

Data Management issues encountered by CSOs during the Covid-19 crisis and resulting adaptations

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Lack of technical preparation & adapted resources

- Lack of HR in the field
- Lack of harmonisation and standardisation of practices (in the field)
- Lack of toolbox for crisis management (tools, templates, methodologies, standards, etc.)
- Lack of technical skills among staff for data management tools & data culture

Lack of coordination

- Within CSOs, especially when multiple countries were involved
- Among CSOs, especially due to remote working conditions (duplications & gaps)

Crisis-specific difficulties

- Postponement of activities & trainings / workshops
- Reallocation of resources hampering M&E activities
- Requests for very rapid feedback on crisis-specific data
- Infobesity, info collected without a clear thought-through process

Complexified relationship to the beneficiaries

- Need for adapting response systems to feedback & complaint mechanisms
- Oversolicitation of beneficiaries
- Difficult access to populations (network coverage / phone ownership)
- Need for inclusion of all genders and for increased diversity

HR
Recruitment of HR

Digital transformation
Improved flow of information, new communication channels

Upskilling
Guidance, webinars, mentoring, task force, monitoring groups, hotline, etc.

Focus on what is already in use
Simple tools such as Excel

Pooling resources
Tools, processes, methodologies

Within the CSO
Focus on information & process needs

With beneficiaries
Needs analysis

With donors
Negotiating more support & resources

Among CSOs
Exchanges & communication

Adapted data collection
Call- / SMS-based surveys, local relays

Accountability
New mechanisms set up

Sampling
Reviewed (collect less & better)

Organisational adjustment

Tool optimisation

Needs re-evaluation

Adaptation of activities