

Providing, Collecting and Acting on Feedback

For DTM coordinators and Partners

Feedback from Data Users on DTM results is vital to keep DTM results relevant over time and is an important step of the DTM Common Process. Various options are presented to facilitate the agreement between DTM and Data Users on modalities for collecting feedback.

Also, as managing feedback will need specific tools, a tool piloted in the field is shared as an example.

After acting on the feedback, DTM will ensure such changes are communicated to users. Modalities for this communication need also to be agreed.

Suggestions for discussing and collecting useful feedback.

It is important to agree with users on modalities and include instructions on how feedback can be provided in all DTM products (e.g., contact details for feedback or in what meeting feedback can be provided). DTM will collect feedback on various issues, e.g., general feedback on products, or specific datasets/information, or phrasing of questions or modalities of implementation.

- Online surveys provide quickly analysable results to collect feedback on products, while bilateral discussions can provide additional input for more in-depth understanding of challenges and possible solutions.
- Presenting data to partners (e.g., cluster meetings) is an excellent way to enhance interpretation and use of DTM data. It is also an opportunity for quality feedback on the usefulness and usability of data. Feedback should always lead to changes when the information was not usable or useful.
- Feedback on specific information/datasets should be always based on the use done by the partners. The feedback should be provided based on the analysis that DTM or Partners were able to do, and on the actual use of that analysis /information done by the partner in their response.
- New question/answer options should always be discussed looking at the (mock-up) visualization of the expected results. To decrease the workload on field colleagues, a mock-up visualization is available for the Field Companion questions¹. For questions added at country level, country teams will have to draft a version of the final analysis based on made-up data.
- Engaging sectoral colleagues in enumerators training has been successful in ensuring that feedback on implementation modalities was acted upon, in addition to achieving a better understanding of specific sectoral concepts and purpose of questions by enumerators.

¹ Sectoral DTM MSLA Field Companion are available at: <https://dtm.iom.int/dtm-partners-toolkit/field-companion-sectoral-questions-location-assessment>

Tracking feedback

It is important that DTM tracks feedback, clarifies with partners the reasons for requested changes, and actions taken in response. This template was used in the field and modified to include all relevant information. Further modification may be necessary in each context.

No.	When raised?	Requested by?	Query	Reason for request/ planned use of data	Response	Status
1	2017 - Q2	Shelter Cluster	Identify number of people by shelter type in site assessments	prioritise sites for shelter interventions	change will be included in next round - Answer to Shelete Cluster sent on 12 April 2017	Ongoing
2	2017 - Q3	Inter Cluster Coordination Group	Expand geographical coverage of DTM site assessments	Prioritise areas of intervention in the whole country, not only in the South.	Email was sent to OCHA on 10 August 2017, to explain that DTM must carry out a Risk Assessment before moving to North and Centre where security situation is still volatile. Risk Assessment is currently ongoing in the Centre of the Country and decision will be taken by end of August. Risk assessment in the North will start in September 2017.	Ongoing
4	2016 - Q3	IOM AVR	Include questions on interest in joining IOM AVR programme, and to capture phone number of people interested	provide AVR services to additional migrants interested in returning	Relevant questions were included (13A, B and 15C) in Flow Monitoring Survey questionnaire- Data sharing modalities agreed in writing with AVR colleagues and available at: XXX	Closed

Communicating feedback

It is beneficial to inform users that their input was considered and show them the change made. This should also be done when input could not be accommodated, so that the users understand the reasons behind such decision.

Some modalities for such communications experimented are: emails to partners, presentations at clusters meetings, inter-cluster meetings and IMWG (Information Management Working Groups) meetings, including a standing agenda point on DTM in other coordination meetings, as well as organizing specific DTM events (partners meetings, workshops...) where DTM products, activities and results were shared together with planned modifications.