

The SIG RAMSI People's Survey

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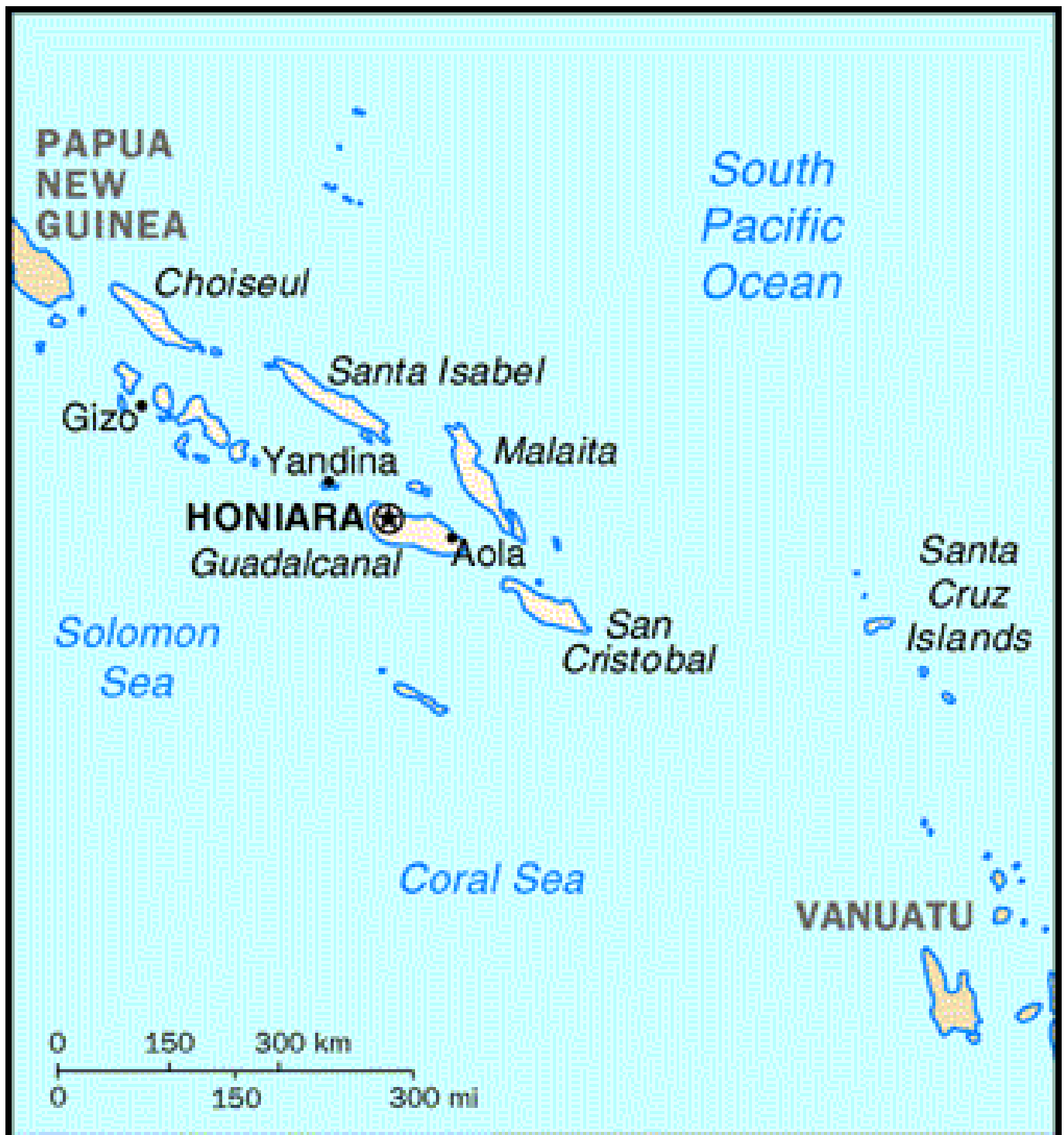
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Abbreviations and Acronyms

AIDS	Acquired Immune Deficiency Syndrome
ANUE	Australian National University Enterprises
AusAID	Australian Agency for International Development
CEDAW	Convention on the Elimination of all forms of Discrimination against Women
GDP	Gross Domestic Product
HIV	Human Immunodeficiency Virus
L&J	Law and Justice
MSC	Most Significant Change
MOG	Machinery of Government
NGO	Non Government Organisation
NSO	National Statistics Office
OPMC	Office of the Prime Minister and Cabinet
PIF	Pacific Islands Forum
PPF	Participating Police Force
QA	Quality Assurance
RAMSI	Regional Assistance Mission to Solomon Islands
RSIPF	Royal Solomon Islands Police Force
SICA	Solomon Islands Christian Association
SIDT	Solomon Islands Development Trust
SIG	Solomon Islands Government
UNICEF	United Nations Children's Fund
UNDP	United Nations Development Programme
USP	University of the South Pacific

Map of Solomon Islands



EXECUTIVE SUMMARY

Introduction

The Regional Assistance Mission to Solomon Islands (RAMSI) works in the country at the invitation of the Solomon Islands Government (SIG). However, the overall RAMSI mandate and direction is determined by the Pacific Islands Forum (PIF) Leaders. RAMSI has 15 contributing countries, with Australia and New Zealand providing most of RAMSI's operational funds and playing a major role in supporting the SIG.

The support provided by RAMSI is organised into three main "Pillars" of: *Law and Justice*; *Economic Governance*; and *Machinery of Government*. Across these three discrete Pillars are integrated the three RAMSI cross-cutting issues of: *Gender*; *Capacity Building*; and *Anti-Corruption*.

Background

RAMSI originally introduced the People's Survey as an annual information gathering mechanism, to gauge the effectiveness and public acceptance of RAMSI interventions. This was at a time when the country was experiencing extreme difficulties across a spectrum of areas: political, economic and social. The early People's Surveys were caught up in the impact of these national difficulties and aligned with the either positive or negative perceptions that communities had of RAMSI's role.

Over time, the People's Survey became a high profile source of information in relation to RAMSI and also issues of a more general nature. In 2007, 2008 and 2009, RAMSI commissioned the People's Survey. In recent times, SIG and RAMSI have decided to revamp the People's Survey, placing it on a firmer footing and letting a tender for its development and delivery for the next three years.

Issues with Current People's' Survey

Under the auspices of RAMSI, the People's Survey instrument had a broad coverage. There are ten sections devoted to (in survey order) background, household economy, business and employment opportunities, access to basic services, law and order, the Royal Solomon Islands Police Force, RAMSI, public accountability, representation and civic awareness, and access to justice. A copy of the 2009 People's Survey instrument is included as Annex 6.

In October 2008, RAMSI commissioned an independent review. The objective was to examine the context and subsequently determine if the People's Survey process was an effective, valuable tool towards measuring RAMSI's progress in achieving its goal of a peaceful, well-governed and prosperous Solomon Islands. The 2008 People's Survey Review made the following key recommendations, which formed part of the SoS for the design activity for the new SIG RAMSI People's Survey:

Use the opportunity afforded by the new Partnership Framework to realign the People's Survey with current and future SIG and RAMSI needs.

Expand the focus beyond data collection to include identification, analysis, synthesis and dissemination.

Establish a new design and governance structure for the People's Survey.

Importantly, in 2009 the SIG RAMSI Partnership Framework was jointly developed and agreed, heralding a new highly cooperative and collaborative era in the SIG RAMSI relationship. This new Partnership Framework has changed the landscape for the People's Survey and enables the future People's Surveys to incorporate much higher levels of SIG cooperation and joint decision making.

Description of the new SIG RAMSI People's' Survey

From 2010 onwards, the People's Survey will retain some similarities with the historical version, although with many changes and developments in content and methods. Rebranding of the Survey is an important early signifier

of these changes – the intention is to bring forward the strengths of the historical People's Survey, and highlight the new arrangements that will strengthen the future Survey's usefulness for both SIG and RAMSI. The new annual Survey will be known as the '**SIG-RAMSI People's Survey**'.

The new SIG RAMSI People's Survey exists to meet the information needs of both SIG and RAMSI, the spirit of which is reflected in the Aim and structure of the three Objectives below:

- Aim:** *The Aim of the People's Survey is to support SIG and RAMSI reporting and decision-making aligned with the Partnership Framework through the annual capture of both community and public servant perceptions and attitudes on key development, capacity and social issues.*
- Objective 1:** *To engage annually with SIG, RAMSI and other key stakeholders to identify ongoing (core) and contemporary People's Survey topics about which timely, valid information is needed to support the SIG RAMSI Partnership Framework and needs of key SIG Ministries.*
- Objective 2:** *To implement the People's Survey using ethical standards, capturing high quality data from representative samples of citizens, public servants and others across Solomon Islands to provide insightful, integrated analysis against identified topics.*
- Objective 3:** *To prepare and disseminate integrated, targeted reports of People's Survey results and outputs to key SIG and RAMSI Partners, using methods and media customised to support evidence-based decision making and individual agency planning needs, as well as for providing broad feedback to Solomon Island citizens.*

The People's Survey will be managed by a Contractor through staff with the required skills, knowledge, qualifications and technical support to complete the work within the required time. The People's Survey is more than the data itself and involves all the elements of quality data cycles. It requires specific expertise and a capacity to engage with senior people from SIG, RAMSI and other stakeholders. Where possible the Contractor should engage with Solomon Islands institutions and expertise. This includes engaging with (for example) the USP Campus for the venue and expertise for the training of Enumerators. A detailed list of People's Survey activities and the draft timing has been included in the design.

Ensuring the new People's Survey is seen to be a close SIG-RAMSI partnership is important for the validity, engagement, and ongoing utility of the data captured through the People's Survey. The Contractor staff will need to liaise closely with the SIG and RAMSI Public Affairs Units to facilitate dissemination of data and outcomes, reflecting an expanded number of SIG RAMSI People's Survey partners. The Contractor could also access local expertise and their views on ways to expand opportunities for more a comprehensive set of dissemination activities.

Cross Cutting Issues

The three RAMSI cross-cutting issues will be addressed across the SIG RAMSI People's Survey. They three are: Capacity Building (a goal of agency self-reliance); Anti-Corruption (focused on building and strengthening local institutions and plans); and Gender (a focus on meeting the UN Convention on the Elimination of all forms of Discrimination against Women (CEDAW) and improving gender reporting as the basis for improved planning. These three issues are embedded in the approach taken as well as in the methods and processes included in this design.

Risks

The Contractor will need to have systems and staff in place in Honiara to identify ongoing and emerging risks and the capacity to manage them within a complex environment. This implies the Contractor should make good use of the local (i.e. Solomon Island) expertise and support, so that the potential risks are well identified and understood, including that emerging or sudden risk events (including natural disasters) have already been thought through, discussed and a plan of action developed and documented.

The key risks (including the design and risk response) that are associated with the development, management and promotion of the People's Survey are included as Annex 4.

Capacity Building and Sustainability

The context in Solomon Islands, as well as between the SIG and RAMSI, has changed significantly over the past three years and will continue to evolve. To raise the profile, retain relevance and increase the potential impact of People's Survey outcomes, the People's Survey must move on from its existing structure and purpose, into a new phase that best reflects the emerging Partnership arrangements between SIG and RAMSI.

The SIG RAMSI People's Survey exists within a specific Partnership and country context and is a relatively resource-intensive exercise funded through RAMSI. The People's Survey gathers and analyses specific information and data in order to inform systems and structures that are in place as a result of the SIG RAMSI partnership. Within this context, it may be unreasonable to expect that the People's Survey would remain in its present form at the conclusion of RAMSI. However, there is and will be an ongoing need for creating good evidence bases for policy formation and investment decision-making. The process of the People's Survey should assist this long term need.

A goal of the People's Survey should be to build both the demand and supply sides of evidence-based decision making. That is, to build SIG's recognition of the need for and value of independent evidence, and to build both SIG's and local/regional researchers/contractors capacity to undertake this kind of research, and to build SIG's capacity to make use of the research outcomes. There are methods and approaches that can build local capacity and better engage with the existing SIG systems and processes.

The People's Survey will be designed and managed in ways that can increase the sustainability of the activity and strengthen research and survey data / analytical expertise in Solomon Islands. This will be achieved through an increased emphasis by the Contractor on local capacity building, as well as better aligning the People's Survey to SIG systems and priorities.

Monitoring and Evaluation (M&E)

The SIG RAMSI People's Survey follows on from four years of previous surveys, with an extensive amount of base-line data and reports available. Previous People's Surveys and data will form the base-line data in relation to the implementation of the new SIG RAMSI People's Survey. There will be a closer relationship between the SIG Ministries / agencies and those developing and managing the People's Survey. This ongoing contact, as well as the annual workshops, will expand opportunities to become a greater part of the SIG information gathering process and for its own management purposes.

Over the period of the contract, the new SIG RAMSI People's Survey will be able to be compared against previous base-line data, including the type of information provided and the type and nature of the Reports. Through this comparison, it will be clear (during annual workshops and the Annual Performance Review) where change has been introduced and where improvements / enhancements have been made.

At the completion of the annual dissemination of outcome reports, the nominated representative of the SIG-RAMSI Secretariat will convene the annual Contractor Performance Review, with the Contractor expected to adapt and improve their operations and systems in response to the performance assessment outcomes.

The data and information from the People's Survey will be used for RAMSI Annual Performance reporting cycle. Each of the three pillars and the cross-cutting issues includes indicators that are taken from the People's Survey and related to the Performance Matrix. Therefore it will be imperative that the Contractor provide the final Survey reports and data to the SIG-RAMSI Secretariat by (at the latest) the middle of November each year.

1 ANALYSIS AND STRATEGIC CONTEXT

1. Solomon Islands is a diverse country with more than 900 islands and 70 language groups. The population of over 550,000 is primarily Melanesian with a small minority group of Polynesians. A national Census will be conducted in late 2009, which is likely to indicate a significant increase in population, especially in urban areas. Half of the Solomon Islands population is under 20 years of age and more than 80 per cent live in the rural areas.
2. Nearly 2/3 of Solomon Islands Gross Domestic Product (GDP) is comprised of development aid and Solomon Islands is ranked 129 out of 178 countries on the latest United Nations Development Programme (UNDP) Human Development Index¹.
3. The Regional Assistance Mission to Solomon Islands (RAMSI) works in the country at the invitation of the Solomon Islands Government (SIG). However, the overall RAMSI mandate and direction is determined by the Pacific Islands Forum (PIF) Leaders. RAMSI has 15 contributing countries, including Australia, Cook Islands, Federated States of Micronesia, Fiji, Kiribati, Marshall Islands, Nauru, New Zealand, Niue, Palau, Papua New Guinea, Samoa, Tonga, Tuvalu, and Vanuatu. Australia and New Zealand provide most of RAMSI's operational funds and play a major role in supporting the SIG.
4. In 2003, the Solomon Islands Parliament unanimously passed enabling legislation for RAMSI's deployment to the country. RAMSI, which is also known as 'Operation Helpem Fren', was deployed to Solomon Islands in July 2003². At that time, RAMSI's immediate purpose was to help restore law and order in the country, following the violence and the corruption that had been associated with the ethnic tensions over the previous five years.
5. The scale of difficulties facing Solomon Islanders and their government is enormous. Although good progress was made in the first few years of RAMSI's work, over the ensuing years, the relationship between the SIG and RAMSI contributing country governments has varied, with RAMSI's visibility very high, especially in the earlier years.
6. The national economy was severely affected by the Tensions, with reduced confidence, investment and employment opportunities. In April 2006, communal violence flared again and Honiara's Chinatown district was razed. The Solomon Islands economy was further crippled by these ethnic tensions. Questions and some confusion about sovereignty and national responsibilities in relation to both SIG and RAMSI were perhaps inevitable. In 2007, the relationship passed through a low point, where political differences meant that dialogue between SIG and RAMSI contributing country governments focused on questions about RAMSI's role in the country, rather than on the broader development and support objectives of the Mission.
7. As security in Solomon Islands continues to improve, RAMSI's role has increasingly shifted towards building the capacity of Solomon Islands for effective government. This is one of the critical elements in securing a long term solution for the country.
8. RAMSI originally introduced the People's Survey as an annual information gathering mechanism, to gauge the effectiveness and public acceptance of RAMSI interventions. This was at a time when the country was experiencing extreme difficulties across a spectrum of areas: political, economic and social.
9. The early People's Surveys were caught up in the impact of these national difficulties and aligned with the either positive or negative perceptions that communities had of RAMSI's role.
10. Over time, the People's Survey became a high profile source of information in relation to RAMSI and also issues of a more general nature. In 2007, 2008 and 2009, RAMSI commissioned the People's

¹ UNDP Human Development Report, 2007-2008 "Fighting climate change: Human solidarity in a divided world".

² See the RAMSI website for more background and details: www.ramsi.org

Survey, as is described in Section 2. In recent times, RAMSI has decided to revamp the People's Survey, placing it on a firmer footing and letting a tender for its development and delivery for the next four years.

11. In early 2009 the SIG commissioned the Foreign Relations Review Committee³ to undertake hearings across the country about the Solomon Island people's views on RAMSI. These hearings were well publicised in the written press and were also televised nightly. The overwhelming public response to RAMSI was positive.

2 OVERARCHING POLICY ISSUES

2.1 The RAMSI Structure

12. The support provided by RAMSI is organised into three main "Pillars" of: *Law and Justice*; *Economic Governance*; and *Machinery of Government*. Across these three discrete Pillars are integrated the three RAMSI cross-cutting issues of: *Gender*; *Capacity Building*; and *Anti-Corruption*.
13. The organisational structure of RAMSI is complex. The intent and the associated sensitivities must be understood by the Contractor in order to achieve maximum engagement and cooperation with the SIG. The structure is included as Annex 1.

2.2 The Three RAMSI Pillars

14. In broad terms, the three pillars have the following scope of interest:

The **Law and Justice** (L&J) pillar encompasses all strategic and operational activities of three related but distinct Solomon Island groups: the police force, correctional services, and the justice system.

The **Economic Governance** pillar is primarily concerned with Ministry of Finance and Treasury, including budgets and revenue, economic policy and regulatory reform.

The **Machinery of Government** (MoG) pillar has the SIG Office of the Prime Minister as its primary contact with connections across the government. The MoG pillar focuses on parliamentary processes, executive and administrative decision making and public sector performance.

15. Within the new Partnership Framework, and after holding consultations with the key related SIG agencies, the three RAMSI pillars each identified specific aspirations that provide a broad direction for the program into the future. These aspirations are used to guide the individual RAMSI programs:

The Law and Justice Aspiration: A secure, safe, ordered and just Solomon Islands society where laws are administered fairly, regardless of position or status, giving due recognition to traditional values and customs.

The Economic Governance and Growth Aspiration: A Solomon Islands achieving broad-based economic growth and a more prosperous society (including for those living in rural areas) supported by a fiscally responsible government which promotes sound economic policies.

The Machinery of Government Aspiration: A public administration that is strategic, professional, transparent and accountable in the delivery of services and priority programs of the government of the day.

2.3 The Three RAMSI Cross Cutting Issues

16. The three RAMSI cross-cutting issues have independent aspirations under the new Partnership Framework. In broad terms, Capacity Building has a goal of agency self-reliance; Anti-Corruption is

³ The report from this committee is expected to be released in late 2009 and will be a useful reference for the SIG RAMSI People's Survey.

focused on building and strengthening local institutions and plans; and Gender has a focus on meeting the UN Convention on the Elimination of Discrimination against Women (CEDAW)⁴ and improving gender reporting as the basis for improved planning. The Cross Cutting aspirations are:

Capacity Building: *Solomon Islands public institutions and agencies with the capacity to identify their own directions, to lead and manage sustainable change, to reflect on strengths and weaknesses and to continuously improve performance*

Anti-Corruption: *The establishment of an effective and cohesive approach to address corruption in Solomon Islands.*

Advancing Gender Equality: *SIG policy commitments on gender are advanced consistently across government.*

2.4 The SIG RAMSI Partnership Framework

17. In 2009, the SIG and RAMSI jointly developed and signed the Partnership Framework, an agreement that sets the overall goals, objectives, and aspirations of RAMSI's work with Solomon Islands. The Framework includes a set of guiding partnership principles, and sets out specific verifiable indicators and indicative timelines for the agreed program of work.
18. The eventual aim of the agreed program of work is RAMSI's phased withdrawal from Solomon Islands.

The Partnership Framework Goal is *A peaceful Solomon Islands where key national institutions and functions of law and justice, public administration and economic management are effective, affordable and have the capacity to be sustained without RAMSI's further assistance.*

19. As with all future-orientated planning, the SIG RAMSI Partnership Framework is a living document and will be adjusted to reflect changing priorities, conditions and developments in Solomon Islands. These adjustments will occur in consultation with the Joint Performance Oversight Group (see Figure 1) and subsequently endorsed by the Forum Ministerial Standing Committee.
20. The SIG RAMSI Partnership Framework is one of two primary documents guiding the new SIG RAMSI People's Survey. The second primary document is RAMSI's Performance Matrix that supports the Partnership Framework. It is essential the Contractor becomes very familiar with both of these documents, and takes them as the starting point for the planning and delivery of future SIG RAMSI People's Surveys.
21. The structure and information historically available and collected from men and women through the People's Survey should be considered as a secondary input, with the Contractor expected to look forward to where the People's Survey is moving, rather than reflect back on its historical content.
22. The strength of the Partnership Framework is reflected by a strong commitment to the monitoring and assessment of its progress. The three-part structure for this process (SIG RAMSI Joint Performance Oversight Group: SIG-RAMSI Secretariat⁵; and an Independent Expert Team) is shown below (Figure 1).

⁴ The Solomon Islands ratified its commitment to CEDAW in 2002. For more information, see <http://www.un.org/womenwatch/daw/cedaw/>

⁵ The People's Survey reports to (and is supervised by) the SIG-RAMSI Secretariat



Figure 1: Partnership Framework Performance Management Structure

2.5 The Historical Context of the People's Survey

23. In 2005 a baseline assessment of RAMSI's performance was published and the RAMSI Performance Matrix was developed. The Performance Matrix included indicators whose verification relied on public perceptions and attitudes on key development and social issues related to RAMSI's work. In 2006, RAMSI developed a Scope of Services (SoS) for the pilot People's Survey in order to gather this information.
24. A contract was finalised with ANU Enterprise in 2006 (ANUE) and has been extended annually to implement successive iterations of the People's Survey from 2007 through to (and including) 2009. The People's Survey has always been a voluntary survey of a statistically representative cross section of Solomon Islands' population. The People's Survey is based on Enumeration Areas determined by the SIG National Statistics Office (NSO), with local samples being representative of women and men, and of older and younger people.
25. Some issues on service delivery about which the questions sought information are primarily the responsibility of SIG. The SIG has expressed valid concerns about RAMSI practice of collecting and publicising such information, which is outside of the actual scope of RAMSI operation in Solomon Islands. As previously mentioned, in 2007 there was a period of unrest and SIG RAMSI relationships were in a difficult phase at that time, with the People's Survey considered by SIG as being particularly problematic.
26. The People's Survey has used qualitative and quantitative instruments to measure and assess Solomon Island men and women's' views on issues that are potentially impacted by RAMSI's work. Each year, some 5,000 or so respondents have each answered more than 100 multiple-choice questions, with 40 – 70 focus groups conducted to elicit further qualitative information and views. The existing People's Survey uses a 3-point scale (i.e. very well: satisfactory: not well). While maintaining the integrity of the previous data for identifying trends etc, consideration may be given to considering the use of a 4-point scale for future Survey questions, in order to a more definitive result and reducing the number of those taking a "neutral" position in their responses.

2.6 The Current Policy Context of the People's Survey

27. Under the auspices of RAMSI, the People's Survey instrument had a broad coverage. There are ten sections devoted to (in survey order) background, household economy, business and employment opportunities, access to basic services, law and order, the Royal Solomon Islands Police Force, RAMSI, public accountability, representation and civic awareness, and access to justice. A copy of the 2009 People's Survey instrument is included as Annex 6.

28. In October 2008, RAMSI commissioned an independent review of the People's Survey. The objective was to examine the context and subsequently determine if the People's Survey process was an effective, valuable tool towards measuring RAMSI's progress in achieving its goal of a peaceful, well-governed and prosperous Solomon Islands. The 2008 People's Survey Review provided the following findings and recommendations:
- o Conducting a national survey is a significant achievement in itself, because of logistical difficulties associated with the geography and transport systems across the Solomon Islands. The People's Survey has created a pool of well trained, effective local Enumerators capable of undertaking sophisticated data collection and entry. As part of methods used, paying attention to sensitive Solomon Islands gender and age cultural mores has also improved the potential quality of information collected through interviews and focus groups.
 - o At that time, the SIG felt little sense of ownership of the People's Survey and questioned whether it was primarily a public relations tool for RAMSI. SIG made little, if any use of the People's Survey data or information. At the same time, SIG staff expressed a real enthusiasm for having a greater engagement in the People's Survey into the future.
 - o Concerns were expressed by the review team, RAMSI staff and SIG staff about how well information collection methods and approaches had matched the specific topics under discussion, as well as the relevance of some of the questions.
 - o People's Survey Reports provided to stakeholders had significant limitations. The complex, tabular forms of information included in the full People's Survey Report made it largely inaccessible or unsuitable for most potential users. Gender disaggregation was not always reported, which should have been a standard output. Qualitative and quantitative information was treated separately, missing an important opportunity to cross-reference and enrich the combined data sources.
 - o Although the full Reports are available on RAMSI's website, they had limited active distribution and very limited use. The People's Survey Summary report (prepared by RAMSI's Public Affairs Unit) did have broader circulation, but was seen by external stakeholders as largely a public relations document.
 - o There was considerable variation in the degree to which People's Survey findings were used by RAMSI, and significant scope for greater engagement with those agencies, citizens and organisations who might wish to use the People's Survey results. The Participating Police Force, with strong motivation and in-house analytical capability, have identified and refined some areas and data that are relevant to their work. The Economic Governance pillar used some People's Survey data in its reporting. The Machinery of Government and Law and Justice pillars expressed some concerns of the value of the data within their Monitoring & Evaluation processes.

2.7 The People's Survey Future

29. The 2008 People's Survey Review made the following key recommendations, which formed part of the SoS for the design activity for the new SIG RAMSI People's Survey:

Use the opportunity afforded by new Partnership Framework to realign the People's Survey with current and future SIG and RAMSI needs.

Expand the focus beyond data collection to include identification, analysis, synthesis and dissemination.

Establish a new design and governance structure for the People's Survey.

30. Importantly, in 2009 the SIG RAMSI Partnership Framework was jointly developed and agreed, heralding a new highly cooperative and collaborative era in the SIG RAMSI relationship. This new

Partnership Framework has changed the landscape for the People's Survey and enables the future People's Surveys to incorporate much higher levels of SIG cooperation and joint decision making. This would have been difficult to achieve without the Partnership Framework.

31. Consultations undertaken confirmed a strong commitment from SIG agencies and senior staff to take joint ownership (with RAMSI) of a revised People's Survey aimed at providing key data for gauging the performance of both SIG and RAMSI under the Partnership Framework, as well as providing information and data that can be applied to SIG planning and decision-making processes.

3 LESSONS LEARNED

32. The 2008 People's Survey Review identified constraints and limitations, as well as identifying lessons learned and scope for improvements in both processes and in the dissemination of outcomes. With this in mind it is crucial for the Contractor to understand that the 2010 People's Survey (and those beyond) will not be "more of the same".
33. The SIG RAMSI Partnership Framework provides an improved development context, which has important implications on the joint activities of the SIG RAMSI Partners. The changed circumstances have a direct impact on the intent, structure, management and advocacy of future People's Surveys.
34. This new approach is aimed at providing valuable data for informing (and in some cases reviewing) key performance areas for both SIG and RAMSI. The performance areas have been determined under the Partnership Framework and form the core focus for the People's Survey. In addition, the annual People's Survey can be used to provide information on priority questions related to sectors or areas where SIG can receive data and insight for its planning or resource allocation purposes.
35. Discussions undertaken as part of the preparation of this design document confirmed a commitment from the SIG to move towards taking joint ownership (with RAMSI) of a revised People's Survey. This cooperation in structure and intent has a dual benefit: providing key data for gauging the performance of both SIG and RAMSI under the Partnership Framework, as well as the capacity to provide the latest information and data that can be used support the SIG planning and decision-making processes.
36. This also means that the Survey must fit the needs of the local context, in relation to expectations of all stakeholders and the ways in which the results and outcomes can be applied to the planning and monitoring processes.

4 THE NEW SIG RAMSI PEOPLE'S SURVEY

4.1 Overview

37. The SIG RAMSI People's Survey will continue to provide valuable information to Partners on sectors and areas that are of priority interest. Increasingly the People's Survey will become an instrument of both the SIG and RAMSI in the gathering of regular data and information from a representative sample of citizens across the country. The results of the People's Survey will feed directly into parts of the SIG RAMSI Performance Matrix, which will be one of the key processes in jointly monitoring the success of RAMSI in reaching the aspirations of the various components under the three Pillars. A copy of the draft RAMSI Performance Matrix is included as Annex 7.
38. From 2010 onwards, the People's Survey will retain some similarities with the historical version, although with many changes and developments in content and methods. Rebranding of the Survey is an important early signifier of these changes – the intention is to bring forward the strengths of the historical People's Survey, and highlight the new arrangements that will strengthen the future Survey's usefulness for both SIG and RAMSI. The new annual Survey will be known as the '**SIG-RAMSI People's Survey**'.

39. As mandated by the SIG-RAMSI Secretariat (see Fig 5) this People's Survey design is based on having a Contractor for a period of 3 years. That is, the successful Contractor will have the opportunity to progressively develop the People's Survey (and the methods) over a longer period than was possible in the past, where annual contract arrangements limited the potential for innovation and continuity.
40. The Contractor will enter into a 2 year + 1 contracting option, covering the delivery, management and refinement of the People's Survey for the period 2010 – 2013. RAMSI may decide to conduct an independent mid term review of the implementation and outcomes of the SIG RAMSI People's Survey during Year 2 of implementation.
41. The Contractor will report (and be responsible) to the SIG-RAMSI Secretariat⁶. A member of the SIG-RAMSI Secretariat will be nominated as a single point of contact for the Contractor and have the authority and seniority to make decisions and to give directions on behalf of the SIG-RAMSI Secretariat. The nominated person from the SIG-RAMSI Secretariat will be responsible for initiating the annual Contractor Performance Review and act as the point for receiving, distributing and responding to drafts and for endorsing the final versions of the People's Survey instruments (as well as the subsequent Reports) on behalf of SIG RAMSI.
42. The lead SIG agency for liaising with the SIG Partners will be the Office of Prime Minister and Cabinet (OPMC). As part of engaging with the appropriate Partners, the Contractor will need to conduct extensive consultations with representatives of the many SIG Ministries and agencies associated with RAMSI's work (see Section 5 for details).
43. The NSO of Solomon Islands is a key stakeholder. The NSO has committed to providing technical assistance (e.g. identification and details of Enumeration areas to be targeted) and for the logistics (e.g. printing of survey instruments, access to NSO vehicles/boats).
44. Importantly, it is also proposed that in the future the NSO could well become the long-term custodian of the primary data collected through the People's Survey. Assuming that this arrangement is agreed by the partners, RAMSI will then have a royalty-free licence to use data at their discretion, including for reporting, assessment and planning/resource management purposes.

4.2 The Form and Scope of the new People's Survey

45. The broad architecture and intent of the new SIG RAMSI People's Survey was discussed with senior representatives of the SIG, RAMSI, major donors, NGOs and other key stakeholders as part of the design process. The structure is explained below and illustrated pictorially in Figure 3. Three important dimensions of the People's Survey are the type of information (qualitative and quantitative), the purpose of information (monitoring core trends or exploring contemporary issues), and the type of respondents (Solomon Island citizens, public servants, others). The precise details of the People's Survey will be determined by the Contractor in close consultation with SIG and RAMSI. This process of developing the final form of the People's Survey instruments against these dimensions will be the focus of the first phase of consultation and design work.
 - o **Type of information collected:** the People's Survey will include both quantitative and qualitative information. Quantitative information will be collected by trained Enumerators conducting interviews with individuals based on a questionnaire with multiple-choice responses. The qualitative information will be collected by trained Facilitators via structured discussion groups. The process for collecting information needs to align with the nature of the information being sought: i.e. questions that would benefit from receiving more nuanced responses should be addressed through structured discussion groups. Cultural norms indicate that qualitative approaches are of particular value in Solomon Islands, where an oral culture for sharing information exists.

⁶ See Figure 5 for a diagrammatic explanation of the responsibilities

The People's Survey instruments and methods should reflect this, with qualitative information making up a significant part in terms of data types, capture, analysis, interpretation. Figure 3 reflects this idea by showing qualitative and quantitative information types as having equal weight.

SIG and RAMSI expressed interest in the idea of including a 'Most Significant Change' type of question⁷ (see Section 5.1 for more discussion).

- o **Purpose of information collected:** the People's Survey will include core topics and contemporary or emerging topics. The core topics are focused on trends, and will be asked in successive years. Trends can be described in both quantitative and qualitative terms, so core questions can be quantitative or qualitative. Some core questions for the new SIG-RAMSI People's Survey will come from the existing People's Survey e.g., those questions in relating to Solomon Islander's perceptions of crime in their community. Some new core questions will be devised through the consultation process in the first phase of the People's Survey work. Throughout the cycle it will be important to manage expectations of both SIG and RAMSI in what information the People's Survey can provide and how the information can be applied to the RAMSI Performance Matrix. The Contractor will manage these expectations through the use of methods and advice that lead to realistic, tangible outcomes from the data.

Contemporary (i.e. new) topics are not trend-related and are included to respond to current interventions or emerging situations. Like the core questions, the contemporary questions can be qualitative or quantitative. The appropriate split and format will be determined through consultation with SIG and RAMSI. Figure 3 illustrates this potential variance by suggesting that the relative emphasis on core and contemporary topics might differ between qualitative and quantitative instruments.

Sampling needs to match the purpose of the information. Wherever information about distributions is required (e.g. how many people think that...) then representative samples are necessary. So, probably all quantitative and some qualitative (that which is associated with trends) information will likely be collected from a representative sample. Where the intention is to illuminate a situation or gain insights, purposive sampling is appropriate.

- o **Type of respondents:** the People's Survey will include two broad classes of respondents. The main class is a statistically representative set of Solomon Island citizens who respond to the quantitative questionnaire. The extent of the geographical coverage of the People's Survey will be determined in consultation with SIG and RAMSI during the initial phase of work. Within this class, statistical representation needs to extend to two further dimensions: male and female respondents, and older and younger⁸ respondents. Qualitative information should also be appropriately geographically and statistically representative. Figure 3 reflects that Solomon Island citizens will be asked to respond to all information types and purposes.

The second class of respondents is people who are closely involved in SIG-RAMSI activities i.e. public servants. Some other groups may be nominated by SIG-RAMSI in the first stage of the work, including (for example) local business people. These groups should be either appropriately representative, where core questions are concerned and the intention is to elicit trends and relationships, or purposive samples, where the intention is to illuminate and uncover insights.

From time to time, there may be other groups deemed relevant, such as purposive samples of business people in provincial capitals, etc.

⁷ The concept of Most Significant Change (MSC) was invented by Rick Davies - see <http://www.mande.co.uk/>.

⁸ Consistent with international protocols, Solomon Island Ministry for Women, Youth, and Childrens Affairs defines youth as 14–29. Because of rapid population growth and impact of the tensions, it may be appropriate to consider a narrower range for surveying youth e.g. 14 – 20.

On the following page, Figure 3 reflects the idea that the information gathered from these groups is most likely to be qualitative, so that the quantitative trend information will most likely be restricted to responses from citizens.

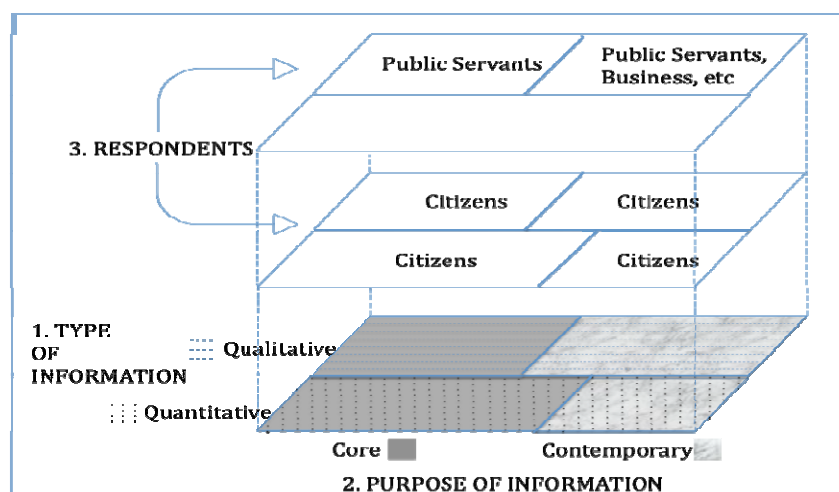


Figure 2: Notional Architecture of new SIG-RAMSI People's Survey.

46. The new SIG-RAMSI People's Survey will require careful attention to all six elements of a good quality data cycle, as are shown below in Fig 4. The details of how these individual elements are related to the SIG-RAMSI People's Survey methods and quality standards is further explained in Section 5, as well as in the list of tasks and draft Implementation Schedule included as Annex 3.
47. The following overview represents the major elements of the People's Survey cycle. The overview also indicates that the Contractor has management control over the identification, collection, analysis and dissemination aspects of the People's Survey, and also has some influence over the People's Survey data utilisation and of the annual review process.

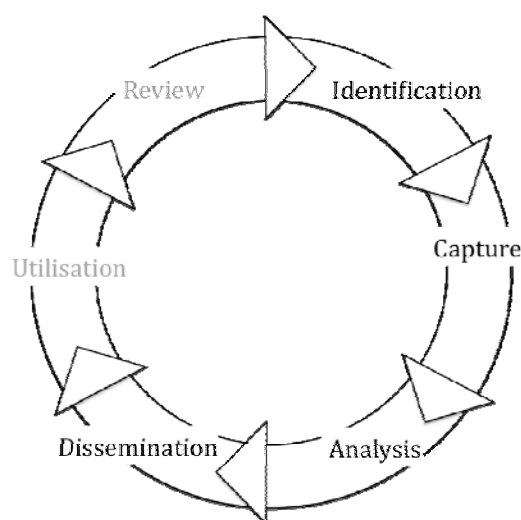


Figure 3. Contractor's control and influence over the quality data cycle

- o **Identification** refers initially to the consultative processes associated with determining People's Survey topics. This will occur through a series of small, focused participative workshops in Honiara for those key SIG and RAMSI staff that hold planning / reporting responsibilities, as well as the significant external stakeholders, such as major local NGOs and donors.

It will be important for the engagement with SIS and with RAMSI to be well planned and realistic, considering the high workload of the key stakeholders. Limiting the size of the workshops and focusing discussions on core RAMSI – SIG program areas should enable the outcomes to be well targeted and

aligned to the clearly expressed information needs. The engagement in the first year of the SIG RAMSI People's Survey will need to be carefully managed so that participation and engagement of key partners and stakeholders is not too demanding of time and effort.

The second component of identification is the technical work associated with constructing the questions for the quantitative and qualitative instruments, in ways that will provide useful information.

- o **Capture** (collection) refers firstly to the recruitment, methodological and ethics training and assessment of an adequate number of Supervisors, quantitative Enumerators and qualitative Facilitators. Collection includes the technical sampling and significant logistics of the field work, including travel to Enumeration areas, identify respondents, procure informed ethical consent (including for taking photographs), arrange and conduct interviews and structured discussion groups, then capture, store and return the data to Honiara.

The final element of collection is the translation of the data from Pijin to English, ready for the analysis. This includes quantitative and qualitative data entry, auditing and cleaning.

- o **Analysis** refers to the iterative statistical and content analysis, and interpretation and re-interrogation of the data to produce answers to questions and themes noted in the People's Survey identification stage. In particular, analysis and interpretation of the qualitative and quantitative data will occur in an integrated fashion i.e. quantitative results will inform lines of inquiry in the qualitative data, and vice versa. As stated elsewhere, it is proposed that the initial parts of the data analysis be carried out in Honiara, observed by key SIG staff who have an interest in (and responsibility for) research and / or survey data management.
- o **Dissemination** refers to the design and presentation of the People's Survey outputs in terms that are meaningful to (and readily accessible by) SIG, RAMSI, and other recipients, for use in reporting, planning, programming and resource allocation. A set of short reports will be prepared, each customised for a major grouping, e.g. aligned with RAMSI Pillars. Each targeted report will integrate the quantitative and qualitative results. A complete report that brings together and integrates the separate reports will also be prepared for the SIG-RAMSI Secretariat.

A further element of dissemination is the identification and preparation, in collaboration with SIG and RAMSI Public Affairs Units, of vignettes and stories that SIG, RAMSI and others can use to report back to respondents through radio / print media.

- o **Utilisation** refers to how the People's Survey outputs are incorporated into reporting and planning activities, including influence decisions about programs and interventions. This is the responsibility of the recipients of the reports and outputs. The Contractor's role is to facilitate this by conducting sessions that explore how People's Survey outputs can be related to the planning processes.
 - o **Review** refers to the annual process of reflecting on whether People's Survey topics covered were the most relevant, how well the questions and outputs matched perceived SIG RAMSI information needs, and the extent to which the information was used. The review process will be part of the annual preparation for the next cycle of the People's Survey.
48. The number of quantitative questions will need to be carefully managed. The historical questionnaire had more than 100 questions to answer, and each quantitative instrument took the respondents 45 to 60 minutes to complete. The existing Enumerators report that some respondents lose interest over this long time period, especially with questions that had similar phrasing
49. In the new SIG-RAMSI People's Survey, the total number of quantitative questions could be significantly reduced, perhaps to 60 or so in total, to ensure meaningful responses from the individuals. If these questions are equally distributed amongst the three focal areas of SIG-RAMSI collaborations, that would mean around 15 questions for each area, leaving some remaining

questions for gaining background / demographic information; some for specific cross-cutting issues and some focused on emerging areas of priority for SIG RAMSI.

50. The following Table⁹ provides an indication of the scope and complexity of the SIG RAMSI People's Survey itself, as well as an indicative summary of the resources that will be required for the analysis of the quantitative and qualitative data.

Quantitative Component	Qualitative Component
Around 6,000 completed questionnaires, each of 50-60 questions, essentially being multiple choice. Conducted in most provinces. Data entry (at 10 seconds per question, or 15 minutes per questionnaire) = around 200 person days, plus 5 days consultant time to devise and structure the data entry process). Data auditing and cleaning (allow minimum 10% of entry time, 20 days). First pass analysis (10-12 days). Integrate with initial qualitative results. Second pass analysis (10-12 days). Prepare 4 separate targeted integrated reports and 1 overarching report (10 days).	Around 60 structured discussion groups. 1 to 1.5 hour duration for each targeted discussion, possibly including a broad 'Most Significant Change' type of question. 10-15 sessions conducted in Honiara and other provincial capitals with SIG and related personnel. The remainder conducted with SI citizens in nationally geographically representative locations that reflect quantitative component, with older and younger men and women. Devise transcription/coding templates (5 days). Transcription (40 person days at 4 hours per discussion group) and coding (expect around 50 nodes to emerge, so allow 1 day per discussion group, and allow 40 days for all SIG groups plus half citizens groups). Validation (10 days). First pass analysis (15-18 days). Integrate with quantitative and conduct detailed second pass analysis (13-15 days). Report preparation – 4 reports plus overarching report (10 days)

Table 1: Summary of People's Survey scope and estimated implementation resources

51. In addition to the above survey and analysis requirements are those consultations / workshops that will be required to elicit the topics; the technical tasks of the questionnaire/question design; the recruitment, training, and deployment of the Enumerators, Facilitators and Supervisors; and the dissemination, reporting and review of the outcomes.

4.3 Increased Emphasis on the People's Survey as a Capacity Building Opportunity

52. An important long term outcome of the SIG-RAMSI People's Survey is local capacity building in the use of research and good quality data cycles to inform policy and decision-making. This local capacity building should be facilitated within three distinct groups: (1) SIG; (2) the local and/or regional research and consulting sector, and (3) where appropriate, local NGOs.
53. Consistent with RAMSI's role, SIG should be the primary focus of the capacity development activities. Other local groups should be made aware of the opportunity to benefit from such activities and support, but are not the Contractor's primary focus.
54. The SIG-RAMSI Secretariat of the Joint Performance Oversight Group would be responsible for identifying and organising participation of individuals from SIG. It is likely that such a group would include representatives from the SIG such as the Policy Evaluation Unit of the OPMC, the NSO, the Ministry for Development Planning and Aid Coordination, and the Policy Research Division of the Ministry of the Public Service.
55. The Contractor will develop meaningful partnerships with local organisations and individuals that have the requisite skills and resources. Individuals and organisations should be included in capacity building opportunities as can be arranged. The Contractor can identify local representatives with a research interest who could benefit from exposure to (and engagement with) the initial iterative and interpretive component of analysis and includes participation and/or capacity building of local or regional institutions.

⁹ The 2009 Census, when analysed, will reveal a significant increase in the population, so the number of questionnaires necessary for a national statistically significant survey will increase to reflect the new population estimates.

56. These institutions include the Honiara campus of University of the South Pacific (USP) and potentially the Papua New Guinea National Research Institute (NRI) might also be considered as a resource.
57. The primary focus of the Contractor will remain the development, implementation and reporting of the SIG RAMSI People's Survey. This includes providing capacity building activities, where possible, to SIG staff. Where the opportunity presents itself, local NGOs, such as Transparency Solomon Islands, could be included as parts of a Contractor's strategy to better engage with (and build capacity in) local research and technical survey expertise.

4.4 Description of the People's Survey Activity

58. The People's Survey itself is embedded within the SIG RAMSI Partnership Framework. Key stakeholders from the SIG, RAMSI, international donors and NGOs have strongly endorsed the proposed future direction of the SIG RAMSI People's Survey. The People's Survey will directly support the Framework, playing an important role in providing a mechanism for agreed information gathering and for the broad monitoring processes.
59. In addition, the People's Survey has potential to provide additional information and perceptions to a broader set of stakeholders outside of the SIG RAMSI Partners, including for other donors and for local NGOs.
60. The new SIG RAMSI People's Survey exists to meet the information needs of both SIG and RAMSI, the spirit of which is reflected in the Aim and structure of the three Objectives below:

- Aim:** *The Aim of the People's Survey is to support SIG and RAMSI reporting and decision-making aligned with the Partnership Framework through the annual capture of both community and public servant perceptions and attitudes on key development, capacity and social issues.*
- Objective 1:** *To engage annually with SIG, RAMSI and other key stakeholders to identify ongoing (core) and contemporary People's Survey topics about which timely, valid information is needed to support the SIG RAMSI Partnership Framework and needs of key SIG Ministries.*
- Objective 2:** *To implement the People's Survey using ethical standards, capturing high quality data from representative samples of citizens, public servants and others across Solomon Islands to provide insightful, integrated analysis against identified topics.*
- Objective 3:** *To prepare and disseminate integrated, targeted reports of People's Survey results and outputs to key SIG and RAMSI Partners, using methods and media customised to support evidence-based decision making and individual agency planning needs, as well as for providing broad feedback to Solomon Island citizens.*

5 IMPLEMENTATION ARRANGEMENTS

61. A detailed list of People's Survey activities and draft timing has been developed as a detailed Task List and Draft Implementation Schedule, included as Annex 3. The following sections provide further clarification on proposed new approaches, methods and the expectations for the management and implementation of the SIG RAMSI People's Survey
62. The Contractor will need to become very familiar with the history and context of RAMSI's deployment in Solomon Islands, as well as the perceptions of the People's Survey. The following documents and data sources are all significant contextual inputs to the construction of qualitative and quantitative questions. This list of documents should be taken as a starting point, as part of the Contractor gaining the required insight and understanding of the past and present context.

63. **Reports and Documents** to be consulted by the Contractor, in order to familiarise all foreign and local staff with the context, sensitivities, RAMSI history and the contemporary background. The documents include:
- o SIG-RAMSI Partnership Framework;
 - o SIG-RAMSI Performance Matrix;
 - o SIG Foreign Relations Review Committee Report (late 2009);
 - o SIG Medium Term Development Strategy 2008-2010 and associated performance reports, reviews and updates;
 - o RSIPF's Strategic and Business Planning documentation;
 - o RAMSI Briefing Manual (Prepared by RAMSI Public Affairs for new staff);
 - o Report of Independent Review of the People's Survey (2008);
 - o Historical People's Survey Questionnaires, Summary Reports and Full Reports (2006, 2007, 2008, 2009).
64. **Other Data Sources:** There are many other surveys being conducted in Solomon Islands by the SIG, donors and NGOs. All such surveys with a statistical sampling base are under the auspices of the NSO. Some of these surveys are conducted by the NSO (e.g. 2007 Village Resources Survey), with others conducted by donors (e.g. UNICEF). Part of the reason for the Contractor to engage with donors and NGOs in the participative workshops (see Section 5.1) is to identify other information sources, minimise any potential duplication, and avoid survey fatigue for Solomon Island citizens.
65. Other available data sources can also provide useful contextual inputs. As an example, the NGO Solomon Islands Development Trust (SIDT) has been producing a Solomon Islands Government Scorecard for 20 years, asking citizens to rate the current government on the four fundamental areas of health services, education opportunities, resource assistance, and availability of money. The latest Scorecard survey is underway in late 2009.
66. **The Legal standards:** The Solomon Islands Statistics Act (Cap 54)¹⁰ sets the legal framework for all surveys to be conducted in Solomon Islands. In terms of its relevance to the People's Survey, the Act is primarily concerned with protection of the rights of respondents, particularly in relation to publication of outputs. It is the Contractor's responsibility to be fully aware of (and compliant with) the provisions of this Act, and any other relevant SIG legislation.
67. **Working with the NSO** as an important stakeholder in the process of the People's Survey. The NSO should be consulted early on with respect to complying with the Statistics Act, accessing their technical assistance (e.g. identification and details of the Enumeration areas to be targeted), accessing logistical assistance (e.g. printing of survey instruments, access to NSO vehicles/boats etc.), as well as planning for their long-term custodianship of the People's Survey data.
68. **Upholding appropriate ethical practices** is essential and fundamental to the conduct of the People's Survey. The Contractor will need to be familiar with, and demonstrate, the practical application of appropriate ethical codes, such as those set out in the 'National Statement on Ethical Conduct in Human Research'¹¹ developed jointly by the National Health and Medical Research Council, the Australian Research Council, and the Australian Vice-Chancellors' Committee. This document, published in 2007, is the primary resource for ethical research in Australia, and should form the basis for the Contractor's operations. The ethics document sets out principles, introduces key themes in the ethics of research (integrity, beneficence, and respect), and provides guidelines for practice, from the perspectives of both research methods (e.g. qualitative data capture and

¹⁰ Solomon Islands legislation can be accessed through the Pacific Islands Legal Information Institute (PacLII), which is an initiative of the University of the South Pacific School of Law. The Statistics Act (Cap 54) link is http://www.pacii.org/sb/legis/consol_act/sa150/

¹¹ Available at <http://www.nhmrc.gov.au/publications/synopses/e72syn.htm>

storage) and participants (e.g. young people, people in dependent or unequal relationships, people from other countries).

69. Significantly, it also sets out research governance procedures to help ensure ethical research practices are adhered to. Appropriate ethical clearance consistent with governance procedures, should be part of the Contractor's processes. If an Australian University is involved in the conduct of the People's Survey, then such clearance would likely involve assessment by the local Human Research Ethics Committee.
70. If a University is not awarded this SIG RAMSI People's Survey contract, the Contractor will need to clearly demonstrate that appropriate alternative ethics measures are in place.
71. **People's Survey Promotion and Representation:** Ensuring that the new People's Survey is seen to be a close SIG-RAMSI partnership is important for the validity, engagement, and ongoing utility of the data captured through the People's Survey. The Contractor staff will need to liaise closely with the SIG and RAMSI Public Affairs Units to facilitate dissemination of data and outcomes, reflecting an expanded number of SIG RAMSI People's Survey partners. The Contractor could also access local expertise and their views on ways to expand opportunities for more a comprehensive set of dissemination activities.

5.1 Implementation of Objective 1: Development of the People's Survey

72. Within the SIG RAMSI Partnership Framework (taking into account priorities of key SIG Ministries) the participatory workshops will identify core and contemporary topics that help identify public opinion of change within key areas of reform. Potential groupings for these participative workshops are shown below in Figure 5.
73. While the SIG-RAMSI Secretariat will provide the ultimate approval / endorsement of the questions, a key difference between the historical People's Surveys and the new SIG RAMSI People's Survey is that both SIG and RAMSI representatives will have much more inputs in determining the topics identified, the form of questions asked and the forms of reporting. Gaining this "buy in" may prove difficult during the initial phase. As previously mentioned, key SIG and RAMSI stakeholders and staff in both SIG and in RAMSI are often pressed for time and it may be difficult to attract them to the workshops.

The diagram on the following page indicates the workshop potential groupings and structure, to reflect the information and data needs of the three RAMSI Pillars.

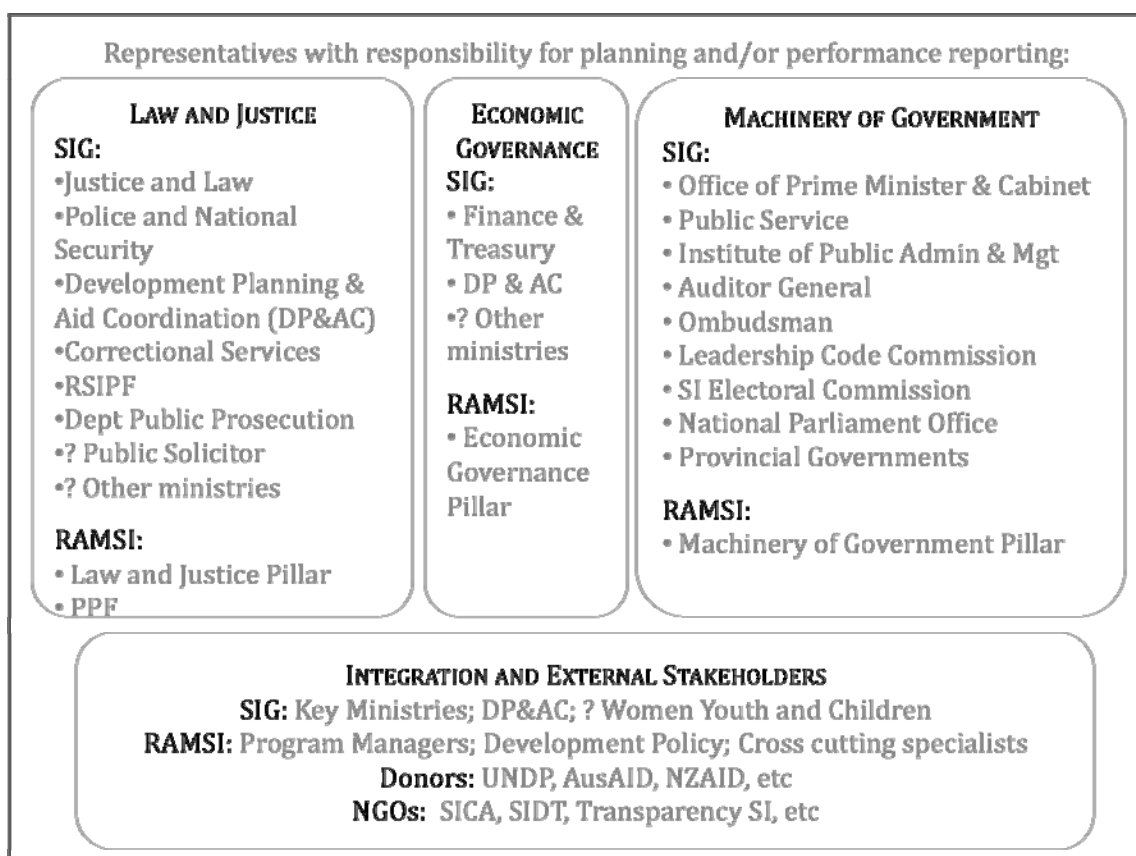


Figure 4. Potential workshop grouping for topic identification, respondent identification, data needs and preliminary planning for dissemination and use.

74. A set of core topics will be defined in 2010, the first year of the new People's Survey. A comprehensive, effective workshop process will be required by the Contractor, to enable SIG and RAMSI to jointly exercise this control. Some historical core topics will come through from the existing People's Survey.
75. New contemporary topics will be defined each year through the workshops. For each successive year, the workshops and engagement can focus on emerging or contemporary topics, as well as a brief review of the core topics carried forward from previous years.
76. The Contractor will liaise with the SIG-RAMSI Secretariat (of the Joint Performance Oversight Group) to best identify preliminary contacts for the relevant SIG RAMSI partners for the workshops. These preliminary contacts will help to identify organisations and workshop participants. Two things limit the scale - the resources to conduct the People's Survey are finite, and respondents' time is precious and needs to be invested wisely. Careful selection of appropriate areas of focus for the People's Survey will be critical. Because the People's Survey will address only some components of the SIG-RAMSI Partnership framework, only some parts of each of the SIG-RAMSI Pillars need be involved, so careful selection of participants is necessary.
77. Workshop participants will have responsibility for planning and/or performance reporting that would benefit from the type of information potentially available from the People's Survey i.e. those with a significant stake in the data as well as strategic oversight of the work of their agency/division. Workshop participants will therefore likely be middle to senior staff with line responsibilities for management or the delivery of services.
78. As previously mentioned, the Contractor will need to provide forward notice of the workshops and to encourage attendance of key representatives. As much as possible, the workshops should be timed

and managed in a way that minimises any inconvenience to SIG and RAMSI stakeholders, focusing on the key issues so participants are not absent from their work for extended times.

79. The Contractor will plan and conduct the participative workshops. There will be a minimum of 4 workshops in this phase: three that will be aligned with each RAMSI Pillar and a fourth that will deal with the cross cutting issues and with other key stakeholders. The final number and composition of the workshops will be decided in consultation with the SIG and RAMSI, to ensure that a representative number of people are able attend. The four workshops are a crucial part of identifying the priorities, data and information required from the People's Survey.
80. The Contractor will be responsible for leading the workshops and will arrange a venue, workshop materials and provide any other associated costs. If possible, the venue will be located in an appropriate agency or institution (e.g. a USP building) so that it is clearly identified as an activity that encourages technical and professional inputs from SIG and other local stakeholders.
81. The participatory workshops have the following four primary objectives, reflecting the three primary architectural elements of the People's Survey, as well as for preliminary planning for the dissemination and use of the People's Survey information:
 1. Identify and prioritise ongoing/core and contemporary topics of interest;
 2. Match the topics with qualitative or quantitative approaches;
 3. Identify appropriate groups and ranges of respondents (citizens, public servants, other groups; geographical coverage);
 4. Identify how information will be used, leading to what nuances are important for the development of questions as well as what forms of analysis, interpretation and representation of the results will be most effective.
82. In the workshops, important balances and trade-offs will be discussed and priorities decided within each group, as the data requests will likely exceed available resources and practical limitations (e.g. total number of questions in the quantitative survey). The Contractor will have the expertise and leadership to guide development of these priorities as part of achieving a suitable number of questions from each Pillar and linking these into the Performance Matrix. The cross cutting issues will be addressed at these workshops, so that the three priorities (advancing gender equality: anti corruption: and capacity building) are each mainstreamed across the Pillar programs and SIG initiatives that are being implemented. In this way the Pillars and SIG will have the opportunity to share experiences and ensure that their proposed questions are able to provide data, information and insights relating to better addressing cross cutting issues through forward planning and improved monitoring.
83. Following the three Pillar workshops, the Contractor will undertake the technical task of identifying sample locations (statistically representative and/or purposive samples as appropriate) designing methods and drafting the qualitative and quantitative questions to meet the priority information needs of participants. Some questions from previous surveys will remain (i.e. where there is interest in longitudinal information). The draft questions and People's Survey methods will be progressively developed until appropriate quantitative and qualitative instruments are ready for final consideration.
84. In drafting the quantitative and qualitative questions, the following principles are consistent with good practice and must be carefully adhered to. Achieving these principles in practice requires close consultation with SIG and RAMSI program staff, as well as a strong awareness of the local context and culture:
 - o **Phrase questions** to ensure that any false or misleading question responses / options are excluded. The findings of a recent SIG Foreign Relations Review Committee hearings into RAMSI demonstrated that there is still much confusion in Solomon Islands communities about

the role of RAMSI, with many Solomon Islanders believing that RAMSI's role is much larger than it actually is. People's Survey questions should avoid further muddying these waters, and instead aim to clarify the public perceptions of RAMSI's role in relation to the SIG and the community.

- o **Phrase responses** to provide information that can support program change and interventions. For example, a question that asks why the respondent did not pursue a criminal matter, and gives 'cost' as a possible response, is unhelpful because cost could be the actual cost of transport to get to court; the potential cost of preparing the case; or perceptions about bribes etc.
 - o **Avoid repeating questions** that have been asked elsewhere, including in other surveys. Include, as required, a broad 'Most Significant Change' (MSC) question, such as the most significant change in their community in the last year. There is strong SIG and RAMSI support for this type of broader question, because it could reveal meaningful new topics and useful new information. MSC is extremely valuable, and rather different to a survey, since it is essentially open-ended and is usually accompanied by a gradual sifting process by people involved in a program¹². Its use in this context will need to be carefully thought through by the Contractors and SIG-RAMSI partners. An MSC question could be asked of individuals at the completion of the quantitative interview, or of groups during the discussions. Or, it may be used for a single purpose, such as by the Ministry for Public Service in focus groups with its staff around the impact of RAMSI's MoG work. Decisions on where the MSC question is asked (in interviews or discussion groups) and how responses are analysed (such as locally sifted or remotely analysed) has significant implications for training of Enumerators and Facilitators and for the resources allocated to data capture, entry, and analysis.
 - o **Language is critical** in the structure of questions and particularly sensitive for gender-related questions, such as those regarding local leadership. In addition, the language capabilities of respondents need to be carefully considered. The Contractor needs to be aware of (and responsive to) this reality. Local social researchers confirmed during this design that all Solomon Islanders will speak their local dialect; most younger Solomon Islanders will speak Pijin; some older Solomon Islanders will not speak Pijin, and only some Solomon Islanders speak English. In addition, the number of words in Pijin is far fewer than English and meanings do not necessarily translate, particularly meanings associated with technical use of terms in SIG RAMSI programs. Translation and back-translation is therefore essential between English and Pijin, and should be overseen by a native Pijin speaker who is familiar with the SIG RAMSI programs
85. A final workshop could then be organised. This workshop has a different focus from the three primary workshops. It will take a broader view of the People's Survey, ensuring internal consistency across the instrument, overarching alignment with the Partnership Framework, and ensuring that the cross-cutting issues embedded in the RAMSI programs are appropriately represented (e.g. in terms of ongoing core and contemporary topics, the mix of quantitative and qualitative approaches, and the most appropriate respondents), as well as minimising duplication between the People's Survey and other SIG or donor-funded surveys.
86. Participants in this final workshop therefore should include those with broad responsibility for the People's Survey through the SIG-RAMSI Secretariat, RAMSI Development Policy, the three SIG RAMSI Cross Cutting issues (Anti Corruption; Advancing Gender Equality; Capacity Building). Other stakeholders here might include donors and NGOs with a broad interest in and potential to contribute to, and benefit from the People's Survey and its outputs.

¹² For details on how MSC is generally applied, see <http://www.mande.co.uk/docs/MSCGuide.pdf>.

87. The Contractor will finalise the instruments and the sampling locations immediately following the cross-cutting workshop.
88. At this stage in the survey cycle, the Contractor will also need to design the form itself to be consistent with the data entry process. Automatic scanning is being trialled in the 2009 Solomon Islands Census. Automatic scanning has implications for the design and structure of the questionnaire form. People-based data entry has different design requirements. Either way, the primary intention should be to maximise data quality by designing the questionnaire form so that it is efficient and effective for both the interviewer (Enumerator) and the data entry process. Use of colours and best practice information design principles is required.
89. A final accountability check is required, so the Contractor will provide the final draft instruments, samples, and provincial coverage to the nominated representative of the SIG RAMSI Secretariat for any comment and final clarification (e.g. one SIG and one RAMSI representative from each of the focal areas). Once this feedback has been received and any agreed changes made, the Contractor will provide the final draft People's Survey instrument to the SIG-RAMSI Secretariat for final approval.
90. On receiving approval, the SIG RAMSI People's Survey instrument and sampling methodology will be complete, with a copy provided to those key representatives and partners who were associated with the workshops.
91. In subsequent years, participative workshops will have the same objectives, but the focus will be on determining the contemporary and emerging topics, with only a brief review required for the ongoing topics.
92. The workshops will continue to refine the respondent types and coverage, as well as modifying the analysis, interpretation and reporting in order to enable better use of the People's Survey results in SIG and RAMSI reporting, planning and decision-making.

5.2 Implementation of Objective 2: Data Capture

93. Small pilots of the approved People's Survey instruments should be undertaken to confirm the validity. This could be incorporated as part of the training program provided by the Contractor for the Enumerators and Facilitators.

5.2.1 Enumerators and Facilitators

94. Recruiting of local men and women Enumerators and Facilitators is best undertaken by placing advertisements in local newspapers and local radio (particularly Solomon Islands Broadcasting Corporation and PaoaFM). Enumerators have quantitative skills and experience, and Facilitators have qualitative skills and experience. Enumerator and Facilitator profiles need to match respondent profiles i.e. the group of Enumerators and Facilitators needs to include roughly equal numbers of women and men and older and younger Solomon Islanders.
95. Engaging women in the Peoples Survey as Enumerators, Supervisors and Facilitators has the additional advantage of providing income opportunities, as well as skill formation and improving their resume and experience.
96. Importantly, the People's Survey provides an opportunity for women to directly engage with the community, leaders and with government, strengthening their prospect for future employment and enabling them to better understand the options and employment / development opportunities available to them into the future.
97. Where possible, matching the Enumerators and Facilitators to their home geographical provinces is also preferable, because of the obvious advantage of their capacity to speak the local dialects. They would all need to be fluent in Pijin and English. The applicants should be filtered through a

preliminary assessment process to ensure that those who are successful have the knowledge and skills to perform the work.

5.2.2 People's Survey Training

98. Separate training will be developed by the Contractor for Enumerators and Facilitators, reflecting the different approaches and skills required for gathering the two types of information.
99. The training must also include appropriate information on environmental concerns; personal health and safety; the standards and ethics expected, as well as on risk management. Enumerators may also be Facilitators if they have the experience and skills. There may be some overlap between the two types of training, since Enumerators may ask a small number of open-ended questions that need to be properly captured.
100. From the previous People's Survey implementation, the training materials that have already been developed and delivered will be made available to any new Contractor. These training materials should be reviewed and revised in the light of changes in the People's Survey outlined in this document. In any event, the previous training has largely focused on Enumerators, so additional training for Facilitators on the application of high quality qualitative methodologies (facilitation, data capture, recording, transcription, preparation for analysis) will also be developed and provided.
101. The likely duration of each training program in Honiara is one week. The number of Enumerators (likely 60-80) means that the program may need to be run twice. The program for both Enumerators and Facilitators should include simulations that can provide constructive feedback on realistic data collection methods and activities (i.e. mock or pilot interviews and structured discussion groups). Training structure and delivery must encourage a deep approach to learning, rather than a surface approach.
102. The Contractor will also develop an assessment process, used to select only those Enumerators and Facilitators who have developed high calibre skills and will be contracted for the People's Survey itself. From this group, supervisors should then be selected and receive appropriate further training. A good team ratio is 4 Enumerators / Facilitators (representing older and younger men and women) to one Supervisor.

5.2.3 People's Survey Staffing

103. A draft summary of the proposed staffing structure and the numbers of local staff is included as Annex 2, together with a summary of the management responsibilities of the senior People's Survey staff. The responsibilities of the People's Survey Manager; the Supervisors; the Enumerators and the Facilitators are included below.
104. The **In-country People's Survey Manager** would be responsible for (as a minimum):
 - o Managing the Supervisors;
 - o Allocating People's Survey Enumerators and Facilitators to the Enumeration areas;
 - o Provisioning Enumerators and Facilitators (e.g. funds, wages and disbursements) as well as small token gifts such as drinks to share with structured discussion group participants; the printed People's Survey instruments; first aid kits; where appropriate life vests etc;
 - o Developing a reasonable work schedule e.g. the People's Survey teams will generally need to spend two nights in one location: i.e.
 - Day 1: travel, arrive, find accommodation, identify respondents, set times and locations for interviews and discussion groups;
 - Day 2: conduct interviews and discussion groups;

Day 3: check, organise and update records then travel to next village. The Facilitators' schedules need to allow time to make notes from the outcomes of the structured discussion groups within around a day of their occurrence;

- o Ensuring quality systems and protocols are in place to track and manage raw People's Survey data (including, e.g., being able to trace data entry processes). Ensure that the raw People's Survey data has adequate back-up and is securely stored.

105. The **Supervisors** would be responsible for (at a minimum):

- o Ensuring the safekeeping of People's Survey instruments and records at all times;
- o Visiting villages in Enumeration areas in advance of the People's Survey team, to meet with (and gain the cooperation and support of) the local village / community leaders;
- o Monitoring the safety and well-being of their assigned group;
- o Managing/oversight of travel logistics – e.g. finding and procuring boats for transport, liaising with NSO suppliers for boats, sourcing local accommodation;
- o Monitoring the workload and schedules and to make decisions (as required) in case of extreme circumstances, including natural disasters or other severe constraints.

106. The primary responsibilities of **Enumerators** would include (at a minimum):

- o Identify a set of willing men and women respondents that match the required People's Survey profile. Gender splits are essential across the groups and also age splits are strongly preferred for carrying out the interviews and the questionnaire;
- o Approach potential respondents, procure their informed consent, undertake the People's Survey activities in a private and confidential location where possible, faithfully complete the questionnaire, which would include complete transcripts of open answer responses;
- o Check the questionnaire responses for any errors/omissions, (in cooperation with the Supervisor) then prepare the completed questionnaire for transport to Honiara;
- o Keep the Supervisor informed of progress, issues or constraints that may require attention;
- o Where appropriate, undertake the preliminary audit and complete the data entry in an accurate manner.

107. The **Facilitators** would be responsible for (at a minimum):

- o Identify a set of willing respondents that matches the required profile. Gender splits are essential across the groups. Age splits are strongly preferred;
- o To approach potential respondents, procure their informed consent, identify a quiet location, provide a small token to share with the group e.g. drinks, facilitate and digitally record the structured discussion, ensure participation of the whole group;
- o Immediately afterwards, check quality of the recording and prepare notes in Pijin or local dialect of main topics;
- o As soon as possible, and preferably within a day or two, electronically transcribe the recording directly from Pijin into English, using a structured template
- o The Facilitators must keep the supervisor informed of progress and of any issues that may have an impact on the People's Survey or its outcomes;
- o In Honiara, (or sooner where possible) translate transcripts into English and appropriate electronic form, ready for analysis.

108. Data auditing, entry, and cleaning should start as soon as practicable following its capture. Appropriate quality control protocols must be in place and used. The Enumerators and Facilitators should be also adequately remunerated for the data processing and entry and a "piece-work approach" to payment may be beneficial i.e. payment on the basis of the number of quantitative questionnaires or structured discussion group reports correctly entered.

109. If possible, the venue for data entry should be an appropriate local agency or institution (e.g. a USP computer laboratory in Honiara). Analysis and interpretation of qualitative and quantitative raw data needs to occur in an integrated fashion. That is, once preliminary quantitative results are available, the Contractor should review this in combination with preliminary nodes and outcomes of the qualitative analysis, including the analysis of the most significant change responses, and reflect on how well the information matches the needs outlined in the participatory workshops.
110. Subsidiary, appropriately nuanced analytical questions should be devised with the data further analysed on this basis. The goal of the analysis and interpretation is to integrate qualitative and quantitative results to identify firm conclusions that are meaningful for the key stakeholder groups. Good practice must be adhered to, so exceptions to dominant themes (for example) should be reported. Data should always be reported as gender and age-disaggregated, even where there are no significant differences.

5.3 Implementation of Objective 3: Analysis and Dissemination

5.3.1 Analysis

111. Statistical analysis of the quantitative questionnaire outputs should be undertaken with an appropriate software package, such as SPSS. Structured analysis of the qualitative data should also be undertaken with an appropriate software package, such as NVivo. The Contractor must have ready access to computers with adequate processing power. The quantitative and qualitative data sets for the People's Survey are very large, and both SPSS and NVivo will require high processing power for the analysis.
112. Data auditing, entry, and cleaning should start as soon as practicable following its capture. Appropriate quality control protocols and templates must be in place and used. Appropriate structures to stratify samples for analysis must be maintained, such as being able to subdivide structured discussion groups on the basis of gender, age, location, etc. If Most Significant Change questions are asked, then a separate analysis of this data may be required. If possible, the venue for data entry and preliminary coding should be an appropriate local agency or institution (e.g. a USP computer laboratory in Honiara).
113. The Enumerators and Facilitators should be also adequately remunerated for the data processing and entry (e.g. a typical allowance is 3 hours to transcribe 1 hour of discussion group recording) and a "piece-work approach" to payment may be beneficial i.e. payment on the basis of the number of quantitative questionnaires or structured discussion group reports correctly entered.
114. Coding of qualitative data needs to be carefully managed. A descriptive coding frame that reflects the theories and topics nominated in the workshops should be developed by the Survey Director, and used to underpin the coding training session. A team of people will be needed to do the coding. Coding requires intense concentration and clear attention, so it is best to schedule staff for 4 hour sessions only, rather than whole day sessions. Appropriate data reliability checks must be undertaken, such as random checks on coding by an experienced researcher. Not all structured discussion group transcripts will need to be coded – the extent of descriptive coding should be determined iteratively i.e. code and analyse and code further transcriptions until saturation is reached i.e. until no new descriptive codes arise.
115. As analysis of qualitative data progresses beyond descriptive coding to pattern coding and interpretation, analysts need to look for and note the new relationships that will emerge in the data, especially the 'dissenting views' - those that are outside the original descriptive frame.
116. Quantitative data also needs careful attention. Data entry processes need to be carefully structured. The 2009 Solomon Islands Census will trial scanning completed census forms directly as a data entry mechanism – the Contractor may choose this method, which has implications for the design of

the form, or they may choose a conventional people-based data entry process. Either way, the entered data will need to be subjected to at least two kinds of basic checks: random checks on accuracy of entry procedures i.e. are the answers on the forms being entered correctly, and systematic checks on coding i.e. are their errors on the form and if so, are these errors nullifying the data. These checks should be performed in parallel with the data entry so that errors and omissions can be rectified immediately.

117. The quantitative data will likely need to be 'cleaned' i.e. suspect and invalid responses need to be identified and removed prior to analysis.
118. Initial analysis of quantitative data should then be performed, stepping through each question and reporting gender and age responses, and beginning cross-tabulations between related questions.
119. Analysis and interpretation of qualitative and quantitative raw data needs to occur in an integrated fashion. That is, once preliminary quantitative results are available, the Contractor should review this in combination with preliminary nodes and outcomes of the qualitative analysis, including the analysis of the most significant change responses if appropriate, and reflect on how well the information matches the needs outlined in the participatory workshops.
120. Subsidiary, appropriately nuanced analytical questions should be devised to guide the further analysis of quantitative and qualitative data. The goal of the analysis and interpretation is to integrate qualitative and quantitative results to identify firm conclusions that are meaningful for the key stakeholder groups. Good practice must be adhered to, so exceptions to dominant themes (for example) should be reported. Data should always be reported as gender and age-disaggregated, even where there are no significant differences.

5.3.2 Reporting, Dissemination and Use

121. Short, targeted People's Survey reports that integrate quantitative and qualitative results and interpretations should be prepared for each major group of stakeholders (i.e. the three Pillars) that draw together the primary results for that group, and present them in ways that are accessible and meaningful for their processes on the basis of what they proposed in the participatory workshops.
122. An overarching report should be prepared that brings together all the analytical outcomes of the questionnaire and the discussion groups, and provides the details in Appendices. The data and information from the People's Survey will be used for RAMSI Annual Performance reporting cycle. Each of the three pillars and the cross-cutting issues includes indicators that are taken from the People's Survey and related to the Performance Matrix. Therefore it will be imperative that **the Contractor provide the final Survey reports and data to the SIG-RAMSI Secretariat by (at the latest) the middle of November** each year.
123. The Contractor will liaise with the SIG and RAMSI Public Affairs Units to participate in a launch of the People's Survey results. Responsibility for the costs and logistics of the launch rest with SIG and RAMSI. The Contractor's responsibility is to prepare appropriate presentations and to participate (if requested) in any promotional activities
124. Giving something back to the people who gave their time to participate in the People's Survey demonstrates respect and reciprocity. The most useful approach is probably to identify and document stories for the media, particularly for the radio, since this is the principle means of communication outside Honiara.
125. The Contractor is responsible for drawing out stories from the SIG RAMSI People's Survey that have the potential for this kind of medial communication. The Contractor should liaise closely with the SIG and RAMSI Public Affairs Units to identify such stories and mechanisms for their publication and dissemination.

126. Primary data, including appropriate documentation of its structure and content (i.e. protocols for file names, dates, locations, data entry people), should be delivered to the NSO.

5.4 People's Survey Logistics

127. Solomon Islands represents a most challenging environment for travel, logistics and forward planning. The travel required for the Supervisors, Facilitators and Enumerators to complete the People's Survey will include air, ferry, small boat, car and (sometimes) walking. To reach the villages in the outer provinces will require careful planning and back up, so that the wellbeing of the staff is protected and the People's Survey is completed on time.
128. The In-Country People's Survey Manager will take prime responsibility for the logistical arrangement which include travel, accommodation, venues, allowances, salaries and back up. The In-Country People's Survey Manager will maintain contact with the People's Survey Director as appropriate, especially if there are any major issues or constraints that will have an impact on the People's Survey process.
129. As is required, the People's Survey Director will advise the SIG-RAMSI Secretariat if there are any major logistical, political, security or operational issues during the People's Survey implementation
130. There is an uncertain logistical environment in Solomon Islands, where (for example) sudden changes in weather conditions can delay or cancel the arranged air, ferry or small boat travel to the provinces. The In-country Manager will have in place back-up arrangements so that the staff have options available to them and are in a position to communicate any delays or changes to their schedules.

5.5 Addressing RAMSI Cross Cutting Issues

5.5.1 Capacity Building

131. As mentioned in section 4.2, the Contractor shall propose and implement an approach that responds to the long term local capacity building needs of Solomon Islands, especially in the area of research methods and research data. The SIG and other representatives will also benefit from exposure to preliminary data analysis.
132. In addition, the involvement of local consultants in the workshops and in finalising the People's Survey instrument will further support local capacity building in relation to conducting and documenting research, providing knowledge and skills that are transferable to other (similar) activities.

5.5.2 Gender

133. The Contractor will provide a team where women and men are involved in planning, decision making and leadership of the People's Survey. The composition of the People's Survey management as well as the operational elements will model good practice. Women will be provided an equal opportunity to guide the development of questions, to ensure that the instrument is suitable for gathering agreed information that reflects the views of men and women.
134. While the existing People's Survey included gender and gender issues in some questions, the data and trends were not easy to access in the available reports, and some questions appeared to lack gender sensitivity. While the Survey interviews and focus groups were conducted in a manner sensitive to the importance of gender and age appropriateness, gender disaggregation of data could have been better managed and reported for all questions. Links between the quantitative and qualitative data was also limited, so that cross-tabulation was not possible.

135. Future SIG RAMSI People's Surveys will use gender sensitive language, and results will be gender disaggregated, providing stakeholders and Partners with unambiguous information, in ways that identify gender-specific issues or circumstance.

5.5.3 Anti-corruption

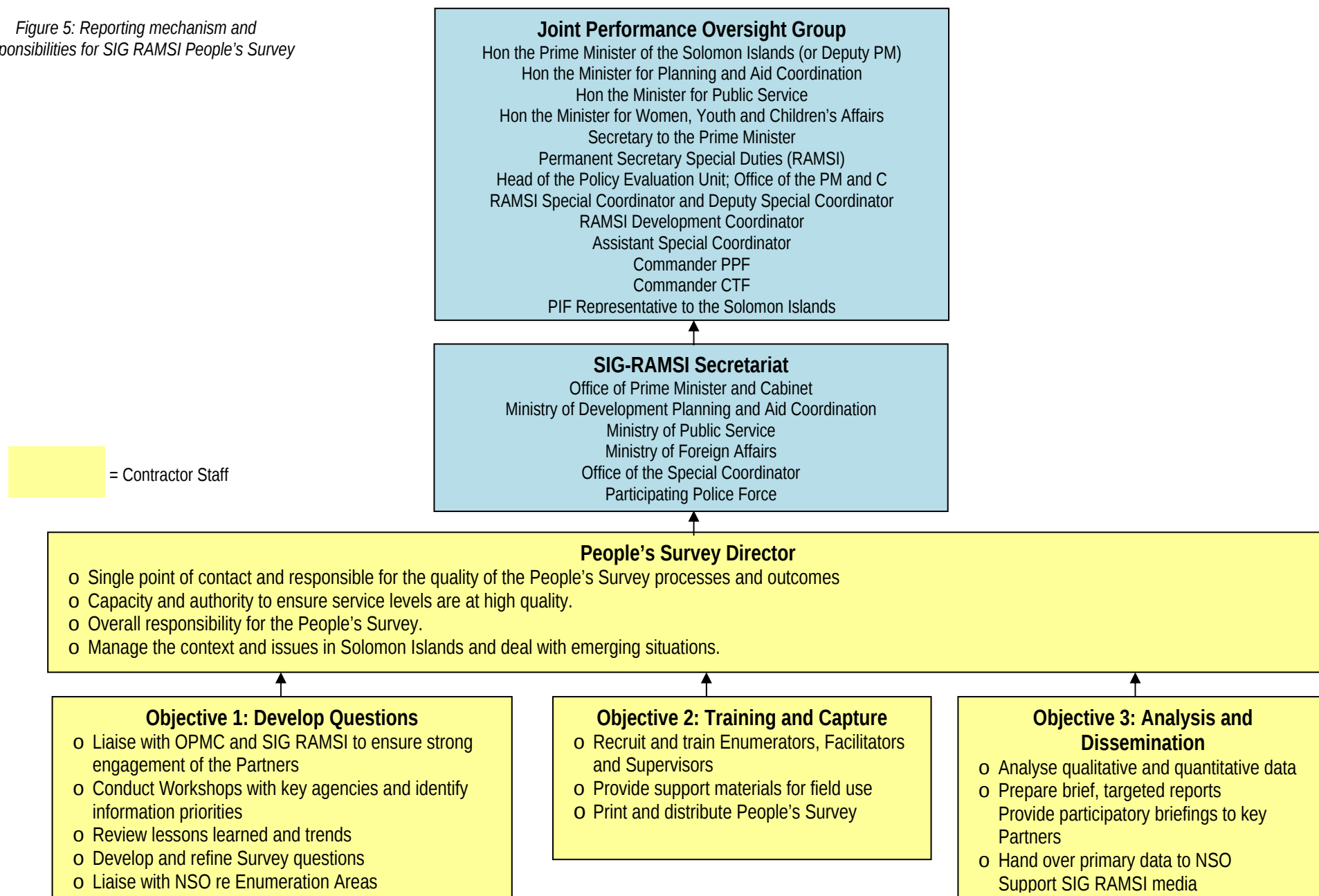
136. The People's Survey will operate in a transparent manner and will provide information that is, as much as possible, free from any form of bias or interference. Management of the People's Survey will reflect good financial practice and model good governance, in the selection, contracting and treatment of local staff and consultants.
137. The Supervisors and Enumerators will be briefed to maintain an awareness of the potential for any local interference in any of the quantitative or qualitative responses. This will include taking into account (and being sensitive to) the complex social and cultural issues that surround traditional forms of leadership in Solomon Islands. The Contractor will liaise with appropriate SIG and RAMSI partners in relation to the role of traditional leadership.¹³

5.6 People's Survey Management and Reporting

138. The People's Survey will be managed by a Contractor, using staff having the required skills, knowledge, qualifications and technical support to complete the work within the required time. The three Objectives (below) highlight that the People's Survey is more than the data itself and instead involves all the elements of quality data cycles (refer to Figure 4).
139. It requires professional and technical staff with specific expertise and the capacity to engage with senior people from SIG, RAMSI and other key stakeholders. Where possible the Contractor should engage with Solomon Islands institutions and expertise for the delivery of the People's Survey outcomes. This includes engaging with (for example) the USP Campus for the venue and expertise for the training of Enumerators. A draft summary of the anticipated staffing required, including a description of responsibilities of the key management and field personnel, is included as Annex 3.
140. The capacity building aspect of the SIG RAMSI People's Survey should also involve the Contractor working with qualified local and regional individuals or organisations that have strong experience and expertise in the development and management of national surveys.
141. The Contractor will nominate a single point of contact who will report to the SIG-RAMSI Secretariat. The Contractor's representative will have the professional understanding of the People's Survey process, the seniority to fully represent the Contractor, and be able to make decisions and allocate Contractor resources to complete the Survey. This is flexibility is important in relation to working effectively within the existing and emerging context in Solomon Islands.
142. The Contractor will also have ongoing access to the hardware and software that is required for the People's Survey data analysis, as well as the systems and tools that ensure that the People's Survey data is secure, well analysed and accurately reported against.
143. The diagram on the following page outlines the Reporting mechanism and responsibilities for SIG RAMSI People's Survey.

¹³ As an example, the PPF are piloting initiatives that relate to traditional leadership and would be in the position to provide good insights for the Contractor's Survey management staff.

Figure 5: Reporting mechanism and responsibilities for SIG RAMSI People's Survey



6 IMPACT AND SUSTAINABILITY ISSUES

6.1 Increasing Impact and Relevance of the People's Survey

144. The context in Solomon Islands, as well as between the SIG and RAMSI, has changed significantly over the past three years and will continue to evolve. To raise the profile, retain relevance and increase the potential impact of People's Survey outcomes, the People's Survey must move on from its existing structure and purpose, into a new phase that best reflects the emerging Partnership arrangements between SIG and RAMSI.
145. The new SIG RAMSI People's Survey design promotes increased engagement of Partners at all stages of the cycle, together with increased targeting of the instrument towards areas of priority interest and concern.
146. The relevance and impact of the People's Survey will be increased through
- o Sustained engagement with SIG RAMSI to identify the priority information and data required;
 - o Better targeting of the People's Survey questions in ways that align the instrument more closely with the SIG RAMSI Partnership Framework and with SIG planning priorities;
 - o Better design of the People's Survey to improve the alignment of the topics with types (qualitative and quantitative) and purposes (monitoring trends or finding insights) of information collected;
 - o Better analysis to meet the needs of SIG and RAMSI, so more structured analysis of qualitative material and stronger linkages between qualitative and quantitative interpretations and analytical questions and outcomes;
 - o Increased focus on dissemination of information to agencies and Partners through better-targeted briefings, providing targeted Survey reports that present outcomes in meaningful ways, and through an annual process of review for topics, questions and outcomes.

6.2 Building Sustainability for Research and Analysis

147. The SIG RAMSI People's Survey exists within a specific Partnership and country context and is a relatively resource-intensive exercise funded through RAMSI. The People's Survey gathers and analyses specific information and data in order to inform systems and structures that are in place as a result of the SIG RAMSI partnership.
148. Within this context, it may be unreasonable to expect that the People's Survey would remain in its present form at the conclusion of RAMSI. However, there is and will be an ongoing need for creating good evidence bases for policy formation and investment decision-making. The process of the People's Survey should assist this long term need.
149. A goal of the People's Survey should be to build both the demand and supply sides of evidence-based decision making. That is, to build SIG's recognition of the need for and value of independent evidence, and to build both SIG's and local/regional researchers/contractors capacity to undertake this kind of research, and to build SIG's capacity to make use of the research outcomes. There are methods and approaches that can build local capacity and better engage with the existing SIG systems and processes.
150. The People's Survey will be designed and managed in ways that can increase the sustainability of the activity and strengthen research and survey data / analytical expertise in Solomon Islands. This will be achieved through an increased emphasis by the Contractor on local capacity building, as well as better aligning the People's Survey to SIG systems and priorities. Wherever possible the Contractor will take the opportunity to build local skills and capacity, in ways that support the development of both the individuals and the local institutions.

7 CRITICAL RISKS AND RISK MANAGEMENT STRATEGIES

7.1 General Risk Management

151. The Contractor will need to have systems and staff in place in Honiara to identify ongoing and emerging risks and the capacity to manage them within a complex environment. This implies the Contractor should make good use of the local (i.e. Solomon Island) expertise and support, so that the potential risks are well identified and understood, including that emerging or sudden risk events (including natural disasters) have already been thought through, discussed and a plan of action developed and documented.
152. The key risks (including the design and risk response) that are associated with the development, management and promotion of the People's Survey are discussed in more detail in Annex 4.
153. A key risk will be the levels of commitment and engagement that are provided by both SIG and RAMSI staff and representatives.
154. In relation to SIG, it is often difficult to attract staff participation in either planning or monitoring meetings, despite a commitment to do so. SIG staff and officers have multiple demands on their time and it is relatively common for individuals not to attend agreed meetings or other for a.
155. In relation to the RAMSI Pillars, there, may be some difficulty in attracting key staff to workshops, or even to demonstrate that the People's Survey has the potential to directly contribute to their planning and monitoring requirements. To some extent, the experience of the PPF can be used as a model to demonstrate how the People's Survey can provide sound data, identify trends and can strengthen opportunities (via the Survey data) for joint forward planning.
156. The following brief summaries outline the major risks that will need to be addressed by the Contractor, as well as (where appropriate) through the SIG-RAMSI Secretariat. The following sections briefly outline the major types of risk to be accounted for.

7.2 Political Risk

157. The social and political situation in Solomon Islands is complex and needs to be understood and appreciated by the Contractor. There are sensitivities in relation to the People's Survey ownership, which needs to be seen to progressively move away from RAMSI ownership and towards SIG RAMSI. This will be demonstrated through the participative workshops and ongoing engagement with senior SIG partners. As well as demonstrating greater SIG engagement, the Contractor will also need to be aware of the sensitivities around the types of questions that are included in the People's Survey, being especially vigilant that there are no questions included that are potentially a cause for SIG or community concern.
158. In addition to the "normal" sensitivities surrounding the People's Survey, there is an additional complication that needs to be factored into the Contractors approach and instrument development methods. The 2010 Solomon Islands national elections will be held in the middle of the year and this may become a period of some uncertainty.

7.3 Security and Health Risks in Solomon Islands

159. Criminal activities in some parts of Solomon Islands occasionally present personal security risks for Contractor staff and for others participating in the People's Survey process.
160. Within two months of commencement the Contractor will develop a Security and Health Summary for use by its staff and contractors. The Security and Health Summary will be a short, concise document (i.e. 2-4 pages) and be in both English and translated into Pijin. The Summary will include key strategies and arrangements, including appropriate methods to protect personal,

physical and organisational security, as well as for the protection of the individual's health (including Malaria).

161. The clear, concise and dual language Summary will be provided to all staff and long / short term consultants as part of their briefing on the security and health constraints and issues. For all external (i.e. foreign) consultants, the Security and Health Summary information will be provided at the time of contracting, so that no person can arrive unprepared in Solomon Islands while working on the People's Survey.

7.4 Risks Specific to Objective 1: *People's Survey Development*

162. Development of topics and instruments will take patience and understanding, especially during the initial year of the new SIG RAMSI People's Survey. It may be difficult to limit the number of topics and / or questions and to achieve the appropriate balance between the various stakeholders.
163. Using participative workshops in a suitable venue in Honiara that each have a clear agenda, will enable new topics, priorities and questions to emerge. These workshops will review the previous year People's Survey and identify lessons learned as well as areas for ongoing improvement. To support this process, the Contractor would also be advised to access the local available expertise in appropriate survey methods, to reduce the risk of poorly developed questions.
164. Respondent fatigue negates data quality, so it needs to be avoided. The best way to do this is to ensure the number of questions is not excessive so that the time taken to complete the People's Survey Interview is reasonable. Also, placing demographic questions at the end of the interview is preferable because it brings the focus to the more important questions.
165. There will also need to be a balance between qualitative and quantitative data and methods, with clear guidelines how best to collect each type of response.
166. There may also be issues associated with the language used and it may be appropriate to develop the questions in Pijin and then translate them into English. Whether the questions are developed in English or Pijin, it will be necessary to translate and back translate the questions with the assistance of a native Pijin speaker who also has in-depth knowledge of the SIG-RAMSI programs and therefore clear understanding of the technical meaning of terms in use in these programs. In addition, the Contractor will be expected to initiate a Quality Assurance process to ensure that the translations are accurate reflections of the discussions and main issues raised.
167. Quantitative and qualitative questions must be reviewed for gender sensitivity e.g., assumptions about gender-based roles.

7.5 Risks Specific to Objective 2: *Capture of the People's Survey Data*

168. It will be a central task to ensure that samples match the purpose of the information. Where trend information is sought, an appropriately representative sample of respondents is achieved, reflecting good practice and allowing for a statistically significant outcome. For responses from citizens, the Contractor will work with the NSO to ensure that the appropriate number of surveys and locations are catered for. For responses from other groups, such as public servants, the Contractor will employ best practice sampling processes in the identification and participation of these respondents.
169. Where the task is to gather insights and illuminate contemporary issues, purposive samples must be identified.
170. There are also key risks associated with travelling and working in Honiara, and the various Provinces to be covered by the People's Survey. The personal security and safety of the Supervisors and Enumerators in the field will be a priority for the Contractor. This will include the provision of a training program that outlines the risks and responses; training in first aid and in the

use of the kit provided; a simple set of emergency procedures in case of a catastrophic event and clear guidelines on the expected conduct of the team and the need for the group to maintain contact and for all members to be aware that they look after each other.

171. The Contractor will also ensure that the teams are provided with adequate materials, funds, backup and briefings, so that each is clear on their role and responsibilities. It would not be acceptable for any Supervisor, Facilitator or Enumerator to be poorly prepared for their role. This risk can be further reduced through inclusion of local staff with experience in the current People's Survey.
172. Because the logistics of travel in Solomon Islands often involves boat travel, special care must be taken to ensure that completed questionnaire forms and structured discussion group records are appropriately packaged in waterproof containers for transport back to Honiara.
173. Data entry is a key step in the process and a key determinant of data quality. Accurate data entry needs to be facilitated through the preparation of appropriate templates, coding frameworks and/or data base structures. Data entry workers need to be trained in the use of these devices, and trained in the pitfalls and implications of poor data entry. Data entry workers also need to be adequately remunerated for their work.
174. Entered data is a precious resource, and needs to be carefully protected and stored. Multiple copies and backups are required at every stage of data capture, entry, analysis, and reporting.

7.6 Risks Specific to Objective 3: *Analysis and Dissemination of People's Survey Outcomes*

175. In the past all of the analysis was carried out in Australia, with little engagement with SIG stakeholders or any local consultants and research specialists. This raises the risk that there will be no residual benefits after the People's Survey is stopped or re-formed at some point into the future. To reduce the risk that few people in Solomon Islands understand the process of quantitative and qualitative data analysis to explore and investigate particular topics, the Contractor will arrange to undertake relevant parts of the data analysis in Honiara. This will enable those with a strong research interest as part of their line positions (including the NSO; PM&C and local consultants) to better understand the processes and to engage with the Contractor's senior staff who are leading and managing the People's Survey.
176. Analysis must match data typologies i.e., representativeness ought not to be claimed from purposive samples.
177. The keys to rigorous qualitative data analysis are structure and transparency i.e., the process of data analysis must be documented and defensible, such that it is transparent to and repeatable by other researchers.
178. There is risk that the results (and reports) of the People's Survey will not be available in time for inclusion in the Annual RAMSI reporting cycle. Each of the three RAMSI Pillars requires information from the People's Survey, for inclusion in their annual reporting. Therefore the Contractor must have the capacity and resources to provide the People's Survey reports and data to the SIG-RAMSI Secretariat in good time. This means the Survey reports are required by mid-November each year. Failure by the Contractor to meet this November deadline would mean that the People's Survey information could not be incorporated into the RAMSI Annual Performance reporting for another 12 months, which is unacceptable.
179. There is a risk that the potential of the data will not be realised. There will be linkages between qualitative and quantitative data, and between core and contemporary topics. Integrating the analysis of these different types and purposes of information will enrich the interpretations, and extend the utility of the outcomes.

180. After the People's Survey analysis is complete, reports need to be prepared. In the past the information was not provided in a form of reporting that was immediately useful and applicable to RAMSI and other stakeholders. For the new SIG RAMSI People's Survey, it will be imperative this risk be reduced or eliminated. The Contractor will support the SIG RAMSI stakeholders through a series of participatory briefings to explore the relevant results and plan how they might be used¹⁴; providing targeted reports; conducting the annual review of the instrument and the questions, as well as making the information and data user friendly and freely available.
181. The Contractor will support efforts to provide feedback to Solomon Island citizens who completed the People's Survey. This will be achieved through supporting both SIG and RAMSI staff through providing information and those case studies that suitable for use (for example) in the regular FM radio broadcasts that are made to those living in the outer Provinces. The Contractor's obligation will be to act in a supportive role to SIG or RAMSI staff, to have on hand Survey summary reports that can be used by SIG or RAMSI to provide feedback to Solomon Island citizens.

8 CONTINUOUS QUALITY IMPROVEMENT

8.1 Applying Principles of Best Practice to the People's Survey

182. Best practice principles for all elements of engagement, qualitative and quantitative survey design, training, data capture and entry, analysis, interpretation, dissemination and use have been articulated throughout this design document. It is the responsibility of the Contractor to ensure these principles are implemented by all members of and subcontractors to the Contractors team.
183. The Contractor will be required to use recognised quality tools for qualitative and quantitative survey and data collection and analysis as part of their approach to self assessment and continuous quality improvement. The Contractor will nominate the quality model that they will self assess against and will provide information and feedback as part of the annual Contractor Performance criteria.
184. The use of these recognised quality tools is intended to ensure that the People's Survey can be benchmarked against accepted standards. The Quality tools will enable the Contractor to reflect on each element of the People's Survey cycle, as part of the continued evolution of its methods and outcomes.

8.1.1 Ethics

185. Ethical conduct is core to the conduct of the People's Survey. Excellent guidelines exist and must be employed (see Section 5 for details). The Contractor's team members must be well-briefed in and committed to appropriate ethical practices.

8.1.2 Joining the Data Cycle

186. Data is only worth collecting if someone is going to do something useful with it. The Data Cycle that underpins this design is premised on the idea that the potential for this to occur is improved if a series of simple steps are followed:
- o Identify the right people to guide the identification of the right information,
 - o Align the type and purpose of the information with the way it is collected;
 - o Ensure the data collection and data entry processes maintain the integrity of the data, analyse the data in ways that extracts stories that will be useful to people;
 - o Present the condensed results in ways that are accessible and meaningful to those who will use the data, then

¹⁴ Checking back on how the results were used for reporting, planning and decision making will be a key part of the preparatory and review workshops that will start each successive round of the People's Survey.

- o Check back and see how it was used, how well the analysis answered the original questions, how well the questions illuminated the original topics, and how they need to be changed.

8.1.3 Reflection

187. The data cycle explained above is in essence an example of reflective practice. A reflective practitioner¹⁵ regularly creates space in their program of work to reflect on what is and working well, what is not working, what needs to change, and how to effect that change. The context of Solomon Islands is rapidly changing, and calls for reflective practice by the Contractor.

8.2 Monitoring and Evaluation of the SIG RAMSI People's Survey

8.2.1 The Base-line

188. The SIG RAMSI People's Survey follows on from four years of previous surveys, with annual historical data and reports available from 2006 to 2009 that will form the base-line in relation to the implementation of the new SIG RAMSI People's Survey.

189. Over the period of the contract, the new SIG RAMSI People's Survey will be able to be compared in two ways against the existing Survey.

190. In relation to survey data, the new SIG RAMSI People's Survey can be reviewed in relation to the historic levels and type of information collected, enabling trend information to be continued and new data and information to be gathered. In this way, the type and extent of data and information can be compared between the existing and new Survey, as part of monitoring the utility and quality of outcomes.

191. In relation to methods and quality measures used, the new SIG RAMSI People's Survey can be compared against the existing practice, including in relation to the number and type of respondents, the calibre and extent of analysis undertaken, the capacity building initiatives and the type and nature of the Reports.

192. Through this comparison, it will be clear (during annual workshops and the Annual Contractor Performance Review) to identify where change has been introduced (in both content and in processes) and the where improvements / enhancements have been made.

8.2.2 Linking the People's Survey to the Priority Topics

193. The annual workshops provide an ideal opportunity for the SIG RAMSI Partners and the various stakeholders to review what happened the previous year and to make the suggestions, comments and changes. These changes will be based on the outcomes of the previous People's Survey as well as the emerging priorities and issues.

194. This annual workshop process will enable the Partners to make an in-depth examination of what has occurred; the outcomes and reports; the utility of the data and information; as well as any opportunities to improve the quality or format.

195. This annual process provides a direct link between the needs of SIG RAMSI and the People's Survey itself, enabling the ongoing monitoring of the complete cycle, combined with an evaluation of outcomes. In addition to the M&E of the People's Survey and its outcomes, the application or use of the data and information by SIG RAMSI and others (i.e. the impact) can be identified and quantified as appropriate.

196. As an example, the Royal Solomon Islands Police Force and RAMSI Participating Police Force currently work together and use the existing People's Survey data and information as an integral

¹⁵ This term was coined by Donald Schön in his seminal book, 'The Reflective Practitioner'.

part of their forward planning and resource allocation decision making. The Participating Police Force planning processes make it clear that relevant information from the People's Survey can be applied in ways that directly contribute to SIG RAMSI decision-making as well as an important aspect of joint capacity building.

197. It is anticipated that other elements of RAMSI Pillars, as well as the SIG agencies, will increasingly use the People's Survey to identify and gather information that supports evidence-based decision making. In this way, the impact can be better identified and documented.

8.3 The Use of Local Systems

198. The new SIG RAMSI People's Survey will continue working closely with the NSO in planning and implementation. Greater engagement will be possible in the future, including if it is decided that the NSO becomes the "custodian" of the People's Survey data in the future.
199. In addition to a closer relationship with the NSO there will also be markedly increased engagement between those developing and managing the People's Survey and the SIG. The Office of the Prime Minister and Cabinet will be the point of engagement for the Contractor, with the PM&C acting as the lead agency to coordinate and oversee the broader SIG engagement.
200. Through the Contractor actively liaising with senior staff within the SIG PM&C, the perceived and actual ownership will move quickly away from RAMSI and towards a clear Partnership model that enables the People's Survey to provide support and information to existing SIG systems and decision-making mechanisms.

8.4 Annual Contractor Performance Review

201. At the completion of the annual dissemination of the People's Survey outcome reports, the nominated representative of the SIG-RAMSI Secretariat will convene the annual Contractor Performance Review, to assess outcomes from the previous year and agree on adjustment or change required to improve the People's Survey management.
202. The nominated representative of the SIG-RAMSI Secretariat will conduct the annual review, with the Contractor expected to adapt and improve their operations and systems in response to the assessment outcomes. The Contractor will be assessed using the Contractor Performance Criteria, which are detailed in Annex 5.
203. Issues of non-performance will be handled as they arise during the People's Survey process, based on QA provisions that will be included as part of the Scope of Services. The Contractor will be aware of (and meet) all schedules, deadlines, methods and potential constraints that will apply to all elements of developing the People's Survey and the subsequent reporting requirements. Prior to the annual Assessment, the SIG-RAMSI Secretariat will canvas the SIG RAMSI Partners and other relevant stakeholders in relation to their perceptions of the Contractor's effectiveness in managing the People's Survey, as well as the quality and utility of the outcomes.
204. As previously mentioned, the Contractor will self assess against a recognised Survey Quality tool and provide feedback to RAMSI on how the Survey can be refined and improved for the following year. The annual performance review will also focus on lessons learned and emerging issues, with the Contractor expected to embed the continuous improvement principles into its planning and management arrangements.

9 THE TRANSITION INTO THE SIG RAMSI PEOPLE'S SURVEY

205. The SIG RAMSI People's Survey follows on from four iterations of the previous People's Survey, which has been implemented annually since 2006. The existing People's Survey is high profile and has a good reputation for providing information and summary reports in a timely manner. This reputation should enable the Contractor to start work from a solid base of the People's Survey's

good profile and reputation. The challenge for the Contractor is to build on the existing base but also to move forward into a new phase of its development and application.

206. The Contractor will ensure a smooth transition from previous arrangements into the SIG RAMSI People's Survey, through:

- o Providing an Implementation Plan that indicates how to make best use of the existing human resources in Honiara, specifically in relation to the three Objectives of the People's Survey;
- o Provide a schedule of activities and responsibilities for implementing the SIG RAMSI People's Survey including details of how to maximise the use of local facilities (i.e. USP training areas / staff) and local technical expertise (including accessing specific skills in questionnaire development to suit Solomon Islands context and in the initial data analysis), and
- o Identifying how the existing People's Survey training materials, databases, contact lists (e.g. previous Enumerators and Facilitators) etc can be transferred from the existing Contractor to any new Contractor responsible for the People's Survey and eventually provide the source data (after endorsement from the SIG-RAMSI Secretariat) to the SIG.

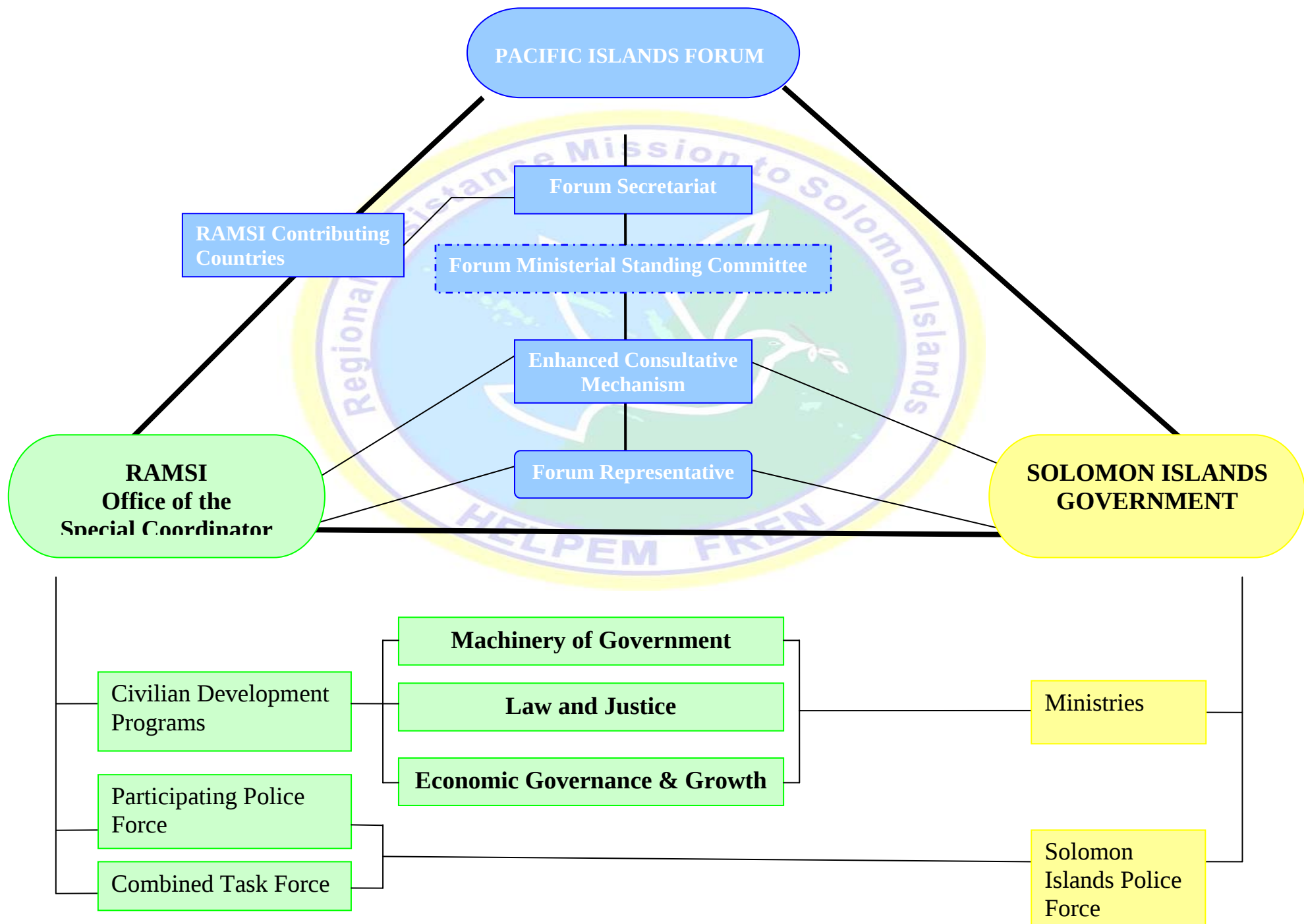
207. Over the past four years, there have been a large number of Supervisors and Enumerators that have been selected and subsequently trained to undertake the quantitative and qualitative aspects of the People's Survey. These local Supervisors and Enumerators have good experience and understanding of the processes and activities that will be required. They are also aware of the constraints associated with the provincial travel, interviewing citizens and in finishing the Survey within the allocated time. It would also be highly advisable for the Contractor to utilise some of the existing, experienced local Solomon Island Supervisors, Facilitators, Enumerators and other suitable individuals who may wish to be considered for positions in the new People's Survey.

208. Experienced local staff includes local consultants and those who already have national and international research experience. They can provide a valuable source of skills and expertise in planning and implementation. The local consultants also provide a degree of continuity during the transition phase into the new People's Survey.

Annex 1

ORGANISATION CHART

**Pacific Islands Forum, Solomon Islands
Government and RAMSI
Triumvirate**



Annex 2

Indicative Staffing and Management Arrangements

Indicative Summary of required staffing for the SIG RAMSI People's Survey

	High Level staff	Senior Staff	Juni or staff	Required Attributes (defined for the Key staff only)
Survey Management				
People's Survey Director	1			- o Good communication skills and the capacity to analyse the existing context and move the People's Survey into the next phase of its development. - o Provide a single point of contact for RAMSI and hold the necessary management authority and autonomy to ensure that the required resources are applied. - o Strong background in qualitative and quantitative survey methods and application with a sound understanding of the limitations of survey instruments. - o Professionally qualified and able to apply theoretical frameworks and practical solutions in ways that meet survey requirements. - o Capacity to provide leadership in a complex survey context and to facilitate key workshops and discussions at the appropriate part of the People's Survey cycle - o An awareness of the key issues and constraints in the Pacific and the capacity to work with partners (RAMSI, SIG and others) to achieve the agreed People's Survey outcomes - o Capacity to manage a tight budget, reflect on previous practice and to provide value for money outcomes
People's Survey Manager		1		- o Strong technical and analytical background in conducting qualitative and quantitative surveys - o Professionally qualified in a related field with formal qualifications that can be applied to the People's Survey work - o Experienced in the use of contemporary software for qualitative and quantitative survey analysis and reporting, such as SPSS and NVivo - o Experienced in conducting a large, distributed survey (i.e. of around 5,000 respondents and around 100 Focus Groups) and in providing reports - o Experience in training staff and in providing detailed briefings to Facilitators and Enumerators, including the support of field work at both strategic and operational levels - o Understanding of the constraints and technical / logistical / communication issues in the Pacific
People's Survey In-Country Manager		1		<i>Duties included in the design text</i>
Solomon Islands Consultants / Trainers		2		- o Provide information and support to the Contractor for the workshops and in phrasing the instrument questions - o Support Facilitator, Enumerator and Supervisor training and preparation - o Support the Contractor to advocate the new SIG RAMSI People's Survey through local networks and community groups - o Provide support (as appropriate) in the analysis of the data

	High Level staff	Senior Staff	Junior staff	Required Attributes (defined for the Key staff only)
Survey Management				
People's Survey Supervisors		23		<i>Duties included in the design text</i>
People's Survey Enumerators			80	<i>Duties included in the design text</i>
People's Survey Facilitators			16	<i>Duties included in the design text</i>
People's Survey data entry, transcription and coding			10	-
Logistics support			1	-

Annex 3

Detailed Task List and Draft Implementation Schedule

Annex 4

Critical Risks and Risk Management Strategies

RISK MANAGEMENT MATRIX

Major Risk	Potential Impact on the People's Survey	Level of Risk	Aspects in the Design to Minimise Risk	Actions if Risk Event Happens
Political Risks				
Achieving Clear Ownership of the People's Survey	A wrong perception that the People's Survey is for the purposes of only RAMSI and not a broader instrument.	H	- o Strong engagement with SIG at multiple points and stages within the People's Survey cycle - o Participative workshops that engage key SIG counterparts in RAMSI programs - o Changing the name of the People's Survey to reflect a broader and deeper SIG engagement - o Stronger engagement with local survey expertise, SIG research staff and the USP campus as part of a broader approach to the implementation and data analysis	- o The SIG RAMSI Partnership would address any political development in relation to the People's Survey - o The Contractor must maintain a professional and well considered position in relation to any potential political outcomes. - o Contractor to make necessary arrangements to correct any incorrect perceptions
Impact of the 2010 National Solomon Islands Elections	The People's Survey has been seen as aligned to RAMSI and not SIG and could be used against RAMSI for political purposes	H	- o Clear measures to show that the People's Survey now includes SIG as a full partner and that the data will be used for SIG purposes as well as the Partnership - o Conducting the participative Workshops and consultations with SIG before the mid 2010 elections are held, so that the groundwork has been developed jointly - o Timing the People's Survey to be implemented after the mid 2010 election so that the activity occurs under the auspices of the new SIG Ministry	- o The SIG RAMSI Partnership will provide ultimate guidance for the People's Survey in the event of political changes associated with the 2010 election process - o The Contractor must maintain a professional and well considered position in relation to any potential political outcome, with particular attention paid to a neutral position during the election period
Sensitivities associated with the People's Survey	People's Survey questions are a cause of tension or disagreement between SIG and RAMSI	H	- o Clear oversight of the Contractor by the SIG-RAMSI Secretariat - o Workshops to nominate and justify the question with ongoing support from the Contractor	- o Immediate feedback to the Contractor if there is any instance of tension or disagreement. - o Contractor to clearly remove any offending material and make appropriate apologies - o Include as part of the next Annual Contractor Performance Review

Major Risk	Potential Impact on the People's Survey	Level of Risk	Aspects in the Design to Minimise Risk	Actions if Risk Event Happens
Cross Cutting Risks				
Both SIG and the RAMSI Pillars do not contribute to the People's Survey	Limited SIG and / or Pillar interest or support in using the People's Survey for its intended purpose or for utilizing the data for planning or monitoring.	H	- o The People's Survey can directly support the Performance Matrix, which will encourage participation by the Pillars - o Progressive and realistic engagement with SIG and the Pillars, while promoting how the Survey can be of use to their planning - o A clearly defined entry point into both RAMSI and to SIG, in order to receive institutional / political support and that can encourage the SIG agencies and RAMSI Pillars to participate	- o Contractor to use a variety of means to engage and to encourage participation - o Advise RAMSI if serious issues arise in relation to buy in from both Partners
The Health and Wellbeing of the People's Survey employees	Personal wellbeing or health of the local Facilitators, Enumerators and the Supervisors in the field is compromised	M	- o Provide specific training sessions on personal health care (i.e. malaria / HIV and AIDS / group responsibilities) - o Provide each People's Survey group with a basic first aid kit, as well as a printed list of emergency procedures to be followed if an individual is seriously ill or injured while conducting the survey	- o Contractor to take appropriate action to remedy any health or wellbeing issues - o Measures put in place to ensure that there is no repeat of the problem - o Increased field briefings and increase the health coverage in the training
The Safety and Security of the People's Survey Employees	Personal security and safety of the Supervisors, Facilitators and Enumerators in the field	M	- o As part of the training for Supervisors and Enumerators include sections on security; security awareness and the necessity of working as a group - o Where possible use previous local staff, so that there is a person in every group that has previous experience in travelling and conducting the People's Survey - o Provide adequate travel and accommodation resources to ensure that the local staff have access to adequate facilities and security.	- o Contractor to take appropriate action to remedy any security or safety issues - o Measures put in place to ensure that there is no repeat of the problem - o Increased field briefings and increase the security coverage in the training
Achieving Gender Equality across the Survey Process	Women and girls are marginalized in the type of language and / questions and in the People's Survey collection process itself	M	- o Clear design guidelines on the role of women in the People's Survey and the need to provide equitable access to all opportunities - o Gender disaggregated data for the People's Survey topics and priorities - o Equal numbers of men and women Supervisors, Enumerators and Facilitators as well as women in senior People's Survey roles	- o Careful analysis of the topics and questions to ensure that the views and priorities of women and girls are included - o Contractor to make required gender changes immediately

Major Risk	Potential Impact on the People's Survey	Level of Risk	Aspects in the Design to Minimise Risk	Actions if Risk Event Happens
Limited Sustainability of the People's Survey	Inadequate capacity or motivation for SIG to continue an appropriate version of the People's Survey once RAMSI's role is complete	H	- o Increased ownership of the People's Survey by SIG agencies and key representatives as part of increasing the stake that the SIG has in receiving the annual People's Survey information. - o Increased use of local consultants and institutions (i.e. USP) to implement the People's Survey. This is aimed at increasing the available expertise in Honiara, building their skills so that they can better engage with a range of future People's Surveys in Solomon Islands. - o Increased exposure of SIG staff to survey design and analysis to create skills in and demand for evidence as a basis for policy formulation and distributing resources.	- o Ensure that the Contractor accesses local facilities, expertise and consultants as appropriate - o Contractor to make any required local staffing or People's Survey sustainability changes immediately
Survey Risks				
Objective 1 Risks				
Inadequate agreement on the number and focus of People's Survey questions	- o Too many questions that do not relate to the priorities of SIG RAMSI or to Solomon Islands. - o The People's Survey loses its reputation for relevance and accuracy. - o If its priorities are not addressed, the SIG does not engage with the People's Survey	H	- o Use participative workshops supported by local technical expertise - o Contractor required in depth understanding of the Partnership Framework. - o Promoting a balance between the quantitative and qualitative questions and data - o Use techniques including MSC, link analysis of the types of data and provide guidelines of what methods work best in Solomon Islands - o Develop questions in Pijin and translate into English. - o Provide QA on the translation of information into English	- o SIG-RAMSI Secretariat to monitor the overall outcomes of workshops and People's Survey including overview of the number of questions. - o Require the Contractor to amend the questions and focus as required to meet the expressed needs of the Partners
Poor balance between quantitative and qualitative data	o Lost opportunity for the People's Survey to receive information and data that complements and extends the quantitative information.	M	- o Use MSC as a method to identify major themes - o Use software to analyse both types of data-link them where appropriate - o Provide clear guidelines of what interview methods work best	o Monitor the type of People's Survey data being provided by the Contractor and have the links between data types clearly expressed

Major Risk	Potential Impact on the People's Survey	Level of Risk	Aspects in the Design to Minimise Risk	Actions if Risk Event Happens
The People's Survey Instrument Language used leads to errors	o Language fails to communicate concepts in ways that are relevant to local context and experience.	H	- o Translate and back translate questions between Pijin and English with assistance from Pijin speakers with insight to and experience of SIG RAMSI programs to get best accuracy and clarity - o Include QA on the translation of the quantitative survey information - o Ensure that the Enumerators, Facilitators and Supervisors are very clear of the intent of each question and the type of information required, and are clear about the importance of language and use only the questions as formulated	o Contractor to have People's Survey instrument reviewed by qualified local expert for any ambiguity or misunderstandings in the draft instrument
Not a representative sample of Solomon Islands citizens	Limited coverage does not enable an accurate sample or coverage of the issues	M	- o Work closely with the NSO to confirm People's Survey sample size and Provincial locations - o Confirm the target groups and respondents as part of the participative workshops	- o Direct the Contractor to work with the NSO if this has not occurred in a timely manner - o Monitor the People's Survey reports to confirm that they reflect the breadth of topics and depth of respondents.
Objective 2 Risks				
Supervisors, Facilitators and Enumerators not well prepared for the People's Survey	- o The People's Survey is not conducted well in the field, with either Villages, samples of interviewees or questions missed out, or 'ghost' surveys returned. - o Respondents lose interest in the interview	M	- o Provision of pre-People's Survey training and briefings, as well as additional printed guidelines and other technical support - o Provide the Enumerators and Supervisors with adequate time, remuneration and logistical resources to enable the questionnaire and structured discussion groups to be completed - o Limit number of questions in the quantitative interview component to around 60, and hold demographic questions at the end - o Employing local Supervisors, Facilitators and Enumerators with previous experience to provide a strong knowledge base of processes and the requirements.	o Direct the Contractor to increase the focus on training staff, especially in relation to the quantitative and qualitative collection requirements
Logistical constraints limit the coverage of the People's Survey	o Not enough valid data in comparison to previous Surveys	M	- o Work with the NSO to identify the appropriate coverage (numbers / respondent profiles / Provinces) - o Comprehensive training to ensure that an adequate number of respondents complete the instruments and structured discussions	o Monitor the spread of Provinces and questions and provide direction of any sectors or areas are not adequately addressed

Major Risk	Potential Impact on the People's Survey	Level of Risk	Aspects in the Design to Minimise Risk	Actions if Risk Event Happens
Survey Data lost or Compromised	o Data lost and not available for the analysis, leading to a distortion of the outcomes	M	- o Contractor required to have strong systems and off-site backup of the data and Survey documents - o Training of staff in the storage and management of the data and the security required to protect it - o Contractor trains Supervisors on data management and protection	- o Require the Contractor to have back-up strategy and separate storage of data files. - o Contractor hands over a full copy of the data to SIG RAMSI each year
Objective 3 Risks				
All People's Survey analysis carried out overseas	o Limited opportunity for local skills development and reduced options for sustainability	H	- o Initial analysis to be conducted in Honiara, involving local expertise, to assist in building capacity over time - o Identification of local consultants to support the development of the Survey instrument will provide additional opportunities for local analysis of data	o Monitor that the Contractor use of local Solomon Island research and analysis expertise and facilities wherever possible
Survey information not in a useful form for SIG RAMSI or other stakeholders	- o People's Survey information not usable, which could alienate the key Partners and become a missed opportunity for the SIG RAMSI initiatives - o People's Survey information and reports not available for the RAMSI Annual Performance reporting cycle	M	- o Provide targeted Survey reports to the key SIG RAMSI Partners as well as an overall summary report - o Use the annual workshop and review of the Survey questions to verify the utility and the reporting format of the data - o Clearly identified in the SOS that the Survey reports and data are required by the SIG-RAMSI Secretariat by mid-November at the latest.	- o Monitor the Contractor's Survey Report format and process and have any changes to content or form completed quickly and in an accurate format - o Advanced monitoring and notice to ensure that the mid-November RAMSI Annual Performance reporting deadline can be met.
People's Survey information not disseminated to SIG – RAMSI or other stakeholders	o The People's Survey results are provided to SIG RAMSI but little impact on the broader context	M	- o Provide support to SIG RAMSI for FM radio presentations as part of the broader dissemination of the outcomes - o Encourage broadcasts and media that enables the many People's Survey respondents to receive feedback and public acknowledgement of their efforts - o Provide briefings to partners and RAMSI Pillars on the People's Survey outcomes	o Monitor the dissemination of People's Survey results and outcomes. While it is not Contractor responsibility to disseminate the information, is a responsibility to support SIG RAMSI efforts to do so

Annex 5

Contractor Performance Criteria

	People's' Survey Contractor Performance Criteria ¹⁶
Personnel Performance	All Contractor personnel: - o Act professionally and with integrity, and produce high quality¹⁷ work ; - o Act with sensitivity and in an ethical manner when dealing with Partners; - o Communicate in a clear, transparent and effective manner; and - o Deliver People's Survey data and outputs on time.
Communication and Coordination	- o There are clear management arrangements and effective communication between all Contractor Personnel and between the People's Survey Director and SIG RAMSI (via the SIG-RAMSI Secretariat); - o Personnel take proactive steps to ensure effective communication and working relationships with all SIG RAMSI, NGO, CSO and donor stakeholders; - o Conducts participatory Workshops that are effective in engaging with relevant SIG RAMSI and other stakeholders to develop questions and themes; - o Provides advice and suggestions on ways to extend and strengthen the dissemination of the People's Survey outcomes to SIG and other Partners; - o Identifies and reports any major constraints or difficulties in stakeholder relationships to the SIG-RAMSI Secretariat as they arise.
People's Survey Management	- o The People's Survey is conducted in a professional and ethical manner with appropriate spread of Provinces and citizens within the agreed budget and respondent profiles; - o The local consultants are treated with respect , provided with an adequate living and travel allowance and have a reasonable work load; - o The Survey reports and Appendices are finalized and submitted to the SIG-RAMSI Secretariat by mid November at the latest each year, to enable the results to be incorporated into the RAMSI annual Performance Reporting cycle. - o The Contractor adds value when opportunities arise and provides advice and information that are acquired through implementation of the People's Survey; - o Local institutions (i.e. USP Honiara campus) and local, qualified consultants from Solomon Islands are involved in the training, the participative workshops and in the initial analysis of data in Honiara;
Risk Management	- o Management issues are identified and resolved in a timely manner and/or reported to the SIG- RAMSI Secretariat for a decision where relevant; - o Contractor provides sound analysis of the associated risks and develops and applies effective risk management measures; - o Personnel respond effectively to new or changed environments in Solomon Islands or the requirements from SIG RAMSI.
Addressing Cross-cutting Issues	- o All People's Survey staff are briefed on the associated risks in security, HIV and AIDS and personal safety - o People's Survey staff are aware that men and women with disabilities are to be included in the responses - o The Contractor models good practice and promotes good governance as part of the People's Survey management principles and as part of field practice.

¹⁶ The Contractor performance criteria should take into account the detailed list of People's Survey activities included in Annex 3.

¹⁷ In this context, 'quality' means technically appropriate, relevant to needs, appropriately presented, accurate and timely.

Continuous Quality Improvement	- o Demonstrate how the People's Survey has been benchmarked against a recognized Survey Quality tool, including the use of self assessment as a quality measure. - o Demonstrate Continuous Quality Improvement, including being proactive in assessing the previous 12 months People's Survey activities and in suggesting appropriate, realistic changes or methods.
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Annex 6

The 2009 People's Survey Instrument

Office use only
#: _____
Entry: _____
Date: _____

LIST WILL BE REVISED
Mark which questions need coding:
Q1f, Q1g, Q2b, Q2c, Q2d, Q2f, Q2n, Q3c,
Q3f, Q5b, Q5g, Q5h, Q6d, Q7d, Q7e, Q7h,
Q8b, 8m, Q9a, Q9d, Q9e, Q9g, Q9h

Revisions needed:

Ia Nomoa

PEOPLE'S SURVEY QUESTIONNAIRE 2009

Team No: _____	Province: _____
Interviewer name _____	EA #: _____
Respondent Type: _____ (M=1, W=2, YM=3, YW=4)	Ward Number: _____
Respondent No: _____	Ward Name _____
Date _____	Village Name: _____
Time of interview: _____	_____

SECTION ONE: BACKGROUND

Q1a Nem blo man o mere wea stori _____
Respondent's name or alias

Q1b Man o mere
[1] Man Gender
[2] Mere Woman

Q1c Hao old nao iu?
[] [E] Age last birthday (if respondent won't say, guess their age and tick E)

Q1d Waswe, iu maret distaem? Are you currently married?
[1] Ia
[2] Nomoa

Q1e Fomol skul (lo each levol, raetem namba lo olketa yias wea hem skul, if no skul den raitem ziro'0')
Formal education (for each level write number of years or 0)
[] Yias Primary
[] Yias Secondary
[] Yias lo fomol skul Bihaen-Sekondari (e.g. SICHE, USP)
[0] No ansa

Q1f Olketa narafala edukeisin Other Education
[1] Rurol Treining Senta
[2] Narafala (raetem) _____
[3] Nomoa
[0] No ansa

Q1g Wat kaen waka nao iu duim distaem (save makim winim wan ansa) What work do you do now? (you can tick more than one)
Wakem gaden o fising fo kaikai Subsistence farming/fishing
[1] Waka lo gavmen (waka fo seleni) ful-taem Government paid work Full-time
[2] Waka lo gavmen (waka fo seleni) pat-taem nomoa Government paid work Part-time
[3] Waka lo praevet Kabani (waka fo seleni) ful-taem Private/business sector Full-time
[4] Waka lo praevet Kabani (waka fo seleni) pat-taem nomoa Private/business sector Part-time
[5] Waka seleva/garem bisnis seleva Self-employed/own business

[6]	Tekem seleni seleva (eksampol: salem olketa samting lo maket, katem kavara)	
[7]	Waka lo sios o NGO (getem pei)	Informal cash activity
[8]	Waka lo sios o NGO o komiuniti (no getem pei / waka fri nomoa)	Church or NGO - Paid
[9]	Waka lo haus	Church, NGO or community- unpaid/volunteer
[10]	Skul yet	Housework
[11]	Kasemtaem fo finis lo waka	Student
[12]	No garem waka (wadem waka no eni waka)	Retired worker
[13]	No save waka (eksampol: leg blo mi no gud; mi luk afta pikinini)	Unemployed (want to work but no job)
[14]	Narafala (raetim daon)_____	Unable to work
[0]	No ansa	

Q1h Wea nao mami blo iu stap taim iu bon?(i.e. Wea nao fest ples iu stap?) *Where was your mother living when you were born? (i.e. where was your first home?)*

Vilij _____
Wod _____
Provins _____

Q1i Wea nao ples iu stap distaem?

Where do you live now?

Vilij _____
Wod _____
Provins _____

Note: Anywhere inside Honiara Town Boundary = Honiara Outside Honiara Town Boundary=Guadalcanal

SECTION 2. HOUSEHOLD ECONOMY

Q2a Hao nao iu lukim saet lo seleni blong iu lo haus distaem, kompearem wetem 2 fala yias go pas finis ia?

How is the financial situation of your household compared with 2 years ago?

[1]	Hem lelebet gud	Better
[2]	Semsem nomoa	The same
[3]	Hem barava go daon	Worse
[4]	No save	Don't know
[0]	No ansa	No answer

Q2b Hao nao luluk blo iu lo saet lo seleni lo haus blo iu baebae hemi laek insaet lo neks 2 fala yias from distaem?

How do you expect your household financial situation to be in 2 years time?

[1]	Hem lelebet gud	Better
[2]	Semsem nomoa	The same
[3]	Hem nogud go daon moa (raetim wae)	

[4] No save
[0] No ansa

Q2c Hao mas lo seleni blo iu lo haus no iu spendem lo kaikai distaem, kompearem wetem 2 fala yias wea go finis? *How much of your household income is spent on food compared with two years ago?*

[1]	Staka seleni tumas, ekspensive	More
[2]	Semsem nomoa	The same
[3]	Nating statka seleni nomoa, no ekspensive	Less
[4]	No save	Don't know
[0]	No ansa	No answer

Q2d Hao mas lo seleni blo iu blo haus nao iu spendem lo fiul distaem fo trak o OBM kompearem wetem 2 fala yias wea go finis? *How much of your household income is spent on fuel for transport (e.g. truck, boat) compared with two years ago?*

[1]	Staka seleni tumas	More
[2]	Semsem nomoa	The same
[3]	Nating staka seleni nomoa	Less
[4]	No save	Don't know
[0]	No ansa	No answer

Q2e Hao mas lo seleni blo iu blo haus nao iu spendem lo fiul fo kuki o genereta distaem, komparem wetem 2 fala yias wea go finis?

How much of your household income is spent on fuel for household (e.g. cooking, generator) compared with two years ago?

[1]	Staka seleni tumas	More
[2]	Semsem nomoa	The same
[3]	Nating staka seleni nomoa	Less
[4]	No save	Don't know
[0]	No ansa	No answer

Q2f Waswe, iu bin garem tu wesis from eni stedi waka blo iu bifo o nomoa?

Have you ever had regular wage employment?

[1] Ia

- [2] Nomoa
[0] No ansa

Q2g Waswe, iu baem tax tu taem iu tekem wesis from stedi waka blo iu? *Have you ever paid tax on the money you earn?*

- [1] Ia
[2] Nomoa
[3] No save
[0] No ansa

Q2h Waswe, iu garem eni beng kolsap...

Do you have access to a bank...

....ples wea iu stap?

...where you live?

- [1] Ia, bank office
[2] Ia, rural mobile bank
[3] Nomoa
[0] No ansa

...ples wea iu duim waka?

...where you work?

- [1] Ia, bank office
[2] Ia, rural mobile bank
[3] Nomoa
[4] Don't work
[0] No ansa

Q2i Waswe, iu garem eni bank akaont o nomia?

Do you have a bank account?

- [1] Ia
[2] Nomoa
[0] No ansa

Q2j Waswe, iu joinim or memba lo eni skim olsem; NPF, supaannuason o penson fo taem iu olo?

Do you belong to a provident fund, superannuation or old age pension scheme?

- [1] Ia
[2] Nomoa
[3] No save
[0] No ansa

Q2k Waswe, eni memba insaet lo famili blo iu hemi waka fo seleni lo nara peles?

(eksampol: waka lo Honiara; waka lo eni kampani olsem)

Does anyone in your family work in a wage job away from home (e.g....)?

- [1] Ia (man)
[2] Ia (meri)
[3] Nomoa.....Go lo Q2n
[4] No save.....Go lo Q2n
[0] No ansa..... Go lo Q2n

Yes (man)

Yes (woman)

Q2l Waswe, disfala famili memba, hem save sendem seleni kam fo haushol blo iu tu? *Does this person send money to your household?*

- [1] Ia
[2] Nomoa
[3] No save
[0] No ansa

Q2m Lo tingting blo iu, wea nao bae STAKA sapot lo saet lo seleni fo komiuniti blo iu bae hem kam forom lo neks 2 yias?

(makim WANFALA nomoa)

Where do you think MOST financial support for your community come from in the next 2 years? (tick only ONE)

- [1] Nasinol gavman lo Honiara
[2] Gavman blo Provins
[3] Local bisnis pipol
[4] Pipol ovasi wea garem bisnis
[5] Olketa Gigivim kam blo Ovasi (eksampol: AusAID, European Union, JICA olsem)
[6] NGOs (olsem sev da chiuren, Wol Vison, sios an narafala moa)
[7] RAMSI
[8] Olketa pipol blo komiuniti

National Government

The Provincial Government

Local business people

Foreign business people

Foreign donors (e.g.)

NGOs (e.g.)

The community

- [9] Narafala (raetem hu): _____
[10] No eniwan bae helpem mifela
[11] No save
[0] No ansa

No no one will help us

SECTION 3 BUSINESS AND EMPLOYMENT OPPORTUNITIES

Q3a Wat nao tingting blo iu lo olketa conditions (weis) fo statem wanfala bisni distaem, kompearem wetem 2 fala yias wea hem go pas finis?

How are conditions for starting a business now compared with 2 years ago?

- [1] Hem lelebet gud
[2] Semsem nomoa

Better

The same

[3] Hem lelebet go daon (raetim wae)

[4] No save

[0] No ansa

Q3b Waswe, iu tingim bae olketa mere faendem had fo statim wanfala bisnis dan olketa man?

Is it harder for a woman to start a business than for a man?

[1] Hem lelebet gud

Better

[2] Semsem nomoa

The same

[3] Hem lelebet go daon (raetim wae)

[4] No save

[0] No ansa

Q3c Waswe, iu bin traem fo statim eni bisnis lo 2 fala yias go pas finis?

Have you tried to start a business in the last 2 years?

[1] Ia

[2] Nomoa..... Go lo Q3e

[0] No ansa Go loQ3e

Q3d Waswe, iu garem eni probelem tu, taem iu trae fo statim bisnis blo iu?

(eksampol: saed lo seleni, hao fo ranim or saed lo loa)

Did you have any financial, administrative or legal problems when you tried to start your business?

[1] Ia, mi no save kasem beng

Yes, no access to bank

[2] Ia, loun aplikeisen blo mi beng no apruvum

Yes, loan application refused

[3] Ia, olketa nara probelem (raetem)_____

[4] Nomoa

[0] No ansa

Q3e Waswe, iu garem akses (chances) lo oketa agrikalsa programs lo eria blo iu?

Do you have access to any agricultural programs in your area?

[1] Ia, program blo gavman

Yes, Government program

[2] Ia, program blo NGO or nara fala

Yes, NGO or other donor program

[3] Nomoa

[4] No save

[0] No ansa

Q3f Waswe, hemi easi distaem fo go lo ples fo salem olketa kaikai an narafala somting blo iu distaem, kompearem weitem 2 fala yias go pas finis? (eksampol: niu rod, bas, wof hemi gudfala lelebet)

Is it easier to get to a place where you can sell your produce now than it was 2 years ago?

[1] Ia

[2] Semsem nomoa

[3] Nomoa

[4] No save

[0] No ansa

Q3g Hao nao lukluk blo iu, lo saet lo waka long vilij fo olketa iang pipol an olketa wea skul finis kompearem weitem 2 fala yias go finis?

How are the work opportunities in your village for youth and school leavers compared with 2 years ago?

[1] Hem lelebet gud

Better

[2] Semsem nomoa

The same

[3] Hem lelebet go daon

Worse

[4] No save

[0] No ansa

Q3h Waswe, hem easi fo iang man o hem easi fo iang mere distaem fo faendem waka?

Is it easier for young men or young women to find work?

[1] Man

[2] Mere

[3] Semsem nomoa

[4] No save

[0] No ansa

SECTION 4: ACCESS TO BASIC SERVICES

Q4a Hao long nao hem save tekem fo go forom ples blo iu go kasem klinik wea kolsap lo iu?

from your home to the nearest health facility?

How long does it take to get

[1] Insaet sem komuniti

In same village

[2] No winim wanfala aoa

Less than one hour

[3] 1-2 aos

1-2 hours

[4]	Haf-de	Half a day
[5]	Ful-de	All day
[6]	Winim wanfala de	More than one day
[7]	No save	
[0]	No ansa	

Q4b Hao meni taem nao iu bin kasem klinik, helt senta, or hospitol insaet lo las yia? *How many times have you visited a health aid post, health center, or hospital during the past year?*

[1]	1-3	
[2]	4-6 taem	
[3]	7+	
[4]	No eni taemGo long Q3d	Have not visited
[0]	No ansa.....Go long Q3d	

Q4c Waswe, iu satisfae tu lo olketa helt sevisis iu getem lo las yia? *Were you satisfied with the health services you received in the past year?*

[1]	Olwe	Always
[2]	Samfala taem	Sometimes
[3]	No satisfae nomoa (raetim) _____	
[0]	No ansa	

Q4d Waswe, olketa helt sevisis kolsap lo komiuniti blo iu bin senis tu, insaet lo las 2 yias? *Have the health services nearest to your village changed in the last 2 years?*

[1]	Hem lelebet gud	Better
[2]	Semsem nomoa	The same
[3]	Hem lelebet go daon	Worse
[4]	No save	
	No ansa	

Q4e Waswe, lo tingting blo iu bae olketa helt sevis kolsap kam lo iu bae kamap gud moa lo neks 2 yias?

Do you expect the nearest health services to improve in the next 2 years?

[1]	Ia
[2]	Nomoa
[3]	No save
[0]	No ansa

Q4f Hu nao iu tingingo bae hem duim PLANDE waka fo kamapem gud moa helt sevises lo komuniti blo iu insaet lo nekes 2 yia? (siusim WAN ansa nomoa) *Who do you expect to do MOST to improve the health services for your village over the next 2 years? (ONE only)*

[1]	Nasinol gavman lo Honiara	National Government in Honiara
[2]	Gavman blo Provins	The Provincial Government
[3]	Olketa Gigivim kam blo Ovasi (eksampol: AusAID, European Union, JICA olsem)	Foreign donors (e.g....)
[4]	NGOs (olsem sev da chiuren, Wol Vison, sios an narafala moa)	NGOs (e.g....)
[5]	Olketa pipol blo komiuniti	The community
[6]	Narafala (raetem hu) _____	
[7]	No save	
[0]	No ansa	

Q4g Hao long nao hem save tekem fo go forom ples blo iu, go kasem praemari skul wea kolsapkam lo iu?

How long does it take to get from your home to the nearest primary school?

[1]	Insaet sem komuniti	In same village
[2]	No winim wanfela aoa	Less than one hour
[3]	1-2 aos	1-2 hours
[4]	Haf-de	Half a day
[5]	Ful-de	All day
[6]	Winim wanfala de	More than one day
[7]	No save	
[0]	No ansa	

Q4h Waswe, olketa praemari skuls kolsap lo komuniti blo iu bin senisi tu lo las 2 yias?

Have the primary schools nearest to your village changed in the last 2 years?

[1]	Hem lelebet gud	Better
[2]	Semsem nomoa	The same
[3]	Hem lelebet go daon	Worse
[4]	No save	

Q4i Hao long nao hem save tekem fo go forom ples blo iu, go kasem taon maket wea kolsap lo iu?

How long does it take to get from your home to the nearest town market?

[1]	Insaet sem komuniti	In same village
[2]	No winim wanfela aoa	Less than one hour
[3]	1-2 aoa	1-2 hours
[4]	Haf-de	Half a day
[5]	Ful-de	All day

- [6] Winim wanfala de More than one day
 [7] No save
 [0] No ansa

Q4j Waswe, iu garem eletrik paoa insaet lo haus blo iu?

Do you have electricity in your home?

- [1] Ia, laetrik forom mein saplae Yes, electricity from main supply
 [2] Ia, solar paoa Yes, solar panel
 [3] Ia, smol jenereta Yes, small generator
 [4] Ia, nara kaen eletrik paoa Yes, other kind of electric power
 [5] Nomoa eletrik paoa No electricity
 [0] No ansa

Q4k Waswe, iu garem telefon o 2-wei redio insaet lo komiuniti blo iu?

Do you have access to a phone in your community?

- [1] Ia, fixed phone
 [2] Ia, mobile phone
 [3] Ia, garem redio Yes, have radio
 [4] Nomoa, no garem eni kaen telefon oa redio No phone or radio
 [0] No ansa

SECTION 5: LAW AND ORDER

Q5a Wanem nao iu save talem abaotim loa an oda situason insaet lo komuniti/ ples blo iu?

How would you describe the law and order situation in your community?

- [1] Sef an pisful Safe and peaceful
 [2] Samfala taem loa an oda probelem Sometimes law and order problems
 [3] Plande loa an oda probelem Many law and order problems
 [4] No save
 [0] No ansa

Q5b Wanem nao iu save talem abaotim loa an oda situason insaet lo Solomon Islands?

How would you describe the law and order situation in Solomon Islands as a whole?

- [1] Sef an pisful Safe and peaceful
 [2] Samfala taem loa an oda probelem Sometimes law and order problems
 [3] Plande loa an oda probelem Many law and order problems
 [4] No save
 [0] No ansa

Q5c Wat nao ting ting blo iu lo loa an oda situason insaet long komuniti blo iu distaem kompearem wetem taem olsem distaem las yia?

How is the law and order situation in your village compared with this time last year?

- [1] Hem lelebet gud Better
 [2] Semsem nomoa The same
 [3] Hem lelebet go daon Worse
 [4] No save
 [0] No ansa

Q5d Wat nao ting ting blo iu lo loa an oda situason insaet Solomon Islands olketa distaem kompearem wetem taem olsem distaem las yia?

How is the law and order situation in the Solomon Islands as a whole compared with this time last year?

- [1] Hem lelebet gud Better
 [2] Semsem nomoa The same
 [3] Hem lelebet go daon Worse
 [4] No save
 [0] No ansa

Q5e Wat nao trifala mein kraem wea iu barava wariwari tumas lo olketa? What are the three main crimes that you are most worried about?

- a) _____
 b) _____
 c) _____

- [4] Mifela no wariwari lo eni kraem I'm not worried about any crimes
 [5] No ansa

SECTION 6: THE ROYAL SOLOMON ISLANDS POLICE FORCE (RSIPF)

Q6a Waswe, iu seleva bin garem eni fomol kontak o toktok wetem eni RSIPF ofisa insaet lo las yia?

Have you personally had any formal contact with the RSIPF in the past year?

- [1] Ia
 [2] Nomoa.....Go lo Q5c
 [3] No saveGo lo Q5c
 [0] No ansa Go lo Q5c

Q6b Waswe, disfala kontak ia, iu nao iu statim o RSIPF? *Was this contact initiated by you or by the RSIPF?*

[1] **Miseleva** (raitim for wat ia, eksampol ripotim kraem; ripotim man hem lus, lukaotem help, samfala samting moa)
Me (write purpose, e.g. report crime; report missing person, seek assistance etc)

[2] **RSIPF** (raitim for wat ia, eksampol: tekem stetmen olsem witnes, lukaotem infomeison, givim halvim; olketa saspektim me) *RSIPF (write purpose, e.g. get witness statement; seek information; provide assistance; they suspect me)*

[0] No ansa

Q6c Waswe, lo tinging blo iu RSIPF tritim evri man an mere semsem nomoa an lo gudfala wei?
Do you think RSIPF treats people fairly and with respect?

[1] Ia
[2] Samfala taem *Sometimes*
[3] Nomoa
[4] No save
[0] No ansa

Q6d Waswe, eniwan insaet lo haushol blo iu bin viktim lo eni kraem insaet lo las yia? (save makim winim wan)
Has anyone in your household been a victim of any kind of crime in the past year? (can tick more than one)

[1] Yes, theft from person, household or garden
[2] Yes, crime involving physical attack
[3] Yes, other type of crime
[4] No
[0] No answer

Q6e Hu nao olketa pipol ia wea kraem bin kasem olketa lo haushol blo iu? (eksampol: man, mere, pikinini (save makim winim wan))
Who were the victim(s) of the crime(s) in your household? (e.g. man, woman, child - can tick more than one)

[1] Man
[2] Mere
[3] Man an mere
[4] Pikinini
[5] Famili
[6] No save
[0] No ansa

Q6f Lo hu nao olketa ripotim disfala kraem ia lo hem? *To whom was this crime reported?*

[1] RSIPF
[2] Chief or community leaderGo lo Q6i
[3] Church leaderGo lo Q6i
[4] Wantok.....Go lo Q6i
[5] No eni wan *Nobody*
[0] No ansaGo lo Q6i

Q6g Waswe, olketa polis duim waka blo olketa stret an gudfala lo disfala ripot ia? *Was the way the RSIPF acted on this report satisfactory?*

[1] Ia.....Go lo Q6i
[2] Nomoa.....Go lo Q6i
[3] No save.....Go lo Q6i
[0] No ansa.....Go lo Q6i

Q6h Wae nao no eniwan ripotim disfala kraem ia lo RSIPF? (siusim nomoa WAN ansa)
Why didn't anyone report this crime to the RSIPF? (ONE reason only)

[1] Smol tumas *Too minor*
[2] Famili stretem seleva *Family dealt with the problem*
[3] Laekem chif an kastom loa fo stretem *Prefer chief and customary law*
[4] Nomoa pulis lo eria blo mifala *No police in our area*
[5] tingse pulis bae no helpem *Didn't think the police would help*
[6] Fraetem olketa pulis *Scared of the police*
[7] Narafala (raetim) _____
[8] No save
[0] No ansa

Q6i Hu nao bae iu go lukim sapos wanfala RSIPF ofisa no duim waka blo hem gudfala? (save makim winim wan ansa)
Who would you inform if an RSIPF officer is not doing their job properly? (>1 answer)

[1] Supavaesa/sinia pulis *Supervisor/senior police*
[2] Ombudsman
[3] Chif *Chief*
[4] Lida blo sios *Church leader*
[5] Membra blo provinsol gavman *Member of Provincial Government*
[6] Honorable MP *Member of Parliament*
[7] Narafala (raetim) _____

- [8] No save
[0] No ansa

Q6j Sapos wanfala RSIPF ofisa hem no duim waka blo hem gudfala, iu ting bae iu save ripotim hem nomoa?

If an RSIPF officer were not doing their job properly, would you make a formal complaint?

- [1] Ia
[2] Nomoa
[3] No save
[0] No ansa

SECTION 7: GENERAL QUESTIONS ABOUT RAMSI

Q7a Waswe, iu bin lukim RAMSI lo enitaem insaet lo las trifala manis?

(save makim evriwan iu lukim)

Have you seen RAMSI at any time in the last 3 months? (tick all seen)

- | | |
|----------------------------------|---------------------------|
| [1] Ia, pulis blo RAMSI (man) | Yes , RAMSI policeman |
| [2] Ia, pulis blo RAMSI (mere) | Yes, RAMSI policewoman |
| [3] Ia, ami blo RAMSI (man) | Yes, RAMSI military man |
| [4] Ia, ami blo RAMSI (mere) | Yes, RAMSI military woman |
| [5] Ia, nara RAMSI (man) | Yes, other RAMSI man |
| [6] Ia, nara RAMSI (mere) | Yes, other RAMSI woman |
| [7] Nomoa | |
| [8] No save | |
| [0] No ansa | |

Q7b Waswe, iu bin tok wetem eni man o mere blo RAMSI abaotim eniting insaet lo las 3 manis tu? (save makim evriwan iu toktok wetem)

Have you talked to any man or woman from RAMSI about anything in the last 3 months? (tick everyone you talked to)

- | | |
|----------------------------------|---------------------------|
| [1] Ia, pulis blo RAMSI (man) | Yes , RAMSI policeman |
| [2] Ia, pulis blo RAMSI (mere) | Yes, RAMSI policewoman |
| [3] Ia, ami blo RAMSI (man) | Yes, RAMSI military man |
| [4] Ia, ami blo RAMSI (mere) | Yes, RAMSI military woman |
| [5] Ia, nara RAMSI (man) | Yes, other RAMSI man |
| [6] Ia, nara RAMSI (mere) | Yes, other RAMSI woman |
| [7] Nomoa | |
| [8] No save | |
| [0] No ansa | |

Q7c Wat nao ting ting blo iu lo trifala mein wei wea we RAMSI helpem Solomon Islands komiuniti? (save makim 3 fala wei ia)

What are the three main ways RAMSI supports the Solomon Islands community?

- | | |
|---|----------------------------------|
| [1] Kipim piis | Keep the peace |
| [2] Helpem ranem kandere | Help run the country |
| [3] Givim teknikol helep | Provide technical assistance |
| [4] Arestem olketa man brekem loa | Arrest criminals |
| [5] Kamapem gud moa loa an jastis | Improve law and justice |
| [6] Kamapem gud moa saet lo selen blo kandere | Improve the economy |
| [7] Kamapem gud moa demokrasi an gavman | Improve democracy and government |
| [8] Trainim pipol blo Solomon Islands | Train Solomon Islanders |
| [9] Narafala (raetim) _____ | |
| [10] No save | |
| [0] No ansa | |

Q7d Waswe, sapos RAMSI hemi lusim Solomon Islands no longtaem from distaem, bae bikfala faet o raoa wea hem involvem gan, baebae kambaek moa?

If RAMSI were to leave soon would violent conflict return to Solomon Islands?

- | | |
|--------------------------------|-----------------------|
| [1] Ia | |
| [2] Ating/lukolsem | Maybe |
| [3] Nomoa | |
| [4] No save, no mekemap maen | Don't know/ Undecided |
| [0] No ansa | |

Q7e Waswe, iu sapotem stap blo RAMSI lo Solomon Islands?

Do you support the presence of RAMSI in Solomon Islands?

- | | |
|--------------------------------|-----------------------|
| [1] Ia | |
| [2] Nomoa | |
| [3] No save, no mekemap maen | Don't know/ Undecided |
| [0] No ansa | |

SECTION 8: PUBLIC ACCOUNTABILITY

Q8a Hao nao waka blo gavman distaem lo saed lo givim kam olketa gud sevisis lo komuniti an kamapem gud moa saed lo seleni insaet lo kandere?

How is Government performing as regards to providing basic services to the community and improving the economy?

A) Nasinol Gavman		National Government
[1]	Barava gud tumas	Very well
[2]	Lelebet gud	Satisfactory
[3]	Nating gud	Not well
[4]	No save	
[0]	No ansa	

B) Gavman blo Provins		Provincial Government
[1]	Barava gud tumas	Very well
[2]	Lelebet gud	Satisfactory
[3]	Nating gud	Not well
[4]	No save	
[0]	No ansa	

Q8b Waswe, olketa waka man blo Gavman save duim waka blo olketa on taem, an lo gudfala wei for kamapem kandere blo iumi tu?

How is the Civil Service performing as regards doing its job efficiently, independently and fairly?

A) Nasinol Gavman		National Government
[1]	Barava gud tumas	Very well
[2]	Lelebet gud	Satisfactory
[3]	Nating gud	Not well
[4]	No save	
[0]	No ansa	

B) Gavman blo Provins		Provincial Government
[1]	Barava gud tumas	Very well
[2]	Lelebet gud	Satisfactory
[3]	Nating gud	Not well
[4]	No save	
[0]	No ansa	

Q8c Wat nao tingting blo iu lo olketa honorable MPs an olketa big man an mere blo gavman, lo saed lo waka blo olketa distaem kompeare wetem olsem distaem las yia?

What do you think about the way government officials are doing their work now as compared with this time last year?

A) Lo Nasinol Gavman		
[1]	Hem lelebet gud	Better
[2]	Semsem nomoa	The same
[3]	Hem lelebet no gud go moa	Worse
[4]	No save	
[0]	No ansa	

B) Lo Gavman blo Provins		
[1]	Hem lelebet gud	Better
[2]	Semsem nomoa	The same
[3]	Hem lelebet no gud go moa	Worse
[4]	No save	
[0]	No ansa	

Q8d Waswe, iu save tu long wanem nao waka blo Leadership Code Commision?

(save makim winim wan)

What is the role of the Leadership Code Commision (can tick more than one)

[1]	Lukluk lo nogud wak blo gavman an wakaman blo gavman	Investigate official misconduct
[2]	Mekem gavman fo wak stret an gudfala	Make government transparent and accountable
[3]	Narafala (raetim) _____	
[4]	Herem bat no save wanem nao waka blo hem o wat nao hemi duim	Heard of it but don't know it does
[5]	No herem bifo	Never heard of it
[0]	No ansa	

Q8e Waswe, iu save tu long wanem nao waka blo Ombudsman? (save makim winim wan)

What is the role of the Ombudsman?

[1]	Lukluk lo komple abotim gavman an wakaman blo hem	Deal with complaints about official misconduct
[2]	Narafala (raetim) _____	
[3]	Herem bat no save wanem nao waka blo hem o wat nao hemi duim	Heard of it but don't know what they do
[4]	No herem bifo	Never heard of it
[0]	No ansa	

Q8f Waswe, iu save tu wanem nao waka blo "Auditor General"? (save makim winim wan)

What is the role of the Auditor General's Office? (can tick more than one)

[1]	Lukluk gud dat selen blo pablik iumi usim gud an usim nomoa lo wea iumi planin fo iusim	Check that public money is spent for the proper purpose
[2]	Lukluk gud dat olketa wak falom olketa rul blo 'Internal Revenue'	Check compliance with the Internal Revenue guidelines

- [3] Narafala (raetim) _____
 [4] Herem bat no save wanem nao waka blo hem o wat nao hemi duim *Heard of it but don't know what it does*
 [5] No herem bifo *Never heard of it*
 [0] No ansa

Q8g Waswe, kaen wei olsem waka raverave o iusim paoa lo rong wei, iu save faendem lo olketa big pipol insaet komuniti blo iu tu?

Is there any dishonest behaviour and/or misuse of power among senior people in your community?

- [1] Ia
 [2] Nomoa
 [3] No save
 [0] No ansa

Q8h Waswe, kaen wei olketa big pipol insaet komiuniti save waka raverave o iusim paoa lo rong wei, hem senisi tu winim taem olsem distaem las yia?

Has dishonesty and/or misuse of power in your community changed since this time last year?

- [1] Kat doan *Less*
 [2] Semsem nomoa *The same*
 [3] Staka ovam las taem *More*
 [4] No bin garew olketa probelem olsem *Never had these problems*
 [5] No save
 [0] No ansa

Q8i Sapoas wanfala wakama blo Gavman No duim waka blo hem gudfala o iusim paoa blo hem lo rong wei, hu nao bae iu repotem lo hem? (save makim winim wan) *If a public official is not doing their job properly or misusing power, who would you inform? (can tick more than one)*

A) Pablic ofisa blo Nasinol Gavman

*Official in National Government
 Supervisor/senior official*

- [1] Supervisor/Sinia Offisa
 [2] RSIPF
 [3] Ombudsman
 [4] RAMSI
 [5] Sif *Chief*
 [6] Honorable MP
 [7] NGO/sios *NGO/church*
 [8] Narafala (raetem) _____
 [9] No save
 [0] No ansa

B) Pablik ofisa insaet lo Provinsol Gavman

*Official in Provincial Government
 Supervisor/senior official*

- [1] Supervisor/Sinia Offisa
 [2] RSIPF
 [3] Ombudsman
 [4] RAMSI
 [5] Sif *Chief*
 [6] Honorable MP
 [7] NGO/sios *NGO/church*
 [8] Narafala (raetem) _____
 [9] No save
 [0] No ansa

Q8j Waswe, bae iu fil sef nomoa sapos iu mekem komplek agensim wanfala wakman blo...

Would you feel safe making a formal

complaint against a public official from....

A) ...Nasinol Gavman ?

- [1] Ia
 [2] Nomoa
 [3] No save
 [0] No ansa

B) ...Gavman blo Provins

- [1] Ia
 [2] Nomoa
 [3] No save
 [0] No ansa

Q8k Hao meni taem nao iu save ridim niuspepa?

How often do you read a newspaper?

- [1] Evri de *Every day*
 [2] Evri wik *Every week*
 [3] Evri manis *Every month*
 [4] Wantaem afta lo taem *Rarely*
 [5] Nating nao *Never*
 [0] No ansa

Q8f Hao meni taem nao iu save lisin lo redio?*How often do you listen to the radio?*

- | | | |
|-------|----------------------|-------------|
| [1] | Evri de | Every day |
| [2] | Evri wik | Every week |
| [3] | Evri manis | Every month |
| [4] | Wantaem afta lo taem | Rarely |
| [5] | Nating nao | |
| [6] | No garem eni redio | |
| [0] | No ansa | |

Q8m Waswe, iufala risivim an save herem SIBC redio broadcast lo komiuniti blo iufala tu?*Is it possible to receive SIBC's radio broadcast in your community?*

- | | | |
|-------|------------------|-----------|
| [1] | Olowe | |
| [2] | Samtaem | Sometimes |
| [3] | Kolsap nomoa nao | Rarely |
| [4] | Nating nao | Never |
| [5] | No save | |
| [0] | No ansa | |

Q8n Waswe, SIBC givim olketa program an informesin wea iu nidim abaotim ples blo iu an lo samfala nara kantri?*Does SIBC provide the programs and information you need about local and international issues?***..... ples blo iu?****..... Local**

- | | | |
|-------|------------------|-----------|
| [1] | Olowe | |
| [2] | Samtaem | Sometimes |
| [3] | Kolsap nomoa nao | Rarely |
| [4] | No save | |
| [1] | No ansa | |

.... samfala nara kantri?**.....other countries?**

- | | |
|-------|------------------|
| [1] | Olowe |
| [2] | Samtaem |
| [3] | Kolsap nomoa nao |
| [4] | No save |
| [0] | No ansa |

SECTION 9: REPRESENTATION AND CIVIC AWARENESS**Q9a Waswe, wat nao iu tingim hem mein waka blo honorable MP? (save makim winin wan)***What do you think is the main job of an MP? (>1 answer)*

- | | | |
|-------|---|---|
| [1] | Lukaotem kandre an mekem olketa loa | Govern the country/make laws |
| [2] | Wak fo pipol hu votem olketa go lo palamen | Represent consistency in parliament |
| [3] | Getem beta laef fo pipol wea susim olketa | Get better conditions for the consistency |
| [4] | Helpem olketa pipol insaet konsitiunsi blo olketa | Assist individual people in the consistency |
| [5] | Narafala (raetem) _____ | |
| [6] | No save | |
| [0] | No ansa | |

Q9b Waswe, hemi isi nomoa fo stretem wanfala miting wetem honorable MP blo iu? Is it easy to arrange a meeting with your MP?

- | | |
|-------|---------|
| [1] | Ia |
| [2] | Nomoa |
| [3] | No save |
| [0] | No ansa |

Q9c Waswe, honorable MP blo iu bin tok-aot lo palament tu, fo meksua olketa pipol blo hem getem gudfala samting?*Does your MP ever speak out in Parliament to get better conditions for your consistency?*

- | | |
|-------|---------|
| [1] | Ia |
| [2] | Nomoa |
| [3] | No save |
| [0] | No ansa |

Q9d Waswe, honorable MP blo iufala hem duim waka fitim an inaf fo helpem olketa man lo komuniti blo iufala?*Has your MP done anything especially to help women in your community?*

- | | | |
|-------|--------------|-----------|
| [1] | Ia | |
| [2] | Samfala taem | Sometimes |
| [3] | Nomoa | |
| [4] | No save | |
| [0] | No ansa | |

Q9e Waswe, honorable MP blo iufala hem duim waka fitim an inaf fo helpem olketa mere lo komuniti blo iufala?*Has your MP done anything especially to help youth in your community?*

- | | | |
|-------|--------------|-----------|
| [1] | Ia | |
| [2] | Samfala taem | Sometimes |

- [3] Nomoa
- [4] No save
- [0] No ansa
- [1]

Q9f Waswe, honorable MP blo iufala hem duim waka fitim an inaf fo helpem olketa yut lo komuniti blo iufala?

Has your MP done anything especially to help men in your community?

- [1] Ia
- [2] Samfala taem
- [3] Nomoa
- [4] No save
- [0] No ansa

Sometimes

Q9g Waswe, honorable MP blo iufala hem spendem RCDF o samfala nara seleni lo gavman insaet lo knostituensi blo iufala tu?

Has your present MP spent any RCDF or other Government funds in your consistency?

- [1] Ia
- [2] Nomoa (Go to Q9i)
- [3] No save (Go to Q9i)
- [0] No ansa (Go to Q9i)

Q9h Wat nao hem iusim lo hem?

What was this money spent on?

- [1] Olketa projekt lo komiuniti
- [2] Sekhan lo hem nomoa
- [3] Narawan (raetim) _____
- [4] No save

Community projects

Given to individual people

Q9i Insaet lo disfala yia hem go finis ia, waswe, honorable MP blo iu distaem ia, bin holem eni miting an tok abaotem olketa nid blo komuniti blo iu tu?

In the past year, has your current MP met with your community to discuss your community's needs?

- [1] Ia
- [2] Nomoa
- [3] No save
- [0] No ansa

Q9j Taem iu vot lo ples fo vot ia, waswe, vot blo iu hem haed tu? O nara pipol save faenaot hu nao iu votim?

When you vote at the polling station is your vote secret or can other people find out how you voted?

- [1] Haed tu (Go to Q8m)
- [2] No haed tu
- [3] No save/ never voted (Go to Q8m)
- [0] No ansa (Go to Q8m)

Q9k Hu nao save faenaot hu nao iu votim?

Who can find out how you voted?

- [1] Returning officer
- [2] 'Big men' (e.g. chiefs, politicians)
- [3] Other (WRITE) _____
- [4] No save
- [0] No ansa

Q9l Hao nao olketa save faenaot?

How do they find out?

- [1] Raetim: _____
- [2] No save
- [0] No ansa

Q9m Waswe, iu ting iumi sud garem samfala mere insaet lo palament tu?

Do you think there should be some women MPs in Parliament?

- [1] Ia
- [2] Nomoa
- [3] No save
- [0] No ansa

Q9n Waswe, bae iu vot fo wanfala mere sapos iu lukim hem olsem hemi wanfala gudfala mere lida?

Would you vote for a woman if she seemed like a good candidate?

- [1] Ia
- [2] Nomoa
- [3] No save
- [0] No ansa

Q9o Wae nao iu ting olketa man kanidate evri taem garem staka vot winim olketa mere kanidate?

Why do male candidates always get more votes than female candidates? (WRITE up to three reasons)

- [1] _____
- [2] _____

- [3] _____
 [4] No save
 [0] No ansa

SECTION 10: ACCESS TO JUSTICE

Q10a Waswe, eniwan talem iu abaotim raets blo olsem wanfala man, mere, boe o gele?

Have you ever been told about your rights as a man, woman, boy or girl?

- [1] Ia
 [2] Nomoa
 [3] No save wat nao hem minim Don't know what it means
 [0] No ansa

Q10b Hu nao telem iu aboat olketa raet blo iu ia?

(save makim winim wan) Who told you about your rights? (can tick more than one)

- [1] RAMSI tua program RAMSI Outreach Program
 [2] Shakem Hans
 [3] Komunity lida Community leaders
 [4] NGOs/ sios NGOs/Churches
 [5] Niuspepa Newspaper
 [6] Radio Radio
 [7] Smallpepa notice/posta Leaflets / posters
 [8] Narafala (raetem) _____
 [9] No eniting
 [10] No save
 [0] No ansa

Q10c Waswe, sif o komiuniti lida blo iufala nao save solvim o steretem olketa raa blo iufala?

Does your chief or community leader settle disputes?

- [1] Ia
 [2] Nomoa
 [3] No save
 [0] No ansa

Q10d Waswe, pipol lo komiuniti blo iufala save go local kot fo steretem olketa raa? Do people in your community go to local courts to settle disputes?

- [1] Ia
 [2] Nomoa
 [3] No save
 [0] No ansa

Q10e Wat nao wanfala mein wei fo solvim o steretem olketa raa blo komiuniti blo iu?

What is the main way of resolving disputes in your community?

- Chief
 Local court
 Church
 Other (write)
 No save
 No ansa

Q10e Waswe, hem easi nomoa fo iu kasem kot sapos iu laek fo iusim?

Is it easy for you to get to a court if you want to use the justice system? (can mark more than one)

- [1] Yes, town court
 [2] Yes, rural court
 [3] No
 [4] Don't know
 [0] No ansa

Q10g Waswe, hao mas nao iu tingim bae hem costim iu fo peim wanfala loea fo...

How much do you think it costs to get a lawyer for

A) ...wanfala kriminol samting?

...a criminal matter?

- [1] No kostim eni seleni No cost
 [2] Save peim It's affordable
 [3] Barava kost tumas Very expensive
 [4] No save
 [0] No ansa

B) ...civil kot kes melwan you and narafala pipol?

... civil matter?

- [1] No kostim eni seleni No cost
 [2] Save peim It's affordable
 [3] Barava cost tumas Very expensive
 [4] No save
 [0] No ansa

Q10h Sapos iu mas repotem wanfala violent kraem (eksampol: bifala faet, kilim o hitim man o mere) hu nao bae iu laikem fo repot lo hem (makim WANFALA nomoa) *If you had to report a violent crime, who would you prefer to report to? (tick ONE only)*

- | | | |
|-------|-------------------------|-------|
| [1] | RSIPF | |
| [2] | Sif | Chief |
| [3] | RAMSI | |
| [4] | Narafala (raetim) _____ | |
| [5] | No save | |
| [0] | No ansa | |

Q10h Sapos iu raa wetem neiba blo iu abaot land, hao nao bae iu laek fo stretem? (makim WANFALA nomoa) *If you had a land dispute with a neighbour, how would you prefer to resolve it? (tick ONE only)*

- | | | |
|-------|-------------------------|-------------------------|
| [1] | Kastom wei | Customary law |
| [2] | Kot blo gavman | Government court system |
| [3] | RSIPF | |
| [4] | Narafala (raetim) _____ | |
| [5] | No save | |
| [0] | No ansa | |

Tanggjo tumas fo givim kam taem blo iu fo ansam olketa kuestin *Thank you very much for giving your time to answer the questions*

Annex 7

Summary of People and Agencies Consulted

Date	Time	Name and Position
Consultations in Australia		
Wednesday 23 September 2009 (Canberra)	9.15 – 10.30	Australian Federal Police: Colin Lane and Dr Tony Krone (International Deployment Group); Jeanette de-Bank (RAMSI desk)
	11.00 – 1.45	DFAT: Heidi Bootle, Melissa Haldorp
	1.00 – 3.15	ANU Enterprises : Ms Chris McMurray
Consultations in Hionara, Solomon Islands		
Date	Time	Name and Position
Monday 28 September 2009	2:00 -3:00 pm	The Performance Assessment Working Group (PAWG), Tim Patterson, RAMSI Policy Adviser, Darren Boyd-Skiner Participating Police Force.
	3:30 -4:30 pm	Jeremiah Manele, Secretary to the Hon the Prime Minister
Tuesday, 29 September 2009	10:30 – 12:30 pm	Nick Gagahe, National Statistician for the Solomon Islands
	2:00 -3:00 pm	James Hall, A/g RAMSI Development Coordinator
	3:30 – 4:30 pm	Barry Apsey, Program Director, RAMSI Law and Justice, Meg Johnson, Deputy Program Director, RAMSI Law and Justice
Wednesday, 30 September 2009	9:00 -10:00 am	Tony Prescott, Anti- Corruption Specialist Sandy Henderson, Anti-Corruption
	12:00 -1:00 pm	Paul Tovua, Permanent Secretary to RAMSI
	2:00 -3:00 pm	Graeme Wilson, RAMSI Special Coordinator
Thursday, 1 October 2009	10:00 -11:00 am	Christina Carlson, Deputy Resident Representative, UNDP
	2:00 -3:00 pm	Allan Daonga, Undersecretary, Ministry of Development Planning and Aid Coordination
	3:30 -4.30 pm	Tom Perry, Deputy Public Affairs Manager, RAMSI Public Affairs Unit
Friday, 2 October 2009	9:00 -10:00 am	Evan Tuhagenga, Under Secretary, Ministry of Women, Youth and Children Affairs
	2:00 -3:00 pm	David Green, AusAID Bilateral Program, Australian High Commission
	3:00 -4.30 pm	Barbara Williams, Development Counsellor, NZAID
Monday, 5 October 2009	1:00 -2:30 pm	Participating Police Force and Royal Solomon Islands. Wayne Buckhorn, Commander; Johnson Siapu, Deputy Commissioner RSIPF; Walter Kola Deputy Commissioner RSIPF; Anne Dellaca, AFP Advisor; Martin Goode AFP Advisor; Darren Boyd Skinner PPF; Con Constantinou PPF)

Date	Time	Name and Position
	8:30 – 9:30 am	RAMSI Economic Governance, Kate Dooley, Senior Development Program Specialist, Jim Downey, Senior Development Program Specialist
	9:30 -11:00 am	2009 People's Survey Enumerators - (Hilda Kii, Roberta, Virginia, and Frank)
	11.00 -12:30 Noon	RAMSI Machinery of Government. Suzanne Bent, Deputy Program Director, Sally Anne, Senior Deputy Program Specialist; David Patternot, Senior Program Officer
	1:30 -3:00 pm	NGO Forum Brenda Wara - Communications Officer, Transparency Solomon Islands; Georgia Noy - Acting Country Program Director, Save the Children Australia; Joe Weber - Country Representative, Oxfam; Joycelyn Maenukua, YWCA.
	3:30 -4:30 pm	Ronald Talasasa, Director, Department of Public Prosecution
Wednesday, 7 October 2009	9:00-10:00 am	Ishmael Avui, Permanent Secretary, Ministry of Public Service; Walter Huberts Rhein, Assistant; Nancy Legua Under Secretary Human Resources; Luke Mua Under Secretary Policy and Research
	11:00-12:00 Noon	James Remobatu, Permanent Secretary, Ministry of Justice and Legal; Ronald Unusi, Permanent Secretary, Special Duty, Police & National Security
	1:30 -2:30 pm	Alice Pollard, Strategy Coordinator, for Women in Government, RAMSI Machinery of Government
Thursday, 8 October 2009	9:00 -10:00 am	Presentation to the RAMSI Coordination Meeting
	10:30 -11:30 am	John Usuramo, Director of USP
	2:00 -3:00 pm	Sakiusa Rabuka, Pacific Islands Forum Special Representative in Honiara
	3:15 -4:00 pm	Ashley Wickham, Head of Policy Evaluation Unit, Office of Prime Minister
	4:15-4:45	Bob Pollard, Transparency Solomon Islands and Pasifiki Services Ltd
Friday, 9 October 2009	8:30 – 9:30	Dr Morgan Wairu and Dr Phil Tagini, Island Knowledge Institute
	10:30 -12:00 Noon	Debrief with Sarah Boxall, A/g RAMSI Deputy Development Coordinator; Darren Boyd-Skinner, Participating Police Force; Nick Gagahe, Statistician, SIG Ministry of Finance.
Thursday 15 October 2009 (in Australia)	2:00 – 2.45 pm	Telephone discussion with Dylan Roux and Greg Moores, the Australian Government Ministry of Finance and Deregulation.