

CLIENT EXIT INTERVIEWS TERMS OF REFERENCE (TOR) MARIE STOPES KENYA

Since 1985, Marie Stopes Kenya (MSK) has increased access to high quality affordable sexual and reproductive health (SRH) services for all people across Kenya to support its mission “children by choice, not chance” and vision of “a world in which every birth is wanted”.

ABOUT THE CLIENT EXIT INTERVIEWS:

The Client Exit Interview is a short and simple survey, which is administered to MSK clients upon receiving a family planning service from an MSK centre, outreach site and social franchise facility. The data generated from the exit interviews answers the following important questions:

1. Who are our clients?
2. Are services offered by MSK meeting the unmet needs of the poor and underserved?
3. Are clients satisfied with their MSK experience?
4. Do marketing activities work?
5. Are clients being offered appropriate choice of FP methods?
6. How can we communicate with our clients?

The Exit Interview provides rich data about an MSK core services across our service delivery channels, and is a supplement to the existing routine monitoring data derived from our HMIS (including CLIC data).

The actionable, cost-effective nature of the Exit Interview lends itself well to informing decisions. For example, it helps identify areas of service delivery that clients are not satisfied with, or channels that are most effective at reaching underserved clients.

METHODOLOGY:

Exit interviews surveys are conducted at MSK facilities and sites using a standardized questionnaire. Data collection typically occurs during the fourth quarter of the calendar year, for a minimum duration of two to three weeks, and for up to two months. Data collectors are hired and are trained for a minimum of two days in approaching clients, appropriate informed consent procedures, and the aims of the survey, before beginning data collection at our facilities.

Where it is possible to visit all facilities/sites, a census of sites is taken and a minimum of 106 clients are interviewed. Where it is operationally infeasible to visit all facilities/sites, a stratified cluster sampling design is used, whereby at least 30 sites (which have been sorted by service volume) are randomly selected, and a minimum of 160 clients are interviewed.

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SCOPE OF WORK:

1. Programming the CEI English and Kiswahili questionnaires on EpiInfo.
2. Ensure all surveys are uploaded on all mobile data collection tools
3. Support training of data collection team focusing on use of the mobile tools for data collection and uploading of data.
4. Conduct high frequency checks to monitor responses on a daily basis.
5. Analyze spot check completed by field supervisors and report on data discrepancies.
6. Support pilot of the Client Exit Interview tool with 20 clients, analyses the data and make necessary adjustments to the tool.
7. At the end of data collection, process, clean and validate data generated through the survey
8. Clean and verify data using MSK's data cleaning syntax files and submit a clean data set in SPSS format

LOGISTICS AND PROCEDURES:

The Consultant is required to have a laptop with SPSS for this consultancy. Upon signing the contract with the consultant, MSK will provide exit interview package to the consultant, and will provide any other support such as the questionnaire that will require scripting, data cleaning syntax. MSK will also provide a list of sites and locations where we work. The consultant will be required to sit at MSK Office.

MINIMUM REQUIREMENTS FOR APPLICANTS:

1. Must demonstrate pro-choice values
2. You have a Bachelor's degree in Economics, Statistics, Public Health, Public Policy or a related field.
3. At least 2 years of experience in managing research, particularly survey scripting, data quality checks and data collection monitoring.
4. Experience of survey programming in EpiInfo
5. Experience of conducting data analysis using SPSS
6. Strong skills in quantitative and qualitative method
7. The ability to be flexible, prioritize, multi-task and deliver under strict deadlines in a fast-paced working environment

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CODE OF CONDUCT:

Client confidentiality

It will be the responsibility of Marie Stopes Kenya to ensure that study documents and collected information are kept confidential, safe and secure. The consultancy will be required to adhere to the confidentiality and privacy guidelines stipulated by Marie Stopes Kenya.

Adult & child safeguarding policy

The consultant will be required to adhere to the adult and child safeguarding policies followed by Marie Stopes Kenya. Our commitment is to:

1. **Safeguard clients (including children):** by actively identifying clients who may be vulnerable and at risk of significant harm, by preventing intentional or unintentional harm, abuse, and exploitation within MSI operations, and promptly responding, if harm or abuse occurs.
2. **Safeguard MSI People:** by promoting a safe working environment and by avoiding situations and behaviors, which may be misinterpreted and potentially lead to false allegations against team members.
3. **Safeguard MSI:** by demonstrating a genuine commitment to safeguarding all our clients, our team members, and preventing cases of abuse happening, which may tarnish MSI's reputation and affect its ability to continue work and receive funding.

Incident reporting

The consultant has a duty to report any witnessed or suspected cases of a team member, volunteer or research partner committing abuse or exploitation, or any breach of the safeguarding policies, or code of conduct.

EXPECTED DELIVERABLES/OUTPUTS:

1. A scripted survey
2. Data collection training presentation on the survey tool and instruments
3. A data quality report based on the high frequency checks and spot checks
4. A raw database of exit interviews conducting using mobile data collection software.
5. A clean SPSS data set of all exit interview data organized using the standard variables and response options found on the standard questionnaire. The consultant is expected to submit to Marie Stopes Kenya the cleaned dataset no later than 8 November 2019.

TIME FRAME:

1. The consultancy period is 7 October to 12 November. The consultant is expected work on weekdays within this period.

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2. Data collection is expected to be completed by 5 November 2019.
3. Following completion of data collection, data cleaning task should be completed by 8th November 2019 and a clean data set submitted
4. The final data quality report should be submitted to MSK by 13 November 2019.

CONTRACT PAYMENT TERMS:

- Proposals are invited based on these Terms of Reference outlined in this document. Bidders are invited to note that, if awarded the contract, payment terms will be subjected to negotiation.
- The payments will be made upon successful completion of the deliverables and submission of invoices in instalments.
- The payment for the work shall be as follows:
 1. 20% of the budget will be paid upon completion of survey scripting and development of a training PPT on mobile data collection and data upload.
 2. 30% of the budget will be paid upon successful completion of data collection
 3. 50% of the budget will be paid upon delivery of a cleaned data set for all sampled sites and data quality report.

Marie Stopes Kenya reserves the right to withhold all or a portion of payment if performance is unsatisfactory or if work/outputs are not achieved.

SUBMISSION OF APPLICATION

Interested parties should submit using a cover letter highlighting previous similar assignment and a daily consultancy rate. Interested parties must also send an up to date CV with three references, one of whom must be familiar with work highlighted in the Cover letter.

The cover letter and up to date CV should be sent to Marie Stopes Kenya via pd@mariestopes.or.ke by ~~30th~~^{27th} September 2019. Applications will be reviewed on a rolling basis.

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All selected candidates will be required to sign a self-declaration of compliance statement and the MSI code of conduct. Background checks will also be conducted during the recruitment process.