

# Performance Monitoring for Action (PMA): Facing the Challenges of the Day

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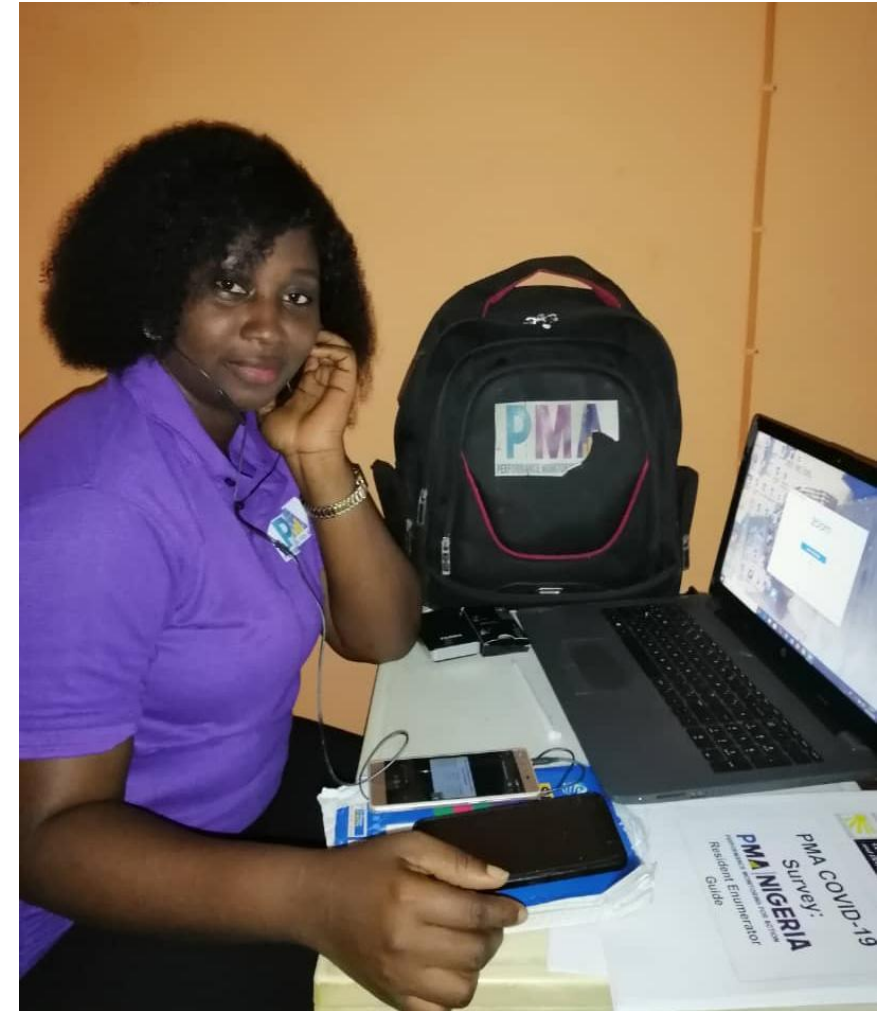
# Impact of COVID-19 on planned data collection efforts, and how we adapted...



- Flexibility of PMA platform
  - COVID-19-focused survey (Kano and Lagos)
- Virtual training
  - pre-recorded videos and self-paced learning with daily targets;
  - ODK quizzes;
  - WhatsApp groups for info & Q&A;
  - Evening daily Zoom sessions
  - Breakout groups to review instruments

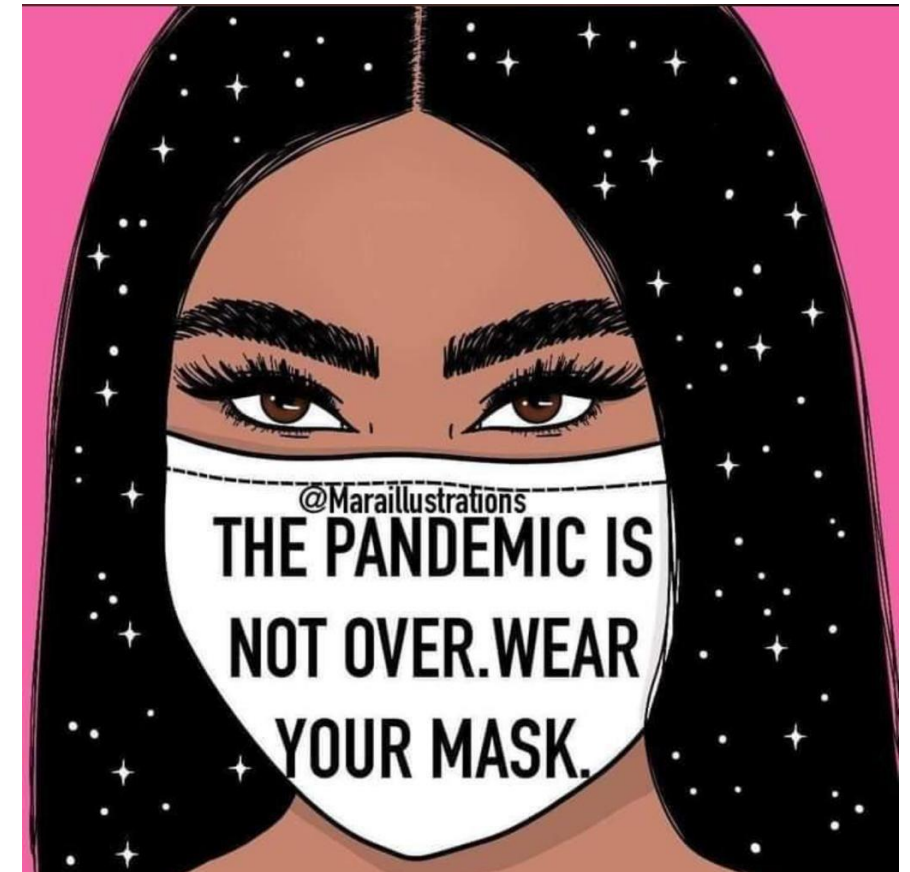
# Impact of COVID-19 on planned data collection efforts, and how we adapted...

- Home office used for training & for making phone calls during data collection
- In-person meeting:
  - to collect phone, accessories & manual
  - to return phones & accessories after data collection was completed
  - staggered appointments
  - observed IPC measures



# Impact of COVID-19 on planned data collection efforts, and how we adapted...

- In-person phase 2 data collection with adaptations (December 2020 – February 2021)
- Training
  - Split group into 2 (31 people in each of 2 training batches for Lagos)
  - Single rather than shared rooms for interviewers
  - Hand wash basin; hand sanitizer; surgical masks and reusable clear bags; physical distancing; “peer monitors”
- Fieldwork
  - Hand sanitizer & face masks
  - Continuing reminders of recommended IPC measures via group WhatsApp



# Main Challenges in Adapting Data Collection

- Training: Virtual
  - Deep social interactions missed
  - Poor internet/network connectivity
  - Need to do house chores and look after young children during training time
- Training: In-person
  - Some got tired of wearing masks properly (exposed nose, mask on chin, mask in palm, etc.)
  - Despite repeatedly discussing value of mask wearing, many did not wear a mask outside the training room
  - Physical distancing was challenging. We started each day well, but the chairs got closer and closer as the day went on

# Main Challenges in Adapting Data Collection (2)

## ■ Fieldwork

- Phone interviews: connectivity; suspicion and resistance by some respondents
- Interviewers had to go to the field using public transport, but this was probably not exposing them any more than their regular lives
- Difficult to physically distance during an in-person interview
- Consistency with maintaining infection prevention & control measures on the field

# Changes we can adopt – post-pandemic

- CEI follow up phone surveys can benefit from a full virtual adaptation, complete with **virtual training**.
- Ensuring **hand hygiene**
- **Single rooms**, but this has budgetary implications



# Key Lessons Learned

- Resilience – we recover, adapt, & bounce back quickly
- Where there's a will, there's a way – at first, it seemed like there were many stumbling blocks, but things worked out
- Virtual interactions are helpful when needed, but the real stories come out when you can observe all non-verbal cues and match voice inflections with body language.
- Some respondents are uncomfortable with virtual participation in surveys, but are willing to participate when they are face-to-face with the interviewer
- With great caution and appropriate precautions, in-person data collection interactions can resume where the risk does not outweigh the benefits





# Thank you!

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