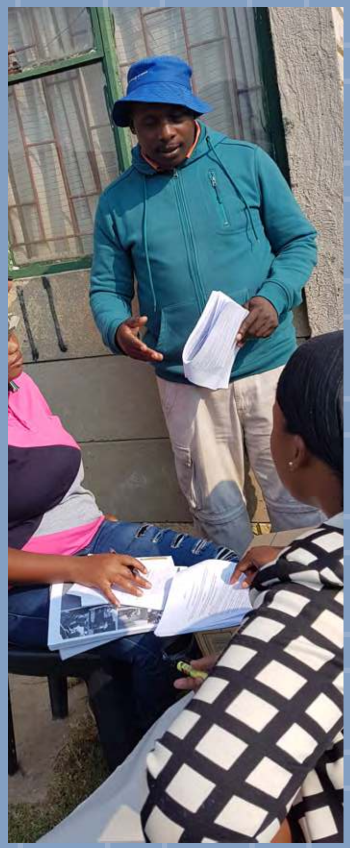
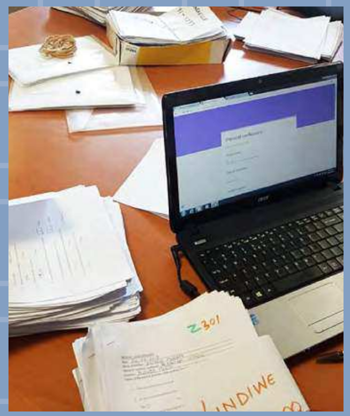
GUIDELINES for capturing social audit data





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GUIDELINES for capturing social audit data

What is data capturing?

A key step in carrying out a social audit is the gathering of information from community members using a paper questionnaire. Once you have completed this process, you must bring the completed questionnaires together and **record** or **capture** all the data you have gathered in one place. This can be done manually or electronically.

Capturing your data or evidence is a critical part of the social audit process, because this allows you to look at all the data you have collected as a single body of evidence. Having all the data together will help you to decide what your findings are, and what recommendations you want to make based on your analysis of the findings – an essential step before you talk to government.

How will this guide help you?

This guide will help you to record or capture on a computer all the social audit data that you have collected on your paper social audit questionnaires.

A paper questionnaire is a set of questions that has been printed on paper. The answers that people give to the questions are written in the spaces provided for on the questionnaire. You can use our ***Guidelines for developing a social audit questionnaire*** for tips and guidelines on developing a social audit questionnaire.

This guide will show you how to capture answers in a way that will make it easy to use a computer programme, such as Microsoft Excel, to analyse the data to provide accurate, clear, and representative findings that you can use to engage with the government.

When you are working with many questionnaires using a computer programme will make it easier and faster to capture and analyse the data. But you do not have to use a computer. There are other ways in which you can record or capture your data and then organise your findings – using paper, flipcharts, or whiteboards. This can be just as effective as using a computer. *See the Useful Tip on page 10 for suggestions*.

What is a social audit?

A social audit is a community-led process where residents compare their experiences of a government service to what official government documents such as bid specifications, contracts, and service delivery schedules say about that service. Evidence and experiences are collected, analysed, and then discussed with government officials.

Why is capturing the data so important?

At its core, a social audit is about working together as a community to collect information about your experiences of a specific service (information that government does not have), to compare with the information that government has about what is meant to be delivered. You then use the information that the community has collected to speak to relevant officials in government. You will want to engage government about some of the differences between what they think is being delivered and what the community is receiving, challenges you are experiencing with a particular service, and what the possible solutions to these challenges are. The power of the social audit is that you are able to speak to officials about challenges that are experienced across the whole community, and not just about the complaints of one family, or about one toilet.

Once you have collected all the information through using questionnaires you should not simply hand over all the completed questionnaires to government. Firstly, this is your data and your process, and you should keep control of it. Secondly, it is unlikely that an official will look at all the questionnaires. This means that they will still not know which are the most common and critical challenges with the delivery of the service. Thirdly, if you just hand over the completed questionnaires, you will not have a chance to discuss the findings and identify the challenges that are most common across the whole community, and you will not be able to come up with recommendations to address those challenges. This is why it is so important to capture the data – as it allows you to record all the information in one place for you to be able to see patterns and common issues, and based on those, identify key findings and possible solutions. This will help you to have a much more informed conversation with government officials.

Depending on the number of people (residents, community leaders, and/or workers) you have interviewed and the number of units or structures (for example a toilet or a tap) you have inspected, you may have hundreds or even a few thousand completed questionnaires. It might be tempting to think that if you complete fewer questionnaires, and collect less data, it would be easier and quicker to capture the data and to analyse the findings. However, the more evidence you can collect, the more powerful your findings and recommendations will be.

For example, if there are 3 000 households in your community and you only collect evidence from 10 households – it is unlikely that the relevant government official will be convinced that the challenges you identified are experienced by the whole community. Or, the official might not be convinced that the challenge is widespread enough for him to do anything to address it. This means that gathering evidence from as many members of the community as possible, or across as much of the settlement as possible, will contribute significantly to the success of the social audit. And this means that we need to find a good way of capturing a large amount of data and of dealing with the challenges that inevitably arise when you work with a large amount of data.

10 Steps to conducting a social audit

The diagram below shows the 10 steps in conducting a social audit

Step 1: Holding a mass meeting and establishing a mandate

Step 2: Preparing and organising the participant group

Step 3: Training the participant group

Step 4: Developing and testing the social audit questionnaire

Step 5: Gathering evidence in the community

Step 6: Capturing community experiences and testimony for the public hearing

Step 7: Agreeing on the main findings and organising the evidence

Step 8: Preparing for the public engagement

Step 9: Holding the public engagement

Step 10: Reflecting and following up

Step 5: Gathering evidence in the community

Step 6: Capturing community experiences and testimony for the public hearing

Step 7: Agreeing on the main findings and organising the evidence

Step 8: Preparing for the public engagement

Step 9: Holding the public engagement

See page 6 for information on our other social audit guides

- **Step 5** in the process of conducting a social audit involves gathering evidence in the community using one or more questionnaires. The type of service or project that you audit determines the number and type(s) of questionnaires you use. These can include a resident questionnaire, a physical verification questionnaire, a community leader questionnaire, and a worker questionnaire. See ***Guidelines for developing a social audit questionnaire*** for tips on how to ask questions that will collect data that will hopefully be easy to capture, easy to analyse, and will enable you to present your findings in a useful way.

- **Step 7** of the social audit involves agreeing on the main findings and organising the evidence. This includes organising the evidence that you have collected using the questionnaire(s). At this stage of the social audit process, you might choose to capture the data you have collected using the questionnaires by entering it into a computer, using a computer programme.

- After you have captured the data, you can use a computer programme to organise your data, as well as present your data in a way that provides clear evidence for your key findings and motivation for your recommendations. Data that is organised and presented in a way that is easy to understand will help you to prepare for your public engagements (**Step 8**).

- You will use these findings and recommendations to engage with government to improve the delivery of the service in the case of the social audit of a service. Or if you have conducted a social audit of an infrastructure project you will use the findings and recommendations to convince government to rectify any problems with a project that is underway or that has been completed (**Step 8** and **Step 9**).

Most of the guidelines in this guide are based on the experiences of social audit facilitators and community volunteers of collecting and capturing data. More specifically, the guidelines are informed by the data capturers' experiences of using Google Forms (*See the Useful Tip on page 19*) to capture the data that has been collected, and by the data analysts' experiences of using the Microsoft Excel spreadsheet programme to analyse and present the data. The same process can be used to capture information from a needs assessment carried out by using a questionnaire, and some of our examples in this guide are drawn from needs assessments.

Outline of the guide

Section 1 provides guidelines on how to prepare for capturing the data to make the capturing process run smoothly. These include: meeting as a data capture team before you start; numbering and organising your forms; reading through the completed questionnaires; talking to the social auditors; and reading any background information and the relevant bid specifications. Section 1 also provides tips on how to capture data if you do not have access to a computer.

Section 2 provides guidelines on how to capture the data electronically on a computer. These include: creating categories for open-ended questions where possible; ensuring that the names of streets, etc. are correctly spelt; and making sure that all the data is captured in the same way by all the data capturers. Section 2 also provides tips on choosing a computer programme to capture your data electronically.

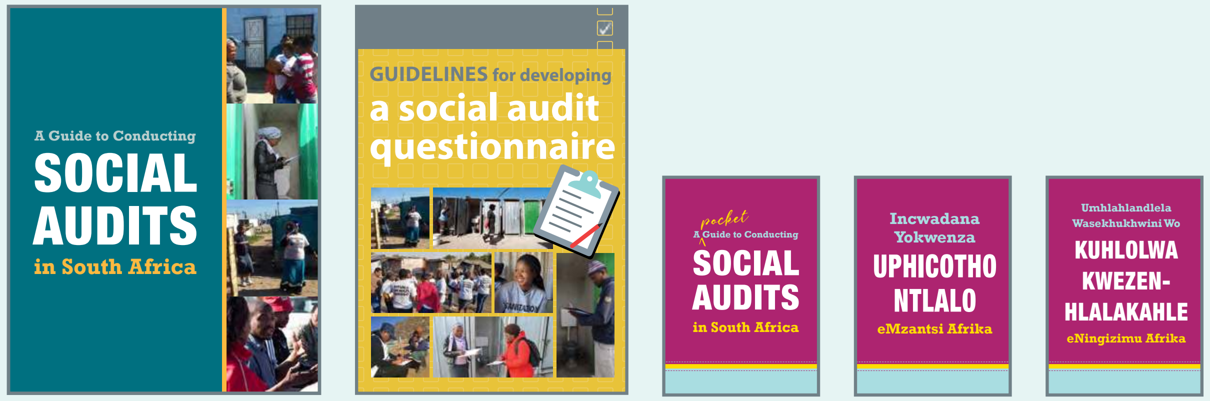
RESOURCES: our other social audit guides

There are currently five guides available which provide more information on various aspects of the social audit process. You can access digital copies of these at the links below.

A guide to conducting social audits in South Africa
https://socialaudits.org.za/wp-content/uploads/2018/03/social-audit-epdf-july-2016.pdf

Guidelines for developing a social audit questionnaire
https://socialaudits.org.za/wp-content/uploads/2019/01/guidelines-for-developing-a-social-audit-questionnaire-epdf.pdf

A pocket guide to conducting social audits in South Africa – *available in three languages:*
English: https://socialaudits.org.za/wp-content/uploads/2018/07/social-audit-pocket-guide-epdf-english.pdf
Xhosa: https://socialaudits.org.za/wp-content/uploads/2018/07/social-audit-pocket-guide-epdf-isixhosa.pdf
Zulu: https://socialaudits.org.za/wp-content/uploads/2018/07/social-audit-pocket-guide-epdf-isizulu.pdf



Section 1:

Before you start to capture the data

Before you start to capture the information from your questionnaires electronically, we have a few guidelines that will make it easier to capture the data, organise it, and present your evidence later in the social audit process.

Meet as a data-capture team

Data capturing is time consuming and the more people you have working on this the faster it will go, especially if you have a large amount of data. It is always a good idea to meet as a team before you start the data capturing process.

A number of the guidelines in the guide require that you decide how the data is going to be captured – from how the electronic forms are going to be organised, to whether you are going to use words or numbers when you capture dates or years. It is important that you agree as a group beforehand on the details of how you will capture the data in order to ensure that everybody is entering the data in exactly the same way. You might also want to work through the guidelines in this guide as a team.

It is important to agree on how to communicate and resolve any potential problems before you start to capture any data. You might decide that it will be best to immediately raise an issue or problem and ask all capturers to stop capturing data until you have found a solution as a group. This will ensure that all data capturers are made aware of the challenge and can then participate in finding a solution to the problem.

It can also be helpful to schedule reflection or briefing sessions at the end of each day of data capturing to discuss and resolve any problems. While capturing the evidence, the data capturers might gain useful insights that can inform the analysis and the findings. It is therefore also a good idea to record these insights at the end of each day.

Number and organise the questionnaires

Ideally, you should number your questionnaires before you start to gather evidence. This will help you to keep track of the questionnaires as they are being completed. In our ***Guidelines for developing a social audit questionnaire*** we suggest that you create a specific space for the number to be recorded on your questionnaire (*See Example A below)*.

If you did not do that, you can number the questionnaires before you start to capture the data, as in *Example B*, below.

Example A

RESIDENT QUESTIONNAIRE
Questionnaire number 36
Date
Name of auditor
Name of resident
Location

Example B

36
RESIDENT QUESTIONNAIRE
Date
Name of auditor
Name of resident
Location

Numbering the questionnaires (even after the completion of the data-gathering step of a social audit) will allow you to keep track of the questionnaires that are being captured, as well as help you to find a specific questionnaire if you have a question about the data at a later stage. For example, when you start to analyse the data you might see that according to one questionnaire that has been captured, a very large number of households live on a specific stand. You might already have an idea of the average number of households, or the social auditors who collected the evidence might tell you that they did not come across a stand with such a large number of households. Using the number of that questionnaire, you can then go back to the specific questionnaire to verify the information.

Or, you might notice after you have captured all the questionnaires that some questionnaire numbers are missing. You can then go back to your questionnaires to find the questionnaires with those numbers and enter the data. You can also keep track of which forms are being captured by which data capturer, by writing down the numbers of the forms captured by each person. If you do this, in the event of a problem with the data, the specific data capturer can explain why she or he captured data in a specific way.

It is important to organise your questionnaires, either by number or in some other way, before you start capturing the data. Organising by number simply means that you arrange the questionnaires from number one to the last number in a single pile. This will make it easier to look for a specific questionnaire at a later stage.

Many social audits are conducted in informal settlements. Many informal settlements are divided into sections and you can therefore also organise your questionnaires by section.

In some informal settlements individual stands are numbered, and the stand numbers are entered on the questionnaire. If that is the case for the settlement in which you are doing your social audit, it is a good idea to organise the questionnaires according to the stand numbers. Firstly, if the intention was to collect information from every stand in the settlement, this will help you to identify any stands you have overlooked. Secondly, this will also help you to see if more than one questionnaire has accidentally been completed for one stand.

If the informal settlement in which you have been collecting evidence, has street names, you could also organise your forms by street. This will also help you to see if you have missed some streets or parts of some streets.

However you organise your questionnaires for data capturing it is always important that they have all been numbered by either the social auditors, or by the data capturers so that an individual questionnaire can be found.

USEFUL TIP: Include at least one of the data capturers in the team collecting the data

Make sure that at least one of the volunteers who are going to capture the data, is also part of the team that is gathering the evidence in the community. It is important for the data capturers to understand the context – both in terms of the challenges facing the community with the delivery of a specific service, as well as any useful background information about the community – for example, how long people have been living in the settlements. This will help data capturers to identify questionnaires that have not been completed properly as well as answers that do not make sense.

USEFUL TIP: Organising and capturing data without using a computer

This guide has been written to help you capture data electronically which will then be analysed using a computer programme. This is usually done by a small number of data capturers.

However, you can also organise and record your evidence without capturing it electronically, involving more of the social auditors and community members in the process. Below we provide some tips for how to do this.

Social auditors and community members can be organised into groups and each group given a batch or group of completed questionnaires. For each question, the groups will first organise their questionnaires according to the answers that have been given.

Organising by years

For example, for a question asking ***how many years a respondent has been living in a settlement***, the group will put all the questionnaires with the answer '***1 year***' in a pile and then count the number of questionnaires. The group will do the same for all the questionnaires with the answer '***2 years***', and so on.

It will be a good idea to then 'capture' the evidence by writing the totals for each answer on a whiteboard or a flipchart. At the end, each group's totals for every answer will be added up to give a total for all the completed questionnaires.

Grouping and counting questionnaires in this way allows you to come up with specific findings.

For example, you will be able to say that ***of the 150 residents interviewed***:

- ***70 have lived there for 1 year***,
- ***50 for 2 years***
- and the remaining ***30 residents have lived there for 3 years***.

This could give you a sense of how old the settlement is which you could then use to support some of your recommendations.

GUIDELINES FOR CAPTURING SOCIAL AUDIT DATA **SECTION 1**

Organising by answer

The same process can be followed for closed questions, where the answer can only be one of a specific number of options.

For example, questions such as '***Is a disabled person able to use the portable toilet?***', with answer options '***Yes***', '***No***, '***Not sure***'.

In this case, each group will organise the questionnaires into three stacks:

- one for '***Yes***' answers,
- one for '***No***' answers,
- and one for '***Not sure***' answers.

They will then count the questionnaires in each stack and write the answers on a whiteboard or flipchart. At the end of the process, the totals from each group for each answer will be added up to give a total for all the '***Yes***' answers, etc.

Organising by themes

It is more difficult to organise and capture the evidence from open-ended questions – where a question is asked without offering any specific answers for the person answering to select from. However, this can be done effectively by groups of social auditors and community members working through the answers together.

For example, the resident questionnaire from a social audit of the desludging of pits and Ventilated Improved Pit (VIP) toilets includes the following open-ended question: '***What are the health problems you face because of pit toilets?***'. The groups can look through their questionnaires and see if they can identify similar answers or themes.

For example, people might complain that the chemicals used in the toilets are irritating their skin. The group can then count all the questionnaires where respondents mentioned problems with chemicals or skin irritations. The theme and number of times it was mentioned can then be written on a whiteboard or flipchart. At the end of the process, the totals for the themes identified by all groups can be added to provide an overall picture of the evidence for this specific question.

Someone in the group must write down all of the totals or 'results' in one place. This information can then be used to develop the findings and recommendations in the social audit report.

Read through a few completed questionnaires

Before you start to capture the data, it is a good idea to read through a few of the completed questionnaires. This will help you to identify some of the questions which were difficult to answer, and it will help you to start thinking about the best ways to capture and organise the data.

Talk to the social auditors

Before you start to capture the data, talk to the social auditors to find out which questions they thought were difficult to answer. You might find out that some questions did not collect useful information and you might then choose not to capture the data for these questions. During some social audits, the social auditors hold debriefing or reflection sessions at the end of each day of evidence gathering, or after the evidence gathering has been completed. Again, it will be helpful if at least one of the data capturers is part of the team that collected the evidence, so that she or he can talk about any challenges or issues in the audit before the data capturing starts. It is a good idea for this person to take notes during these reflection sessions that can then be used to inform the data capturing process.

If you did not understand some of the answers when you read through the questionnaires, this is also a good time to ask the social auditors to explain the answers.

Look at any background information and the bid specifications

It is important that the data capturers look through any background information that has been collected about the settlement and the challenges with a service or project, as well as the bid specifications, or any other relevant government document. This will help them to think about how best to capture and later organise the data to illustrate any challenges community members have highlighted, or to illustrate when a service is not being delivered according to the bid specifications.

Section 2:

Capturing the data electronically

As we mentioned earlier, this guide has been written for when a social audit is conducted using paper questionnaires, and where the answers have been written down by the social audit volunteers in the spaces provided on the questionnaire.

If you want to capture the data electronically, you have to create a form on a computer that asks exactly the same questions and collects the same information as your paper questionnaire. Then you can go ahead and capture your answers for each paper questionnaire on the electronic form. In this section of the guide we will show you how to make small changes to the style of your questions – specifically regarding the categories on the form where the answers are recorded – that will make it easier to capture and analyse your data.

USEFUL TIP: Quickly scan through the questionnaire before you capture the data

Social audits usually assess government's delivery of one specific service to a community. For example, a social audit might assess the desludging of VIP toilets. One of the first questions in a resident questionnaire usually asks if there is such a toilet on the stand of the resident being interviewed, or how many such toilets are on the stand. If there is no VIP toilet on a stand, any questions about the state of the VIP toilet or the desludging service should not be answered. But sometimes those questions are still answered. A quick scan through the questionnaire before you enter the data, will help you to identify such inconsistencies. Before you enter the data, it might be a good idea to check with the relevant auditor or even follow up with the resident to confirm the answers and correct any mistakes.

Scanning through the questionnaire first will also help you to identify answers which might be incorrect. For example, on many stands in informal settlements you will record that there is more than one household on the stand. If the number of households recorded on a questionnaire looks very large, for example more than ten, you can follow up with the social auditor or even the resident to make sure the answer is correct, before you capture the data.

GUIDE ICONS: paper questionnaire and computer icons

QUESTION IN THE QUESTIONNAIRE | **CATEGORIES ON THE COMPUTER**

Throughout the guide, the symbol of a paper questionnaire (*above left*) indicates what the question in the questionnaire might look like, while the symbol of a computer (*above right*) indicates what the same question might look like when recreated on the computer.

GUIDELINES FOR CAPTURING SOCIAL AUDIT DATA **SECTION 2**

Create categories for open-ended questions

After you have finished collecting evidence you may realise that for some of your open-ended questions, there were only a specific number of answers. When you capture the data, you can create categories based on these answers in your Google Form (or any other tool or computer programme you are using). This will make it much easier and faster to enter the data. It will also ensure that you always enter the data correctly, because instead of entering the answer by writing a word or a sentence, you will only have to select the correct option.

Below is an example based on a question from the social audit of the ***desludging of pits, and Ventilated Improved Pit (VIP) toilets***. The question in the questionnaire asked, '*How many times a week do they come to drain the pit toilet?*'. When the questionnaires were completed during the social audit, the social audit volunteers quickly realised that very few toilets are drained weekly or more frequently. Most of the respondents indicated that their toilets are only drained once every few months. Based on these answers, appropriate categories can be created before the data is captured to make it easier to capture the answer to this question. This means that when the data capturer enters the data, they can look at the answer on the questionnaire and select the appropriate category on the form on the computer. The data is therefore already being organised during the data capturing process, which will make it easier to develop the findings around how often the toilets are being desludged. Please note that a category named '*Unclear*' can be created for those respondents who answered that they do not know how often their toilet is being desludged.

QUESTION IN THE QUESTIONNAIRE	**CATEGORIES ON THE COMPUTER**
How many times a week do they come to drain the pit toilet? ________________	More than once a month ☐ Monthly ☐ Once every 2 months ☐ Once every 3 months ☐ Once every 4 months ☐ Once every 5 months ☐ Once every 6 months ☐ Once a year ☐ Unclear ☐
ANSWER How many times a week do they come to drain the pit toilet? Every month	**ANSWER** More than once a month ☐ Monthly ☒ Once every 2 months ☐ Once every 3 months ☐ Once every 4 months ☐ Once every 5 months ☐ Once every 6 months ☐ Once a year ☐ Unclear ☐

There will be many cases where a question can only have one of a specific set of answers. For example, while there might be five sections in a settlement, a person can only live in one of those sections, so the answer will only be one of those five options. This often happens when you have asked an open-ended question. Similar to the example above related to the frequency of desludging VIP toilets, you can then create your limited number of categories on the electronic form before you enter the data.

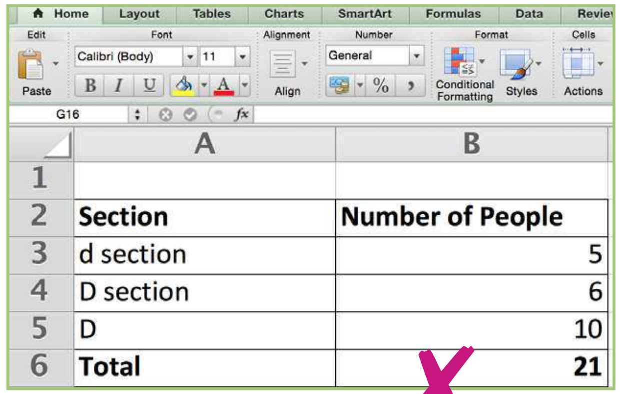
Below is an example based on the ***Thembelihle Informal Settlement Sanitation Needs Assessment***. The questions required the social auditor to write down on the questionnaire the name of the section that the respondent lives in. There are only five sections in Thembelihle Informal Settlement, so there can only be one of five possible answers. To make it easier to capture and analyse the data, these sections can then be listed in Google Forms or any other programme the capturer is using. The data capturer would then only have to select the appropriate section when entering the data.

QUESTION IN THE QUESTIONNAIRE	CATEGORIES ON THE COMPUTER
Name of Section? ______________	D Section ☐ F Section ☐ F2 Section ☐ Mkokotlong Section ☐ N Section ☐
ANSWER Name of Section? d section	**ANSWER** D Section ☒ F Section ☐ F2 Section ☐ Mkokotlong Section ☐ N Section ☐
ANSWER Name of Section? D	**ANSWER** D Section ☒ F Section ☐ F2 Section ☐ Mkokotlong Section ☐ N Section ☐

An added benefit of creating a list of all the sections in your electronic form, is that it will ensure consistency in the way the data is captured. During the data gathering process for the ***Thembelihle Informal Settlement Sanitation Needs Assessment***, D Section was written on the questionnaire as '*d section*', '*D section*', or even simply '*D*'. If the name of this section is captured in these three different ways, the computer programme (for example Microsoft Excel) that you are using to organise and present the data might interpret it as three different answers. For example, if 5 people entered '*d section*', 6 people entered '*D section*' and 10 people entered '*D*', Excel will show it in a table as three different Sections (*See Example A opposite*).

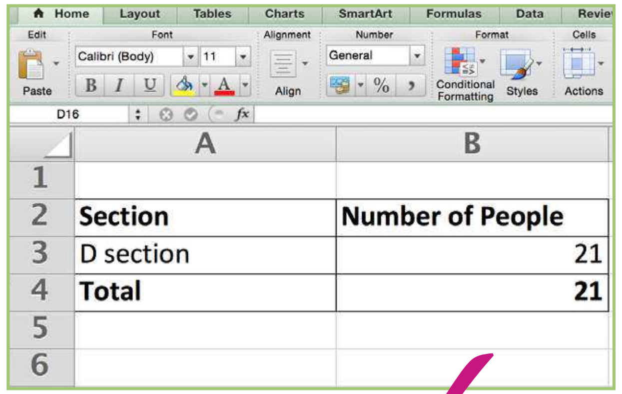
If the categories are created upfront, the table in Excel will show that a total of 21 people live in D Section (*See Example B below*).

Example A



	A	B
1		
2	**Section**	**Number of People**
3	d section	5
4	D section	6
5	D	10
6	**Total**	**21**

Example B



	A	B
1		
2	**Section**	**Number of People**
3	D section	21
4	**Total**	**21**
5		
6		

You can also create categories for the data collected through open-ended questions if you have decided that you would like to present the information in a specific way to illustrate your findings better. For example, open-ended questions are often used to ask a respondent how long he or she has been living in the settlement. The answer might range from one year to 30 years. Based on the history of the settlement, and how you want to present your findings, you might want to create categories to show how many people have been living there for less than 10 years, between 10 and 20 years, and maybe more than 20 years. This means that when the data capturer enters the data, they will look at the answer on the questionnaire and select the appropriate category on the electronic form on the computer.

Below is an example from the ***Lawley Informal Settlement Sanitation Needs Assessment***. The question in the questionnaire was open ended. The data capturers realised that they wanted to highlight how many people have been living in the settlement for a relatively short time (less than 1 year), for a slightly longer time (1 to 5 years and 6 to 10 years), and then specifically how many people have been living in the area for a relatively long time (more than 11 years) so these categories were created in the electronic form before the data was captured.

QUESTION IN THE QUESTIONNAIRE	CATEGORIES ON THE COMPUTER
How many years have you lived in this area? ☐ Years	Less than 1 year ☐ 1 to 5 years ☐ 6 to 10 years ☐ More than 11 years ☐
ANSWER How many years have you lived in this area? two Years	**ANSWER** Less than 1 year ☐ 1 to 5 years ☐ 6 to 10 years ☒ More than 11 years ☐

Compile a list of the correct names for categories such as streets or sections in a settlement

For some open-ended questions, you can have a specific number of possible answers, but there might be too many possible answers to create categories in your Google Form. In this case it is a good idea to draw up a list of the possible answers and tell your data capturers to type in the answers to look exactly like one of the answers on the list.

A very good example of this is street names. You might have collected data from 40 or more streets in a settlement. But it is not practical to create 40 or more categories in your Google Form. In this case, you can draw up a list of all the street names and hand it out to your data capturers. Ask them to double-check the spelling of the street name before they enter it into the Google Form. An additional benefit of this is that you can also identify when somebody has given a street name that is different from those in the settlement or area.

Below is an example from the ***Thembelihle Informal Settlement Sanitation Needs Assessment***

DIFFERENT VERSIONS OF THE NAME OF A STREET WRITTEN ON THE QUESTIONNAIRE	CORRECT VERSION ON THE COMPUTER
Simelani Similani Simlani	Simelani

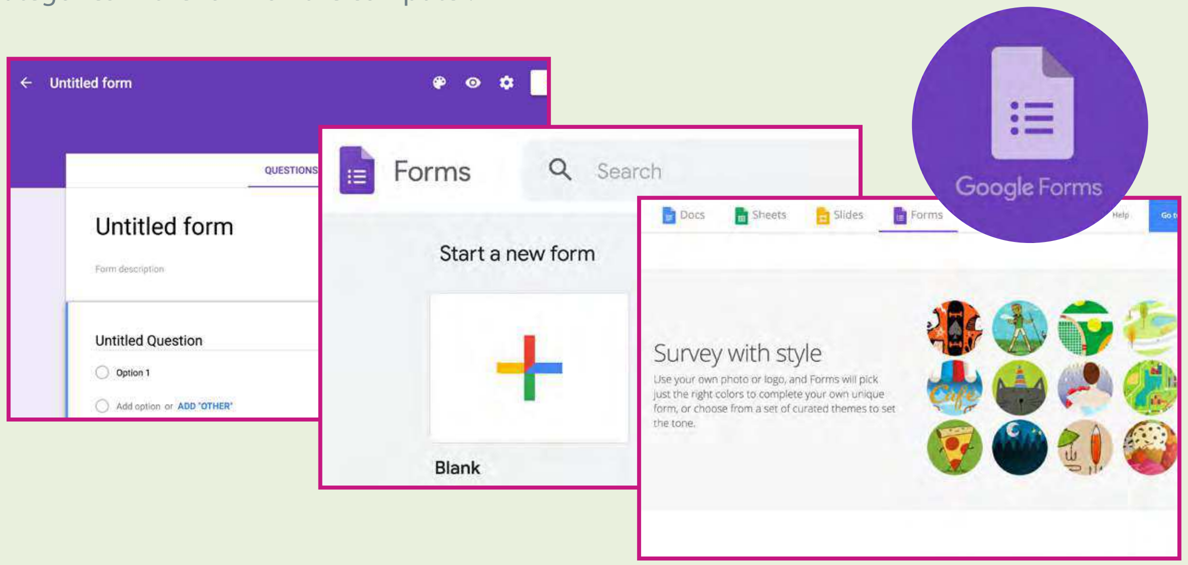
USEFUL TIP: Capture a small number of electronic forms as a test

It is not possible to make changes to the electronic form after you have captured the data. Before capturing all the data, you should therefore first capture a small number of questionnaires (for example ten) as a test. It might be best to do that after you have followed some of the guidelines in Section 2, for example, by creating categories for open-ended questions. You can then make the necessary adjustments to the form on the computer before you go ahead and capture all the questionnaires.

By capturing a few questionnaires, you will be able to see if the electronic form you have created is user-friendly and if it allows you to enter all the data from the questionnaires accurately and comprehensively. It will also help you to assess whether the categories you created make sense to the capturers and can accommodate all the possible answers.

USEFUL TIP: Choosing a computer programme to capture your data electronically

The tips in this guide are based on the experiences of data capturers who use the free software Google Forms to create an online form where the data or evidence can be captured electronically. What it really means is that you recreate your paper questionnaire on the computer using Google Forms and then you enter all the answers that have been written on the questionnaire into different categories in the form on the computer.



Below are a number of things to consider when choosing a computer programme to capture your social audit data:

1. Is it free?
2. Do you need to be connected to the internet the whole time, or can you capture the data without being connected to the internet and then upload the information when you are connected again?
3. Is it easy to set up an electronic form that looks like your paper questionnaire? Specifically, can you create both multiple choice questions as well as open-ended questions?
4. Is it easy to share the form with other data capturers after you have set it up?
5. Can more than one person capture data at the same time?
6. Can the programme generate automatic summaries of the answers or results for each question?
7. Can one person have the rights to edit the form, i.e. make changes to the form, while more than one person can capture data in the form?
8. Can the rights to edit the form be shared with other people if you wish to?
9. Can you download the data into a spreadsheet (e.g Microsoft Excel or Google Sheets) after you have entered all the data?

Be consistent

Agree with your data capturers on how to enter information for open-ended questions to make sure that they all do it in the same way. For example, if you have a question that should be answered by a number, agree with your data capturers how this should be entered – as a word or as a number.

One of the first questions most social audit questionnaires and needs assessment questionnaires ask of the respondent is how many years they have been using a specific service. For example, the social audit of the ***hiring, delivery and maintenance of chemical toilets*** asks residents to indicate how many years they have been using the chemical toilet. The answer for the residents who have been using the toilet for one year may be entered as '*1*', '*one*' or '*One*' on the paper questionnaire.

Unfortunately, when the data is being captured electronically, the computer programme might treat these as three different answers, and when you organise and analyse your data your findings will show three different sets of results: the number of people who have been using a portable toilet for '*1*' year; the number of people who have been using a portable toilet for '*one*' year; and the number of people who have been using a portable toilet for '*One*' year. It is therefore important to agree with the data capturers that a number should always be entered as number (e.g. '*1*') or as a word (e.g. '*One*'). If you agree that a number should be entered as a word ('*One*'), make sure that you also agree if it should be done with or without a capital letter ('*One*', not '*one*').

The same guideline applies when you ask questions about the frequency with which a service is being delivered. For example, one of the questions in the questionnaire used in the ***Thembelihle Informal Settlement Sanitation Needs Assessment*** asks respondents to indicate how often their VIP toilet becomes full. This question is a combination of a closed and open-ended question. Respondents are given four options to select from: '*Once a week*', '*Once every two weeks*', '*Once a month*', and '*Other*'. Most of the respondents who selected the '*Other*' response, provided the exact information on how often their VIP toilet becomes full. Again, it is important to agree before you start to capture the data how the '*Other*' answers will be captured. For example, some respondents answered, '*Once every 6 weeks*', while others answered '*Once every six weeks*'. Agree with your data capturers if the number should be entered as a number (6) or as a word (six).

USEFUL TIP: Mark the questionnaire when you have captured the data

Often hundreds or even thousands of questionnaires have to be captured during a social audit. It is important to make some sort of mark or tick on the paper questionnaire once it has been captured on the computer to avoid capturing the same questionnaire twice.

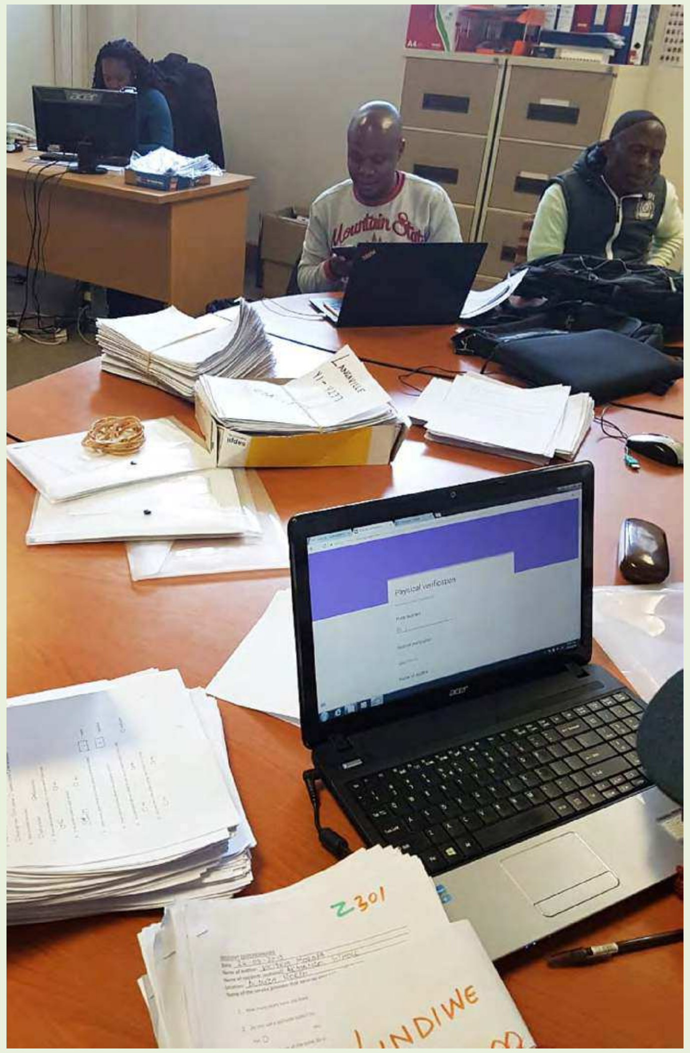
Closed questions

The answers to closed questions are generally the easiest to capture, because you simply create the same categories on the computer that have been shown on the questionnaire. For example, the resident questionnaire used in a social audit of the ***hiring, delivery and maintenance of chemical toilets***, asks people to indicate what type of toilet they use if they are not using a chemical toilet. Four possible answers are listed on the questionnaire. As seen below, to capture the data you create the exact four categories on the form on the computer.

QUESTION IN THE QUESTIONNAIRE		CATEGORIES ON THE COMPUTER	
If no, what type of toilet do you use?		**If no, what type of toilet do you use?**	
Flushing toilet	☐	**Flushing toilet**	☐
Pit toilet	☐	**Pit toilet**	☐
Bucket latrine	☐	**Bucket latrine**	☐
No sanitation	☐	**No sanitation**	☐

USEFUL TIP: Remember to capture questionnaire numbers, contact details, etc.

The first few questions in social audit or a needs assessment questionnaire usually record the name of the auditor/data collector, the date of completion of the questionnaire and the name of the resident. A needs assessment questionnaire will also usually record a contact number for the resident and a stand number if available. In some cases, the questionnaire has a space for a number, or the questionnaire number is added during the data collection phase.



Even though you are not going to include this information in your analysis, it is important to capture all of this information electronically. You might want to ask the auditor or data collector to clarify or verify an answer when you capture the data, or even when you later analyse the data. If the questionnaire recorded the contact details of the resident, you can also call him or her to verify or clarify an answer. If you want to compare information that has been captured with the answers on the paper questionnaire it is very helpful to know the questionnaire number as this will make it much easier to find the correct paper questionnaire.

It is also a good idea to create a space on the electronic questionnaire for the name of the data capturer. You will then know who is the right person to ask if you have a specific question about how the data was captured.

In many cases, the objective of a needs assessment is to record specific information for all the stands in an informal settlement, for example if there is a toilet on the stand. Or the objective could be to record any damages to the toilets provided by the municipality in an informal settlement. If you have the contact name and number of the resident, and if applicable the stand number, this can be included in the data to be handed over to the municipality. This will make it easy for the municipality to contact specific residents to address complaints or repair damages.

While it is important to collect and capture the personal details of the residents (such as their names, contact details and stand numbers) it is just as important to make sure that you are very careful about who you share this data with and how you share this data. Only share the data with the relevant government officials after you have made sure that the community has agreed that you can do this, and if you are sure that the data is only going to be used for follow up with the relevant person to address a specific problem or challenge with the service that is being delivered.

GUIDELINES FOR CAPTURING SOCIAL AUDIT DATA **SECTION 2**

Unanswered questions

For many of the questions in a social audit questionnaire we find that a few respondents did not answer a question. If this is a case for a small number of respondents, it usually does not present a big problem, but if a large number of respondents did not answer a specific question it will have an impact on your findings. This is especially the case if you want to say that a certain percentage of all respondents selected a specific answer.

Below is an example of such a question and the answers from the physical verification questionnaire used in the social audit of the hiring, delivery and maintenance of chemical toilets. The social auditors were asked to record the smell inside the chemical toilets. In this case 21 people did not answer the question. *Example A* shows what the results look like if you do not indicate when you capture the data that 21 people did not answer the question. If you report on the percentage of people who said the toilet smells bad inside, the data shows that 96.8% of people said the toilet smells bad inside. *Example B* shows what the results look like if you include the 21 people who did not answer the question. In this case, you will be able to firstly report that 25% of people did not answer the question, and that 72.6% of all the people interviewed said that the toilet smells bad inside.

Example A

	A	B	C
1	**How does the toilet smell inside?**		
2		**Number**	**Share**
3	Bad (human waste)	61	96.8%
4	Good (fresh)	2	3.2%
5	**Total**	**63**	**100.0%**
6			

Example B

	A	B	C
1	**How does the toilet smell inside**		
2		**Number**	**Share**
3	Bad (human waste)	61	72.6%
4	Good (fresh)	2	2.4%
5	No answer	21	25.0%
6	**Total**	**84**	**100.0%**

Our guideline here is that it is always a good idea to enter something in the computer for a question that was not answered. As in our example you can capture the words '*No answer*' or you can also say '*Not answered*'. Again, it is a good idea to agree with all data capturers before they start capturing how unanswered questions will be treated.

Check the data you have captured before submitting the form

Usually, after you have typed all the answers into the form in the computer programme, you have to press a button called 'submit' to capture the data electronically. Depending on the programme, you might not be able to change any of the information after you have submitted the form. It is therefore a good idea to check all the answers you have entered, to make sure you have not made any mistakes, before you submit the electronic form.

Guidelines for capturing social audit data: A checklist

Below is a checklist of the most common steps in the data-capturing process. Some of these might not apply every time you capture data. For example, you might use the same computer programme every time, so you do not have to choose a computer programme as part of your data capturing process each time. Or you might be capturing a questionnaire which only consists of closed-ended questions and you do not have to create any categories for open-ended questions. But we hope that this checklist can be a helpful tool to make your data capturing process easier.

Checklist for capturing social audit data	✓
Meet as a data capture team	
Agree on how you are going to work as a team	
Number and organise the forms	
Read through a few completed questionnaires	
Talk to the social auditors	
Look at any background information and the bid specifications	
Choose a computer programme to use to capture your data electronically	
Create categories for open-ended questions	
Compile a list of the correct names for categories of street or section names	
Agree on how numbers should be captured	
Agree on answer options for questions where '*Other*' was an answer option and respondents provided their own answers	
Agree on how to capture unanswered questions	
Create your electronic form	
Capture a small number of forms as a test	
Change your form if needed	
Capture your data	
Check the data you have captured is correct before submitting a form	

Social Audit Network

socialaudits.org.za. **Contact:** Thando Mhlanga **email:** thando@socialaudits.org.za
Facebook: SANSouthAfrica **Twitter:** SAN_SouthAfrica **You Tube Channel:** Social Audit Network

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