

APPENDIX 2: Steps that Require Assistance

Carrying out a Citizen Report Card will require assistance. Depending on the skills available within the lead institution, the type of assistance that is required will vary. However, it is likely that during five points in the CRC methodology most lead institutions will require assistance.

Stages that require assistance

1. Writing the questionnaire
2. Developing the sampling plan
3. Carrying out the survey
4. Generating the basic data tables
5. Finalizing the main report

Writing the Questionnaire

Translating the objectives of the CRC into a clear and well-sequenced set of questions requires prior experience designing questionnaires. The lead institution should seek formal assistance from an experienced social scientist.

If the lead institution has prior experience conducting surveys, request an expert to review the completed draft of the questionnaire. If the lead institution has no experience designing surveys, then work with an expert from the start of the survey design process.

The expert could be from an NGO, academia or the government. He/she should have prior experience designing social science surveys and some understanding of service delivery issues.

Developing the Sampling Plan

Consulting a sampling expert is a must. The lead institution can help collect the required information to develop a sampling plan. Data about the population of interest and key subgroups, along with their geographic distribution, is required. Try to find a listing of households from a recent census or study.

Sampling experts usually have an MS in statistics or a Ph.D. in a social science field (statistics, economics, political science, etc.). But most importantly, they should be experienced in designing sampling plans for social science surveys. Ask the Statistics Department at a nearby university for some potential contacts.

Carrying out the Survey

The survey process requires additional staff: investigators, field supervisors and a field coordinator. The role of each member of the survey team is detailed in module 6.

The lead institution will have to decide whether it wants to hire a professional survey agency to provide the survey staff or to create a survey team from a combination of hired and volunteer staff.

Generating Basic Data Tables

Data entry is a monotonous task that requires precision and attention to detail. Someone experienced in organizing and managing large sets of data is required to complete this task.

Graduate students in statistics or a data entry company are two possibilities. Or, if you are hiring a professional survey agency for the fieldwork, ask them to also enter the data and generate the basic data tables.

Finalizing the Main Report

Ideally, someone in the lead institution with strong data interpretation and writing skills should write the main report. Circulate a draft of the main report to a few skilled writers and researchers in the field to improve the quality of the final product and to ensure the findings are clear.