



## SESSION 8

**Evaluation tools group discussion**

**Mixed approaches to evaluation tools**

**Experience sharing on drafting ToR**



# Group discussion – Evaluation tools

- 15' free discussion in small groups on
  - what you know or don't know about the different types of evaluation tools
  - what is challenging as an evaluation manager with respect to evaluation tools.
- Come up with the 2 crucial questions on evaluation tools that your group wants to ask the trainers in plenary.

# Interviews

## Definition & purpose

- One of the **most common** evaluation tools
- To collect qualitative data

## How

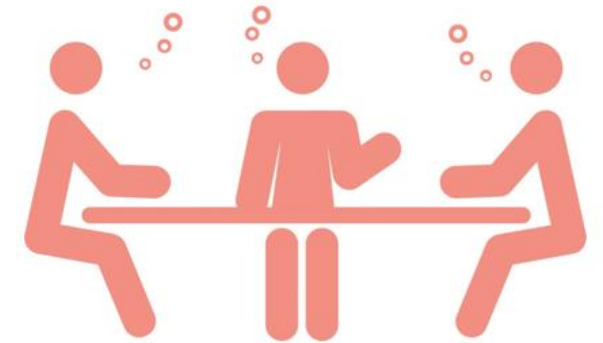
- Usually **face-to-face**, also **video conferences**, **calls**, **email...**
- Can be individuals or groups
- Can be « **semi-structured** » using a checklist

## Advantages

- Collection and analysis of information and points of view **at each stage of the evaluation/first hand. Fluidity** of information flow

## Limitations

- Potential **biases** (vested interests)
- Limited numbers (representativity)
- Incorrect selection of interviewees



# Surveys

## Definition & purpose

- Collect **structured information** from a large group of individuals

## How

- **Structure the questionnaire** to be used
- Conduct survey **directly** or using **internet platforms**

## Advantages

- Collect **information on viewpoints & practices from a large range of people**
- Can be **analysed statistically** to **quantify opinions**

## Limitations

- Challenges of **representativity** and **statistical significance**
- The quality of the results depends **formulation of the questions (lose nuance of face to face)**



# Focus Groups

## Definition & purpose

- Collect information from a **group of participants**
- Ensure **diversity of propositions** and a **cross-check of information**

## How

- **Through collective** analysis, perspectives and suggestions
- **Varied participant profiles** and **timing** according to the data collection/ analysis/ validation purpose

## Advantages

- **Debate/discussion** providing insights
- **Qualitative data**; perceptions, feelings, stories..
- **Understanding reasons and coherence** for certain opinions

## Limitations

- **Minority opinions pushed aside or over represented**
- **Need skilled facilitator**
- **Considerable time needed to organize/prepare**



# Case study

## Definition & purpose

- In-depth analysis of component/specific aspect of an action (micro analysis)
- Goals and content can **vary** greatly **depending on the context** and **needs** of the evaluation

## How

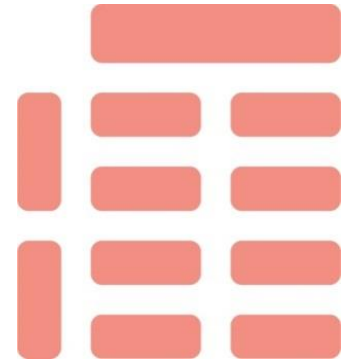
- Findings collected through mix of tools focusing on a specific aspect(s) of a given P/P e.g. a selection of regions; of components, of sub projects etc.

## Advantages

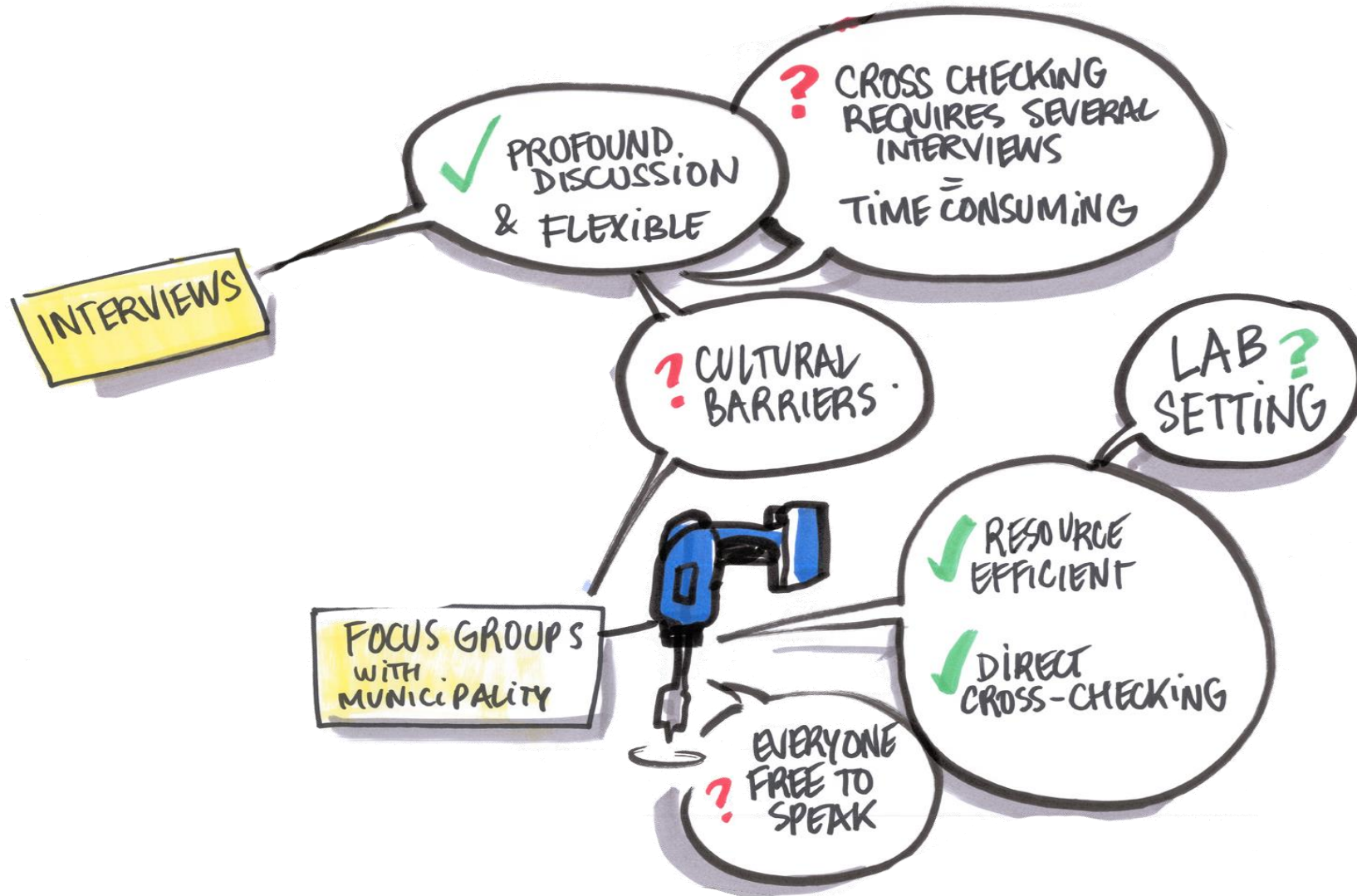
- Provides a **more detailed picture**, of an aspect of an action.
- **Good insight into different scenarios**

## Limitations

- **Representativity**
- **Not able to provide overview of entire action**
- **Reliant on correct choice of content of studies**

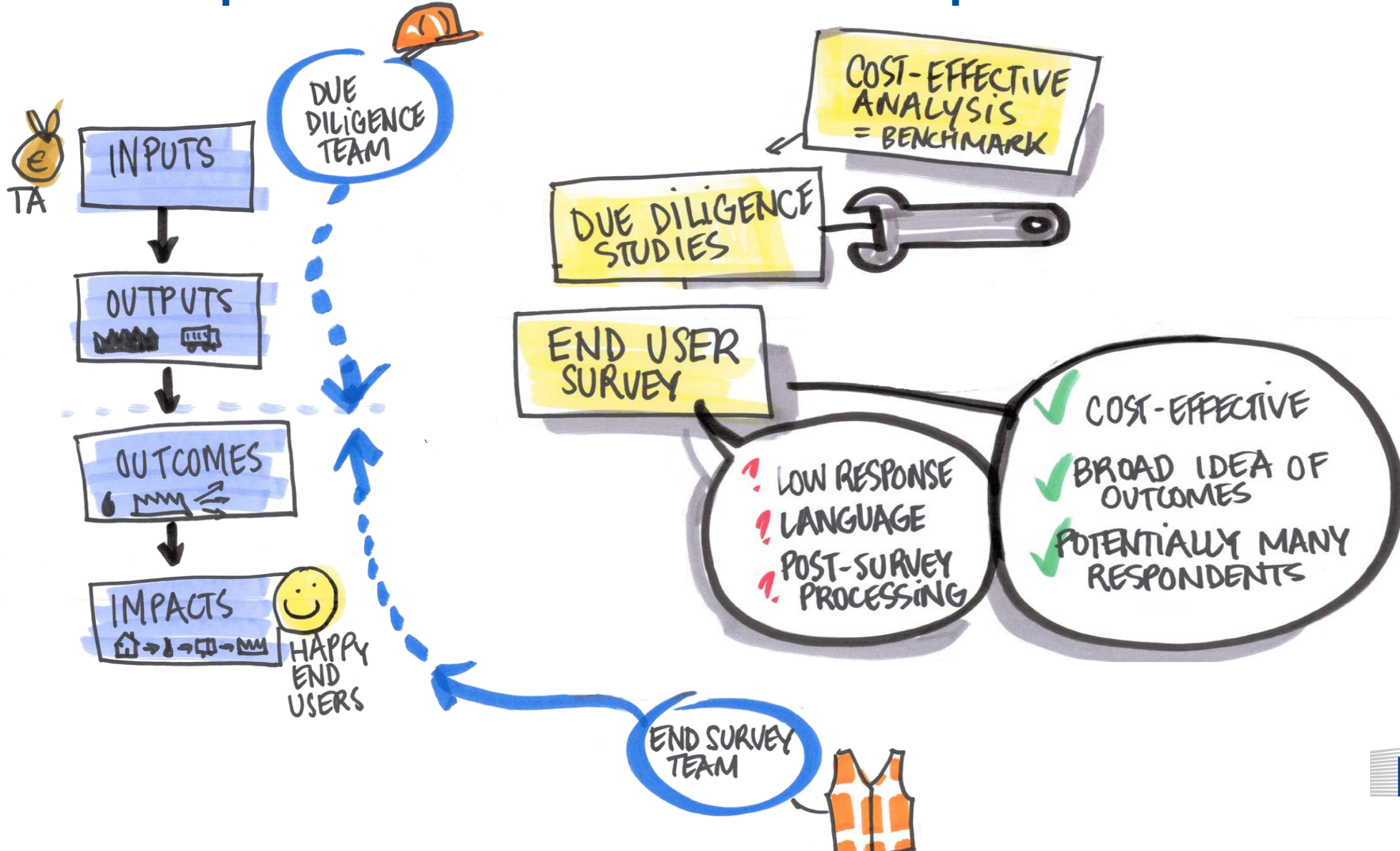


# Example: tool box for an impact evaluation



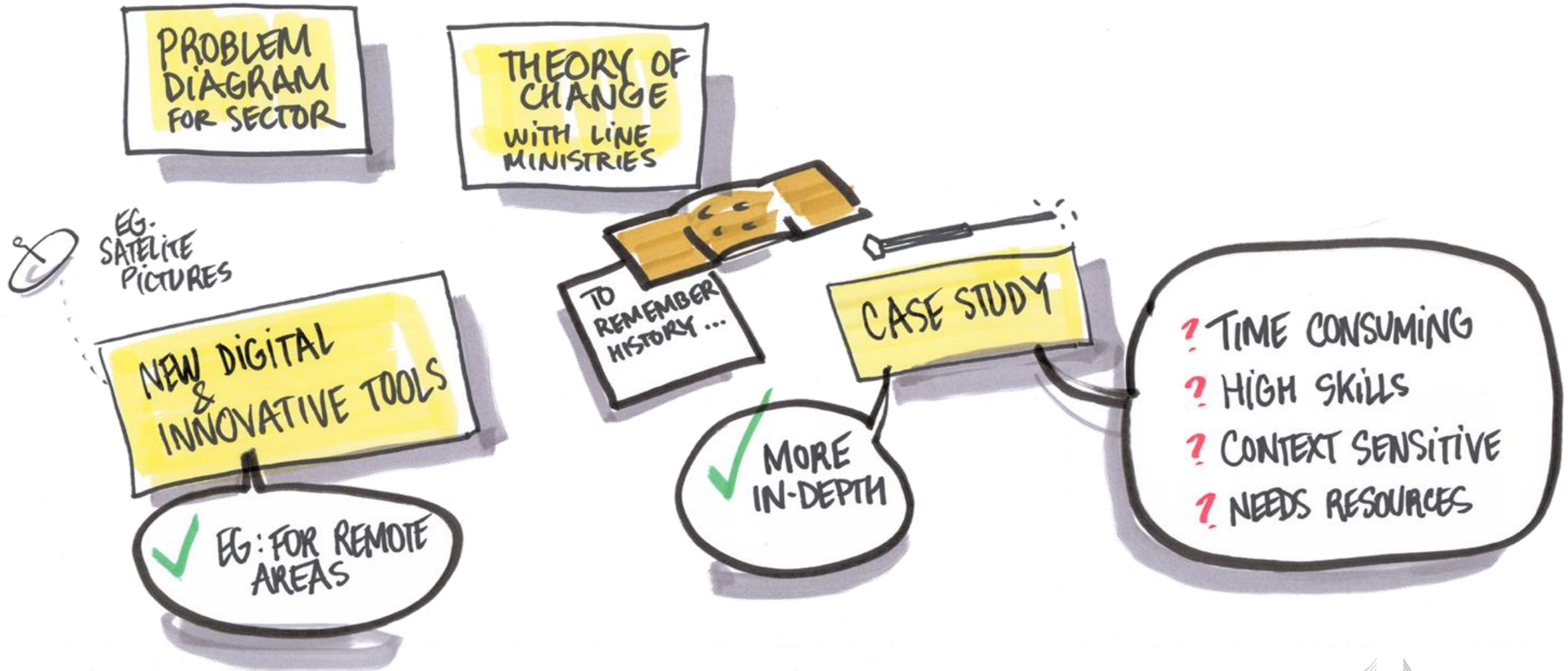


# Example: tool box for an impact evaluation





# Example: tool box for an impact evaluation



# Preventing and correcting biases to improve the reliability of collect data

## Evaluation team members

### Constant awareness of potential biases

- **Confirmation** bias
- **Empathy** bias
- **Self-censorship**
- **Strategy/vested interests** of interviewees
- **Question-induced answers**

### Techniques to improve data reliability

- Asking *open questions*
- Mixing *positive and negative questions*
- *Promising anonymity* (and keeping this promise)
- Constantly *focusing on facts*

# Lots of other traditional/new evaluation tools

- LFA related tools e.g. Intervention Logic, Problem/Objective diagrams (to understand pathway of change)
- Randomised Control Trials, Multi-Criteria Analysis, Cost-Effectiveness Analysis (to make comparisons)
- New digital and innovative tools (highly relevant for evaluations in hard to reach areas)
- <https://europa.eu/capacity4dev/devco-ess>



## *Quant & Qual evaluation tools*

# Quant methods: some definitions

- Used to investigate things that can be measured or quantified to generate numerical data
- Measure the amount of things and their relationships
- Use numbers for interpreting data
- Emphasis on measurement and statistical analysis
- Provide uniform measures of project achievements (all along the results chain)
- Usually aim to tell us something about a population based on a sample (findings can/should be generalised)
- Popular with many because of their potential to generalize results
- Often takes less time to administer quanti than quali methods
- Make large use of secondary data sources
- They are top down: data are collected to test a theory or hypothesis

# Qual methods: some definitions

- Use words and text in data collection instead of numbers
- Capture perspectives and the meaning of things
- Describe in detail:
  - Situations, events
  - People and their experiences
  - Interactions
  - Behaviours, attitudes
  - Beliefs, thoughts
- To understand how people make meaning of and experience their environment or world
- Narrow in scope, applicable to specific situations and experiences, not intended for generalization
- Make large use of primary data sources (from fieldwork)
- They are bottom up: a theory or explanation is developed from data



# Quant vs Qual: Comparative description

## Quantitative methods methods

- To generalise
- To capture indicators (what, when, where)
- For broad information from many sources
- When models / links are established / known

## Qualitative

- To contextualise
- To understand mechanisms (how, why)
- For detailed information from few sources
- When models / links are hypothetical / unclear

# Quant vs Qual: example of questioning

## Quantitative analysis

- Tell me what you learned
- How many individuals are participating?
- What are the changes in performance?
- Is there a change in quality of life?
- Is there a change in health measures?
- Is there a difference between those involved and those not involved?

## Qualitative analysis

- How do you apply what you've learned?
- How are participants experiencing the change?
- Differences in the way they experience change? Why?
- To what extent is the intervention culturally and contextuality valid?
- How and why has quality of life changed?
- What are the unanticipated impacts (positive, negative)?

# Quant vs Qual: Comparative limitations

## Quantitative analysis

- Reduction of narrative into numbers
- Design / data collection protocols difficult to adapt to changes
- Standard categories & data coding fail to capture nuances
- Lack of in-depth analysis
- Risk of decontextualized findings
- Assume the programme operates as planned and everyone receives the same services

## Qualitative analysis

- Time consuming
- Data analysis challenging, need for knowledge and skills in qualitative data analysis approaches, techniques, software, etc
- Data and finding robustness depends on skills and perspectives of the evaluators
- Evidence gathered from a small number of people
- Anonymity more challenging

# Quant vs Qual: some data collection tools

## Quantitative tools

- **Secondary source analysis** (statistics, reports, admin records...)
- Surveys, questionnaires, self-report surveys
- Observation/surveys with random sampling & statistical analysis
- **Counterfactual analysis, ...**

## Qualitative tools

- Interviews, **questionnaires**
- Focus Groups
- Story telling (incl. MSC)
- Outcome harvesting, outcome mapping
- Topic guides
- Scenarios, Observation
- **Secondary sources analysis** (literature, case studies...)
- **Counterfactual analysis**

# A long story short

## Quantitative Methods



## Qualitative Methods





*The advantages of a mixed-  
method approach*



# Advocating for using mixed methods

*“Over the last decade, development programs (...) have increasingly undertaken rigorous impact evaluations. Despite advances, **much evaluation and program monitoring data have limited utility because of an over-reliance on quantitative methods alone.***

*While surveys provide essential data on whether or not changes have occurred as a result of a program, qualitative methods identify the underlying explanations for why we do or do not observe these changes.*

*Survey methods will tell us, for example, the rate of change in attended hospital births, while qualitative methods will explain why some women now go to hospitals to give birth while others will not, despite a program designed to encourage their attendance.”*

# Advocating for using mixed methods

*“When used in isolation, both QUANT and QUAL evaluation methods have strengths and weaknesses. The purpose of Mixed Methods is to draw on the strengths of both (...) approaches and integrate them to overcome their weaknesses.”*

Michael Bamberger, quoted

*“Quantitative evidence is the bones; qualitative evidence is the flesh; and evaluative reasoning is the vital organs. If you are missing any of these you don’t have the full evaluative picture.”*

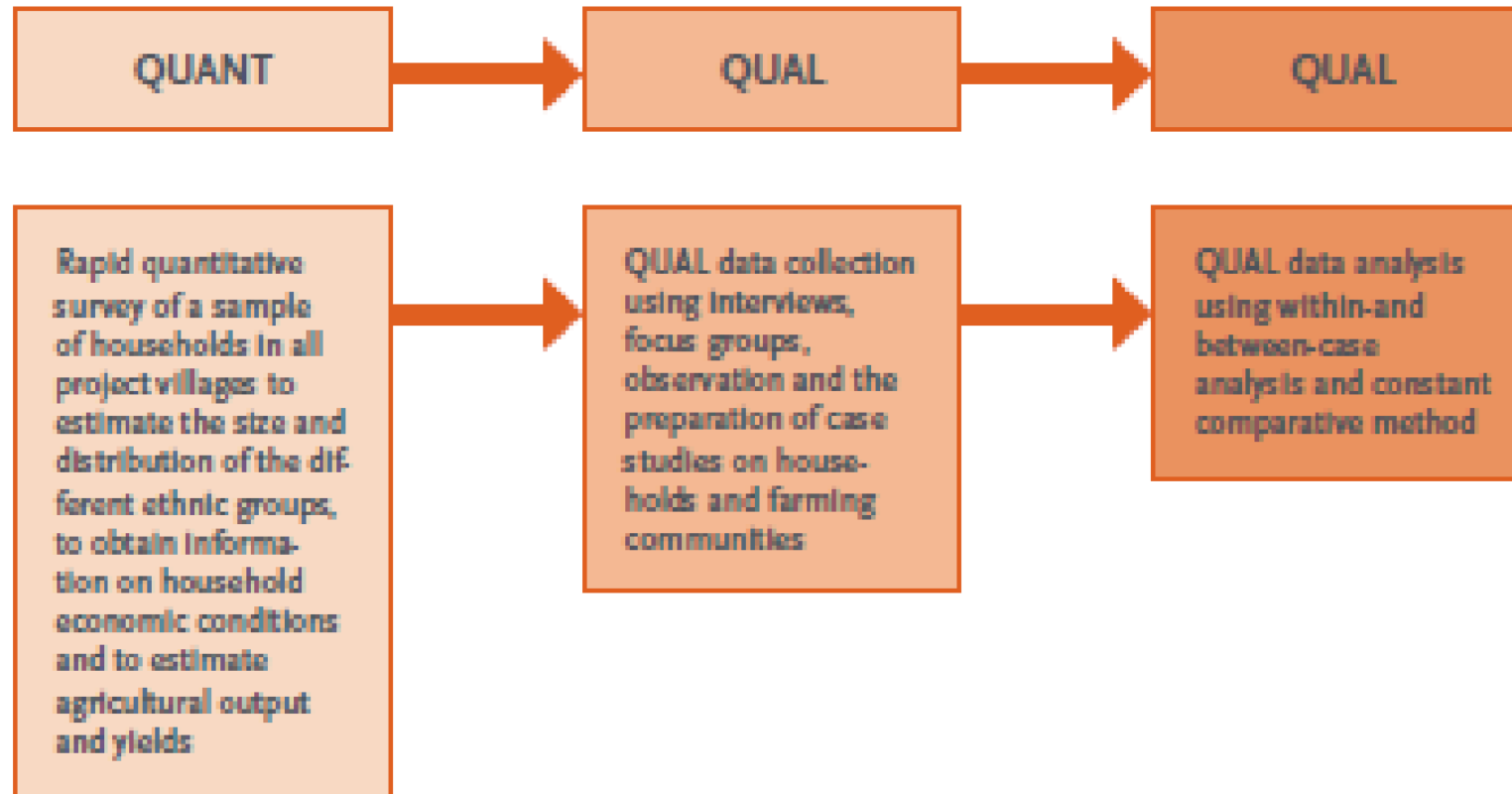
Jane Davidson, in Michael Q. Patton, quoted

# Example multilevel mixed method design



*Using both QUANT and QUAL tools at each level of an evaluated system to triangulate and complement the information collected , in Bamberger, quoted*

# Example of mixed method approach



*Using QUANT survey results to shape QUAL data collection  
To be further analysed with QUAL comparative method, in Bamberger, quoted*

# 5 main benefits of mixed methods

1. Triangulation of evaluation findings (if convergence, greater validity; if incoherence, need for analysing reasons)
2. Development: results from one method helps developing the tools / sample / instrumentation of another
3. Complementarity (broader, deeper understanding)
4. Initiation: diverging results call for reconciliation through further analysis
5. Value diversity: incorporating a wider diversity of values through different methods

## Desk Phase (QUANT)

Analysis of existing data

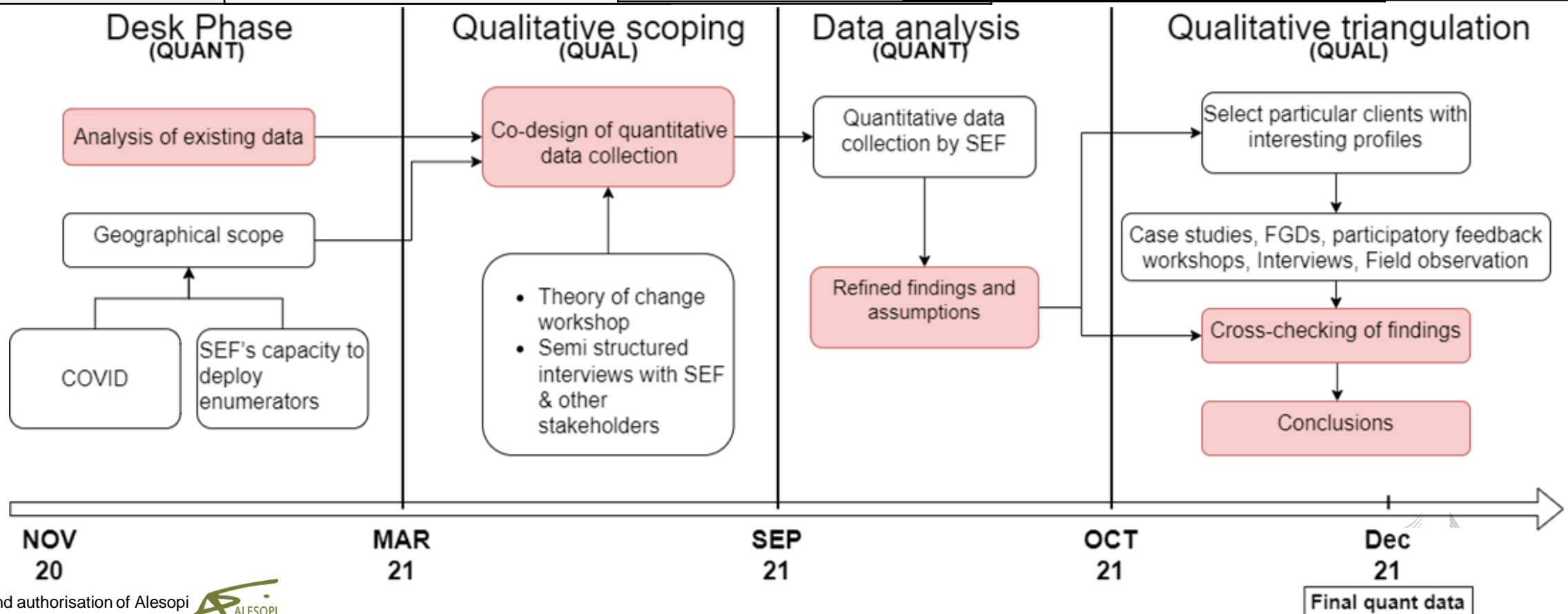
Geographical scope

COVID

Capacity to  
deploy  
enumerators



<p><b>12</b> datasets (total size 1.46 GB) and their evaluability</p> <p><b>1</b> sampling strategy elaborated</p>	<p><b>28</b> documents reviewed (SEF strategic, op microfinance</p> <p><b>1</b> virtual ToC workshop with headquarters departments.</p> <p><b>5</b> online interviews with SEF and SIDI senior</p> <p><b>1</b> specific impact survey questionnaire elaborated</p> <p><b>1</b> guidance document for enumerator elaborated</p>	<p>Regular R&amp;D briefings &amp; follow up</p> <p>Analysis of PPI survey collected and comparison with these households</p> <p>Analysis Specific impact survey <b>households</b></p> <p>Descriptive statistics on a data</p> <p><b>1 412 lines of code</b> for data analysis</p>	<p><b>1</b> face to face validation workshop with SEF in Johannesburg office on the ToC with R&amp;D and Financial check team members.</p> <p>field observations in <b>5 branches in 2 different provinces</b></p> <p><b>12 face to face interviews</b> with SEF field staff and clients</p> <p><b>4 thematic focus group discussions</b> with <b>37 SEF clients</b> in 4 branches (Disobothla, Tiyani, Matoks and Namakgale)</p> <p><b>1 thematic focus group discussions</b> with <b>8 SEF Development facilitators</b> in 1 branch (Lebowakgomo)</p> <p><b>1 interim restitution &amp; validation workshop</b> with <b>SEF senior staff</b> in Tzaneen headquarter</p>
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# Need help to use a mix of methods in your evaluations?

For more support on using mixed methods in the evaluation you are managing:

**Contact the ESS:** [helpdesk@evaluationsupport.eu](mailto:helpdesk@evaluationsupport.eu)



Further reading among many others:

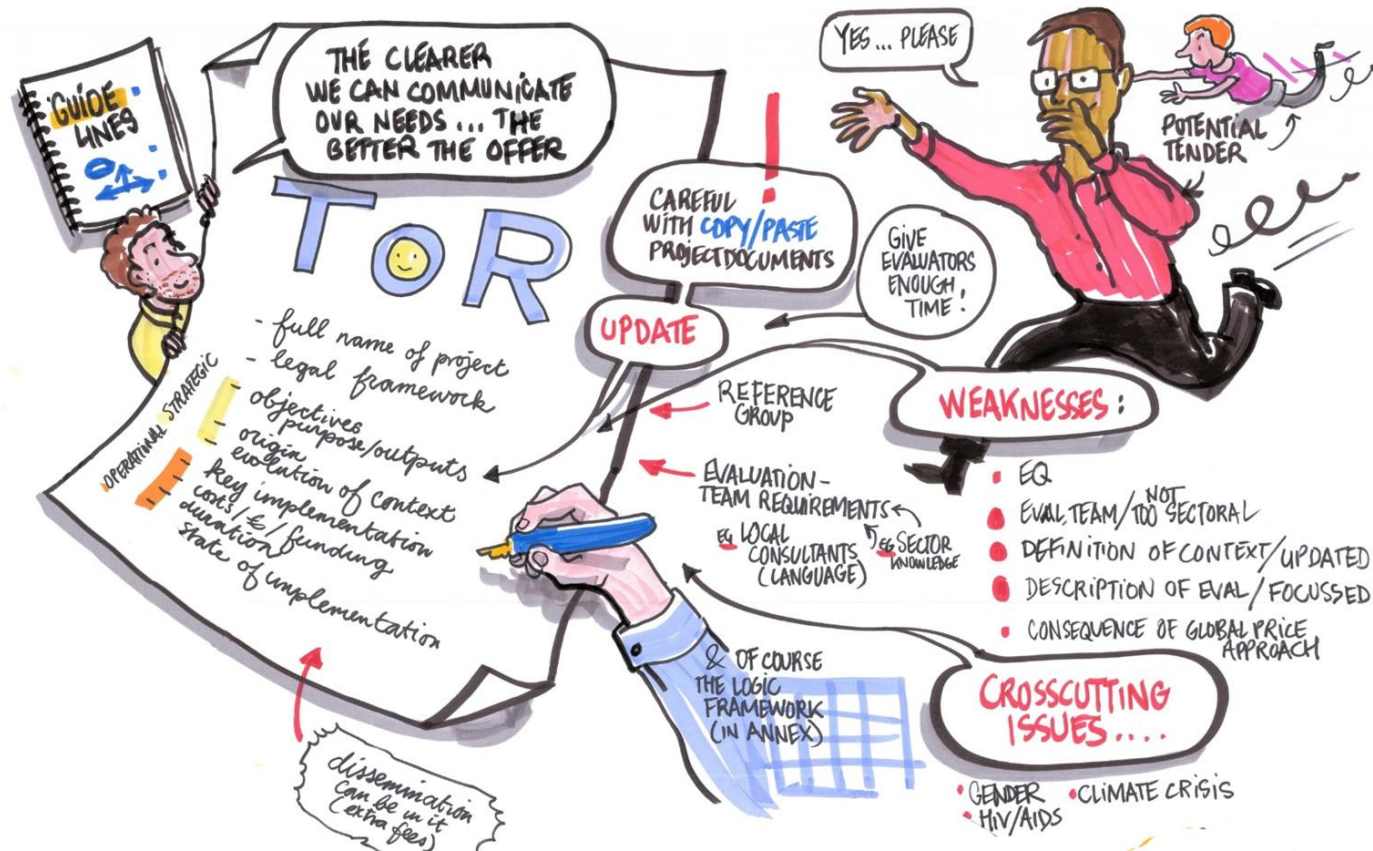
- Michael Bamberger, Introduction to mixed methods in impact evaluation, InterAction / The Rockefeller Foundation, August 2012
- Kevin Williams, Mixing quantitative and qualitative evaluation tools: a pragmatic approach (based on the work done for the EC/Mean Programme)

# Q&A session



**Open question & answer  
session**

# ToR drafting: do a quick self-test !



Experience sharing exercise on drafting of ToR



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