

## **TERMS OF REFERENCE (TOR)**

### **Individual consultant (National)**

#### **Support for designing a health care seekers' satisfaction survey on ANC and CIMCI and statistics capacity building of NCPH**

**Location:** Ulaanbaatar, Mongolia

**Duration:** 60 working days between December 2019 and April 2020

**Related programme/project:** Impact of air pollution on maternal and child health

**Duty station:** Ulaanbaatar, Mongolia

**Supervision and reporting:** Programme Manager of air pollution and environment, UNICEF Mongolia

**Daily guidance and work relations:** Public Health Officer, Air pollution and environment programme, UNICEF Mongolia

### **1. Background**

With the support of the Swiss Development Agency for Cooperation (SDC), UNICEF aims to reduce the risks of air pollution to maternal and child health through its programme, "Impacts of Air Pollution on Maternal and Child Health." The programme will reduce pollution exposure and strengthen health services for vulnerable children and pregnant women via stronger evidence, policy, institutional capacity, and action on the ground. In particular, the programme aims to reduce 1) the prevalence of pneumonia amongst children under 5, and 2) the incidence of air pollution-related pregnancy risks.

The target population includes 1) Preschool children and pregnant and lactating women in Ulaanbaatar, especially in Bayanzurkh District (BZD) and Songinokhairkhan District (SKHD) and 2) Preschool children and pregnant and lactating women in Bayankhongor (BKH) provincial centre.

The Research Institute for Labour and Social Protection conducted a rapid assessment to set baselines for some of the key indicators of the programme interventions for BKH province. This assessment found that pregnant women who seek medical care think that the health facilities are usually overloaded during winter months and do not provide sufficient advice and counseling. According to the ADB/MOH/UNICEF report<sup>1</sup> some health-related information and education materials available in the prenatal care centres covering a wide range of topics, but coverages are inconsistent and varied. The report further claims that health care seekers rarely get information on air pollution and consultation from their physicians (1 out of 14 interviewed) and they are not satisfied by the counseling service on AP and its impacts. However the report findings are limited to focus group discussions.

Therefore, UNICEF, together with NCPH is planning to carry out a client satisfaction survey of health care seekers on antenatal care (ANC) and community based Integrated Management of Childhood Illnesses (CIMCI) services. The health care seekers satisfaction survey aims to:

- Determine health care-seeker's level of satisfaction (disaggregated by sex, type of care takers, type of services, type of service providers and location) on ANC and CIMCI which could be used as a baseline indicator;
- Identify gaps in ANC and CIMCI service for under 5 children;
- Identify barriers and opportunities to integrate air pollution related counseling in ANC and CIMCI services;
- Recommend and plan actions for integrating air pollution related counseling in ANC and CIMCI services.

Besides, there is a need to enhance statistical knowledge and skills of NCPH researchers for carrying out advanced scientific and empirical research and better analyze data and evidences.

## 2. Objectives of the Assignment

The Consultant provide support to NCPH in the following work:

- I. Design methodology for quantitative and qualitative data collection and analysis of social media data to define baseline and target indicator of the project outcome 2 “Preschool children and pregnant women are at lower health risk from air pollution through community level risk reduction measures”;
- II. Capacity building of NCPH researchers in advanced statistical methodology;
- III. Support for data analysis and report writing.

The first assignment includes specifically a) a methodology and questionnaire for the client satisfaction survey of pregnant women and care takers of under 5 children; b) a methodology for collecting qualitative data and social media data to supplement the survey’s findings; c) defining baseline indicator and target for the project outcome (health care-seeker’s level of satisfaction on ANC and CIMCI (disaggregated by sex, type of care takers, type of services, type of service providers and location). Additionally, the survey will reveal gaps in ANC and CIMCI service for under 5 children, identify barriers and opportunities to integrate air pollution related counseling in ANC and CIMCI services and enable recommendations and plan of actions for integrating air pollution related counseling in ANC and CIMCI services.

The survey will cover Bayanzurkh, Songino-Khairkhan district and Bayankhongor aimag center. The survey will require extensive consultation and collaboration with experts from the National Center for Public Health and with UNICEF’s health specialist and public health officer.

The 2<sup>nd</sup> assignment covers identifying needs of statistics knowledge of NCPH researchers and capacity building training.

The 3<sup>rd</sup> assignment is to support for data analysis process of the 1<sup>st</sup> assignment and report writing for both of the above 2 assignments, The report should not only include key findings but also recommendations and next actions for improvement of health care service in ANC and CIMCI services and statistics and research capacity of NCPH.

## 3. Scope of Work and Expected Deliverables

### Scope of work and tasks

In close collaboration with the relevant staff of UNICEF and the National Center for Public Health, the Consultant will carry out the following tasks:

- I.Design methodology for quantitative and qualitative data collection and analysis of social media data to define baseline and target indicators of the project outcome 2 “Preschool children and pregnant women are at lower health risk from air pollution through community level risk reduction measures”*

### Quantitative data collection through structured survey instrument

Stage 1: Finalize a survey methodology and questionnaire

- Meet with representatives of the NCPH and UNICEF to discuss the survey objectives, expectations and workplan;
- Develop the appropriate sample design for the survey, including defining the sampling frame, sampling stages and strata, the system for selecting sampling units, sampling weight, etc;
- Determine an adequate sample size, in consideration with given budget limits;
- Design survey questionnaire for the client satisfaction survey of pregnant women and care takers of under 5 children
- Pre-test the questionnaire among pregnant women and care takers of under 5 children to test its appropriateness;

- Refine the questionnaire based on the pre-test findings, including editing language, format, layout, skip patterns, coding etc;
- Provide all supporting documents for the questionnaire: coding guides and manuals for survey supervisors, enumerators, and data entry;
- Provide support for NCPH in developing a data entry programme and conduct 1 day capacity building training for NCPH staff on advanced and recent statistical methods based on needs;
- Prepare plan for survey implementation.

Stage 2: Provide training for supervisors and enumerators

- Provide training to supervisors and enumerators (debrief objectives, explain each question, and provide instructions on filling in the questionnaire, on techniques to secure participation, fully engaging FGD participants and deal with difficult situation, and on ethics, confidentiality etc).

Stage 3: Pilot and finalise the questionnaire

- Conduct the pilot survey as a practice for enumerators and to refine questions that may be problematic. The set of respondents should be representative of the survey population but should be selected from areas that are not included in the sample;
- Present findings to NCPH and UNICEF and then incorporate findings into the questionnaire;
- Finalize the methodology, including the questionnaire.

#### Qualitative data collection through focus group discussion (FGD) and interviews

The consultant, with input from NCPH and UNICEF, will develop a methodology for qualitative data collection through FGD and interviews. The assignment will include:

- Identifying the type of qualitative information to collect;
- Identifying key informants;
- Preparing questions to ask of key informants;
- Preparing documents to facilitate interviewers' work;
- Designing the methodology for data collection;

In addition to the above tasks, the consultant will a) prepare a draft outline of the survey report to be prepared after data are collected, processed and analysed, b) prepare output table templates to be prepared after the survey.

#### Social media data

The consultant will consult with NCPH on types of data, data sources and analysis methodology to analyze publicly available social media data. When the above mentioned activities are completed and report is written the consultant shall define baseline and target indicators for the project outcome 2.

#### **II. Capacity building of NCPH researchers in advanced statistics methodology;**

- Define statistics capacity needs of NCPH researchers;
- Identify gaps and design one day training module in advanced statistics;
- Prepare relevant training materials and conduct the training
- Provide recommendations for further improvement of statistics knowledge of NCPH staff.

#### **III. Data analysis and report writing**

- Support for NCPH to produce the health care seekers satisfaction survey report in English and Mongolian;
- Support for NCPH to produce a report on integration of air pollution related counseling to ANC and CIMCI services and next actions;
- Produce a report on capacity building and training.

## Expected deliverables

1. Survey report (hard and soft copies of a survey methodology, questionnaire, and related manuals and report);
2. A training report including gap analysis, training module, materials, list of participants, and feedback.
3. Final report

### 4. Timeline for the completion of the project

The assignment shall be for a total duration of 60 working days, from approximately 9 December 2019 until April 2020. The timely planning, communication, preparation and execution of the assignment is of utmost importance for UNICEF and its partners.

Task	Deliverables	Person days	Deadline
Make workplan for implementation	Approved workplan	3	7 January
Develop a survey methodology and questionnaire	Draft survey methodology and questionnaire	5	14 January
Discuss draft survey methodology and questionnaire w/ UNICEF and NCPH	Meeting note	3	17 January
Pre-test and refine survey questionnaire	Refined questionnaire	3	21 January
Provide training for supervisors and enumerators and produce a report	Manual for supervisors and enumerators, training report and list of participants	5	27 January
Pilot, refine, and finalise survey questionnaire and get approval	Approved questionnaire ready for field survey	5	15 January
Develop methodology for qualitative data collection and get approval	Approved methodology for qualitative data collection and list of potential key informants	4	3 February
Identify capacity building needs of NCPH researchers and conduct capacity building training for NCPH staff on advanced statistics	Needs assessment report Training agenda, training module, materials, training report, list of participants	10	15 February
Prepare a) draft outline of the survey report to be prepared after data are collected and analysed and b) output table templates to be prepared after the survey	Draft outline of survey report and draft output tables (quantitative survey)	5	22 February
Advice in data analysis of the client satisfaction survey	Output tables	5	20 March
Review, provide comments and edit a final report in English and Mongolian	Draft survey report	10	31 March

Present the findings together with the survey team	Survey presentation	1	8 April
Submit the final report	Final report	1	15 April
<b>Total days</b>		<b>60</b>	

## 5. Commencement of the Work

After signing the Contract, the Consultant will meet with the AP and Environment team to discuss all technical and non-technical matters for the project. At the meeting, the Consultant will present the workplan for discussion and, if necessary, will revise the workplan accordingly.

## 6. Project Management

**Supervision:** Direct supervision is provided by the AP and Environment Programme Manager.

**Reporting:** The Consultant will be expected to provide UNICEF with project updates, documents, workplans or other documentation as requested and will report to the UNICEF on a weekly basis. Depending on the situation and urgency, daily updates and reporting may be required. Performance progress report must be provided at every stage of contract payment. Deliverables of the consultant will be presented and discussed at the WG.

**Support from UNICEF:** Discussions on contract work assignments and deliverables will be provided by the contract supervisor. The contract supervisors will be available, as/when required, to provide comments to submitted outputs in a timely manner. The public health officer will work closely on a daily basis and provide support for accessing and meeting people within UNICEF Mongolia.

**Quality Control:** The Consultant's performance will be evaluated by the Programme Manager of Air Pollution and Environment, UNICEF Mongolia. Any deviations from the initial planning and assignments shall be promptly considered and solved; any conditions beyond the responsibility of the Contractor shall be brought to the attention of UNICEF's Representative.

**Travel and work arrangements:** No travel is expected outside of Ulaanbaatar.

**Office, tools and equipment:** The Consultant shall use his/her own computer and office space.

## 7. Minimum Qualification Requirements

- Minimum Master's degree in the field of statistics, sociology, mathematics or related fields. Specialisation in social statistics and health statistics would be preferred.
- At least 10 years of relevant social research experience and work experience in statistical field;
- Experience in quantitative and/or qualitative methodologies, using different research techniques, statistical techniques and software packages and computer-based programs;
- Proven track record on successful delivery of high-quality reports and recommendations;
- Previous work with the UN and/or UNICEF will be considered as an asset;
- Demonstrated analytical, negotiating, advocacy, and report writing skills;
- Fluency in English and Mongolian.

## 8. Payment Schedule/to Deliverables

Payments will be done in the following installments upon submission of the agreed deliverables:

- 40%-when methodology and questionnaire for quantitative and qualitative survey is developed and approved (3 February 2020);
- 30% when draft outline of the survey report is ready and training report for NCPH researchers is submitted ( 22 February 2020);
- 30% After final report is submitted with all deliverables and deliverables are approved by UNICEF (April 2020).

UNICEF reserves the right to withhold up to 30% of the total fee in case of deliverables are not submitted according to the schedule or do not meet the required standard. Copyright and ownership of all documents produced will remain with UNICEF.