

ANNEX B.4 - KEY INFORMANT INTERVIEW GUIDE FOR LGU DEPARTMENT HEADS

General Instructions:

This instrument will be used for key informant interviews with LGU department heads. The evaluation team will conduct the KII via ZOOM.

Before starting the KII, facilitators are requested to send a copy of the INFORMED CONSENT FORM (Refer to Annex C) to the participants and verbally seek the respondents' consent. Upon confirmation of intent to participate, ask the participants to attach their electronic signature and send back the completed form. Do not start without the completed form.

Except when internet connectivity is a problem, please request participants to turn on their cameras for recording purposes. At the minimum, the cameras should be turned on: at the beginning, end, and when the participants speak. Turning cameras on will verify the speaker.

As a reminder, participants should mute themselves while someone is talking.

OPENING

Good morning/afternoon. Thank you for joining us today. Your participation is essential to determine the extent of achievement on the outputs and outcomes of SURGE.

I am Dr. Nic Agustin. We are external evaluators supporting the Panagora Group in the conduct of the evaluation on SURGE. Dr. Ginny Santiago, Mr. Nick Baoy, and Mr. Senen Dizon will be joining us.

We will be recording our session. You will need to accept the recording before you are allowed to continue. We will now begin recording.

May I clarify at this point if you have submitted a signed Informed Consent Form and retained a signed copy? If not, may I request you to exit the session and e-mail us your signed consent form? You may re-enter once we receive the form.

I wish to reiterate that your participation in this KII is voluntary, and you may opt out. You do not have to answer all the questions if you do not wish to. Should you opt-out, we will strike from our records all statements made by you.

For those who will continue with us, we wish to assure you that our conversation will remain confidential and will be discussed only within the research team led by Ramon Noriel Sicad of the CLAIMDev team. Should we use any of the statements you made in our report, we will seek prior approval to do so. You may then inform us whether you would like the information stricken or included in the report and whether or not you would like the information to be attributed to you.

Our KII for today should last no more than 90 minutes. Should our conversations be animated, we will interject with time checks.

We ask that you keep your cameras on for documentation purposes. Should you experience connectivity problems, we request that the cameras be turned on at the beginning and end of the session, at least when you speak.

Do you have any questions?

Now that we have addressed all questions, we will now start our session.

Basic Information

Name of Interviewee:

Current organization:

Position/Designation:

Role/participation in the SURGE activity:

KII QUESTIONS

1. Are you familiar with the SURGE activity of the USAID? How did you come to know about it? Are you familiar with International City/County Management Association (ICMA)? How did you come to know of it?
2. What activities/projects in your city did SURGE support? (Q2.4.1)?

[Possible answers below]

- Component 1 Activity examples (Mainstreaming DRR and CCA in local development plans; Training on GHG management planning; Establishing Urban Development Learning Program; Upgrading of water services of water service providers (e.g., water safety planning, non-revenue water (NRW) management, enhanced billing and collection, water demand management, etc.); Strengthening institutional capacities on sanitation (e.g., septage management, etc.)
- Component 2 Activity examples (Streamlining/automating business permitting and licensing processes; Streamlining/automating construction permitting processes; Setting up of One-Stop-Shop for BPLS and construction permitting; Training of Local Economic and Investment Promotion Office and Business Support Organizations; etc.)
- Component 3 Activity examples (Establishing market linkages between local producers and buyers, e.g., seaweed, cassava; formulating tourism development plans, establishing inter-LGU cooperation, e.g., Panglao Daus and Tagbilaran Executive Council in Bohol; etc.)

3. In your opinion, what significant changes, benefits, outcomes, or value-added resulted from SURGE activities in your city? (Q2.1, Q2.1.1, Q2.2, Q2.2.1, Q2.3, Q2.3.1)

[Possible answers below]

- Component 1 Benefit/Outcome examples (Updated risk-sensitive, inclusive CLUPs; enhanced skills of LGU personnel in preparing risk-sensitive, inclusive plans, strengthened capacity of WDs/WSPs for water/sanitation service delivery, etc.)
 - Component 2 Benefit/Outcome examples (Improved CMC Index, increase in new business registrations, increase in locally sourced revenues; updated land administration and information management system; etc.)
 - Component 3 Benefit/Outcome examples (Increased investments in CDI and peri-urban areas, policy and regulatory reforms in business/construction permitting, improved transport services, e.g., increased cargo movement from General Santos airport, etc.)
4. In your opinion, which local government functions/operations did the SURGE activity generate the most significant contribution? Please elaborate (Q2.4.2)
 5. What key factors facilitated or contributed to the achievement of these changes, benefits, or outcomes? (Q2.1.1.1, Q2.2.1.1, Q2.3.1.1)
 6. What key issues/challenges have hindered achieving the intended benefits or outcomes of SURGE activities in your city? How did the SURGE project address these issues/challenges? ((Q2.1.1.1, Q2.1.1.2 Q2.2.1.1, Q2.2.1.2, Q2.3.1.1, Q2.3.1.2)
 7. How relevant or responsive were the SURGE activities/interventions in addressing the development priorities of your city as articulated in your Comprehensive Development Plan? How can SURGE activities/interventions be improved to enhance its responsiveness to local development priorities? (Q1.3.3, Q1.3.3.1)
 8. How relevant or responsive were the SURGE activities/interventions in addressing the needs of key stakeholders (e.g., city officials) and target beneficiaries (e.g., business owners, etc.) (Q1.3.4, Q1.3.4.1)
 9. What sustainability mechanisms were put in place by the SURGE project to ensure that the SURGE initiatives and gains will continue after project completion in December 2021? What were the exit strategies developed by SURGE? (Q3.2, Q3.2.1, Q3.1.2)
 10. How do you assess the city's current technical, institutional, and financial capacity to sustain or ensure the continuity of SURGE initiatives/activities? (Q3.1.1)
 11. Are policies in place to ensure continuity of SURGE activities/initiatives in your city? Do you think these policies are adequate for LGUs to take ownership and continue/expand the SURGE initiatives in your city? (Q3.1.2, Q3.1.1.1)
 12. What key lessons have you learned from the implementation of the SURGE activity in your city? Which of the SURGE interventions, practices, and approaches worked well and should be continued or expanded by similar projects in the future? What were the facilitating factors? (Q2.9, Q2.9.1, Q2.9.1.2, Q2.9.2)
 13. Which interventions, practices, or approaches did not work? What were the hindering factors? (Q2.9, Q2.9.1, Q2.9.1.2, Q2.9.2)

14. If SURGE could be re-designed or implemented differently, what changes or modifications would you propose to improve the effectiveness of the SURGE interventions in your city?

CLOSING

We wish to thank you for your active participation in this KII. We appreciate the time you have taken to be with us today to contribute to an honest evaluation of the interventions concerning the SURGE activity. We have learned a lot from our session.

We wish to remind you that our session today will be held in the strictest confidence. We will contact you in the future should we use any of the statements you made in our report.

Continue to keep safe. Mabuhay ang Pilipinas.

We will now end the recording.