

Abstract

I . Introduction

☐ Outline of Consulting

- This report documents the process of consultancy provided by Korean Women's Development Institute on measuring SDG5·16 main indicators of KOICA through survey.
- The report consists of four chapters. First chapter introduces the background, purpose and the scope of the consulting. Chapter two introduces previous attempts of international organizations to measure and monitor SDG5·16 indicators. The third chapter presents the results of the pilot surveys conducted. The final chapter explores potential opportunities to conduct survey in future KOICA projects and policy recommendations for measuring indicators.

☐ Purpose of consulting

- The purpose of the consulting was to develop methodology for managing performance of KOICA projects which target main indicators of SDG5·16.
- Since SDG5 and 16 each represents a broad range of cross-cutting issues, this consultancy was limited to designing three sets of survey questionnaires and conducting pilot surveys to measure project performance in the areas of Gender-based violence (GBV), governance and peace, covering six main indicators (SDG5.2.1, 5.2.2 for GBV; SDG16.6.2 for governance; SDG16.3.1, 16.1.4 for peace).

□ Pilot survey for Beta Test

- Although project performance in terms of its contribution to improving main indicators of SDG5-16 is properly measured by conducting survey targeting direct beneficiaries, due to the COVID-19 pandemic, pilot surveys were conducted with project managers and stakeholders involved in implementing the project.
 - Six indicators covered by the consulting are classified as Tier 2 in the UN global SDG indicator framework, which indicates that data are not regularly produced.
 - The consulting is a meaningful attempt to measure main indicators of SDG5-16 that lack regular data production through developing surveys targeting GBV, governance and peace projects. List of projects were provided by KOICA and the consulting team discussed with KOICA before selecting the appropriate case.
- For GBV, “Building a model of support to prevent violence against women and girls in Vietnam(2016–2018)” was selected since the main purpose of the project was to support preventing and reducing GBV, making it most relevant to SDG indicators 5.2.1 and 5.2.2 among the project list.
- It was also considered that conducting survey on a project that is already completed would raise effectiveness. In the area of governance, “TUNEPS 2: E-Procurement System Improvement in Tunisia(2019–2022)” was selected since the project covered both system design and capacity-building, awareness-raising programs of system managers. It was also considered that it would have a wider respondent pool since it was Phase 2 project.
- KOICA’s peace projects are not limited to removing mines or UXO, but “Project to Support the UXO Sector in Lao PDR (Phase 2)(2019–2022)” was selected since it directly related to safety and security of people and has the potential to ultimately encompass conflict resolution and social integration.

II. A Literature Study on the Production and Management of Performance Indicators for SDG5·16

☐ Literature review

- The second part of the report introduces surveys developed and utilized by international organizations to measure and manage main indicators of SDG5 and 16.
- Regarding SDG5.2.1 and 5.2.2, UN Guidelines for Producing Statistics on Violence against Women were consulted. The guidelines presented sample questions for the survey according to definitions of violence against women, relationship of victim to perpetrator, frequency of violence and personal characteristics of respondents. USAID's Demographic and Health Survey also included questions on violence against women including domestic violence and women's economic empowerment.
- For the main indicator for governance, SDG 16.6.2, the consulting team referred to the Inter-agency and Expert Group on SDG Indicators (IAEG-SDGs) created by the UN Statistical Commission, World Bank survey, SERVQUAL and E-S-QUAL scales.
- For peace area indicator SDG 16.3.1, Asian Barometer Surveys and World Value Surveys were useful for providing questions on perceptions of safety.

III. Beta Test results

☐ Chapter three presents pilot surveys for beta test results of each project.

☐ Gender Based Violence

- First, GBV pilot survey consisted of 21 questions apart from demographic questions. The survey was arranged in three main parts: Improvement of the institutional environment for project

implementation, Improvement of management structure for project implementation, and Raising awareness on GBV.

- Regarding institutional environment, questions 1 through 6 aimed to measure operation of GBV response mechanism and implementation of a rights-based approach supporting victims/survivors. Questions 7 to 14 were about efficient operation of the project by actors involved, and whether the project contributed to capacity building and training of GBV service providers. Questions 15 to 20 are arranged to measure change in GBV knowledge of civil servants in charge of the project and perception change among men and women. The final question was an open-ended question asking respondents' opinions for improving the project.
- The online survey link (Google survey) was distributed through a partner agency of the project, UNFPA, to UN agencies, MOLISA, Quang Nin DOLISA and Social Work Center. A total of 18 respondents completed the survey: 5 from international organization, 5 from Vietnam government (both central and local), 2 from NGO, and 6 from other institutions.
- In order to increase respondent pool for future surveys, it is crucial to thoroughly manage survey population and sample group from the period of project design by KOICA country offices.
- Respondents of GBV pilot survey generally agreed that the project contributed to improving GBV response system.
- In order to utilize the survey questionnaire targeting direct beneficiaries, it is recommended that both in-depth interviews and collection of quantitative data complement the survey for more reliable and accurate results. Some examples of quantitative data include GBV budgets in relation to the project, number of cases of legal support provided in relation to the project, number of recipients of GBV preventive education in relation to the project by gender, age, and region.

□ Governance

- Pilot survey in governance area consisted of 34 questions apart from common demographic questions. Survey was arranged in three main parts: assessment on KOICA's contribution to improving public administration in partner country (Questions 1-1 to 1-10 and 2), evaluation on the system/equipment (Questions 3-1 to 3-9 and 4), evaluation on the capacity-building and awareness-raising programs (Questions 5-1 to 5-7, 6 and 7-1 to 7-4). Question 8 was an open-ended question to ask respondents' opinions on improving the project.
 - Pilot survey was conducted for two weeks over the period of February and March 2021. The online Google survey link was distributed through KOICA country office at Tunisia to participants of Phase 1 project. A total of 79 respondents completed the survey, of which 53 were male, 26 female; 47 were from central and local government of partner country, 32 from international organizations and other institutions.
 - According to pilot survey results, respondents positively evaluated project performance in improving public administration. In particular, there was a tendency to evaluate more positively the project's contribution to making the public service more accessible to the public, the project's contribution to responding to gender needs of both men and women, and providing more reliable public services more accurately. Evaluation on the system and equipment also received more positive responses, especially regarding its contribution towards secure management and protection of personal data as well as sustainable and more widespread utilization of the system/equipment.
 - In order to measure performance of e-Government project, it is necessary to compile and manage quantitative data together with conducting survey which converts qualitative assessment into quantitative measures. ICT is an area with a traditionally wide

gender gap and UN Statistical Commission recommends that SDG16.6.2 collects sex-disaggregated data on satisfaction of public services. It is recommended that difference in satisfaction of service according to gender and what causes the gap are further monitored. Some examples of quantitative data that could be collected for better measurement include reduction in the lead time, administrative procedure, waiting time, cost and error/malfunction after the introduction of the system/equipment.

☐ Peace

○ Peace area pilot survey consisted of 39 questions apart from demographic questions, and was arranged into five sections measuring perceived safety of people, the project's contribution to social integration and conflict resolution, the project's contribution to strengthening capacity and accountability of project managers as well as empowering people living in the area of project. Respondents were asked to indicate how much they agree with the provided statements in a five-point scale. Since peace encompasses a broad topic including conflict resolution and a greater participation of vulnerable group is an important measure of project performance, it is recommended that a question regarding social status of respondents and whether they belong to a minority group is included in demographic question.

- Pilot survey was conducted over the course of two weeks in February and March 2021 through KOICA country office at Lao PDR to project implementing partners including National Regulatory Authority and international organizations. 9 respondents completed the survey, of which 4 were male, 5 female; 5 from NRA, 3 from IO and 1 from other institution.
- The analysis of pilot survey showed that respondents felt greater fear due to UXO or mines compared to possibility of assault or crime. Regarding KOICA project's contribution to promoting

safety of residents and social cohesion in the project area, respondents rated more than 4 points out of 5. Our pilot survey shows that KOICA's project contributes to promoting peace in Laos and it is expected that if survey is carried out in border regions or countries under conflict, results will have increased reliability.

- In case the survey questionnaires are applied in conflict regions, it is suggested that questions on gender-based violence and questions measuring participation of women and youth will be particularly useful for understanding and monitoring their needs. In addition, quantitative data should be collected along with survey for a more precise measurement of performance. Some examples include number of cases of institutionalization and enactment in related areas of subject, statistics of village leaders, village committee members, conflict mediators, and journalists by gender, age, and tribe, number of news reports regarding peaceful conflict resolution.

IV. Policy Suggestions and Implications of Using the Methodology of Performance Indicators for SDG5·16

- The final chapter of the report discusses how the methodology of survey could be further developed for measuring performance indicator and policy implications.
- Based on the experience of the consulting, survey could be applied in other KOICA projects. The survey questionnaires were developed according to the purposes of selected cases in GBV, e-Government and UXO projects. It is possible that KOICA expands pilot survey into other projects under the broad cross-cutting issues of SDG 5 and 16.
- In doing so, it is recommended that performance indicator is measured through various methods combining survey, in-depth

interview and collection of quantitative data.

- In order to objectively manage performance indicator, it is necessary to collect and regularly update quantitative data from the period of project development. Collecting, updating, recording and submitting quantitative data should not be an optional but a compulsory job at KOICA country offices.
 - Comparing these data with survey responses will lead to more reliable results. For a survey to obtain reliability, a sufficient sample size is required.
 - In order to design and conduct a reliable survey, it is crucial to update contact information of project participants who can be listed in the survey respondents pool. To further expand the scope of survey to include direct beneficiaries of projects or endusers (citizens), it is also important to train interviewers and consider ethical issues to ensure confidentiality and anonymity and to minimize emotional distress.
- In order to achieve SDG 5 and 16 a long term, KOICA needs program-based integrative performance indicators.
- Currently there are various types of projects with different purposes within the cross-cutting issues of SDG 5 and 16.
- For instance, SDG5 consists of project 1 (GBV), project 2 (women's economic empowerment), project 3 (women's education), project 4 (women's political participation and leadership), project 5 (women's poverty) and many more, while SDG16 could be differentiated into project 1 (humanitarian assistance), project 2 (removal of UXO), project 3 (conflict resolution and empowerment of vulnerable groups) and more. All the projects add up to achieve goal of SDG 5 and 16 and this could be measured by program-based performance indicator, which is ultimately connected to each project's performance indicator.
 - The consulting recommends that in developing and managing

future projects according to the SDGs framework, KOICA continues with its efforts to align each project in line with SDG goal (gender equality; peace), target (GBV, governance, security) and indicators (reduced number of gender-based violence; proportion of population satisfied with their experience of public services).