Tool 5D: Key informant interview (KII) guide for service provider stakeholders

*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 government agencies that provider services (eg health, education, water, etc.) or private sector service providers.*

**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 this landscape of municipal 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 organizations 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 participants:**

□ Yes □ No

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

**Service delivery and infrastructure theme**

**Module 1: Demand and supply of services (25 min)**

|  |  |
| --- | --- |
| 1A. In brief, what services do you provide? |  |
| 1B. Who are your main clients? |  |
| 1C. What are the main issues they face?  Are certain groups more vulnerable than others? (eg women, girls, IDPs etc)? |  |
| 1D. What are the requirements for clients to access services? Fees? Documentation? |  |
| 1E. When are services available? Where are these services available in the (area of analysis)? |  |
| 1F. What impact has urban displacement caused on your ability to deliver services? Has the impact been severe on any agencies? |  |
| 1G. What are the main issues you face in providing services? Are you able to meet national standards? |  |
| 1H. Do you work with or receive support from NGOs? Are you aware of any potential plans or projects that may affect future NGO services/programming? |  |

1I. Are the following available/appropriate for your services?

|  |  |  |
| --- | --- | --- |
| **Available** | **Yes/No** | **Comments/remarks**  *(eg why, why not, frequency of gaps, etc.)* |
| Regular payment of staff salaries/benefits |  |  |
| Qualified staff for positions |  |  |
| Electricity/water/sanitation |  |  |
| Other infrastructure (eg building, etc.) |  |  |

1J. For any of the following, to whom would one need to go for permissions and approvals:

|  |  |  |
| --- | --- | --- |
| **Issue/infrastructure** | **Agency for approval/authorisation** | **Comments/remarks** |
| **New facility** (eg health centre, etc.)    **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |  |
| **Rehabilitation of an existing facility** (eg primary school):  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |  |
| **Adding staff/personnel** |  |  |
| **Increasing budget allocation** |  |  |
| **Changing fee structure or access requirements** |  |  |
| ***[Other]*** |  |  |

**Politics and governance theme**

**Module 2: Stakeholder analysis and governance structure (30 min)**

|  |  |
| --- | --- |
| 2A. Describe the relationship between the local government and higher-level (state and national) governments. |  |
| 2B. If there is a problem with a service provider, where would an individual or institution go to seek redress? |  |
| 2C. *(Caution – potentially sensitive):* How do users/citizens demand services and hold institutions and service providers to account?  *Also, relevant for service delivery* |  |
| 2D. Are there any conflicts between entities or agencies? |  |
| 2E. Are the other departments or service agencies that you work with closely and rely on to be able to provide services to clients? |  |