

New Norms and Forms of Development
A Qualitative Study on Brokerage in Maternal and Child Health Service
Development and Delivery in Nepal and Malawi

Interview Guide (for intermediaries)

Begin by introducing yourself and the research project, and handover the one page introduction to the research project.

Get verbal or written informed consent as appropriate (use informed consent document)

A. About the interviewee

In this section, we want to collect information about the interviewee. If you already know this, you don't need to ask this again.

What is your role and the position? What do you do?
What does your work specifically involve?
How long have you been working in this field/capacity?
Where did you work prior to coming here?
How did you decide to join this field/organisation?
What is your education or professional background?
What skills and qualifications do you think is needed to do this job?

B. About the Organisation

The questions in this section are relevant for those who are associated (or those who work in organisations), and someone who knows about the organisation. Please note that we might have already collected quite a lot of factual information about the organisation before this interview, so we need to keep this in mind.

Tell us about this organisation. What does it do?
What is the aim of this organisation?
How did it evolve? How did it start?
How and when did it start working in this country?
What is the overall aim/objective of the organisation?
What are the areas of work of your organisation?
Tell us about how does your organisation work?
Do you work in partnership; if yes, with whom and why?

C. Programme/Project design

We want to gather quite a lot of detailed information on the project/programme. As above, we might have already collected quite a lot of factual information on this, but the focus of the interview should be to gather as much information possible on the detailed processes involved (things that are not written in official documents), and arrangements in place.

What is the name of the programme/project?
When did it start?
How did it start?
Who designed it? How was it developed and designed?
Did you carry out some study before designing this project/programme? Tell us about it.
Was it programme designed based on some experience elsewhere? If yes, can you tell us more about it?

What is the aim of this project/programme?
What do you hope to achieve out of this project/programme?
What are the activities?
What design or planning tools do you use? and why?
How do you make decisions on what activities are needed in the project?
Did you have partners or external consultants help you design the project/programme?
Do you need to seek any approval to start the project?

D. Programme/project implementation

Can you tell us about project/programme management?
How do you manage this project/programme?
What is the management structure?
Can you tell us about the monitoring and evaluation system in your project/programme?
Once designed, how do you go about implementing a project/programme?
What challenges do you face in running the project/programme?
How easy or difficult is it to implement the programme as per the initial design?
How do political systems or governance structures and processes shape/affect your project/programme implementation?
How do local cultural factors affect/shape your project/programme implementation?
What is the reporting mechanism in the project?
How is reporting done in practice?
What challenges do project/programme staff face in reporting?
(Where available, collect project documents, log-frame, project/programme reports)

E. Partnership

Who are the key partners in this project?
How do you maintain working relationships with different organisations and projects?
How are partnerships developed and maintained?
Tell us about the nature of partnerships with your partners? Is it formal, informal?
Does partnership involve signing of contracts and finances?
How easy or difficult is it to work with partners?

F. Staff/professionals/expertise

Tell us about the staffing arrangement and staff size?
Tell us about expertise available in your organisation?
How do you find, train and retain well-qualified and experienced staff?
Do you hire external consultants? If yes, for what purpose? How satisfied are you with the work of external consultants?
What has been your experience of hiring consultants?
Do you have guideline for hiring of contractors and consultants? Can you tell us about it (collect a copy, if available)

G. Funding and donors

What are your funding sources? Who funds your projects?

How did you manage to receive funds? Was it through competitive bidding process?
How easy or difficult it is to find sources of funds?
What is the key to securing donor funding?
How easy or difficult is it to maintain relationship with donors?
How easy or difficult is it to report to donors?
What do you think about donor reporting mechanisms?
What role do donors play in the design, management and the evaluation of the projects?

Achievements/outcomes and future

How do you see the project in the next few years?
What happens to the project/programme if/once funding comes to an end (or when the term ends)?
How do you plan to carry out evaluation of this programme/project?
Tell us about any internal or external evaluation/review planned?
How hopeful are you with the intended achievements and outcomes of this project?
In your view, is the project likely to have any unintended consequences?
What are the key lessons you have learned and want to share?

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Interview Guide (for donors)

Begin by introducing yourself and the research project, and handover the one page introduction to the research project.

Get verbal or written informed consent as appropriate (use informed consent document)

A. About the interviewee

In this section, we want to collect information about the interviewee. If you already know this, you don't need to ask this again.

What is your role and the position? What do you do?
What does your work specifically involve?
How long have you been working in this field/capacity?
Where did you work prior to coming here?
How did you decide to join this field/organisation?
What is your education or professional background?
What skills and qualifications do you think is needed to do this job?

B. About the Organisation

The questions in this section are relevant for those who work in donor organisations. Please note that we might have already collected quite a lot of factual information about the donor organisation before this interview, so we need to keep this in mind.

Tell us about this organisation.
What are the major objectives of this organisation?
How and when did it start working in this country?
What are the areas of work of your organisation?
Tell us about how does your organisation work?
Do you work in partnership; if yes, with whom and why?

C. Programme/Project design

We want to gather quite a lot of detailed information on the project/programme. As above, we might have already collected quite a lot of factual information on this, but the focus of the interview should be to gather as much information possible on the detailed processes involved (things that are not written in official documents), and arrangements in place.

What is the name of the programme/project you are supporting?
When did you start funding?
How did it start?
Did your organisation play a role in the design of the project/programme?
Did you carry out or commission some study before designing this project/programme? Tell us about it.
Was your decision to fund the programme/project based on some experience elsewhere? If yes, can you tell us more about it?
What do you hope to achieve out of this project/programme?
Did/do you have your staff or external consultants help you design the project/programme?

Do you need to seek any approval to start funding this project?

D. Programme/project implementation

Can you tell us about project/programme management?

What role do you play to manage this project/programme?

Can you tell us about the monitoring and evaluation system in this project/programme?

What challenges do you think implementing partners face in running the project/programme?

In your view, how easy or difficult is it to implement the programme as per the initial design?

How do political systems or governance structures and processes shape/affect your project/programme implementation?

How do local cultural factors affect/shape your project/programme implementation?

What is the reporting mechanism in the project?

How is reporting done in practice? What challenges do project/programme staff face in reporting?

(Where available, collect project documents, log-frame, project/programme reports)

E. Partnership

Who are the key partners in this project? How do you maintain working relationships with different organisations and projects?

How are partnerships developed and maintained?

Tell us about the nature of partnerships with different partners?

How easy or difficult is it to work with partners?

F. Staff/professionals/expertise

Tell us about the staffing arrangement and staff size to support/monitor this project/programme?

Tell us about expertise available in your organisation?

How do you find, train and retain well-qualified and experienced staff?

Do you hire external consultants? If yes, for what purpose?

How satisfied are you with the work of external consultants?

What has been your experience of hiring consultants?

Do you have guideline for hiring of contractors and consultants? Can you tell us about it (collect a copy, if available)

G. Funding and donors

How do you decide on what to fund? Funding modality, identification of priorities?

What is your role in the development/evolution of projects/programmes?

What expectation do you have from the government when you funded this project?

How are success stories replicated/adapted in other contexts?

Achievements/outcomes and future

How do you see the project in the next few years?

What happens to the project/programme if/once funding comes to an end (or when the term ends)?

How do you plan to carry out evaluation of this programme/project? Tell us about any internal or external evaluation/review planned?

How hopeful are you with the intended achievements and outcomes of this project?

In your view, is the project likely to have any unintended consequences?

What are the key lessons you have learned and want to share?

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Interview Guide (for Government officials)

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What is your role and the position? What do you do?
What does your work specifically involve?
How long have you been working in this field/capacity?
Where did you work prior to coming here?
How did you decide to join this field/organisation?
What is your education or professional background? What skills and qualifications do you think is needed to do this job?

B. About the Department/division

Please note that we might have already collected quite a lot of factual information about the department/division before this interview, so we need to keep this in mind.

Tell us about this department/division. What does it do?
Tell us about how does your department/division work? Do you work in partnership; if yes, with whom and why?

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How does a national health programme get initiated, and how does it fit with national health strategy/priority?
What is the name of the programme/project?
When did it start?
What did it come out?
How did it start?
Who designed it? How was it developed and designed?
Did you carry out some study before designing this project/programme? Tell us about it.
Was it programme designed based on some experience elsewhere? If yes, can you tell us more about it?
What is the aim of this project/programme?
What do you hope to achieve out of this project/programme?
What are the activities?

What design or planning tools do you use? and why?
How do you make decisions on what activities are needed in the project?
Did you have partners or external consultants help you design the project/programme?

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