



# MOST SIGNIFICANT CHANGE (MSC) SESSION

January 26, 2023

2:00-5:00pm



Based on the lecture of:

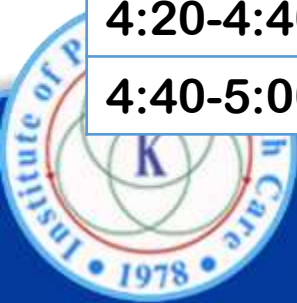
- Hiroshi Tanaka, Participatory Evaluation Facilitator
- Book: Most Significant Change Guide Technique, A Guide to Its Use by Rick Davies and Jess Dart, 2005
- IPHC experience



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# Schedule of the Session

Date/Time	Topic/Activity	Person Responsible
January 26		
2:00-2:10	Getting to know you Overview of the session	JoBas
2:10-2:50	<ul style="list-style-type: none"><li>▪ Introduction to MSC</li><li>▪ MSC Steps<ul style="list-style-type: none"><li>• Step 1: How to start and raise interest</li><li>• Step 2: Defining the domains of change</li><li>• Step 3: Defining the reporting period</li></ul></li></ul>	JoBas
2:50-3:30	<ul style="list-style-type: none"><li>• Step 4: Collecting SC stories</li><li>• Step 5: Selecting the most significant stories</li><li>• Step 6: Feed backing the results</li></ul>	Mila
3:30-4:20	Workshop: Case Study (4 stories)	Mila
4:20-4:40	Reporting & Processing	Mila & JoBas
4:40-5:00	Assignment	JoBas



# Learning Outcomes



After the training, participants will be able to:

**Session 1:**

- 1.Acquire basic knowledge of MSC;**
- 2.Experience the MSC selection process (participatory qualitative analysis) through exercises.**



## Background:

**Institute of Primary Health Care (IPHC)** is the community extension arm of the **Davao Medical School Foundation, Inc.** One of the programs of IPHC is the **COMMUNITY EXTENSION SERVICE (CES)**. CES is implemented in the 6 Sitios (hamlet) in Barangay (village) Marilog, Davao City.

A large percentage of the population are indigenous people (Matigsalog and Manobo).

The community is dependent on farming. It is the exposure area of the medical students (medicine, nursing, midwifery, dentistry) to learn public health system.



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# What is MSC?



MSC was invented by Rick Davies in Bangladesh (CCDB) in 1994. It has been used in many countries.

□ The **Most Significant Change** (MSC) technique is a form of participatory monitoring and evaluation.

**Participatory** – involved many stakeholders in deciding the change & in analysing the data

**Monitoring** – it can be done while the project is on-going

**Evaluation** – it can provide data on the impact & outcomes





❑ The MSC process involves the collection of Significant Change (SC) stories emanating from the field level, (**stories of who did what, when, why, how**) and the systematic selection of the most significant of these stories by panels of designated stakeholders or staff

❑ The MSC does not make use of pre-defined indicators (Performance Indicators in our KRA)  
e.g. **No. of children with complete immunization**  
**No. of families with sanitary toilet**

❑ The focus is on **LEARNING** rather than **ACCOUNTABILITY**

❑ MSC is not a stand alone technique





**Basic Steps in  
MSC**

1. How to start and raise interest
2. Defining the domains of change
3. Defining the reporting period
4. Collecting SC stories
5. Selecting the most significant of the stories
6. Feeding back the results of the selection process
7. Verification of stories
8. Quantification
9. Secondary analysis and meta-monitoring
10. Revising the system

(Davies & Dart 2005)



## **Step 1: How to start and raise interest:** introducing the stakeholders to MSC and fostering interest and commitment to participate

### ✓ Set the Purpose/Objectives of MSC

**Purpose:** The evaluation using the MSC Process will be conducted in the 6 project sites of the CES program to:

1. Capture the quality of impact of CES project interventions in the last 3 years; and
2. Determine strategies and mechanisms to improve project management.

### ✓ Identify the stakeholders and the role it plays in the monitoring and evaluation process

**Stakeholders (9): (MSC Team)**

IPHC Management Committee, Senior Project Managers & Community Extension Service (CES) Staff





## Criteria: MSC Team member

1. Senior staff of IPHC
2. Has experience in the conducting project assessment and conduct of interviews and group discussion
3. Willing to undergo the process from start to finish

- During the MSC session with Prof. Tanaka, some of the senior staff already acted as observer
- Mila & JoBas conducted MSC session with the MSC team



Group	MSC Team	Role	Area
1	Mila Chavez Diana Jean Santos John A-aron Lumbab	<ul style="list-style-type: none"> <li>• Interviewer</li> <li>• Story writer</li> <li>• Consolidate</li> <li>• Select the story</li> <li>• Feedback</li> <li>• Report writing</li> </ul>	<ul style="list-style-type: none"> <li>• Balite</li> <li>• Upper Kibalang</li> </ul>
2	Josephine Alindajao Magdalena Torralba Ma. Arneth Versonsa		<ul style="list-style-type: none"> <li>• Lower Kibalang</li> <li>• Quimasog</li> </ul>
3	Cynthia Manlapus Editha Aro Yokhito Birondo		<ul style="list-style-type: none"> <li>• Marilog Proper</li> <li>• Sto.Nino</li> </ul>

## Step 2: Defining the domains of change: Identify the domains of change to be monitored

**DOMAIN**-broad themes that are *not precisely defined* like performance indicators, but are deliberately left loose (open/not strictly outlined) to be defined by the interviewers but **the DOMAIN should help track whether we are making progress towards the goal or objective of the MSC**

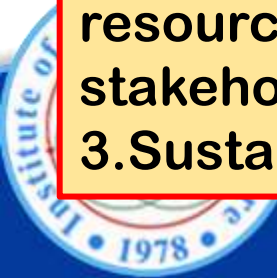
**VISION:** Healthy community enjoying quality life

IPHC utilize the following **DOMAINS** to measure changes (2020-2022) in the:

1. Quality of People's Lives
2. Level of People's Participation (decision-making, resource mobilization, relationship with stakeholders and other partners)
3. Sustainability

### Story Tellers

1. Barangay Officials
2. Community Member
3. Leader of the People's Organization



## Useful Tips in the MSC Processes based on IPHC experience:

### **Build teamwork among the MSC Team.**

□The MSC team should commit to the MSC process from beginning to the end. Everyone should geared towards one direction and that is to complete the process to see the results and gain insights and learning from the process. Considering that MSC would be an additional tasks to the MSC team over their regular projects, one has to commit time and effort in the different steps of the MSC process, especially that all members have multiple responsibility in the process, from being **an interviewer, story writer, in consolidating & selecting the story, doing the feedback and report writing.**

### **Be patient.**

□MSC is a simple technique but requires patience and commitment on the part of the interviewer. It will take a lot of time to do the entire process from social preparation, interviewing, writing of stories, selection and feed backing, therefore proper time management is very crucial. It is also important to be patient with the story tellers as sometimes they have difficulty recalling the changes/impact of the program.





## Step 3: Defining the reporting period

- deciding how frequently to monitor changes taking place in these domains
- Most common frequency: quarterly, yearly
- Frequency of reporting must balance the cost and benefits

**IPHC will do monitoring of changes every year alongside with our Annual Institutional Review of our Key Result Areas (KRA). In here, MSC can provide the qualitative aspect of the assessment to support the quantitative data**





## MSC Steps:

4: Collecting MS stories

5: Selecting the Most Significant of the Stories

6: Feed back the results of the selection process

Based on the lecture of:

- Hiroshi Tanaka, Participatory Evaluation Facilitator
- Book: Most Significant Change Guide Technique, A Guide to Its Use by Rick Davies and Jess Dart, 2005



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## Step 4: Collecting MS stories

Collecting the “significant changes” in the form of stories from beneficiaries; Ask why they think it is significant.

**Question:** “Looking back over the last month, what do you think was the most significant change in the quality of people’s lives in this community?”

‘Looking back over the last month...’ – It refers to a specific time period.

‘...what do you think was...’ – It asks respondents to exercise their own judgment.

‘...the most significant...’ – It asks respondents to be selective, **NOT** to try to comment on everything, **BUT** to focus in and report on one thing.

‘...change...’ – It asks to report a change rather than static aspects of the situation or something that was present in the previous period.

‘...in the quality of people’s lives...it ask respondent to be selective, not to report just any change but change in the quality of life. This can be modified to fit other domains of change

“... in this community?” establishes some boundaries

(Davies & Dart 2005)



## MSC Interview Record Sheet

Project Site/location: _____	Date: _____	
Name of Story Teller: _____	Age: _____	
Marital Status: _____	Gender: _____	Position/Role: _____
Educational level: _____	Ethnicity: _____	
Name of Interviewer: _____		

Question I: What is the story of the most significant change in your work (domain) during last year (time period)?	Question II: Why is it significant for you?



## How to capture SC stories



1. Fieldworkers write down unsolicited (not asked) stories that they have heard
2. By interview and note-taking
3. During group discussion
4. The beneficiary writes the story directly

(Davies & Dart 2005)





## How to capture SC stories



In our case (IPHC), SC stories were captured **by interview & note-taking**. The senior staff was assigned to interview the beneficiaries along with the member of the management committee and write comprehensive notes by hand.



## Information to be documented



1. Information about who collected the story and when the events occurred
2. Description of the story itself-what happened?
3. Significance (to the storyteller) of events described in the story
  - why the storyteller thinks this is significant?

(Davies & Dart 2005)

# IPHC Experience

- It is best to review & document the notes (on same day) to ensure that the specific details are not missed
- "Significant changes" and "reasons for significance" are summarized separately
- A headline (title) to each story was added to make the selection process easier

# Information to be documented

Project Site/location: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Story Teller: \_\_\_\_\_ Age: \_\_\_\_\_

Marital Status: \_\_\_\_\_ Gender: \_\_\_\_\_ Position/Role: \_\_\_\_\_

Educational level: \_\_\_\_\_ Ethnicity: \_\_\_\_\_

Name of Interviewer: \_\_\_\_\_



<b>Description of the Story</b> <i>(What happened? )</i>	<b>Significance of the described Story</b> <i>(Why significant to the story teller)</i>	<b>Title</b>

# Reminder: After the interview

- Review & document your notes within the day after you interview. You might forget the specific details when you do it the next day
- Write the specific details, not too short or too long
- "Significant changes" and "reasons for significance" are often mixed. These are summarized separately
- Adding a headline (title) to each story makes it easier to the selection process.

## Useful Tips in the MSC Processes based on IPHC experience:

### **1. Use simple question like asking the most significant impact of the project or program.**

□ If possible, use their own language for easy understanding to be able to generate a lot of information. The MSC team will just classify the answers of the story tellers based on the domains agreed before the start of the MSC. The story telling activity may last from 45 minutes to 1 hour. The interviewer must allow a free flowing sharing of the experiences of the story tellers. The MSC team will do some probing questions (What, When, Why, How) to validate the reasons and factors of the impact mentioned and thereby substantiate the story. MSC interviewer should be a good/emphatic listener to capture the story well.

### **2. Do careful selection of the story tellers**

□ IPHC intentionally chose story tellers who are involved in the CES Program and those that can represent their sector (Peoples Organization, Community Members, Sitio (Village) Officials. In this manner, they can verbalized easily the changes or difficulties they saw and experience in the program implementation.



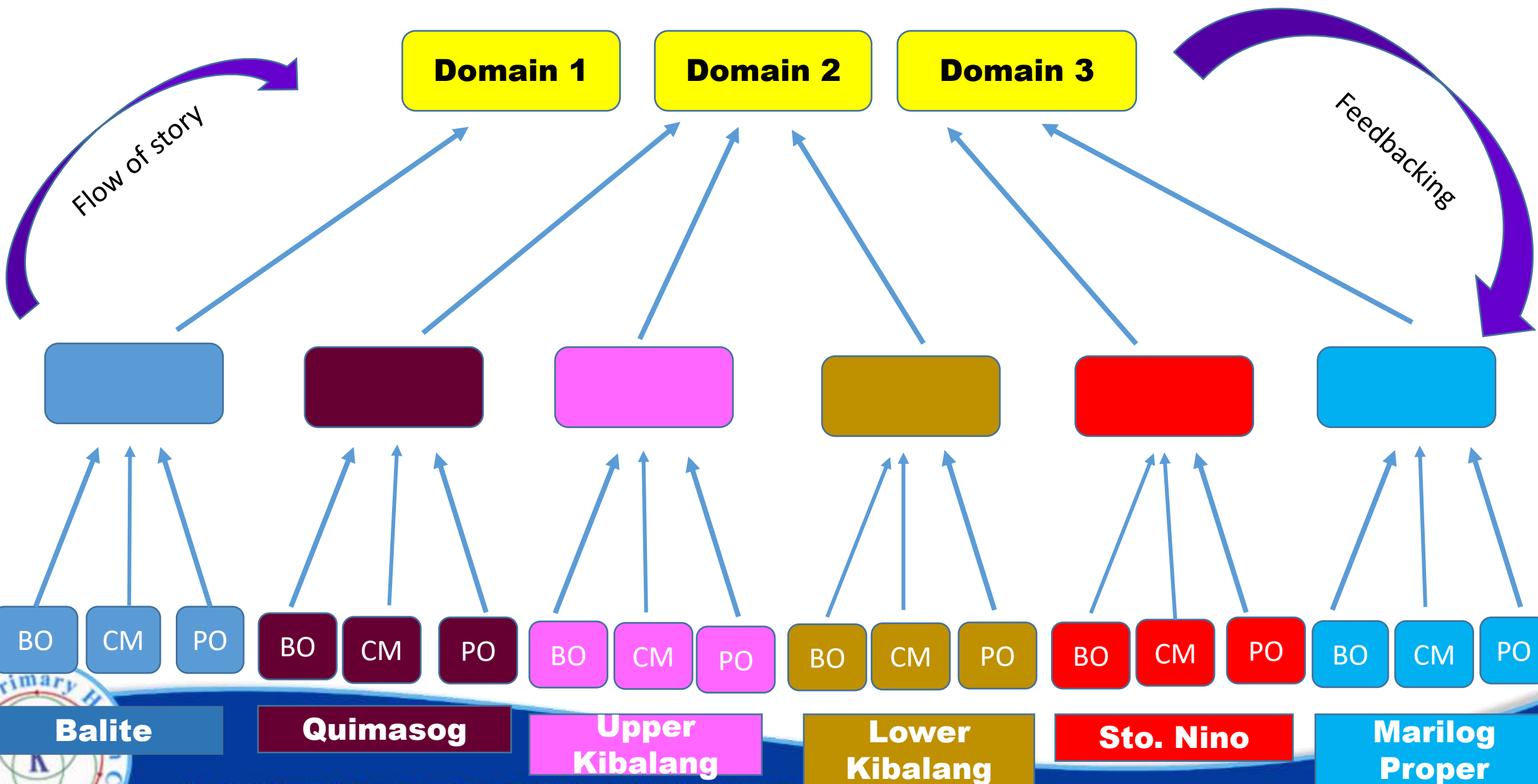
## Step 5: Selecting the Most Significant of the Stories

1. Everybody reads the stories
2. The group holds an in-depth conversation about which stories should be chosen
3. The group decides which stories are felt to be most significant
4. The reasons for the group's choice are documented.

**This process is both a qualitative analysis and factual verification**

(Davies & Dart 2005)





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## Useful Tips in the MSC Processes based on IPHC experience

### **Set a clear criteria in choosing the story with the Most Significant Change**

Criteria may include impact on women and children, improved leadership skills, extent/coverage of population who benefitted the program and others. This can be presented to inform the community the basis of the selection of the Most Significant Story in the feed backing.



# **Exercise 1: Selecting the Most Significant Story**

## **Instructions**

- 1. Carefully read stories provided**
- 2. Discuss with your group members and give each story a title and write opinions on the comment section**
- 3. Hold in-depth conversation about which stories should be chosen as the most significant**
- 4. Clarify reasons why the story is most significant**
- 5. Reporting of the output of the workshop**



# Community Extension Services (CES) Program

**Target area:** 6 Sitios (hamlet) in Barangay (village) Marilog

**Started working in the area:** 2008

**Project Goal:** To provide venue for the students, faculty and members of the DMSF community to implement innovative, relevant and acceptable service & learning strategy with partner communities.

## **KEY RESULTS AREAS (KRA)**

**KRA 1:** Mainstream IPHC's participatory development experience in the student learning process

**KRA 2:** Cultivate the social responsibility among the members of DMSF community

**KRA 3:** Contribute to the changes in the manner of health delivery service system through appropriate education, research and service delivery.



## **Stakeholders**

1. Barangay officials
2. District Health Office
3. People's Organization
4. City Agriculture
5. City Social Welfare
6. Frontline Health Workers (BHW, BNS, Midwife, Nurse)
7. Community members

## **Strategies**

1. Promotion of Primary Health Care
2. Community Organizing
3. Linkage Building
4. Participatory Learning Process

## **Projects: (in partnership with other institutions)**

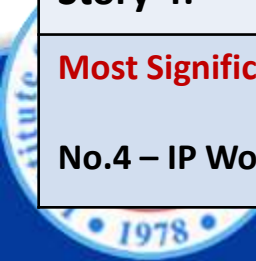
1. Health Promotion/Classes among women, children and indigenous people
2. Capacitating Barangay Officials, People's Organization and community members
3. Environmental Sanitation (water, toilet)
4. Construction of school building, Wellness Center
5. Livelihood assistance
6. Educational Support to Learners
7. Health Skills Training for BHWs, BNS



# Workshop: Selecting the Most Significant Stories

Example:

MSC Stories	Title	Comments (Advantages/Challenges)
<p><b>Story 1:</b> The most important change that happened in our organization is the improved knowledge on the rights of women and the strength and the courage to stand on these rights being a member of the Lower Kibalang Women’s Association. This courage came from the knowledge we gained regarding RA 9262 (Republic Act on Violence Against Women and Children) through the training provided to us by the Institute of Primary Health Care (IPHC) and by other government agencies in the last 2 years.</p> <p>Before IP (Indigenous People) women follow what husbands want them to do. It is the husbands who decide on matters within and outside the households and even for any decisions in relation to participation in the community affairs. IP women do not have the voice when they are arrange for marriage. When in marriage, women cannot even take care of themselves because of the many household chores and work in the farm. But when we learned about RA 9262, we gained strength to fight for ourselves. We know that we can request from the barangay for protection when we are battered by our husbands. It increased our confidence to open and share our problems among the members of our organization and file complaints to the barangay in case of abuse</p> <p><b>Reasons for Significance:</b> Improved awareness of the IP women on RA9262 made us confident. We know how to request support &amp; protection if abused by husband. IP women became open minded to share problems in the family and to some leaders of LoKWA. Female spouse can already expressed their personal and family’s needs to their husbands without hesitation. As an organization, the group is very supportive to the needs of women especially when it comes to women and children abuse.</p>	<p><b>IP Women in Power</b></p>	<p>Ex.</p> <ol style="list-style-type: none"> <li>1.Women participation is important in the development</li> <li>2.Double burden for women doing productive &amp; reproductive roles</li> </ol>
<p><b>Story 2:</b></p>		
<p><b>Story 3:</b></p>		
<p><b>Story 4:</b></p>		
<p><b>Most Significant Change Story of All</b></p> <p><b>No.4 – IP Women in Power</b></p>		<p><b>Why you chose this story?</b></p> <ol style="list-style-type: none"> <li>1. Raise the awareness of women on RA 9262</li> <li>2. it has positive significant change on women</li> <li>3. Empowering &amp; inspiring</li> </ol>



# Processing

- What did you feel in selecting the most significant story?**
- What did you learn through the choice of stories (selection process)?**
- What are your recommendations in terms of:**
  - ✓ **Project improvement**
  - ✓ **Organizational learning**
  - ✓ **Accountability**

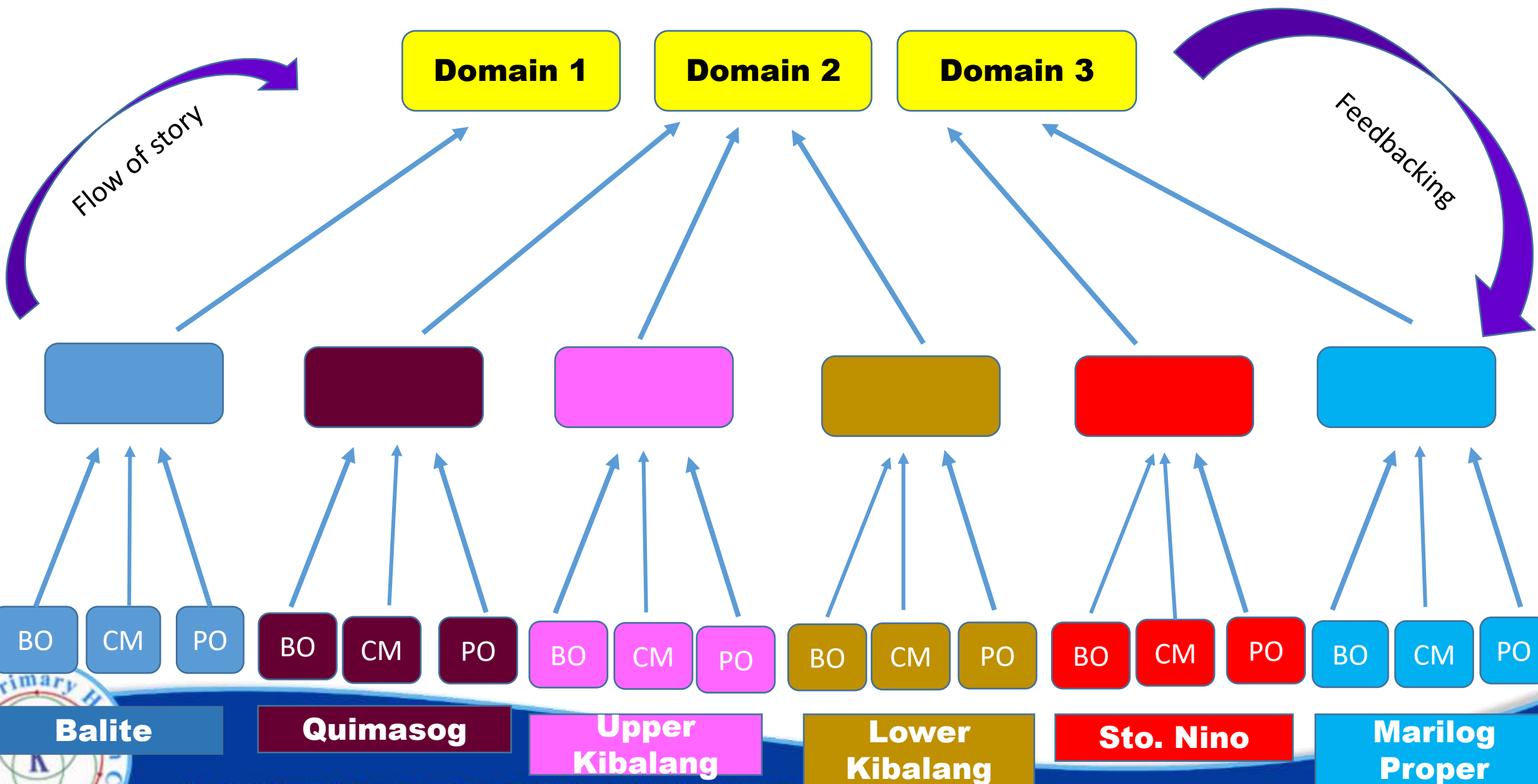


## Step 6: Feed back the results of the selection process

- The results of a selection process must be feedback to those who provided MS stories
- This feedback should explain which SC was selected as most significant and why
- It would help to provide information on how the selection process was organized
- Feedback can be provided verbally or via email, newsletter and formal reports

(Davies & Dart 2005)









**Open Forum**

**Sharing of insights and learnings**



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## Assignment

1. Interview your officemate or peer on:

- What is their most significant change in their work in the last 2 years and Why.
- Put title to the story

2. Sharing of experiences and output on February 24



# Template

## MSC Interview Record Sheet

Office: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Story Teller: \_\_\_\_\_ Age: \_\_\_\_\_

Marital Status: \_\_\_\_\_ Gender: \_\_\_\_\_ Position/Role: \_\_\_\_\_

Educational level: \_\_\_\_\_ Ethnicity: \_\_\_\_\_

Name of Interviewer: \_\_\_\_\_

Question I: What is the story of the most significant change in your work (domain) during last year (time period)?	Question II: Why is it significant for you?

