A government sign highlighting the newly designated 'no build zone' along the coast in Candahue, Leyte. Photo: Laura Eldon/Oxfam

TYPHOON HAIYAN

Community research into the relocation of internally displaced people in the Philippines

In February and March 2014, Oxfam carried out field research in the Philippines with people displaced by typhoon Haiyan in order to inform and influence the government-led process for their relocation. The project tested out a cyclical research process – including a digital survey – in order to make timely use of findings in programming and advocacy, ensure better sharing with other actors and authorities, and feedback to affected communities. This paper reviews the methodology used and presents key learnings and conclusions.

OXFAM

CONTENTS

INTRODUCTION

On 8 November 2013, typhoon Haiyan hit the central Philippines killing 6,190 people and leaving 14.1 million people in need of immediate assistance. Over four million people were forced from their homes with more than a million houses destroyed or damaged. Many of the people who were displaced were already amongst the poorest in the Philippines and following the typhoon found themselves living in tents or evacuation centres. Soon after the typhoon, the Government of the Philippines declared a 'no build zone' within 40 metres of the affected coastlines and announced plans to relocate people from those coastal areas to other, safer locations. Many communities relied on fishing and other activities specific to the coastal location for their livelihoods, yet some of the areas identified for relocation were up to 12km inland. Oxfam has been providing water, sanitation, cash and non-food items – including shelter support – to people affected by the typhoon.

OXFAM'S FIELD RESEARCH

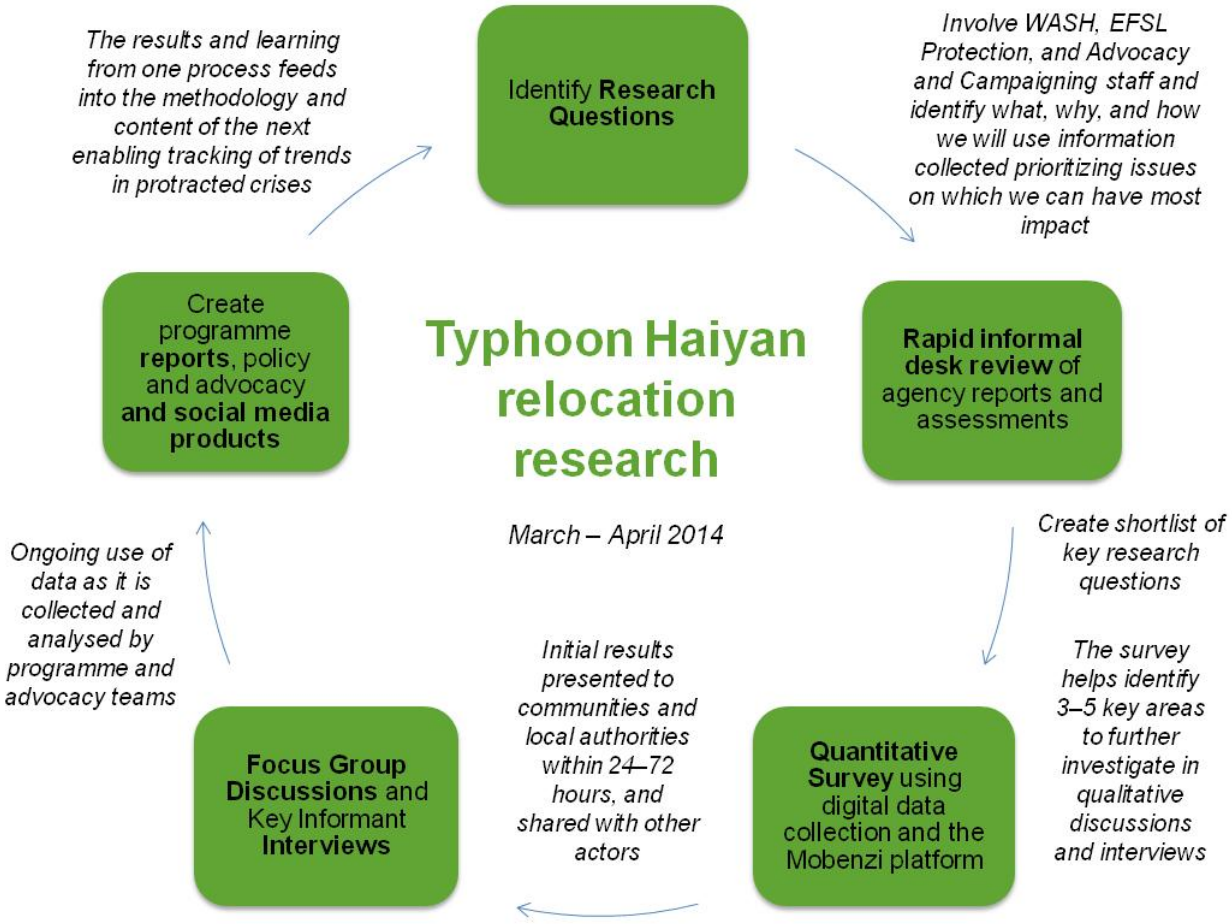
Oxfam knew that the window of opportunity to influence the relocation process was tight and that internally displaced people (IDPs) had very limited information about, or influence over, the relocation plans. Oxfam wanted to understand the IDPs' practical needs, and what assistance and conditions they wanted in place to make relocation viable for them in the long-term. The research had to be rapid in order not to miss advocacy and influencing opportunities, but it also needed to be of a high standard in order to be credible and enable affected communities to participate as much as possible.

Although Oxfam has carried out this kind of research for many years in locations around the world, it is keen to continually improve the process in order to meet the highest standards in methodology, ethics of data management, effective feedback to communities, and rapid use of results to bring about real positive change in people's lives. In late 2013, Oxfam piloted this research process in Jordan,[1] looking at the needs and perceptions of Syrian refugees. The process included the use of digital data capture for a quantitative survey, combined with more traditional methods for qualitative data capture such as focus group discussions (FGDs) and key informant interviews. Learning from the pilot in Jordan informed the field research in the Philippines.

In this project, Oxfam's team worked with Initiatives for Dialogue and Empowerment through Alternative Legal Services (IDEALS) – a national legal resource centre. IDEALS provided enumerators from amongst their staff and also helped with the selection of locations in one of the municipalities. Oxfam also hired a local consultant, specifically chosen because of her background in anthropology, as Lead Researcher. This became very advantageous in developing the ethical and community participation elements of the process.

METHODOLOGY

Figure 1: Proposed methodology



The cyclical process built upon existing knowledge, avoiding duplication, and enabling the use of information at all stages. The research was carried out in four locations, with quantitative survey findings collected via FGDs, key informant interviews and community feedback sessions. Oxfam surveyed 453 individuals, ran 14 FGDs and interviewed more than 30 key informants across four provinces in Eastern Samar, Leyte and North Cebu. It targeted IDPs living in 'no build zones' – either in their own self-repaired homes, or tents provided by aid agencies; people in evacuation centres; and people in bunkhouses. The areas were selected based on where Oxfam was already working, and on recommendations from working groups, clusters and other organizations operational in the area.

Defining research questions

As a first step, the Oxfam field team held a detailed planning session to decide what we wanted to know, why, how the information would be used, the change it wanted to see, and how risk would be managed, mitigated and avoided. Staff from various sectors of the Oxfam response – water, sanitation and hygiene (WASH); emergency food security and livelihoods (EFSL); protection; policy and campaigning – were involved in the initial brainstorming of questions, resulting in a long list of questions covering: people's current situation regarding accommodation and access to services and facilities; knowledge, information and communication about relocation processes and options; IDPs needs, preferences and concerns about relocation; and issues relating to compensation for loss of land.

Desk review

In Jordan, the protracted nature of the crisis in Syria meant that there were many published reports and existing assessments which were analysed during a desk review at the start of the research process. In the Philippines, the nature of the crisis – a rapid onset disaster – meant there was far less documentation specific to the situation. Therefore, when formulating the quantitative survey questions, instead of a formal desk review Oxfam drew on the knowledge of its team, local staff, and partners; discussions with other organizations; and a rapid informal desk review of existing assessments and previous disaster responses.

Digital survey

Given the high level of mobile phone usage and good internet connectivity in the Philippines – and following a previous successful pilot of digital data capture in Jordan – Oxfam decided to use digital data collection for the survey. The benefits were expected to be significant time savings at the data collection and basic analysis stage, and greater accuracy due to the data entry stage being automated.

An enumerator demonstrates how he is using a mobile device to conduct a relocation survey during a field visit in Eastern Samar. Photo: Laura Eldon/Oxfam

> *'Using gadgets helps the survey run faster. You can get the results easily, you can plan immediately for whatever projects or programmes you can do.'*
>
> Enumerator, February 2014

The survey questions were developed by refining the original long list of research questions, taking into account team feedback and the information available from the rapid desk review. Questions were categorized into four sections with each section containing between two and 20 questions. The question type varied and included: 'yes/no', numerical and multiple choice (either single choice, ticking top three or four, or ticking all that apply) questions. Some included 'other' as an option and allowed free text to be entered to ensure there was scope to record an interviewee's response where there was no predefined answer. Where possible, free text input was minimized to ease data entry on mobile screens and limit the additional time required to analyse inputs.

Once the questions were formulated, they were translated and entered into the Mobenzi platform. Refinements were made to the translations during the pre-test to ensure that the meaning of the questions was accurately captured. To ensure it would be of the highest quality and as relevant as possible, the pre-test was carried out with a community in a real-life survey situation. The questions were timed in the pre-tests to make sure they were not too long, or complicated, for respondents to answer. During training, enumerators were timed conducting the survey, both on paper and using the mobile version. On average it took approximately five minutes more to conduct the survey on paper than on the mobile phones, largely due to the automatic skip patterns and ease of input. As enumerators became more familiar with the mobile interface, they became faster at inputting responses. By the end of the pre-test, the Mobenzi platform recorded enumerators taking an average of 15 minutes to complete each survey.

A technical expert from Oxfam's information and communications technology (ICT) in programme team gave support for three weeks in the field, providing technical training in setting up and conducting the survey, using Mobenzi analytics and trouble-shooting with the handsets. Feedback from the field team indicated that this was absolutely crucial for the digital element which would not have been possible without this support.

Focus groups, interviews and data analysis

Fourteen FGDs were held and more than 30 key informants interviewed across four provinces in Eastern Samar, Leyte and North Cebu. The FGD questions were further honed and developed based on the survey results. The FGDs were held in different locations to the survey, and participants were self-selected through an invitation by Barangay officials, with equal numbers of focus groups with men and women. In general more women volunteered to take part in focus groups than men. The smallest group was made up of just four men, whilst in all cases there were enough women. This was partly due to the FGDs being held close to lunchtime when men who had been out fishing in the early morning were asleep. In some locations there was considerable interest in participating, but in others – notably those where only a few families would be affected by relocation – there were too few participants. However even in those areas there was a large turnout for the community feedback sessions which presented the key trends and top-line findings from the data collection (both survey and FGDs) and asked for verification of the findings. In all community feedback sessions the larger group confirmed the findings that were presented to them.

The enumerators who had conducted the survey were asked to be note-takers for the FGDs, however, this proved problematic as although they had done a very good job with the survey, note-taking in FGDs required a different skill set, particularly to capture the reactions and interactions of the group. The schedule meant that there was inadequate time between locations for enumerators to type up their notes. This, combined with their inexperience, meant that they were slower capturing FGDs than anticipated and some data may have been lost. Part way through the FGDs, the team decided to record the discussions on the phones which proved very useful and increased accuracy. Consent was sought from participants to do so, including a short trial recording that was played back to the participants to help them decide whether they were happy to be recorded or not. All participants were happy to be recorded, however, on reflection the team realize that they didn't provide adequate information about how long the recordings would be kept and how to confirm that they had been deleted. The recordings were cross-checked against notes and provided substantial additional information. Data analysis was carried out by the Lead Researcher, the Protection Advisor and the Humanitarian Policy Advisor.

PLANNING AND TRAINING

Equipment

The Oxfam Monitoring Evaluation Accountability and Learning (MEAL) team in the Philippines had already invested in 29 Android handsets, ten of which were used for this project, thus avoiding the logistical and procurement delays experienced in the Jordan pilot. The Android operating system on the handset was crucial, with the one used being compatible with the widest number of mobile data collection tools/software on the market including Mobenzi, the chosen platform for this project. This allowed the device to be 'future proofed' for use in other teams, and also enabled the possibility of using them with other platforms or software.

Software platform

Mobenzi was again chosen as the platform for the digital data capture as it has in-built analytics with an online dashboard producing graphical representations of data, and can be shared almost immediately with key stakeholders remotely via a URL. The Oxfam team in Jordan had used it very successfully in their pilot. All language character sets are supported for survey content thus allowing the Philippines team to conduct the survey in four different dialects, the results of which can be consolidated in a single process.

Training enumerators

Enumerators had a full day of training on the research aims and methodology, including familiarizing enumerators with the paper version of the survey, followed by a day focused on both the handset and the Mobenzi application. A pre-test was then carried out, which identified any areas for improvement in the survey itself. Mobile training focused on how to enter results, use the survey interface, and how best to explain digital data capture to participants to ensure informed consent. There was also training on interacting with participants, capturing, responding to and summarising 'other' data. The survey enumerators were transferred from one site to the next where possible – taking into account their language skills. The training also focussed on basic protocols in using the handsets, for example, that SIM cards would be removed, that the handsets should only to be used for the survey, and that no photos should be taken. However, during the pre-test one enumerator used the camera on the phone to take a photograph of an interviewee, in contravention of the protocols in place and despite having been specifically told not to do so. In this case the enumerator was dismissed and usage protocols re-emphasized with enumerators. The technical expert from Oxfam's ICT in Programmes team subsequently researched and uploaded an app which prevented the phones from being used for any purpose other than the survey for future activities.

Enumerators take place in mobile survey training in Tacloban. Photo: Laura Eldon/Oxfam

The teams took paper versions of the survey with them, although no respondent opted out of the digital survey when given the choice. In all locations bar one, the use of a digital survey tool was new to the interviewees. The enumerators were very effective in ensuring informed consent, and the interviewees felt that this was something quite new to them compared to other assessments that had recently taken place. In fact some interviewees felt it was almost ‘too polite’, although overall people were very pleased to have the voluntary nature of their participation so clearly explained.

Using the process established in the Jordan pilot, the data captured on phone handsets was uploaded at the end of each day to minimize loss and then deleted from the phones. The enumerators’ contracts required them to look after the handsets to minimize the risk of theft or breakage, and each handset had a passcode for extra security and was clearly labelled as belonging to Oxfam and not the enumerators.

DATA CAPTURE AND ANALYSIS

The data capture process – survey, focus groups and interviews – took five weeks in total and results were analysed in detail and drafted into a report which was produced within a month of data analysis being completed. This was a huge time saving from the previous pilot in Jordan, where great emphasis was placed on the production of a report, but the report was not made public for many weeks after the data capture as a result of protracted sign-off processes and negotiations with other humanitarian actors regarding sensitive content. In each location, the digital survey was carried out first and then the results were used to produce seven targeted questions for the focus groups and the key informant interviews. Within hours of each survey being carried out, data was uploaded to Mobenzi and a review of this data enabled staff to identify important themes and issues. For example, the team was able to immediately identify livelihoods concerns, enabling the Livelihoods Team to participate in the community feedback sessions and use the data to immediately influence their programming priorities.

Between eight and 12 interviews were carried out on each phone per day, leaving the phone with approximately 50 percent battery life. A participant's free text answer to questions containing the option 'other' were summarized by the enumerator and entered into the mobile phone. The responses were uploaded at the end of the day via wifi in the Oxfam office, which took approximately five minutes. This removed the usual data entry stage associated with conducting paper surveys, which would have taken considerably longer with a greater risk of errors. Reponses from multiple and exclusive choice questions were automatically translated into English. This was relatively simple as the survey was originally built in English and then translated into two versions of Waray and two versions of Cebuano. Any additional 'other' information was inputted in the local language/dialect and so required manual translation in the office, which was undertaken by the Lead Researcher and Consultant. For practical reasons this took place at the end of the process, rather than during data capture, so it could not be taken into account during the field research. In future, more time needs to be allocated between survey locations to ensure that this can take place during the field data collection process.

Often in a mixed-method data collection process, surveys, focus groups and interviews take place simultaneously to reduce time delays. A disadvantage of this is that findings from quantitative surveys cannot then be used to nuance the qualitative processes and explore some of the findings in greater depth. However, the speed at which the quantitative data from surveys was uploaded and top-line results available allowed for individual interviews and focus groups to draw on these first findings. The FGDs were facilitated by senior Oxfam staff members and documented by enumerators with pen and paper and also audio capture on the mobile phones. These discussions allowed individuals to expand on, and validate, key findings from the survey. One advantage of a roving team was that reflections on practice and learning from one area were captured to inform and refine the process in the next location. However, some unexpected issues that had not been raised by respondents in the digital survey started to surface in the FGDs, for example, the security of tenure in relocation sites. This meant that qualitative information was available on some issues for which there was no quantitative data.

An Oxfam staff member discusses initial findings from the survey during a community feedback session.
Photo: Laura Eldon/Oxfam

> *'I feel we were able to develop better questions for the FGDs and to capture some issues we would not have captured.'*
>
> Team Member, March 2014

Sample size and distribution

The sample size aimed to be as representative as possible within each location, with 453 individual respondents to the survey. Random sampling was used, with enumerators visiting every nth household. To ensure a gender balance, some enumerators targeted female respondents and some male. If no one was at home, or a male/female was not available at a specific household, the enumerators were instructed to go to the next house along and then resume going to every nth household as they had been previously.

Unexpected disclosures

In previous field research, participants have given a variety of additional information beyond their answers to specific research questions. Some of this has been very useful in picking up on unexplored issues and adding context to the research. However, in some cases there have been unexpected discloses or allegations passed on to the team which go beyond the scope of the research. If allegations are made about other community members, authorities or humanitarians, this is sometimes difficult to deal with when given in imprecise terms and based on second- or third-hand knowledge. In this case, there were actually very few comments made outside of the research questions, largely because there was overall a very positive response to the humanitarian community and its support, and because the research was very strongly focussed on one specific issue – the relocation.

Feedback

Feedback is an important process for building trust and enabling effective use of information and analysis to bring about change. This project included three types of feedback: internally to Oxfam staff and partners; to communities and authorities; and the sharing of information with

other organizations. There is often a lack of time for different programming staff to gather and hear the top-line results. Whilst sharing results is a part of the management process, it is always subject to a risk assessment. In this case, feedback on the top-line results was given to Oxfam's management team so that results could be used immediately in shaping and adapting the humanitarian response. Community feedback was carried out within 24–72 hours of data being collected and proved very valuable and popular. The communities said that this helped them feel reassured that their peers shared their concerns regarding relocation and that non-government organizations (NGOs) were not only listening to their concerns, but also responding to them. Hearing feedback so quickly gave them ownership of the information they provided. These initial results were being used to influence change, albeit it in a very localized manner. The feedback focussed on emerging trends and key issues from the survey, FGDs, and interviews and served to both inform the community and act as a first step in advocacy. Village chiefs took part directly in the meetings and mayors received feedback bilaterally through separate meetings in Leyte and Palo. Feedback was given verbally, and printed copies of graphs and charts were shown to the community although not given out due to data analysis not being fully complete. They were specifically asked to verify or challenge findings, although there was overwhelming affirmation of the key results. To support this, field staff verbally presented top-line results from the preliminary analysis done in each location to the relevant clusters, including the UN and other agencies, to facilitate an integrated approach to data capture and avoid duplication.

> *'It is humbling and powerful to hear your own voice so quickly.'*
>
> Community feedback participant, February 2014

Data analysis

The community feedback and verification stage added significantly to the data analysis process. Not only were survey results cross-checked against FGDs and individual interviews, but the preliminary analysis was further validated by communities. However, data analysis can be time-consuming and a balance needs to be struck between timeliness of data release and ensuring the validity of findings. Sharing the full dataset and results with other agencies and external stakeholders took longer due to the team waiting for an analysis of results from all locations. Oxfam's team was aware that raw data can be interpreted in various ways – as this had been a particular issue in the previous Jordan pilot – and was cautious about widely sharing detailed findings until they had been fully analysed. This resulted in some frustration on the part of other agencies, who had expected that data would be shared straight away. This led to pressure being placed on field offices to share data, and frustrations from both sides in having to wait six weeks for a full analysis to be ready. This was offset by Oxfam sharing some strong trends and analysis that had already been verified through community feedback. In future, expectations need to be managed, not just at a community level, but also the expectation by other agencies and authorities about how quickly data can be shared and the ethics of sharing partial results which may be misinterpreted.

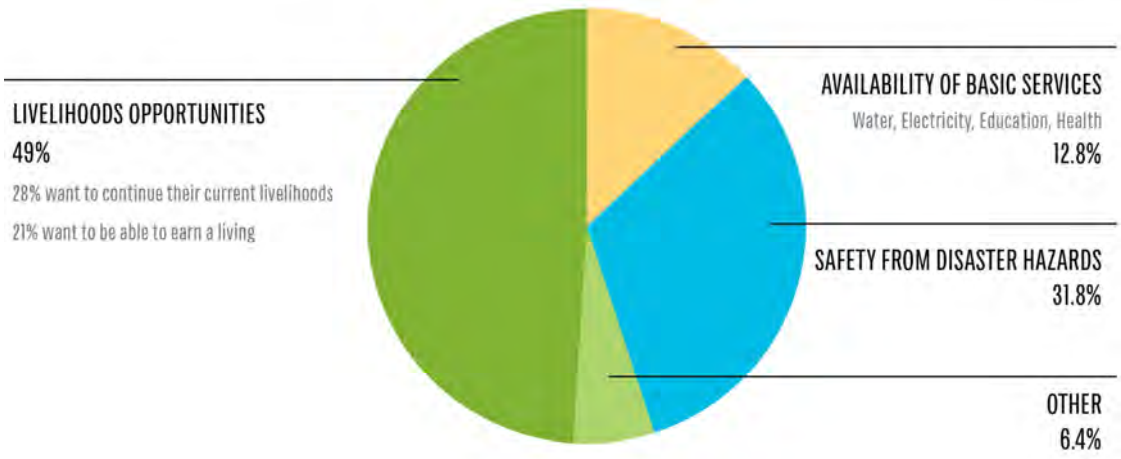
The free text section of the survey also proved challenging. It is an important function as it captures relevant additional information. Careful research at the start of the process can usually identify the most likely multiple choice options and reduce the need for this option, but for some free text may be the only way to capture a respondent's particular view or circumstances. In order to manage this data, enumerators needed training to input consistently where possible. In some cases, the 'other' option was used when the response actually fitted with one of the multiple choice options, which then required time-consuming manual input and manual re-calculation of the data in Excel, for which extra resources would have been very helpful. The Lead Researcher had to manually re-enter this information as it was provided in one of four dialects/languages. As a result, there were considerable translation requirements beyond the planned resourcing. Not enough time was allocated within the schedule for this to take place each day resulting in a backlog.

Oxfam always seeks to ensure gender-disaggregated data which enables a solid gender analysis. In Mobenzi, it is possible to generate a report using data from all female responses to a question and then a separate report on all male responses. To get a single report that cross-tabulates the two sets of data, the raw data needs to be exported into Excel. During data analysis, it was possible to discern different trends and the differential impacts on men and women and different age groups and locations relatively easily from the survey. FGDs were disaggregated by age, gender and location.

LIVELIHOODS, WASH AND PROTECTION

The research was initiated by the Oxfam Protection Team and the Humanitarian Advocacy Advisor. The issue of durable solutions to displacement – with livelihoods at the centre – was regarded as a protection issue in this context. The research questions were developed with the input of Programme Managers overseeing WASH and livelihoods programmes in each location. The results were exceptionally useful for the Livelihoods Team in particular. Some of the findings were already well known by authorities and humanitarian actors, however, having a solid evidence base and 'killer facts' from a credible process gave weight to the advocacy messages, particularly around declarations on no build zones, the need for better communication and consultation with affected people, and for increased aid for those who had lived in the no build zones prior to the typhoon. The report published in 2014[2] made a number of key recommendations but considered that Livelihoods should be the priority consideration. Recommendations included that the local government should: '*Make livelihoods an integral part of relocation planning. This should include conducting socio economic studies in the early stages of planning, and developing livelihood opportunities for men and women before relocating people.*'

Figure 2: Oxfam survey results for the question 'What is the most important thing that authorities should consider in choosing a relocation site?'



The report also made recommendations relating to the contentious issue of land rights, security of tenure, and other underlying factors that had made many people so vulnerable to the effects and impacts of the typhoon and would continue to do so unless they were addressed. This links the humanitarian response to longer-term development needs.

Top-line results and feedback to Oxfam's programme teams was shared primarily through feedback to the Oxfam field team. In addition, the whole Oxfam Livelihoods Team were present for the community feedback in Leyte which strengthened their ability to be proactive and respond to livelihoods concerns. It enabled the team to assess the implications of relocation on livelihoods, interact with community members, and start responding to concerns, for example, integration from a livelihood perspective with host communities in the target relocation areas.

This information was subsequently used for advocacy work with various provincial and local government officials. Combined with long-term campaigning experience on the rights of fishing communities and improved land use planning, the survey data has also been used by Oxfam and partners for formal and informal national advocacy as the government drafted the resettlement policies. Oxfam has supported its fisheries partner to hold a national forum to discuss the legal basis of the 40m policy, which led to a CSO-government working group being developed and reinforced our messages with key government ministries.

IMPACT: USING FIELD RESEARCH TO BRING ABOUT TANGIBLE BENEFITS

Results and analysis were shared with Oxfam's programme teams and fed back to communities and authorities throughout the data capture process, with there being plans from the very beginning to also produce a report to act as a central focus for lobbying and advocacy on relocation issues. In April 2014, '**The Right Move? Ensuring durable relocation after typhoon Haiyan'**[3] was published. The turnaround time from data collection and analysis to the report being published was very efficient, which was especially important in order to use findings to influence the process which was already being planned. The report and other products, such as the social media infographics, highlighted how the process of managing no build zones could be improved, the support people from those zones required, and the need for much better communications between those communities and the authorities.

Lobbying started almost immediately and achieved tangible changes in the policy and practice of the authorities overseeing the relocation including, increased levels of assistance to communities living in no build zones, increased consultation of these communities by the authorities, a combined government and civil society effort to outline clear guidance on relocation, and a change in the government's policy to completely ban rebuilding in the no build zones. In May 2014, the Presidential Advisor for Recovery and Rehabilitation after typhoon Haiyan – the most senior government representative for the response – having read the report of the research contacted Oxfam to discuss the findings, illustrating the potential for vulnerable marginalized people to have their voices heard by the most senior levels of government.

The impact of the research in bringing about or contributing to these changes has been verified through the informal lobby channels and technical discussions on resettlement guidelines – both of which have been using Oxfam and its partners' messages and proposals.

Internally, the data collected has been used to help develop donor proposals and for feedback and reporting to current donors, including contributors to the Oxfam public appeal. Oxfam staff have been able to identify community concerns and put in place strategies to overcome these, particularly in relation to livelihoods issues and concerns and the protection strategy. Programme managers were impressed by the pace of data analysis and took ownership of the concept. The digital data capture tools have since been used for post-distribution monitoring, increasing exposure to and trust in the process.

ETHICS, RISK AND STANDARDS

As is standard practice in Oxfam for protection-related data capture, the survey was specifically designed not to capture names or other identifying information such as photographs or the GPS location of any participants. Oxfam has worked with the International Committee of the Red Cross (ICRC) and other agencies to develop the Professional Standards for Protection Work,[4] particularly the chapter on Managing Sensitive Protection Information, and these field pilots are an opportunity to test out the practicalities of implanting these and other standards. The process of deciding on a methodology includes a risk assessment and risk mitigation measures (such as not taking names, GPS coordinates etc) are built in to the process.

Using protocols developed by Oxfam's digital experts, the survey was conducted using mobile phones set to flight mode to save battery life and without SIM cards to help ensure that no sensitive or identifying information was captured via GPS. Using mobile phones without SIM cards also meant that they could not be used to connect to the internet or make phone calls. Enumerators also carried paper copies of the survey for interviewees who preferred not to take a digital survey, and as a back-up option in case of technical hitches (there were none). The use of mobile phones was explained in detail to the interviewees so that they could give fully informed consent and enumerators carried troubleshooting guides. Informed consent to participate in the survey, a participant's right to decline participation, their right to privacy and their right to be treated without judgement throughout the data capture are central to the research process. There is a high level of confidence and use of mobile phones in the Philippines and there was a 100 percent take up rate for the digital capture method.

During FGDs, anonymous quotes were collected to be used in products and as a separate activity, individuals were approached for interview so that their stories could be included in the published report.

> *'Our problem is our livelihoods. In this barangay, the majority of men engage in fishing. How can we continue our livelihoods if we are relocated to a mountainous areas?'*
>
> Men's focus group participant, Leyte

Although Oxfam would normally include information dissemination on essential services relating to issues such as gender-based violence within data collection processes, in this case the Protection Team decided not to carry out such activities as service providers were already very effectively disseminating such information and for Oxfam to do so was seen to offer little added value and possibly cause confusion.

KEY LESSONS LEARNED

Digital data capture: The second test of digital data capture using the Mobenzi platform proved very successful with no technical hitches and the platform also proved very able to deal with multiple dialects. However, the protocols for use of digital tools and equipment need to be robust and build in continual opportunities to improve and adapt, for example, using the app to restrict the use of mobile phones for anything other than data collection and to prevent the use of the camera function, and using remote management apps that enable the wiping of data on a handset remotely should it be lost or stolen. In this example, there was complete acceptance of the digital tools, however, this may not be the case in all countries and should be taken into account in deciding on a methodology for research. The use of digital tools requires daily access to electricity (to recharge the devices) and good quality internet connection for uploading data.

Toolkits: There are a plethora of toolkits available and whilst Oxfam has developed a Mobile Survey Toolkit, the wider aspects of this process and approach have not – at the time of publication – been developed into a toolkit as such. Whilst most of the learning from the first pilot in Jordan was incorporated and built upon in this process, some elements were overlooked such as the protocols around recording of FGDs and for the deletion of such recordings. Therefore, it may be necessary to develop a simple set of tools for carrying out similar processes in future in addition to case studies. The Mobile Survey Toolkit has generated considerable interest, and Oxfam is currently developing an external version. There is similar interest from both within Oxfam and from external agencies for a toolkit covering the full process and approach.

Risk management: Oxfam used robust risk assessments to determine the research methodology, the use of digital data capture, and community feedback. The advances made on community feedback and use of social media were possible because of the nature and context of this crisis. In other contexts, the use and sharing of data, including community feedback, requires rigorous risk managemnet.

Cyclical research processes: The process was designed to be ‘cyclical’ and very effectively used data from one stage to inform the next, thus adding greater depth to the research process. The addition of community feedback to provide validation and affirmation of key findings considerably strengthened the research methodology.

Protection and livelihoods: Although ‘sectoral’ areas of response are managed separately, there is huge value in ensuring effective collaboration. In this case, durable solutions – which are generally seen as a protection issue – were to a large extent based on livelihoods factors, and the Oxfam teams were able to bring together experts and managers in both areas to ensure effective use of findings in programming and policy work.

Community participation and feedback: Although the earlier research in Jordan had been unable to carry out community feedback for security reasons, this project demonstrated that where it is possible it offers considerable value to the process and to the relationship with communities affected by crises by breaking out of the ‘extractive’ model which represents the norm in this sector. Although models of community feedback will be determined by context and risk profile, this demonstrates that it is possible and very much welcomed by communities.

Developing questions with advocacy products in mind: Some questions allowed multiple choice answers without ranking. This prevented us being able to present the responses in public papers as dramatically as we would have liked – for example through the use of ‘killer facts’ – as for instance the numbers did not add up, or we did not know which answer was chosen first.

Gender: The Philippines is currently ranked 5th in the Global Gender Gap Index (the UK is 18th) out of 186 countries. This high level of gender equity was reflected in the research process and the findings. Men and women were both found to have high levels of mobile phone usage and high levels of literacy, as well as equal access to mobile devices. Likewise, although the team had begun with the assumption that men would have more access to information than women, disaggregation of survey findings found little discernable difference in access to information for men and women. Whilst Oxfam will always explore the gender issues in any situation, it's important to test out and challenge assumptions. However, both men and women were found to have very low levels of information about relocations, and as information campaigns gear up, it is important to monitor emerging gendered trends in access to information and ability to act upon it.

Staff resources: The process involved several staff on a full time basis for several weeks: the Lead Researcher, the Protection Advisor, the Humanitarian Policy Advisor, and the Technical Expert, in addition to the enumerators and local protection and livelihood staff who contributed heavily. This research required a major investment of staff time and resources – it paid off in terms of advocacy wins and brought real positive changes, but all such studies require a clear cost/benefits analysis beforehand.

CONCLUSIONS

The Philippines Relocation Survey shows how effective this research process can be in enabling fast, responsive data sharing and closing the loop between those capturing the data and those giving the data. It is a process that allows for immediate local-level decision-making and improvements in service provision. The use of mobile data capture in this instance has been particularly effective. It has increased engagement and ownership of issues through rapid feedback to all concerned – staff, community participants, local authorities – whilst simultaneously validating findings and enabling the discussions on change, development, and support to begin whilst the survey findings are still relevant. The research contributed to Oxfam's overall knowledge and provided an evidence base for programme and advocacy. **The Right Move** advocacy report[5] was much more than simply a write-up of findings, it drew on the findings of the research and effectively used 'killer facts' but also policy research and expertise to ensure recommendations could be taken to the highest level of national government in order to effect change.

An important outcome of the process so far, in addition to advocacy wins and policy changes, is the increased optimism and confidence the targeted communities reported through rapid feedback and real-time data presentation, especially for those who have been subjected to multiple extractive research processes. Oxfam will continue to test out and improve this approach to field research, with a focus on four specific areas: improving methodology; highest standards in ethics and risk management; community participation and feedback; and ensuring that research and assessments lead to tangible results and improvements in the humanitarian situation. Oxfam is currently seeking funding to further develop this work and test it out in low-tech environments and a broader range of contexts.

ACKNOWLEDGEMENTS

This case study was written by Rachel Hastie and Harriet Hoffler, with valuable input from Laura Eldon, Lou Lasap, Caroline Baudot and Miks Padilla. IDEALS provided valuable support in the Philippines and we would particularly like to thank the communities of Eastern Samar, Leyte and North Cebu who welcomed Oxfam staff and took part in the field study with enthusiasm at a very difficult moment in their lives.

FURTHER RESOURCES

The full report can be found online: C. Baudot (2014) 'The Right Move: Ensuring durable relocation after typhoon Haiyan', http://policy-practice.oxfam.org.uk/publications/the-right-move-ensuring-durable-relocation-after-typhoon-haiyan-316093 (accessed May 2015)

The tools used in this process including TOR, budget format, literature review templates etc. are available from: rhastie@oxfam.org.uk or llasap@oxfam.org.uk

Digital support, advice and 'how to' guides are available from leldon@oxfam.org.uk or aodonnell@oxfam.org.uk

A case study of the use of a similar research process in Jordan is also available on request from rhastie@oxfam.org.uk

NOTES

1 A case study of the research process in Jordan is available on request from rhastie@oxfam.org.uk

2 C. Baudot (2014) 'The Right Move: Ensuring durable relocation after typhoon Haiyan', http://policy-practice.oxfam.org.uk/publications/the-right-move-ensuring-durable-relocation-after-typhoon-haiyan-316093 (accessed May 2015)

3 *Ibid.*

4 ICRC (2013) 'Professional standards for protection work carried out by humanitarian and human rights actors in armed conflict and other situations of violence' http://www.icrc.org/eng/resources/documents/publication/p0999.htm (accessed May 2015).

5 C. Baudot (2014), *op. cit.*

This case study was written by Rachel Hastie and Harriet Hoffler. Oxfam acknowledges the assistance of Laura Eldon, Lou Lasap, Caroline Baudot and Miks Padilla in its production. Oxfam would also like to thank IDEALS who provided valuable support in the Philippines and would particularly like to thank the communities of Eastern Samar, Leyte and North Cebu who welcomed Oxfam staff and took part in the field study with enthusiasm at a very difficult moment in their lives. It is part of a series of papers and reports written to inform public debate on development and humanitarian policy issues.

For further information on the issues raised in this paper please e-mail rhastie@oxfam.org.uk or leldon@oxfam.org.uk

Published by Oxfam GB for Oxfam International under
ISBN 978-1-78077-864-8 in May 2015.
Oxfam GB, Oxfam House, John Smith Drive, Cowley, Oxford, OX4 2JY, UK.

OXFAM

Oxfam is an international confederation of 17 organizations networked together in more than 90 countries, as part of a global movement for change, to build a future free from the injustice of poverty. Please write to any of the agencies for further information, or visit www.oxfam.org.