

**MANUAL 2**

# TRAINING YOUR TEAMS ON THE WASH KAP MOBILE SURVEY



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# STEP 1: Training your teams

## 1.1. Survey managers training

For a successful implementation of a WASH KAP, increasing all stakeholders' skills is critical.

Many resources beyond the UNHCR WASH KAP survey manual are available on the UNHCR WASH website (<http://wash.unhcr.org/wash-monitoring-system/>) for survey managers: guidance, tools, templates, exercises, training material... Do not forget to refer to them as this documentation will allow you to facilitate the survey implementation.

Should you feel that you are not sufficiently familiar with KAP surveys or mobile technology and require some training, it is possible to plan an external training for potential survey managers for the country or region (please contact the UNHCR-WASH HQ team for further information).

## 1.2. Enumerators training

A training is critical for enumerators before deployment.

The enumerators' level of knowledge and experience can be very variable; therefore, it is important to ensure they become familiar with the tools for an effective deployment.

One must plan for 1 to 2-days training.

### Training:

- Introduction: Overview of MDC
- Getting familiar with mobile phones and their settings
- Discovering ODK Collect
- Discovering the WASH KAP survey's contents (i.e., different types of water points, specific terminology, etc)
- Getting familiar with the questionnaire on ODK Collect
- Interview techniques (explaining the use of phones, how to ask questions, getting consent, etc)
- Survey techniques (how to select the households to be interviewed to ensure randomness during the sampling process)
- Practical exercises and scenarios

It is also important to plan a **survey pilot** as an essential step of your enumerators' training. It will allow you to confirm whether your enumerators are now proficient with all tools, understand all questions correctly, and have an appropriate attitude towards respondents.

## STEP 2: Pilot your survey

This step details when and how a pilot should be conducted. Most operations should conduct a pilot prior to a first deployment of WASH KAP survey.

The pilot serves many objectives:

- Enhancing enumerators' confidence in their ability to conduct the interviews.
- Check that all the survey's contents have been well understood.
- Validate how interviews are conducted; check if the best practices showed during the training are actually followed.
- Check that the data collected is of acceptable quality
- Check that the questionnaire is adapted to the cultural context of that specific camp, that the questions are not offensive for respondents, and that obvious answers related to that context have not been left out.

Make sure you have read “**Module 1-Prepare: : Prerequisites for a WASH KAP MDC deployment**”, and that you have met all requirements.

### 2.1. Components of the pilot

The pilot should:

- Allow for a half-day or even a full day on the ground to gather data.
- Be conducted in a way that allows enough time for a competent staff (such as the survey manager) to follow the teams in the field, review the data collected, and make observations on the quality of the team's work.
- Include some time for debriefing with the teams (depending on how the pilot went, it can take between 30 minutes and 2 hours). It is better to plan the debriefing session the day after the pilot (to allow some time for supervisors to formulate their observations, review the data, etc.)



#### Number of households to be surveyed

The pilot's objective is not to survey a large number of households. However, it should allow enough time for the teams to practice so that mistakes and challenges can be identified. A target of 2-4 households per team is reasonable.

### 2.2. Preparing the pilot

- The pilot should happen in conditions that are as close as possible to those of the actual survey.

- It should take place in the camp (or in a similar camp)
- The households' random selection methods should be the same as those that will be used during the survey
- The questionnaire used should be the same as the one that will be deployed. Small changes can still be made after the pilot if needed, but the main elements should have been prepared already
- The survey manager and/or supervisors should follow enumerators in the field during the pilot (and potentially the first 1 or 2 days of data collection).
  - They should try to follow different teams during the day
  - If some enumerators seem to be struggling more than others during the training, they should receive greater support during the pilot
- The survey manager and/or supervisors need to be particularly careful about some mistakes from the enumerators (especially those they will not be able to detect when reviewing submissions):
  - Whether introductions are appropriate, consent requested, and adequate explanations given about the survey
  - If the sampling process is well-understood and strictly adhered to
  - If the observations required in some parts of the survey (latrines, water samples, water containers, etc) are actually done, i.e., that enumerators don't content themselves with asking the questions.

### **2.3. Debriefing after the pilot**

The debriefing aims to provide feedback to enumerators and supervisors based on the observations made during the day or half-day of pilot as well as on the pilot results' analysis.

The debriefing should be a time for exchange between the survey manager and the enumerators. The survey manager should also ask enumerators to report any problem they encountered and take some time to review each of them in detail.

The questionnaire may need to be re-adapted or some procedures clarified depending on the feedback given (in general, how to collect the information on the quantity of water is the trickiest issue). Some questions about the terminology used (household definition, type of water containers, etc.) may need to be re-explained.





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Credits to the Kobo team for providing a tool setup to work directly with the XLS forms format. The “Kobo Excel Data Analyzer” is also available directly from the Kobo account.

It has been embedded in this analysis tool to allow the use of a single tool for Excel analysis.