



IDENTIFICATION FOR DEVELOPMENT



Understanding People's Perspectives On Identification



WORLD BANK GROUP

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Understanding People's Perspectives On Identification: A Qualitative Research Toolkit

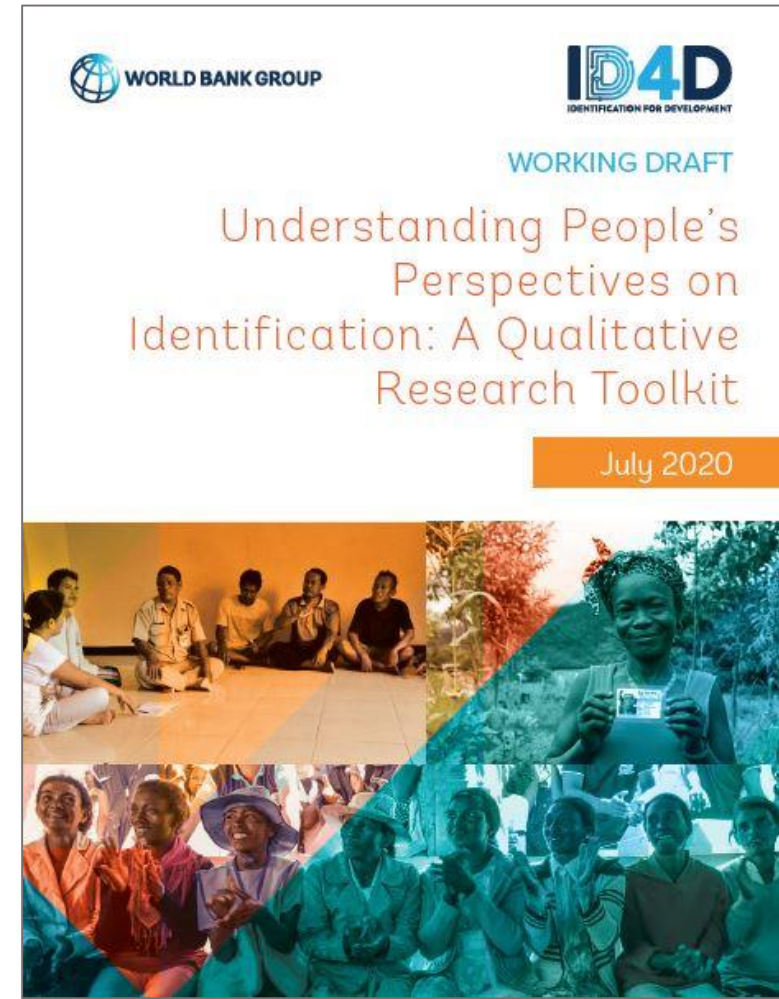
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What is this Toolkit?

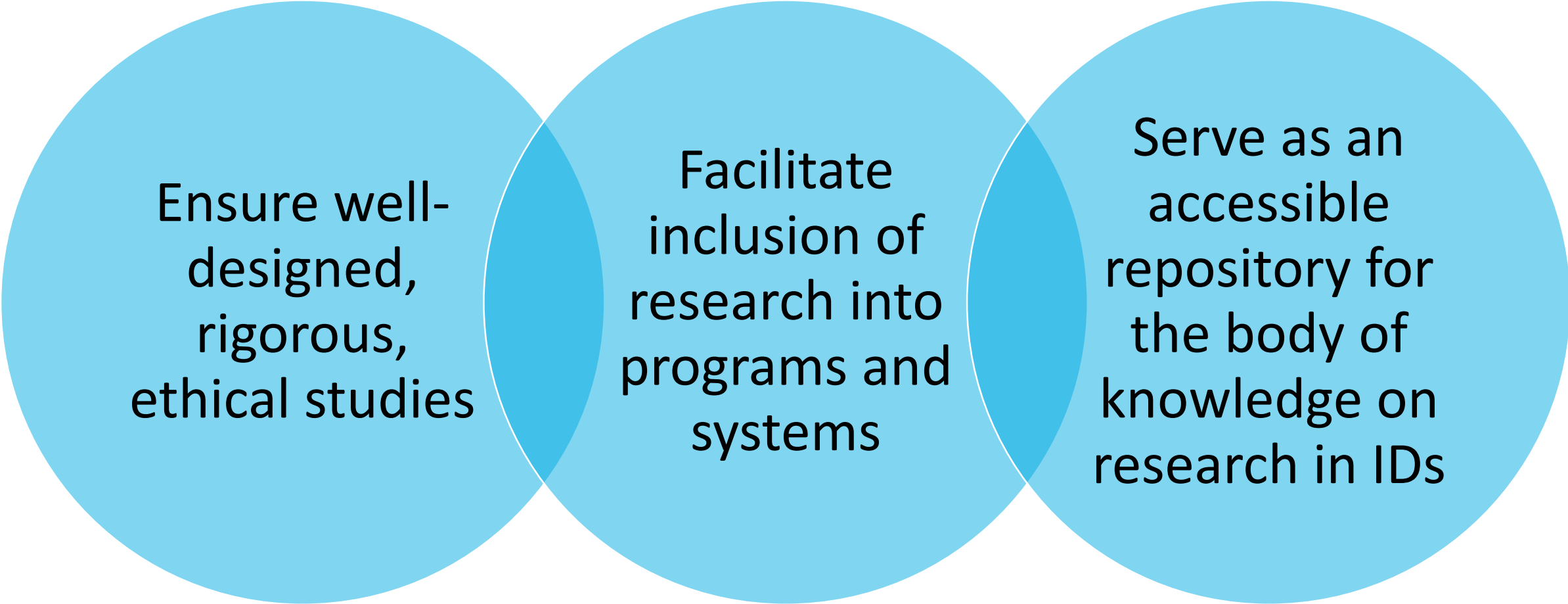
This Toolkit is intended to **help plan and implement qualitative studies to capture people's experiences with, and expectations for, identification or "ID"**—including ID systems and processes, identity documents and credentials, and authentication.

Audience:

World Bank teams, country practitioners, researchers, others interested in ID



This Toolkit aims to...

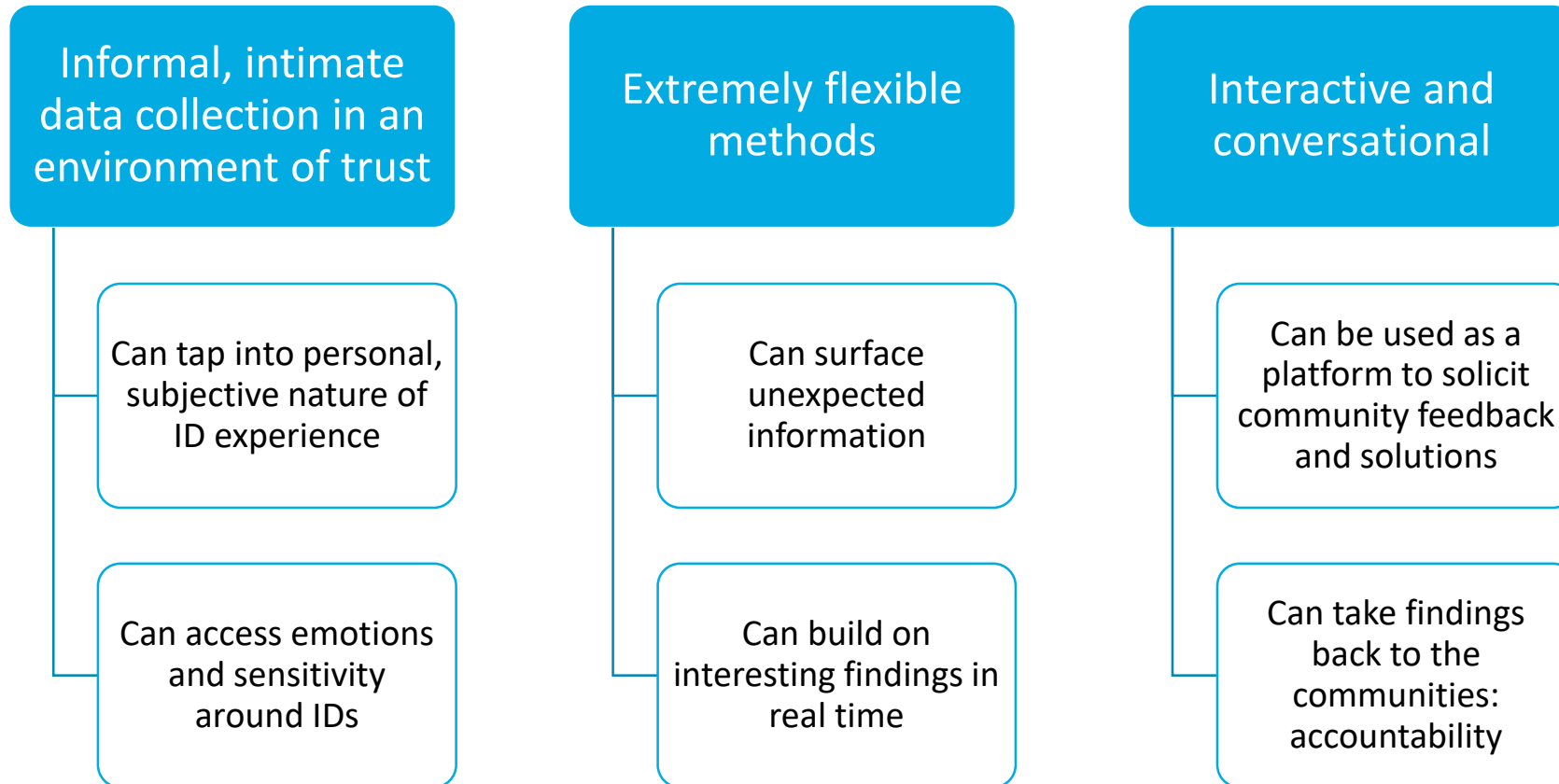


Ensure well-
designed,
rigorous,
ethical studies

Facilitate
inclusion of
research into
programs and
systems

Serve as an
accessible
repository for
the body of
knowledge on
research in IDs

Why qualitative research for ID?



- Rigorous and systematic
- Stand-alone or to amplify quantitative research

How is the Toolkit structured?

Part I: Overview

Summary of methods

Summary of research process

For team leaders and country officials considering research

For researchers as an introduction

Part II: Good Practice A-to-Z

Study design and tools

Ethics and confidentiality

Planning, training, community engagement

Data collection, management and analysis

Focus on gender and marginalization

For researchers and implementers

Part III: Forms and Tools

Examples of research tools (FGD, IDI, KII, etc.)

Training examples: focus on gender and marginalization

Forms for planning, implementation, management

Bibliography

For anyone working on ID and qualitative methods

Part II: Designing a qualitative study

Study design

Define questions

Best methods

Best sampling strategies

Exploring marginalization

5. Designing a qualitative study on ID

5.1 Define broad research questions

5.2 Select appropriate core methods

5.2.1 Focus group discussions (FGDs)

5.2.2 In-depth interviews (IDIs)

5.2.3 Key informant interviews (KIIs)

5.2.4 Direct observation of participants and/or processes

5.2.5 Participatory tools to enrich FGDs, IDIs, and KIIs

5.3 Focus on marginalized and vulnerable groups

5.3.1 Identify populations at risk of marginalization from (or by) ID systems

5.3.2 Target research questions to explore marginalization

5.3.3 Address intersectional identities

5.4 Determine sampling strategies

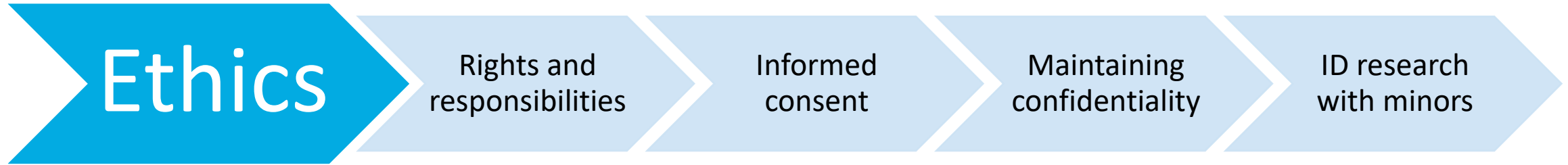
5.4.1 Focus group discussions

5.4.2 In-depth interviews

5.4.3 Key-informant interviews

5.4.4 Direct observation

Part II: Ensuring ethical research



6. Conducting ethical research

6.1 Rights and responsibilities during data collection

6.1.1 Rights of research participants

6.1.2 Rights of the field team collecting data

6.1.3 Observing gender and cultural norms

6.2 Consent and confidentiality

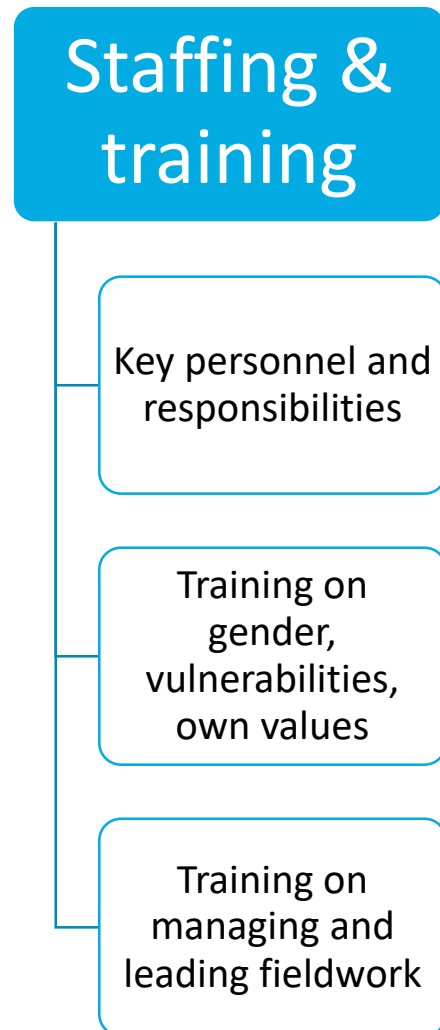
6.2.1 Informed consent

6.2.2 Maintaining confidentiality

6.3 Additional research ethics for ID studies

6.3.1 Additional research ethics for ID research with minors

Part II: Appropriate staffing and training



7. Hiring and training field staff

7.1 Core staff for qualitative data collection

7.1.1 Ideal number of field teams in a study

7.2 Training moderators and notetakers: Basic concepts

7.2.1 Understanding do's and don'ts related to the ID system for which data are being collected

7.2.2 Understanding gender and vulnerabilities in context

7.2.3 Becoming thoroughly familiar with materials, protocols, and procedures

7.2.4 Working effectively as a team member

7.2.5 How to manage audio- or video-recording equipment

7.3 Training moderators and notetakers: Managing and leading an FGD, IDI, or KII

7.3.1 How to establish and encourage positive dynamics

7.3.2 How to effectively lead a discussion or interview

7.3.3 How to use probes effectively in FGDs, IDIs, and KIIs

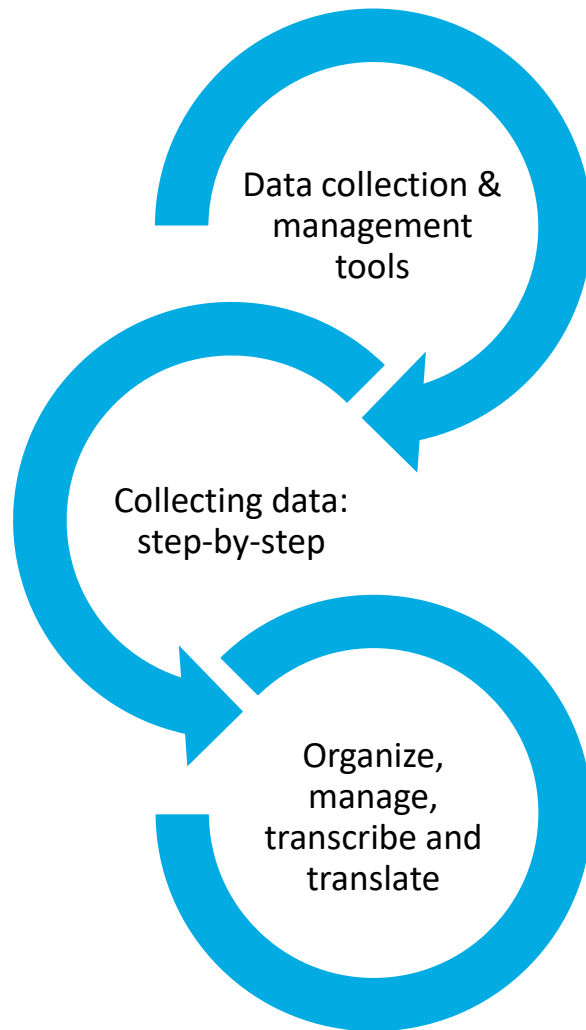
7.3.4 How to address problems that occur during a discussion

7.3.5 How to take good field notes

7.3.6 How to expand field notes after data collection

7.3.7 How to manage own value judgments

Part II: Systematic data collection and management



8. Data collection and documentation

8.1 Preparing to implement

- 8.1.1 Research protocols and guides
- 8.1.2 Tools for organizing data collection
- 8.1.3 Systematizing file naming convention
- 8.1.4 Final preparation and planning checklists

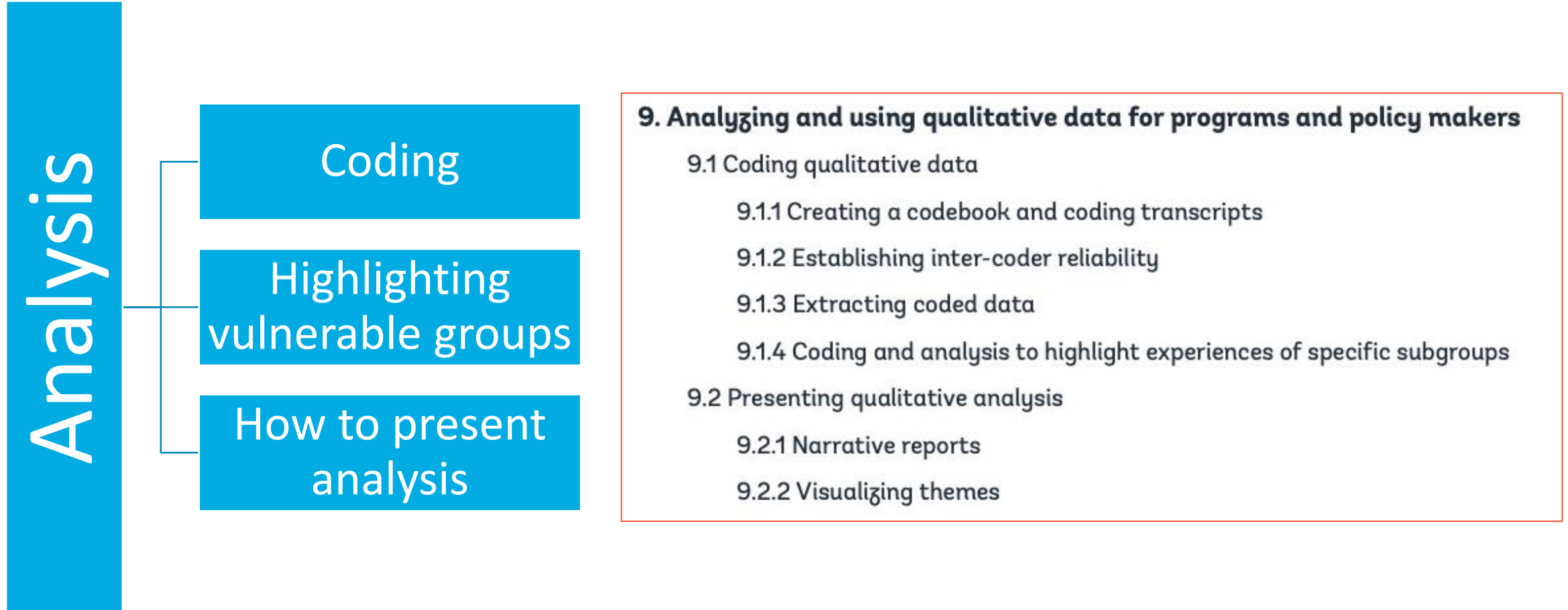
8.2 Implementing in the field

- 8.2.1 Approach and setup
- 8.2.2 Getting informed consent from potential participants
- 8.2.3 Setting ground rules
- 8.2.4 Conducting discussions and interviews
- 8.2.5 Post-fieldwork debrief

8.3 Data organization and management

- 8.3.1 Types of data collected and how they are used
- 8.3.2 Submitting a complete data packet
- 8.3.3 Creating data transcripts
- 8.3.4 Storing and maintaining confidentiality of data collected

Part II: Rigorous analysis



Part II: The A-to-Z of qualitative research



✓ Focus on gender and vulnerable groups

Part III: Additional resources (Sample Tools and Forms)

Example TOR for a qualitative study on ID

Training exercises, esp. to capture gender and marginalization

Guidelines for informed consent and ethics

Focus group discussion guides

Key informant interview guides

In-depth interview guides

Participatory tools

Sample forms for field notes, organizing data collection, audio/video management, etc.

Bibliography

To summarize...

The *Qualitative Research Toolkit*...

- Is a set of **tools to strengthen programs** by facilitating research to improve program design, implementation, and reach to the most vulnerable
- Provides **step-by-step information, instruction and examples**
- Is **modular** so users can **choose what to focus on** based on their role
- Is a **repository of knowledge** on qualitative research for ID systems and programs
- Is a **living document**: everyone can contribute

The *Qualitative Research Toolkit* will be available at:

<https://id4d.worldbank.org/qualitative-research>

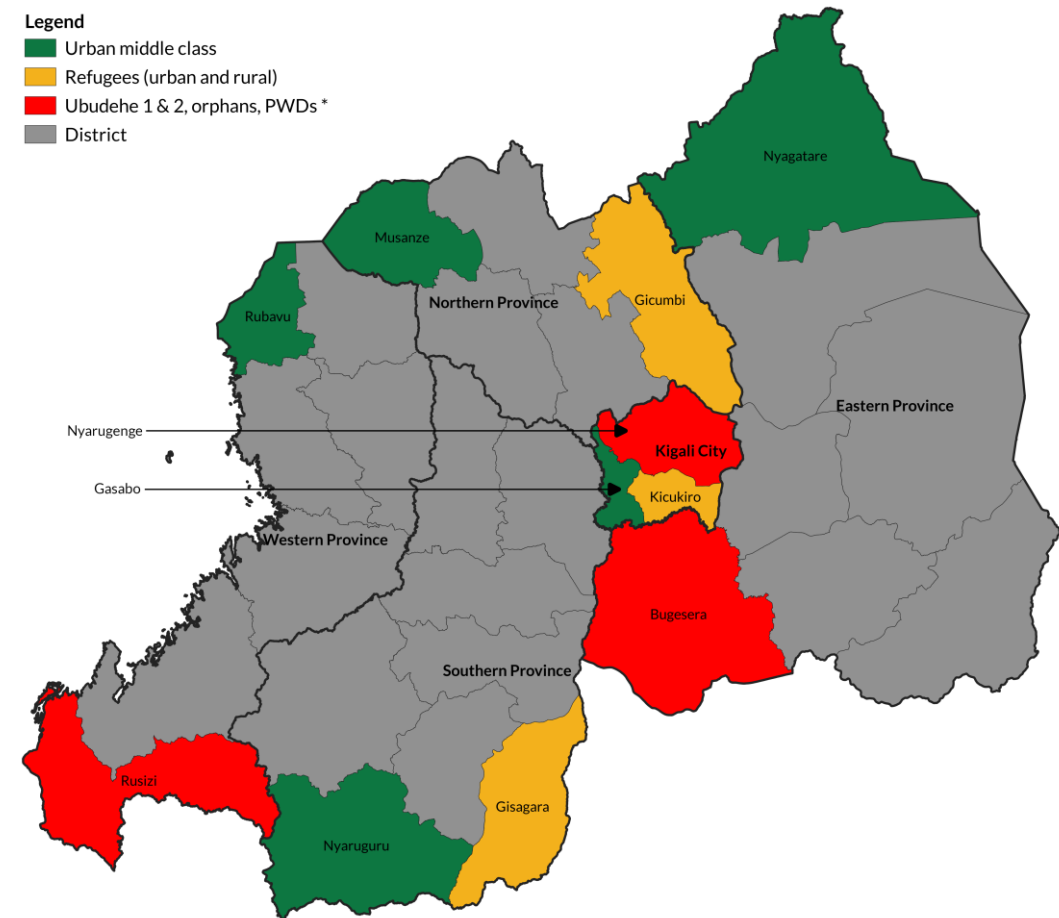
We invite you all to read, contribute to, and use this Toolkit

Toolkit in Practice

Qualitative Research on IDs in Nigeria and Rwanda

Toolkit in Practice: Methodologies in Rwanda Qualitative Study

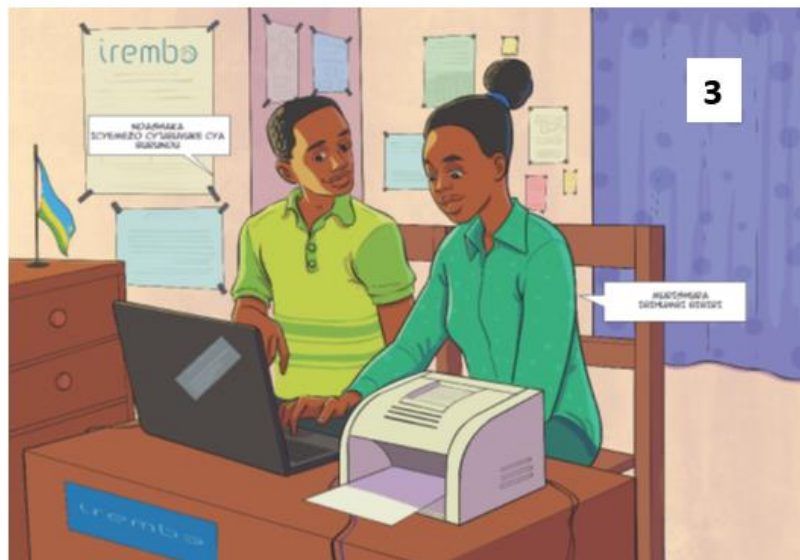
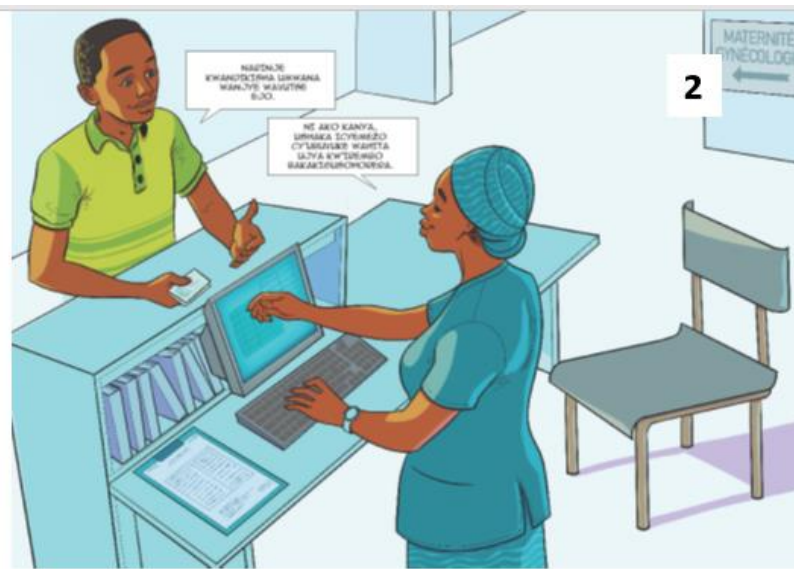
- Launched to understand barriers to access and use of IDs and birth certificates and inform roll out of digital birth registration
- 47 FGDs, 34 KIs, 25 user journeys, 47 individual persona interviews
- Special targeting of marginalized groups (refugees, orphans, persons with disabilities)
- 313 participants (49% women)
- National: 2 districts in each of the 5 provinces
- Study locations selected based on urban/rural, presence of marginalized groups (e.g. refugees)



Training: ensuring field teams understand marginalization



Utilizing visual tools to explain future concepts



Kinyarwanda Illustrations of Digital Birth Registration in Hospitals

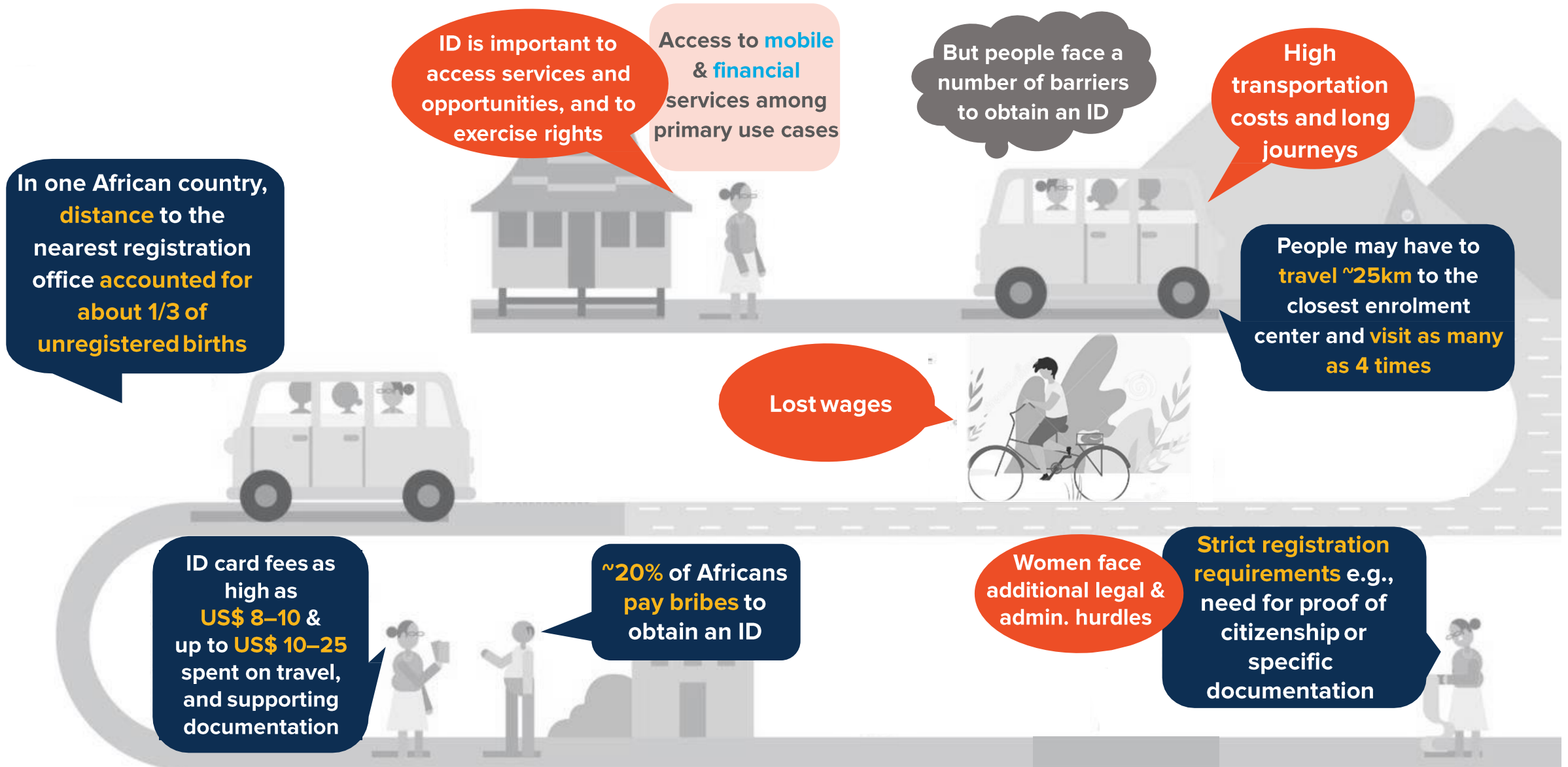
Step 1: Mother gives birth at hospital, baby's data automatically entered in system

Step 2: Father/ authorized person/ guardian completes registration digitally at hospital without needing any documentation

Step 3: Father/ authorized person/ guardian goes to IREMBO to pay for and print a birth certificate

Step 4: Father/ authorized person/ guardian returns home with birth certificate

User Journeys



Toolkit in Practice: Nigeria Gender Deep Dive

- Launched to understand gender-based barriers to accessing ID and ask communities their ideas for solutions
- 194 FGDs and 102 KIs
- 1,527 participants (50.4% women) separated by age and gender in FGDs
- Separate FGDs with marginalized groups (IDPs, persons with disabilities, pastoralists)
- National (12 states in all 6 zones)
- Study locations selected based on urban/rural, gender gaps in enrolment, & distance to enrollment center



Persona Exercise



FGDs by age and gender...



...moderators and notetakers are key!



Committed Field Teams!

Neither study would have been possible without the commitment of large data collection teams that braved the elements to get to communities far and wide!



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