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WAR & PEACE REPORTING**

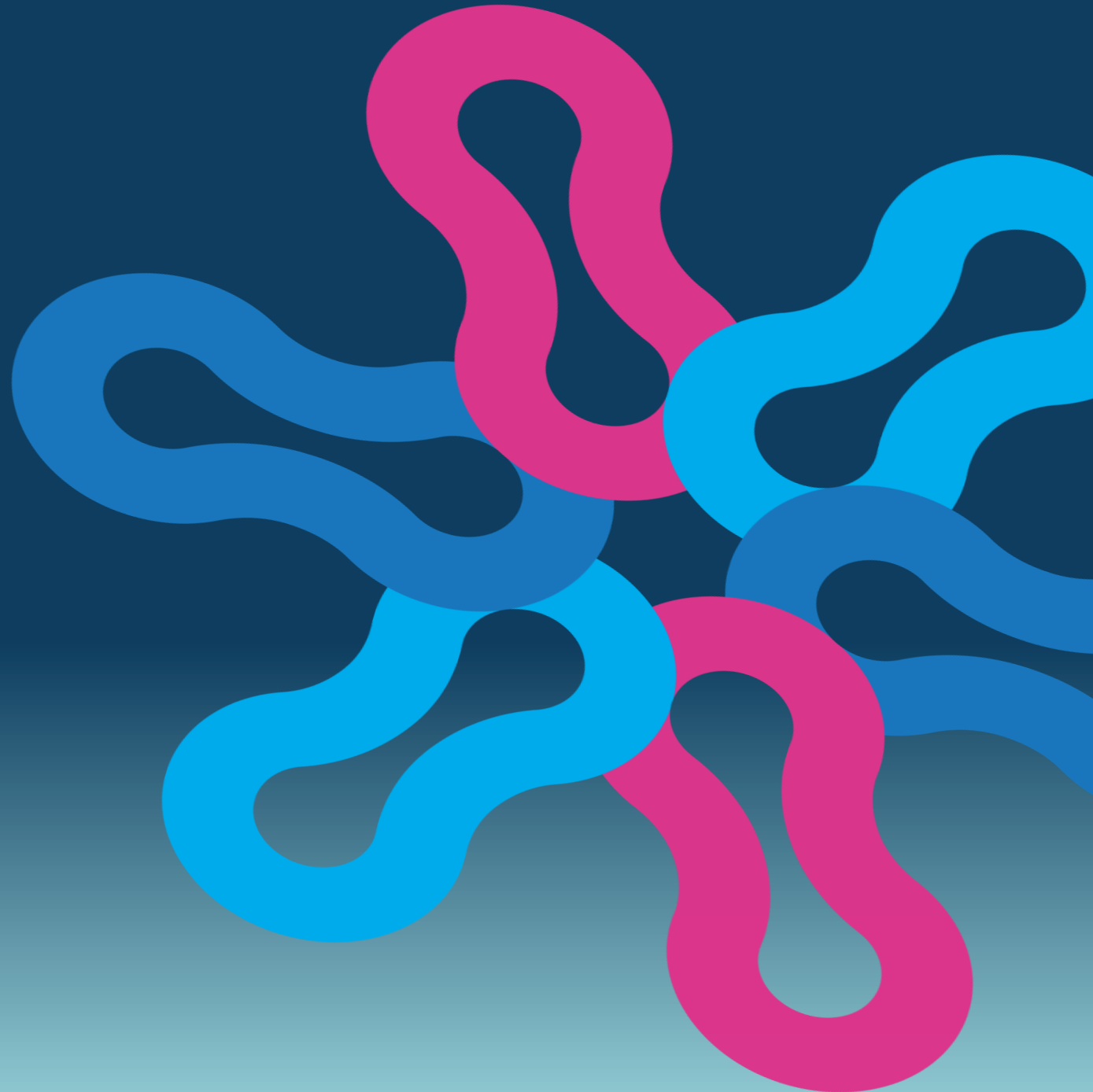


05-06-2025

ENGAGEMENT INDICES: PARTICIPATORY TOOLS FOR ASSESSING STAKEHOLDERS COLLABORATION

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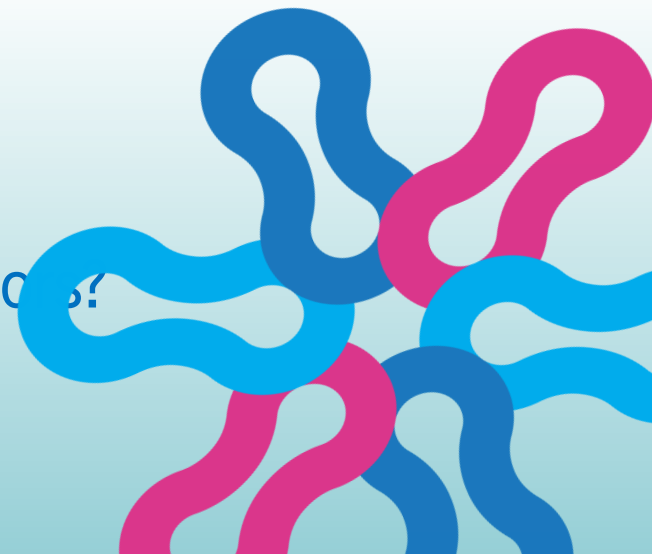
www.glocalevalweek.org



‘ENGAGEMENT’

act of being involved, committed, or actively participating in something.

What are observable characteristics of ‘Engagement’ among actors?
i.e. flow of information..

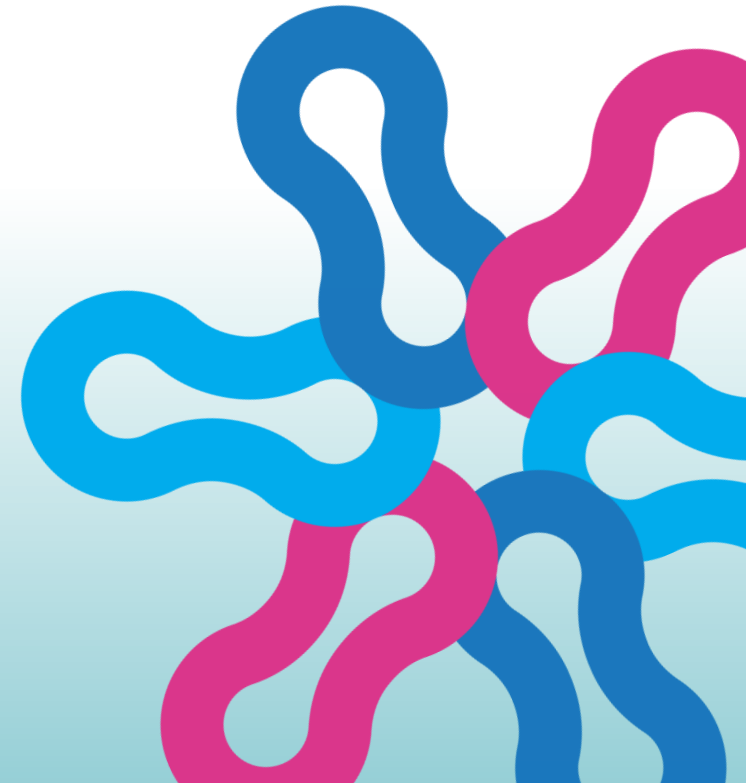


AIM: To share and learn from each other's experiences in using participatory methods to assess complex changes in engagement levels—exploring both opportunities and challenges.

Introductions via chat: Name, Country, and one adjective that describes you starting with the first letter of your name. i.e. Cecilia, UK, Creative.

AGENDA...

- Brief intro to the two indices(30 mins)
- Insights from the application, challenges and opportunities (15 mins)
- Interactions: test the tools. Working Group activity (15 mins)
- Discussion (15 mins and more)





AN INDEX MEASURES..

- Something that cannot be measured by a single item/indicator.
- Higher index values might indicate 'more off' and lower values 'less off', with neither being 'right' or 'wrong'.

ENGAGEMENT INDICES

- **Need:** Track and assess complex changes related to engagement
- **Development:** 2022, multi-departmental effort with 14+ colleagues across regions
- **Use:** Today applied in several projects for ongoing monitoring and evaluations or/and MTE / final evaluations



ENGAGEMENT INDICES

- **Objectively** verifiable self-assessment.
- **Benefit:** Early insights to adapt, deepen impact, identify risks, simple, verifiable, designed to foster participation and transparency.
- **Limitations:** time and commitment by stakeholders involved, language, facilitation skills required.



A QUALI-QUANTI TOOL THAT ALLOW PARTICIPATION AND INCLUSION



Quantitative: Provides scoring



Qualitative: Captures supporting qualitative data



Participatory: enable participants to engage in strategic discussions



Inclusive: Equal voice for respondents, diversity reflected; data disaggregated for vulnerable groups

5 STEP PROCESS

1. 🤝 **Agree & Commit:** *Collective decision to use the tool; Buy-in from users & implementers*
2. 📄 **Gather Data:** *Collect responses using SEI or NEI; Capture both scores & qualitative explanatory data*
3. 📊 **Access Results:** *Review quantitative scores; Explore qualitative insights*
4. 🧠 **Reflect & Analyse:** *Joint interpretation; Link learning to planning*
5. 🔄 **Re-assess:** *Repeat the process after time passes; Monitor changes and adapt*



AGREE & COMMIT

- Collective decision to use the tool
- Buy-in from users & implementers



GATHER DATA

- Collect responses using SEI or NEI
- Capture both scores & qualitative explanatory data



ACCESS RESULTS

- Review quantitative scores
- Explore qualitative insight



REFLECT & ANALYSE

- Joint interpretation
- Link learning to planning



RE-ASSESS

- Repeat the process after time passes
- Monitor changes and adapt

ENGAGEMENT INDICES TOOLS



Users Manual



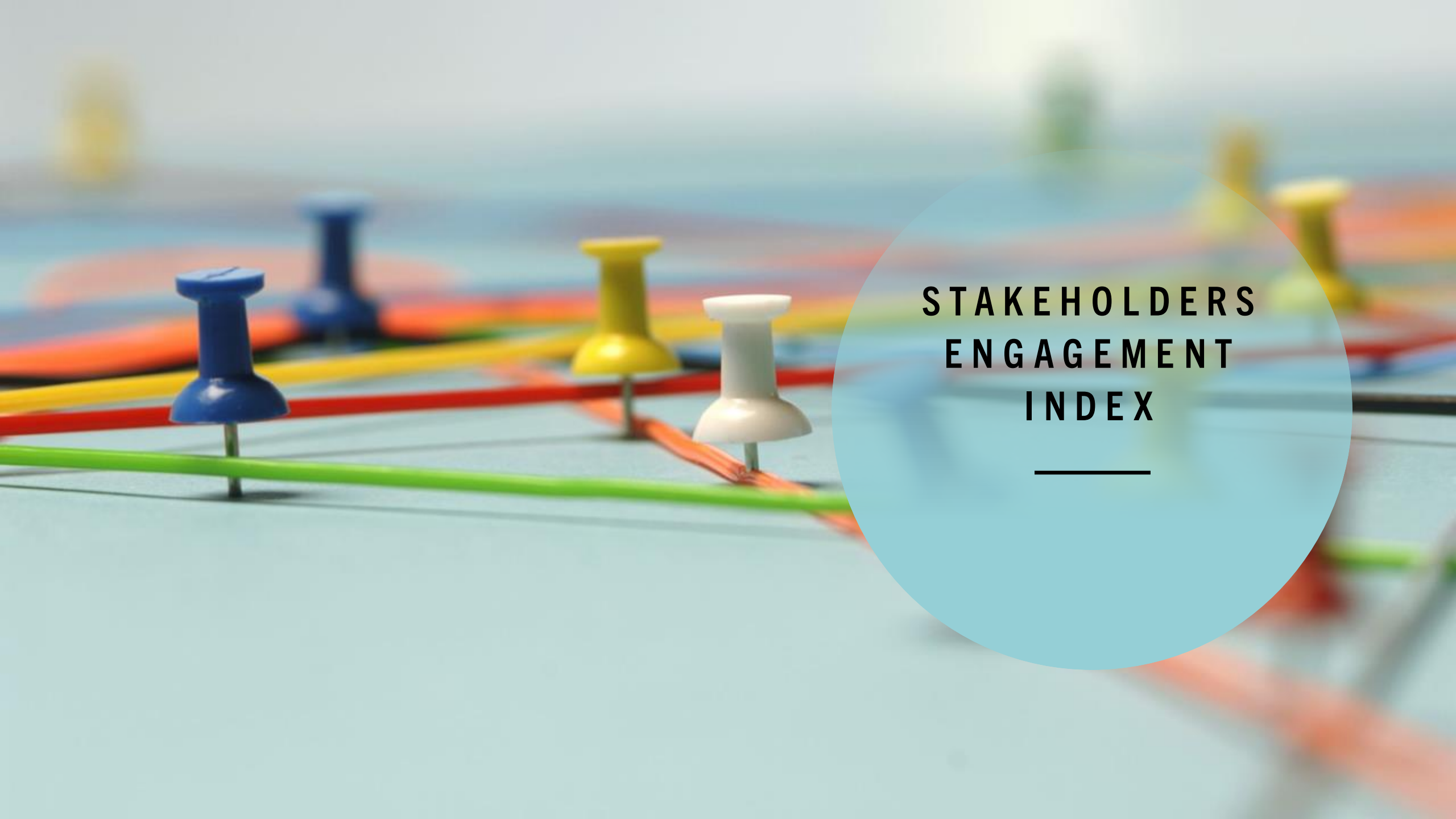
Data collection tool: Questionnaire with closed objectively verifiable questions and extra space to outline qualitative comments.



Analysis tool: scoring automatized generated, accessible immediately by who is submitting data.



Guidance to conduct collective analysis and interpretation and summarise actions



**STAKEHOLDERS
ENGAGEMENT
INDEX**

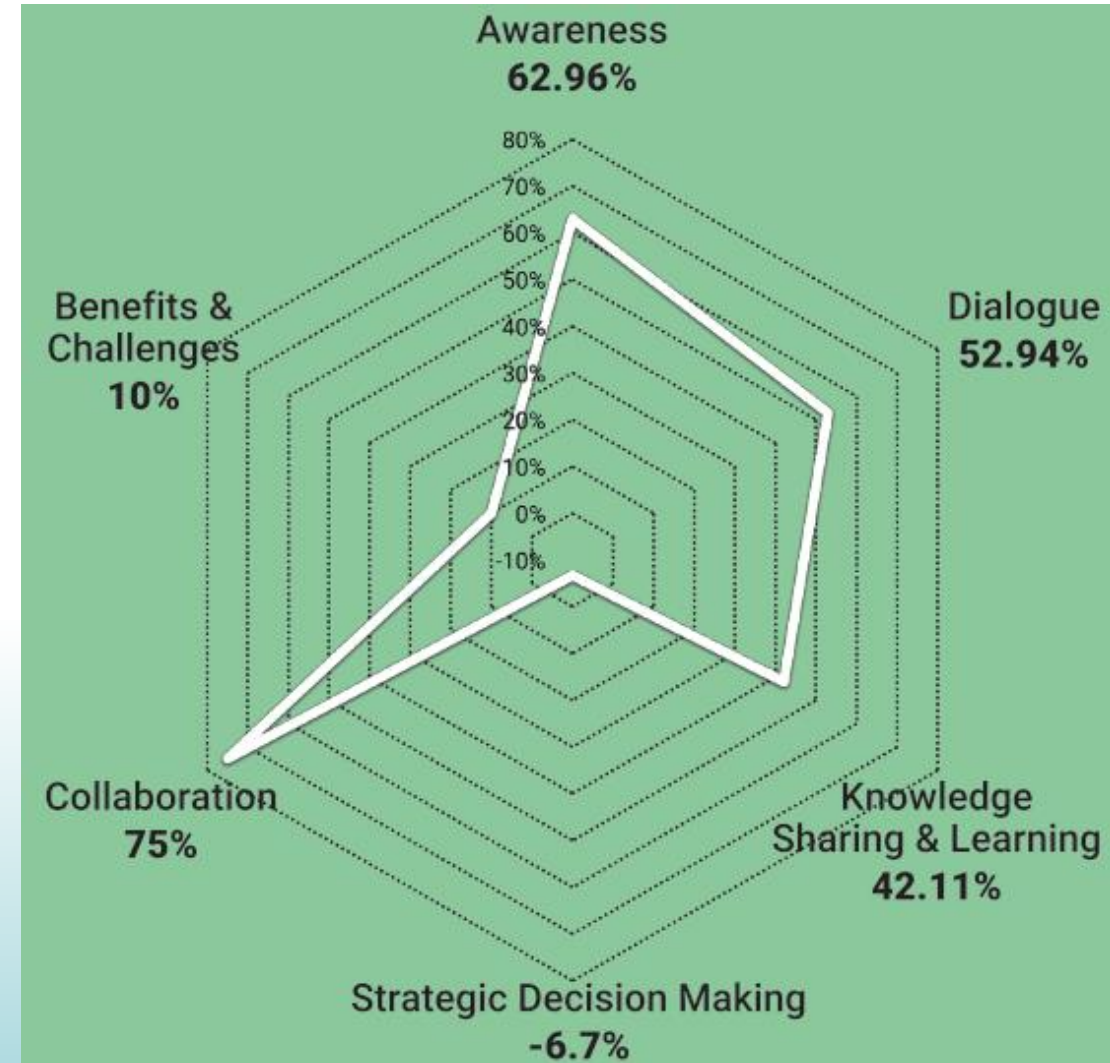
STAKEHOLDERS ENGAGEMENT INDEX

- The index focuses on **relationships among stakeholders**.
- The measures level of involvement, awareness, and commitment of individuals or organizations
- It can be applied as a self-assessment, an organizational assessment, or an assessment across entities
- Allows for Gender and Social Inclusion analysis



SEI DIMENSIONS

- **Awareness about Other Stakeholders:** How well do I know who the stakeholders are, what they do, and have I made myself known to them?
- **Ongoing Dialogue:** Are we actively exchanging information and engaging in conversations or meetings with each other?
- **Knowledge Sharing & Learning:** Are we giving and receiving useful advice, applying what we learn to improve our work?
- **Strategic/Important Decision Making:** Are we consulting and influencing each other when making important decisions?
- **Collaboration:** Are we aligned on goals, investing resources, and working together to achieve them?
- **Benefits & Challenges:** What positive changes have come from our engagement, and what challenges need attention?



SEI DATA COLLECTION

- Data collection: survey on Google Form or excel / word or KII / FGD
- “Calibration” Questions should be answered with focus on a clearly defined stakeholder—whether an individual, organization, or specified group.
- Scoring: automatised and accessible immediately.
- Analysis & Interpretation: individually, with a peer, as a group, consider aggregating to ensure privacy.



Stakeholder Engagement Index

Welcome to the Stakeholders Engagement index (SEI) TEST Survey. You can use it to:

- 1) Using this Google form, you can assess your own engagement
- 2) You can check the "live" results using this dashboard:
<https://datastudio.google.com/reporting/9f6e4f1d-3a05-43c8-9b43-f040b8127b3f>
- 3) Get involved in a conversation to share results and plan future actions.

The SEI was developed by IWPR to help us find out what we do to enable, support and measure our engagement with stakeholders. Find more information about the SEI here:
<https://sites.google.com/iwpr.net/change-and-impact/engagement-index>

The questionnaire should only take 10-15 minutes to complete.

Before you start:

Welcome to: IWPR Stakeholders Engagement Index *Self-assess & Discuss*

This is an illustrative dashboard to support utilisation of the Stakeholders Engagement Index (SEI). Please fill the SEI Google Form [here](#). Use this dashboard to check the results. For technical support or to adapt and use the SEI for your initiative, please visit [Change and Impact website](#) and contact C.Ruberto.

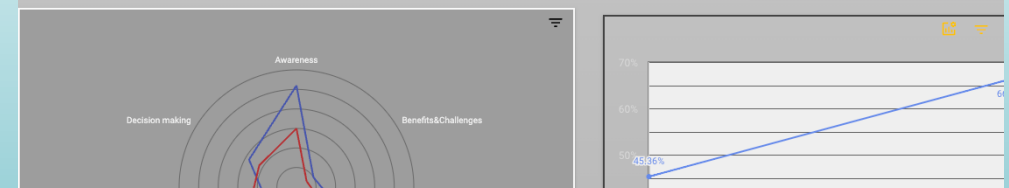
Name/Alias: Gr... (1)	Country	Gender	Focus: STK type	Focus: STK name	Date				
Unique ref/numb	Name/Alias	Overall score	Awareness Score	Dialogue Score	K&S Learning Score	Strategic/important decision making Score	Collaboration toward same goal	Benefits & Challenges Score	Submitted
SEI08	Gregory	66.52%	96.30%	82.35%	57.89%	46.67%	66%	50.00%	Apr 2022
SEI07	Gregory	45.36%	55.56%	41.18%	47.37%	36.67%	61%	30.00%	Mar 2022

Drill down using the arrow to read examples and suggestions shared

Top 3 benefits

1) this 2) this and this 3) this and this and this

null



CENTRAL ASIA SEI EXPERIENCE

- Conducting internal debriefings proves to be both useful and practical
- Projects must assess whether their activities contribute to engagements improvement

Stakeholders Engagement Index, Jan 2024



Macro categories	AROK-IWPR	IWPR-AROK	Results
Overall Score	69.86%	73.49%	The overall scores suggest that the partnership between IWPR and AROK is stronger when evaluated from the perspective of IWPR, as it achieved a higher overall score of 73.49%.
Awareness	74.07%	100%	Both organizations exhibit a strong level of awareness in the partnership, with IWPR rating at a perfect score of 100% from AROK's perspective.
Ongoing Dialogue	100%	82.35%	AROK perceives ongoing dialogue as highly effective, while IWPR also sees a robust but slightly less intense ongoing dialogue from AROK.
Knowledge sharing and learning	20%	63.16%	There is a significant disparity in the perception of knowledge sharing and learning. IWPR rates it much higher compared to AROK's evaluation.
Decision making	20%	60%	Decision making is perceived as an area that needs improvement, with IWPR evaluating it relatively higher than AROK.
Shared goals	97.73%	95.45%	Both organizations see a high alignment in shared goals, with AROK rating it slightly higher.
Benefits and challenges	80%	40%	AROK perceives more benefits and fewer challenges in the partnership compared to IWPR, where the latter identifies a higher level of challenges.
Source: SEI. December 2023.			

CENTRAL ASIA: LESSONS LEARNED

- **Set a Baseline Early:** Establish a baseline before the event for accurate measurement of changes. Be aware that not all participants who start surveys may complete them by the end.
- **Clarify In-Person Assessments:** Clearly explain the purpose of offline assessments to avoid the perception of "policing" and build trust.
- **Address Group Assessment Challenges:** Groups often struggle with estimating averages, which can impact assessment reliability. Focus on assessing one clearly defined stakeholder.



**NETWORK
ENGAGEMENT
INDEX**

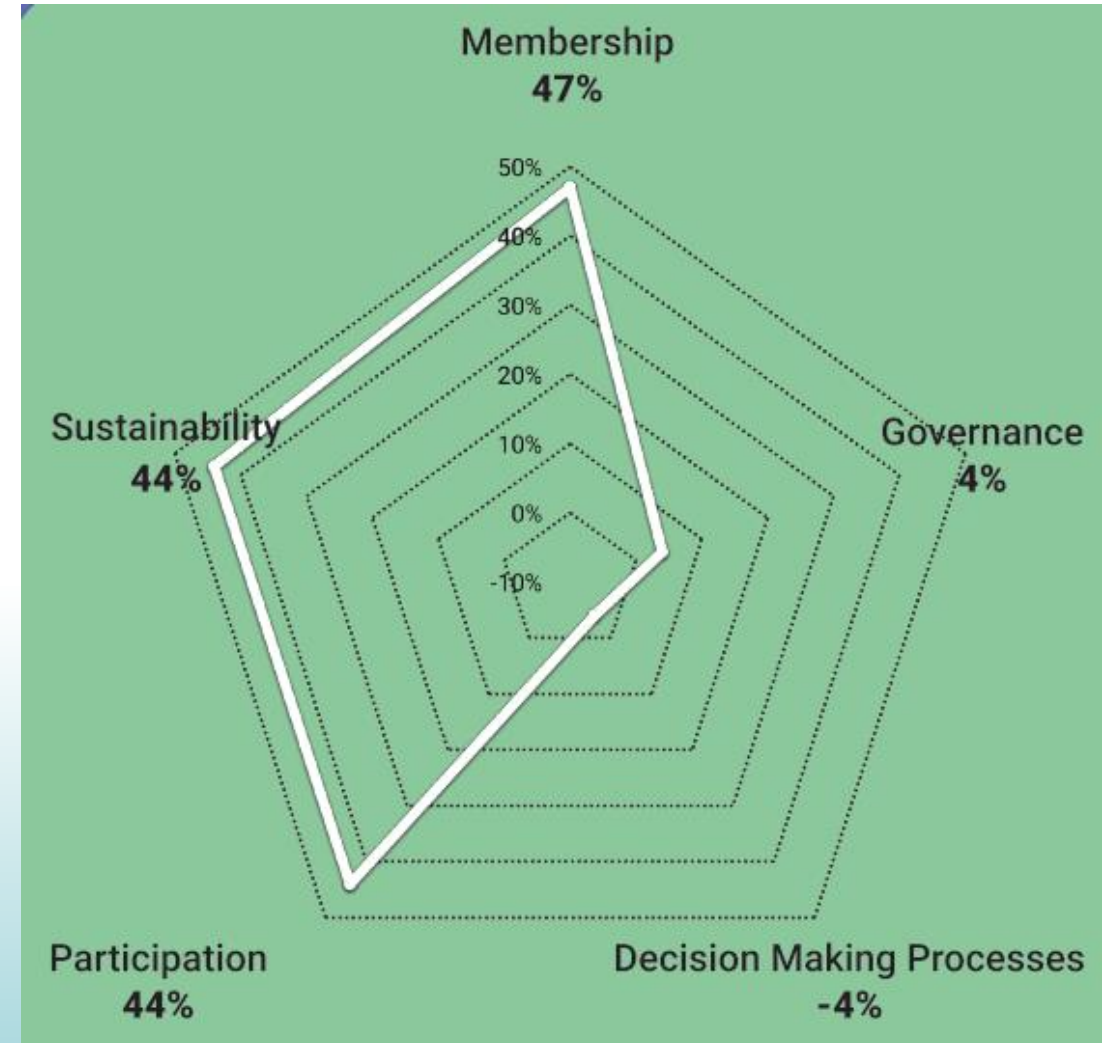
NETWORK ENGAGEMENT INDEX

- A **network** is a system of interconnected entities or nodes that share information, resources, or relationships with one another.
- The network engagement index can be used for formal, informal, structured or fluid networks. Space, platforms, coalitions are other terms used to refer to such system
- The NEI focuses on the **environment** (policies, practices, processes, tools) that facilitate or hinder engagement within these networks.



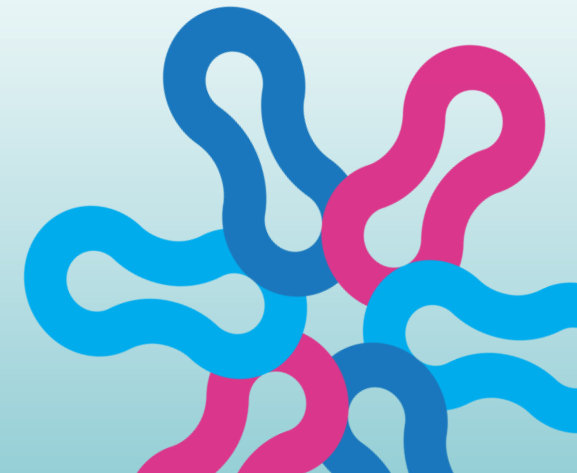
NEI DIMENSIONS

- **Network Membership:** Who belongs to the network, and how inclusive is the membership process?
- **Governance:** How are decisions made, and who has a voice in the governance of the network?
- **Decision-Making Processes:** Are processes inclusive and transparent?
- **Participation:** How actively do members participate in the network's activities?
- **Sustainability:** What mechanisms support long-term engagement and resilience?



NEI DATA COLLECTION

- For each dimension, several outputs and outcome indicators are outlined in a form of a **question**
 - Questions should be asked by a third party (avoid self filling) in a form of a conversation to ensure data quality.
 - Details and tangible evidence for each answer may be recorded as comment to support verification and transparency. The results will be shared among members including the datasheet.
- ✓ Data can be collected from one key person or the whole group
 - ✓ Scoring is automated and immediate
 - ✓ Network members are involved in analysis and interpretation



CENTRA ASIA: GO VIRAL NEI

Go Viral Network Engagement Index, September 2023



Go Viral Network Engagement Index, October 2024



SCORES

Categories

CENTRAL ASIA NEI

EXPERIENCE

Core/Key Concepts on Community/Network: grounded in the key principles of community and network-building: mutual exchange, inclusivity, and shared goals

Structure: clear and organized

- ✓ application across different stages and levels: both foundational and advanced network elements
- ✓ an effective tool for tracking progress and identifying areas for improvement.

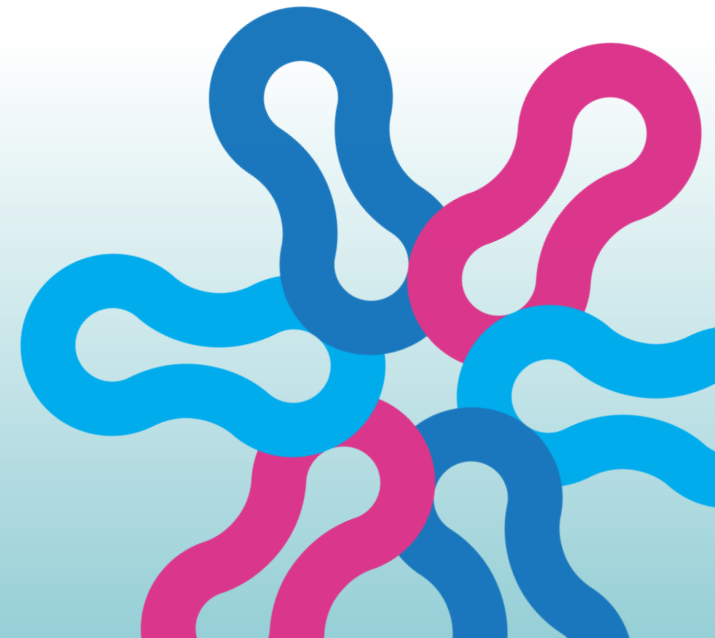
"I need to connect with certain values and principles; it's important to me not to be just a consumer.

We join a community not only to receive but also to give back"
(GV FE FGD Participant, 2024)

Categories	What goes well	What should stop	What could be improved	What should we start?	Score (Oct 2024) (Y3)
Membership	<i>Attendance, visibility</i>	<i>to count all the beneficiaries as members, develop some attribution for membership</i>	<ul style="list-style-type: none"> - Governance: policies, code of conduct, Gender equity and social inclusion policy and proceduresshould be developed - Involvement of active members (reunions, alumni meetings) - Map of expertise of the members should be updated and distributed - Communication of all governance docs (road map, strategies) to members should be improved - Work strategy with partners / organisation members should be developed - Develop strategy for formal attribution of members 	<i>Map of expertise of the members should be updated and distributed (add speakers to the experts page, former ambassadors, success stories pages)</i>	67%
Governance					26%
Decision making processes					25%
Participation					65%
Sustainability					44%
OVERALL	Level: "Establishing"				45%
PLANNING:	Priority results and related actions for the next 6-12 months:				

LESSONS LEARNED

- **Clarity Improved Over Time:** The team initially struggled to accurately measure some aspects, particularly decision-making and governance, requiring multiple attempts to refine their approach.
- **Time-Consuming Process:** The process of filling out the index online was time-consuming, especially when done online with the team of 4-5 ppl!



NEI & SEI: SCORING

- Scoring: each closed question is associated to a score. Qualitative insights captured.
- Overall score (%) and score by dimension. Qualitative information not scored but accessible.
- Each dimension is independent but complementary.
- Assumes higher participation/inclusion leads to higher engagement scores (NEI);
- Transparency: scoring immediately available

NEI & SEI: ANALYSIS & INTERPRETATION

- [SEI] Aggregate data to maintain data privacy and prevent unhelpful power dynamics.
- [SEI] Disaggregated analysis: location, gender, age allows deeper analysis.
- Context and disaggregation matters.
- Interpretation and value statement done with key stakeholders allows greater relevance and contextualization.
- Key facts and figures, discussed by participants. Participants to discuss what works, what doesn't, priorities and tangible actions the commit to on short and mid-term.



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LESSONS LEARNED



- Conceptual Gaps
- Decision-Making Bottlenecks
- Power dynamics and establishment of inclusive process
- Consider complementing to deepen, triangulate and validate results
- Use the indices several times, but not too frequently. Align with strategic reflection and decision-making moments.

TEST THE PROCESS

15 MINS ROLE PLAY ACTIVITY



Option 1. Stakeholders Engagement Index

Random couples.

1. Fill the [SEI/Awareness dimension](#) referring to a specific person/organisation or your team.
2. Review your awareness [scoring here](#) by filtering by the name/alias used.
3. You'll join a partner in one of the Stakeholder Engagement rooms.
4. Discuss your score with your peer: are you satisfied with the score, do you think there could be margin for improvements. Set concrete actions.

Option 2. Network Engagement Index

1. Go to the NEI breakout room.
2. Simulate being part of an informal youth group that is discussing own NEI scoring
3. Discuss scoring and agree on way forward



Reflections, suggestions,
clarification let's chat!

MORE INFO:

- Cecilia.Ruberto@iwpr.net
- www.iwpr.net
- Share your feedback!



global
evaluation
initiative

Thank you!

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