

Research Terms of Reference

Support to the Emergency Telecommunications Cluster in Niger

GLO2103

Niger

June 2021
v1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Niger				
Type of Emergency	<input checked="" type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/> Other (specify)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	World Food Programme for Emergency Telecommunications Cluster				
IMPACT Project Code	30AQU				
Overall Research Timeframe (from research design to final outputs / M&E)	2021-05-01 – 2021-12-31				
Research Timeframe Add planned deadlines (for first cycle if more than 1)	1. Pilot/ training: 2021-06-28		6. Preliminary presentation: 2021-09-29		
	2. Start collect data: 2021-07-09		7. Outputs sent for validation: 2021-10-01		
	3. Data collected: 2021-08-31		8. Outputs published: 2021-10-15		
	4. Data analysed: 2021-09-15		9. Final presentation: 2021-12-20		
	5. Data sent for validation: 2021-09-21				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
Humanitarian milestones Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	Milestone		Deadline		
	<input checked="" type="checkbox"/>	ETC project pilot in Diffa selected	2021-07-31		
	<input checked="" type="checkbox"/>	ETC project in Tilaberi and Tahoua selected	2021-10-01		
Audience Type & Dissemination Specify who will the assessment inform and how you will disseminate to inform the audience	Audience type		Dissemination		
	<input type="checkbox"/> Strategic		<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)		
	<input checked="" type="checkbox"/> Programmatic		<input checked="" type="checkbox"/> Cluster Mailing (ETC) and presentation of findings at next cluster meeting		
	<input checked="" type="checkbox"/> Operational		<input checked="" type="checkbox"/> Presentation of findings (e.g. at HCT meeting; Cluster meeting)		
	<input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre)		

		<input type="checkbox"/> [Other, Specify]
Detailed dissemination plan required	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
General Objective	Guided by the ETC-endorsed Connectivity Needs and Usage Assessment (CoNUA) Toolkit, this assessment aims to support the ETC in identifying which intervention forms are the most suitable at which locations through collecting quantitative and qualitative data on current usage of and gaps in connectivity and communications technology in selected sites across the Diffa, Tahoua & Tillaberi regions in Niger.	
Specific Objective(s)	<ol style="list-style-type: none"> 1. To gain an insight into communities' needs and usage habits when it comes to Informations and Communication Technology (ICT). 2. To identify community members' knowledge gaps in relation to connectivity services 3. To identify the challenges (ranging from availability to affordability of such services) that communities face to access: <ul style="list-style-type: none"> - Energy services - Telephone services - Connectivity services 4. To better understand what trainings in ICT that should be conducted among the communities 5. To better understand the local market of ICT products and services 	
Research Questions	<ol style="list-style-type: none"> 1. What are communities' needs and usage habits when it comes to ICT? <ul style="list-style-type: none"> - What kind of phone, if any, do community members own? - To what extent can community members afford to top it up with credit when they need it? - What barriers, if any, would prevent community members from doing so? 2. What are the main challenges that might prevent community members in accessing services? <ul style="list-style-type: none"> - What is the level of education reached by different members of the community? What is the level of digital literacy (skills related to technology use) among community members? - What are the community members' knowledge gaps when it comes to the use of ICT tools and services (e.g. a computer, a smartphone, the internet, etc.)? 3. Would community members be interested in receiving training on the use of ICT tools? <ul style="list-style-type: none"> - What training would they like to receive? - What would they like to learn? 4. What is the availability and cost for connectivity tools and services, mobile phones, and electricity on the local market ? <ul style="list-style-type: none"> - Are technology products and services such as mobile phones, phone credit, internet, electricity available on the local market? - Which services and products are the most commonly used, and which ones are not available and needed? - What are the costs of these services and products? 	

	- To what extent are they accessed by different types of populations based on displacement status or gender?			
Geographic Coverage	5 sites per each of 3 Régions of Niger: Diffa (specific sites: Site urbanisé (Diffa), N'Guigmi, Gagamari, Boulangou Yaskou, Kindjandi), Tahoua (specific sites TBC), Tillabéri (specific sites TBC)			
Secondary data sources	REACH 2020 MSNA GSMA Mobile Connectivity Index Accès au numérique, besoins en communication et pratiques communautaires			
Population(s) <i>Select all that apply</i>	<input checked="" type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
	<input checked="" type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input checked="" type="checkbox"/>	Refugees in camp	<input type="checkbox"/>	Refugees in informal sites
	<input checked="" type="checkbox"/>	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]
	<input checked="" type="checkbox"/>	Host communities	<input type="checkbox"/>	[Other, Specify]
Stratification <i>Not really a stratification, as we are not looking to have regionally-representative data, but 5 independent samples</i>	<input checked="" type="checkbox"/>	Geographical #: 15 communities Population size per strata is known? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/>	Group #: 2 ¹ Population size per strata is known? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
			<input type="checkbox"/>	[Other Specify] #: __ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input checked="" type="checkbox"/>	Structured (Quantitative)		<input checked="" type="checkbox"/> Semi-structured (Qualitative)
		Sampling method		Data collection method
Structured data collection tool # 1 <i>CoNUA Tool 1: end user survey</i>	<input type="checkbox"/> Purposive <input checked="" type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Group discussion (Target #):_____ <input type="checkbox"/> Household interview (Target #):_____ <input checked="" type="checkbox"/> Individual interview (Target #):_1500 ² _____ <input type="checkbox"/> Direct observations (Target #):_____ 	
Structured data collection tool # 2 <i>CoNUA Tool 8: signal strength mapping</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling		<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Group discussion (Target #):_____ <input type="checkbox"/> Household interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input checked="" type="checkbox"/> Direct observations (Target #):_60 ³ _____ 	
Semi-structured data collection tool (s) # 1 <i>CoNUA Tool 2: FGD 0</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input checked="" type="checkbox"/> Focus group discussion (Target #):_6 ⁴ _____ <input type="checkbox"/> [Other, Specify] (Target #):_____ 	

¹ only qualitative data will be disaggregated by population group.

² 3 regions x 5 sites per region x ~100 interviews per site = 1500 interviews total

³ 3 regions x 5 sites x 4 networks per site = 60 observations (possibly a few more for Nigerian and Chadian networks in sites near the border)

⁴ 2 groups (1x host community and 1x displaced community) x 3 regions = 6 discussion groups

Semi-structured data collection tool (s) # 2 <i>CoNUA Tool 2: FGD 1</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #):_____ <input type="checkbox"/> Individual interview (Target #):_____ <input checked="" type="checkbox"/> Focus group discussion (Target #):_ 60 ⁵ ____ <input type="checkbox"/> [Other, Specify] (Target #):_____
Semi-structured data collection tool (s) # 3 <i>CoNUA Tool 5: merchant in-depth interview</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key Informant interview (Target #): 30-60 ⁶ <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____
Semi-structured data collection tool (s) # 4 <i>CoNUA Tool 7: market assesment</i>	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview (Target #): depends on site <input type="checkbox"/> Individual interview (Target #):_____ <input type="checkbox"/> Focus group discussion (Target #):_____ <input type="checkbox"/> [Other, Specify] (Target #):_____
Target level of precision if probability sampling	95% level of confidence	10+/- % margin of error
Data management platform(s)	<input checked="" type="checkbox"/> IMPACT <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> UNHCR
Expected output type(s)	<input type="checkbox"/> Situation overview #: __ <input checked="" type="checkbox"/> Presentation (Preliminary findings) #: 1 <input type="checkbox"/> Interactive dashboard #: __ <input type="checkbox"/> [Other, Specify] #: __	<input checked="" type="checkbox"/> Report #: 1 <input checked="" type="checkbox"/> Presentation (Final) #: 1 <input type="checkbox"/> Webmap #: __ <input type="checkbox"/> Map #: __
Access	<input checked="" type="checkbox"/> Public (available on REACH resource center and other humanitarian platforms) <input type="checkbox"/> Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)	
N sesVisibility Specify which logos should be on outputs	REACH Donor: ETC/WFP, Luxembourg Coordination Framework: ETC Partners: N/	

2. Rationale

2.1 Background

The recent humanitarian crisis in the Central Sahel, underpinned by escalating violence and insecurity in parts of Burkina Faso, Mali and Niger, has exacerbated the long-term development challenges. Across Burkina Faso, Mali and Niger, only 16%, 13% and 5% of the population use the Internet according to 2019 data from the International Telecommunication Union.⁷ In order to address those issues, which perpetuate the poverty cycle, the Emergency Telecommunications Cluster

⁵ 3 regions x 5 sites x 4 groups per site = 60 discussion groups

⁶ 3 regions x 5 sites x 2-4 interviews per site = 30-60 interviews

⁷ ITU 2019, <https://www.itu.int/net4/ITU-D/icteye/#/topics/2001>

(ETC), aims at supporting the humanitarian response in the Sahel by strengthening the resilience of affected populations across the region through increasing access to technology.

2.2 Intended impact

Through donor support and in collaboration with partners, the ETC proposes to formalize a multi-year, multi-country programme to set up sustainable communications technology infrastructure and related services in Niger, Burkina Faso, and Mali. The scope of the interventions falls within the Cluster's humanitarian response mandate and meets the international call to action to "provide humanitarian assistance for an immediate coordinated response to the needs of the population while helping to strengthen the resilience of communities." In order to provide a solid evidence base for the design, monitoring and evaluation of the intervention, REACH will support a series of assessment and M&E activities throughout the intervention implementation lifespan.

3. Methodology

3.1 Methodology overview

Sites meeting the intervention's initial suitability criteria (non-isolated sites with a stable population of displaced individuals in proximity to existing urban centres) will be selected for the assessment based on REACH site mapping exercise⁸. The sites do not need to be representative of the local situation, but rather from these sampled sites the data will show which is the most suitable for ETC's intervention. The assessment will provide quantitative and qualitative data gathered via a mix of methods, and the design is guided by the ETC-endorsed [Connectivity Needs and Usage Assessment \(CoNUA\) Toolkit](#). The ETC will select the sites for actual intervention based on the assessment data.

3.2 Population of interest

The assessment will take place in Diffa, Tahoua and Tillabéri regions of Niger due to the presence of sites where a mix of refugee, displaced, and host population individuals reside. Diffa is a region particularly touched by the refugee crisis, and the high number of refugee locations allows for selecting sites that meet the ETC project's criteria. The data will be collected at the individual level to accurately reflect personal situation on issues such as access, barriers, skills, and preferences of technology use.

For Diffa, the sites are selected as follows:

Commune:	Site:
Diffa	Site urbanisé (Diffa)
N'Guigmi	N'Guigmi
Chétimari	Gagamari
Diffa	Boulangou Yaskou
Gueskerou	Kindjandi

For the Tahoua and Tillabéri, the site selection will be done at a later stage, and informed by the results from Diffa.

3.3 Secondary data review

The SDR will rely on 2020 REACH MSNA for subnational quantitative data. National level domain specific data on mobile phones is provided by the GSMA. Additional qualitative context will be provided by the following study "Accès au numérique, besoins en communication et pratiques communautaires."⁹

3.4 Primary Data Collection

⁸ REACH, [Profilage des sites de déplacés](#), August 2020

⁹ UNHCR, [Accès au numérique, besoins en communication et pratiques communautaires](#), March 2021

Methods

Individual interviews, FGDs, direct observation, and market assessment methods will be used to collect the data using standardised tools. The tools will be drawn from the CoNUA Toolkit, which has been endorsed by the ETC and specifically requested for this assessment. The Toolkit will be localised to suit Niger, with all the questions and response selection options tweaked to correspond to the context. Only the end user survey interviews are meant to be representative – other tools deliver indicative and qualitative data. Two of the CoNUA tools will be used to gather regional level indicative data: the FGD 0, and the Market Assessment, while the others will be used at the site level.

More detail on each tool is available in the [CoNUA documentation](#).

Tool description

FGD 0 (Tool 2.0)

This tool is a semi-structured focus group discussion that furthers general understanding of the context in which the crisis takes place, and so it does not need to be implemented in every site. The groups should be separated between displaced and host communities. It will take place in the most conveniently accessible of the sites in each region. The participant selection, will also be done in line with the country standards: each group will comprise of 6-8 individuals, selected in consultation with the community, site, or camp chiefs.

There will be 2 groups (1x host community and 1x displaced community) x 3 regions = 6 discussion groups

Market Assessment (Tool 7)

As the FGD 0, this tool also applies at the regional level. Data is collected through a mix of observations, interviews with merchants and shopkeepers in the largest and most accessible of the sites in each region, and supplemented through a secondary data review. The interviewees will be selected with a snowball methodology, whereby enumerators start in a site's market area, ask around to identify the nearest merchant or merchants, and then continue asking for the further ones. As the data is aimed to be indicative, and no sampling frame is available, the number of interviews to be conducted will be determined at the field level, with interviews stopped once they no longer supply new information, though at least 4 merchants of each category per site (phone merchant, phone booth/"taxi phone", WiFi hotspot, cybercafé) should be interviewed.

End user survey (Tool 1)

This tool is an individual-level survey based on a structured questionnaire aimed to deliver representative data at the site level with 95% confidence level and 10% margin of error. The population sizes are unknown, so the simple random sample with no stratification in each site is $n=96$, additionally, a 10% will be collected for a total of 106 interviews per site. For each site a random sample of residents will be selected in line with standards used by the country team: sampling will be done using the "spin a pen" technique: in the centre of each site, each enumerator will randomly choose a direction in which to go by spinning a pen. They will follow the direction until the site boundary, and count shelters (if the site is small) or minutes it takes to walk (if the site is large) along the way. This number will be divided by the target number of interviews to conduct. The resulting number X will be used to select an interviewee each X -th shelter when walking back towards the site centre. Within each shelter, the interviewee will be randomly selected from shelter inhabitants by random enumeration – the method for this is built into the assessment tool itself.

The total target number of interviews is 3 regions x 5 sites per region x ~100 interviews per site = 1500 interviews total

FGD 1 (Tool 2.1)

The more substantial of the two FGD tools, this semi-structured tool asks specific questions on the population's needs and therefore is separated between distinct population subgroups (displaced women, displaced men, host community

women, host community men). These are all conducted for each site, and the participant selection, will also be done in line with the country standards: each group will comprise of 6-8 individuals, selected in consultation with the community, site, or camp chiefs. This will allow to ensure that different populations are represented in the groups as far as age, socio-cultural background, and occupation is concerned. As far as possible, people living with disabilities (PLWD) will be included in the groups.

The target number of FGD to be conducted is 3 regions x 5 sites x 4 groups per site = 60 discussion groups

Merchant In-depth Interviews (Tool 5)

While the end user tools (survey and FGDs) look at the “demand” side of connectivity services, this Key Informant semi-structured tool focuses on the supply side of connectivity technologies and electricity. The market is expected to be developed to varying levels between all the sites, with, on one end of the spectrum, a regional capital and on the other, a small rural site. This tool will allow for understanding the market differences between them. The KIs will be selected as a convenience sample with a snowball methodology, beginning in each site’s market or central area.

The target number of interviews to be conducted is 3 regions x 5 sites x 2-4 interviews per site = 30-60 interviews

Signal Strength Measurement (Tool 8)

This tool directly measures the parameters of networks that are present in Niger. The direct observation ODK/Kobo checklist needs to be used only once per site per each network so in each case the sample size is one. The 4 networks assessed will be

- Airtel (Bharti Airtel)
- Moov (Maroc Telecom)
- Zamani Telecom (formerly Orange)
- SahelCom (Sonitel)

The number of observations is 3 regions x 5 sites x 4 networks per site = 60 observations (possibly a few more for Nigerian and Chadian networks in sites near the border)

Sampling

Sampling is done at the site level, so that the assessed sites can be compared to one another. There will not be a comparison of various population groups within each site, and due to the purposive site selection the data will not be representative at the region level.

The exception to this are the FGD0 and Market assessment tools, which are used at the region level.

Enumerator training

Prior to data collection, enumerators will be trained during 5 days (including piloting the tools) by field coordinators at the regional level.

Triangulation / briefing and debriefing of enumerators

When possible, data will be compared with the national baseline. Based on the feedback provided by the database officer, field officers will brief and debrief enumerators on the findings daily, and there will be follow up of any mistakes identified during the cleaning.

The data collection will be done by field teams in person, with respect of applicable [COVID-19](#) safety guidelines.

Photographs

In parallel with the quantitative and qualitative data collection, photographic site documentation will be produced. Photos taken will show:

- what the site access looks like from the road
 - what the market area looks like (if possible - view in all sides, 360 degrees)
 - what the site "centre", if there is one, looks like (if possible - view in all sides, 360 degrees)
- There will be at least clear photos per area.

For communication purposes, pictures of enumerators during operations will also be taken if appropriate to do so.

3.5 Data Processing & Analysis

Data entry and cleaning process

The data will be collected via the [CoNUA tools](#), with the quantitative tools collected via ODK/Kobo platform. Qualitative tool responses will be recorded either via ODK/Kobo tool (if a dedicated note-taker is available), or on paper and entered after return from the field. Templates for this are part of the CoNUA Toolkit. If possible, the discussions will be also recorded. The data will be cleaned in line with [IMPACT standards](#).

Data analysis process

The data (except for FGD 0 and market assessment) will be aggregated at site level, which is also the main analysis unit. Quantitative data will be aggregated and tabulated for site-level statistics and qualitative data will supply context and background information. Data saturation grid will be used for the qualitative data so that common themes can be systematically extracted from the transcripts.

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i>)?	Yes	
... Does not expose data collectors to any risks as a direct result of participation in data collection?	No	Security situation in Niger is always risky. REACH country mission will take all the necessary steps to avoid any risks. Specifically, sites where there are known risks of threats are excluded from the sample, and security plan is prepared before movements in the field are authorised.
... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	No	There is always an ongoing risk of the COVID-19 pandemic, with best

		prevention practices applied during the data collection as mitigation measures.
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	Yes	
... Does not involve data collection with minors i.e. anyone less than 18 years old?	Yes	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	No	Persons with disabilities, victims/ survivors of protection incidents, etc. may happen to be included in random samples, but are not specifically targeted by the assessment
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Specialist	Research dept	Assessment Officer (Diffa) (AO), Research Design Unit	In-country ETC cluster
Supervising data collection	Field Coordinator	Assessment Officer (Diffa)	Assessment Specialist	In-country ETC cluster
Data processing (checking, cleaning)	Assessment Officer (Diffa)	Assessment Specialist	Field Coordinator	In-country ETC cluster
Data analysis	Assessment Officer (Diffa)	Assessment Specialist	Research Data Unit	In-country ETC cluster
Output production	Assessment Specialist	Reporting dept	Assessment Officer (Diffa), Field Coordinator, Reporting Unit	In-country ETC cluster
Dissemination	Assessment Specialist		Reporting Unit	In-country ETC cluster
Monitoring & Evaluation	Assessment Officer (Diffa)	Assessment Specialist	Field Coordinator	In-country ETC cluster
Lessons learned	Assessment Specialist	Research dept	Assessment Officer (Diffa), Field Coordinator, Research Design Unit	In-country ETC cluster

Responsible: the person(s) who executes the task

Accountable: the person who validates the completion of the task and is accountable of the final output or milestone

Consulted: the person(s) who must be consulted when the task is implemented

Informed: the person(s) who need to be informed when the task is completed

6. Data Analysis Plan

Research questions	Sub-question	Questionnaire QUESTION	Probes	Data collection method
1. What are communities' needs and usage habits when it comes to ICT?	Telephone access	1. What kind of phone do you personally own?	<p>Basic phone - has no apps, social media or internet access (no Facebook, WhatsApp, etc). Small screen, small numerical keypad</p> <p>Feature phone - has social media and internet access, some apps already on the phone (has Facebook, WhatsApp, etc), but can't download new apps. Small screen, small numerical keypad.</p> <p>Smartphone - has social media and internet access (has or can get Facebook, WhatsApp, etc), can download new apps. Large touchscreen, no keypad.</p> <p><i>No phone</i></p>	Individual-level interview
		2. Do you have access to someone else's mobile phone?	Yes/no	
		3. Whose name is registered with your main phone number?	<p>Mine</p> <p>Other household member</p> <p>Friend, neighbour</p> <p>NGO</p> <p>Mobile agent, sales assistant</p> <p>Don't know</p> <p>Prefer not to answer</p> <p>Other, specify</p>	
	Who has access to network and connectivity services and where	4. Do you have network coverage to make calls and send text messages (SMS) with your mobile phone at home?	yes/no/don't know/refuse to answer	

	5. Do you have mobile Internet (data) coverage on your phone for apps and websites like Facebook, WhatsApp, Messenger etc. at home?	yes/no/don't know/refuse to answer
Who has energy access	6. Can you charge your phone's battery at home?	yes/no/don't know/refuse to answer
What are the barriers to access these services	7. Which of the following reasons prevent you from owning a mobile phone? (select multiple) (skip if respondent has a phone)	<p>The cost of buying airtime is too high for me</p> <p>The cost of buying a mobile phone is too high for me</p> <p>I do not have the necessary registration or ID documents to buy a SIM card</p> <p>My family do not approve of me using a mobile phone</p> <p>It is hard to find a mobile phone agent to buy airtime</p> <p>There is limited or no network coverage in my area</p> <p>I am concerned that I would receive unwanted calls or messages</p> <p>Owning or using a mobile phone may put my physical safety at risk, such as theft or mugging</p> <p>Charging the battery of a mobile is too difficult or expensive</p> <p>I am concerned that my identity or other private information will be stolen or misused</p> <p>A mobile phone is not relevant or interesting for me</p> <p>I don't know how to use a mobile phone</p> <p>Other, specify</p>

		<p>8. Which of the following reasons prevent you from using mobile Internet (social media, apps, and websites like WhatsApp, Messenger, Facebook, <other locally relevant>, etc)?</p> <p>(question asked if interviewee has a phone but does not use internet)</p>	<p>I do not know how to use the internet by myself My family does not approve of me using the internet It is hard to find a mobile agent to buy mobile internet data There is limited or no coverage to access the internet in my area There is not enough content in my own language on the internet Using the internet on my mobile phone uses too much battery I am concerned that I would receive unwanted contact from people online I am concerned that it might expose myself or my family to harmful content I am concerned that my identity or other private information will be stolen or misused I do not find the Internet relevant or interesting for me I find it difficult to use a mobile phone in general The cost of buying a mobile phone that can access the Internet is too high for me The cost of buying data is too high for me The Internet on my phone is too slow I do not have time to learn how to use the Internet on a mobile phone There is nobody to teach or help me to use mobile Internet</p>	
What is the level of education reached by different members of the community?		9. What is your highest achieved level of education (formal or equivalent)?	<p>Primary education Secondary education (first cycle) Secondary education (second cycle) Higher education</p>	Individual interviews

What are the community members' knowledge gaps when it comes to the use of ICT tools and services (e.g. a computer, a smartphone, the internet, etc.)?		8 (second response set). Which of the following reasons prevent you from using mobile Internet (social media, apps, and websites like WhatsApp, Messenger, Facebook, <other locally relevant>, etc)?	I do not know how to use the internet by myself I do not have time to learn how to use the Internet on a mobile phone There is nobody to teach or help me to use mobile Internet	Individual interviews
Would community members be interested in receiving training on the use of ICT tools and services?		For each of the specific prompts [below] please discuss: 10. Do you use your phone for this, and how? 11. If not, would you like to? What are the difficulties, or reasons preventing you from using the phone this way?	Phone calls SMS Whatsapp, Facebook Messenger, <Relevant instant message local option> Facebook, Twitter, Instagram, <Relevant social network local option> Facebook Free Basics Youtube Websites such as <locally relevant list> Emails Talking or messaging with family, friends, other people close to you Reading or watching the news Search for specific information using Google or <locally relevant search engine> Learning about the security situation Weather forecast and severe weather alerts Information about humanitarian aid Providing feedback to humanitarian agencies about humanitarian aid Torch (flashlight) Online education Health information online Games, entertainment and music Taking photos and video Maps and navigation (e.g. Google Maps) Mobile money Mobile voucher (e.g. received via text message and redeemed for cash at an agent or used at a eligible merchants)	FGD1
What kind of training would they like to receive? What would they like to learn?		12. Can you suggest ways in which humanitarian organisations could help you address these difficulties?		

What is the availability and cost for connectivity tools and services, mobile phones, and electricity on the local market ?		<p>13. What prepaid/postpaid options are there?</p> <p>14. What are the CFA prices per minute, SMS, megabyte?</p> <p>15. Are there services that allow to place a call or send message (phone booths, phone rental)?</p> <p>16. Are there cybercafés or other similar services available?</p> <p>17. How much do they cost, what services do they offer?</p> <p>18. Are there WiFi hotspots or other similar services available?</p> <p>19. How much do they cost, what services do they offer?</p>	<i>enter text</i>	Market assessment tool (KI, SDR)
What is the availability and cost for connectivity tools and services, mobile phones, and electricity on the local market ?		<p>20. What is the electricity access like? Are there household-level connections, or shared public points? Is electricity delivered constantly, or intermittently? What is the cost?</p> <p>21. Are there private charging stations or points? How much does it cost to charge a phone there?</p>		Merchant IDI
		22. What kind of energy-related products are available on the local market? Are they popular? What is the cost?	<ul style="list-style-type: none"> - battery/powerbank - solar charger/lamp - generator?" 	Merchant IDI

7. Data Management Plan

The Data Management Plan is available upon request.

8. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of x product from Relief Web	Country request to HQ		X Yes
		# of downloads of x product from Country level platforms	Country team		<input type="checkbox"/> Yes
	Number of individuals accessing IMPACT services/products	# of page clicks on x product from REACH global newsletter	Country request to HQ		<input type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		X Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	Utilisation of the survey results by the ETC to inform the implementation of their project.
		# references in single agency documents			Tracking done via direct communication
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and Usage_Survey template	Feedback gathered from ETC cluster & implementation partners
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
	Number of humanitarian	Perceived quality of outputs/programs			

	documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	X Yes
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes