Monitoring, review and evaluation of community engagement for disaster resilience

Speed read

- Plan to monitor, review and evaluate throughout the community engagement process.
- Measure outcomes and results e.g. use a program logic, performance indicators and/or ongoing learning cycles.
- Collect data and evidence that is qualitative (e.g. opinions, experiences and case studies) and/or quantitative (e.g. numbers and statistics).

Key points

Plan for monitoring, review and evaluation. Start this early in any community engagement program or process. Planning for monitoring, review and evaluation allows for clarification and agreement on the purpose, objectives, methods of delivery, the desired change, impacts, results and the data collection process. Planning also provides opportunity to decide how the lessons learned will be included in the ongoing engagement process.

Identify what kind of data is to be collected to measure performance, outcomes, learning and adaptation using questions such as:

- How effective were the elements of the community engagement process?
- Did the actions reach the intended audience or target group?
- Did the intended audience or target group change behaviours or understanding?
- Did the intended audience or target group improve connections and relationships?
- Did the intended audience or target group build trust and confidence?
- Did the intended audience or target group achieve the specific change that was desired?
- How successfully have partners and community members been able to participate?

Aim to collect both qualitative and quantitative data about a process. Table 1 shows different examples of qualitative and quantitative questions.

Table 1. Qualitative and quantitative questions.

Qualitative	Quantitative
In what ways were participants satisfied with their engagement?	How many people or groups participated in the process or in particular activities?
What did participants think the most valuable and effective outputs were and why?	How many outcomes met the community's expectations?
What stories, experiences and comments did participants share?	How many participants identify as belonging to particular groups e.g. gender, age, employment status, industry segment or sector of the economy?
What did participants learn and/or contribute in the engagement process?	Did participation rates increase or decrease during the engagement process?

Measure outcomes and results using:

A program logic

A program logic will show how a community engagement process should work, and what will change if the engagement is successful. The program logic identifies agreed outcomes, outputs, specific engagement and activities. It shows what needs to be collected or measured and how, who is responsible for collecting the data, the progress to be measured at each milestone and the final outcomes to be evaluated.

Performance indicators

Performance indicators show if the outcomes are consistent with original purpose and objectives and whether the actions taken have achieved the desired result or improvement. Performance indicators may include measuring:

- level of community satisfaction through interviews and questionnaires
- capacity and capability of communities to participate in formal disaster risk reduction and resilience arrangements
- capacity and capability of communities to undertake risk reduction activities and resilience building projects.

Ongoing learning cycles

Learning cycles occur throughout the community engagement process at agreed and regular points in time. Community members and partners ask themselves questions about the relevance, effectiveness, efficiency, impact and sustainability of what is happening, with reference to the original plans and agreed outcomes.

Take action

- Use the *Program logic template* (AIDR 2020)
- Review the Monitoring and Evaluation Framework for Disaster Recovery Programs (2018)
- Review the National Disaster Recovery Monitoring and Evaluation Database for identifying past activities and indicators and evaluations

More information

- *Community Engagement for Disaster Resilience Handbook* (AIDR 2020)
  https://knowledge.aidr.org.au/resources/handbook-community-engagement
- Monitoring, Evaluation and Learning Toolkit (Taylor, Johnston & Ryan, BNHCRC 2019)
- Reimagining program monitoring and evaluation for disaster resilience outcomes (Parsons & Foster, BNHCRC 2020)