

## **EASE OF USE**

### **Key Issues**

#### **Priorities**

- Ease of adaptability: context/region/country/delivery mechanism
- Cost to USAID ME recipient (Implementing Agency): financial/time/human resources

#### **Design and Adaptation to Context by the ME organization**

- Clear causal link to poverty: Who should measure/who is final client
- Ease of adaptability
- Adaptation cost
- TA for adaptation
- One-time or on-going
  
- Comprehensive or sampling
- Language differences
- Getting comparable data in country
- Clarity about “who” collects data (especially in BDS)

#### **Staff**

- Incorporate into regular duties to minimize staff time
- Minimize costs to institution: financial, human resources, time
- Staff time breakdown: Implementation/Training
- Costs; financial, staff, time
- Adding additional responsibilities to already overburdened staff
- Length of questionnaire

#### **Client**

- Minimizing the amount of client time taken up in data collection
- Have in your mind the client
- Keep in mind applicability to clients - INCENTIVES

#### **Training**

- Use of unambiguous terms
- Method for easy and consistent training of staff so all apply tool in same way
- Understandable directions, model must be able to be applied by varied staff
- Not too complicated
- Not cumbersome
- Outside TA needs

#### **Data Processing**

- Data entry and analysis template with built-in controls and commands to process data

- System to capture data
- Have concise information
- Compiling data
- Verify accuracy of data easily
- Quality/accuracy of reporting
- Analysis costs
- Infrastructure/technical needs

### **Management/Feedback Loop**

- Useful for management purposes
- Identify the purpose
- Creating incentives to ensure quality and accuracy of data

### **Challenges and Solutions**

#### **Data Collection Method: When/How Often/Etc.**

- How often does the organization collect data? How often to report?
- Scope of the number of data.
- Frequency of data collection? Solution: Sample
- Client/staff time in data processing:. Solution: Keep questionnaire short
- All clients tested or just a sample? Solution: Sample.

#### **Adaptation**

- One approach for Financial Services and BDS
- Developing a common tool relevant to countries with different poverty levels
- Who does adaptation? Burden on organization to adapt vs. applicability.
- Maintaining value-added across agencies/regions economies. Solution: Have consistent outcomes
- Adaptation/training. Solution: clear guidelines.
- Will menu of tools have an option appropriate for all organizations? Solution: Yes.
- Apply tool without T/A. Solution: Simple enough to apply & process with limited education of staff

#### **Ensure Accuracy**

- Will organization be responsible for reporting/analyzing data?
- Who is responsible for data collection? Organization, AID, independent audit? Solution: independent audit.
- How to ensure comparability with different collectors of data?
- Accuracy of data?

- Assuring consistent application across agencies. Solution: clear instructions/training
- Measure of impact/accuracy of data

### **Incentives**

- Disincentives/incentives for the private sector to provide services to the poor.
- Incentives for clients to provide correct data when it's better to stay poor, targeting (50% poor)
- How to deal with change over time, goal of FS/BDS is to increase incomes and reduce poverty. What will the incentive now be to do that?
- Clients tested before/after/ongoing receiving services. Solution: before
- Creating incentives for client's participation in process.
- Using data in such a way that benefits are visible to staff and clients (beyond eligibility for USAID funding). Solution: For clients, participation in data collection can be mandatory for enrollment in program. For staff, include data collection in general institution incentive schemes. Use data in such a way that benefits are visible to clients. Keep time costs to clients minimal
- Client's accurate participation.
- Need to yield easily understood and meaningful outcomes to users. Solution: Model needs to provide AID needed results while being client focused.
- Make info gathered useful to institution/management

### **Areas of Diversity**

- Variety of clients. Solution: design tools to focus on just poverty indicators since this is about identifying who is poor.
- Gender
- Comparable poverty data non-existent (conflict affected countries). Solution: Allow some geographic targeting.
- Sophistication/size/automation of service providers
- Financial or social (aim of institution)
- Different distribution methodologies. Solution: model to be sector applicable
- Different delivery mechanisms. Solution: focus on client, focus on implementing agency as responsible for data collection.
- Service mix of institution/service provider
- Different types of services: village banks, microenterprises, ....
- Different methodologies will make ease of use different. Solution: Need flexible methods to apply tools (individual vs. group)
- Different methodologies. Solution: determine how this impacts on ability of tool to identify who is poor; design tool accordingly.

- Different contexts, rural vs. urban. Solution: focus on clients, develop formula for relative poverty.