Mercy Corps MEL Tech (PTU) Survey – Fifth Round

In 2019, 2021, 2023, and 2024, Mercy Corps’ MEL team conducted a survey with Mercy Corps country offices to have a more complete overview of what types of technology tools are in use in the country offices and to be aware of the latest technology trends in order to provide more focused support - such as trainings - to countries depending on those tools. Surveys ask respondents in each country to recall technology use in all programs in that country during the previous calendar year (2018, 2020, 2022, and 2023, respectively).

In 2025, the survey will continue to collect necessary data on common technology use, tech selection, and needs in the calendar year 2024. We will continue to use this data to track trends and understand the effectiveness of the MEL Tech Suite and associated functions. The survey will help us understand the impact of the MEL Tech capacity building opportunities that were provided to the countries during the past calendar year and what implications this should have for HQ technology support strategies and resourcing.

**In addition, in 2025 the survey will seek to gather additional information on collection and use of GIS data, and use of Gen AI-powered tools.** This information is needed to inform ongoing HQ-managed projects and initiatives (e.g. Ethical AI, AI for MEL) which are seeking to promote and build internal capacity in Mercy Corps for safe and ethical use of AI and geodata.

Respondents to this survey should consider all programs in their country office about which they have knowledge and answer the questions accordingly with support from Regional MEL Advisors as needed. Multiple respondents per country will be asked to complete the survey to ensure complete information is gathered. The survey will take around 30 minutes to be completed. If you have any questions as you complete the survey, please contact \_\_\_\_\_\_\_\_\_\_\_\_ or your Regional MEL Advisors; they will be able to provide any clarification needed.

Thank you in advance for your time and effort.

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| A. LOCATION |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| A1 | Select your region. | ◯ Africa◯ Americas◯ MENAE◯ Asia | Select one |
| A2 | Select your country. | Choice values will appear based on region | Select one |

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| B. ABOUT YOUThese details will ensure we can interpret where data has come from across all country programs and that we may follow-up with you if any clarification or further information is needed.  |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| B1 | What is your name? |  | Text |
| B2 | What is your position? |  | Text |
| B3 | Who would you say is the best contact(s) in your office for detailed information on the use of MEL Technology? (Detailed information would include things like data collection form structure, how dashboards have been built and shared for programs, and how personal information is handled in raw datasets. Please list multiple persons if needed to cover all MEL Tech practical use such as data collection, storage, processing, GIS mapping, visualization, analysis, etc.) | ◯ Myself◯ No one performs these functions◯ Other, Specify | Select multiple (can be both yourself and others) |
|  | Specify  | Primary, positionSecondary, position | Text |

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| C. DATA COLLECTION |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| C1 | During the calendar year 2024 (from Jan 2024 until Dec 2024)\*, what tools/tech platforms were used by Mercy Corps in your country for data collection? (Select as many as apply.)(\*For example, if your country office used CommCare in a program in 2023, but did not use it in 2024, then please do not select CommCare) | ◯ Paper◯ CommCare◯ Google Forms◯ Microsoft Forms◯ KoBo◯ Ona / ODK Collect◯ ODK Aggregate / Briefcase◯ SurveyCTO◯ ActivityInfo◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| D. DATA STORAGE AND MANAGEMENT |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| D1 | During the calendar year 2024 (from Jan 2024 until Dec 2024), what tools/tech platforms were used by Mercy Corps in your country for storage of **MEL raw data (including any copies or backups)**? (select as many as apply)This includes both program participant data, such as names, dates of birth, ID numbers, addresses, etc., as well as non-participant data such as program activity monitoring data.  | ◯ Access◯ AWS◯ Custom build (SQL, etc)◯ Excel◯ Google Sheets◯ Salesforce◯ Microsoft Sharepoint◯ Microsoft Azure◯ None◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| D2 | In the calendar year 2024 (from Jan 2024 until Dec 2024), who was using TolaData to **monitor** progress/performance? (select all that apply) | ◯ the program’s MEL staff◯ The country’s MEL staff◯ The program or country’s staff working on program quality and evidence.◯ The program’s staff (management/implementation) teams/staff).◯ The program’s leadership team.◯ The country’s leadership team ◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| D3 | In the calendar year 2024 (from Jan 2024 until Dec 2024), Select the occasions and times when TolaData was used to support the Learning component (either directly through the TolaData platform or via exported/printed IPTT reports)(select all that apply) | ◯ Ad-hoc (at various times when working with program teams)◯ Programs’ kick-off meetings◯ Complex board meetings◯ At quarterly review sessions◯ at the end of year and/or end of the program◯ Not used at all◯ Other, specify | Select multiple |
| D4 | In the calendar year 2024 (from Jan 2024 until Dec 2024), were there any indicators in your program(s) that TolaData could not accommodate? {for example, indicators with rolling-baselines}  | ◯ Yes◯ No  |  |
| D4a | If yes to D4, please tell us the name of this indicator and describe why you can’t use TolaData to monitor it. |  | Open ended |
| D5 | In the calendar year 2024 (from Jan 2024 until Dec 2024), what tools/tech platforms were used by Mercy Corps in your country for storage of **evidence products** (e.g. program reports, MEL reports, CARM reports, published and unpublished research and studies, technical assessments, lessons learnt docs, Crisis Analysis report if applicable)? (select as many as apply) | ◯ Country team’s Microsoft Sharepoint◯ Country team’s Google Drive◯ Digital Library◯ Country team’s / program’s specific website◯ Other Mercy Corps’ websites◯ Other external (non-MC) websites◯ External (non-MC) servers (e.g. in the case of consortia)◯ Personal hard drives◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| E. PROGRAM PARTICIPANT INFORMATION MANAGEMENT |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| E1 | During the calendar year 2024 (from Jan 2024 until Dec 2024), Did any program in your country use/collect biometric data from program participants? | ◯ Yes◯ No | Select one |
|  | If yes, what do you use biometrics for? |  |  |
| E1a | If yes, what types of biometrics do programs in your country use/ collect? | ◯ Fingerprint◯ Eye scan◯ Facial scan◯ Other, Specify | Select multiple |
| E1b | If yes, What platforms do programs in your country use to collect biometrics? |  |  |
| E2 | During the calendar year 2024 (from Jan 2024 until Dec 2024), Did you use a platform or technology to track in-kind goods distribution? | ◯ Yes, Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_◯ No |  |
|  | During the calendar year 2024 (from Jan 2024 until Dec 2024), Did you use a platform or technology to distribute/ track cash/voucher assistance? | ◯ Yes, Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_◯ No |  |
| E3 | During the calendar year 2024 (from Jan 2024 until Dec 2024), What type of unique identifier (UID) were used in your country to track participants? | ◯ QR codes (printed)◯ Biometrics◯ NFC cards (tap)◯ Barcodes (printed)◯ Pin codes (SMS)◯ Automatically generated uuid by the data collection tool◯ None (we don’t assign UIDs)◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| F. QUANTITATIVE ANALYSIS AND DATA VISUALIZATION  |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| F1 | During calendar year 2024\*, what tools / tech platforms or software were used by Mercy Corps in your country for quantitative analysis? (Select as many as apply.)(\*For example, if your country office used Excel in a program in 2023, but did not use it in 2024, then please do not select Excel) | ◯ Excel◯ Google Sheets◯ SPSS◯ Stata◯ R◯ Python◯ Tableau Prep◯ Power BI◯ SQL◯ None ◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| F2 | During calendar year 2024\*, what tools / tech platforms or software were used by Mercy Corps in your country for data visualization? (Select as many as apply.) | ◯ Excel◯ Google Data Studio◯ Google Sheets◯ Stata◯ PowerBI◯ R◯ Tableau◯ Python◯ None◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| F3 | In general, do programs in your country devote significant time to downloading, moving, or manipulating data? | ◯ Yes, more than 20 hours a month on average per program.◯ Yes, between 5 and 20 hours a month on average per program.◯ No, less than 5 hours a month on average per program. |  |
| F4 | How do programs in your country get their data from their data collection platforms to their qualitative, quantitative analysis and/or visualization tools? (Select as many as apply.) | ◯ Download to Excel, CSV, or another tabular format◯ Connect to data collection tool from inside your analysis interface (e.g. Tableau connector, CommCare OData feeds)◯ Centralized database automatically aggregates the data from data collection tools◯ Connect to APIs with statistical software (e.g. Stata, MaxQDA, SPSS, R)◯ We don’t do that◯ Not sure◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| G. QUALITATIVE ANALYSIS |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| G1 | During the calendar year 2024 (from Jan 2024 until Dec 2024), What tools / tech platforms or software were used by Mercy Corps in your country for qualitative analysis? (Select as many as apply) | ◯ MaxQDA◯ Atlas.ti◯ Excel◯ Google Sheets◯ Nvivo◯ QDA Miner◯ ChatGPT or other separate AI applications◯ None◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| G2 | Do you regularly need to analyze a large volume of text (e.g., letters, documents, etc.) in your country's programming? (e.g. in your CARM, GESI studies, Evaluations, baseline studies, routine qualitative indicators, qualitative inquiry and others) | ◯ Yes, but we usually don’t have the time to analyze large qualitative data◯ Yes, but we don’t have the capacity or the resources to analyze large qualitative data◯ Yes, but we do it manually by reading a lot of documents◯ Yes, and we usually do it without any challenges◯ No, because we don't need or want to◯ No, because we aren't sure how text analysis can help us | Select multiple |

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| H. GIS |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| H1 | During the calendar year 2024 (from Jan 2024 until Dec 2024), what tools / tech platforms or software were used by Mercy Corps in your country for mapping/GIS data? (Select as many as apply.) | ◯ ArcGIS◯ OpenStreetMap◯ PowerBI◯ Google Earth◯ QGIS◯ Tableau◯ None, because we didn’t have mapping needs◯ None, because we wanted but didn’t have time/capacity/tools ◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| H2 | During the calendar year 2024 (from Jan 2024 until Dec 2024), did any of your programs create maps on the following: | ◯ Program implementation locations◯ Participant locations◯ Conflict (e.g. changes in control of land, instances of violence, etc.)◯ Demographics of areas of interest (e.g. ethnic or tribal affiliation, average income, average household size, etc.)◯ Changes in accessibility of areas of interest (e.g. government checkpoints, border closings, physical barriers, etc.)◯ Climate/Environmental factors (e.g. weather trends, soil quality, fire or flood risk, etc.)◯ Others, Specify.... |  |
|  | Which programs produced the maps? (This question is asked to facilitate further research on use of GIS in Mercy Corps) |  | Conditioned on not selecting any of the “none” options in H1 |
| H3 | During the calendar year 2024 (from Jan 2024 until Dec 2024), Did your programs use satellite imagery, radar, or similar remote sensing data? | ◯ Yes◯ No, we didn’t have the need◯ No, we didn’t have the time/capacity/tools |  |
| H3a | If yes, please provide details on what technology you used and what kind of analysis was done |  |  |

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| I. Generative AI |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| I1 | Do programs in your country use any of the following generative AI\* applications?(\*Generative AI refers to use of AI to create text, images, videos, or other media that mimic what a human would create) | ◯ ChatGPT◯ Bard◯ Gemini◯ Copilot (O365, Power BI, etc.)◯ MaxQDA AI Assist◯ Custom chatbot or model◯ Commercial AI product (Please specify)◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| I2 | For what purposes is generative AI used in programming? | ◯ To draft communications, reports, or other written media◯ To interact with program participants◯ To help analyze and visualize data (qualitative or quantitative)◯ To help summarize or synthetize MC reports and evidence products◯ To help summarize or synthetize external (non-MC) reports and evidence products◯As a research assistant◯To teach you about something◯As a coding assistant◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| I. DATA SHARING |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| I1 | Do you share your program data internally with MC team members? (i.e., raw or aggregated data collected from program participants) | ◯ Yes, with MC in-country senior management◯ Yes, with other MC program teams◯ Yes, with MC HQ teams (PaQ, HLR, T4D, TSU, ..etc)◯ No, we don’t share our data internally◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| I2 | If yes, how do you share your data internally? | ◯ In the body of an email◯ Excel sheet via an email◯ Password Protected Excel sheet via an email◯ Google Drive/Sharepoint: Editor Privileges (Sheets, Docs, etc.)◯ Google Drive /Sharepoint: View Only Privileges (Sheets, Docs, etc.)◯ Data Collection / Storage Platform: View Only Privileges (ONA, CommCare, etc.)◯ Data Collection / Storage Platform: Editor or Admin Privileges (ONA, CommCare, etc.)◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| I3 | Do you share your program data externally outside of Mercy Corps\*? (i.e. raw or aggregated data collected from program participants)\*This means sharing with anyone who does not have an MC email address. | ◯ Yes, with local partners in my program (subawards)◯ Yes, with INGO Partners / Interagency◯ Yes, with United Nations◯ Yes, with program participants◯ No, we don’t share our data with anyone◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| I4  | If yes, do you have a signed contract or agreement “Data Sharing Agreements (DSA)” that provides instructions for data sharing?  | ◯ Yes◯ No |  |
| I5 | If yes, how do you share your data externally? | ◯ In the body of an email◯ Excel sheet via an email◯ Password Protected Excel sheet via an email◯ Google Drive/Sharepoint: Editor Privileges (Sheets, Docs, etc.)◯ Google Drive /Sharepoint: View Only Privileges (Sheets, Docs, etc.)◯ Data Collection / Storage Platform: View Only Privileges (ONA, CommCare, etc.)◯ Data Collection / Storage Platform: Editor or Admin Privileges (ONA, CommCare, etc.)◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| J. PROCUREMENT OF DIGITAL TOOLS  |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| J1 | From one to five, how would you describe the process of procuring MEL Tech-related digital platforms in Mercy Corps? | ◯ Easy (1)◯ (2) ◯ (3)◯ (4)◯Very challenging (5)◯ I don’t know | Select one  |
| J2  | Do you have access to all the MEL Tech tools that you need?  | ◯ Yes◯ No | Select one  |
| J3 | If not, list the top 3 digital platforms / software that you would like to have easier access to? | 1- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_3- \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| J4 | On average, how long does it typically take you to procure MEL Tech-related digital platforms / software? |  |  |
| J5 | Have you used the CommCare enterprise procurement mechanism? | ◯ Yes,\_\_\_\_\_\_\_\_\_ Feedback,\_\_\_\_\_◯ No |  |

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| K. COMMUNICATING WITH PROGRAM PARTICIPANTS |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| K1 | During calendar year 2024, what (if any) digital platforms were used to communicate with program participants? (Select as many as apply.) | ◯ Facebook◯ SMS (one way SMS or two way SMS)◯ WhatsApp◯ None◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| K2 | Please select any SMS tools that were used for communicating with program participants. (Select as many as apply.) | ◯ Telerivet◯ EngageSPARK◯ Viamo◯ Regular SMS (no additional technology/ platform)◯ RapidPro◯ Twilio◯ CommCare Messaging Tool◯ None◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |

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| L. FACTORS INFLUENCING TECHNOLOGY SELECTION |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| L1 | During calendar year 2024, what were the factors that have influenced your choices of technology platforms? (Select as many as apply.) | ◯ Mercy Corps HQ/MEL Tech Suite recommendations◯ Budget/ affordability◯ Technical capabilities of technology◯ In-country team capacity◯ Donor requirement◯ Program Prime/Partner requirement◯ Ease of learning◯ In-country infrastructure / connectivity◯ National or local laws/regulations◯ Other, specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Select multiple |
| L2 | Are you familiar with MC’s MEL Tech Suite? | ◯ Yes◯ No | Select one |
| L3 | In your view, what role does MEL Tech play in the overall functioning of MEL in your country’s portfolio? Does it function well, or does it need significant improvements? Does it vary significantly across programs, or is it usually similar? |  | text |
| L4 | Do you currently need training or support for a specific technology application or platform? If yes, please name the application or platform and why training or support is needed. | ◯ Yes, \_\_\_\_\_\_\_\_ and Why?\_\_\_\_\_◯ No | Select one |
| L5 | If you have a question regarding MEL technology, who do you contact? | ◯ Mercy Corps HQ personal contact◯ Regional MEL/PAQ Advisors◯ Colleagues in your country office◯ Colleagues in other Mercy Corps offices outside of your country◯ Colleagues in other organizations◯ Evidence & Learning Unit Support Request Tool◯ TRAQ Support Request Tool◯ Other, specify | Select multiple |
| L6 | If you have requested support before, how has this experience been for you? |  |  |
| L7 | What can we improve in MEL Technology offerings and support for teams? |  |  |
| L8 | On a scale of 1 to 5, how easy would you say it is for you and your team to look for and access specific Mercy Corps’ evidence products (e.g. program reports, MEL reports, CARM reports, published and unpublished research and studies, technical assessments, lessons learnt docs, Crisis Analysis report) from other countries, regions or HQ when you need them? | ◯ 1◯ 2◯ 3◯ 4◯ 5 | Likert scale |
| L9 | On a scale of 1 to 5, how easy would you say it is for you and your team to access evidence-based synthesis of key lessons learnt, programs, approaches from other countries, regions or HQ when you need them? | ◯ 1◯ 2◯ 3◯ 4◯ 5 | Likert scale |

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| M. MEL POLICY STANDARDS |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| M1 | Have you read and used the Guidance note on the MEL Technologies standard (MEL Policy Standard 6, PM Policy Standard 10L)?  | ◯ Yes◯ No (add optional text box to allow them to explain) |  |
| M2 | Have any programs in your country created MEL Technology Plans, in compliance with MEL Policy Standard 6? | ◯ Yes, all of them◯ Yes, some of them◯ None yet, but new programs will create a Plan◯ None |  |

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| N. THANK YOU |
| QUESTIONS | ANSWER OPTIONS | TECHNICAL INSTRUCTIONS |
| N1 | Thank you for your time and effort. Any additional feedback? |  |  |