Building DPI
Feedback Loops:
How to improve your impact in 5 simple steps

Day 2 | 15:00 – 16:30
Session Roadmap

- The meaning of MEL
  - World Bank

- 5 simple steps to improve your impact
  - World Bank

- Interactive deep dive into Time & Motion Studies
  - Technopoly
The meaning of MEL
What is MEL?

Monitoring
Evaluation
Learning

Data Sources

Data Definition

System Data

Other Data

Reporting (e.g. dashboards)

Policy

Indicators

Goals
Where can MEL be applied in DPI?

**SYSTEMS**
- ID System
- Payment System
- Data Sharing System

**USE CASES**
- G2P Payments
- Education Credentialing
- Health Record Management
- Etc.
Why does MEL matter for DPI?
KNOWLEDGE IS POWER

DATA IS KNOWLEDGE

Data gives you the power to track your performance, improve your plan, & demonstrate your impact.
5 simple steps to improve your impact
5 simple steps to improve (and prove!) your impact

01 Know What Success Looks Like
  - Define your goals & indicators

02 ABCD: Always Be Collecting Data
  - Make sure your tech will collect (& report!) your data points

03 Listen to your Users
  - Complement numbers with user perspectives

04 Analyze & Apply
  - Use your data to flag problems & improve design

05 Begin at the Beginning
  - Plan early to capture the status quo & enable impact evaluation
Know What Success Looks Like
What are your goals?

Define **why** you’re doing this (desired outcome) & **how** you want to do it

How will you know if you’re achieving them?

What **data** do you need to **answer the question** “Is [goal] happening?”

**GOALS**

**INDICATORS**
Goal: Secure, trusted system

- Response to data breaches (Mean Time To Detect)
  - By type of breach
- Service providers using the system (#)
  - By sector, by organization size
- Public perception of trustworthiness (% rating)
  - By demographic groups
Goal: Convenience for Recipients

- Travel Time to payment point (# of minutes)
- Cost of travel to payment point (amount)
- Payment methods offered (#)

By gender

By urban/rural

By mobile phone ownership Y/N
ABCD: Always Be Collecting Data
Where do indicators come from?

Goal: Secure, trusted system

- Response to data breaches (Mean Time To Detect)
  - By type of breach

- Service providers using the system (#)
  - By sector, by organization size

- Public perception of trustworthiness (% rating)
  - By demographic groups
When it comes to system data, never make assumptions.

1. Define every indicator you want to track
2. Meet with the system owners
3. Confirm that each indicator:
   - Is being collected
   - Can be accessed later
   - Can be presented in a user-friendly format
4. Ensure that it can be easily accessible to decision makers

Must be done at the design phase, or it may be too late.
Listen to Your Users
Seeing the unseen

Program MIS report:
- All recipients enrolled
- Payment instructions submitted in time
- Funds transferred in time

Payment Service Provider report:
- Account onboarding complete
- Payments transferred to recipient accounts

Recipients' perspective:
- Unaware of documents required to complete enrolment
- Multiple trips required
- Long wait time
- Application form language different from local language

Exit Surveys  Focus Group Discussions  Stakeholder Interviews  Large-Scale Surveys  Etc.
Set up **alerts** to catch problems early

Use everything you collect; collect nothing you don’t use

% of enrollments that fail
Set up **alerts** to catch problems early

Use everything you collect; collect nothing you don’t use

% of enrollments that fail

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Time
Use evidence to **iterate** your design

Use everything you collect; collect nothing you don’t use
When should MEL start?

Here.

- Strategy & Design
- Testing & Piloting
- Launch & Scale Up
- Steady State
**Strategy / design**

- Understand user needs, anticipate issues
  - Qualitative research
  - Surveys
  - Process evaluation
  - Geospatial

- Define goals, outcomes, indicators
  - Strategic plan
  - MEL strategy

**Testing / piloting**

- Evaluate what is/isn’t working
  - Qualitative research
  - Surveys
  - Process evaluation
  - Geospatial

**Launch / scale up**

- Track progress
  - System data
  - Surveys
  - Geospatial

**Steady state**

- Ongoing MEL
  - System data
  - Surveys
  - Geospatial

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**Country DPI Timeline**

- **Research and Data Collection Synergies**
  - Define goals, outcomes, indicators
    - Strategic plan
    - MEL strategy
  - Understand user needs, anticipate issues
    - Qualitative research
    - Surveys
    - Process evaluation
    - Geospatial
  - Evaluate what is/isn’t working
    - Qualitative research
    - Surveys
    - Process evaluation
    - Geospatial
  - Build longer-term IE into design
    - IE design, baseline data collection
  - Track progress
    - System data
    - Surveys
    - Geospatial
  - Demonstrate value
    - TMS
    - Surveys
    - IE midline data collection
  - Assess longer-term impacts
    - IE endline data collection
Interactive deep dive into Time & Motion Studies