

Appendix 2: FGD Guidelines-Communities

HUMANITARIAN ACCOUNTABILITY TEAM Lessons Learned: Community Focus Group Discussions Guide for Men and Women: WV Shelter Beneficiaries

NOTE:	Items in BLUE are the facilitator script.
	Items in BLACK are notes to help the facilitator.
	Items in BLACK BOLD are instructions to the reporter for recording.

Key Concepts to be Explored	Facilitator Guide Script	Time
INTRODUCTION		
a) Ensure all participants understand purpose of meeting. b) Introduce yourself to participants.	<p>Good morning/afternoon. I want to thank all of you for coming today. My name is _____ and I work with World Vision in Colombo. Can each of you share your name with me?</p> <p>FACILITATOR: Go around room and get only name from each person.</p> <p>The reason we are meeting today is because I am interested in hearing your opinion about some of the activities we have done with you. The meeting will take 1 hour.</p> <p>This meeting is not to discuss your house or any construction issues. <u>NAME OF STAKEHOLDER Rep</u> is aware of your complaints and is coordinating with our Construction team to make sure all repairs are made as quickly as possible. If you have</p>	10 min

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	<p>any questions about this, can you please keep them until after the meeting and discuss them with NAME OF STAKEHOLDER REP.</p> <p>During this hour, when someone is speaking, I ask that the rest of the group remains quiet and listens to that person. If you have something to say, I will make sure that you get a chance to say it. Please do not interrupt anyone and respect whoever is speaking. If you need to leave the meeting for any reason, please do so quietly.</p> <p>Does anyone have any questions?</p>	
I. Application of skills and knowledge acquired through training		
<p>a) Effectiveness of training delivered and delivery methodology.</p> <p>b) Evidence that skills/knowledge acquired continue to be used.</p> <ul style="list-style-type: none"> - LCP - Leadership - Advocacy (except Jaffna) 	<p>REPORTER: This is the beginning of the focus group questions. Listen carefully to the discussion and note responses from participants. Write down relevant quotes from participants.</p> <p>a) How many of you received training at some point from World Vision? FACILITATOR: Ask participants to raise hands to record number.</p> <p>REPORTER: Note the number that say they received training _____.</p> <p>b) What kind of training did you receive? What about from another organization? FACILITATOR: If they do not remember, remind them of trainings you are aware of.</p> <p>REPORTER: Note list and indicate whether the training is from WV or another organization. Be specific with the types of training people state (for example, record Book-keeping or Pottery Making rather than just a generic heading like Livelihoods)</p> <p>_____</p>	10 min

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2. Forms of information sharing and consultation										
<p>a) What forms of consultation were most appreciated/effective? Explore use of tools such as:</p> <ul style="list-style-type: none"> - picture cards - project ranking tools - videos - print materials - focus group discussions - community meetings - individual 	<p>a) World Vision staff came to meet with you many times either as a group or individually about different activities we were doing. Who do you remember speaking with the most from World Vision?</p> <p>REPORTER: Either note the name or position each person says and the number of people that say the same name/position.</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: right;">Number</th> </tr> </thead> <tbody> <tr> <td><hr/></td> <td><hr/></td> </tr> <tr> <td><hr/></td> <td><hr/></td> </tr> <tr> <td><hr/></td> <td><hr/></td> </tr> </tbody> </table>	Name	Number	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<p>10 min</p>
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	<hr/> <hr/> <hr/> <hr/> <p>d) How many of you feel these vulnerable groups were consulted? FACILITATOR: Ask participants to raise hands to record number.</p> <p>REPORTER: Note the number that say they felt vulnerable groups were consulted_____.</p> <p>e) How many of you feel women were consulted? FACILITATOR: Ask participants to raise hands to record number.</p> <p>REPORTER: Note the number that say they felt women were consulted_____.</p> <p>f) World Vision has tried to provide information and consult with you using a variety of methods. Some of the methods we used were: picture cards and flipcharts; a calendar; information sheets; a video; community meetings/focus group discussions like this one; and individual meetings. I would like for you now to think about these different methods and let me know which you think were easiest to understand, were most interesting, and best shared important information.</p> <p>FACILITATOR: You should hold up examples of each tool as you mention them. This will allow participants to remember the different tools.</p> <p>I am now going to ask each of you to come up to this flipchart one by one and mark which method you think was the best, which you thought was the second best and which</p>	

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	<p>was the third best. You should only rank 3 methods, not all of them.</p> <p>FACILITATOR: Conduct a ranking exercise on a prepared flipcharts where each person comes up one by one and ranks their top 3 preferred methods from the list you outlined to them. Turn the flipchart away from the audience and mix up the order in which people record their responses so that there is some privacy in voting.</p> <p>FACILITATOR: Once the voting is completed, show participants the results of the ranking and summarize it.</p> <p>REPORTER: Note here the total number of responses ranked 1, 2 and 3.</p> <table border="1" data-bbox="541 721 1751 1240"> <thead> <tr> <th data-bbox="541 721 905 753">Tools</th> <th data-bbox="905 721 1192 753">1</th> <th data-bbox="1192 721 1480 753">2</th> <th data-bbox="1480 721 1751 753">3</th> </tr> </thead> <tbody> <tr> <td data-bbox="541 753 905 824">Picture cards</td> <td data-bbox="905 753 1192 824"></td> <td data-bbox="1192 753 1480 824"></td> <td data-bbox="1480 753 1751 824"></td> </tr> <tr> <td data-bbox="541 824 905 896">Calendar</td> <td data-bbox="905 824 1192 896"></td> <td data-bbox="1192 824 1480 896"></td> <td data-bbox="1480 824 1751 896"></td> </tr> <tr> <td data-bbox="541 896 905 967">Information sheets</td> <td data-bbox="905 896 1192 967"></td> <td data-bbox="1192 896 1480 967"></td> <td data-bbox="1480 896 1751 967"></td> </tr> <tr> <td data-bbox="541 967 905 1039">Video</td> <td data-bbox="905 967 1192 1039"></td> <td data-bbox="1192 967 1480 1039"></td> <td data-bbox="1480 967 1751 1039"></td> </tr> <tr> <td data-bbox="541 1039 905 1110">Community meetings/ Focus group discussions</td> <td data-bbox="905 1039 1192 1110"></td> <td data-bbox="1192 1039 1480 1110"></td> <td data-bbox="1480 1039 1751 1110"></td> </tr> <tr> <td data-bbox="541 1110 905 1182">Individual meetings</td> <td data-bbox="905 1110 1192 1182"></td> <td data-bbox="1192 1110 1480 1182"></td> <td data-bbox="1480 1110 1751 1182"></td> </tr> <tr> <td data-bbox="541 1182 905 1240">Other</td> <td data-bbox="905 1182 1192 1240"></td> <td data-bbox="1192 1182 1480 1240"></td> <td data-bbox="1480 1182 1751 1240"></td> </tr> </tbody> </table>	Tools	1	2	3	Picture cards				Calendar				Information sheets				Video				Community meetings/ Focus group discussions				Individual meetings				Other				
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3. Viability and effectiveness of community organizations																																		
	a) When we had previously discussed some of the problems in your community during	10 min																																

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<p>a) Do people turn to CAG/CBO to help resolve issues on site?</p> <p>b) Is CAG/CBO taking a proactive role in problem solving and managing site issues effectively?</p> <p>c) Do people feel that the CAG/CBO represents their interests?</p>	<p>different focus group discussions, you mentioned some of the problems in your community are <u>RECORD 3-4 MAIN ISSUES FROM LCP REPORTS AND/OR ADVOCACY ACTION PLANS.</u> Who do you usually contact to resolve these problems?</p> <p>REPORTER: Note responses.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <p>b) Who oversees management of site issues, such as garbage disposal, or other issues like this?</p> <p>REPORTER: Note responses.</p> <hr/> <hr/> <hr/> <hr/> <hr/>	

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	<p>c) Do you have a CBO in this community that helps oversee management of the site and resolution of issues on the site?</p> <p>REPORTER: Note if people were aware of the existence of the CBO and whether they felt it plays these roles.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>d) Who is the President of the CBO? Who is the Secretary? Who is the Treasurer?</p> <p>REPORTER: Note whether participants were generally aware or unaware who the President, Secretary and Treasurer were.</p> <hr/> <hr/> <p>e) How many of you participated in their selection?</p> <p>REPORTER: Note how many participants say they participated _____.</p>	

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	<p>f) Do you feel that they need any additional support to undertake their roles?</p> <p>REPORTER: Note quotes from participants.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>g) What is your role in the CBO? Do you participate in any activities?</p> <p>FACILITATOR: Go around the room and solicit their opinions.</p> <p>REPORTER: Note quotes.</p> <hr/> <hr/> <hr/> <hr/>	

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	<hr/> <hr/> <p data-bbox="541 483 1335 516">f) Have you done any activities together? Please describe.</p> <p data-bbox="541 553 1633 618">REPORTER: Note a list of activities mentioned and any quote any detail on how participants feel these have contributed to changing relationships.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p data-bbox="541 1060 1745 1125">g) Does any shared infrastructure that World Vision constructed bring people together? Please describe.</p> <p data-bbox="541 1130 1751 1227">FACILITATOR: You may need to prompt responses and remind them of the types of infrastructure – i.e. roads, playground, community center, wells, roads, etc depending on what was constructed on the site.</p> <p data-bbox="541 1263 1703 1328">REPORTER: Note a list of infrastructure mentioned and any quote any detail on how participants feel these have contributed to changing relationships.</p>	

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CLOSING		
<p>a) Thank participants for their time and ensure they do not have any concerns about what was discussed during the FGD.</p>	<p>That is all I wanted to discuss with you today. I want to thank you very much for your time. The information you provided will be very helpful in helping my organization improve the way we work with communities in the future.</p> <p>We have some snacks for you now which I hope you will enjoy.</p> <p>Do any of you have any questions about what we discussed today?</p> <p>FACILITATOR: Give anyone the opportunity to ask questions. If questions are related to construction issues, please tell the participant that the Stakeholder Rep will speak with them individually after the FGD.</p>	<p>5 min</p>