

# OnTrack: Review of pilot implementations

## Annex 2. Evaluation methodology

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## Methodology overview

### Introduction

The World Bank Institute (WBI) contracted [Keystone](#) to carry out a formative evaluation of the OnTrack Platform for Citizen Feedback and design a methodology for evidence-based improvement in implementation going forward.

As stated in the terms of reference (ToR) for this assignment and emphasized by project leader, Natalia Agapitova, the overall approach is to learn from the past in order to ensure that evidence for real-time improvement is available for future projects that seek to establish ICT-enabled citizen feedback mechanisms.

The assignment had two main objectives:

- Evaluate the quality the OnTrack program and distill lessons of experience about identification, piloting and scaling out of innovations in the WBG including evidence-based decision making process; Identify the initial conditions and factors that should be in place for the successful deployment of OnTrack and other innovations.
- Develop a framework for adaptive management of digital engagement initiatives using the experience and findings from the assessment of OnTrack.

The work started on 5 December 2013 (formal contract from 27 December 2013) with virtual and in-person discussions with key members of the OnTrack team and ODTA to set the expectations and the parameters for the work to be carried out. A focal point was established within the OnTrack team (Alexandra Endara) who provided Keystone with internal documents relevant to the evaluation, as well as necessary explanations and clarifications regarding the platform and the way the work of OnTrack is structured and organized.

Keystone's approach to reviewing the OnTrack pilots has been to start by clarifying the program's theory of change. On the basis of that, a series of indicators for the evaluation were developed and the accompanying data sources and data collection methods were identified. They comprised a combination of quantitative and qualitative inquiry, covering the whole spectrum of involved stakeholders, from end project beneficiaries to WB senior management. The tools used for data collection, as well as the list of consulted documents and stakeholders are included in this annex. Keystone's Constituent Voice methodology has been used as the analytical framework for the review.

## **OnTrack's theory of change**

On 17 December 2013, an in-person 3-hour session was held at WB offices. The session was facilitated by Keystone's David Bonbright, with participation from OnTrack and ODTA team members that have a stake in the evaluation. The purpose of the session was to gather input on the project's theory of change, which can be used by Keystone as a basis for setting the indicators and metrics for the evaluation and evaluation framework. We have used this input to sketch out a theory of change for OnTrack, which is presented in the following section.

OnTrack aims to create the conditions for effective feedback loops between users, governments and public service providers. This will lead to improved public services and, ultimately, to better development outcomes from World Bank finance and advice.

OnTrack is based on the premise that the use of ICTs enables broader citizen participation and contributes to making the feedback process more efficient and effective.

The key constituents of the theory of change are:

- **Users of public services:** They monitor the state and quality of public services in their area and report complaints and suggestions using the OnTrack platform. They also provide stories on project implementation. These people are identified as the beneficiaries of the World Bank supported projects in which the OnTrack program is being tested.
- **Project Implementation Units/public service providers:** Their role is to ensure that the OnTrack platforms are in place and functioning correctly. They promote awareness of OnTrack among service users and are in charge of the management of the platform. They ensure that the feedback provided by citizens is used to take actions to improve the quality of the public services. They also report back to citizens on actions taken in response to their feedback.
- **OnTrack program staff:** Their role is to act as innovators, facilitators and advisors in establishing effective feedback mechanisms. They provide an advisory service for WB supported projects to set up and run platforms for citizens to provide feedback on the services they receive and for governments/public authorities to respond to it.

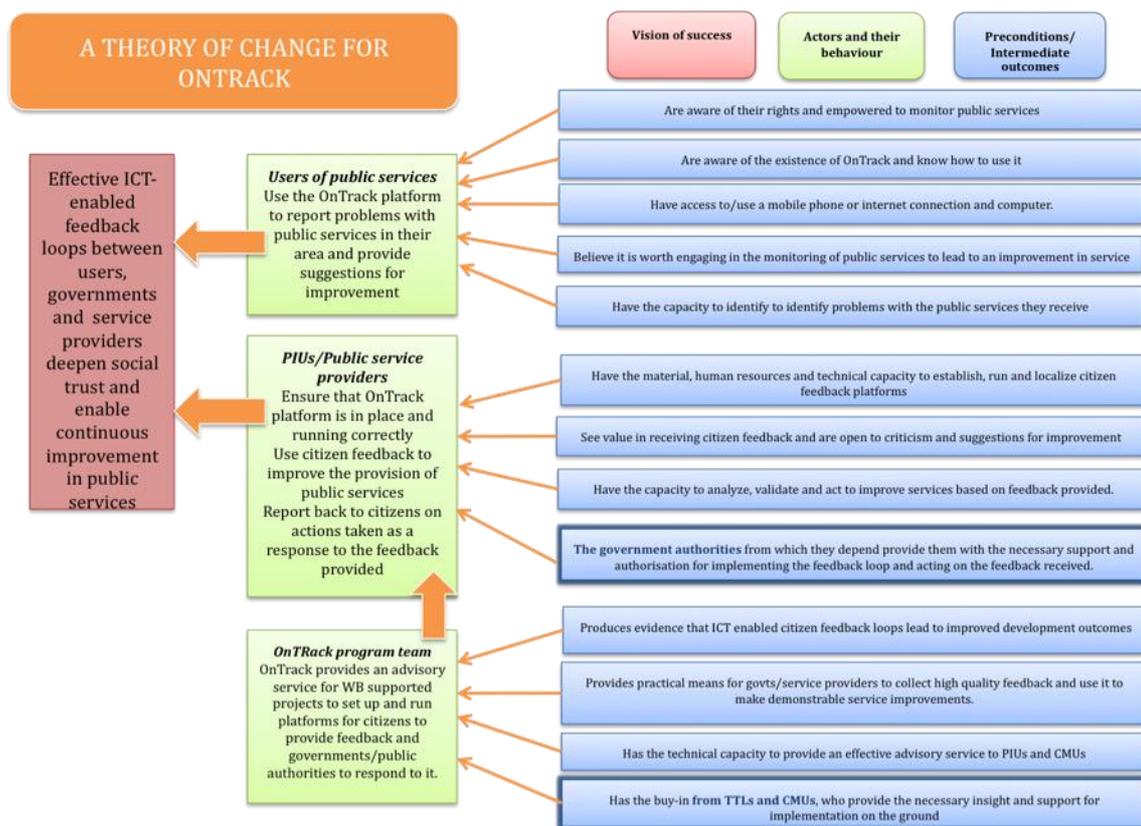
Two other constituent groups play an important role in ensuring the preconditions for OnTrack's success:

- **The government authorities responsible for the PIUs.** They have the last word on key decisions regarding targeted public services and are in a position to create the enabling environment. They also provide the necessary authorization for PIUs to implement OnTrack effectively.

- Project Team Leaders and WB country offices. Their buy-in is crucial in developing and implementing OnTrack in WB supported projects. They provide key insights on local and project-specific context, as well as ensuring in-country support and managing relations on the ground.

In order for all these actors to contribute effectively to the OnTrack feedback loop, a series of key preconditions and intermediate outcomes are necessary. These are shown in the following graphic representation of OnTrack's theory of change:

**Figure 1 OnTrack's Theory of Change**



### Assessment areas and indicators

The following table presents the assessment areas and indicators that were used to guide the review of the OnTrack pilots.

**Table 1 Assessment areas and indicators**

Evaluation question	Assessment areas	Indicators
1. How likely would OnTrack	Quality and relevance of	Relevance to broad WB goals

<p><b>contribute</b> to better results of public service delivery to beneficiaries in the pilot countries? What are the related predictive indicators and evidence?</p>	design	<p>Criteria for selecting the pilot countries and projects</p> <p>Mobile phone/internet penetration in pilot sites</p> <p>Sensitivity to process and culture</p> <p>Openness and inclusiveness of the platform</p> <p>Directness of feedback process</p> <p>Adaptation of OnTrack to in country conditions</p>
	Contribution to development results	<p>Level of awareness by project beneficiaries</p> <p>Beneficiary usage rate</p> <p>Responsiveness to feedback</p> <p>Timeliness of response to feedback</p> <p>Fix rate</p>
<p>2. How <b>efficient</b> is the OnTrack in enabling and tracking behavioral changes of key stakeholder groups including citizens, service providers and policy-makers?</p>	Process efficiency	<p>OnTrack quality of advice and support</p> <p>PIU quality of service</p> <p>PIU/public service providers capacity</p> <p>New needs identified by the implementation of the program</p> <p>Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)</p>
	Monitoring of behavioral changes	<p>Existence and implementation of a monitoring and learning system</p> <p>Quality of relationships between different constituents (including management of expectations)</p>
<p>3. What are the key factors that need to be taken into account in OnTrack <b>Phase 2 rollout</b> and in for "off loading" of</p>	Sustainability of OnTrack	<p>Buy in by PIUs/public service providers</p> <p>Buy in by government authorities from which depend the PIUs</p> <p>Buy in by TTLs/CMUs</p> <p>Perceptions on the value of beneficiary feedback by PIU/public service providers</p>

OnTrack Platform as part of the broader citizen engagement agenda?		Beneficiary usage rates  OnTrack quality of advice and support  Clear definition of OnTrack's role going forward  PIU quality of service  PIU/public service providers capacity
	Replication of OnTrack	Interest expressed by other actors in WB (i.e. internal demand for OnTrack or similar systems)  Completeness of feedback system as product (Have all aspects of design and operations been finalized and tested? Technical aspects of the platform solved? Feedback mechanism process and operations fully explained by guidelines that have been tested?)

### Data collection matrix

This matrix refers to the data collection process that took place during the assignment.

Indicator	Data collection method	Data source	Instrument used
Relevance to broad WB goals	Desk review  Online survey	WB strategic documents  OnTrack staff; WBI Management; ODTA staff; CMU; Project TTLs	N/A  Staff survey questionnaire
Criteria for selecting the pilot countries and projects	Semi-structured interviews	OnTrack staff; WBI management; Pilot country directors; Project TTLs  PIUs  PIUs/public	Staff interview guide  Partner interview guide  PIU/service

<b>Indicator</b>	<b>Data collection method</b>	<b>Data source</b>	<b>Instrument used</b>
		service providers	providers interview guide
Mobile phone/internet penetration in pilot sites	Desk review  Semi-structured interviews  Face-to-face survey with smartphones	Studies carried out as part of OnTrack design  Publicly available studies  OnTrack staff/Project TTLs  PAR project beneficiaries, Santa Cruz Bolivia	N/A  Staff survey questionnaire  PAR beneficiaries questionnaire
Sensitivity to process and culture	Semi-structured interviews  Focus group discussions  Face-to-face survey with smartphones	OnTrack staff; WBI management; Pilot country directors; Project TTLs  PIUs/public service providers  Project beneficiaries that have participated in informational sessions about OnTrack  PAR project beneficiaries, Santa Cruz Bolivia	Staff interview guide  PIU/service providers interview guide  Focus group guide for beneficiaries that have received direct information  PAR beneficiaries questionnaire
Adaptation of OnTrack to in country conditions	<i>Same as above</i>	<i>Same as above</i>	<i>Same as above</i>
Openness and inclusiveness of the platform	Focus group discussions	Project beneficiaries that have participated in informational sessions about OnTrack	Focus group guide for beneficiaries that have received direct information  Focus group guide

<b>Indicator</b>	<b>Data collection method</b>	<b>Data source</b>	<b>Instrument used</b>
	SMS survey (test carried out in PAR project, Bolivia)	Project beneficiaries that have not participated in informational sessions  Project beneficiaries that have sent a report via SMS	for beneficiaries that have not received direct information  Project beneficiaries survey questionnaire
Directness of feedback process	Semi-structured interviews	OnTrack staff; Pilot country directors; Project TTLs  PIUs	Staff interview guide  PIU/service providers interview guide
Level of awareness by project beneficiaries	Face-to-face survey with smartphones  Focus group discussions	PAR project beneficiaries, Santa Cruz Bolivia  Project beneficiaries that have/have not participated in informational sessions about OnTrack	PAR beneficiaries questionnaire  Project beneficiaries focus group guides
Beneficiary usage rate	Desk review	OnTrack platform monthly reports (Bolivia and Nepal)	N/A
Responsiveness to feedback	Desk review  Online survey  Focus group discussions	OnTrack platform  OnTrack staff; CMU; Project TTLs  Project beneficiaries that have/have not participated in informational sessions about OnTrack	N/A  Staff survey questionnaire  Project beneficiaries focus group guides

<b>Indicator</b>	<b>Data collection method</b>	<b>Data source</b>	<b>Instrument used</b>
Timeliness of response to feedback	<i>Same as above</i>	<i>Same as above</i>	<i>Same as above</i>
New needs identified by the implementation of the program	<i>Same as above</i>	<i>Same as above</i>	<i>Same as above</i>
Fix rate	Desk review  Online survey  Semi-structured interviews	OnTrack platform  OnTrack staff; CMU; Project TTLs  PIUs/public service providers	N/A  Staff survey questionnaire  PIU/service providers interview guide
OnTrack quality of advice and support	Online survey  Semi-structured interviews	OnTrack staff; WBI Management; ODTA staff; CMU; Project TTLs  PIUs/public service providers	Staff survey questionnaire  PIU/service providers interview guide
PIU quality of service	Semi-structured interviews	PIUs/public service providers  OnTrack staff; Pilot country directors; Project TTLs	PIU/service providers interview guide  Staff interview guide
PIU/public service providers capacity	<i>Same as above</i>	<i>Same as above</i>	<i>Same as above</i>
Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)	Desk review  Online survey  Semi-structured interviews	OnTrack work plans and budgets  OnTrack staff; WBI Management; ODTA staff; CMU; Project TTLs  PIUs/public service providers	N/A  Staff survey questionnaire  PIU/service providers interview guide
Existence and implementation of	Online survey	OnTrack staff; CMU; Project	Staff survey questionnaire

<b>Indicator</b>	<b>Data collection method</b>	<b>Data source</b>	<b>Instrument used</b>
a monitoring and learning system	Semi-structured interviews	TTLs PIUs/public service providers	PIU/service providers interview guide
Quality of relationships between different constituents (including management of expectations)	Online survey  Semi-structured interviews  Focus group discussions	OnTrack staff; WBI Management; ODTA staff; CMU; Project TTLs  PIUs/public service providers  Project beneficiaries that have participated in informational sessions about OnTrack	Staff survey questionnaire  PIU/service providers interview guide  Project beneficiaries focus group guide
Buy in by PIU/public service providers	Semi-structured interviews	PIUs/public service providers	PIU/service providers interview guide
Buy in by government authorities from which depend the PIUs	Semi-structured interviews	Top level govt authorities	Top level govt authorities interview guide
Buy in by TTLs and CMUs	Semi-structured interviews	OnTrack staff; Pilot country directors; Project TTLs	Staff interview guide
Perceptions on the value of project beneficiary feedback by PIU/public service providers	Semi-structured interviews	PIUs/public service providers	PIU/service providers interview guide
Interest expressed by other actors in WB	Online survey  Semi-structured interviews	OnTrack staff; WBI Management; ODTA staff; CMU; Project TTLs  PIU	Staff survey questionnaire  PIU/service providers interview guide
Completeness of feedback system as	Online survey	OnTrack staff; WBI	Staff survey questionnaire

<b>Indicator</b>	<b>Data collection method</b>	<b>Data source</b>	<b>Instrument used</b>
product/Level of readiness of feedback system	Semi-structured interviews	Management; ODTA staff; CMU; Project TTLs  OnTrack staff; Pilot country directors; Project TTLs	Staff interview guide

## Sampling

Purposeful sampling was used for the interviews with World Bank staff and PIUs, as well as for the online survey of World Bank staff, aiming to collect information and perceptions from as many as possible of those stakeholders that have been directly involved in the implementation and/or supervision of the OnTrack pilots.

A mix of convenience and purposeful sampling was used for focus group discussions held with project beneficiaries in Santa Cruz, Bolivia and Kapilvastu, Nepal. They included both beneficiaries that have and have not received orientation regarding OnTrack.

For the face-to-face survey of PAR beneficiaries in Santa Cruz Bolivia, stratified sampling with random selection of alliances and members was used to design a representative sample. A detailed methodological report prepared by the company who carried out the data collection on the ground (Ipsos) is included at the end of the next section.

**Table 2 Summary of consulted stakeholders**

	<b>Bolivia</b>	<b>Nepal</b>	<b>Zambia</b>	<b>Washington DC</b>
Interviews with WB Sr Management	1	1	-	3
Interviews with TTLs	2	1	1	-
Interviews with other in-country WB staff	3	4	3	-
Interviews with OT team	-	-	-	4
Interviews with PIUs	7	4	-	-
Online survey of WB staff	7	-	5	7
Focus groups with project beneficiaries	8 beneficiaries	41 beneficiaries	-	-

	5 extension workers	12 Partner organizations		
Face-to-face survey with project beneficiaries	PAR: 439	-	-	-

The list of consulted stakeholders is included at the end of this annex.

### **Analytical framework**

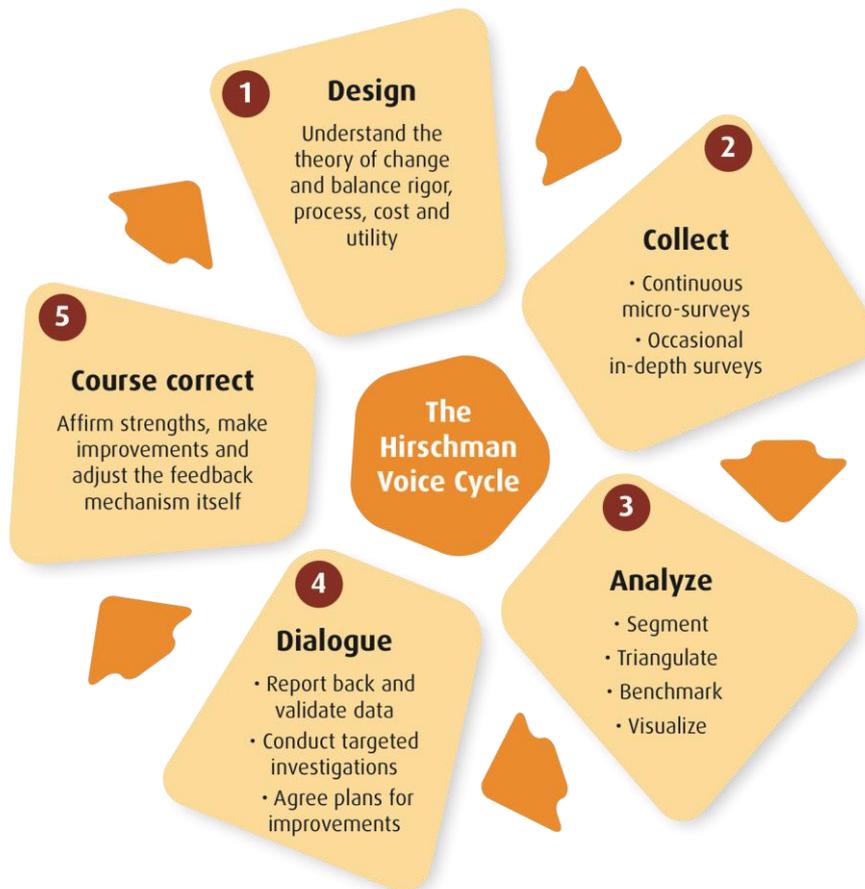
In order to examine OnTrack’s relevance and potential in achieving its stated outcomes, Keystone’s work was guided by its core methodology, Constituent Voice<sup>1</sup>. We use the Hirschman Voice Cycle as a framework against which to assess OnTrack program quality. The Hirschman Voice Cycle is a distillation of over 7 years of work in implementing successful citizen feedback systems.

This evaluation framework is not rigid, and is not applied in a mechanistic way. Rather, it is an exhaustive checklist, albeit an organized one, of the features one would expect to see in an effective feedback mechanism. It is not assumed that OnTrack will meet the Hirschman Voice Cycle elements in any particular way. The evaluation, however, describes precisely how OnTrack addresses each of the features in the five-step cycle: design, collect, analyze, dialogue, and course correct.

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<sup>1</sup> For more details on Keystone’s Constituent Voice method, please see [Constituent Voice - Technical Note 1](#).

**Figure 2 The Hirschman Voice Cycle**



Specifically, for each step of the cycle we analyze a series of elements that speak directly to OnTrack’s likelihood to contribute to better results for public service delivery and its efficiency in enabling and tracking behavioural changes of key stakeholder groups, as stated in the evaluation questions included in the TOR.

The table below presents the elements that are examined under each step.

**Table 3 Elements of analysis**

<b>1. Design</b>	<b>2. Collect</b>	<b>3. Analyze</b>	<b>4. Dialogue</b>	<b>5. Course correct</b>
Rigor Sensitivity to process and culture Cost Utility	Adequacy and adaptation of method to context/feedback providers Management of expectations Frequency Independence Anonymity	Segmentation Triangulation Benchmarking Interpretation of findings	Publishing and reporting back Sense making with stakeholders Follow up investigations	Utility of data and findings Use of data and findings Improvements in service

## Limitations to the evaluation

The following are the main limitations that we encountered in the process of reviewing the OnTrack pilot implementations:

- Lack of information on project design

There is little information available, at least in written form, regarding the design of the OnTrack program. We are lacking documents that clearly state the objectives and goals of the project and that lay out the strategy and assumptions behind it. Similarly, we are lacking a monitoring plan for the project with the corresponding indicators. This circumstance poses a limitation to the evaluation in the sense that additional inquiry has been required for clarifying the project's theory of change, which includes sense making and pulling each element from different documents and sources. Furthermore, no monitoring data are available except from monthly reports on website traffic.

- Limited use of the platforms

OnTrack operated in 2 out of 4 pilot countries, where it was live for just over a year. As we discuss in the findings, there were almost no addressable issues reported by users on any of the 3 project platforms. This gave us little information to work with, especially in correlating the reporting of issues with actual fixes/development results.

- Difficulties in consulting with certain key stakeholders

Namely, a key member of the OnTrack team has not made themselves available for an interview with the Keystone team.

Furthermore, we were not put in touch with the company that has developed the platform, as their contract with the WB was being renegotiated and the team considered that it was not adequate to include them in the process. This has led to having to rely solely on information provided by OnTrack staff regarding the process for developing and technical specificities of the platforms. It has also implied the impossibility of running an online survey of website visitors, as the collaboration of the developers was necessary (see below).

Limitations regarding reaching the designed sample in the survey of PAR beneficiaries in Bolivia, are discussed in Ipsos methodological report included at the end of the next section.

- Difficulties for remotely surveying platform users

OnTrack staff have brought to our attention the following limitations for carrying out an online and SMS/phone survey:

- Privacy issues/lack of authorization by users to contact them using the phone numbers and email addresses registered on the OnTrack platform
- Very limited use of the platforms

- Impossibility to make changes on the platform support (website), so not possible to place a banner for the online survey.
- Political sensitivity by PIUs who may not want a third party to contact directly their constituents for a survey

Due to these difficulties we were only able to carry out a test SMS survey for PAR beneficiaries in Santa Cruz, Bolivia. However this test was unsuccessful as the phone numbers extracted from the back log of the platform were mainly those of agricultural extension workers (PAR employees) that had registered their personal phone numbers for demonstration purposes during the orientation sessions they had held with beneficiaries.

## Data collection materials and sources

### Tools and guides used for data collection

#### PIU interview guide

##### Instructions:

- Semi-structured interview with approximate duration of 1-1,5 hour
- Questions may be shared with respondents prior to the interview so that they can prepare
- Ask question as in the guide and continue with follow up questions to make sure that there is no ambiguity in our understanding
- Order of questions is not rigid, should be adapted to the flow of the conversation.
- When relevant and available, ask respondent to provide with documents supporting the opinions provided.
- Indicator column is included here for showing the correlation of the questions with the evaluation indicators and as a reference for analysis.

Question	Indicator
1. Please explain your role in relation to OnTrack	General
2. Why do you think that your service/unit was chosen for piloting OnTrack?	2. Criteria for selecting the pilot countries and projects
3. What was your service/unit's interest in participating in OT?	20. Buy in by PIU/public service providers
4. In what way is citizen feedback important for you?	23. Perceptions on the value of project beneficiary feedback by PIU/public service providers
5. Throughout the process of design and implementation of OT, did you feel that you were adequately consulted and that your opinions were taken into account? Can you explain/provide examples?	4. Sensitivity to process and culture

6. Do you feel that adequate attention has been given to process and to sensitivity towards the local context and culture in the design process? Is the OT design adequately adapted to the in-country conditions?	4. Sensitivity to process and culture; 5. Adaptation of OnTrack to in country conditions
7. To what extent do you believe that OT effectively enables direct feedback - from user to provider? What are the challenges? How can this be improved?	7. Directness of feedback process
8. Can you provide examples of actions taken/improvements made in your service in response to feedback provided by citizens? Was the feedback provided through OT or by other means?	13. Fix rate
9. What kind of support do you need from WB staff in order to effectively implement OT? Do they have the necessary capacity to provide this support? Are you satisfied with the support received? What are the areas that need improvement?	14. OnTrack quality of advice and support
10. What capacity elements are crucial for you (the PIU) to be able to effectively operate the platform and fully implement the feedback loop? Do you believe that you currently have that capacity? Where is capacity lacking and what could be done about it?	15. PIU quality of service; 16. PIU/public service providers capacity
11. How many people from your service/unit work on OT? Is it full time or part time? Since the beginning, how much time have they dedicated to OnTrack?	17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
12. Could you give an estimate of the material and financial resources that you have dedicated to OT since the beginning of the pilot? [this might be a sensitive question]	17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
13. Do you feel that the level of human and financial resources that have been invested so far on OnTrack (both by the WB and you) is proportionate to the results it is expected to deliver? Why?	17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
14. Is a monitoring and learning system in place for OnTrack? What kind of data is being collected and analysed? How are these being used?	18. Existence and implementation of a monitoring and learning system
15. How would you describe your relationship with the staff in WB for implementing OT? Do you feel that there is mutual understanding and respect?	19. Quality of relationships between different constituents
16. What kind of expectations did you have from your participation in piloting OT? Were these met? Did you feel that you were promised things that were later not followed through?	19. Quality of relationships between different constituents
17. Are you aware of any expressions of interest for replicating OT in any other projects that are supported by the WB in your country? In any other projects not supported by the WB?	24. Interest expressed by other actors in WB
18. What have been OT's achievements to date?	General
19. What have been OT's challenges?	General

### Staff interview guide

#### Instructions:

- Semi-structured interview with approximate duration of 1-1,5 hour

- Questions may be shared with respondents prior to the interview so that they can prepare
- Ask question as in the guide and continue with follow up questions to make sure that there is no ambiguity in our understanding
- Order of questions is not rigid, should be adapted to the flow of the conversation.
- Online survey of staff will take place previous/simultaneously to interviews. If responses to survey are available, make sure to use them as lead in for the questions.
- When relevant and available, ask respondent to provide with documents supporting the opinions provided.
- Indicator column is included here for showing the correlation of the questions with the evaluation indicators and as a reference for analysis.

<b>Respondent</b>	<b>Question</b>	<b>Indicator</b>
All	1. What is your role in relation to OT?	General
Management	2. How does OT fit in the broader WB goals and strategy? Any docs to point us to?	1. Relevance to broad WB goals
All (except ODTA)	3. What has been the process for selecting the pilot projects and countries? What were the criteria used?	2. Criteria for selecting the pilot countries and projects; 4. Sensitivity to process and culture
OT staff/CMUs/TTLs	4. Do you feel that adequate attention has been given to process and to sensitivity towards the local context and culture in the design process? Is the OT design adequately adapted to the in-country conditions?	4. Sensitivity to process and culture; 5. Adaptation of OnTrack to in country conditions
OT staff/CMUs/TTLs	5. Was mobile phone/internet penetration adequately assessed in the pilot sites? How? In your opinion, what level of penetration is necessary for an OT-like initiative to be successful?	3. Mobile phone/internet penetration in pilot sites
OT staff/CMUs/TTLs	6. Is a monitoring and learning system in place for OnTrack? What kind of data is being collected and analysed? How are these being used?	18. Existence and implementation of a monitoring and learning system
OT staff/CMUs/TTLs	7. To what extent do you believe that OT effectively enables direct feedback - from user to provider? What are the challenges? How can this be improved?	7. Directness of feedback process
OT staff/CMUs/TTLs	8. What capacity elements are crucial for the PIU to be able to effectively operate the platform and fully implement the feedback loop? Do you believe that they currently have that capacity? Where is capacity lacking and what could be done about it?	15. PIU quality of service; 16. PIU/public service providers capacity
OT staff/CMUs/TTLs	9. What are the conditions that need to exist in country in order for OT to be effective?	<i>For real-time adaptive management method</i>

Respondent	Question	Indicator
OT staff	10. Do you feel that there is sufficient commitment from TTLs and CMUs to the success of OT? To what extent do you believe that such commitment is needed? How can this commitment be strengthened/motivated?	22. Buy in by TTLs and CMUs
CMUs/TTLs	11. To what extent do you consider citizen feedback to be an important factor to the success of your project? Why? What motivates you in relation to CE? What turns you off? What conditions need to be in place for your commitment to stronger?	22. Buy in by TTLs and CMUs
OT staff/CMUs/TTLs	12. What are the elements that need to be in place/developed in order to consider OT as a complete product? Can you prioritise between them? To what extent have these been achieved so far? What are the critical elements that need to be in place before scaling up and out?	25. Completeness of feedback system as product/Level of readiness of feedback system; <i>For real-time adaptive management method</i>
All	13. In what is OT distinct from other CE initiatives?	General
All	14. What have been OT's achievements to date?	General
All	15. What have been OT's challenges?	General
All	16. We have been assigned to develop a real-time adaptive management method for OT going forward. In your opinion, what are the key issues that such method must address? What characteristics should it have? What are your expectations?	<i>For real-time adaptive management method</i>

### Top level government authorities interview guide

#### Instructions:

- Semi-structured interview with approximate duration of 1-1,5 hour
- Questions may be shared with respondents prior to the interview so that they can prepare
- Ask question as in the guide and continue with follow up questions to make sure that there is no ambiguity in our understanding
- Order of questions is not rigid, should be adapted to the flow of the conversation.
- When relevant and available, ask respondent to provide with documents supporting the opinions provided.
- Indicator column is included here for showing the correlation of the questions with the evaluation indicators and as a reference for analysis.

Question	Indicator
20. Please explain your role in relation to OnTrack	General
21. Why do you think that the particular service/unit was chosen for piloting OnTrack?	2. Criteria for selecting the pilot countries and projects
22. What was your government's interest in participating in OT?	21. Buy in by government

	authorities from which depend the PIUs
23. In what way is citizen feedback important for you?	21. Buy in by government authorities from which depend the PIUs ; 23. Perceptions on the value of project beneficiary feedback by PIU/public service providers
24. Throughout the process of design and implementation of OT, did you feel that you were adequately consulted and that your opinions were taken into account? Can you explain/provide examples?	4. Sensitivity to process and culture
25. Do you feel that adequate attention has been given to process and to sensitivity towards the local context and culture in the design process? Is the OT design adequately adapted to the in-country conditions?	4. Sensitivity to process and culture; 5. Adaptation of OnTrack to in country conditions
26. To what extent do you believe that OT effectively enables direct feedback - from user to provider? What are the challenges? How can this be improved?	7. Directness of feedback process
27. What kind of support does your government need from WB staff in order to effectively implement OT? Do they have the necessary capacity to provide this support? Are you satisfied with the support received? What are the areas that need improvement?	14. OnTrack quality of advice and support
28. What capacity elements are crucial for the PIU to be able to effectively operate the platform and fully implement the feedback loop? Do you believe that you currently have that capacity? Where is capacity lacking and what could be done about it?	15. PIU quality of service; 16. PIU/public service providers capacity
29. Do you feel that the level of human and financial resources that have been invested so far on OnTrack (both by the WB and your government) is proportionate to the results it is expected to deliver? Why?	17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
30. How would you describe your relationship with the staff in WB for implementing OT? Do you feel that there is mutual understanding and respect?	19. Quality of relationships between different constituents
31. What kind of expectations did you have from your participation in piloting OT? Were these met? Did you feel that you were promised things that were later not followed through?	19. Quality of relationships between different constituents
32. What have been OT's achievements to date?	General
33. What have been OT's challenges?	General
34. Are you aware of other government departments that are interested in implementing OT or something like it? If yes, what departments (not for contacting them but to understand the type of department)?	General

**Guide for focus group discussions with project beneficiaries that have participated in informational sessions about OnTrack**

Instructions:

- 6-8 participants
- approx. duration 1-1,5 hr
- carry out separate groups for men and women. If women come with children make sure that there is a separate space where a person can stay with the children while their mothers participate in the discussion
- sit in a circle, at the same level
- have refreshments available
- ensure that all have a chance to speak. Directly ask questions to the more timid ones
- the order of the questions should be adapted to the flow of the conversation
- when relevant, ask for examples
- if use of interpreter is necessary, rehearse first
- 1 person facilitating and 1 taking notes

### Introduction:

- Welcome, thank you for your time, it is very appreciated
- We wanted to talk to you because you participated in a session about the OnTrack and we would like to hear about your experience. Your opinion is very important for us to be able to make the system better
- Round of introductions
- Feel free to say what you think. In our report we will not use your names. There are no correct or wrong answers, we just want to know your opinions. Let others finish what they are saying, do not interrupt. Everyone will have a chance to speak

Question	Indicator
1. Do you remember the session you had about OT? Can you explain what you talked about/did during that session?	8. Level of awareness by project beneficiaries
2. OT is about letting the government (or use the name by which the PIU is known in that area) know about things that are not working well and asking them to fix them. How do you feel about that? In your culture, do you feel comfortable complaining when things don't work well? Do you believe that things will change if you report them?	4. Sensitivity to process and culture; 5. Adaptation of OnTrack to in country
3. During the session, did you try to send an SMS for reporting a problem? What did you think about it? Was it easy?	6. Openness and inclusiveness of the platform
4. Ever since, have you tried sending a report through an SMS?	
5. What about the website? Is it clear for you how to use it? Have you used it since?	6. Openness and inclusiveness of the platform
6. If you have sent in a report using OT, did you receive a response? What did you think of it? // If not: What would you expect to happen if you sent in a report?	10. Responsiveness to feedback; 11. Timeliness of response to feedback
7. Do you think that OT is a good way for making sure the government (or use the name by which the PIU is known in that area) knows	12. New needs identified by the

Question	Indicator
about the local needs? Is it better than other ways (for ex. Community meetings, surveys)?	implementation of the program
8. Looking back at that session, are you satisfied about how you were treated by the people who ran the session? Was it worth your time? Were your expectations met?	19. Quality of relationships between different constituents
9. Have you told other people about OT? To whom? What did they think? Do you know if they have used it or would like to use it?	8. Level of awareness by project beneficiaries
10. Could you put us in contact with them? We would like to have a similar discussion with them?  <i>It might not be practical, due to time constraints, to schedule the focus group with people that have not participated in the information sessions after this FG is done. So, it might be better that this information is solicited at the moment that they are invited to participate in the FG.</i>	

**Guide for focus group discussions with project beneficiaries that have NOT participated in informational sessions about OnTrack**

**Instructions:**

- 6-8 participants
- approx. duration 1-1,5 hr
- carry out separate groups for men and women. If women come with children make sure that there is a separate space where a person can stay with the children while their mothers participate in the discussion
- sit in a circle, at the same level
- have refreshments available
- ensure that all have a chance to speak. Directly ask questions to the more timid ones
- the order of the questions should be adapted to the flow of the conversation
- when relevant, ask for examples
- if use of interpreter is necessary, rehearse first
- 1 person facilitating and 1 taking notes

**Introduction:**

- Welcome, thank you for your time, it is very appreciated
- We wanted to talk to you about OT. Your opinion is very important for us to be able to make the system better
- Round of introductions
- Feel free to say what you think. In our report we will not use your names. There are no correct or wrong answers, we just want to know your opinions. Let others finish what they are saying, do not interrupt. Everyone will have a chance to speak

Question	Indicator
11. Have you heard about OT before today? If yes, can you explain what it is?  After they have answered, give an explanation of what OT is about and how it works.	8. Level of awareness by project beneficiaries
12. OT is about letting the government (or use the name by which the PIU is known in that area) know about things that are not working well and asking them to fix them. How do you feel about that? In your culture, do you feel comfortable complaining when things don't work well? Do you believe that things will change if you report them?	4. Sensitivity to process and culture; 5. Adaptation of OnTrack to in country
13. Do you send SMS? Have your ever used SMS to report a problem in your area? Do you think that it is easy to do? Would you do it?	6. Openness and inclusiveness of the platform
14. What about the internet? Do you use it? Would you use it for reporting problems?	6. Openness and inclusiveness of the platform
15. What would you expect to happen if you sent in a report?	10. Responsiveness to feedback; 11. Timeliness of response to feedback
16. Do you think that OT is a good way for making sure the government (or use the name by which the PIU is known in that area) knows about the local needs? Is it better than other ways (for ex. Community meetings, surveys)?	12. New needs identified by the implementation of the program

### Staff online questionnaire

### Email for sending out survey:

Dear [FirstName]

At the Annual Meetings last year, World Bank President Jim Kim said " "[We] must become a better listener. Last year, we had beneficiary feedback on 34 percent of our projects. We promise that for our projects with clear beneficiaries, we will get feedback – from every single one of them, 100 percent."

Keystone Accountability has been assigned by WBI's Innovation Labs to review the experience of its innovative online tool for beneficiary feedback -- OnTrack. In particular, we are studying OnTrack experiences of Nepal, Bolivia, and Zambia to create a real-time adaptive management methodology that OnTrack and other ICT-enabled feedback mechanisms may use going forward.

As part of this assignment we are carrying out an online survey of all World Bank staff that have been involved in the design and implementation of OnTrack. Please take 15 minutes to take the survey using this link [SurveyLink]

Please answer the questions based on your experience so far with OnTrack. If you do not know the answer to a question, please choose “I don’t know” or leave it blank.

All individual responses will be treated confidentially. We will however acknowledge the contribution of the different staff members that respond to the survey (hopefully ALL of you!).

Should you have any questions regarding the survey or this assignment, please do not hesitate to contact me at [natalia@keystoneaccountability.org](mailto:natalia@keystoneaccountability.org) or the Project Lead from WBI: Natalia Agapitova at [nagapitova@worldbank.org](mailto:nagapitova@worldbank.org).

Thank you for your time,

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Question	Options	Indicator <sup>2</sup>
1. What is your position in the WB?		N/A
2. Where are you based?	Washington DC Bolivia Ghana Zambia Nepal	N/A
3. What is your gender?	Male Female	N/A
4. Please, briefly describe your role in relation to OnTrack:		N/A
<i>Please indicate the extent to which you agree or disagree with the following statements:</i>		
5. OnTrack is aligned with the broader WB goals  Please explain your answer:	0- Completely disagree 1 2 3 4 5 6 7 8 9 10- Completely agree Don't know	1. Relevance to broad WB goals
6. OnTrack’s design ensures that users who provide feedback on public services always receive a response	0- Completely disagree .....	10. Responsiveness to feedback

---

<sup>2</sup> Indicator column is included here for showing the correlation of the questions with the evaluation indicators and as a reference for analysis. It will not be included in the survey to be sent out to respondents

Question	Options	Indicator <sup>2</sup>
Please explain your answer:	10- Completely agree Don't know	
7. In my experience, providers of public services involved with OnTrack always respond to feedback received by users through OnTrack	0- Completely disagree ..... 10- Completely agree Don't know	10. Responsiveness to feedback
8. In my experience, providers of public services involved with OnTrack are committed to using feedback from users in order to improve their services	0- Not at all committed ..... 10- Completely committed Don't know	10. Responsiveness to feedback
9. I know of at least one example where a public service provider has taken a concrete action in response to feedback provided by a user through OnTrack  If yes, please provide the examples you know of:	Yes No	10. Responsiveness to feedback; 13. Fix rate
10. The use of SMS and internet technology by OnTrack enables providers of public services to respond to user feedback in a practical and timely way	0- Completely disagree ..... 10- Completely agree Don't know	11. Timeliness of response to feedback
11. I know of at least one example where a public service provider has given a timely response to feedback provided by a user through OnTrack  If yes, please provide the examples you know of:	Yes No	11. Timeliness of response to feedback
12. OnTrack <b>has the potential to be</b> an effective mechanism for identifying new needs regarding public service provision	0- Completely disagree ..... 10- Completely agree Don't know	12. New needs identified by the implementation of the program
13. OnTrack <b>is</b> an effective mechanism for identifying new needs regarding public service provision	0- Completely disagree ..... 10- Completely agree Don't know	12. New needs identified by the implementation of the program
14. I know of at least one example where a new need was identified by a user through OnTrack  If yes, please provide the examples you know of:	Yes No	12. New needs identified by the implementation of the program
15. To my knowledge, the OnTrack team has the necessary human resources for providing high quality advice and support to the PIUs and CMUs for the implementation of OnTrack	0- Completely disagree ..... 10- Completely agree Don't know	14. OnTrack quality of advice and support
16. To my knowledge, the OnTrack team has the	0- Completely	14. OnTrack quality of

Question	Options	Indicator <sup>2</sup>
necessary material resources for providing high quality advice and support to the PIUs and CMUs for the implementation of OnTrack	disagree ..... 10- Completely agree Don't know	advice and support
17. Please explain your answer to the previous two questions:		14. OnTrack quality of advice and support
18. [ONLY ANSWER THIS QUESTION IF YOU DO NOT WORK FULL TIME ON ONTRACK] Please provide <b>a rough estimate</b> of the number of full work days that you have dedicated to OnTrack since the beginning of your involvement with it:		17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
[ONLY ANSWER THIS QUESTION IF YOU WORK FULL TIME ON ONTRACK] Please provide <b>a rough estimate</b> of the number of full work days that you have dedicated to the following different pieces of work: 19. Selection of pilot sites 20. Negotiation with Project TTL and CMUs for ensuring agreement to pilot OnTrack 21. Negotiation with PIUs for ensuring agreement to pilot OnTrack 22. Technical assistance/Capacity building of CMU (including field visits) 23. Technical assistance/Capacity building of PIU (including field visits) 24. Building of the OnTrack platform/website (including customization and troubleshooting) 25. Testing the feedback system		17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
26. I consider that the level of human and financial resources that have been invested so far on OnTrack is proportionate to the results it is expected to deliver  Please explain your answer:	0- Completely disagree ..... 10- Completely agree Don't know	17. Human, material and financial resources invested by different constituents (PIU, CMU, OnTrack, broad ODTA)
27. I feel that the relationships between different WB staff involved in OnTrack are based on mutual understanding and respect  Please explain your answer:	0- Completely disagree ..... 10- Completely agree Don't know	19. Quality of relationships between different constituents
28. I feel that the relationships between different WB staff involved in OnTrack and the PIUs are based on mutual understanding and respect  Please explain your answer:	0- Completely disagree ..... 10- Completely agree Don't know	19. Quality of relationships between different constituents
29. Have there been any expressions of interest from other parts/units/projects within the WB for replicating OnTrack?  If yes, please tell us about them:	Yes No	24. Interest expressed by other actors in WB

Question	Options	Indicator <sup>2</sup>
30. OnTrack is a complete feedback system, with all the technical and process aspects fully designed and tested  Please explain your answer:	0- Completely disagree ..... 10- Completely agree Don't know	25. Completeness of feedback system as product/Level of readiness of feedback system

### SMS survey of project beneficiaries that have sent a report using OnTrack

We have decided to adapt the questions, as the only users that we were able to get from the website, were people that participated in trainings. See below for adaptation

Question	Options	Indicator
1. Sometime ago you sent an SMS to report a problem with project XXX. Was it easy to do that?	It was complicated It was somewhat easy It was very easy	6. Openness and inclusiveness of the platform
2. Are you a man or a woman?	Man Woman Prefer not to say	6. Openness and inclusiveness of the platform
3. What is your level of education?	I never went to school I went to school for less than 4 years I went to school for 5-9 years Finished secondary school Went to university but not graduated I graduated from university Don't Know	6. Openness and inclusiveness of the platform
4. When you sent in the SMS, did you receive a response?	Yes No Don't know	10. Responsiveness to feedback
5. Was the problem that you reported fixed?	Yes No Don't know	13. Fix rate
6. If yes, was it fixed quickly?	Yes No Don't know	11. Timeliness of response to feedback
7. Are you happy with how the issue was fixed?	I am not happy I'm somewhat happy I am very happy	General
8. How likely are you to recommend OnTrack to a friend or relative?	0=Not at all likely ... 10=Very likely	General

### Adaptation for test in Bolivia:

Question	Options	Indicator
1. We are doing a survey		

regarding OnTrack. Please answer the questions and you will receive a link with XX\$ free airtime. Respond by marking 1 to continue.		
2. Sometime ago you sent an SMS to report a problem with project XXX. Was it easy to do that? Mark 1 for complicated, 2 for somewhat easy and 3 for easy	It was complicated It was somewhat easy It was very easy	6. Openness and inclusiveness of the platform
3. Since then, did you send another SMS to OnTrack? Mark 1 for Yes, 2 for No	Yes No	13. Fix rate
4. Would you recommend OnTrack to a friend or relative? Mark 0 for No, 1 for not sure, 2 for Yes	No Not sure Yes	General
5. Are you a man or a woman? Mark 1 for man and 2 for woman	Man Woman	6. Openness and inclusiveness of the platform

### Spanish translation:

(accents cannot be used in Spanish as the SMS survey software - Telerivet- breaks it into multiple messages)

#### Questions:

1. Estamos haciendo una encuesta sobre la plataforma EMPODERAR. Responda y recibira un enlace con XX\$ de crédito para su tel. Responda marcando 1 para continuar
2. Hace un tiempo mando un mensaje para informar de un problema con EMPODERAR. Como fue? Responda 1 por COMPLICADO, 2 por BASTANTE FACIL y 3 por MUY FACIL.
3. Desde entonces ha mandado algun otro mensaje a la plataforma EMPODERAR? Responda 1 por SI y 2 por NO.
4. Recomendaria el uso de la plataforma EMPODERAR a un amigo o vecino? Responda 0 por NO, 1 por NO ESTOY SEGURO, 2 por SI
5. Es usted hombre o mujer? Responda 1 por HOMBRE y 2 por MUJER

#### Questionnaire for face-to-face survey with PAR beneficiaries in Bolivia

This survey was built collaboratively with WB external consultants **Fredrik Sjoberg and Jonathan Mellon**, who have been working with the WBI to develop a series of guidelines for the evaluation of ICT-enabled citizen engagement initiatives.

## ENGLISH DRAFT

### Introduction:

We are doing a survey and we would like to know your opinion regarding using your mobile phone and the internet for dealing with issues related to your work.

Your contact has been facilitated to us by the head of the Alliance [say name].

Your responses will be kept anonymous.

The survey will take approximately 10 minutes. Please answer with as much honesty as you can. There are no correct or incorrect answers. If you don't know something, please say so.

1. Imagine that you participate in a program run by the government that supports local producers. With your mobile phone you could [treatment: 'anonymously' (50%) - include instructions for interviewers] report a problem regarding that program. how likely is it that you would do it?
  - Very likely
  - Likely
  - Unlikely
  - Very unlikely
  - Don't know
  
2. What would be your most preferred way for submitting a problem report? (choose 1)
  - Email
  - Website
  - SMS
  - Phone call
  - In-person
  - None of the above
  
3. If you had a problem, suggestion or opinion regarding PAR would you know in which way to report it?
  - Yes
  - No - skip to 7
  - Not sure - skip to 7
  
4. If yes, what ways do you know of that are available for you to do this? (tick all that apply)
  - Send an SMS
  - Call a free phone
  - Send a letter
  - Write down the issue and put in a box in the PAR office
  - On a website specifically created for this
  - Go to the PAR offices in person

- Discuss with the agricultural extension worker (acompañante)
5. [If they choose SMS and/or online] How did you hear about it? (tick all that apply)
- A person that works with the project (project coordinator/contact person)
  - Participated in a training
  - Saw an advertisement/poster
  - Heard about it on the radio
  - A friend/relative/ neighbor/ colleague told me about it
  - I don't know
6. [If participated in training] How easy did you find the system to be?
- Complicated
  - Somewhat easy
  - Very easy
7. Please indicate whether you have done any of these actions [specific for PAR]

	Have done	Might do	Would never do	Don't know
Present myself for election in the administration of a producers' association				
Take part in a vote during a meeting of the producers' association				
Present issues to be discussed in meetings of the producers' association				
Participate in a peaceful demonstration				
Go to the office of a civil servant				
Send an SMS to report an issue with PAR				
Go online to share a story regarding PAR				
File an official complaint regarding a public service*				

If "have done": how? For which service?: \_\_\_\_\_

8. What would motivate you to send an SMS to report an issue with PAR or to go online and share your story on the PAR's website?

[Open question]

9. Please indicate whether you agree or disagree with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
I feel that I have a pretty good understanding of the important political issues facing our country.					
People like me can influence what the government does					

10. In what year were you born? (enter 4-digit birth year; for example, 1976)

11. What is the highest level of education you have completed?

- None/Illiterate
- Primary incomplete
- Primary complete
- Secondary incomplete
- Secondary complete
- Superior technical incomplete
- Superior technical complete
- Superior university incomplete
- Superior university complete
- Postgraduate

12. Do you/your family own the following items

- Car/Jeep/Van/Motorcycle
- Refrigerator
- Air conditioner
- Personal computer/laptop
- Smartphone
- None of these

13. How often do you use the Internet?

- Daily
- Weekly
- Monthly
- Less than monthly - if less than monthly, when was the last time?  
\_\_\_\_\_
- Never - skip to end
- Don't know - skip to end

14. Which of the following things have you done on the Internet in the last 12 months?

- Check the price of crop/cattle online

- Log in to Facebook
- Check my email
- Read information about a PAR project
- Read the news

15. How many SMS do you send per week on average (on a normal week)?

[insert number]

\*\*\*\*\*

**By enumerator**

Gender of the respondent

- Male
- Female

Name of the alliance they belong to: \_\_\_\_\_.

**Generated by the Software**

GPS coordinates

Timestamp (start and finish of interview)

**SPANISH VERSION USED**



Ipsos Bolivia S.A.  
 C. Pedro Salazar esq. C. Andrés Muñoz # 634, Sopocachi, Telf.: (2) 21  
 a Paz  
 C. Eduardo Caba # 337 entre América Oeste y Parque Lincoln, Telf.: (4) 4038393, Cochabamba  
 Av. Velarde # 438 casi Segundo Anillo, Telf. (3) 3330600, Santa Cruz  
 Línea gratuita: 800-11-7676

#ENC.	
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50-02-14  
 PROYECTO DE ALIANZAS RURALES  
 VERSIÓN\_6

GENERADO POR EL SOFTWARE			
Coordenadas GPS		Hora de inicio	_____ : _____
Fecha	_____ / _____ / 2014	Hora de finalización	_____ : _____

**PRESENTACIÓN**

(LEER) Buenos días / tardes. Mi nombre es... **(MOSTRAR CREDENCIAL)** y soy encuestador(a) de Ipsos Bolivia, empresa especializada en realizar estudios de opinión pública y de mercado. En esta oportunidad nos encontramos realizando una encuesta para conocer su opinión sobre el uso y acceso a telefonía móvil e Internet en su alianza productora. Su contacto nos ha sido facilitado por el jefe de la Alianza... **(MENCIONAR NOMBRE DE LA ALIANZA)**. Sus respuestas se mantendrán anónimas. La encuesta tardará aproximadamente unos 10 minutos. Le rogamos que conteste con la mayor franqueza posible. No hay respuestas correctas o incorrectas. Si no sabe algo, por favor dígalos.

1. **(APLICAR P1SÓLO A LA MITAD DE LA MUESTRA) (MOSTRAR TARJETA P1)** Imagínese que está participando en un programa del gobierno que apoya a productores locales y que con su teléfono móvil o celular puede informar **de manera anónima** de problemas que tiene con el

programa. ¿Cuán probable es que use su celular para informar de los problemas que tiene con el programa? **(LEER OPCIONES, RESPUESTA ÚNICA)**

Nada probable	Poco probable	Probable	Muy probable	No tiene teléfono celular <b>(NO LEER)</b>
1	2	3	4	97

**1.b. (APLICAR P1b SÓLO A LA MITAD RESTANTE DE LA MUESTRA) (MOSTRAR TARJETA P1)** Imagínes que está participando en un programa del gobierno que apoya a productores locales y que con su teléfono móvil o celular puede informar de problemas que tiene con el programa. ¿Cuán probable es que use su celular para informar de los problemas que tiene con el programa? **(LEER OPCIONES, RESPUESTA ÚNICA)**

Nada probable	Poco probable	Probable	Muy probable	No tiene teléfono celular <b>(NO LEER)</b>
1	2	3	4	97

**2. (MOSTRAR TARJETA P2)** ¿De qué maneras preferiría informar de los problemas que tiene con el programa? **(LEER OPCIONES, RESPUESTA MÚLTIPLE)**

Por correo electrónico	1	Por teléfono	4	Ninguna de estas maneras <b>(NO LEER)</b>	96
A través de una página de Internet	2	En persona	5	No sabe <b>(NO LEER)</b>	98
Por mensaje de texto	3	Otro <b>(NO LEER, ESPECIFICA)</b>			

**3.** Si tuviera un problema, sugerencia u opinión relacionados con el Proyecto de Alianzas Rurales, ¿sabría como reportarlo?

Sí <b>(CONTINUAR)</b>	1	No <b>(PASAR A P7)</b>	2	No estoy seguro <b>(PASAR A P7)</b>	3
-----------------------	---	------------------------	---	-------------------------------------	---

**4. (APLICAR SÓLO SI RESPONDE COD. 1 EN P3, MOSTRAR TARJETA P4)** ¿Qué maneras conoce que están a su disposición para reportar un problema, sugerencia u opinión sobre el Proyecto de Alianzas Rurales? **(RESPUESTA MÚLTIPLE)**

Enviar un mensaje de texto	1	En una página de Internet específicamente creada para esto	5	Ninguna <b>(NO LEER)</b>	96
Llamar a un teléfono gratuito	2	Ir en persona a una oficina del Proyecto de Alianzas Rurales	6	No sabe <b>(NO LEER)</b>	98
Enviar una carta	3	Hablarlo con un acompañante	7		
Escribir el asunto y ponerlo en una caja de sugerencias de una oficina del Proyecto de Alianzas Rurales	4	Otro <b>(NO LEER, ESPECÍFICA)</b>			

**5. (APLICAR SÓLO SI RESPONDE COD. 1 O 5 EN P4)** ¿Cómo se enteró de que puede enviar mensajes de texto o usar el Internet para reportar problemas, sugerencias u opiniones sobre el Proyecto de Alianzas Rurales? **(LEER OPCIONES, RESPUESTA MÚLTIPLE)**

Usted participó en una capacitación	1	Escuchó sobre ello en la radio	4	Ninguno <b>(NO LEER)</b>	96
A través una persona que trabaja en el proyecto (coordinador del proyecto / persona de contacto)	2	Un amigo / familiar / vecino / compañero le informó sobre ello	5	No sabe <b>(NO LEER)</b>	98
Usted vio un anuncio / cartel	3	Otro <b>(NO LEER, ESPECIFICA)</b>			

**6. (APLICAR SÓLO SI CONTESTO COD. 1 EN P5, MOSTRAR TARJETA P6)** Cuando participó en la capacitación, ¿cómo le pareció el sistema para reportar problemas sobre el Proyecto de Alianzas Rurales? **(LEER OPCIONES, RESPUESTA ÚNICA)**

Muy difícil	Difícil	Fácil	Muy fácil
1	2	3	4

7. **(APLICAR A TODOS, MOSTRAR TARJETA P7)** Por favor indique si ha hecho, tal vez haría o nunca haría las siguientes acciones. **(LEER OPCIONES, RESPUESTA ÚNICA POR FILA)**

	Sí lo ha hecho	Tal vez lo haría	Nunca lo haría	No sabe <b>(NO LEER)</b>
Presentarme como candidato en las elecciones para la administración de una asociación de productores.	1	2	3	98
Participar en la votación durante una reunión de la asociación de productores.	1	2	3	98
Indicar temas a ser debatidos en reuniones de la asociación de productores.	1	2	3	98
Participar en una marcha pacífica.	1	2	3	98
Ir a la oficina de un funcionario público.	1	2	3	98
Enviar un mensaje de texto para reportar algún asunto relacionado con el PROYECTO DE ALIANZAS RURALES.	1	2	3	98
Utilizar el Internet para compartir alguna historia relacionada con el PROYECTO DE ALIANZAS RURALES.	1	2	3	98
Realizar una queja oficial en relación a un servicio público.	1	2	3	98

- 7a. **(APLICAR SÓLO SI REALIZÓ UNA QUEJA OFICIAL EN RELACIÓN A UN SERVICIO PÚBLICO)** Cuando Ud. realizó la queja oficial en relación a un servicio público. ¿Cómo realizó esta queja y en relación a qué tipo de servicio público? **(ESPONTÁNEA, RESPUESTA MÚLTIPLE)**

\_\_\_\_\_

8. **(APLICAR A TODOS)** ¿Por qué motivos usted enviaría un mensaje de texto o utilizaría Internet para informar sobre algún asunto relacionado con el Proyecto de Alianzas Rurales o para compartir una historia en la página de Internet del Proyecto de Alianzas Rurales? **(ESPONTÁNEA, RESPUESTA MÚLTIPLE)**

\_\_\_\_\_

9. **(MOSTRAR TARJETA P9)** Por favor indique que tan de acuerdo o en desacuerdo está con las siguientes afirmaciones. **(LEER OPCIONES, RESPUESTA ÚNICA POR FILA)**

	Muy en desacuerdo	En desacuerdo	De acuerdo	Muy de acuerdo	No sabe <b>(NO LEER)</b>
Considero que tengo un buen entendimiento de los acontecimientos políticos importantes a los que se enfrenta nuestro país	1	2	3	4	98
La gente como yo puede influenciar lo que hace el gobierno.	1	2	3	4	98

**LEER:** Ahora, con la finalidad de agrupar sus respuestas con las de otras personas de similares características a las de usted, nos gustaría que responda a las siguientes preguntas:

10. ¿En qué año nació? **(CUATRO DÍGITOS):** \_\_\_\_\_

11. **(MOSTRAR TARJETA P11)** ¿Cuál es el máximo grado de instrucción alcanzado por Ud.? **(RESPUESTA ÚNICA)**

Ninguno / Analfabeto	1	Secundaria completa	5	Superior universitaria completa	9
Primaria incompleta	2	Superior técnica incompleta	6	Post grado	10
Primaria completa	3	Superior técnica completa	7		
Secundaria incompleta	4	Superior universitaria incompleta	8		

12. ¿Usted o algún miembro de su familia posee los siguientes artículos? **(LEER OPCIONES, RESPUESTA ÚNICA POR FILA)**

	Sí	No
Carro / Todoterreno / Camioneta / Motocicleta	1	2
Refrigerador en buen estado, es decir, que funcione.	1	2
Aire acondicionado	1	2
Computadora / Laptop	1	2
Teléfono celular inteligente / Smartphone	1	2

**13. (MOSTRAR TARJETA P13) ¿Con qué frecuencia utiliza Internet? (RESPUESTA ÚNICA)**

A diario / todos los días (IR A P14)	1	Menos de una vez al mes (IR A P13a)	4
Alguna vez a la semana (IR A P14)	2	No usa internet (IR A P15)	97
Alguna vez al mes (IR A P14)	3	No sabe (NO LEER) (IR A P15)	98

**13a. (APLICAR SÓLO SI CONTESTÓ COD. 4 EN P12) ¿Cuándo utilizó Internet por última vez? (RESPUESTA ÚNICA)**

\_\_\_\_\_

**14. ¿Cuáles de las siguientes actividades ha realizado en Internet durante los últimos 12 meses? (LEER OPCIONES, RESPUESTA MÚLTIPLE)**

Mirar el precio de un producto agrícola / ganado	1	Revisar su correo electrónico o e-mail	4
Leer información sobre algún proyecto del Proyecto de Alianzas Rurales	2	Revisar su cuenta de Facebook	5
Leer las noticias	3	Otro (NO LEER, ESPECÍFICA)	

**15. (APLICAR A TODOS) En una semana normal, ¿aproximadamente, cuántos mensajes de texto envía en promedio? (ESPONTÁNEA, RESPUESTA ÚNICA)**

1 a 10	1	No envía mensajes de texto	4
11 a 20	2	No sabe como enviar mensajes de texto	5
Más de 20	3	No tiene celular	6

**USO ENCUESTADOR**

GÉNERO		NOMBRE DE LA ALIANZA A LA QUE PERTENECE – USO ENCUESTADOR
Masculino	1	ESCRIBIR EL NOMBRE DE LA ALIANZA: _____
Femenino	2	

**DATOS DEL ENTREVISTADO - USO ENCUESTADOR**

**(LLENAR AL FINAL DE LA ENTREVISTA) (LEER)** Para terminar con la entrevista, quisiera por favor me proporcione los siguientes datos para que el supervisor verifique la correcta realización de mi trabajo.

NOMBRE DEL ENTREVISTADO: .....	
TELÉFONO FIJO:  _ _ _ _ _ _ _ _	TELÉFONO CELULAR:  _ _ _ _ _ _ _ _
DIRECCIÓN: .....	

**¡Muchas gracias por su colaboración!**

**DATOS DEL EQUIPO DE IPSOS**

NOMBRE LOCALIDAD:.....			
NOMBRE DEL ENCUESTADOR:.....		COD ENC  _ _ - _ _ _	
NOMBRE DEL SUPERVISOR DIF:.....		COD SUP DIF  _ _ - _ _ _	
TIPO DE SUPERVISIÓN:	DIFERIDA:	1	COINCIDENTAL: 2

## Survey of PAR beneficiaries - Methodological report

*(Report prepared by Ipsos Bolivia, hired for the carrying out the sampling and data collection for the survey)*

In May-June 2014 **Ipsos Bolivia** carried out the **Survey with PAR (Rural Alliances Project) beneficiaries in Santa Cruz, Bolivia**. The survey was carried out in 33 Rural Alliances. The main objective of the study was to understand the reasons for using or not a system of feedback from project beneficiaries, through mobile phone. This objective was accomplished by means of face-to-face household interviews among the beneficiaries of the selected rural alliances. Respondents were selected by random contact through listing method. The survey took place from May 24<sup>th</sup> to June 30<sup>th</sup> 2014.

### **PROJECT PERSONNEL**

These were the key personnel in charge of the project:

- Alejandra Candia, Director of Ipsos Shopper and Loyalty
- Patricia Vargas, Research Analyst
- Daniel Loza, Research Executive
- Gastón Paredes, IT (Smartphone survey support)
- Paula Soria, Head of Operations

The questionnaire was provided by the client in Spanish. Ipsos was responsible for a fully formatted into electronic questionnaire for Smartphones.

### **SAMPLING DESIGN DESCRIPTION**

#### **Universe:**

The study investigated the main beneficiaries of PAR in Santa Cruz, Bolivia.

#### **Sampling frame:**

The sampling frame was built using data provided by the client; it contains 5992 beneficiaries named primary sampling unit. These beneficiaries are distributed into 141 rural alliances.

The sampling frame consisted of a list of rural alliances and their locations in rural areas. It identified: State, Municipal Section and Locality.

State or Province	Number of Municipal Sections	Number of Localities	Number of Rural Alliances	Total Number of Beneficiaries
Andres Ibañez	3	28	33	1.143
Chiquitos	1	2	2	75
Guarayos	3	12	12	461
Ichilo	4	36	43	2.202
Manuel Maria Caballero	2	9	15	630
Ñuflo de Chavez	5	21	21	853
Obispo Santistevan	2	3	3	127
Sara	3	6	6	194
Vallegrande	1	1	5	182
Velasco	1	1	1	125
	<b>25</b>	<b>119</b>	<b>141</b>	<b>5.992</b>

Source of above table: Based on list provided by the client.

Final sampling frame, once fieldwork started and the provided list was deputed:

State or Province	Number of Municipal Sections	Number of Localities	Number of Rural Alliances	Total Number of Beneficiaries
Andres Ibañez	3	12	14	397
Guarayos	1	1	1	23
Ichilo	3	21	16	817
Manuel Maria Caballero	2	11	12	561
Ñuflo de Chavez	4	10	7	272
Obispo Santistevan	1	1	1	32
Sara	2	5	5	179
Vallegrande	1	1	2	82
Velasco	1	1	1	125
	18	63	59	2488

Source of above table: Based on list provided by the client.

#### **Units of analysis and sampling:**

The unit of analysis was the beneficiary in a rural alliance; the sampling units were rural alliances.

#### **Sampling technique and selection method:**

The technique applied corresponds to a three-stage stratified sampling method:

**Table 4: Summary of Strata, Stages and method of selection**

Strata/Stage	Description	Method of Selection
Implicit Strata	Department	
Strata	Rural Alliances	Randomly
First Stage	Province, Municipal Section and Locality	Proportional dispersion
Second Stage	Beneficiaries at rural Alliance	Proportional to universe
Last Stage	Main beneficiaries	Systematic with random start for the first beneficiary

Due to the reduced number of Rural Alliances, a random selection within 141 alliances was conducted with a total of 46 selected Rural Alliances. In our experience, while working with a national representative sample; 40 localities are more than enough for national study coverage. According to this, 46 alliances were randomly selected in order to provide a representative sample to a universe of 141 alliances. Also the client's budget and timeframe were taken into consideration in order to have equal weighting between representativeness, timings and budget.

Nevertheless, once fieldwork started, Ipsos had some difficulties due to the lack of updated information on the provided list, 82 alliances were discarded during the telephone contacts and visits to localities. This represents a 58% of the sampling units, leaving a 42% of available alliances to contact.

The final sampling frame was built using the remained available data, which contained 2488 available beneficiaries named primary sampling unit. These beneficiaries were distributed into 59 rural alliances.

Also a proportional dispersion of provinces and municipal sections were taken into consideration during the random selections of Rural Alliances, in order to have a representative sample among Rural Alliances. The list of Rural Alliances selected for the proposal can be found below:

Código Alianza	Nombre Alianza Rural	Rubro Alianza	Provincia	Municipio	Localidad	Total Beneficiarios Plan	MUESTRA AJUSTADA
SCZ-1755-009-09	Asociación de Productores de Sésamo Cuatro Cañadas	Agrícola (Agricultura)	Nullo de Chavez	Cuatro Cañadas	12 de Octubre y 25 de Mayo	111	30
SCZ-1712-040-07	Comercialización de Arroz "15 de Agosto"	Agrícola (Agricultura)	Ichilo	Yapacani (Villa Busch)	15 de Agosto	61	16
SCZ-1711-092-07	Comercialización de Carne de Res	Pecuario (Ganadería)	Ichilo	San Carlos	Antofagasta	76	20
SCZ-1745-136-07	Lácteo Internacional Río Chico	Agrícola (Agricultura)	Guarayos	Ascención (Guarayos)	Río Chico	56	15
SCZ-1712-044-09	Lechería Central San German	Pecuario (Ganadería)	Ichilo	Yapacani (Villa Busch)	Central San German Km 27 Faja Central	59	15
SCZ-1742-101-09	Producción de Papa en Chacarilla	Agrícola (Agricultura)	Manuel María Caballero	Saipina	Chacarilla	20	5
SCZ-1712-036-09	Asociación de Mujeres Emprendedoras Central San Rafael	Pecuario (Ganadería)	Ichilo	Yapacani (Villa Busch)	Comunidad San Rafael Zona Sur	25	16
SCZ-1712-003-07	Comercialización de Arroz "Chore Vibora"	Agrícola (Agricultura)	Ichilo	Yapacani (Villa Busch)	Chore Vibora	103	27
SCZ-1741-100-09	Asociación Comarapeña de Fruticultores - ACOFRUT	Agrícola (Agricultura)	Manuel María Caballero	Comarapa	Comarapa	52	14
SCZ-1705-031-09	Asociación de Pequeños Productores Agropecuarios Cafetal Monte Verde	Agrícola (Agricultura)	Andrés Ibañez	El Tomo	Comunidad Cafetal monte Verde	33	9
SCZ-1738-105-07	Asociación de Pequeños Productores Cristo Rey	Pecuario (Ganadería)	Nullo de Chavez	San Javier (Nde Chavez)	Cristo Rey	38	10
SCZ-1710-003-06	APROASA - AGRICABV	Agrícola (Agricultura)	Ichilo	Buena Vista	Distrito Surutu Antacawa-San Carlos	78	20
SCZ-1756-083-09	Asociación de Productos Apícolas El Cedro	Apicultura	Sara	Colpa Bégica	El Cedro	5	4
SCZ-1738-099-07	Productores de Leche Jesús Nazareno	Pecuario (Ganadería)	Nullo de Chavez	San Javier (Nde Chavez)	El Regreso	27	7
SCZ-1705-034-08	Asociación de Fruticultores Espejo AFES	Agrícola (Agricultura)	Andrés Ibañez	El Tomo	Espejo	30	8
SCZ-1705-117-07	Asociación de Productores de Ganado de Leche	Pecuario (Ganadería)	Andrés Ibañez	El Tomo	Espejos	20	5
SCZ-1705-075-07	Leche La Forestal	Pecuario (Ganadería)	Andrés Ibañez	El Tomo	Forestal	43	11
SCZ-1705-066-07	El Porvenir	Agrícola (Agricultura)	Andrés Ibañez	El Tomo	Forestal - San Pedro	54	14
SCZ-1737-043-08	Asociación de Pequeños Productores Agropecuarios 13 de mayo	Pecuario (Ganadería)	Nullo de Chavez	Concepción	Guayaba, Embocada, Altamira	18	5
SCZ-1710-032-08	Comercialización de Leche Huayú - PIL Andina	Pecuario (Ganadería)	Ichilo	Buena Vista	Huayú	55	14
SCZ-1739-142-07	Asociación de Agricultores "21 de Agosto" Cultivo de Maíz San Julian	Agrícola (Agricultura)	Nullo de Chavez	San Julian	Illimani	35	9
SCZ-1705-087-07	"Junta Pirai"	Pecuario (Ganadería)	Andrés Ibañez	El Tomo	Junta Pirai	25	7
SCZ-1704-110-07	Productores de Maní - Totales	Agrícola (Agricultura)	Andrés Ibañez	La Guardia	La Guardia	28	14
SCZ-1704-111-07	Asociación de Avicultores 23 de Mayo	Pecuario (Ganadería)	Andrés Ibañez	La Guardia	La Guardia	26	7
SCZ-1739-009-08	Producción y Comercialización de Frejol Negro	Agrícola (Agricultura)	Nullo de Chavez	San Julian	Nucleo 23	25	7
SCZ-1705-057-07	Asociación de Pequeños Productores de Ganado "ASOPEGA"	Pecuario (Ganadería)	Andrés Ibañez	El Tomo	Nueva Esperanza	54	14
SCZ-1705-088-07	Asociación de pequeños Productores de ganado "Los Homos"	Pecuario (Ganadería)	Andrés Ibañez	El Tomo	Paso del Chivo, V. San Carlos, Villa Tumabi	53	14
SCZ-1712-004-07	Comercialización de Leche "Puerto Avaroa"	Pecuario (Ganadería)	Ichilo	Yapacani (Villa Busch)	Puerto Avaroa	62	16
SCZ-1712-020-08	Comercialización de Huevos de Gallinas Criollas Puerto Avaroa Km 40	Pecuario (Ganadería)	Ichilo	Yapacani (Villa Busch)	Puerto Avaroa Km 40	52	14
SCZ-1717-063-07	KUSCA WIÑAN CHEG	Pecuario (Ganadería)	Sara	Santa Rosa	Santa Rosa	36	9
SCZ-1745-085-09	Asociación de Pequeños Productores Amazonas Río Blanco	Agrícola (Agricultura)	Guarayos	Ascención (Guarayos)	Río Blanco	21	5
SCZ-1754-055-09	APEMASCO-Asociación de Pequeños y Medianos Agropecuarios	Agrícola (Agricultura)	Obispo Santistevan	San Pedro (Santistevan)	Sagrado Corazón	32	8
SCZ-171076-08	Productores Lecheros San Carlos	Pecuario (Ganadería)	Ichilo	San Carlos	San Carlos	17	4
SCZ-1710-076-07	Producción de Leche San Isidro y San Miguel	Pecuario (Ganadería)	Ichilo	Buena Vista	San Isidro	37	10
SCZ-1742-054-08	Warmis Liankadoras de Runtus	Pecuario (Ganadería)	Manuel María Caballero	Saipina	San Rafael	23	6
SCZ-1717-002-09	Lechería Santa Rosita	Pecuario (Ganadería)	Sara	Santa Rosa	Santa Rosa del Sara	34	9
SCZ-1725-058-08	Área Productivas La VID	Agrícola (Agricultura)	Vallegrande	Vallegrande	Vallegrande	26	22
SCZ-1725-059-08	Asociación de Apicultores de Vallegrande	Apicultura	Vallegrande	Vallegrande	Vallegrande	35	22
SCZ-1725-074-08	Cooperativa Agropecuaria "Sr. De Malta" Ltda.	Agrícola (Agricultura)	Vallegrande	Vallegrande	Vallegrande	24	10
SCZ-1741059-07	APROSEMCO - San Jose del Norte y Montero.	Agrícola (Agricultura)	Manuel María Caballero	Comarapa	Verdecillos Pulquina, Comarapa.	38	10
SCZ-1745-137-07	Asociación de trabajadores Agropecuarios Campesinos Villa Fátima	Agrícola (Agricultura)	Guarayos	Ascención (Guarayos)	Villa Fatima	43	11
SCZ-1705-068-07	Nuevo Amanecer de los Apicultores de Villa Florida	Apicultura	Andrés Ibañez	El Tomo	Villa Florida	20	5
SCZ-1739-017-07	Asociación De pequeños Productores Agropecuarios del Oriente APPAO	Agrícola (Agricultura)	Nullo de Chavez	San Julian	Villa Paraiso - Brecha area 5 - Villa Victoria	40	10
SCZ-1704-112-07	Producción Lechera "Los Colonos"	Pecuario (Ganadería)	Andrés Ibañez	La Guardia	Villa Rosario, San Carlos y San Juan	29	8
SCZ-1705-052-07	Asociación de Productores de Maíz El Tomo - APROMA	Agrícola (Agricultura)	Andrés Ibañez	El Tomo	Villa San Carlos	55	14
SCZ-1712-044-07	Competitividad de La Cadena Apícola Comunitaria Yapacani	Apicultura	Ichilo	Yapacani (Villa Busch)	Yapacani	36	9
						<b>1.880</b>	<b>500</b>

### Women members' Rural Alliances.

Within the universe of beneficiaries of the PAR (5.992) a total number of 362 interviews were estimated to obtain a representative sample with a margin of error of  $\pm 5\%$  at a confidence level of 95%. The sample was adjusted into 500 interviews for a lower margin of error:  $\pm 4.2\%$  estimated at a confidence level of 95%.

Due to the lack of updated information on the provided list, cancellations of appointments by heads of alliances (that discarded 57% of the alliances), and a

deadline to complete the project; Ipsos had to recalculate the sample so that it managed to reach the minimum 362 surveys. In order to accomplish this sample, Ipsos increased the number of interviews to be applied in those alliances where an appointment was effective, to reach the minimum of surveys reflecting a margin of error of  $\pm 5\%$  at a confidence level of 95%.

As a final result, Ipsos was able to achieve 439 effective surveys on 33 visited alliances, this represents a margin of error of  $\pm 4,5\%$  at a confidence level of 95%. The final list of Rural Alliances visited and the final sample can be found below:

Código PAR	Nº Alianza en Base	NOMBRE DE LA ALIANZA RURAL	PROVINCIA	MUNICIPIO	LOCALIDADES	Total Beneficiarios Plan	MUESTRA	FECHA DE VISITA
SCZ-1741-100-09	9	Asociación Comarapeña de Fruticultores - ACOFRUT	Manuel María Caballero	Comarapa	Comarapa	52	14	Sábado, 24 de Mayo de 2014
SCZ-1754-055-09	32	APEMASCO - Asociación de Pequeños y Medianos Agropecuarios	Obispo Santistevan	San Pedro (Santistevan)	Sagrado Corazón	32	8	Sábado, 24 de Mayo de 2014
SCZ-1717-002-09	36	Lechería Santa Rosita	Sara	Santa Rosa	Santa Rosa del Sara	34	9	Lunes, 26 de Mayo de 2014
SCZ-1705-052-07	45	Asociación de Productores de Maíz El Torno - APROMA	Andrés Ibañez	El Torno	Villa San Carlos	55	14	Miércoles, 28 de Mayo de 2014
SCZ-1725-059-08	38	Asociación de Apicultores de Vallegrande	Vallegrande	Vallegrande	Vallegrande	35	9	Jueves, 29 de Mayo de 2014
SCZ-1710-032-08	20	Comercialización de Leche Huaytú - PIL Andina	Ichilo	Buena Vista	Huaytú a 7 km antes de Buena Vista y localidad Arbolera	55	14	Viernes, 30 de Mayo de 2014
SCZ-1712-044-09	5	Lechería Central San German	Ichilo	Yapacaní (Villa Busch)	Central San German Km 27 Faja Central	59	15	Sábado, 31 de Mayo de 2014
SCZ-1738-099-07	14	Productores de Leche Jesús Nazareno	Ñuño de Chávez	San Javier (Ñ. de Chávez)	El Regreso	27	7	Sábado, 31 de Mayo de 2014
SCZ-1705-075-07	17	Leche La Forestal	Andrés Ibañez	El Torno	Forestal	43	12	Lunes, 02 de Junio de 2014
SCZ-1725-062-08	39	Fruta de Nuestra Tierra, de Vallegrande (FUNDACIÓN PARA EL DESARROLLO FRUTÍCOLA)	Vallegrande	Vallegrande	Vallegrande	47	7	Martes, 03 de Junio de 2014
SCZ-1704-058-07	23	ASAPIGUARDIA-APIBSA	Andrés Ibañez	La Guardia	La Guardia	27	7	Miércoles, 04 de Junio de 2014
SCZ-1741-050-09	40	ASOPROLEC	Manuel María Caballero	Comarapa	Comarapa	29	10	Jueves, 05 de Junio de 2014
SCZ-1712-044-07	29	Competitividad de La Cadena Apícola Comunitaria Yapacaní	Ichilo	Yapacaní (Villa Busch)	Yapacaní	36	11	Sábado, 07 de Junio de 2014
SCZ-1755-005-09	19	Organización Mujeres Productoras Comunidad 4 Cañadas	Ñuño de Chávez	Cuatro Cañadas	4 Cañadas	19	5	Lunes, 09 de Junio de 2014
SCZ-1704-053-09	24	Asociación 25 de Octubre La Guardia	Andrés Ibañez	La Guardia	Labandero	24	10	Miércoles, 11 de Junio de 2014
SCZ-1705-039-07	42	"Las Mujeres Exitosas Productoras de Carne de Cerdo en Jorochito"	Andrés Ibañez	El Torno	Jorochito	23	10	Miércoles, 11 de Junio de 2014
SCZ-1742-054-08	6	Warmis Llinkadoras de Runtus	Manuel María Caballero	Saipina	San Rafael	23	10	Jueves, 12 de Junio de 2014
SCZ-1755-009-09	1	Asociación de Productores de Sésamo Cuatro Cañadas	Ñuño de Chávez	Cuatro Cañadas	12 de Octubre y 25 de Mayo	111	30	Viernes, 13 de Junio de 2014
SCZ-1742-016-08	35	ASOFRUT SAIPINA	Manuel María Caballero	Saipina	Saipina	30	15	Viernes, 13 de Junio de 2014
SCZ-1745-080-08	41	Asociación de Pequeños Productores Agropecuarios 23 de Marzo "ASOPAGRO"	Guarayos	Ascención (Guarayos)	Tacuara	23	11	Sábado, 14 de Junio de 2014
SCZ-1705-034-08	10	Asociación de Fruticultores Espejo AFES	Andrés Ibañez	El Torno	Espejo	30	15	Lunes, 16 de Junio de 2014
SCZ-1705-087-07	27	"Junta Pirai"	Andrés Ibañez	El Torno	Junta Pirai	25	15	Martes, 17 de Junio de 2014
SCZ-1712-018-08	28	Comercialización de Huevo de Gallina Criolla Chore Km 13 Zona Central	Ichilo	Yapacaní (Villa Busch)	Chore Km 13 Zona Central	62	25	Viernes, 20 de Junio de 2014
SCZ-1705-067-07	22	Asociación de Productores de Ganado "10 de Abril"	Andrés Ibañez	El Torno	Belen	24	10	Sábado, 21 de Junio de 2014
SCZ-1707-071-08	37	Minga - Naturalia "Almendra Chiquitana"	Velasco	San Ignacio	Comunidades alrededor de San Ignacio	125	30	Domingo, 22 de Junio de 2014 Lunes, 23 de Junio de 2014
SCZ-1738-096-07	11	Ganado de Engorde Santa Rita	Ñuño de Chávez	San Javier (Ñ. de Chávez)	Santa Rita	24	10	Lunes, 23 de Junio de 2014
SCZ-1737-043-08	43	Asociación de Pequeños Productores Agropecuarios 13 de mayo	Ñuño de Chávez	Concepción	Guayaba, Embocada, Altamira	18	10	Martes, 24 de Junio de 2014
SCZ-1739-142-07	25	Asociación de Agricultores "21 de Agosto" Cultivo de Maíz San Julian	Ñuño de Chávez	San Julian	Ilimani	35	12	Miércoles, 25 de Junio de 2014
SCZ-1712-060-07	34	Comercialización de Arroz con Equidad _ APROGRAI	Ichilo	Yapacaní (Villa Busch)	Ichilo	85	23	Miércoles, 25 de Junio de 2014
SCZ-1717-096-09	30	Asociación de Pequeños Productores Agropecuarios La Planchada 1	Sara	Santa Rosa	Comunidad La Planchada 1	54	20	Jueves, 26 de Junio de 2014
SCZ-1703-007-09	18	Granja de Chanchos Porongo	Andrés Ibañez	Porongo (Ayacucho)	El Limón	24	11	Sábado, 28 de Junio de 2014
SCZ-1711-076-08	33	Productores Lecheros San Carlos	Ichilo	San Carlos	San Carlos	27	10	Sábado, 28 de Junio de 2014
SCZ-1738-105-07	13	Asociación de Pequeños Productores Cristo Rey	Ñuño de Chávez	San Javier (Ñ. de Chávez)	Cristo Rey	38	20	Domingo, 29 de Junio de 2014
						1.355	439	

Alianzas rurales de mujeres

For the selection of respondents, initially there was a first telephone contact with the heads of the Rural Alliances.

- The Rural Alliance was replaced if the phone number called was busy, and only after 10 missed call attempts at least.
- The Rural Alliance was replaced when the contact phone number was not available, and only after 3 attempts at least.
- If a phone number did not correspond to the universe, the client was informed in order to remove the number from the base or in order for the client to provide an updated phone number.

To replace the discarded Rural Alliance by any of the reasons described above, the non selected Rural Alliances were used. Subsequently, we checked for the province, the municipality and the number of beneficiaries of the discarded Rural Alliance to choose a replacement that met the same features and proceeded to contact the heads of those alliances, using the following methodology:

### Replacement of Alliances by Listing

Contacts marked in blue were the first selected (those who meet the requirements to replace the discarded alliance). If rejected, we continued with the following alliance of the list until effective contact with the head of alliance was achieved.

Nº	Razón social	Dirección	Distrito	Teléfono
175	Aguaytia Energy del Perú S.R.L.	Av. Camino Real 111 Piso 9	San Isidro	611-5000
178	Airtec S.A.	Av. Manuel Arispe 311 - Urb. La C	Callao	465-1908 / 465-5165 /
181	Albermarco S.A.C.	Av. Caminos del Inca 1012 - Urb.	Santiago de Surco	271-7661 / 449-3359
184	Alben S.A.	Calle Juan Bielouciuc 1462	Lince	441-9655 / 440-3780
190	Alcatel del Perú S.A.	Av. Víctor Andrés Belaunde 147 -	San Isidro	222-5130 / 221-6560 /
193	Alcoholes Del Norte y Derivados S.A.	Av. Miguel Dasso 126. Oficina 30	San Isidro	422-2863 / 421-4159 /
196	Aldeasa S.A. - Sucursal del Perú	Aeropuerto Internacional Jorge Ch	Callao	575-1064
197	Aleaciones Base de Cobre S.A.	Luis Galvani 348	Ate	326-4467 / 326-0938
200	Alerta Médica S.A.	Av. Nicolás Arriola Nº 314 Piso 3	La Victoria	225-8668
201	Alese S.A.	Calle Federico Villareal 200	Miraflores	561-0044 / 561-2979 /
203	Alexandra S.A.C.	Calle Parque Maldonado 145	Pueblo Libre	424-6720 / 424-5510
207	Alfa Distribuidores S.A.	Jr. Andahuaylas 733	Lima	428-7339 / 426-3674
210	Alfa Laval S.A.	Jr. Fermín Tangüis 160 - Urb. Sar	La Victoria	224-8801 / 224-8301 /
211	Alfeyser E.I.R.L.	Calle 21 Nº 299 - Urb. Carabayllo	Comas	525-5332 / 541-8386
217	Algodonera Buenavista S.A.	Av. Santa Rosa 370	Santa Anita	362-0665 / 362-0657

Source of above table: Based on previous studies.

When telephone contacts with the heads of alliances were effective, we briefly explained the reason for the call, requiring them to prepare a list of all members of the alliance and we programmed a date for the interviewers to visit them at the locality.

Once in the locality, our staff contacted the head of the alliance first, in order to give him or her, a letter (provided by Ipsos and previously approved by the client) explaining the reason of our presence and to ask for the list of all the members. Subsequently, with the list of all partners provided by the head of alliance, our staff firstly selected the potential interviewees, according to the methodology outlined below.

### Surveys by Listing

Contacts marked in blue were the first selected. If rejected, the team continued with the following person on the list until an effective contact interview was achieved.

N°	Carrera	Año	Distrito	Apellidos y Nombres
260	Administración	2000	San Miguel	Echegaray Oblitas Gabriel
261	Administración	2000	San Miguel	Panduro Bazán Jorge Luis
262	Administración	2000	San Miguel	Ponte Rodríguez Wilfredo Uldarico
263	Administración	2000	San Miguel	Zapata Quezada Luis Alberto
264	Administración	2000	Santa Anita	Espinoza Ali Luis Martin
265	Administración	2000	Santiago de Surco	Alfaro Carozzi Carlos Manuel
266	Administración	2000	Santiago de Surco	Barrios García Belaúnde Ernesto
267	Administración	2000	Santiago de Surco	Cáceres Reynoso Marcos Antonio
268	Administración	2000	Santiago de Surco	Chu Chu Jaime Fok
269	Administración	2000	Santiago de Surco	Díaz Villavicencio Carlos Emilio
270	Administración	2000	Santiago de Surco	Fontanot Borasino Ferruccio Carlo
271	Administración	2000	Santiago de Surco	García Pantigoso María del Carmen Patricia
272	Administración	2000	Santiago de Surco	Guerra Yungbluth Javier Eduardo
273	Administración	2000	Santiago de Surco	Li García Leny Edith
274	Administración	2000	Santiago de Surco	Luna Salcedo Sergio Pio

Source of above table: Based on previous studies.

### Quotas:

The fieldwork conducted applied soft gender quotas when possible. The lack of knowledge of the gender distribution within each alliance, could not ensure strict enforcement of quotas.

### REPRESENTATIVENESS OF THE SAMPLE

The final design represents 54% of the total beneficiaries available of the 59 Rural Alliances left (2.488 available beneficiaries) once 82 alliances were discarded due to lack of updated information (wrong numbers, non responses, non existing alliances and cancelled visits).

### CHARACTERISTICS OF FIELD FORCE

In this project, 11 interviewers and 12 supervisors were able to work in the project. These were mostly part-time university students or adults with a technical or university diploma, who were selected based on a two-stage process: a personal interview and an evaluation of logical reasoning.

No junior personnel were allowed to participate, due to the interviewee selection methodology. Only interviewers and supervisors that had 1 or more years working at the company were able to participate of the project. Also 80% to 90% of them had experience with prior studies that included the selection methodology of interviewees.

The list of characteristics of interviewers can be found below:

INTERVIEWERS CATEGORY	QUANTITY	GENDER		AGE		EDUCATION		
		MALE	FEMALE	18 to 30 years old	31 to 55 years old	UNIVERSITY STUDENTS	UNIVERSITY DEGREE	NON UNIVERSITY DEGREE
Interviewer - Junior	0	0	0	0	0	0	0	0
Interviewer	11	6	5	7	4	6	2	3

The list of characteristics of supervisors can be found below:

SUPERVISORS CATEGORY	QUANTITY	GENDER		AGE		EDUCATION		
		MALE	FEMALE	18 to 30 years old	31 to 55 years old	UNIVERSITY STUDENTS	UNIVERSITY DEGREE	NON UNIVERSITY DEGREE
Supervisor - Junior	0	0	0	0	0	0	0	0
Supervisor	12	7	5	8	4	5	3	4

Ipsos was responsible for carrying out the local training of interviewers and supervisors.

The primary trainer was the Ipsos Research Executive in charge of the project (Daniel Loza); this primary trainer personally conducted the first training to interviewers and to the secondary trainer (the local field coordinator).

The training provided to interviewers was two-fold. On the first hand, when interviewers started working with Ipsos on any project, they were trained on how to read and follow the route card instructions in order to conduct their route adequately. When being trained on a specific project, this training is repeated to ensure that all interviewers follow route card instructions correctly.

In the second part of the training (the order is indifferent), the Research Executive in charge of the study, or the secondary trainers explained the general objective and nature of the study. The sampling instructions were clarified in terms of the skip to be applied between contacts of the list provided by the head of alliance, interviewee selection, and interviewee replacement.

Then a detailed training was conducted on the application of the survey itself. This was done using a projection of the survey on the wall/board or by using Smartphones and asking the interviewers to read and apply the questions out loud to the trainer. This made the training session more interactive and allowed the trainer to “set up possible unexpected or biased answers” for the interviewers, giving incomplete or inaccurate answers to provoke the interviewer to react and ask the “pretend interviewee” (trainer) to clarify his answer. In other cases the trainer gave an accurate answer but difficult to code in the response table, to check whether interviewers understood how to register the answer given by the interviewee. Special emphasis was placed on the application of filters, consistencies and any other complex question.

During the training session every interviewer had the smartphone survey, a printed copy of the questionnaire and the showcards in front of them to be able to take notes and ask questions about the survey.

At the end of the training session, the trainer asked the interviewers to conduct a “pilot test” amongst themselves, allowing them to practice the application of the survey and allowing the trainer to resolve any doubts that may arise from the application of the survey. If the trainer detected any interviewers who did not fully grasp the correct application method of the survey, the trainer decided to re-train them or to leave them off the team for the specific project.

### ***FIELDWORK PROCEDURES***

Fieldwork was conducted Monday to Sunday with a focus on Monday to Saturday; between 6am or 7am to 8pm.

Considering the nature of the study, Ipsos considered it was not necessary to provide incentives to respondents.

### ***QUALITY CONTROL***

100% of each interviewer's production was directly observed (accompanied supervisions); additional back-checking was done by telephone where there was telephone service.

### ***DATA PROCESSING***

#### ***Data coding:***

The open-ended responses were prepared for data entry by elaborating a codeframe.

#### ***Data entry control:***

A data entry software was developed based on the final questionnaire. This data entry software had controls which allow to minimize errors in the data entry process.

Furthermore, during all data entry process, the research team in charge did daily verification the data in order to control progress at field.

#### ***Data checking:***

Once the database was complete, the data was thoroughly checked to control any filters and inconsistencies in the data. The data checking was carried out by the programmer in charge of creating the data entry software together with the Executive Analyst and Research Assistant in charge of the study.

### ***SAMPLE SIZE***

The final data base included 439 interviews.

### ***INTERVIEW LENGTH***

The average length of the field survey was of 10 minutes.

### ***PROBLEMS ENCOUNTERED***

All problems encountered during fieldwork were reported to the client.

82 Alliances were discarded due to lack of updated information from May 24<sup>th</sup> to June 27<sup>th</sup>.

- a) Wrong phone numbers
- b) Non response at phone numbers
- c) Non available phone numbers
- d) Incomplete phone numbers
- e) Blocked or out of service phone numbers
- f) Non existent or dissolved alliances

Also PAR members helped update some of the phone numbers during the first week of June, but it couldn't prevent 58% of the sampling frame being discarded.

See below the list of all 82 alliances discarded:

Código Alianza	Nombre Alianza Rural	Provincia	Municipio	Localidad	Total Beneficiarios Plan	OBSERVACIONES
SCZ-1753-03-08	APROCH-KANDIRE	Obispo Santistevan	FernandezAlonso	Chore Independencia	70	APAGADO
SCZ-172-004-07	Comercialización de Leche "Puerto Avará"	Ichilo	Yapacaní (Villa Busch)	Puerto Avará	62	APAGADO
SCZ-172-003-07	Comercialización de Arroz "Chore Vibora"	Ichilo	Yapacaní (Villa Busch)	Chore Vibora	103	APAGADO
SCZ-1750-064-08	Flor del Oriente	Ñulfo de Chavez	San Ramón	San Ramón	66	APAGADO
SCZ-172-056-09	Productores de leche fresca	Ichilo	Yapacaní (Villa Busch)	Distrto 7 San Germán	43	APAGADO
SCZ-172-002-07	Comercialización de Leche Zona Central	Ichilo	Yapacaní (Villa Busch)	San German	60	APAGADO
SCZ-1714-043-09	Asociación de Pequeños Productores Agropecuarios El Progreso - AAP	Chiquitos	Pallón	El Tuná Norte	30	APAGADO Y EQUIVOCADOS
SCZ-1747-130-07	Asociación de Productores Surucusi El Puente " APROSUP"	Guarayos	El Puente	Surucusi	75	HACE 1 AÑO QUE YA NO EXISTE LA ALIANZA
SCZ-1745-095-08	Asociación de Productores de Piña Guarayos " APIGUA"	Guarayos	Ascención (Guarayos)	Ascencion	58	HACE 2 AÑOS QUE YA NO EXISTE LA ALIANZA
SCZ-1705-20-07	Asociación de Pequeños Productores de Ganado "Villa Paraíso"	Andrés Ibañez	El Tomo	Villa Paraíso	25	HACE 2 AÑOS QUE YA NO TRABAJAN CON PAR
SCZ-172-020-08	Comercialización de Huevos de Gallinas Criollas Puerto Avaroa Km 40	Ichilo	Yapacaní (Villa Busch)	Puerto Avaroa Km 40	52	HACE 2 O 3 AÑOS QUE YA NO FUNCIONA LA ALIANZA
SCZ-171017-08	Asociación de Productores de Miel Nativa - APROMIN	Ichilo	San Carlos	Santa Fe	35	INACCESIBLE POR EL CAUDAL DEL RIO EN ESTA EPOCA DEL AÑO PODRÍA SER POR TELÉFONO
SCZ-1738-100-07	Productores de Carne de Cerdos Turux Napez	Ñulfo de Chavez	San Javier (Ñde Chavez)	Turux Napez	15	NO RESPONDE
SCZ-1738-106-07	Productores de Leche, Asociación El Rancho	Ñulfo de Chavez	San Javier (Ñde Chavez)	El Rancho	20	NO RESPONDE
SCZ-1705-088-07	Asociación de pequeños Productores de ganado "Los Homos"	Andrés Ibañez	El Tomo	Paso del Chivo - V. San Carlos, Villa Tumabi	53	NO RESPONDE
SCZ-1738-008-08	Asociación Integral de Productores Agropecuarios de San Julian (AIPAS)	Ñulfo de Chavez	San Julian	Nucleo 26 "Villa Cotoca"	65	NO RESPONDE
SCZ-1704-111-07	Asociación de Avicultores 23 de Mayo	Andrés Ibañez	La Guardia	La Guardia	26	NO RESPONDE
SCZ-1704-114-07	Lechería "Naranjillos"	Andrés Ibañez	La Guardia	Naranjillos	25	NO RESPONDE
SCZ-1705-056-07	Asociación de Pequeños Productores de Ganado "A PROGA" El Pacay	Andrés Ibañez	El Tomo	El Pacay	40	NO RESPONDE
SCZ-1705-074-07	Asociación Solidaria La Purita	Andrés Ibañez	El Tomo	Villa Esperanza	74	NO RESPONDE
SCZ-1705-108-07	Asociación de Pollos Parrileros 12 de Abril	Andrés Ibañez	El Tomo	Santa Rita	31	NO RESPONDE
SCZ-1710-047-07	APAFECSA - AGRICABU	Ichilo	Buena Vista	Carmen Surutu	79	NO RESPONDE
SCZ-1711-083-08	Unión de Comunidades de Trabajo Antofagasta	Ichilo	San Carlos	Antofagasta	42	NO RESPONDE
SCZ-172-008-07	Comercialización de Leche "Central Litoral"	Ichilo	Yapacaní (Villa Busch)	Central Litoral	79	NO RESPONDE
SCZ-172-012-08	Productores de San Isidro	Ichilo	Yapacaní (Villa Busch)	San Isidro	37	NO RESPONDE
SCZ-1738-030-08	Asociación Agropecuaria Familias Unidas (ASAFU)	Ñulfo de Chavez	San Javier (Ñde Chavez)	Bella Vista	36	NO RESPONDE
SCZ-1738-007-08	Asociación de Productores Agropecuarios "Los Condores"	Ñulfo de Chavez	San Julian	Nucleo 24 "Monte Rico"	41	NO RESPONDE
SCZ-1747-048-07	Lechería Dorka	Guarayos	El Puente	El Puente	40	NO RESPONDE
SCZ-1725-074-08	Cooperativa Agropecuaria "Sr. De Malta" Ltda.	Vallegrande	Vallegrande	Vallegrande	24	NO RESPONDE
SCZ-172-001-07	Comercialización de Soya Faja Norte	Ichilo	Yapacaní (Villa Busch)	Yapacani	69	NO RESPONDE
SCZ-1711079-08	Alianza Lechera Divino Niño	Ichilo	San Carlos	Buen Retiro	32	NÚMERO BLOQUEADO
SCZ-1705-068-07	Nuevo Amanecer de los Apicultores de Villa Florida	Andrés Ibañez	El Tomo	Villa Florida	20	NÚMERO BLOQUEADO
SCZ-1714-079-09	Asociación de Pequeños Productores Agropecuarios El Rosal Centro	Chiquitos	Pallón	El Rosal Centro	45	NÚMERO BLOQUEADO
SCZ-172-037-09	Central Mueler Condor Productora de Leche	Ichilo	Yapacaní (Villa Busch)	Central Condor	30	NÚMERO BLOQUEADO
SCZ-172-072-09	Comercialización de Carne de Pescado "Bolivar"	Ichilo	Yapacaní (Villa Busch)	Bolivar	42	NÚMERO BLOQUEADO
SCZ-1738-1107	Productores de Ganado de Engorde 20 de Diciembre	Ñulfo de Chavez	San Javier (Ñde Chavez)	Zona Sur	28	NÚMERO EQUIVOCADO
SCZ-1752-067-09	Carne de Res	Ichilo	Cotonia Japonesa San Ju	San Juan	30	NÚMERO EQUIVOCADO
SCZ-1703-082-07	Sindicato Agrario El Chorrito 2 de Agosto Agua Dulce	Andrés Ibañez	Porongo (Ayacucho)	Agua Dulce	16	NÚMERO EQUIVOCADO
SCZ-1703-054-07	Agropecuaria "Patriota"	Andrés Ibañez	Porongo (Ayacucho)	Andrés Ibañez	27	NÚMERO EQUIVOCADO
SCZ-1738-113-07	Productores de Sesamo 12 de Mayo (San Julian)	Ñulfo de Chavez	San Julian	El Porvenir	57	NÚMERO EQUIVOCADO
SCZ-1738-1107	Asociación de Productores Agropecuarios 16 de Mayo	Ñulfo de Chavez	San Julian	Comunidad Huracan	66	NÚMERO EQUIVOCADO
SCZ-1705-066-07	El Porvenir	Andrés Ibañez	El Tomo	Forestal - San Pedro	54	NÚMERO EQUIVOCADO
SCZ-1703-075-08	Producción y Venta de Leche Porongo	Andrés Ibañez	Porongo (Ayacucho)	Porongo	65	NÚMERO EQUIVOCADO
SCZ-172-040-07	Comercialización de Arroz "16 de Agosto"	Ichilo	Yapacaní (Villa Busch)	16 de Agosto	61	NÚMERO EQUIVOCADO
SCZ-1746-108-09	Asociación de Pequeños Productores Agropecuarios Urubichá	Guarayos	Urubichá	Urubichá	31	NÚMERO EQUIVOCADO
SCZ-1704-112-07	Producción Lechera "Los Colonos"	Andrés Ibañez	La Guardia	Villa Rosario, San Carlos y San Juan	29	NÚMERO EQUIVOCADO
SCZ-1705-053-07	Asoc. de Peq. Prod. de Ganado de Doble Prop. "APGA"	Andrés Ibañez	El Tomo	Villa San Carlos	20	NÚMERO EQUIVOCADO
SCZ-1710-062-07	APAFECH - AGRICABV	Ichilo	Buena Vista	Espojitos	58	NÚMERO EQUIVOCADO
SCZ-1725-002-08	Desarrollo de la Ganadería en Vallegrande	Vallegrande	Vallegrande	Vallegrande	50	NÚMERO EQUIVOCADO
SCZ-1742-052-08	Asociación de Ganaderos de Saipina "ASOGASA"	Manuel María Caballero	Saipina	Saipina	30	NÚMERO EQUIVOCADO
SCZ-1745-042-09	Asociación de pequeños productores Agropecuarios Jesus Nazareno	Guarayos	Ascención (Guarayos)	Ascención de Guarayos	18	NÚMERO EQUIVOCADO
SCZ-1738-114-07	Asociación de Pequeños Productores "SINCHIHUAYRA" de Maíz	Ñulfo de Chavez	San Julian	San Martin	44	NÚMERO EQUIVOCADO
SCZ-1745-006-08	Alianza de Asociación de Pequeños Fruticultores de Guarayos "AAPFG"	Guarayos	Ascención (Guarayos)	San Francisco de Asis	34	NÚMERO EQUIVOCADO
SCZ-1745-15-07	Proyecto de Ganado de Engorde por la Asociación Agropecuaria 16 de Julio	Guarayos	Ascención (Guarayos)	Cerro Grande	18	NÚMERO EQUIVOCADO
SCZ-1711003-08	Asociación de Pequeños Productores Ganado Vacuno	Ichilo	San Carlos	Antofagasta	30	NÚMERO EQUIVOCADO
SCZ-1711092-07	Comercialización de Carne de Res	Ichilo	San Carlos	Antofagasta	76	NÚMERO EQUIVOCADO
SCZ-1705-52-07	Alianza de Críticos León	Andrés Ibañez	El Tomo	Quebrada Leon	24	NÚMERO EQUIVOCADO
SCZ-1705-006-09	Asociación de Pequeños Productores Agropecuarios "El Pauro"	Andrés Ibañez	El Tomo	El Tomo	40	NÚMERO EQUIVOCADO
SCZ-1705-057-07	Asociación de Pequeños Productores de Ganado "ASOPEGA"	Andrés Ibañez	El Tomo	Nueva Esperanza	54	NÚMERO EQUIVOCADO
SCZ-1752-024-09	Asociación de mujeres las Virtuosas	Ichilo	Colonia Japonesa San Ju	La Enconada	14	NÚMERO INCOMPLETO
SCZ-1738-027-07	Producción Venta de Cooperativistas	Ñulfo de Chavez	San Julian	El Carmen	58	NÚMERO BLOQUEADOS/EQUIVOCADO
SCZ-172-012-07	Comercialización de Leche Chore "San Isidro"	Ichilo	Yapacaní (Villa Busch)	Chore San Isidro	80	ASOCIACIÓN ES PARTE DE LA PURITA HABLAR CON ELLOS
SCZ-172-064-07	Comercializadores de Carne de Res	Ichilo	Yapacaní (Villa Busch)	Yapacani	38	YA NO EXISTE LA ASOCIACIÓN
SCZ-1745-06-07	Latco Internacional Rio Chico	Guarayos	Ascención (Guarayos)	Rio Chico	56	YA NO TRABAJAN CON EL PAR
SCZ-1705-03109	Asociación de Pequeños Productores Agropecuarios Cafetal Monte Verde	Andrés Ibañez	El Tomo	Comunidad Cafetal monte Verde	33	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1705-038-09	Asociación de Productores de Cerdos Espejos - APCES	Andrés Ibañez	El Tomo	Comunidad Espejos	30	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-172-029-09	Productores de carne pura de Cascabel	Ichilo	Yapacaní (Villa Busch)	Central Cascabel	25	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-172-030-09	Asociación de Mujeres Productoras Agropecuarias "Las Kantutas"	Ichilo	Yapacaní (Villa Busch)	Km 24 FC	22	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1738-009-08	Producción y Comercialización de Frejol Negro	Ñulfo de Chavez	San Julian	Nucleo 23	25	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1742-063-09	Producción de Ganado de Carne	Manuel María Caballero	Saipina	Chilón	19	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1742-1109	Producción de Papa en Chacacilla	Manuel María Caballero	Saipina	Chacacilla	20	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1745-077-09	Asociación de Pequeños Productores Agropecuarios "Capiata"	Guarayos	Ascención (Guarayos)	Capiata- San Gregorio	44	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1745-085-09	Asociación de Pequeños Productores Amazonas Rio Blanco	Guarayos	Ascención (Guarayos)	Rio Blanco	21	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1745-137-07	Asociación de trabajadores Agropecuarios Campesinos Villa Fátima	Guarayos	Ascención (Guarayos)	Villa Fatima	43	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1753-003-09	Producción de Cerdos 18 de Agosto	Obispo Santistevan	FernándezAlonso	Chané - Magallanes	25	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-1756-083-09	Asociación de Productores Apícolas El Cedro	Sara	Cotpa Bética	El Cedro	15	NÚMERO EQUIVOCADO / NO DISPONIBLE EN PAR
SCZ-172-010-07	Comercialización de Leche Nuevo Horizonte	Ichilo	Yapacaní (Villa Busch)	Nuevo Horizonte	60	NO DISPONIBLE EN PAR
SCZ-172-028-07	Comercialización de Soya Km. 35 Faja Norte	Ichilo	Yapacaní (Villa Busch)	Km. 37 Faja Norte	89	NO DISPONIBLE EN PAR
SCZ-172-045-09	leche Pura de Ayacucho	Ichilo	Yapacaní (Villa Busch)	Central Litoral Km 21 Faja central	37	NO DISPONIBLE EN PAR
SCZ-1725-058-08	Area Productivas La VID	Vallegrande	Vallegrande	Vallegrande	26	YA NO EXISTE LA ASOCIACIÓN
SCZ-1738-017-07	Asociación De pequeños Productores Agropecuarios del Oriente APPAO	Ñulfo de Chavez	San Julian	villa Paraíso - Brecha area 5 - Villa Victoria	40	YA NO EXISTE LA ASOCIACIÓN
SCZ-1738-132-07	Abriendo Sendas	Ñulfo de Chavez	San Julian	Campesina Flor del Valle	20	HACE 3 AÑOS QUE YA NO EXISTE LA ASOCIACIÓN

During fieldwork 4 head of alliances cancelled the appointment the same day of the visits or asked to re-schedule them, because they were out of the locality, sick or too busy to receive the interviewers. This had an impact on the project's budget and timings. The following alliances are the ones that re-scheduled the visits one of them in 4 opportunities:

CÓD. PAR	NOMBRE DE LA ALIANZA RURAL	PROVINCIA	MUNICIPIO	LOCALIDADES	Total Beneficiarios Plan	FECHA DE VISITA	OBSERVACIONES
SCZ-1712-036-09	Asociación de Mujeres Emprendedoras Central San Rafael	Ichilo	Yapacani (Villa Busch)	Comunidad San Rafael Zona Sur	25	Lunes, 26 de mayo de 2014 Sábado, 31 de mayo de 2014 Miércoles, 04 de junio de 2014 Sábado, 07 de junio de 2014	REPROGRAMADO EN AL MENOS 4 OPORTUNIDADES Y LA CITA FUE CANCELADA POR LA JEFE DE ALIANZA, SOLICITÓ REPROGRAMAR POR QUINTA OPORTUNIDAD
SCZ-1712-089-07	Asople-La Purita	Ichilo	Yapacani (Villa Busch)	Chore, Naranja., Palmar, San Germán, Bolívar	109	Viernes, 06 de Junio de 2014	CANCELADO POR EL JEFE DE ALIANZA, SOLICITÓ REPROGRAMAR
SCZ-1712-002-06	Nastorr Ltda - Apaey	Ichilo	Yapacani (Villa Busch)	Puerto aroma, Ichilo, San Isidro, Condor, Avaroa etc	50	Lunes, 09 de Junio de 2014	CANCELADO POR EL JEFE DE ALIANZA, SOLICITÓ REPROGRAMAR
SCZ-1710-003-06	APROASA - AGRICABV	Ichilo	Buena Vista	Distrito Surutu Antacawa-San Carlos	78	Martes, 10 de Junio de 2014	CANCELADO POR EL JEFE DE ALIANZA, SOLICITÓ REPROGRAMAR

CÓD. PAR	NOMBRE DE LA ALIANZA RURAL	PROVINCIA	MUNICIPIO	LOCALIDADES	Total Beneficiarios Plan	FECHA DE VISITA	OBSERVACIONES
SCZ-1725-058-08	Área Productiva la VID	Vallegrande	Vallegrande	Vallegrande	26	Jueves, 29 de Mayo de 2014	LA ALIANZA YA NO EXISTE
SCZ-1739-017-07	Asociación de pequeños Productores Agropecuario del Oriente APPAO	Ñuflo de Chavez	San Julian	Villa Paraiso - Brecha area 5 - Villa Victoria	40	Jueves, 05 de Junio de 2014	LA ALIANZA YA NO EXISTE
SCZ-1739-132-07	Abriendo Sendas	Ñuflo de Chavez	San Julian	Campesina Flor del Valle	20	Miércoles, 25 de Junio de 2014	SE SEPARARON HACE 3 AÑOS

At least 3 head of alliances agreed to schedule a visit and to provide the list of members. However, when Ipsos' interviewers arrived to the localities and asked for the list of members, the head of the alliances said that their associations dissolved 2 or 3 years ago. This also had an impact on the project's budget and timings. The following alliances are the ones that agreed to schedule a visit and provide the list of members even when their alliance were already dissolved:

Further difficulties were faced during fieldwork, that had a direct impact on the project's timings:

- a) Bad highways, landslides and rain that involved re-scheduling the visits at the following alliances:
  - Asociación Comarapeña de Fruticultores – ACOFRUT
  - Junta Pirai
  - Asociación de Productores de Ganado "10 de Abril"

- b) Long distances between households at localities, that involved extra costs for transportation and a longer timing staying at the locality:
  - Asociación de Productores de Maíz El Torno – APROMA
  - Asociación de Apicultores de Vallegrande
  - Fruta de Nuestra Tierra, de Vallegrande (FUNDACIÓN PARA EL DESARROLLO FRUTÍCOLA)
  - Competitividad de La Cadena Apicola Comunitaria Yapacani
- c) Head of alliance and member who live at Santa Cruz capital city and not at the localities. They were interviewed at their households:
  - Asociación 25 de Octubre La Guardia
- d) Head of alliance that spoke with a PAR member who did not know about the project and order the head of alliance to not answer or provide any information to Ipsos:
  - Asople-La Purita

***GOVERNMENT PERMISSION***

Government permission was not required for conducting the survey.

## List of consulted documents

### List of project documents facilitated by the OnTrack team and partners

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## List of consulted stakeholders

### Staff interviewed

First Name	Last Name	Position	Country
Elena	Bertusi	OnTrack Country Lead	Zambia
Kate	Bridges	Public Sector Management Specialist	Zambia
Victoria	Cabral	Consultant - Demand Side Governance	Zambia
Stephen	Davenport	ODTA	
Alexandra	Endara	OnTrack Country Lead	Bolivia
Soren	Gigler	OnTrack TTL	
Faris	Hadad-Zervos	Country Director	Bolivia
Christiaan	Heymaans	TTL-Peri-urban Sanitation project	Zambia
Robert R.	Hunja	Manager, Open Government Practice	
Frauke	Jungbluth	TTL-PAF	Nepal
Keith	Leslie	PRAN Coordinator	Nepal
Gabriela	Orozco	Communications Associate	Bolivia
Tiago	Peixoto	Open Government Practice	
Maria	Ponce	System Development Consultant	Bolivia
Bigyan	Pradhan	Sr Operations officer	Nepal
Marie	Sheppard	Practice Manager, Innovation Labs	
Reena	Shrestha	OnTrack Country Lead	Nepal
Ison	Simbeye	Technical Assistant	Zambia
Anjalee	Thakali	PRAN Deputy Coordinator	Nepal
Trishba	Thapa	Communications associate	Nepal
Zoe	Trohanis	TTL- PBCV	Bolivia
David	Tuchsneider	TTL-PAR	Bolivia
Rajib	Upadya	Communications officer	Nepal
Alejandra	Velasco	Operations Officer	Bolivia
Aleem	Walji	Director, Innovation Labs	

### Staff surveyed online

First Name	Last Name	Position	Country
Natalia	Agapitova	Senior Program Officer, WBIIN	
Adam	Behrendt	Social Development Specialist	Bolivia
Elena	Bertusi	OnTrack Country Lead	Zambia
Kate	Bridges	Public Sector Management Specialist	Zambia
Victoria	Cabral	Consultant - Demand Side Governance	Zambia
Tambulani	Chunga	Technical Assistant	Zambia
Stephen	Davenport	ODTA	
Indira	Ekanayake	TTL-IDSP, Zambia	Zambia
Claudia	Encinas	Communications Assistant	Bolivia
Alexandra	Endara	OnTrack Country Lead	Bolivia
Faris	Hadad-Zervos	Country Director	Bolivia
Francisco	Obrequé	Rural Development Specialist - Focal Point	Bolivia
Tiago	Peixoto	Open Government Practice	
Maria	Ponce	System Development Consultant	Bolivia
Marco	Rodriguez	Risk Manager Specialist - Focal Point	Bolivia
Marie	Sheppard	Practice Manager, Innovation Labs	
Ison	Simbeye	Technical Assistant	Zambia
Zoe	Trohanis	TTL- PBCV	Bolivia
Alejandra	Velasco	Operations officer	Bolivia

### Project Implementing Unit representatives interviewed

First Name	Last Name	Position	Country
Marco	Antonio	PBCV - General Coordinator	Bolivia
Rodolfo	Ayala Saavedra	PAR - Regional Coordinator	Bolivia
David	Choque	PAR - National Coordinator	Bolivia
Alvaro	Flores	PAR - Alliances Officer	Bolivia
Sanjay Kumar	Jha	PAF - Portfolio manager	Nepal
Sajada	Khaton	PAF -Portfolio manager	Nepal
Ximena	Lezcano	PBCV - Communications officer	Bolivia
Miguel Angel	Perez Arnez	PAR - Systems Development Consultant	Bolivia

Raj Babu	Shrestha	PAF - Executive Director	Nepal
Shree Ram	Subedi	PAF - Communications Officer	Nepal
Carlos	Zenteno	PBCV - Coordinator	Bolivia

### **Interviews with Civil Society Representatives**

<b>First Name</b>	<b>Last Name</b>	<b>Organisation</b>	<b>Country</b>
Bidhusan	Bista	Young Innovations	Nepal
Pranav	Budhathoki	Local Interventions	Nepal
Leon	Galindo	Ayni Labs, Ex-OnTrack consultant	Bolivia
Anne Sophie	Lambert	Accountability Lab	Nepal
Suman	Parajuli	Accountability Lab	Nepal

### **Focus group discussions carried out**

#### Bolivia PAR, Santa Cruz, April 2014:

- Focus group with 5 coffee producers (men)
- Focus group with 3 diary producers (men)
- Focus group with 5 agricultural extension workers (4 men, 1 woman)

#### Nepal, Kapilvastu District, May 2014:

- Focus group with 25 people (predominantly women), members of 2 community organizations (Budha CO and Bindabasini CO), near Taulihawa
- Focus group with 12 Partner Organisation (Mostly men, 1 woman) in Taulihawa
- Focus group with 9 Dalit women, Namouna CO in Tilaurakat
- Focus group with 7 women (5 Dalit) with Jyoti CO