Tool 5G: Key informant interview (KII) guide for NGO service providers

*Time required: 60 minutes*

*Note: This tool is a suggested starting point and should be adapted for each context. This tool is primarily set up for NGOs that are providing support to affected populations.*

**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 likely knowledgeable about the landscape of NGO service providers, 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 approximately an 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

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

**Module 1: Introductory questions and community profile (15 min)**

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| --- | --- |
| 1A. What is the profile of the affected populations you serve?  (ie sex, age, ethnicity, nationality, religion) |  |
| 1B. What is your estimate of the number of displaced people in \_\_\_\_\_\_\_? Is this number increasing or decreasing? Are these patterns changing over time? |  |
| 1C. Do you anticipate the displaced population staying with host families or moving to a more camp-based setting? |  |
| 1D. Do you anticipate the government or other key stakeholders playing a role in resolving or aggravating the living conditions of the displaced population? |  |

**Service Delivery and infrastructure theme**

**Module 2: Demand and supply of services and coordination (30 min)**

2A. For any of the following services, could you rank the ease of access for affected populations? Is this access different for displaced people?

| **Issue/infrastructure** | **Ease of access (1 – lowest,**  **4 – highest)** | **Name/location of service provider** | **Comments/remarks** |
| --- | --- | --- | --- |
| Health care |  |  |  |
| Education |  |  |  |
| Housing/land/shelter |  |  |  |
| Employment / livelihoods |  |  |  |
| Food security support |  |  |  |
| Municipal services  *Water*  *Waste/sanitation*  *Police/courts*  *Transportation*  *Electricity* |  |  |  |
| Protection services  *Legal assistance*  *SGBV services*  *Child protection* |  |  |  |
| Psychosocial support |  |  |  |
| Other |  |  |  |

*Note: The following questions relate to the specific NGO interviewed*

|  |  |
| --- | --- |
| 2B. What services does your organisation provide for affected populations and in which geographic areas?  Do you provide specific services to displaced persons? If so, which? |  |
| 2C. What has been/is the source of financing? Are they external donor-funded, or financed by public resources? |  |
| 2D. Do you make referrals to other agencies or the government? If so, in which cases and how? |  |
| 2E. How do different organisations coordinate services? Who is driving the process? Is this ad hoc or planned coordination? Are there challenges in coordination with other agencies/the government? |  |
| 2F. Which populations do you serve? Approximately how many?  (Women/children/LGBT/religious or ethnic groups/human trafficking survivors/unaccompanied minors, mental health patients, physically disabled people, elderly) |  |
| 2G. Which groups are the most vulnerable? |  |
| 2H. What general gaps in services do you currently see? What would be your suggestions/  recommendations to fill programming needs/gaps? |  |
| 2I. What are the barriers to accessing these services, and/or to provide services? How does your organisation overcome these barriers?  Are there differences in access for different nationalities and/or religious/ethnic groups? |  |
| 2J. *(Caution – potentially sensitive):* What are the service users’ capacities to demand services and hold institutions and service providers to account (eg feedback and complaints mechanisms, redress)? Is there any single organisation or entity who monitors the issue of protection of and services to these groups and gaps? |  |

**Politics and governance theme**

**Module 3: Policy and legal frameworks (15 min)**

|  |  |
| --- | --- |
| 3A. What are the current policies or legal frameworks applicable to displaced people in \_\_\_\_\_\_?  What are the most important protection priorities/legal assistance needs? |  |
| 3B. What are the limitations within the current legal framework to the provision of assistance to displaced people (if any)? |  |
| 3C. Do you foresee any future changes in these policies and legal frameworks over the next five years? |  |
| 3D. How visible is the issue of displaced people in wider human rights discussions? |  |