

- MSC technique for M&E -

Follow-up session

on Step 4: Collecting the significant change stories

March 13, 2023

Contents:

- Introduction [5 min.]
- Clarification and commenting on the SC stories collected by DASCOH [20 min.]
- Semi-structured interview [5 min.]
- List the attitudes and skills that are required for a good interviewer [15 min.]
- List what to do when the interview starts and ends [15 min.]
- Interview exercise [45 min.]

Objective:

To confirm some tips for collecting the significant change story

The members of the MSC evaluation team

1. Should have a common understanding about the domain
2. Make a semi-structured interview
3. Do a self/mutual check on the attitudes and skills that are required for a good interviewer
4. Make the interviewee feel comfortable in a relationship with the interviewer (and the documenter)

Content 1:

Clarification and commenting on the SC stories collected by DASCOSH

[20 min.]

TIP 1: The members of the MSC evaluation team should have a common understanding about the domain.

Every member of the MSC evaluation team should be clear about the scope of the domain

“In your work”

- In your work as a [ex. project manager]
- In the project which you are involved in

[Broaden domain] - In your community

Advantage: Be able to collect diverse views and values of people

[Specific domain] - In quality of community people's lives [IPHC]

- In community people's livelihood

- In community people's mindset and attitude

- In level of community people's participation [IPHC]

- In sustainability of community development [IPHC]

- In your community leadership skills [LIFE Alliance]

Advantage: Be able to collect the detailed information in a short time

Memo

- It's better that the project officer make interviews, so as to minimize questions about the project itself and spend more time to ask about the impacts of the project.
- Communication and Interview skill can be improved in daily works
- It's highly recommended that the MSC evaluation team members fill in the MSC design format together so as to recall the project outline and to get a common understanding about the MSC evaluation framework.
- In accordance with the purpose of the MSC evaluation, the external persons can be engaged with selection (to have an in-depth discussion to select the most significant story is a good opportunity to openly exchange opinions and it results in organizational learning/development). For instance, the 1st layer selection is done by the MSC evaluation team members who are directly involved in the project, on the other hand, the 2nd layer selection is done by the management staff members.

Content 2:

Semi-structured interview [5 min.]

TIP 2: The members of the MSC evaluation team make a semi-structured interview.

Key characteristics of Semi-structured interview

Flexible structure in between “structured” and “unstructured”

Focus on the pre-set topics, but often without pre-set questions

Key questions identified in advance

Interactive

Insight into interviewee’s perspectives

Deep exploration of the interviewee's thoughts and experience

Interviewer looks for unexpected information

Key characteristics of Structured interview

Questions pre-set by the interviewer

Questions asked in the same order

Can go off-script, but will always return

Led by the interviewer

More quantitative

Interviewer knows what to look for from each questions

Content 3:

Confirm the attitudes and skills that are required for a good interviewer

[15 min.]

TIP 3: The members of the MSC evaluation team do a self/mutual check on the attitudes and skills that are required for a good interviewer

- List the attitudes and skills that are required for a good interviewer

1	Active listening (More listening than speaking)
2	Respect the interviewee's opinions and values, Don't impose the interviewer's own opinion, value, perspective etc.
3	Be patient
4	Help the interviewee remember the facts, by asking "what", "when", "where", "who/whom/whose" and "how"
5	broaden the interviewee's perspective
6	Be familiar with the project
7	Be clear about the evaluation objective and the scope of the domain
8	Summarize and re-phrase to confirm what the interviewee said
9	Read unspoken nuances
10	Friendly and open, make interviewee feel comfortable and secured
11	Critical and analytical, have an in depth insight into what the interviewee say
12	Encourage the interviewer speak out by nodding, giving appreciation

Content 4:

Confirm what to do when the interview starts and ends [15 min.]

TIP 3: The members of the MSC evaluation team make the interviewee feel comfortable in a relationship with the interviewer (and the documenter).

- The interviewer and the interviewee has just sit at a table.
- List what the interviewer should do just before/when he/she starts asking questions.

Start	Self introduction, ice-break (e.g., informal chat)
	Explain the purpose of interview, how long the interview takes
	Explain privacy policy and get a consent of use of information
	Ask for permission for recording the interview and taking picture

- List what the interviewer should do when the interview end.

End	Express gratitude (say thank you)
	Informal chat, explain about the future plan (=feedback meeting)

Content 5: Interview exercise [45 min.]

3 persons in a group

Q1. In your opinion, what is the most significant change in **your work during **the last 2 years**?**

Q2. Why is it significant for you?

Take 3 kinds of role by turn

- Interviewee
- Interviewer * Use the interview sheet for taking note
 - * Keep in mind :
 - Attitudes and skills required for a good interviewer
 - What to do when the interview starts and ends
- Observer & Timekeeper * Write feedback on the attitude and skills of the interviewer and the interviewee in chat.

Time allocation

- Individual preparation to make a semi-structured interview [5 min.]
 - Interview [10 min.]
 - Feedback from the observer [2 min.]
- } × 3 rounds

MSC design format

Date: _____
 Name of Organization: _____

I. Form the MSC evaluation team

Criteria and/or responsibilities of the members	
Names of the members	

II. The MSC evaluation team members discuss together* to fill in the following form so that every member can be on the same page regarding the project outline as well as the MSC evaluation outline.

1. Outline of the target project and stakeholders

*Please refer to the project proposal/log-frame when the MSC team fill in this part.

Name of the project	
Project site/location	
Project period and elapsed years (How many years have already passed?)	
Project goal/purpose	- -
Main activities	- - -
Direct beneficiaries	- - -
Indirect beneficiaries	- - -

Recommendation

- Orientation on the MSC implementation steps
- Training on the semi-structured interview

➤ Logical thinking of

Set the evaluation objective

Determine the domain(s)

Select the interviewees

Other stakeholders	- - -
NOTE	-
1. Set the evaluation objective	
We will conduct the MSC evaluation of (Name of the project) _____ in order to - -	
2. Identify the domain and time period for the question asking about the most significant change.	
*If you use the MSC technique on a trial basis to get a clear understanding about the 10 steps and find tips for that, it is highly recommended to determine only one domain.	
Q1: In your opinion, what is the most significant change (domain) during (Time period) _____ ?	
Q2: Why is it significant for you?	
Q1: In your opinion, what is the most significant change (domain) during (Time period) _____ ?	
Q2: Why is it significant for you?	
3. Decide from whom to collect the story (who to interview?)	
Who will be story tellers ?	
How many story tellers?	
How to choose the story tellers	<input type="checkbox"/> Randomly <input type="checkbox"/> Selectively Points that need to be considered for selecting the story tellers. - -
4. The subjects of analysis (who are involved in selecting the most significant story)	
6. How to give the feedback to the story tellers	

Any questions?