Tool 5C: Key informant interview (KII) guide for influential stakeholders

*Time required: 60 minutes*

*Note: This tool is a suggested starting point and should be adapted for each context.* *If the influential stakeholder may be a potential partner further questions may be added to Module 1 to inform analysis of stakeholder for partnership for future programming or advocacy. The interviewer should also adjust standard questions as needed depending on type of influential stakeholder.*

**Informed consent form**

Thank you for taking the time to meet with me today. My name is \_\_\_\_\_\_\_\_\_\_\_\_\_ and I work with \_\_\_\_\_\_\_[Insert name of organisation here]\_\_\_\_\_\_\_. We seek to better understand challenges as result of large displacements from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

We identified you as someone knowledgeable about the challenges faced by this area, and I hope you will share some of your knowledge with me to help inform our programming.

Your insights and opinions may be shared within our organisation and with other organisations working in the area. We will use the information to design and improve our services, but we will not use your name unless you consent to us attributing specific comments to you/your office.   
I expect this discussion to take a little under than one hour.

Your participation is completely voluntary and you can choose not to answer any or all of the questions. You may also choose to leave this discussion at any time.

Do you agree to participate in this discussion and answer my questions? Do you have any questions before we start?

[*Note any questions from the participants in the space here*]

**Informed consent was obtained from participant:**

□ Yes □ No

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| --- | --- |
| **Interview details** | |
| Location: |  |
| Date: |  |
| Time spent: |  |
| Interviewer: |  |
| Notetaker: |  |
| Position of interviewee: |  |
| Gender of interviewee: |  |
| Name of interviewee (only if permission was granted): |  |

**Politics and governance theme**

**Module 1: Stakeholder analysis (10-15 min)**

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| What does your organisation do OR what is your function in the community?  What kinds of contact do you have with displaced people? |  |

**Module 2: Stakeholder analysis - incentives/interests (15-20 min)**

Use the tables below to fill in information related to the first five questions:

2A. Who are the most important community actors and stakeholders (specific position/name) from government (at different levels), civil society, and the private sector to the displaced? (at least 4-5 actors).

2B. What are they doing to address the needs of affected populations?

2C. Out of the list of actors, who are the two most powerful and why?

2D. What motivates these actors to be harmful or helpful to displaced? What attitudes do actors take towards marginalised groups? How do they justify marginalisation?

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| --- | --- | --- |
| 2A. Key actor | Gov’t/civil society/ private sector? | 2B. How do they address the needs of affected populations? |
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| 2C. Designated 2 most powerful (X) and why | 2D. Incentives/motivations |
| 1. |  |
| 2. |  |

|  |  |
| --- | --- |
| 2E. Are there any experiences in the past that influence the way people see displaced people today? |  |
| 2F. (*Caution – potentially sensitive question*): Are you aware of actors taking advantage of the system for their own gain, if so, how?  Are discriminatory practices against displaced people common? If so, why? Are these practices the same or different for the host communities? |  |
| 2G. How do informal and formal relationships among stakeholders (particularly based on their ethnicity, party, or religious affiliation) affect life from service delivery, to hiring, allocation of resources, or elections? |  |

**Module 3: Stakeholder analysis - capacity to respond and governance structure (15-20 min)**

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| 3A. Which actors have the resources to address the challenges posed by urban displacement? |  |
| 3B. How are public services usually paid for?   * Do user fees exist or is money allocated by central gov’t? * To what extent is the sector/policy financed by citizens’ taxes or donor/lender support? * Are there any public/private partnerships? What are their roles? |  |
| 3C. What is the balance between national/state/ local authorities in the provision and financing of services? |  |
| 3D. Who are the key formal and informal players influencing budget allocations? |  |
| 3E. What is the technical and administrative capacity of the government to respond to the IDP crisis and deliver the quality services that are needed? |  |
| 3F. Do you know of government officials who would be good allies or are good to work with and can advocate for the work we want to do? |  |

**Service delivery and infrastructure theme**

**Module 4: Demand and supply of services and coordination (10-15 min)**

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| 4A. What are the citizens’/service users’ capacities to demand services and hold institutions and service providers accountable? |  |
| 4B. *(Caution – potentially sensitive):* What are the mechanisms in place for monitoring and supervising government actors who provide services at all levels (ie from national to state to city to facility/unit levels?)  What can someone do if a service provider does not follow the rules or procedures? |  |
| 4C. How do different national and international actors coordinate services? Who is driving the process? Is this ad hoc or planned coordination? |  |
| 4D. Several international organisations are working in \_\_\_\_\_\_\_.  What is their relationship with the government?  How much power do these organisations have?  Are their services good for the city and the country, both now and in the long run? |  |