Data Management issues encountered by CSOs during the Covid-19 crisis and resulting adaptations

**DIFFICULTIES**

- **Lack of technical preparation & adapted resources**
  - Lack of HR in the field
  - Lack of harmonisation and standardisation of practices (in the field)
  - Lack of toolbox for crisis management (tools, templates, methodologies, standards, etc.)
  - Lack of technical skills among staff for data management tools & data culture

- **Lack of coordination**
  - Within CSOs, especially when multiple countries were involved
  - Among CSOs, especially due to remote working conditions (duplications & gaps)

- **Crisis-specific difficulties**
  - Postponement of activities & trainings / workshops
  - Reallocation of resources hampering M&E activities
  - Requests for very rapid feedback on crisis-specific data
  - Infobesity, info collected without a clear thought-through process

- **Complexified relationship to the beneficiaries**
  - Need for adapting response systems to feedback & complaint mechanisms
  - Oversolicitation of beneficiaries
  - Difficult access to populations (network coverage / phone ownership)
  - Need for inclusion of all genders and for increased diversity

**SOLUTIONS**

- **Organisational adjustment**
  - Improved flow of information, new communication channels
  - Guidance, webinars, mentoring, task force, monitoring groups, hotline, etc.

- **Tool optimisation**
  - Simple tools such as Excel
  - Tools, processes, methodologies

- **Needs re-evaluation**
  - Focus on information & process needs
  - Needs analysis
  - Negotiating more support & resources

- **Adaptation of activities**
  - Call / SMS-based surveys, local relays
  - New mechanisms set up
  - Reviewed (collect less & better)