



**gLOCAL**  
EVALUATION WEEK  
2022



World Food  
Programme

SAVING  
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CHANGING  
LIVES

# Sensemaking using an online survey

Strategic Evaluation of WFP's Use of Technology in Constrained  
Environments



# Strategic Evaluation of WFP's Use of Technology in Constrained Environments





# Global WFP staff survey on technology use in constrained environments

- **Purpose:** Collect information about first-hand experience and satisfaction with the use of digital technologies and data in constrained environments
- **Participants:** WFP personnel at different levels of the organisation
- **The survey complemented:**
  - a country-level analysis informed by six country case studies
  - a qualitative global level analysis, focused on evaluating at a broad and general level how the use of technology in WFP has played across organizational levels, countries and activities

# Methodology of the survey (1/2)

1. Self-administered online survey based on a participatory narrative inquiry
2. Used the SenseMaker platform to capture these micro-narratives and provide a lens and signification framework to make sense of individuals' experiences and perceptions.
3. Electronic questionnaire (in 3 languages) consisted of:
  - a prompting question that triggered the description of an experience – the story - by the respondent related to the use of technology
  - a series of questions framed around that experience and narrowly connected to selected lines of enquiry in the evaluation matrix (2 open, 11 multiple choice, 6 sliders, 2 triads)
  - additional questions unrelated to the narrative provided by participants (1 triad, 7 sliders, 1 open)
  - Identifier questions (5 multiple choice).

# Methodology of the survey (2/2)

## 4. Self-selected convenient sample:

- All staff were invited to participate in the survey
- Targeted reminders sent regularly throughout the data collection period for 6 weeks to encourage participation. Participation was monitored to ensure representation across gender, types of technologies, and levels of humanitarian access constraints.

5. In total, 874 experiences were collected (83% of the targeted sample size).

6. Survey was **anonymous** and participants provided **informed consent** based on a standardized information sheet covering key elements (scope, confidentiality etc.).

7. **Sensemaking workshop** to help interpret the stories, patterns and trends in a participatory manner. Qualitative insights were collected during the workshop through formalized feedback (comment board) and focus-group style break-out sessions.

# Prompting question

- Reflecting on your work with WFP, please share a positive or negative experience about the use of digital technology in operations in a constrained environment. Please take a few minutes to reflect and describe in some detail what happened. Please also explain how the use of technology improved or hindered achieving WFP's objectives.

*The experience you describe below is central to the survey. Do not skip this part as the follow-up questions will relate to (the context of) your story. Note that you can share an experience that you were directly or indirectly involved in or that you are aware of.*

# Examples of stories

Recording complaints from WFP beneficiaries in a computerized system or platform called SugarCRM has been a great experience for me. Previously, these records were sent in excel files without any security via email by the call center partner. The processing, tracking and reporting/dashboarding had always been a problem for the focal points who were unable to follow up. Today, this solution offers several opportunities for both hotline and face-to-face recording.

The confinement that Covid 19 has imposed on us has forced us to use much more digital technologies in our work; our homes have been transformed into offices. It is true that nowadays, we are no longer obliged to go to the office to work; everything is managed remotely with the same performance that we would give in normal working conditions. However, it is important to note that these technologies have also negatively impacted our lives: employees have lost their freedom, we have become totally dependent on these technologies and these technologies are an unprecedented stress factor.

My M&E unit frequently uses new applications to collect data remotely, such as Moda, ONA and to analyze it. We have moved from paper surveys to digital surveys using tablets. This allows us to have real time results. We even want to extend the use of the tablets to collect data in schools and nutritional centers, but among the constraints we have encountered are: insufficient connectivity in WFP intervention zones; limited access to telephone by schools and nutritional centers; lack of financial means to supply the phones with airtime.

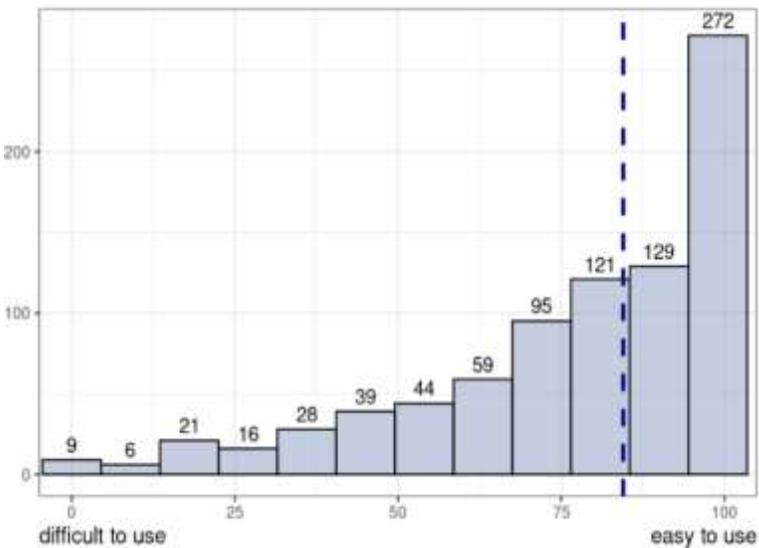
I have both positive and negative experience:

1. Positive: During my mission in DRC, although there were hardship, I saw how digital technology was utilized to record cash distributions to beneficiaries, and later to check records against complaints.
2. Negative: During both missions in Zimbabwe and DRC, I feel that the benefit of technology being able to record/log activities is not fully utilized, as staff are still working with non-digital situations. Although it is true that in some cases, digitally recording something may take a bit more time, hence the planning need to take that into consideration, so that recorded information can be utilized later. Also, many people are not utilizing that data, resulting in extra work to digitize without real benefit.

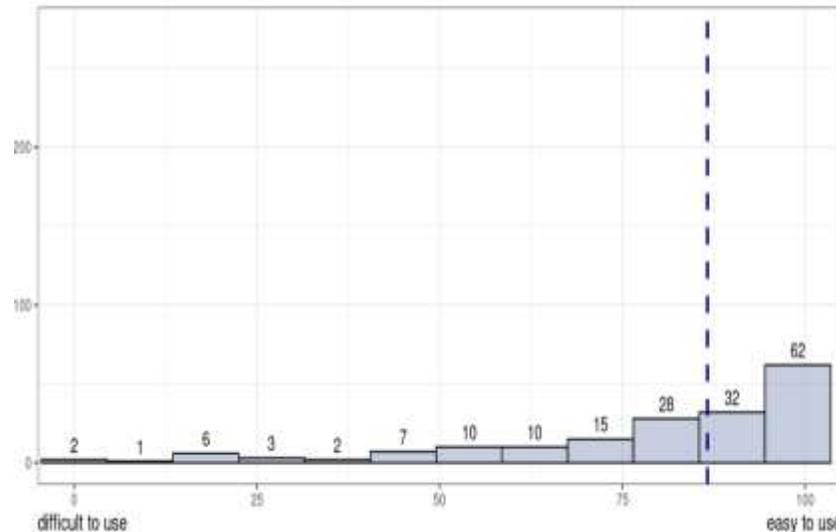
# Example of slider question

The digital technology or data used in your story is ...

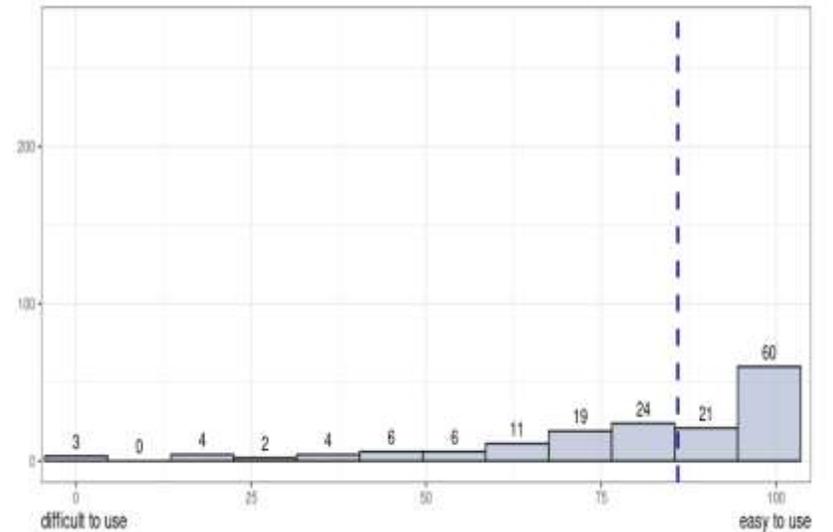
difficult to use 
●
□
 easy to use N/A



(n=839)



Low Constrained Environment (n=179)

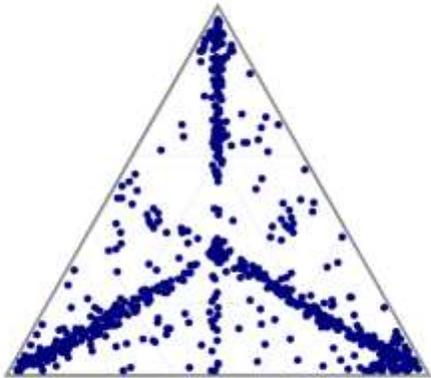


Highly Constrained Environment (n=160)

# Example of triad question (with responses)

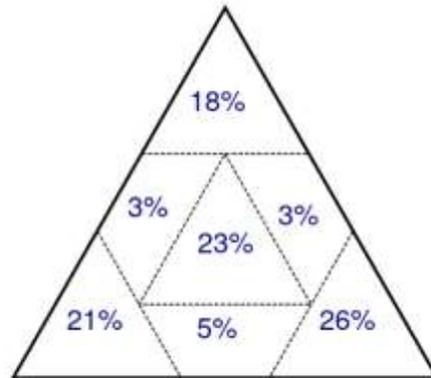
What were the main challenges in the use of the technology?

Organisational conditions or processes



Context or external factors      Quality / Performance of the technology

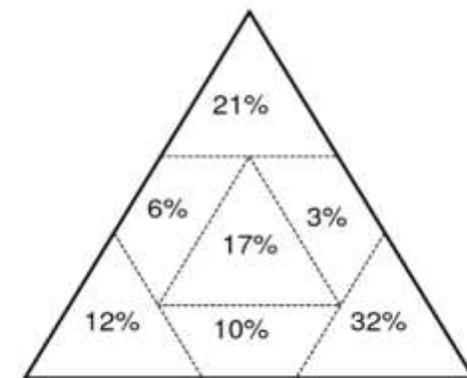
Organisational conditions or processes



Context or external factors      Quality / Performance of the technology

*(n=715; Not applicable=132)*

Organisational conditions or processes

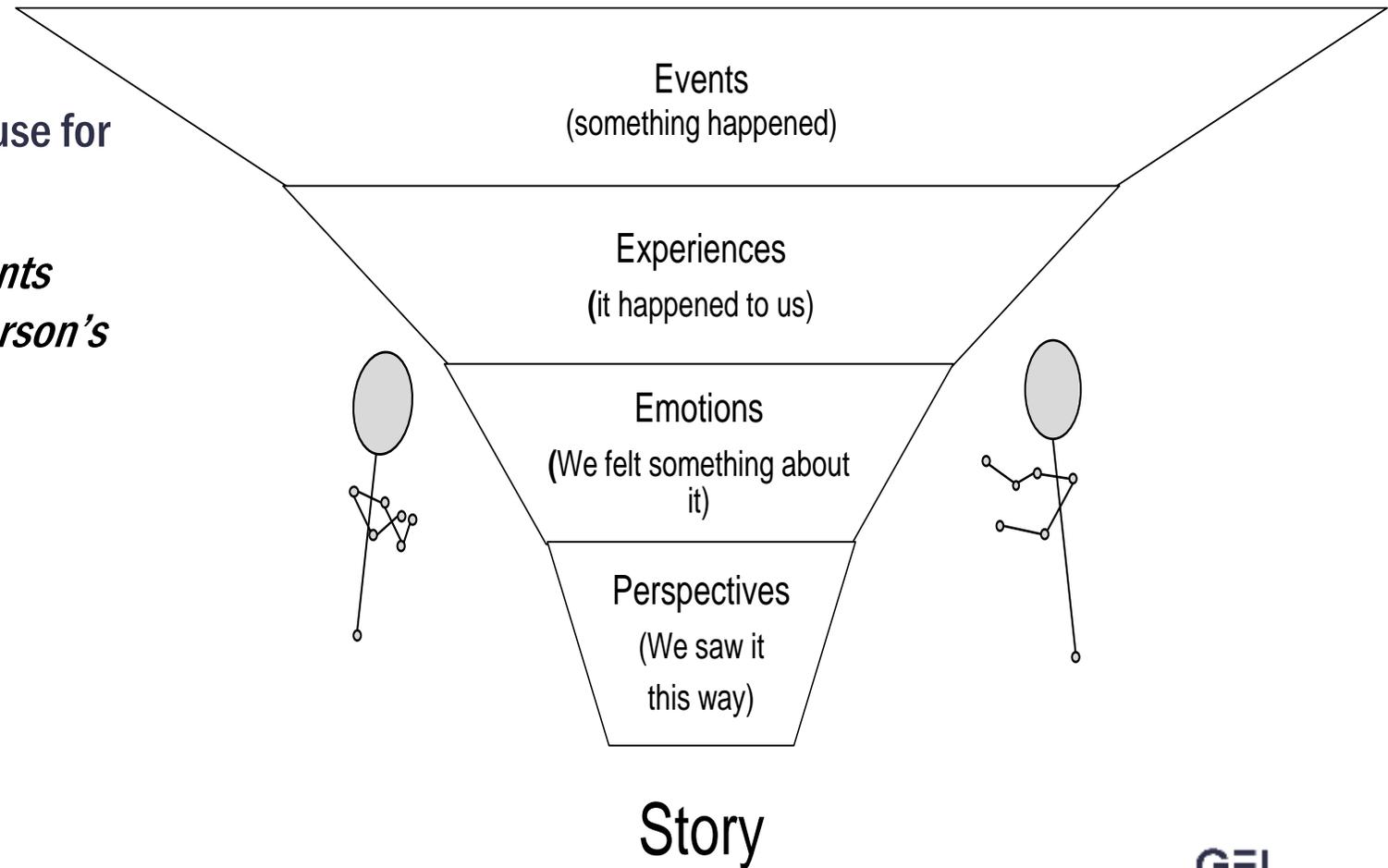


Context or external factors      Quality / Performance of the technology

*Stories for which people indicated that the technology was difficult to use  
(n=72)*

# Main challenges and limitations

- Participants were self-selected
- Half the stories shared about technology use for remote working (covid-19)
- Getting real “stories”: *a recounting of events based on emotional experience from a person’s perspective* (Kurtz 2014)





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**Thank you!**

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[www.wfp.org/independent-evaluation](http://www.wfp.org/independent-evaluation)

