Mercy Corps Indonesia

Scope of Work for Consultant

Project/Consultancy Title: Consultant/Team of Consultant for Knowledge Retention Survey

Project Location(s): Jakarta

Finance Department Code:

Background:

Investing in Human Capital for Disaster Management (INVEST DM 2.0) is a bilateral cooperation program between the Government of Indonesia (GOI) and the Government of the United States of America (USG) through the United States Agency for International Development (USAID) via the National Disaster Management Agency (BNPB). INVEST DM 2.0 was designed as a continuity of Technical Assistance and Training Team (TATTs) program supported by USAID/BHA in 2014-2019. In addition, the INVEST DM phase one was implemented from May 2019 until Jan 2021. The program directly supports the BNPB in building human resource capabilities (bureaucracy reform and capacity enhancement) in disaster management at a national level through training and education initiatives as well as improving the system and its strategy. These initiatives are expected to strengthen regional DM institutions and people at key administrative levels. They will be better prepared and able to fulfill their mandates to deliver effective and lifesaving DM services.

The INVEST DM 2.0 program focuses on improving the ability of people to manage disasters and is one of seven development agenda items in the National Medium Term of Development Plan (RPJMN) for 2020-2024. Working together with BNPB technical units, the INVEST DM 2.0 program aims to contribute to four of the six BNPB policy directions and strategies for 2020-2024. They include: (a) improvement of reliable, innovative, collaborative, and implementable DM systems and strategies; (b) improve preparedness of federal and regional governments, business institutions, communities, academia, and the mainstream media in a coordinated manner in dealing with disasters; (c) improvement of emergency response that is fast, precise, and coordinated; and (d) strengthening governance and professionalism in disaster management.

The INVEST DM 2.0 program works with BNPB counterparts and its technical units to deliver advisory support and technical assistance. It is tailored to research, improve and/or support the establishment, implementation, and measurement of organizational development initiatives. This will increase the skills and professionalize the workforce to achieve a high-performance culture. This will be achieved via support to the BNPB reformation agenda for organizational development and change management for civil servants by:

1. Contributing to the organizational capacity development of BNPB's Education and Training Center (Pusdiklat).

2. Assisting the General Affairs and Human Resources Bureau with targeted workforce planning and development initiatives to improve overall personnel management.

3. Facilitating the Pusdalops (EoC) to advance reforms in emergency operation systems and improve coordination of data management and communication.

4. Policy and planning support to the Systems and Strategy department (DSS) to advance BNPB's evolving policy initiatives that improve subnational BPBD lifesaving and preparedness service delivery.

INVEST DM 2.0 emphasizes the importance of adaptive a programming approach due to both the complexity of the technical work as well as the dynamics of the operating environment. INVEST DM 2.0 Monitoring, Evaluation, and Learning (MEL) approach will combine routine performance indicator-driven monitoring, complexity aware monitoring and experiential monitoring. This mixed-monitoring approach requires a combination of quantitative and qualitative methods include stakeholder feedback using knowledge retention survey for the training and mentoring activities.

Knowledge Retention:

As part of INVEST DM 2.0's result framework, the program has adopted two indicators of USAID-BHA standard indicator to measure percentage of students and individuals completing formal, non-formal (certified) and in-house education and training.

This indicator captures the percent of individual beneficiaries and/or students (and teachers as students) receiving disaster preparedness, DRR and/or DRM training who retain activity-defined threshold level of skills and knowledge after two months (or more; can be up to six months) after the training. Retaining skills and knowledge refers to individual beneficiaries obtaining an adequate percentage of their training when tested/quizzed or able to perform the operational tasks two months (or more; can be up to 6 months) following the completion of INVEST DM 2.0 training. The level of skills and knowledge obtained threshold is activity-defined due to the context specific nature of the training.

INVEST DM 2.0 will conduct the knowledge retention survey to measure the percentage of trained people who retain knowledge related to the training contents and the understanding of the process of internalizing the explicit and retaining the tacit knowledge. It is also as part of INVEST DM 2.0 efforts to measure the progress achievement of specific indicator target in the result framework which are 70% of individuals and students can retain disaster preparedness, DRR and/or DRM skills and knowledge two months after implemented training.

Purpose:

The purpose of this activity is to measure the effectiveness of training delivered by INVEST DM 2.0 program through a knowledge retention survey. The survey measures both the retention of knowledge and its application post implementation/training. This survey is a part of the training evaluation plan This survey is a part of the training evaluation plan with the research methodology and instruments developed and applied by the Consultant to gauge the level (%) of knowledge retained by the participant through a sampling of students and individuals completing formal, non-formal (certified) and in-house education and training.

The specific expected objectives of this activity are:

- To measure retention rate of participants' knowledge.
- To measure the use of post-training knowledge in order to learn how the knowledge is used by the participants after the implemented training.
- To learn about the effectiveness of training methods

Consultant Activities:

Under this assignment, the selected consultant, with INVEST DM 2.0 direction shall perform the series of knowledge retention surveys for 2 phases of survey implementation with the following details:

- **Phase 1**: Survey to the samples of participant trainings conducted from May until December 2021 (*the sample size for phase 1 can be seen in Table 2*).

- **Phase 2**: Survey to the samples of participant trainings conducted from January until September 2022 (*the sample size will be identified based on the total training participants*).

Table 1. Details of Consultant Activities

Activities	Timeline
1. Develop design of methodology and work plan, includes survey instrument, consent form, and sample selection from selected training programs in INVEST DM 2.0.	2 days (March 14-15, 2022)
2. Presentation and revise the draft design of methodology and work plan based on an input from INVEST DM 2.0 Team	1 day (March 16, 2022)
3. Conduct survey for the phase 1, include submission of summary report on key finding result to INVEST DM 2.0.	10 days in the period of March 17-31, 2022
4. Conduct survey for the phase 2, include submission of summary report on key finding result to INVEST DM 2.0.	13 days in the period of April-October 2022
5. Presentation of the final finding result to INVEST DM 2.0	1 day (21 October 2022)
6. Produce the final report of knowledge retention survey results and its recommendation.	3 days (submission to INVEST DM 2.0 on 28 October 2022)

Additional Information about the sample size and methodology:

The knowledge retention survey will start with the following training program details for phase 1 and its sample size (margin of error = 5%, confidence interval = 95%):

Table 2. Sample Size for Phase 1 of Knowledge Retention Survey

No.	Training Program	Period of Program Implementation	Total of Participants	Sample Size
1	ASN BNPB Training Program for Module A and B (Outcome 1)	October-December 2021	289	166
2	PLAN 670 Course	October-December 2021	87	72
3	Coaching session at Pusdalops' Technical Coordination Meeting in Bandung	June 15-16, 2021	68	58
4	Coaching to Pusdalops' facilitators for Bimtek Team	September 17, 2021	4	4
5	Pusdalops' Bimtek in Kupang: training on the emergency operations plan development and the establishment of the emergency response command structure	September 20-23, 2021	52	46
Total of Respondents for 1st Phase of Knowledge Retention Survey				**326**

The total of respondent for the 2nd phase will be calculated based on the total program participants in the 2nd phase.

Consultant Deliverables:

The Consultants shall deliver to INVEST DM 2.0 the following deliverables:

Deliverable No.	Description	Timeline
1	Final document of research design with main/overall research questions, tools/instruments for survey, and workplan	3 days (March 14-16, 2022)
2	Conduct survey for the phase 1, include submission of summary report on key finding result to INVEST DM 2.0	10 days in the period of March 17-31, 2022
3	Conduct survey for the phase 2, include submission of summary report on key finding result to INVEST DM 2.0.	13 days in the period of April-October 2022
4	Produce a maximum 25 pages report on results of knowledge retention survey exclude the annexes and shall consist of the following information: • The percentage of individuals/staff who retain basic disaster preparedness, DRR and/or DRM skills and knowledge two months after training or coaching. • The percentage of individuals/staff who retain basic disaster preparedness, DRR and/or DRM skills and knowledge two months after training or coaching. • Findings on the effectiveness of the INVEST DM 2.0 training. • Findings on the use of knowledge by BNPB staff and students.	4 days with shall deliver to INVEST DM 2.0 on October 28, 2022

Timeframe/Schedule:

The period of the performance is from March to October 2022 with intermittent input in accordance with the above timeline.

The Consultant will report to:

The INVEST DM 2.0, Monitoring, Evaluation, Accountability, and Learning (MEAL) Specialist.

The Consultant will work closely with:

The INVEST DM 2.0 Sr. Knowledge Management, Research, and Communication Specialist, Outcome Managers, BNPB Pusdiklat, BNPB Planning Bureau, BNPB Pusdalops, and BNPB Pusdatinkom.

Required Experience & Skills:

<u>**Lead Consultant**</u>:

- Advanced degree, preferable in master's degree in disciplines related to disaster management, monitoring evaluation, public policy, organizational development, development studies, or relevant subjects from a recognized and reputable institution.

- A minimum of 5 years of working experience in research areas, preferably in Disaster Risk Management, Education and training, Workforce and Professional Development Program areas.

- Demonstrated experience in designing FGD/survey tools, conducting the FGD/survey, interviewing, and analysing qualitative and quantitative data.

- Have led and/or supervised development of digital and remote data collection tools.

- Have experience in doing impact evaluation of training will be an advantage.

- Familiar with online survey platform and instrument will be and advantage.

- Excellent English writing skills.

<u>**Enumerator**</u>:

- Bachelor's degree in management, Public Policy, Organizational Development, Development Studies, or relevant subjects from a recognized and reputable institution.

- Has experience as an enumerator or data collector for quantitative and qualitative surveys, preferable has experience facilitate FGD and/or in-depth interview.

- Have experience in support the online survey will be an advantage, includes have experience in data cleaning and analysis will be an advantage

How to Apply (Only Indonesian Nationals/Entities are eligible to apply):

Please submit your organization's capacity statement, technical and financial proposal, and personnel curriculum vitae to: procurement@id.mercycorps.org with subject "Knowledge Retention Survey" no later than 18 March 2022. Only shortlisted candidates will be notified.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps Indonesia team members are expected to support all efforts toward accountability, specifically to our stakeholders and to international standards guiding international relief and development work, while actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MCI's policies, procedures, and values at all times and in all in-country venues.