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Work Package 3

Deliverable Number: 3.6

ICT4COP Work Package 3: ICT Research Methodology

Social Impact Lab (SIMLab)

This document outlines the approach to SIMLab research outputs, as well as the methodologies for fieldwork in the 11 study countries. This document is a deliverable for Month 6 of the ICT4COP initiative and is intended for the ICT4COP Work Package Leaders and researchers.

Section 1: Desk based Research

National Context Assessments

SIMLab's Information and Communications Needs Assessment is an analytical framework developed by SIMLab for use in its work on inclusive technology. SIMLab defines inclusive technologies as those which embody values critical to truly scalable, locally-owned impact: accessibility, ease of use, interoperability, and sustainability. Mobile phones are a key example - SMS and voice telephony reach all of the world's 3.6 billion mobile subscribers - as is radio, a critical technology for broad reach at relatively low cost. We also embrace both ends of the spectrum of inclusive tech - the increasing availability and affordability of cheap web-enabled phones and mobile data make them more accessible for relatively disconnected communities, and more analogue communications technologies, such as public criers, noticeboards and human networks, like religious structures and community leadership, reach into even the most remote and disconnected communities.



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An initial, National Context Assessment will focus on the national ICT data capabilities, usage patterns, infrastructure, national regulatory policies, recent trends, and public and private investments/interventions in each of the 11 countries. The Context Assessment reads like a 10-page questionnaire and is currently under revision for this project. The questions aim to provide a set of guidelines for assessing the ICT context in each country, through which sub-national issues will emerge. SIMLab's Context Assessment framework is currently being adapted to incorporate both the security context and national sub-group differences (also known within the development economics literature as "horizontal inequalities"). In each country context, we will identify these horizontal inequalities as self-identified groups (ethnicity, clan, religious, vulnerable populations, low-income groups, etc.) that are pertinent to the broader security context. These groups are likely to display different ICT use patterns and trends due to socio-economic and cultural differences. Researchers will also be mapping the security context over the course of the first twelve months, and inputs from researchers will inform the security modules within the context assessment.

The process for completing the Context Assessment will be: 1) desk-based research by SIMLab; 2) remote interviews conducted by SIMLab with key actors (e.g. mobile providers in Kenya); 3) WP Leaders (and individual researchers) who are aware of the context will fill-out as much of the Context Assessment as is feasible.

Section 2: Fieldwork

Planning:



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Fieldwork will be planned in coordination with WP leaders. WP leaders and researchers will undergo a mapping process in each country, which will clarify site selection, key issues arising, and potential timelines. SIMLab's approach for fieldwork will emphasize the intersection of ICTs and human security.

Throughout the research process, SIMLab will work with WP leaders for both quality assurance and identifying prospective areas and communities for fieldwork. It is therefore important to agree on coordination structures for the following year.

Site Selection:

In the ICT4COP research methodology, site selection for each country will incorporate both a rural and urban location, as well as an example of an ICT-community policing instance. This site might be rural/urban, or is currently an active security or chronic violence context. Site selection will happen in coordination with the country mapping currently underway by the WP leaders.

Identification of Communities:

Existing horizontal inequalities and conflict-affected areas are central to understanding which communities are appropriate for further study. The specific issue of concern within the selected community should underscore both the security and ICT research questions which are of interest to SIM-Lab.

Risk assessment:

SIMLab's emerging organizational principles are defined as part of our 2016-18 strategy, and incorporate the Do No Harm principle as a core re-



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quirement of our work. In addition, we prioritize respect for the individual and sustainability of outcomes. As part of our work, we will be developing a risk assessment which is undertaken as part of the context assessment process, and which will inform operational decision-making and in some cases, whether or not we engage with specific research or in specific countries.

Research protocols:

Researchers are responsible for IRB reviews and research permits which will allow for field interviews and data collection. Therefore, any SIMLab fieldwork plans will be done with the approval of WP leaders and researchers. Any data collection will follow the protocols and rules specified by the ICT4COP consortium. SIMLab fieldwork will also be subsequent to evaluation against SIMLab principles.

Case studies:

SIMLab's context assessments will be written up as reports and will inform case studies. The analysis will focus on findings from the communities with respect to ICT use and the broader ICT context (from the context assessments). For instances where SIMLab (or partners) cannot complete fieldwork due to security concerns, case studies may be based entirely on remote work, or may not be written up, depending on the availability of material.

Approach to fieldwork:

SIMLab's fieldwork for ICT's will be primarily qualitative, but will integrate a mixed-methods approach when possible. Qualitative interviews will be done in all countries to understand the ICT research questions. SIMLab's time in the field should (ideally) overlap with some of the re-



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searcher fieldwork. In these examples, SIMLab can provide the research questions and tools if the researchers are able to incorporate these instruments into their fieldwork.

If the research questions require it, respondents may be asked to answer survey questions depending on the needs of the fieldwork. In some cases, a survey tool will be developed to collect from a larger group of people from the community. Enumerators will be trained only if there is a partner or there are available resources to conduct such a survey.

Section Three: Pilots

SIMLab has committed to designing two pilot interventions in two of the eleven ICT4COP countries. Desk research and fieldwork findings will inform potential pilots. However, it is yet unclear if any additional fieldwork or data collection will be needed to help the design of any potential pilot.