

# RESEARCH TERMS OF REFERENCE

JORDAN EMERGENCY SERVICES AND SOCIAL RESILIENCE PROJECT (JESSRP)

ENDLINE EVALUATION, JORDAN

JUNE 2017

**REACH** Informing  
more effective  
humanitarian action

## 1. Summary

COUNTRY OF INTERVENTION	JORDAN					
TYPE OF EMERGENCY		NATURAL DISASTER	X	CONFLICT		EMERGENCY
TYPE OF CRISIS		SUDDEN ONSET		SLOW ONSET	X	PROTRACTED
MANDATING BODY/ AGENCY	WORLD BANK					
REACH PILLAR		PLANNING IN EMERGENCIES		DISPLACEMENT	X	BUILDING COMMUNITY RESILIENCE
RESEARCH TIMEFRAME	JUNE- DECEMBER 2017					
GENERAL OBJECTIVE	EVALUATE IMPACT AND ASSESS CONTRIBUTIONS MADE BY JESSRP TOWARDS IMPROVING SOCIAL COHESION AND RESILIENCE IN TARGETTED MUNICIPALITIES					
SPECIFIC OBJECTIVE(S)	<p>1) <u>ASSESS EFFICACY AND EFFICIENCY (OUTPUT LEVEL)</u>: ASSESS ACHIEVEMENT OF OUTPUTS AND RESULTS</p> <p>2) <u>ASSESS IMPACT OF INTERVENTIONS (OUTCOME LEVEL)</u>: ASSESS IN WHAT WAY AND TO WHAT EXTENT JESSRP INTERVENTIONS HAVE HAD AN IMPACT ON RESILIENCE AND SOCIAL COHESION IN TARGETTED AREAS</p> <p>3) <u>ASSESS GOVERNANCE AND IMPLEMENTATION (ACTIVITY LEVEL)</u>: ASSESS EFFECTIVENESS OF ACTIVITIES CONDUCTED AND PROCESSES UNDERTAKEN TO ACHIEVE OUTPUTS AND OUTCOMES</p>					
RESEARCH QUESTIONS	<p><u>EFFICACY AND EFFICIENCY:</u></p> <p>1) TO WHAT EXTENT WERE TARGET RESULTS AND OUTPUTS ACHIEVED? WERE SOME OUTPUTS MORE EFFECTIVE THAN OTHERS IN ACHIEVING THEIR OBJECTIVES? WHY?</p> <p>2) TO WHAT EXTENT HAVE PROJECTS BEEN DELIVERED TO THE REQUIRED STANDARDS?</p> <p>3) TO WHAT EXTENT WERE CONSULTATION PROCESSES WITH COMMUNITIES CARRIED OUT IN THE MUNICIPALITIES TARGETED? WERE THESE EFFECTIVE? WHY/ WHY NOT?</p> <p><u>IMPACT OF INTERVENTIONS:</u></p> <p>1) HAVE INVESTMENTS IN SOCIAL INFRASTRUCTURE HELPED MITIGATE SOCIAL TENSIONS AND IMPROVE SOCIAL COHESION TO A SUBSTANTIAL DEGREE, DISAGGREGATED BY GENDER?</p> <p>2) HAVE INVESTMENTS IN SOCIAL INFRASTRUCTURE AFFECTED RESILIENCE AT THE COMMUNITY LEVEL TO A SUBSTANTIAL DEGREE?</p> <p>3) HAVE INVESTMENTS IN VISIBLE INFRASTRUCTURE IMPROVEMENTS AND INVESTMENTS IN COMMUNITY OUTREACH INITIATIVES AFFECTED LEVELS OF CONFIDENCE AND TRUST BETWEEN CITIZENS AND MUNICIPALITIES TO A SUBSTANTIAL DEGREE, DISAGGREGATED BY GENDER?</p>					

	4) WHAT AREAS AND APPROACHES SHOULD BE PRIORITIZED FOR FUTURE INTERVENTIONS TO STRENGTHEN SOCIAL COHESION AND RESILIENCE, DISAGGREGATED BY GENDER?					
	<u>GOVERNANCE AND IMPLEMENTATION:</u>					
	1) WHAT ARE THE INSTITUTIONAL STRUCTURES AND PROCESSES IN PLACE FOR IMPLEMENTING JESSRP PROJECTS IN EACH MUNICIPALITY? TO WHAT EXTENT HAVE THESE PROVEN EFFECTIVE IN ACHIEVING PROJECT OBJECTIVES IN EACH MUNICIPALITY? WHY/ WHY NOT?					
	2) IN WHAT WAY AND TO WHAT EXTENT HAS JESSRP AFFECTED TECHNICAL CAPACITIES AND PROCESSES IN MUNICIPALITIES WHERE PROJECTS WERE IMPLEMENTED?					
	3) WHAT SUPPORTIVE FACTORS AND CHALLENGES WERE ENCOUNTERED DURING IMPLEMENTATION?					
RESEARCH TYPE	<input type="checkbox"/>	QUANTITATIVE	<input type="checkbox"/>	QUALITATIVE	<input checked="" type="checkbox"/>	MIXED METHODS
GEOGRAPHIC COVERAGE	'TREATMENT' AND 'CONTROL' MUNICIPALITIES IN IRBID, MAFRAQ AND MAAN GOVERNORATES					
TARGET POPULATION(S)	POPULATION LIVING IN MUNICIPALITIES TARGETTED FOR THE EVALUATION					
DATA SOURCES	SECONDARY DATA: PROJECT DOCUMENTATION, INTERNAL RECORDS PRIMARY DATA: KEY INFORMANT (KI) INTERVIEWS, FOCUS GROUP DISCUSSIONS (FGDs), HOUSEHOLD SURVEY					
EXPECTED OUTPUTS	1) FINALISED METHODOLOGY AND WORKPLAN 2) INITIAL FINDINGS PRESENTATION 3) FINAL REPORT 4) FINAL PRESENTATION					
AUDIENCE	KEY ACTORS INVOLVED WITH JESSRP AND ANY OTHER ACTORS AS DEEMED NECESSARY BY THE WORLD BANK					
	AUDIENCE TYPE		SPECIFIC ACTORS			
	<input checked="" type="checkbox"/>	OPERATIONAL	WORLD BANK, MINISTRY OF MUNICIPAL AFFAIRS, CITIES AND VILLAGES DEVELOPMENT BANK, OTHER IMPLEMENTING PARTNERS/ KEY STAKEHOLDERS AS DEEMED NECESSARY BY THE WORLD BANK			
	<input checked="" type="checkbox"/>	PROGRAMMATIC	WORLD BANK, MINISTRY OF MUNICIPAL AFFAIRS, CITIES AND VILLAGES DEVELOPMENT BANK, OTHER IMPLEMENTING PARTNERS/ KEY STAKEHOLDERS AS DEEMED NECESSARY BY THE WORLD BANK			
	<input checked="" type="checkbox"/>	STRATEGIC	DONORS			
	<input checked="" type="checkbox"/>	OTHER	AS DEEMED NECESSARY BY THE WORLD BANK			
ACCESS	<input checked="" type="checkbox"/>	PUBLIC (AVAILABLE ON REACH RESOURCE CENTER AND OTHER PLATFORMS, AS DEEMED NECESSARY BY THE WORLD BANK)				
	<input type="checkbox"/>	RESTRICTED (BILATERAL DISSEMINATION ONLY UPON AGREED DISSEMINATION LIST, NO PUBLICATION ON REACH OR OTHER PLATFORMS)				
	<input type="checkbox"/>	OTHER				
VISIBILITY	DFID, WORLD BANK, REACH					
DISSEMINATION	TO BE FINALISED IN CONSULTATION WITH THE WORLD BANK					

## 2. Background & Rationale

Now in its fifth year, the Syrian crisis has led to the displacement of over 11.7 million people, of which approximately 660,000 are registered as refugees by UNHCR in Jordan. 78% of these refugees are estimated to be living in urban, peri-urban and rural host communities.<sup>1</sup> With the increase in population and subsequent strain on general infrastructure, a significant amount of support has been channeled into Jordan since the onset of the Syria crisis to help support the country in receiving and hosting refugees from Syria. Nevertheless, the country in general, and northern parts of the country in particular, have come under severe stress as institutions and services became overwhelmed with increasing demands brought about by the growing population.

Within this context, the goals of JESSRP are, according to the Project Information Document (Annex 1);

“The project development objective is to help Jordanian municipalities and host communities address the immediate service delivery impacts of Syrian refugee inflows and strengthen municipal capacity to support local economic development.”

Investments in social infrastructure aim to support community and recreational centres; increase information-sharing between municipalities and citizens; town hall meetings; and accountability mechanisms for municipalities. **Visible and tangible improvements** refer to physical improvements such as increased street lighting; road rehabilitation; and addressing the solid waste issue prevalent in many municipalities.

Since 2015, REACH has been supporting the World Bank and Ministry of Municipal Affairs with monitoring and evaluation of the JESSRP programme. A baseline was conducted in April 2015, followed by a first round of monitoring in September 2015. This was then followed by a second monitoring round in September 2016. Following up from this, the present document presents Terms of Reference for the endline evaluation of the project.

The methodology presented here offers some significant diversion from the methodology presented in the baseline. While the baseline was predominantly focused on gathering baseline quantitative indicator data, the methodology presented here aims to interrogate in more detail – through qualitative aspects – the management and implementation of projects and how this links to the impact of JESSRP programming. Resources limit the extent to which quantitative data collection is possible in all locations. Therefore while data on quantitative indicators will be collected during the end line there will also be a greater focus on qualitative data collection.

## 3. Research Objectives

The goal of the evaluation falls into three overall sections: i) Assessing efficacy and efficiency (Output level); ii) Assessing impact of interventions (Outcome level); iii) Assessing governance and implementation (Activity level).

Further details for each of these, including specific research questions, are extrapolated on below.

## 4. Research Questions

### i) **Efficacy and Efficiency: Output level**

This component of the evaluation will focus on assessing achievement of outputs and results, and how specific outputs may have contributed towards meeting overall objectives.

Specifically, this component will focus on the following:

- To what extent were target results and outputs achieved? Were some outputs more effective than others in achieving their objectives? Why?

<sup>1</sup> <http://data.unhcr.org/syrianrefugees/country.php?id=107> Accessed 4<sup>th</sup> June 2017

- To what extent have projects been delivered to the required standards?
- To what extent were consultation processes with communities carried out in the municipalities targeted? Were these effective? Why/ why not?

**ii) Impact of Interventions: Outcome level**

This component of the evaluation will focus on identifying whether JESSRP interventions have had a substantial impact on resilience and social cohesion in targeted areas, based on a comparison between endline and baseline data across treatment and control locations. “Substantial” impact here refers to observed differences between groups of more than 10% - detection of smaller effects will not be conducted in this evaluation.<sup>2</sup>

Specifically, this component will focus on the following:

- Have investments in social infrastructure helped mitigate social tensions and improve social cohesion to a substantial degree?
- Have investments in social infrastructure affected resilience at the community level to a substantial degree?
- Have investments in visible infrastructure improvements and investments in community outreach initiatives affected levels of confidence and trust between citizens and municipalities to a substantial degree?
- What areas and approaches should be prioritized for future interventions to strengthen social cohesion and resilience?

**iii) Governance and Implementation: Activity level**

This component of the evaluation will explore in detail the activities that were conducted to achieve outputs and outcomes. Specifically, it will look into the governance structures and implementation processes used for the project, where these structures and processes were particularly effective/ ineffective and why. This will enable both the identification of best practices as well as identification of lessons learned for future programming.

Specifically, this component will focus on the following:

- What are the institutional structures and processes in place for implementing JESSRP projects in each municipality? To what extent have these proven effective in achieving project objectives in each municipality? Why/ why not?
- In what way and to what extent has JESSRP affected technical capacities and processes in municipalities where projects were implemented?
- What supportive factors and challenges were encountered during implementation?

## 5. Methodology

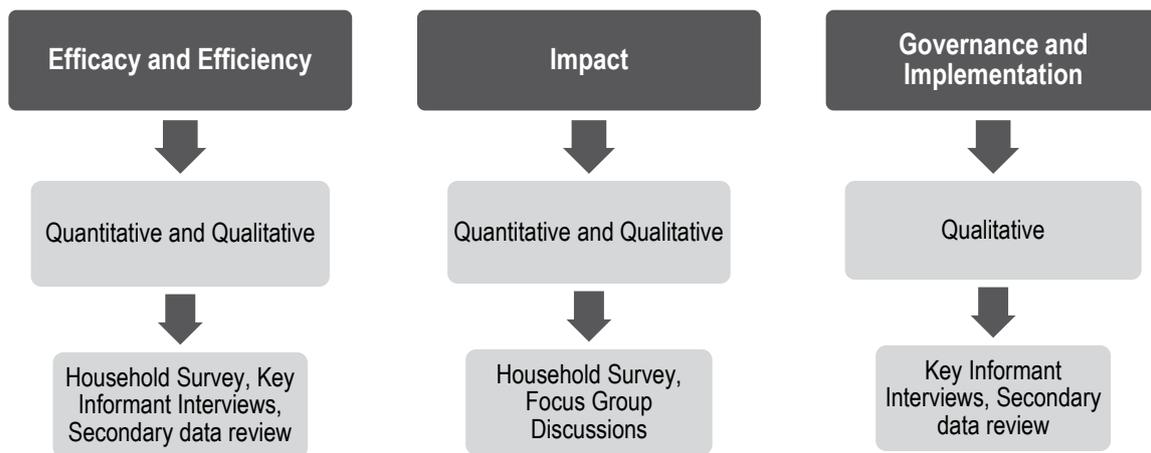
### 5.1. Methodology overview

Evaluation goals will be achieved through a mixed method, quasi-experimental approach using a methodology that allows direct comparison with the baseline data where needed. The mixed methodology combines secondary data review and analysis with quantitative and qualitative primary data collection methods.

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<sup>2</sup> The sample sizes calculated for this evaluation (please refer to Methodology section) are designed to produce results with a confidence level of 95% and with a statistical power of 0.8, assuming a difference in proportion between groups of at least 10%. It is thus important to note that differences smaller than 10% between groups will not be possible to detect with this methodology.

Figure 1– Proposed methodology to meet evaluation goal(s)



### 5.2. Locations and Scope of Work

A total of six municipalities will be targeted for the endline evaluation:

- Two pairs of ‘treatment’ and ‘control’ municipalities. To ensure comparability with the baseline, the two ‘treatment’ municipalities will be selected from among the seven municipalities which have been part of the project since the outset, where baseline data was also collected (See Table 1). These municipalities will be selected in consultation with the World Bank and based on information gathered through initial municipality visits, especially with regards to completion rate of interventions. Once the ‘treatment’ municipalities have been agreed upon, ‘control’ municipalities can be selected using pairing criteria specified in Table 1.
- In addition to these four municipalities, Maan and AIDleil (i.e. two out of the four municipalities that were added later in the intervention) are proposed to be included for the evaluation. As baseline data was not collected in these locations, an impact evaluation is not possible. However, samples comparable with data collected through the second monitoring round could be collected to provide a snapshot of progress in these locations, which can be enhanced with qualitative data collected from municipalities and community members. These municipalities can provide good examples of best practices and a current overview of ongoing programming, although the level of detection of outcomes will be less precise. As above, the municipalities for this data collection can be selected in consultation with the World Bank and based on the completion rate of interventions in each of these municipalities.

Table 1 – Potential Pairs of Treatment and Control Municipalities to select from, along with Reasons for Pairing

GROUP #	CONTROL	TREATMENT	REASON FOR PAIRING
GROUP 1	AL-YARMOOK AL-JADEEDAH	SAHEL HORAN	ALL THREE MUNICIPALITIES ARE LOCATED CLOSE TO SYRIAN BORDER AND HAVE COMPARABLE POPULATION SIZE;
		AL-SERHAN <sup>3</sup>	
		AL-RAMTHA AL-JADEEDAH	
GROUP 2	RHAB AL-JADEEDAH	BALAMA AL-JADEEDA	THE MAJORITY OF RESIDENTS IN ALL THREE MUNICIPALITIES BELONG TO THE SAME TRIBE (BANI HASAN) AND HAVE COMPARABLE LIVELIHOOD PRACTICES.
		MAFRAQ AL-KUBRA	
GROUP 3	SABHA AND DAFIANEH	AL-ZA'ATRI AND AL-MANSHEAH	BOTH MUNICIPALITIES ARE LOCATED AWAY FROM THE SYRIAN BORDER, ARE MAINLY POPULATED BY BEDOUIN TRIBES, AND SIMILARITIES AND COMPARABLE LIVELIHOODS PRACTICES.
GROUP 4	RUSEIFEH <sup>4</sup>	IRBID AL-KUBRA	BOTH MUNICIPALITIES ARE COMPARABLE IN POPULATION SIZE (PREDOMINATELY URBAN MUNICIPALITIES)

<sup>3</sup> Moved to this group after implementation took place in the original control (Hosha Jadeeda) and it became treatment following the baseline.

<sup>4</sup> Originally paired with Hosha Jadeeda where interventions took place following the baseline data collection.

### 5.3. Desk Review

The data collection phase will be preceded by a desk review that will examine project documentation provided by the World Bank, Ministry of Municipal Affairs, and Cities and Villages Development Bank. Project documentation will be reviewed for the ‘treatment’ municipalities relevant to/ outlined in that particular scope.

The desk review will contribute to all three components of the evaluation goal:

- **Output level:** A comprehensive review of internal records to track progress made, identify challenges faced during implementation, and compare investments in different sectors to allow a comparison of the cost-benefit of different sectors compared to outcome level results.
- **Outcome level:** Collect information on other interventions that may have been conducted in the target municipalities, such as USAID’s Community Engagement Project, in order to isolate the impact of JESSRP interventions as far as possible from other interventions that might have had similar effects.
- **Activity level:** A comprehensive review of internal records and progress tracking, to identify best practices, aggregate lessons learned and assess improvements in the capacity of municipalities’ staff as a result of JESSRP interventions.

### 5.4. Quantitative Data Collection

The first phase of primary data collection will consist of a quantitative household survey conducted in each target municipality. The quantitative sample for each location has been calculated using the following formula and values;<sup>5</sup>

$$n_A = \kappa n_B \text{ and } n_B = \left( \frac{p_A(1-p_A)}{\kappa} + p_B(1-p_B) \right) \left( \frac{z_{1-\alpha/2} + z_{1-\beta}}{p_A - p_B} \right)^2$$

$$1 - \beta = \Phi(z - z_{1-\alpha/2}) + \Phi(-z - z_{1-\alpha/2}) \quad , \quad z = \frac{p_A - p_B}{\sqrt{\frac{p_A(1-p_A)}{n_A} + \frac{p_B(1-p_B)}{n_B}}}$$

Where;

- $\kappa = n_A/n_B$  is the matching ratio
- $\Phi$  is the standard Normal distribution function
- $\Phi^{-1}$  is the standard Normal quantile function
- $\alpha$  is Type I error
- $\beta$  is Type II error, meaning  $1-\beta$  is power

The sample sizes outlined in the table below are designed to produce results with a confidence level of 95% and with a statistical power of 0.8, assuming a difference in proportion between groups of at least 10%.<sup>6</sup> A simple random sample will be drawn in four of the seven municipalities, where direct comparison against baseline data can be conducted.

The tables below outline the baseline and proposed endline samples.

Table 2–Selected Pairs of Treatment and Control Municipalities with Sample Size for Household Survey

Group #	CONTROL			TREATMENT		
	Municipality	Baseline Sample	Endline Sample	Municipality	Baseline Sample	Endline Sample
1	TBD	385	385	TBD	385	385

<sup>5</sup> Chow S, Shao J, Wang H. 2008. *Sample Size Calculations in Clinical Research*. 2nd Ed. Chapman & Hall/CRC Biostatistics Series. page 89.

<sup>6</sup> It is thus important to note that differences smaller than 10% between groups will not be possible to detect with this methodology.

2	TBD	385	385	TBD	385	385	
Total sample size for endline (Control):			770	Total sample size for endline (Treatment):			770
<b>Total Sample Size for Endline: 1,540</b>							

REACH will use GPS points collected during the baseline data collection to guide the locations visited during the endline. While locating exact respondents from the baseline may be difficult, this will allow REACH to identify and collect data from the same households and locations, allowing some degree of comparability. Mapping of areas of interventions will also take place to identify GPS locations that are in close proximity to the locations of interventions. In sectors where locality is extremely important, such as public roads, GPS points may be weighted closer to these locations, and GPS from the baseline disregarded. The sample will be stratified by gender to aim for as close to a 50/50 male/female split as possible, in order to allow presentation of gender disaggregated but still significant quantitative results. This will be achieved by limited enumerators to no more than 60% of any one gender of respondent per municipality.

In addition to these treatment-control municipalities for which baseline data is available and where the impact evaluation can be carried out, two of the municipalities which were added later in the intervention, are also proposed to be included for the evaluation. As outlined above, no baseline data could be collected in these municipalities, which joined the programme after baseline data collection had occurred. It is therefore proposed that a smaller sample, comparable to the sample collected during the second monitoring round, is collected. The goal of this sample, as outlined in the tables below, is to assess progress made against monitoring data:

**Table 3–Selected Municipalities not Included in the Baseline along with Sample Size for Household Survey**

Group #	Treatment	2 <sup>nd</sup> monitoring round sample	End line snap shot sample
3	Ma'an	68	68 <sup>7</sup>
4	AIDleil	68	68
<b>Total endline sample for municipalities not included in baseline:</b>			<b>136</b>

Data collection in this subset of municipalities will present a snapshot of current programming that can support identification of trends and best practices in meeting output and outcome goals.

### 5.5. Qualitative Data Collection

The qualitative data collection will consist of a series of Focus Group Discussions (FGDs) and Key Informant (KI) interviews in the municipalities where household level data collection will take place.

#### Key Informant (KI) Interviews

Key Informant interviews will be conducted at two levels for the evaluation; the local, municipal level, and higher, management levels. Eight interviews with project management will be conducted at the capital level, with staff from the MoMA Project Management Unit, UNDP, World Bank, Yarmouk Water Corporation, Cities and Village Development Bank, Ministry of Interior, and JESSRP Steering Committee. An initial round of contextualizing interviews will be conducted in order to understand the overall context of the project, specific changes and alterations at the management level over the three years, and specific geographic locations and sectors in which those involved feel significant impact has been had or the project has not achieved impact. These interviews will help to guide the evaluation team in identifying specific sectors and municipalities to examine with further qualitative and quantitative surveys. Key informants will be revisited for more in-depth

<sup>7</sup> The sample size for these municipalities is smaller (68 in comparison to 385 for the municipalities which were assessed during the baseline) because the target level of precision in the preceding monitoring rounds was lower than the baseline.

interviews once quantitative and qualitative data has been gathered from the municipalities, in order to provide further contextualization, triangulation, and explanation of significant findings.

In addition to national-level KIs, local level Key Informant interviews will also be conducted. The Key Informants will consist of municipality staff, staff of Local Development Units, and key community informants. Three Key Informant interviews will be conducted per municipality. The purpose of these KI interviews is primarily to gather information for the Activity level component of the evaluation, looking in detail at the governance and implementation processes used for the project, changes in municipality capacity that have taken place as a result of interventions as well as identifying lessons learned and remaining gaps for future programming. In order to fully map the institutional structures involved in the planning and implementation of JESSRP, REACH will undertake detailed process tracing for each intervention. This will involve interviews with municipality staff involved in the design and implementation of JESSRP interventions, in order to trace the processes of decision-making and action around these interventions. Based on this, detailed mapping of the institutions/ stakeholders involved will take place. Identification of KIs will be conducted using a snowballing approach, drawing on the findings from initial interviews to identify key actors involved in the implementation for subsequent interviews. Overall, this exercise will serve to trace and identify both best practices as well as any bottlenecks which may have affected how activities were implemented. The exercise will also be useful to assess efficacy and efficiency, especially the extent to which projects were delivered and consultation processes conducted to the required standards.

Table 4– Number of KI Interviews to be conducted, per Treatment Municipality

Group #	Category	Treatment	End line Sample
National	See above for profiles	N/A	9
1	Municipality included in baseline	TBD	3
2		TBD	3
3	Municipality not included in baseline/ snapshot progress sample	Ma'an	3
4		AIDleil	3
<b>Total no. of KI interviews to be conducted:</b>			<b>21</b>

### Focus Group Discussions (FGDs)

FGDs will focus on exploring in more detail the impact of JESSRP interventions on communities, and specifically in exploring possible causal links between JESSRP interventions, improvements in perceptions of service delivery, and improvements in social cohesion. This will help to interrogate the hypothesis that service delivery through municipalities can improve social cohesion in communities, as well as exploring the link between outputs and outcomes more generally. Participants will be selected from residents living in proximity to JESSRP interventions, where relevant (for example, in the case of interventions such as public leisure spaces), to ensure that the opinions of beneficiary groups are adequately reflected. The specific questions and indicators for focus groups will be developed once initial quantitative analysis has taken place to allow the focus groups to explore initial findings from the household level data collection.

FGDs will be conducted only in 'treatment' municipalities, and focus groups will be disaggregated by gender to ensure that specific impacts on certain demographics can be explored. Eight FGDs will be conducted, with two FGDs per 'treatment' municipality.

It should be noted that the number of FGDs to be conducted per municipality, as well as which specific municipalities FGDs are to be conducted in, may need to be adjusted based on initial quantitative findings, specifically in relation to which specific areas/ sectors changes in perceptions were found in each of these municipalities.

The tables below show numbers of FGDs to be conducted per municipality.

Table 5– Number of FGDs to be conducted, per Treatment Municipality

Group #	Category	Treatment	End line Sample
1	Municipality included in baseline	TBD	2
2		TBD	2
3	Municipality not included in baseline/ snapshot progress sample	Ma'an	2
4		AIDleil	2
<b>Total no. of FGDs to be conducted):</b>			<b>8</b>

## 5.6. Data Analysis Plan

As mentioned, a mixed methodology will be adopted, designed to qualitatively and quantitatively meet the research objectives outlined above.

Quantitative survey data will be analysed by means of statistical computer software (SPSS) that will allow to perform statistical tests such as correlation analysis, significance tests or multivariate regressions, where relevant and adequate. Such tests may reveal relationships between different factors or themes that may remain undiscovered without rigorous quantitative data analysis. Aligning the survey tool with the baseline survey will enable REACH to compare baseline and endline data, as well as data between control and treatment municipalities. However, as outlined in the Quantitative Data Collection section, the sample sizes calculated are designed to produce results with a statistical power of 0.8, assuming a difference in proportion between groups of at least 10%. As such, differences smaller than 10% between groups will not be possible to detect with this methodology. Findings from the survey, specifically significant changes in perceptions since the baseline, will also be used to design and plan for qualitative data collection.

Data generated through Key Informant (KI) interviews and FGDs will be analysed with qualitative research methods. This will include the coding of qualitative data so as to identify and distil themes and patterns from the vast amount of data that will be generated through the numerous interviews and FGDs conducted in this assessment.

In each step of data analysis, REACH will seek to cross-check information also obtained through secondary data sources. This triangulation method will ensure that only validated information will be reported and that findings will be as robust as possible. Key findings will be shared in a presentation as well as a final report, visualised through graphs, charts, tables and maps and accompanied by a clear and structured narrative.

## Gender Disaggregation

All data presented, both quantitative and qualitative, will be presented with full gender disaggregation.

## 6. Product Typology

Table 6: Type and number of products required

Type of Product	Number of Product(s)	Additional information
Preliminary Presentation	1	Presentation of key preliminary findings from quantitative data collection
Final evaluation report	1	Final evaluation report detailing key findings from all phases of data collection

Final Presentation	1	Presentation of key findings from all phases of data collection
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## 7. Management arrangements and work plan

### 7.1. Roles and Responsibilities, Organogram

Table 7: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Development of methodology and qualitative tools	REACH Assessment Officer	REACH Assessment Manager	Global Assessment Coordinator, World Bank focal point(s)	World Bank focal point(s)
Tracking data entry/ submission	REACH Database officer, REACH Assessment Officer, REACH Assessment Assistant	REACH Assessment Officer	REACH Assessment Manager	Global Assessment Coordinator
Training of CMs for data collection	REACH Senior Field Manager, REACH Senior IM Officer	REACH Senior Field Manager	REACH Assessment Manager	World Bank focal point(s)
Leading and coordinating data collection	REACH Senior Field Manager, REACH Senior IM Officer, FLATS Officer, and data collection team	REACH Senior Field Manager	REACH Assessment Officer, REACH Assessment Manager	REACH Assessment Manager, World Bank focal point(s)
Data cleaning and analysis	REACH Assessment Officer, GIS Assistance as needed, REACH Database Officer	REACH Assessment Manager	Global Assessment Coordinator, Data Management and Analysis Specialist (HQ)	Global Assessment Coordinator, World Bank focal point(s)
Final output production	REACH Assessment Officer, REACH Assessment Assistant	REACH Assessment Manager	Global Assessment Coordinator, HQ Programme Officer, World Bank focal point(s)	World Bank focal point(s)

**Responsible:** the person(s) who execute the task

**Accountable:** the person who validate the completion of the task and is accountable of the final output or milestone

**Consulted:** the person(s) who must be consulted when the task is implemented

**Informed:** the person(s) who need to be informed when the task is completed

### 7.2. Work plan

The following workplan for the evaluation is proposed. However, it should be noted that this proposed workplan may need to be adapted based on findings from initial municipality visits, especially in relation to the completion rate of interventions. If it is found from these initial visits that interventions have not yet been completed, quantitative data collection as well as some parts of qualitative data collection may need to be delayed until interventions have been completed in order to be able to accurately capture and assess impact.

Month	July				August				September				October				November				December	
Week	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
Initial visits to municipalities	█	█																				
Desk review		█	█	█	█																	
Finalisation of data collection plan and methodology			█																			
Interviews with key informants			█	█																		
Focus group discussions					█	█																
Quantitative data collection							█	█	█	█	█											
Data analysis										█	█	█	█									
Report writing														█	█	█	█					
Presentation of initial main report																		█				
Incorporation of WB comments																			█	█		
Final presentation																						█
Final presentation																						

## 8. Risks & Assumptions

Table 8: List of risks and mitigating action

Risk	Mitigation Measure
Households do not agree to participate in survey and Focus Group Discussions	REACH will leverage the contact networks of local partners to build confidence in the target population. A buffer of respondents will also be included in the sample to allow for those who refuse to participate.
Deterioration of the security situation which impacts movement for data collection	Field teams are trained on safety and security procedures when conducting assessments, such as how female data collectors can conduct interviews in safe environments. If the security situation does deteriorate and data collection is delayed, REACH will coordinate with the World Bank for a contingency plan.
Logistical impediments at the field level delays data collection	REACH has developed procedures for dealing with inaccessibility and will schedule the research in a way that allows sufficient time for accessing difficult-to-reach areas.
Initial municipality visits reveals non-completion rate of interventions which causes delays to data collection	REACH will consult the World Bank and either agree to (1) put data collection hold till interventions are completed so that impact can be accurately assessed or (2) proceed with data collection for specific sectors and municipalities in which interventions have been completed.

<b>Project documentation required for the desk review is not available from/ provided by relevant stakeholders</b>	REACH will notify and coordinate with World Bank to approach the relevant stakeholders/ actors to collect needed documentation
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## 9. Monitoring and Evaluation

Please refer to complete Monitoring and Evaluation (M&E) matrix in Annex 4.

## 10. Documentation Plan

The following key documents and outputs should be filed for further reference:

1. Evaluation Terms of Reference
2. Compiled desk review summary document
3. Qualitative data (completed debriefs, notes- both original and translated- from KI interviews and FGDs)
4. Cleaned survey dataset (including data cleaning log)
5. Preliminary and final presentation
6. Final report (including all draft versions)

## 11. Annexes

1. Data Management Plan
2. Questionnaire(s) / Tool(s)
3. Dissemination Matrix
4. M&E Matrix

## Annex 1 : Data Management Plan

<b>ADMINISTRATIVE DATA</b>	
<b>PROJECT NAME</b>	JESSRP ENDLINE EVALUATION
<b>PROJECT CODE</b>	13CAP
<b>DONOR</b>	WORLD BANK
<b>PROJECT PARTNERS</b>	WORLD BANK, DFID, MINISTRY OF MUNICIPAL AFFAIRS
<b>PROJECT DESCRIPTION</b>	ENDLINE EVALUATION FOR JESSRP
<b>PROJECT DATA CONTACTS</b>	GLOBAL ASSESSMENT COORDINATORS ( <a href="mailto:ELISABETH.VIKMAN@IMPACT-INITIATIVES.ORG">ELISABETH.VIKMAN@IMPACT-INITIATIVES.ORG</a> , <a href="mailto:VINCENT.ANNONI@IMPACT-INITIATIVES.ORG">VINCENT.ANNONI@IMPACT-INITIATIVES.ORG</a> ), REACH COUNTRY ASSESSMENT MANAGER ( <a href="mailto:SAMUEL.BRETT@REACH-INITIATIVE.ORG">SAMUEL.BRETT@REACH-INITIATIVE.ORG</a> )
<b>DMP VERSION</b>	NOT APPLICABLE
<b>RELATED POLICIES</b>	NOT APPLICABLE
<b>DATA COLLECTION</b>	
<b>WHAT DATA WILL YOU COLLECT OR CREATE?</b>	SECONDARY DATA (PROJECT DOCUMENTATION, INTERNAL RECORDS, ETC.), KEY INFORMANT INTERVIEW NOTES (ORIGINAL AND TRANSLATED) AND DEBRIEF FORMS, FOCUS GROUP DISCUSSION NOTES (ORIGINAL AND TRANSLATED) AND DEBRIEF FORMS, SURVEY DATASET
<b>HOW WILL THE DATA BE COLLECTED OR CREATED?</b>	DESK REVIEW, KEY INFORMANT INTERVIEWS, FOCUS GROUP DISCUSSIONS, HOUSEHOLD SURVEY
<b>DOCUMENTATION AND METADATA</b>	
<b>WHAT DOCUMENTATION AND METADATA WILL ACCOMPANY THE DATA?</b>	KII/ FGD NOTES AND DEBRIEF FORMS, KOBO FORM SUBMISSIONS EXTRACTED IN EXCEL FORMAT
<b>ETHICS AND LEGAL COMPLIANCE</b>	
<b>HOW WILL YOU MANAGE ANY ETHICAL ISSUES?</b>	<p>DATA COLLECTION WILL ADOPT THE 'DO NO HARM' APPROACH TO AVOID CAUSING ANY HARM OR INJURY TO ASSESSMENT PARTICIPANTS. THROUGHOUT THE ASSESSMENT DESIGN, DATA COLLECTION, AND DISSEMINATION PROCESS, REACH WILL TAKE INTO CONSIDERATION THE IMPACT OF THE ASSESSMENT ON BOTH PARTICIPANTS AND THE BROADER COMMUNITY, ESPECIALLY VULNERABLE INDIVIDUALS, SUCH AS FEMALE HEADED HOUSEHOLDS AND DISABLED INDIVIDUALS. MOREOVER, ALL DATA COLLECTED WILL BE KEPT ON A SECURE, IN-HOUSE SERVER TO ENSURE DATA PROTECTION AND STORAGE.</p> <ul style="list-style-type: none"> <li>• INFORMED CONSENT: RESPONDENTS WILL BE AGED 18 YEARS OR ABOVE AND VOLUNTARY.</li> <li>• CONFIDENTIALITY: ALL PERSONAL INFORMATION AND ANY MEANS OF IDENTIFICATION WILL BE KEPT ANONYMOUS IN DATASETS AND EXCLUDED FROM THE KEY FINDINGS PRESENTATION AND FINAL REPORT.</li> <li>• ETHICAL EVIDENCE GATHERING: THIS ASSESSMENT WILL TAKE INTO CONSIDERATION THE CULTURAL CONTEXTS IN JORDAN, ESPECIALLY FOR WOMEN, AND THE WIDER HOST COMMUNITIES. REACH WILL FURTHER ENSURE THAT ALL QUESTIONS ARE APPROPRIATELY ASKED, IN THE APPROPRIATE SETTING, AND BY THE APPROPRIATE INDIVIDUALS.</li> </ul>
<b>HOW WILL YOU MANAGE COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS (IPR) ISSUES?</b>	IN DISCUSSION WITH WORLD BANK AND TAKE STEPS AS DEEMED NECESSARY
<b>STORAGE AND BACKUP</b>	
<b>HOW WILL THE DATA BE STORED AND BACKED UP DURING THE RESEARCH?</b>	ALL DATA WILL BE UPLOADED TO THE IN-HOUSE SERVER AT THE END OF EACH DAY OF DATA COLLECTION
<b>HOW WILL YOU MANAGE ACCESS AND SECURITY?</b>	ACCESS TO REACH'S IN-HOUSE SERVER IS RESTRICTED TO REACH STAFF ONLY. IF DATA IS TO BE SHARED EXTERNALLY, DATA WILL ONLY BE SHARED FOLLOWING WORLD BANK APPROVAL
<b>SELECTION AND PRESERVATION</b>	
<b>WHICH DATA SHOULD BE RETAINED, SHARED, AND/OR PRESERVED?</b>	<p>THE RAW DATA WILL BE CLEANED AND ALL CHANGES TO THE ORIGINAL DATA SET LOGGED. THE DATA WILL EXIST AS AN ORIGINAL DATA SHEET, AND A CLEANED DATA SHEET WITH ACCOMPANYING DATA CLEANING LOG TO RECORD ANY CHANGES MADE.</p> <p>FGD AND KII NOTES WILL NEED TO BE TRANSLATED, AND BOTH ARABIC AND ENGLISH</p>

	VERSIONS WILL BE PROPERLY FILED TO ENABLE VERIFICATION IF NEEDED.
<b>WHAT IS THE LONG-TERM PRESERVATION PLAN FOR THE DATASET?</b>	THE DATASET WILL BE GIVEN TO WORLD BANK AND A COPY WILL BE STORED ON THE IN-HOUSE SERVER
<b>DATA SHARING</b>	
<b>HOW WILL YOU SHARE THE DATA?</b>	A CLEAN, RAW DATA SET (AND KI/ FGD NOTES AND DEBRIEF FORMS IF REQUESTED) WILL BE SHARED WITH WORLD BANK UPON COMPLETION OF DATA COLLECTION. A USER-FRIENDLY DATA SET WILL BE PRODUCED FOR DISSEMINATION WITH RELEVANT PARTNERS IF REQUESTED BY WORLD BANK TO SHARE DATA EXTERNALLY
<b>ARE ANY RESTRICTIONS ON DATA SHARING REQUIRED?</b>	ALL DATA SHARING MUST BE APPROVED BY WORLD BANK
<b>RESPONSIBILITIES</b>	
<b>WHO WILL BE RESPONSIBLE FOR DATA MANAGEMENT?</b>	REACH DATABASE MANAGER, REACH ASSESSMENT MANAGER, REACH ASSESSMENT OFFICER

## Annex 2 : Questionnaire(s) / Tool(s)

- The survey tool will be the same as during the baseline to ensure comparability (provided towards the end of the baseline assessment report [here](#)).
- Focus Group Discussion question routes will be developed based on initial quantitative findings, depending on in which specific areas/ sectors significant changes since the baseline are found.
- The KI interview tools for the third component (Governance and Implementation) will be developed once initial municipality visits and a preliminary desk review has been completed. Qualitative tools will be shared with the World Bank for review and validation prior to data collection.

## Annex 3 : Dissemination Matrix

To be finalised upon discussion with the World Bank.

## Annex 4 : M&E Matrix

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Methodology	Focal point	Tool	Research-specific information (if applicable/ yes, to be filled in after completion of research cycle)
<b>Humanitarian stakeholders are accessing IMPACT products</b>	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of final report from Resource Center	User monitoring	Country request to HQ	User_log	Yes
		# of downloads of final report from Relief Web		Country request to HQ		Yes
		# of downloads of final report from Country level platforms		Country team		No
	Number of individuals accessing IMPACT services/products	# of page clicks on final report from REACH global newsletter		Country request to HQ		No
		# of page clicks on final report from country newsletter, sendingBlue, bit.ly		Country team		Yes
		# of visits to x webmap/x dashboard		Country request to HQ		No
<b>IMPACT activities contribute to better program implementation and coordination of the humanitarian response</b>	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Reference monitoring	Country team	Reference_log	Not applicable
		# references in single agency documents				To be filled in after release of key findings
<b>Humanitarian stakeholders are using IMPACT products</b>	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Usage M&E	Country team	Usage_Feedback and Usage_Survey templaye	Usage and feedback survey to be conducted in December 2017, after the release of the final report. Survey to be circulated with World Bank, donors and all other relevant stakeholders of ESSRP as deemed necessary by the World Bank
		Perceived usefulness and influence of IMPACT outputs				
		Recommendations to strengthen IMPACT programs				
		Perceived capacity of IMPACT staff				
		Perceived quality of outputs/programs				
	Number of humanitarian documents (HNO, HRP,	Recommendations to strengthen IMPACT programs				

	cluster/agency strategic plans, etc.) directly informed by IMPACT products					
<b>Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle</b>	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs ( <i>providing resources, participating to presentations, etc.</i> )	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Engagement Monitoring	Country team	Engagem ent_log	World Bank
		# of organisations/clusters inputting in research design and joint analysis				World Bank, JESSRP Project Management Unit (PMU) at the Ministry of Municipal Affairs
		# of organisations/clusters attending briefings on findings;				All relevant country-level stakeholders of JESSRP (including donors, World Bank, participating municipalities, MoMA, CVDB, UNDP, etc.)- exact number to be filled in after key findings presentation