Evaluating the effect of UNDP livelihood programmes on life and choices made by Syrian refugee and Jordanian populations in communities in Jordan.

Capturing and visualizing perceptions overtime

The project

Create sustainable livelihood skills and opportunities for unskilled workers, refugees and socially vulnerable groups, as part of a larger strategy to improve economic outcomes, increase resilience and prevent violent extremism.

Three programmes were put in place in three chosen governorates:

Zarqa	*Emergency Employment Project through the 3X6 approach*	Jordanian beneficiaries only
Irbid	*Skills Exchange of Vulnerable Hosting Communities and Syrian Refugees for Enhancing Livelihoods and Social Cohesion*	Jordanian, Syrian beneficiaries
Mafraq	*Skills Exchange of Vulnerable Hosting Communities and Syrian Refugees for Enhancing Livelihoods and Social Cohesion*	Jordanian, Syrian beneficiaries

Our role

Use non-direct micro-narrative evaluation methods:

- To conduct diagnostic research to understand needs of host community members that will inform the design of ongoing UNDP projects;
- To produce comparative analysis of data to assess the effects of the programme on direct beneficiaries, indirect beneficiaries and other community members.

Summary of the study

Format of the study:	Evaluation: baseline, endline
Respondents:	Jordanian community members, Syrian refugees living in Jordanian communities.
Respondent groups:	Direct beneficiaries (registered training recipients), Indirect beneficiaries (family members of direct beneficiaries, community members).
Geography:	Governorates: Mafraq, Irbid, Zarqa.
Timeframe:	Baseline collection aligned with direct beneficiary selection; endline collection took place within a specified time after graduation.
Collection team:	A trained team of 10-12 collectors coordinated by a Jordan-based project manager.
Collection method:	Collection in training venues via SenseMaker® collector apps on locally procured tablets which were tested for compatibility prior to purchase. Narratives were typed into tablets during interview. To ensure better quality some collectors were collecting on paper and entering data via apps post collection.
Collection language	Arabic
Instrument	Additional four questions about programme participation were added to the endline instrument
Number of data points	Baseline: 1,999 Endline: 1,918

Real timeline

September 2016		Framework design, testing, translating
October 2016		Collector recruitment and training. Drafting collection guidelines. Site building and testing.
November 2016		
December 2016		Baseline data collection, monitoring, cleaning.
January 2017		Baseline data collection, monitoring, cleaning.
February 2017		Sensemaking workshop with key stakeholders, partners, beneficiaries
March 2017		Deeper analysis. Baseline report writing
April 2017 **May 2017** **June 2017**		
July 2017		Refresher training for collectors
August 2017		Endline data collection, monitoring, cleaning in Mafraq, Zarqa
September 2017		
October 2017		Endline Irbid data collection and cleaning
November 2017		Consultation with stakeholders, portfolio holders. Detailed analysis and visualisation
December 2017		Comparison analysis. Final report writing

Key design decisions

Design workshop to include local expertise, key external stakeholders, internal subject matter experts

Dedicated collector group, recruited and trained locally

- Periodic refresher training
- Monitoring for biases

Beneficiary IDs

Cultural basis to questions rather topic-specific

- Allows greater flexibility in multi-use data
- Avoids gaming bias around sensitive areas

Collection using Android tablets in local dialects without translation

Baseline collection

Baseline collection at training venues at earliest possible opportunity after acceptance into UNDP programme

2000 micro-narratives from three governorates, with multiple nationalities and diverse relationships to the programme

Who gave us baseline data?

Irbid: 908 responses

Mafraq: 297 responses

Zarqa: 773 responses

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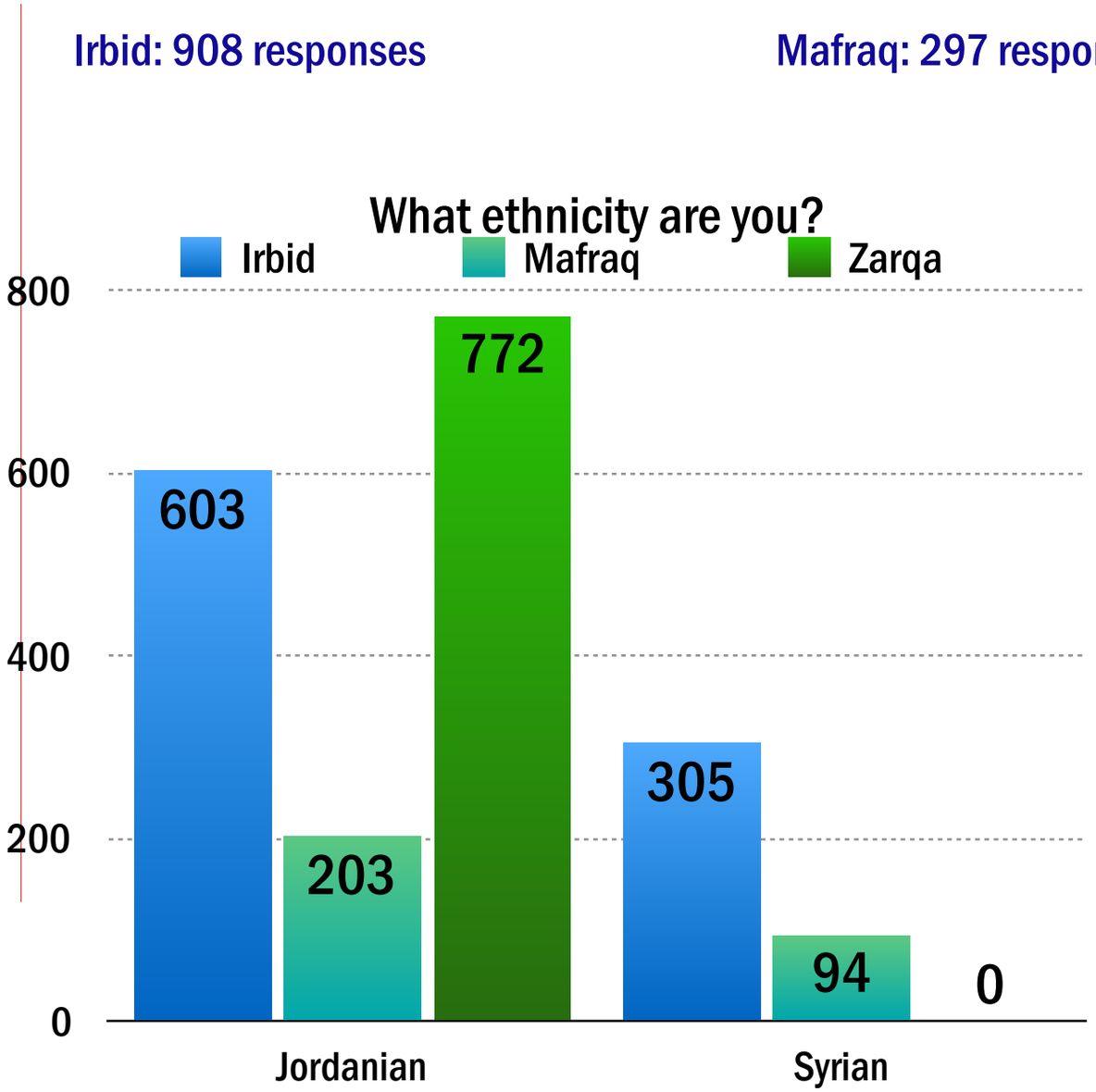

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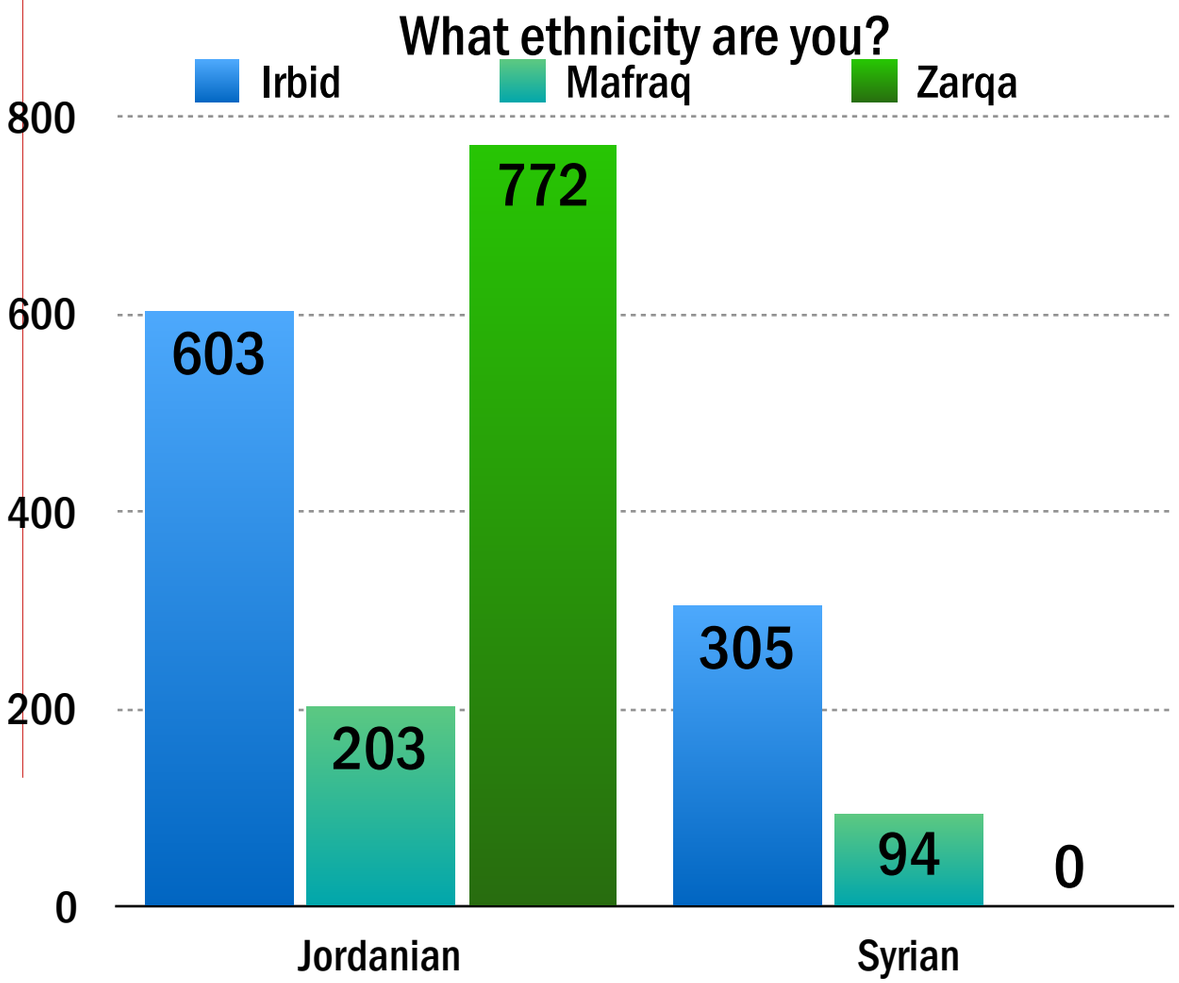

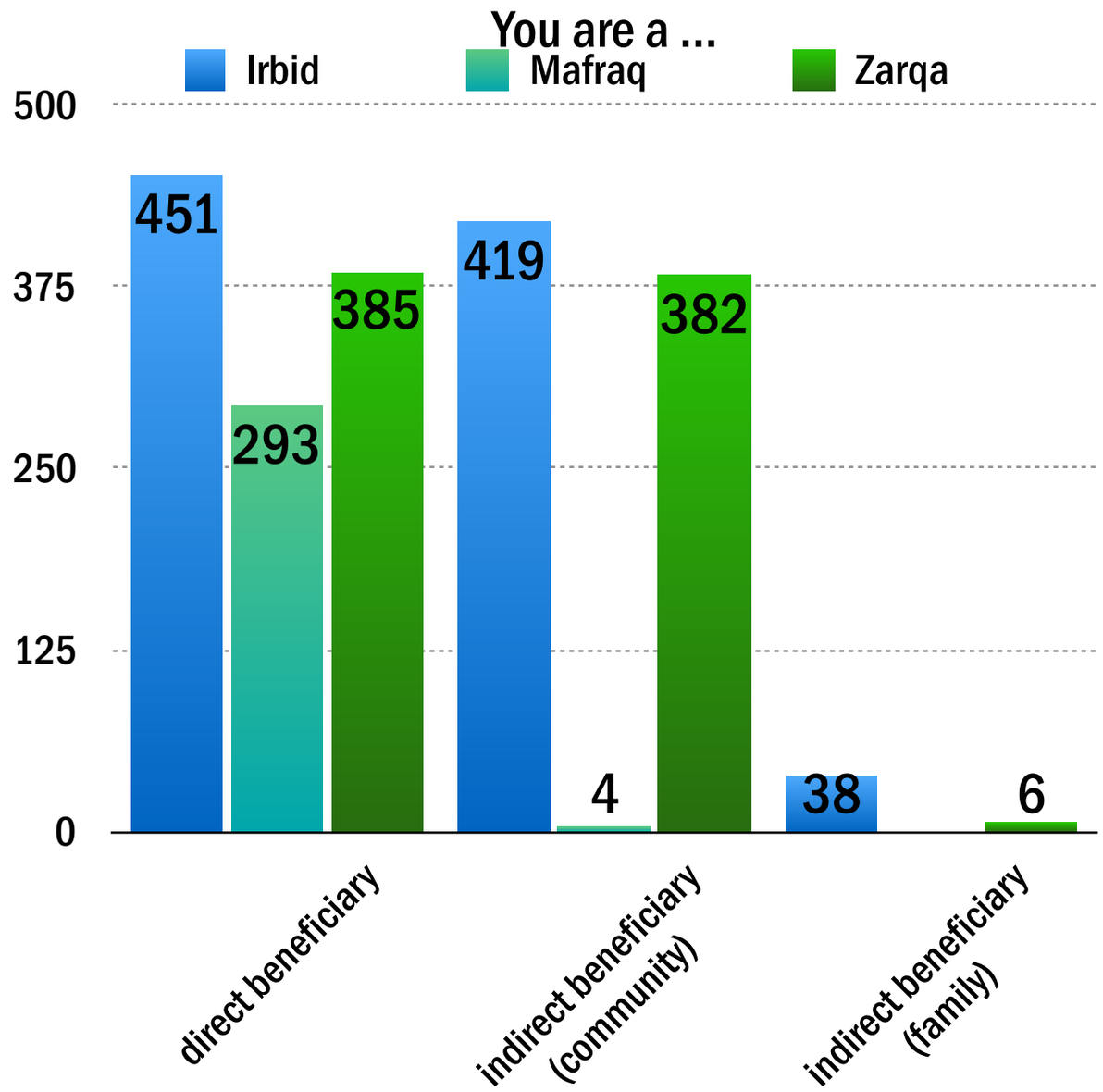

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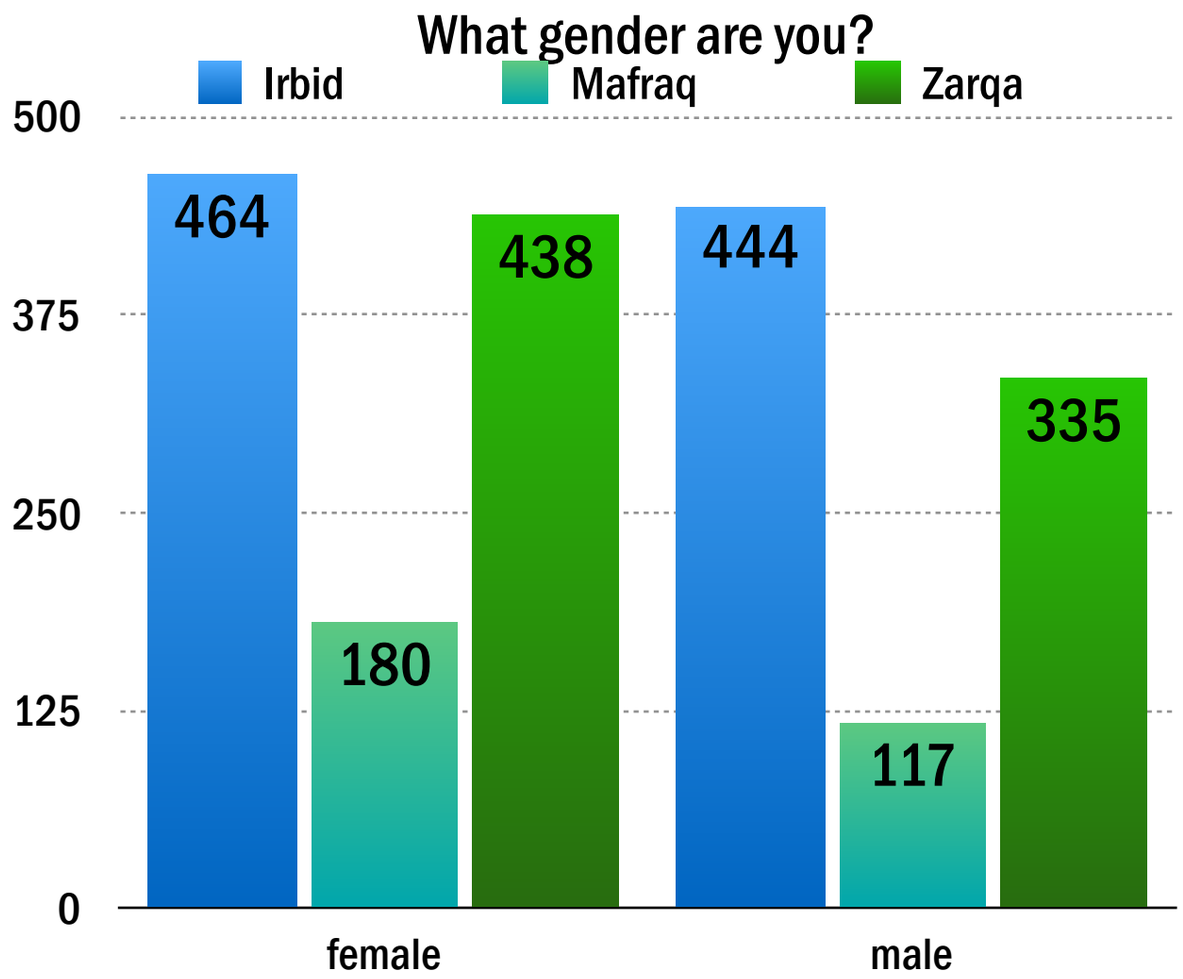
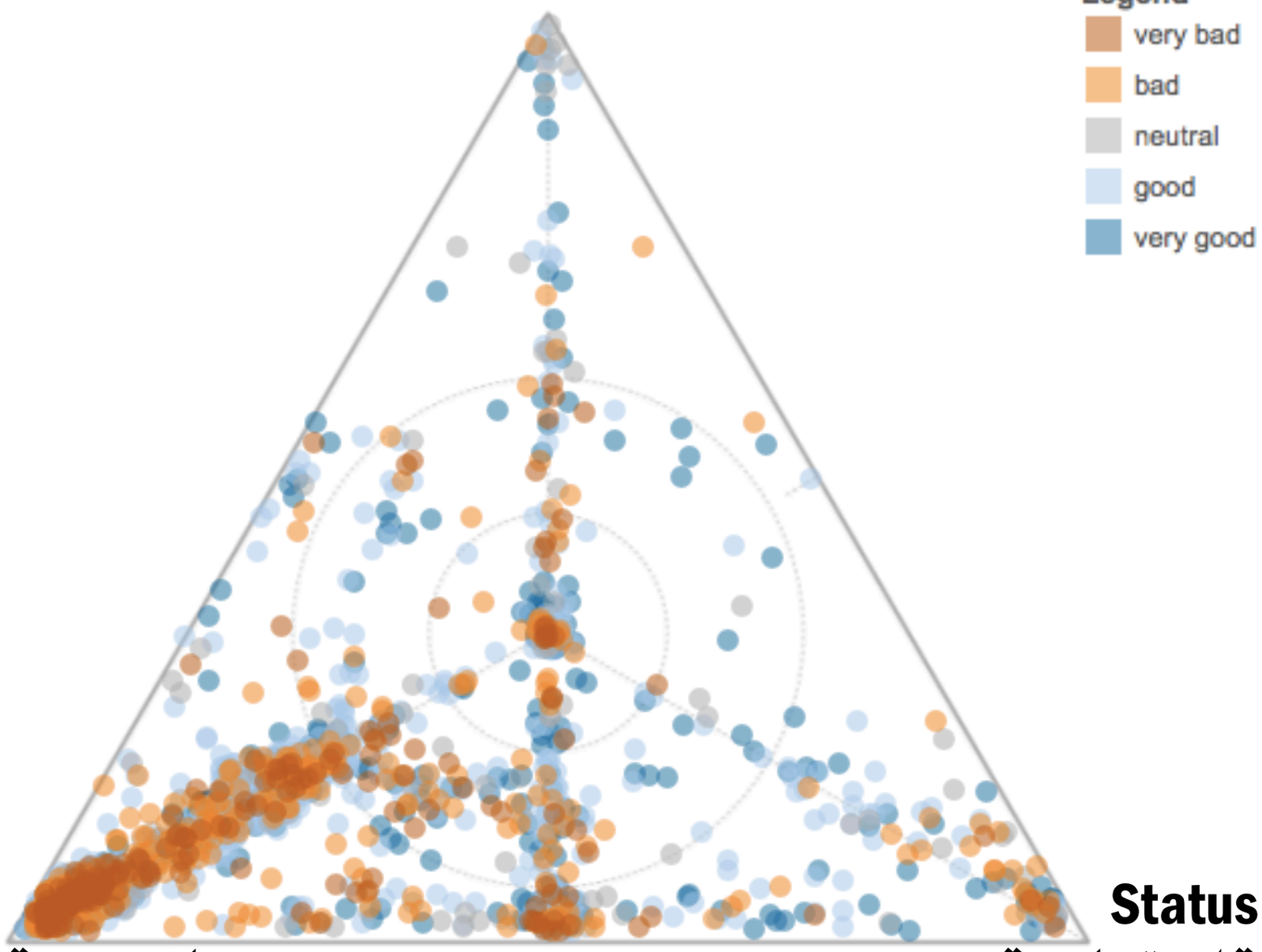


T4. In the example you gave, what mattered to people?

س4 في المثال الذي أعطيته، ما هو الأمر المهم بالنسبة للناس؟

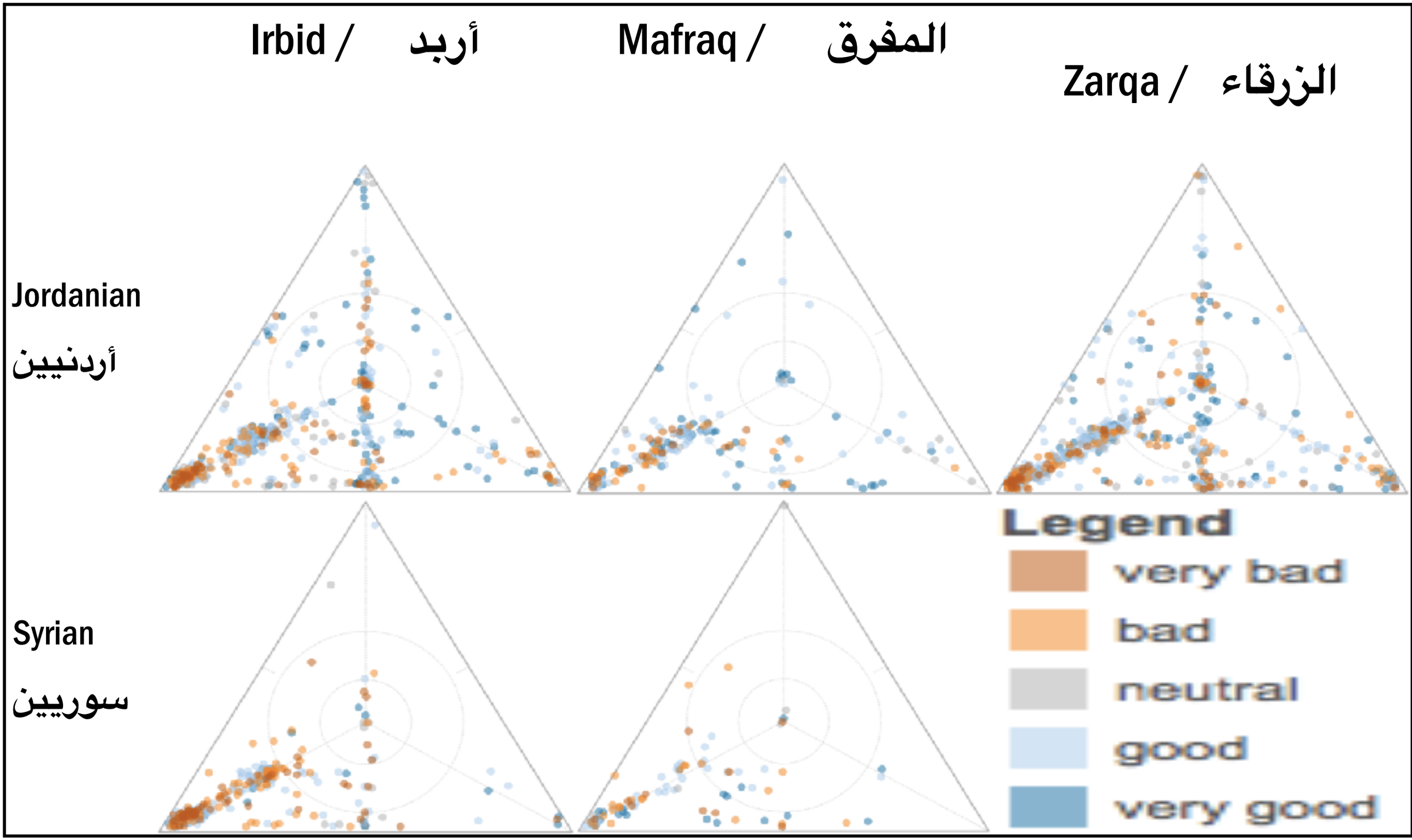
Prosperity
الرفاهية



Surviving
حياة كريمة (تأمين الحاجات الأساسي

Status
مكانة اجتماعية

T4. In the example you gave, what mattered to people?



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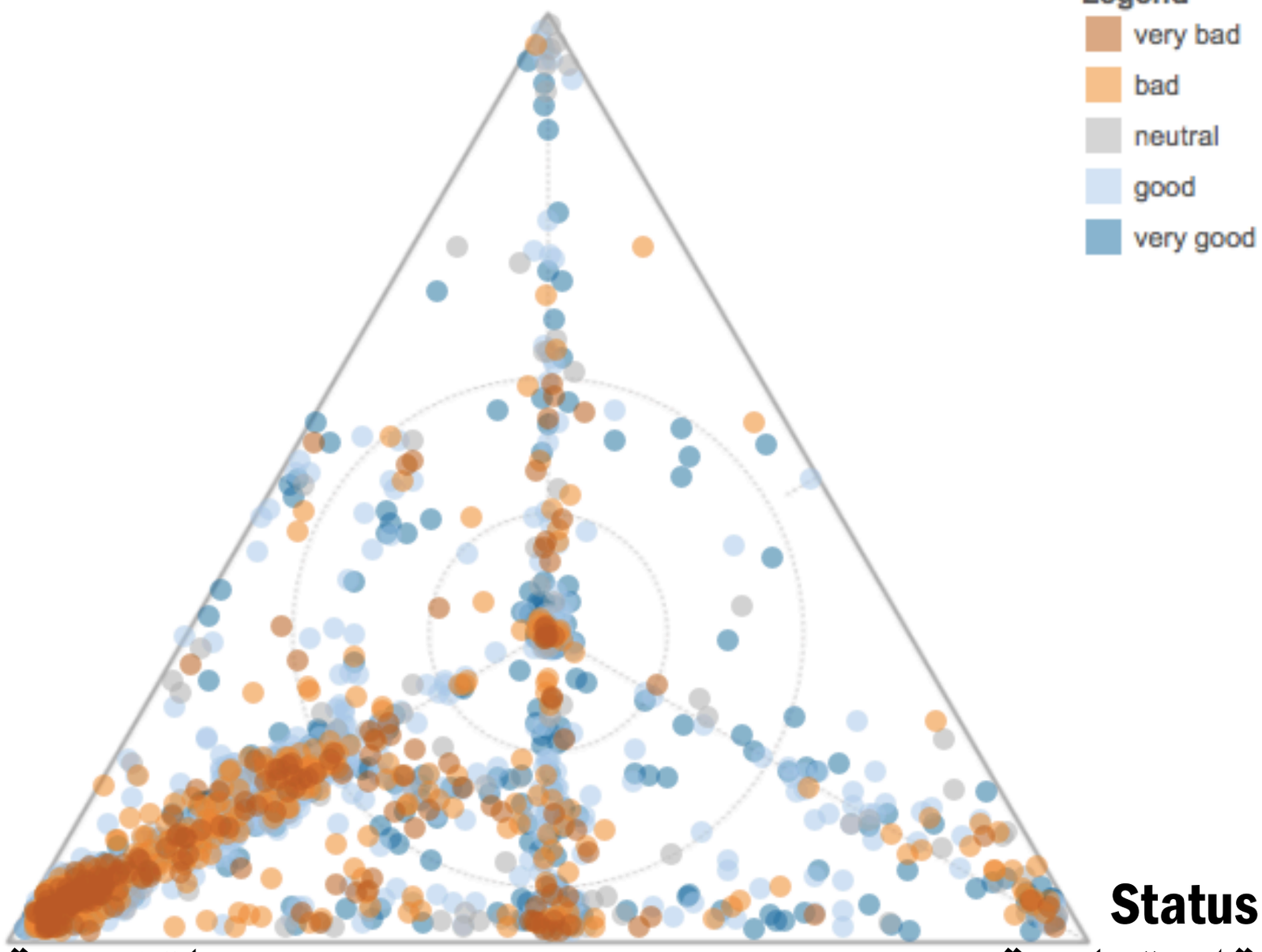

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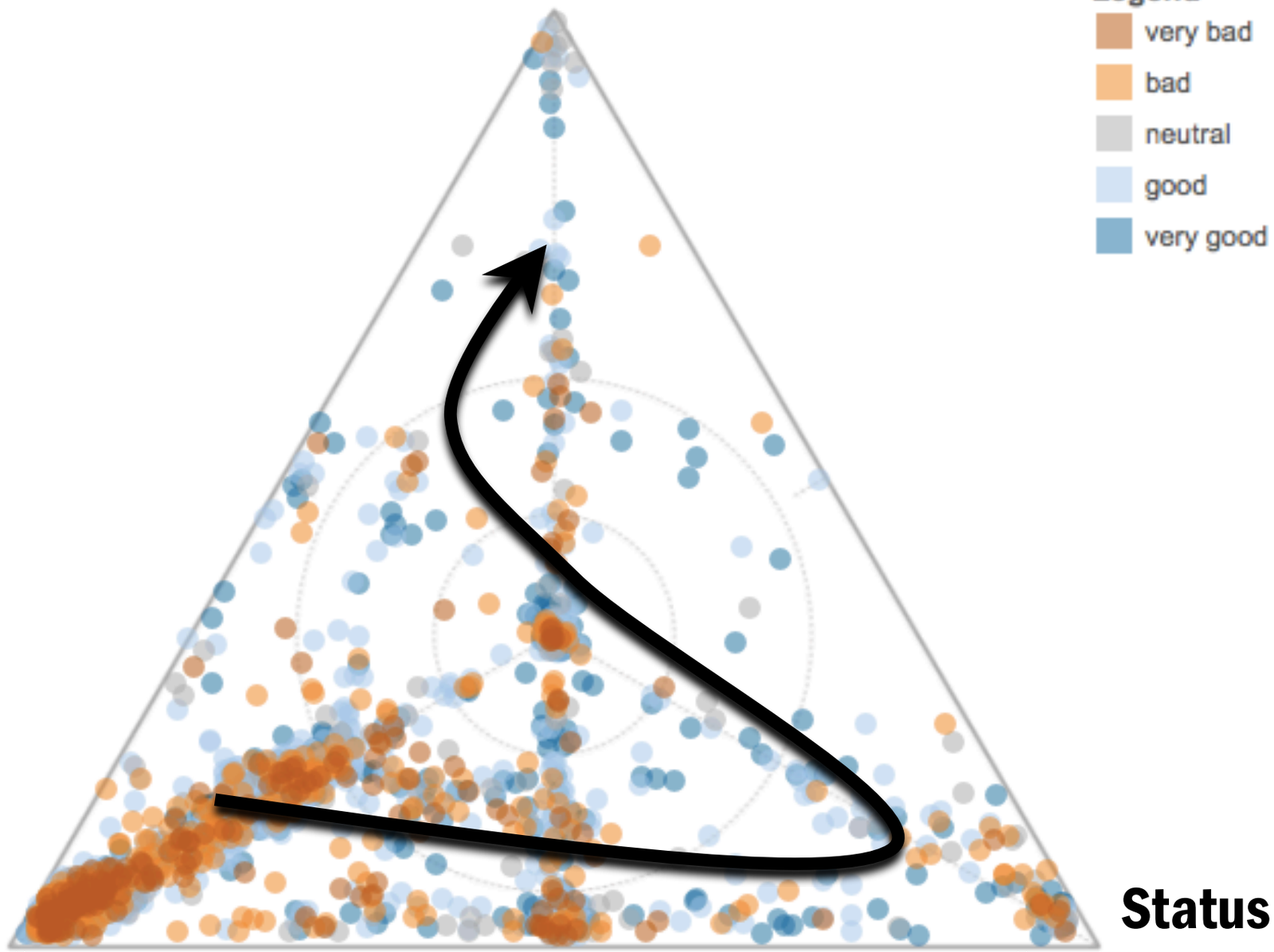

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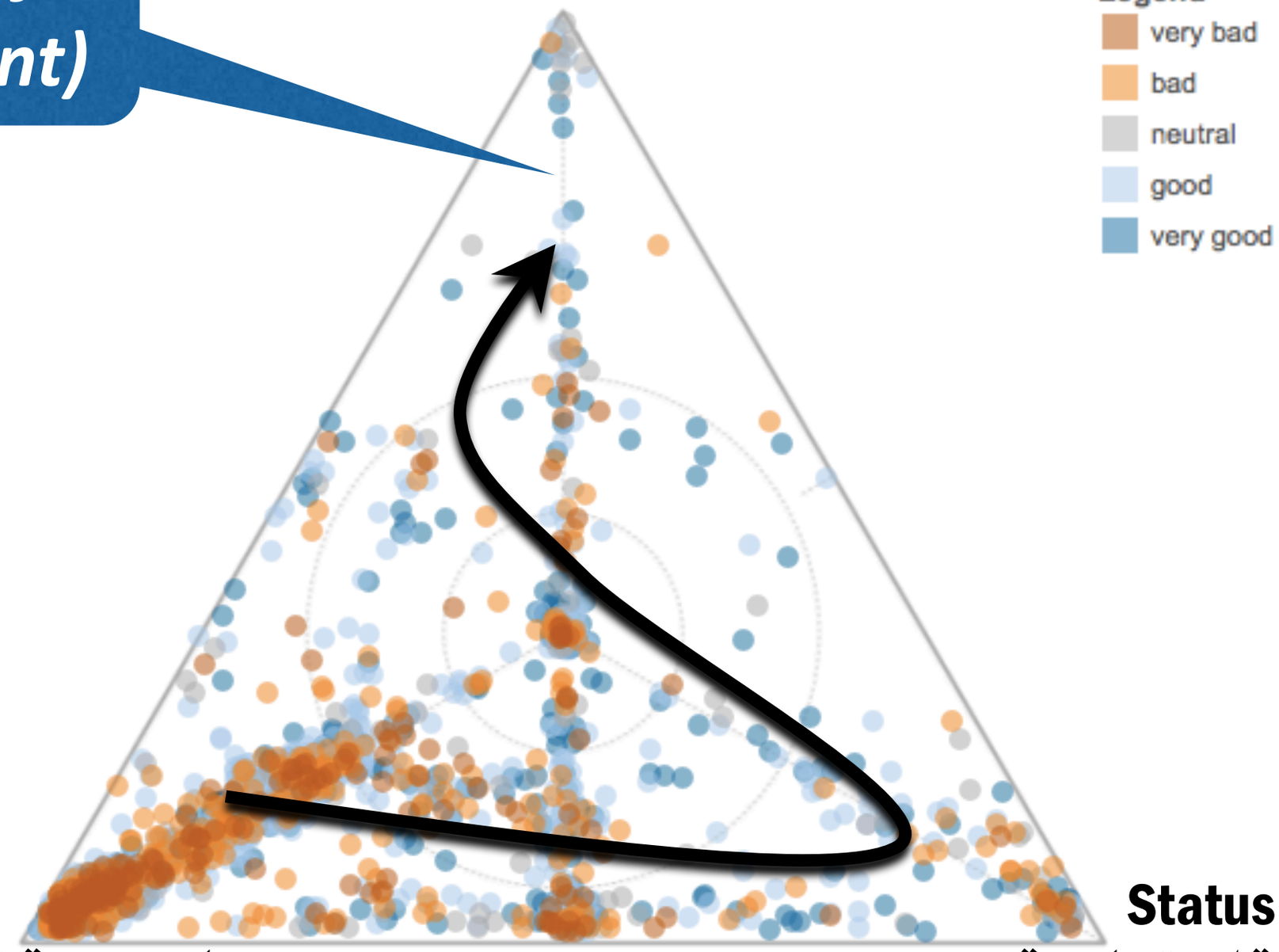
س4 في المثال الذي أعطيته، ما هو الأمر المهم بالنسبة للناس؟

Desired shift (government)

Prosperity
الرفاهية



Surviving
حياة كريمة (تأمين الحاجات الأساسي

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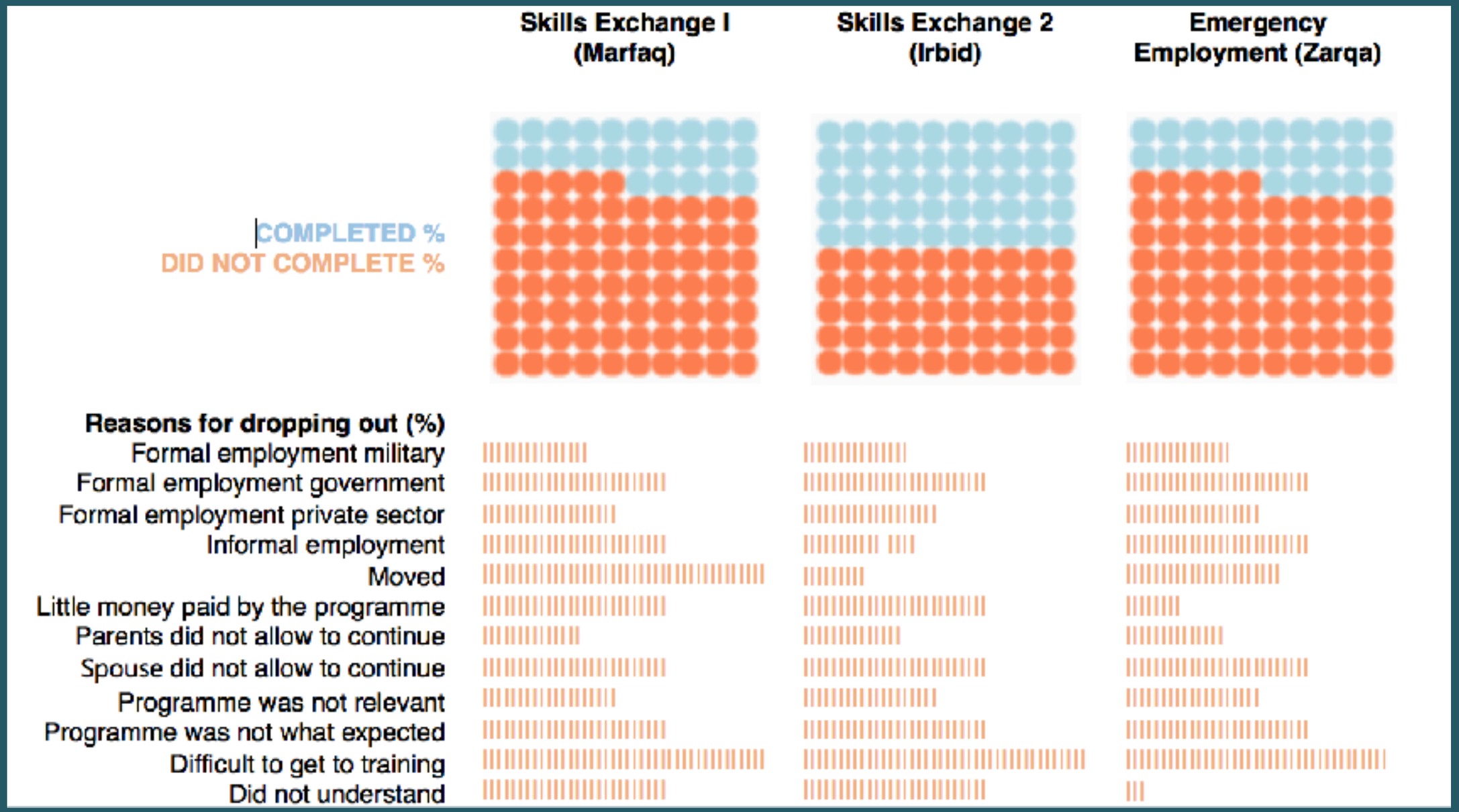
Direct beneficiaries
Programme success/failure rate* per Governorate



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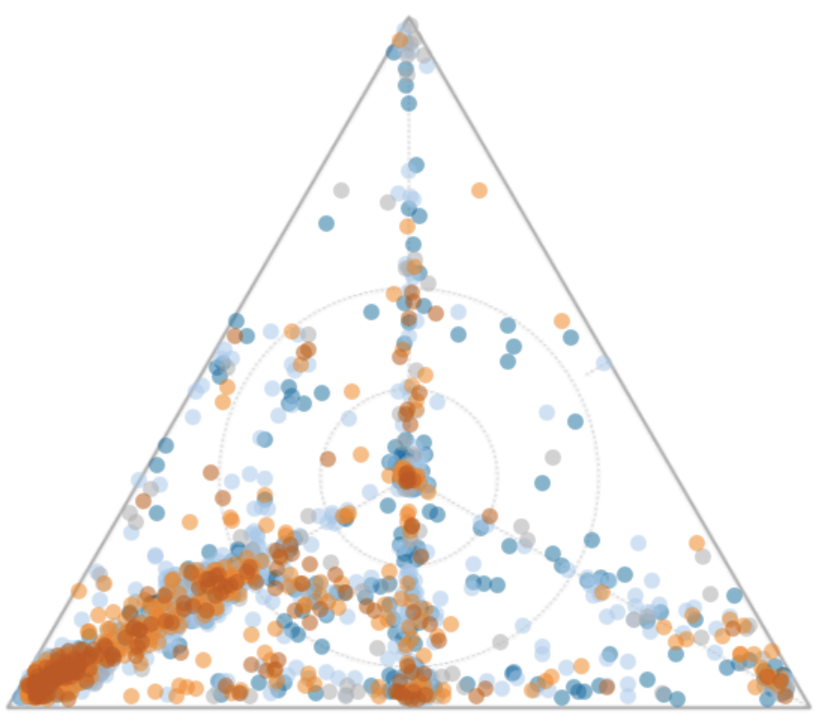

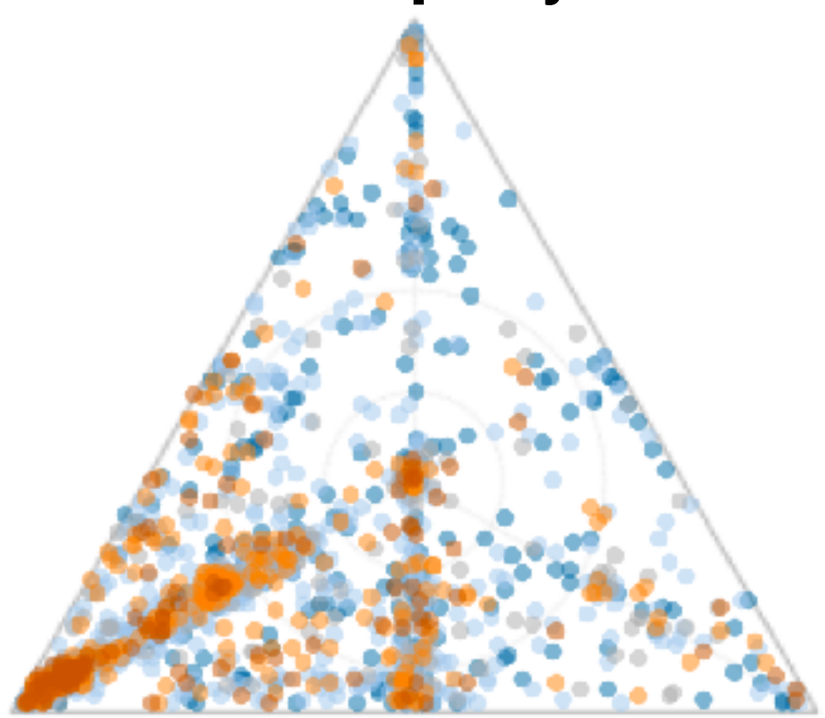

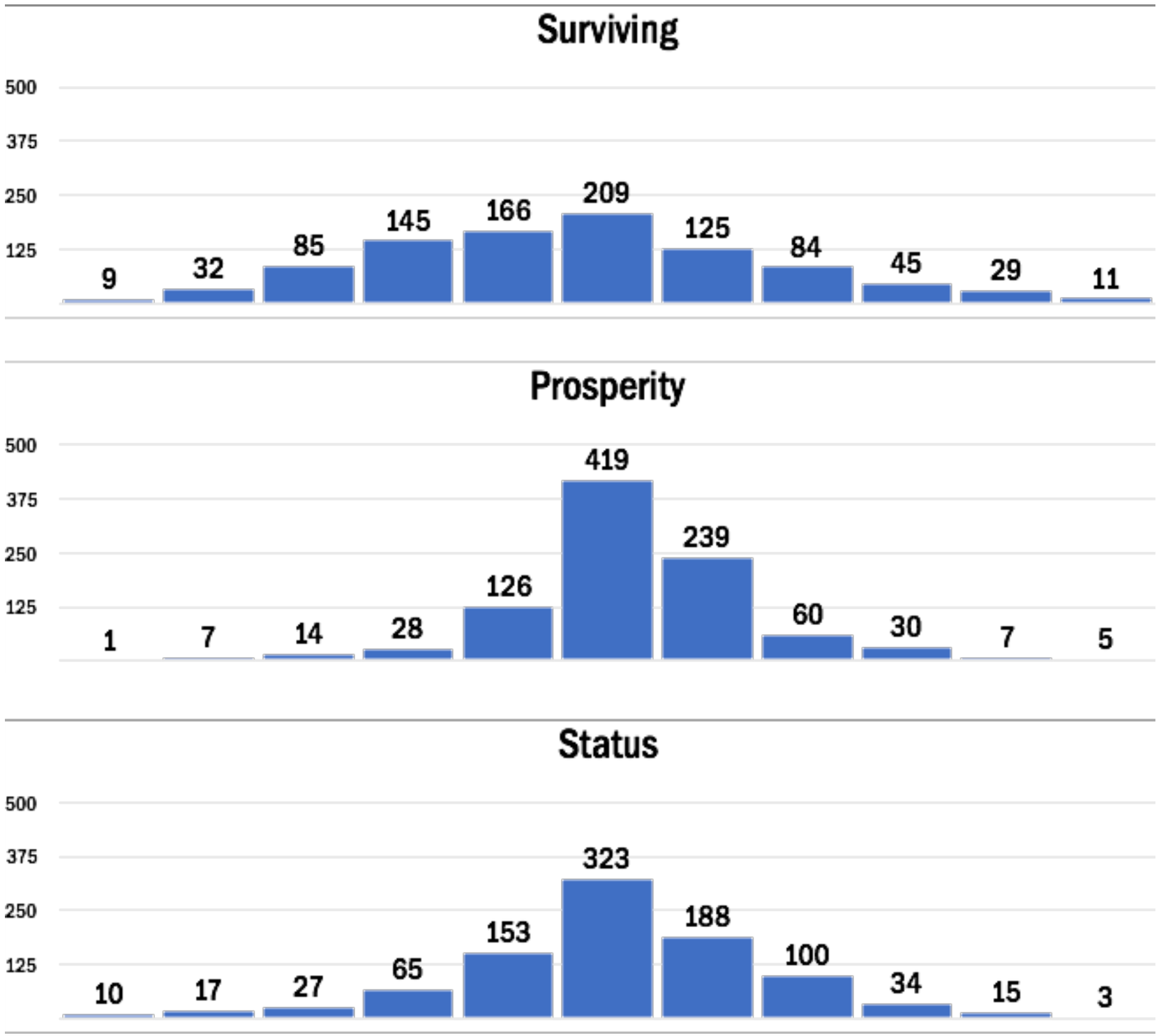
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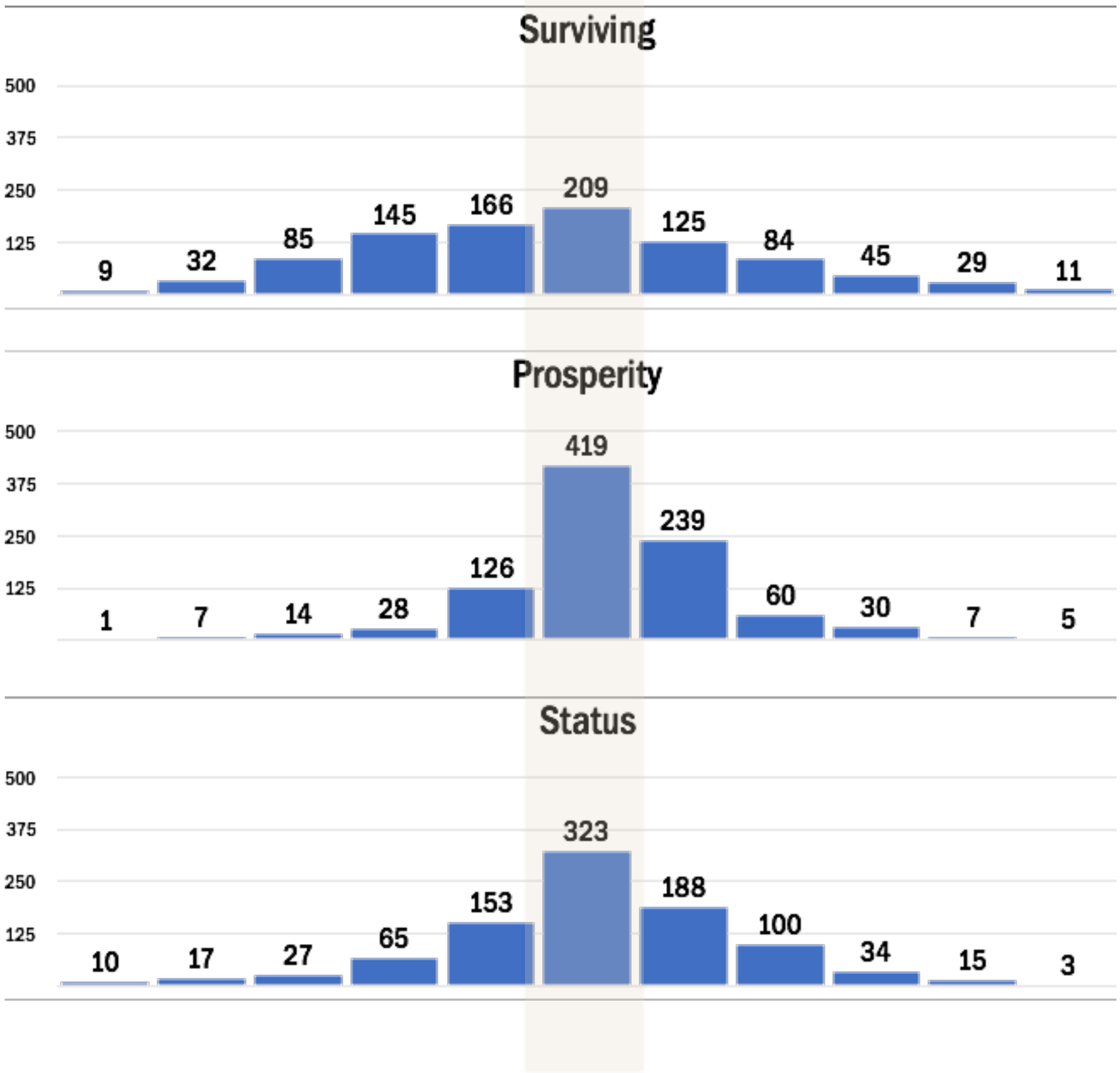
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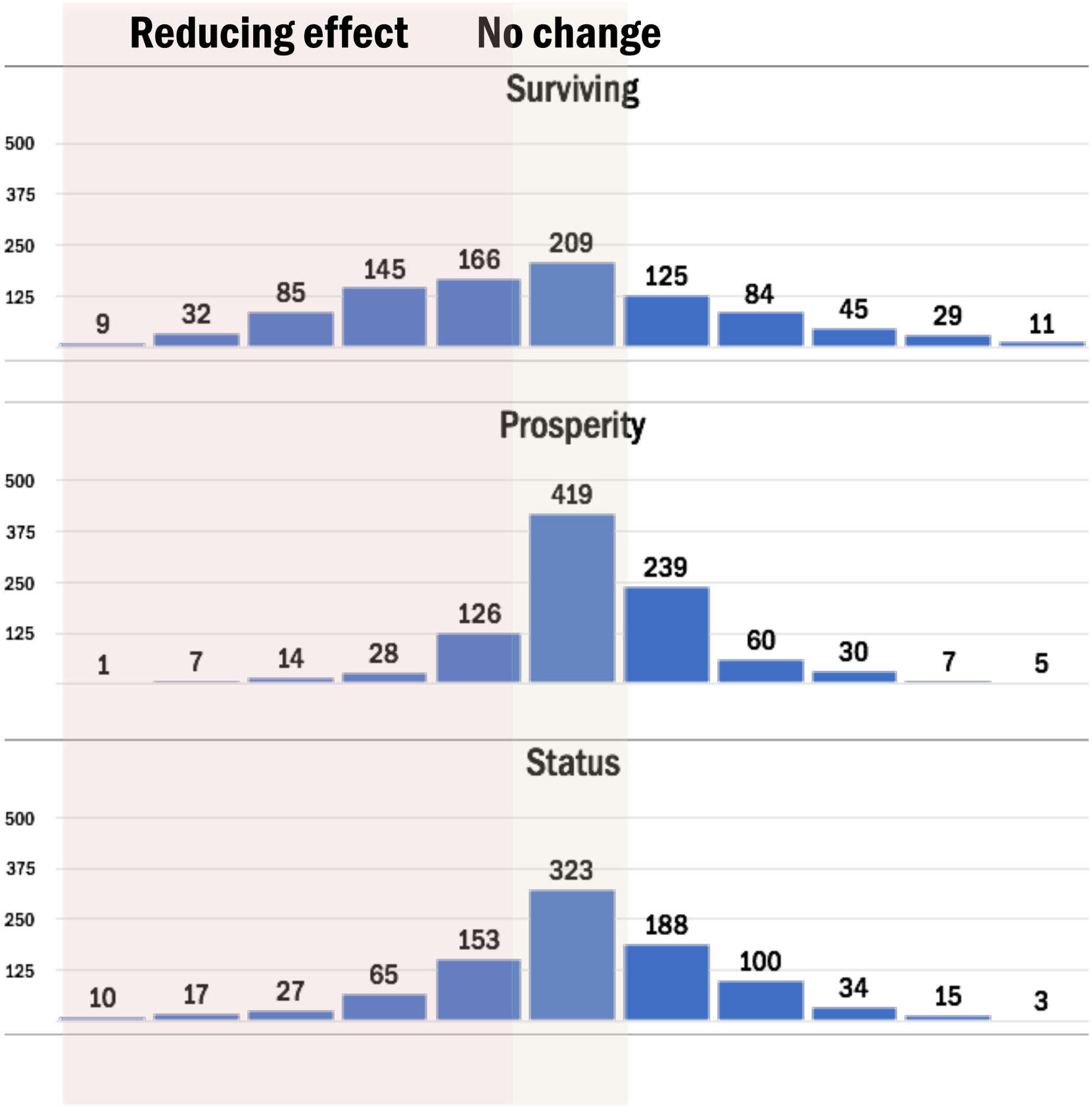
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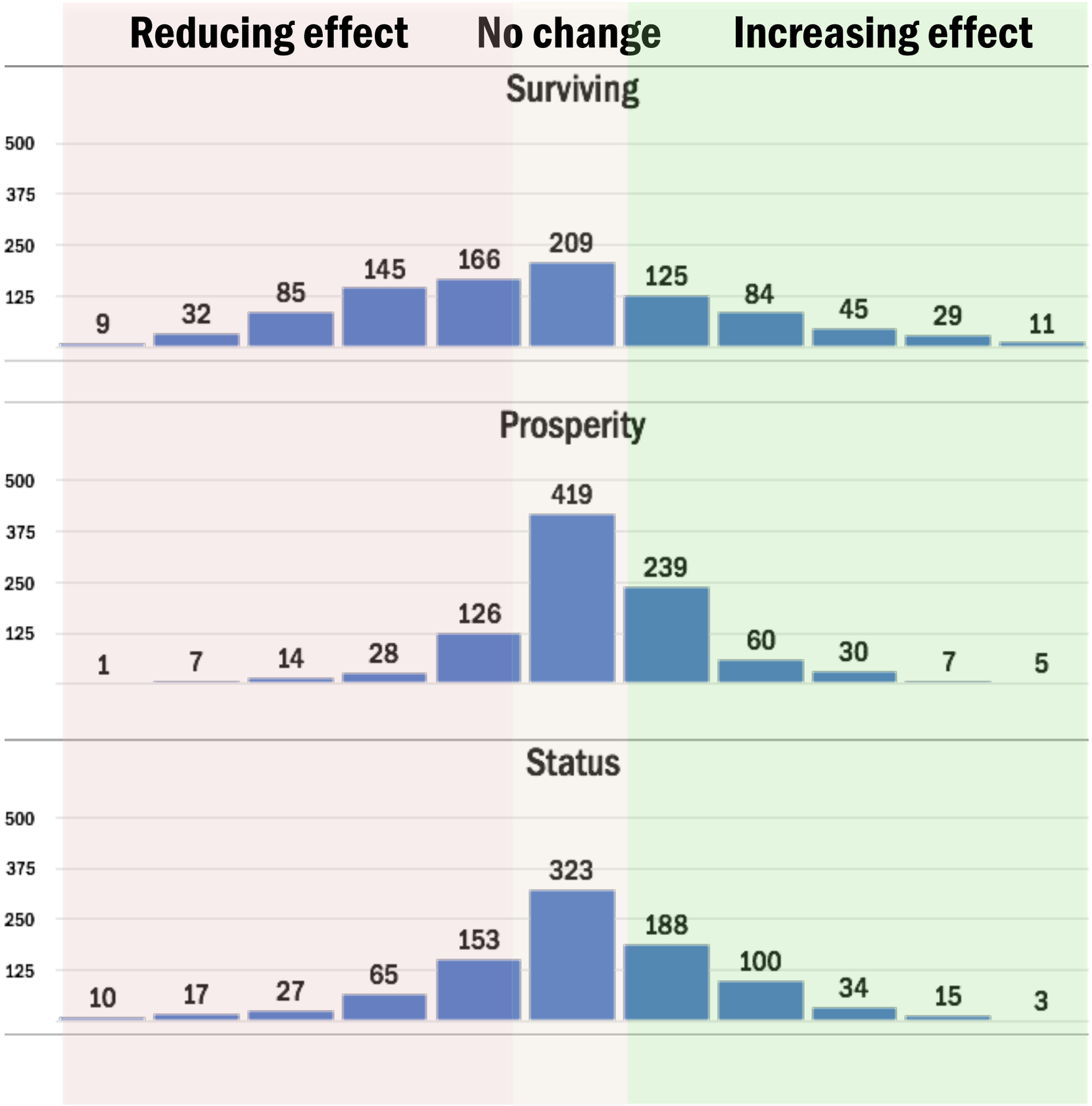
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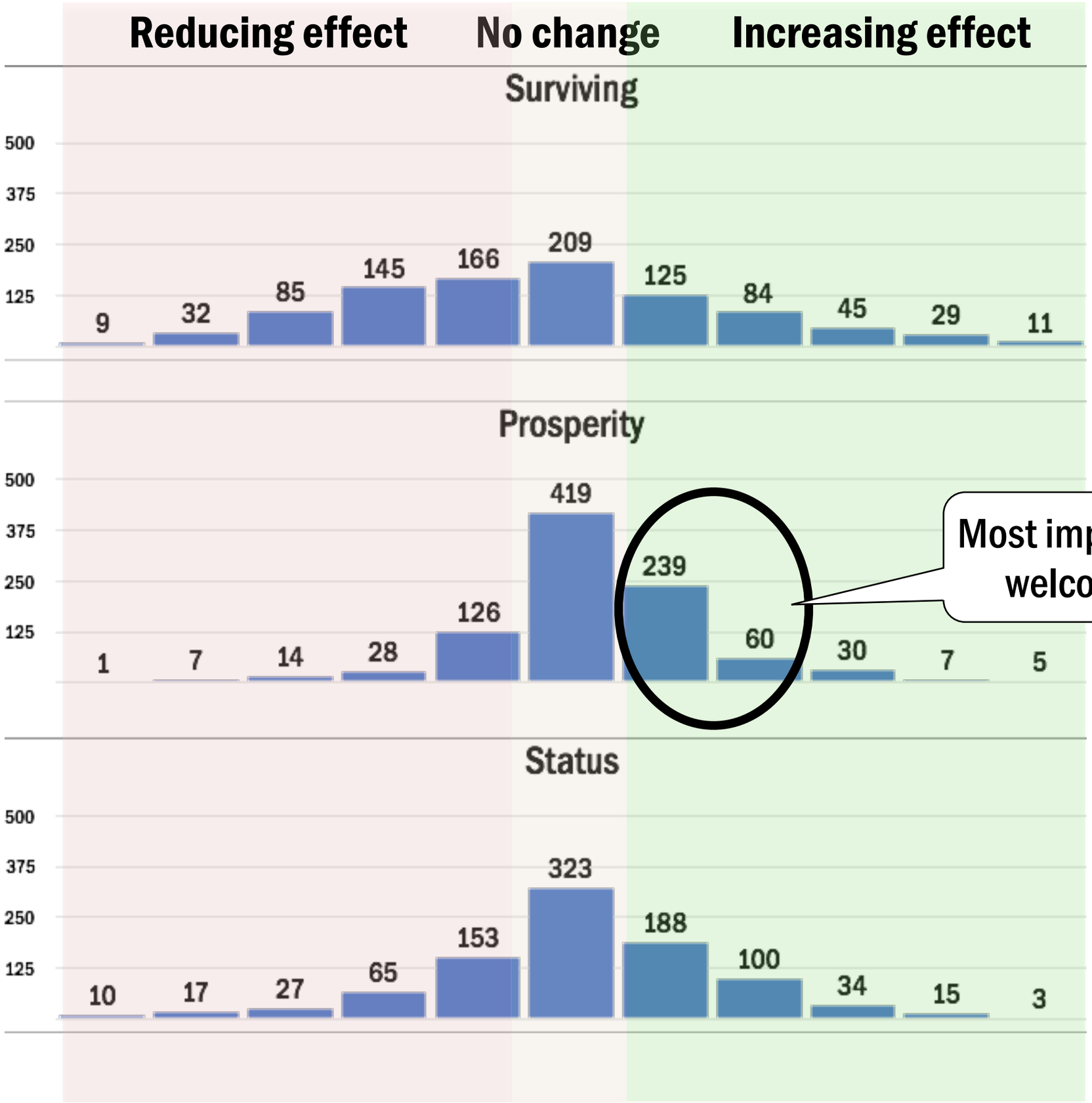
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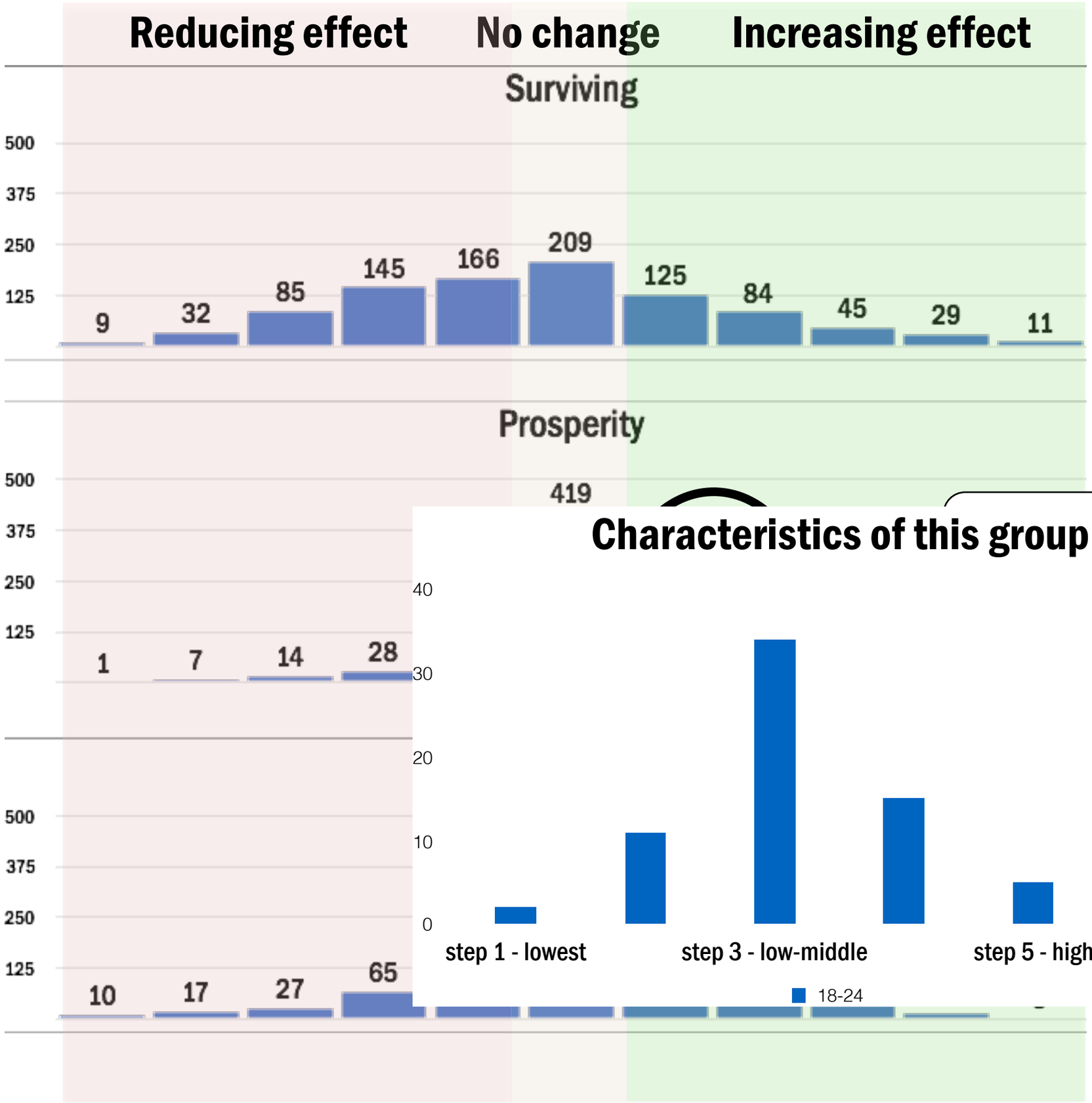
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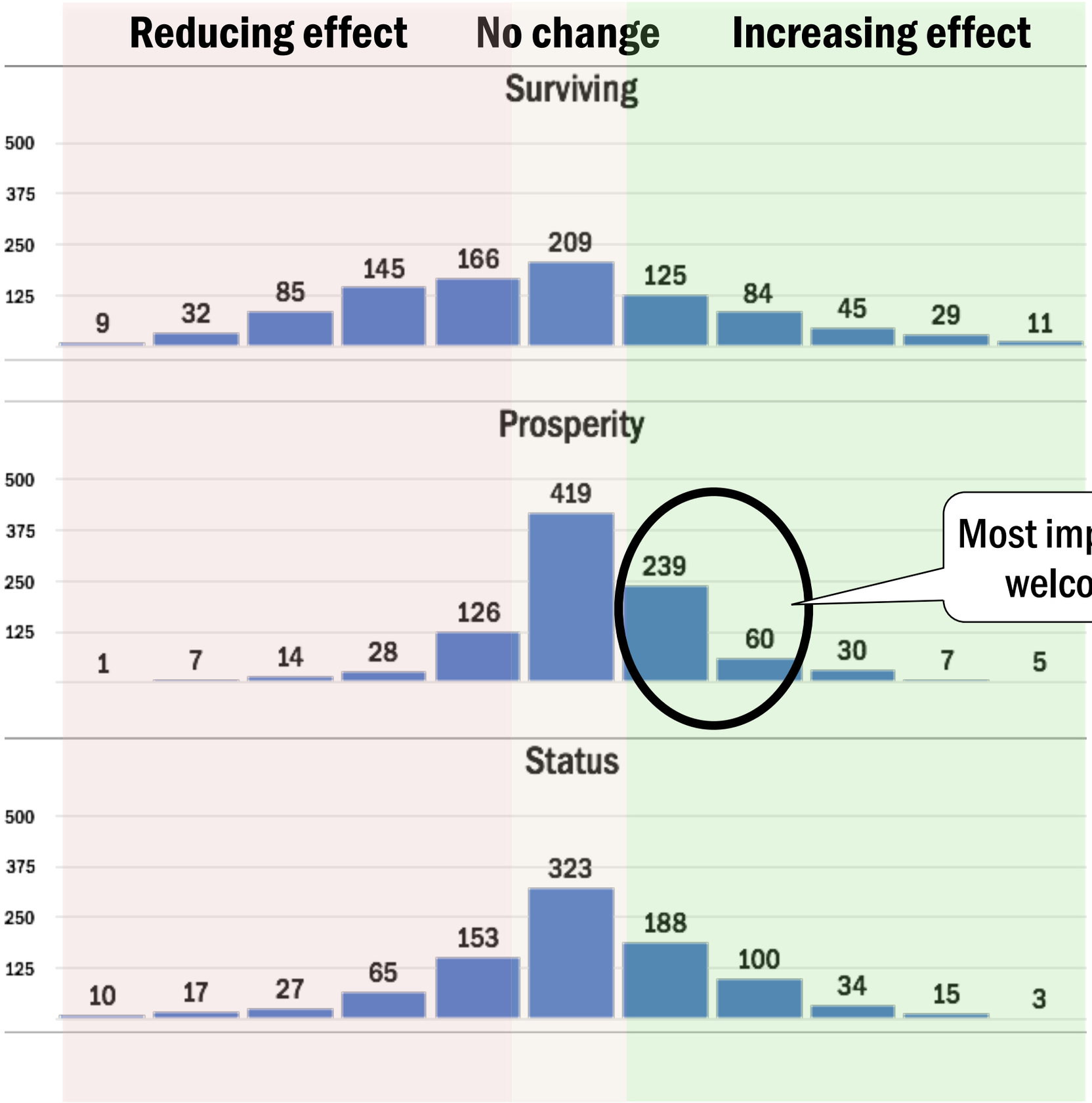
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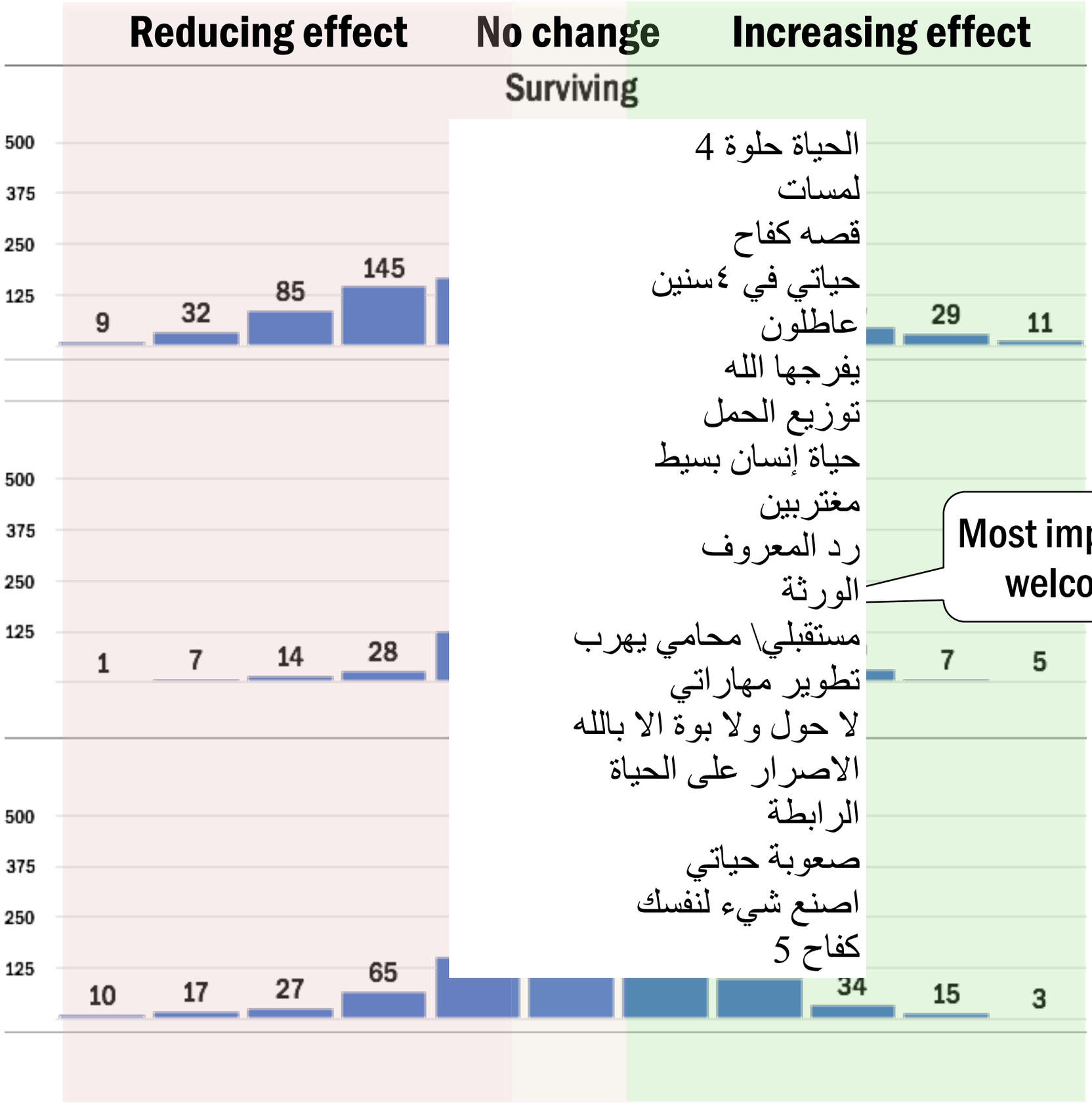
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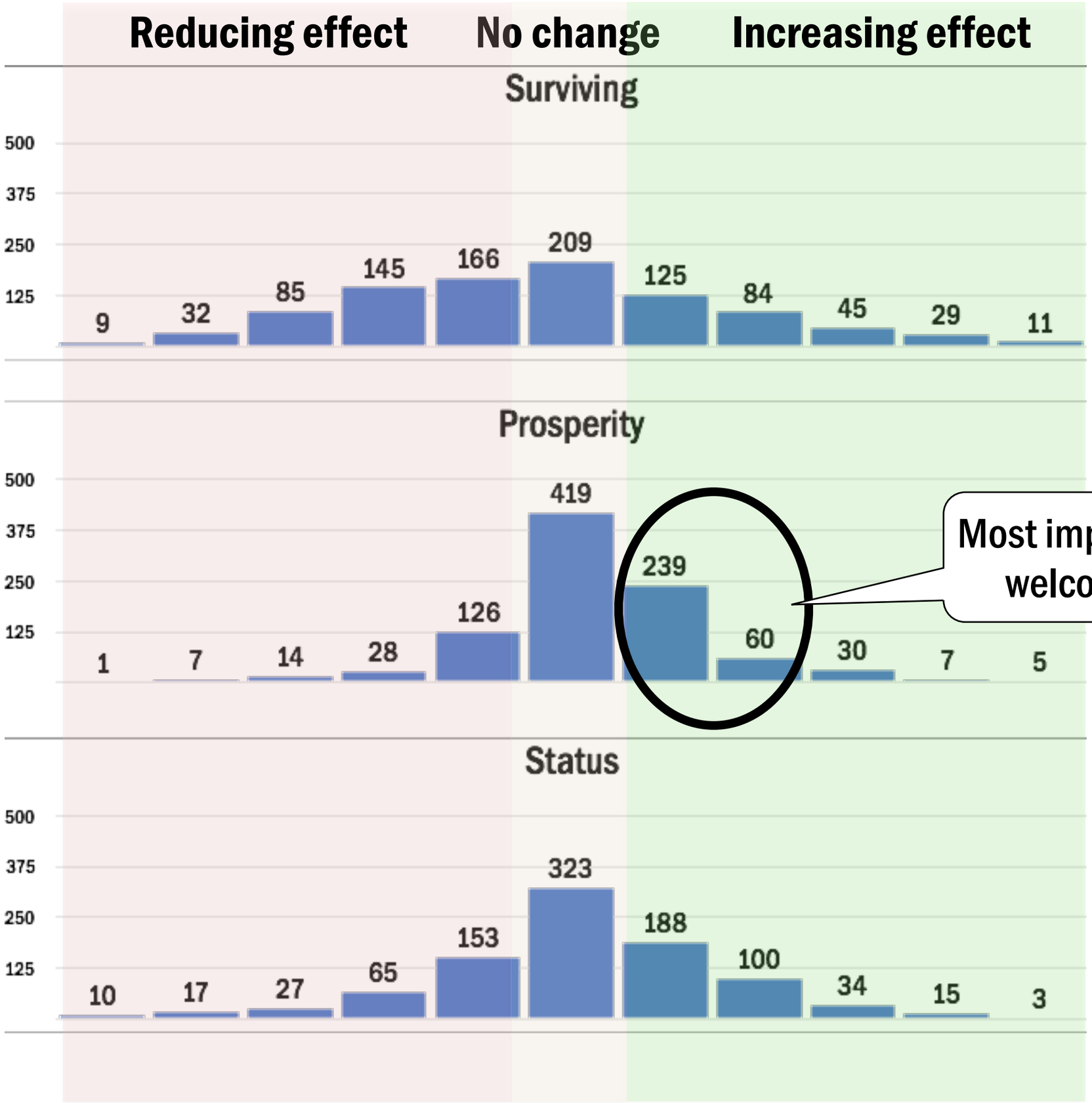
توزيع الحمل
حياة إنسان بسيط
مغتربين
رد المعروف
الورثة
مستقبلي\ محامي يهرب
تطوير مهاراتي
لا حول ولا بوة الا بالله
الاصرار على الحياة
الرابطة
صعوبة حياتي
اصنع شيء لنفسك
كفاح 5
Most important and welcome shift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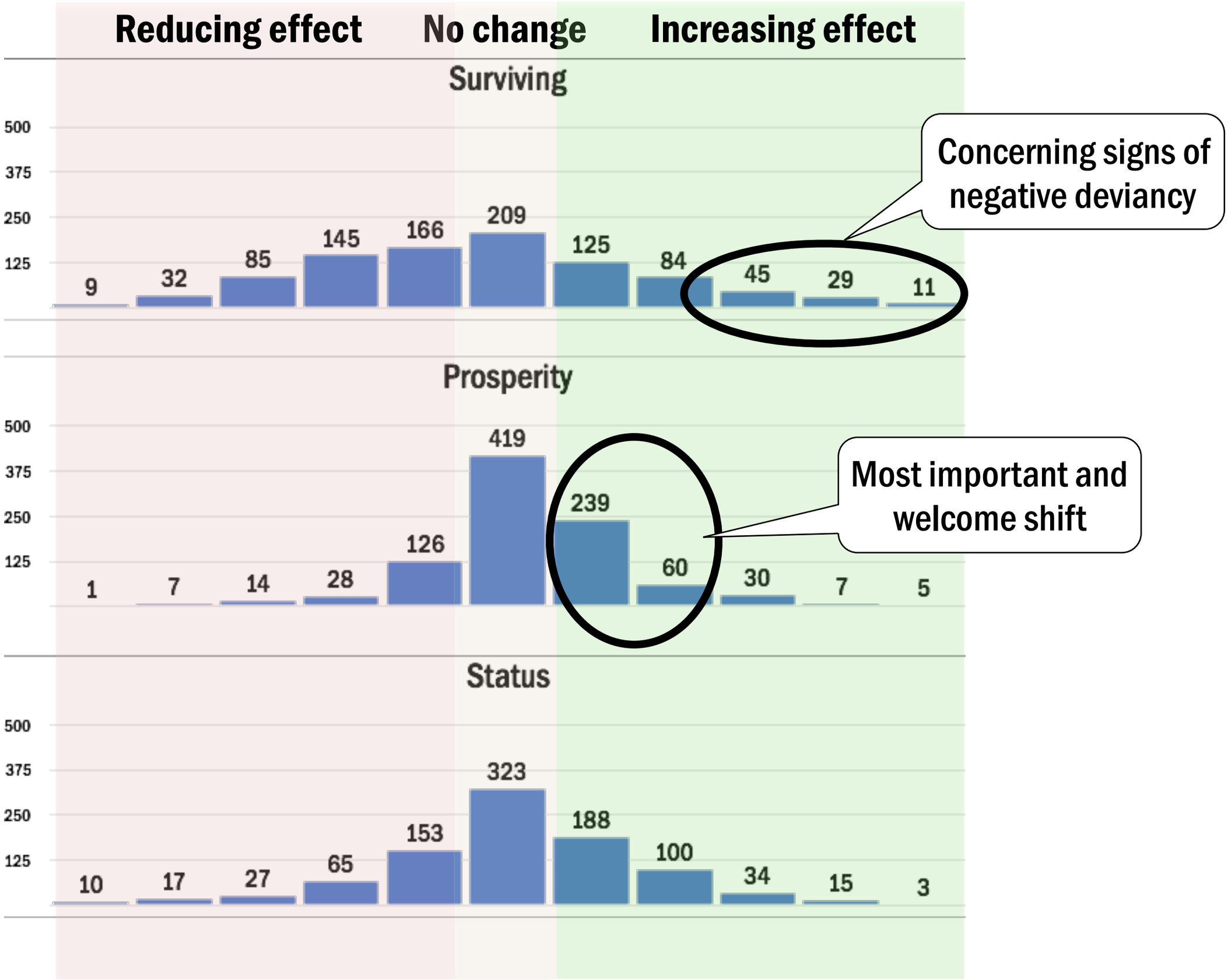
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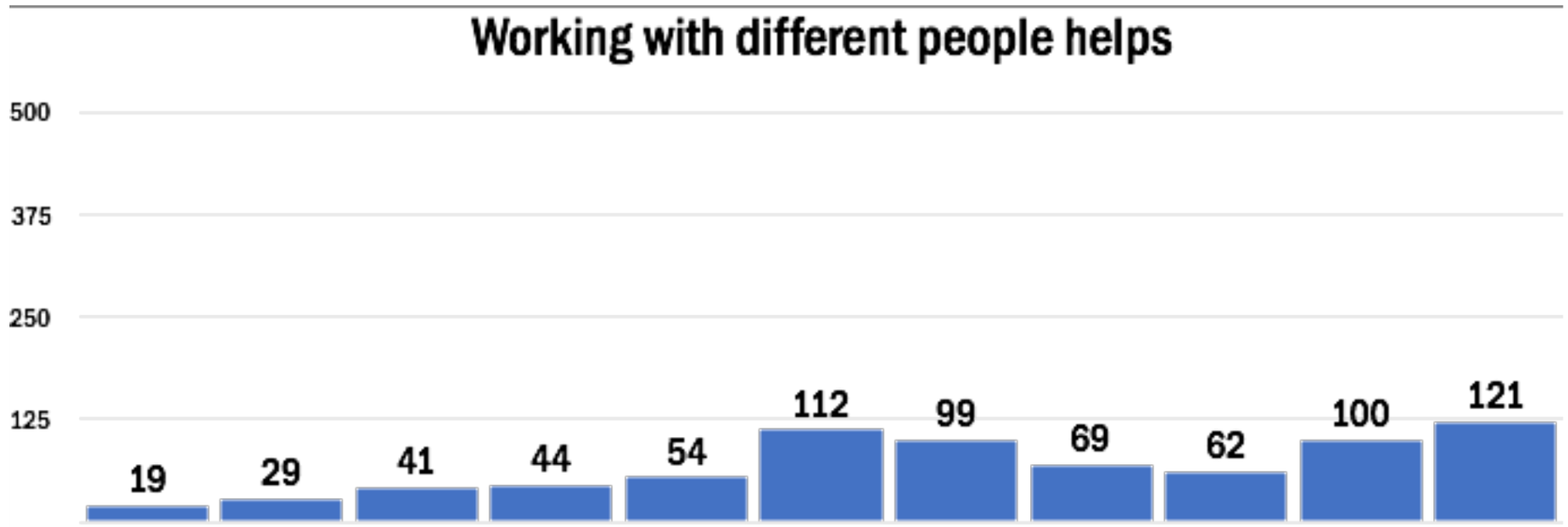
More subtle effects and indicators



Insights from the process

Collection

- Some collectors preferred paper collection, tablets for input
- Collector drop-outs as independent contractors

Emotional support for collection teams

Coordination

- Coordination with implementing partners
- Collectors are representative of the programme
- Better frequent short communications rather than infrequent long ones

Framework design

- Ambiquity within boundaries critical

Workshops for results shift expert beliefs where reports don’t

Tony Quinlan
Chief Storyteller
e: tony@narrate.co.uk
m: +44 (0) 7946 094 069