Call for Proposals: Mixed-method research consultancy in governance, for Twaweza Tanzania

1.0 Background

Twaweza means "we can make it happen" in Swahili. Twaweza works on enabling children to learn, citizens to exercise agency and governments to be more open and responsive in Tanzania, Kenya and Uganda. Our flagship programs include *Uwezo*, Africa's largest annual citizen assessment to assess children's learning levels, and *Sauti za Wananchi*, Africa's first nationally representative mobile phone survey. We undertake effective public and policy engagement, through powerful media partnerships and global leadership of initiatives such as the Open Government Partnership.

Twaweza supports the Tanzanian national OGP plans and actions, as well as the Open Government sub-national Pilot currently under way in Kigoma Municipality. Twaweza's support to this pilot is centered on the local civil society in Kigoma and their role vis-à-vis the local governments' OGP plans. In line with our organizational belief in the central importance of research and learning, Twaweza is also seeking to support independent research around Kigoma's approach to improving governance, including but not limited to the OGP pilot. This Request for Proposals is for the independent research centered on the hypotheses and possible short- to medium-term outcomes as outlined in the Concept Note (Annex 1).

2.0 Objective

The objective of this consultancy is to carry out a mixed-method (qualitative and quantitative) research and learning design that will allow Twaweza to understand the implementation of the OGP pilot, as well as to learn important insights into whether the overall approach to improving governance in Kigoma Municipality is yielding initial results at various levels (among the local government, community, among service providers, etc.). The focus of this research is not on detailed monitoring/tracking of activities, but on generating data and insights from key stakeholders and audiences on the short- to medium-term effects of the governance initiative.

Specific tasks and outputs

a) Develop a comprehensive research proposal which includes:
  - Understanding of governance and governance research
  - A brief and user-oriented political economy analysis relevant to the questions at hand
  - Thoughtful consideration of methods, research approaches and tools appropriate to the varied hypotheses / key audiences
  - Considerations for sample size, internal and external validity and relevance
b) Develop a detailed workplan and timeline to carry out the various research activities, and a related budget. All formative/baseline activities must take place in 2017; follow-up activities ought to be planned for a reasonable period after the baseline. Follow up activities could include light-touch ongoing feedback, as well as a substantive follow up after a reasonable time period.
c) Develop and pre-test qualitative and quantitative tools for data collection
d) Carry out the research plan within the timeline, and provide a comprehensive field report, as well as package the highlights into accessible and concise communication pieces

e) Liaise with Twaweza (selected staff) to link the independent learning/research activities with internal monitoring

f) Transcribe and analyze the data using modern analytical methods for both quantitative and qualitative data; all transcripts, lists of codes, analysis plans shared with Twaweza

g) Synthesize the information into several outputs, including:
   a. Insights from the baseline
   b. Insights from any ongoing feedback
   c. A comprehensive report incorporating baseline, follow-up, and feedback
   d. At least 2 communications-oriented outputs (e.g. on the baseline, and on the full report)

h) Pro-actively share insights with Twaweza, participate in learning events, as requested

i) Finalize the report taking Twaweza comments on board

Proposal which include innovative approaches to data collection, reporting and sharing of insights are of particular interest.

3.0 Timeline

The timeline for the initial work is September-December 2017 (including final baseline reports and outputs). Tentative timeline should be proposed for follow up activities.

4.0 Qualifications

- A relevant PhD degree
- A proven track record of relevant mixed-methods research experience
- Proven experience with rigorous qualitative as well as quantitative research analysis, excellent conceptual and synthesis skills for both qualitative and quantitative data
- Proven excellent English writing skills, presentation & communication skills a plus
- Fluency in Kiswahili (spoken)
- Having access to qualified research team an advantage

Please submit an expression of interest together with a CV and proposed budget to jobs@twaweza.org and cc to vlipovsek@twaweza.org with "*Proposal for research of Kigoma governance for Twaweza Tanzania*" in the subject line.
Deadline for proposals is Thursday 31 August.

Annex 1

Kigoma governance study – summary

Kigoma municipality is experimenting with open governance, including the commitments made under the OGP sub-national pilot. The initiative is delivered by municipal government and by civil society. Municipal government will:
- Disclose online information on municipal budget & expenditure; land titles, open spaces and other land issues; receipt of medical funds, medicines and supplies; receipts of education funds distributed to primary and secondary schools; information on water sources available.
- Utilize local media to inform citizens about the availability of this information, and potential for its use

Civil society will:
- Monitor the fulfillment of the governance commitments made by the municipal government
- Devise innovative ways to translate & package the information made available online for various civic constituencies
- Bring the information into offline spaces, such as community meetings, to inform local leaders and citizens about the availability of this information, and potential for its use

The study hypothesizes that in 12 months (so short-term changes):
1. There will be a change (increase) among municipal civil servants (bureaucrats; specifically in the offices of education, health, water, land titling and business licenses) in their
   a. Perception of opening government information to citizens and civil society
   b. Fulfilling requests for information from citizens and civil society
2. There will be a change in services of the municipal government
   a. Increase in requests for information and services, including business licenses, land titles
   b. A decrease in the time between request and resolution
   c. An increase in the number of requests / cases successfully resolved
3. There will be a change (increase) in citizens'
   a. Exposure to analog / offline information, feedback on its usefulness / purpose; knowledge of and accessing online information
   b. Recall of open information topics (access, use, etc.) discussed during community meetings, recall of recorded actions & any follow up
   c. Interactions with municipal authorities and public service providers, specifically in making use of the information disclosed / shared by municipal government (including requests for information, application for land titles, business licences)
   d. Opinions / attitude towards transparency and accountability principles, and rating of municipal government against those principles

Furthermore, the study aims to capture unforeseen effects and changes, based on key informants and the investigating of "stories" which may be surfaced by the informants. We are interested in how people make use of the disclosed governance information (digital or offline) in new, unexpected ways. We are interested in examples of individuals, but moreover in civic structures, such as:
- Management structures of public services which include citizen members (such as school boards, water management committees, health boards)
- Civic groups, such as savings groups, religious groups, youth groups

Possible effects/outcomes of interest in more detail

Effects on local government
1. Civil servants' (bureaucrats) awareness of, opinions, attitudes towards making information available and accessible to citizens and CSOs; towards opening decision making / deliberation spaces to citizens / CSOs; awareness of OGP
2. Information online and updated (and functioning, as per independent check), with increasing rates of access
3. Local government (community level) awareness of, opinions, attitudes towards making information available and accessible to citizens and CSOs; awareness of OGP
4. Local government (community level) including open information, its access and use, on community meeting agenda; any follow-up plans; reporting thereof
5. Trends in land titles filed / applied for / contested
6. Trends in business licence inquires, applications

Effects on public service providers / public services:
1. Awareness of municipal government actions to promote transparency & accountability (e.g. declaration of assets, budget & expenditure information online, endorsement of SAM, etc.)
2. Service providers' awareness of OGP
3. Service providers' opinions / attitudes towards transparency and accountability principles in municipal government, and in public services; perception of citizen role, voice; of how accessible information ought to be, of perceived benefits or risks to the municipality in making it open and participatory
4. TBD – changes in actual service delivery, tailored to the action plan. E.g. the Jan 2017 report states that 98 new classrooms will be built, 2 for each participating school. This is a verifiable outcome and there may be others.

Effects on local civil society other than strategic partners
1. Expanding (or contracting) pool of engaged CSOs, relationships within the network, awareness/opinions of the governance (and OGP specifically) initiative among CSOs not active in the network
2. Frequency and content of interactions between CSOs and authorities, including an assessment of scale of participation
3. Citizens' views and opinions of the value-added/efficacy of CSOs. Do they know of them? Are they aware of what they do? Do they connect and changes with the CSOs activities/advocacy

Effects on citizens
1. Starting with assessment of how do citizens currently access key pieces of information; how do they currently interface with the government's services (as per chosen thematic areas – e.g. land titling, reporting water problems, getting business licences, etc.) and what have their experiences been
2. Citizens' knowledge of information available online; accessing it online (vs. other ways / sources), feedback on its usefulness / purpose
3. Citizens' exposure to analog information, (vs. other ways / sources), feedback on its usefulness / purpose

4. Citizen participation in community meetings & recall of open information topics (access, use, etc.), recall of recorded actions & any follow up; assessment of perceived scale of citizen participation in local governance
5. Citizens' reported interactions with public service providers and feedback on those (to be defined if any interaction – i.e. any visit to school or dispensary and feedback on it – or interactions with accountability purposes, and feedback on those; depends on the initiative / expectations)
6. Citizens' reported interactions with municipal authorities and feedback on those (to be defined if any interaction – i.e. any visit to municipal offices and feedback on it – or interactions with accountability purposes, and feedback on those; depends on the initiative / expectations)
7. Citizens' awareness of municipal government leaders declaration of assets, opinions of meaning / use of this
8. Citizens' opinions / attitude towards transparency and accountability principles, and rating of municipal government against those principles
9. Citizens' opinions / attitude towards CSOs; e.g. are they sources of information; are they seen as intermediaries; if not, who is; etc.
10. Citizens' awareness of OGP