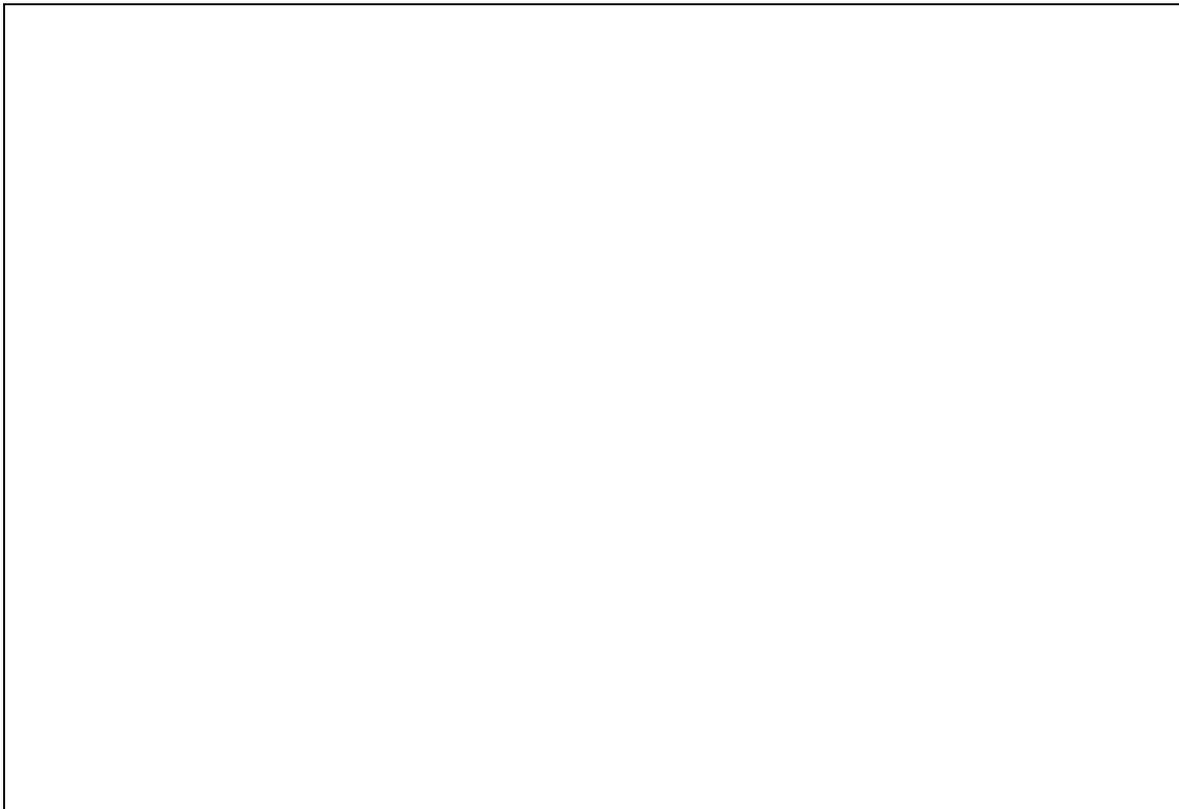
For example:

- Did anything strike you as strange, different?
- In your view, did the event fulfil expectations? how you thought it would be?

Process Evaluation_non participation observation

After the event, please record your observations and comments into free form field notes. Please consider the following:

- Describe the event and activity?
- What was the layout of the space and how were people positions?
- Who were the main actors involved in the activity, what were their characteristics (jobs, gender, etc.) and how were they behaving?
- Who was talking to whom, whose opinions are respected, how were decisions made?
- What were the main conclusions?
- Use exact quotes when possible
- Please include personal comments and notes



Title of the research instrument: Process Evaluation -Interview schedule on capturing change

Setting and population where the instrument will be used: This instrument will be used in the community to further explore instances of change (e.g. remedy and redress – perhaps a story about when a duty bearer was held accountable and a change was made – e.g. reduced absenteeism) related to the Community Provider driven Social Accountability Intervention (CaPSAI). This instrument will only be used in intervention sites. Participants will be purposively and snowball sampled from data gathered in other aspects of the process evaluation.

Objective of the instrument – what data should this instrument provide: This instrument collects data on specific instances of change related to the CaPSAI. This is considered important data to capture as it helps determine what factors were present and key for a change to take hold. Tracing moments of change allows for a greater understanding of the intervention effects and for testing the posited theory of change.

Sources and citations/ previous history of instrument use:

This instrument has been adapted from tools used in the work of the Evidence Project in Uganda as a part of the study: *A study of how social accountability mechanisms influence FP/RH Programs in Uganda.*

Other comments:

Case studies of key changes related to the CaPSAI intervention will be provided in the final analysis.

Interview Schedule

Moments of Change – Process Evaluation

District:	
Date:	
Location of interview:	
Starting time:	
Finishing time:	
Interviewer ID:	
Participant ID:	
Gender of participant:	
Age of participant:	
Informed Consent discussed and signed:	
Language of interview:	

Please use these questions as a general topic guide, not as a structured interview. As we want to capture stories of change, it is appropriate for the interviewer and the respondent to engage in a conversation that aims to elicit important information and details of change versus stick rigidly to the questions below.

Section One: General Information:

I would like to better understand who you are and how you have been involved with the activities of [insert local organisation name] I would like to begin by asking you some questions about yourself:

- What was your role in the [reference recent activity]?
- What were your reasons to participate in [reference recent activity]?
- Are you from this area? (Probe: how long have you been lived in this area)

Section Two: Description of the project thus far

I would like to better understand the activities related to the [event or activity] so far and your views on what has taken place.

- Can you describe what has been happening in the community as a result of the work of the [local organisation or activities]?
- Which aspects of [local organisation or activities] do find most useful/beneficial?
- What do you think the other participants find most useful?
- How do you think the activities (perhaps describe the activities of the local implementing partner) achieve their goals?
- Have there been any challenges or problems with the project?
- Have the activities had any other effects that you were not expecting? These could be positive or negative.

Section Three: Moment of change

I would like to better understand what and when changes have taken place and are related to the activities we are discussing:

Process evaluation_case study

- What have been the issues the community has raised?
 - What issues have you yourself been working on?
 - What happened during the activities of (local implementing partner)? Were you involved in some way? What did you /or those involved do?
 - What were the actions taken to address the issues?
 - Did anything happen as a result?
 - Have you seen any changes?
 - If you have seen changes, why and how do you think they happened?
 - Have you seen any changes in how people act and behave?
 - What do you think the 'magic ingredients' are for changes like this?
- Have the duty bearers done anything specific as a result of the program?
- If no change seen or occurred:
 - What do you think is the best way to achieve change?
 - Are there any particular instances of when change did not take place that you would like to discuss?

Thank you for your time.

Process Evaluation: Document Review
Document Review Research Instrument Cover Sheet

Title of the research instrument: Process Evaluation –Document Review Instrument.

Setting and population where the instrument will be used: This instrument will only be used in intervention sites. Documents will be selected on a rolling basis based on relevance. Appropriate permission will be sought prior to obtaining the document.

Objective of the instrument – what data should this instrument provide: This instrument collects documents that may help understand the implementation of the social accountability intervention and its impacts.

Other comments:

Document review may be necessary to more fully understand the implementation process.

INSTRUCTION Please fill out this sheet for each document collected and file with the document.

Document Review Instrument – Cover Sheet

Community and Provider drive Social Accountability Intervention study (CaPSAI)

Name of Document:
Date of Document Collection:
Location/District:
Title/role of individual providing the documentation:
Justification for document collection:
Is the document the original document or a copy? If copy, provide information of location of original:
List of necessary approvals if required: Please append any necessary approvals or permissions. (i.e. stamped letter, letter of access, letter accompanying documentation)