

Rapid Stakeholder Consultation

Relevance	
Mitigation	✓
Resilience	✓
Forests	✓

Applicable Project Phase(s)	
Ex-ante / prospective	
Design	✓
Mid-course	✓
At End	✓
Ex-post / retrospective	✓

Other	
Cost	Varies
Level of Effort	Varies
Quantitative or Qualitative	Qualitative
Special technology needed?	Yes (ICT)

What it is

Rapid stakeholder consultation is a general term describing methods of quickly obtaining information from multiple intervention stakeholders using context-suitable approaches, including information technologies such as the internet, cell phones, and SMS (text messaging) as part of improved feedback loops. Rapid stakeholder consultation usually involves people who have been missed through traditional feedback channels. Use of information and communication technologies (ICTs) offers one way to make interactions between stakeholders faster and easier; however, other tools, such as community meetings can also enhance rapid stakeholder engagement and feedback.

Value Added for Climate Change Context

- Bottom-up/decentralized information gathering allows for more varied and rapid responses as stakeholders interact develop and share solutions, often without the bureaucracy of organizations.
- Rapid and frequent feedback can support monitoring of progress and identify places where mid-course corrections to strategy and tactics are warranted.
- ICTs and other rapid stakeholder consultation approaches can improve responses to extreme weather events in support of climate resilience.

Suitable Circumstances

[Fisher \(2014\)](#) explains that rapid stakeholder consultation is appropriate when initiatives intend to:

- Promote transparency and inclusive participation in (and responsiveness to) meaningful deliberations with a variety of affected communities and persons.
- Create an integrated accountability framework, by strengthening linkages between local, national, regional, and international bodies and actors.
- Build capacity and provide enabling conditions – such as freedom of information and adequate infrastructure – for meaningful inclusion of civil society at all stages of shaping, implementing, and monitoring progress towards the initiative's goals.
- Promote two-way and iterative learning processes – to feed information and insight collected locally into national, regional, and international processes, and to share the lessons learned through collective pooling of information at local, regional, and international levels.

Relationship to Mitigation, Resilience, and/or Forest Investments

Rapid stakeholder consultation may be used for mitigation, resilience, or forest investments. It contributes to the understanding of climate science, assessment of vulnerability to projected impacts, identification of initiative priorities, development of plans and strategies, and implementation of targeted objectives.

Types of Questions this Approach Could Address

- Questions that can be rapidly answered by stakeholders are appropriate for this approach. Questions with short (yes/no or multiple choice) answers may be easiest for rapid information gathering, but more open-ended requests for feedback and deeper consultation may provide more context and depth.
- Usually at least some meta data information about the stakeholder (name, location, gender, other demographic information, and relationship to the intervention) is also asked of the participant.

When the Approach can be Implemented

This approach may be used to get stakeholder feedback while designing projects; during project mid-course for project monitoring, reporting, and improvement; and after project completion for assessing outcomes/impact.

Limitations

- It is difficult to control data quality, unless quality is defined by quantity and diversity of sources.
- It can be difficult to systematically track changes over time, given incomparable data sets over time.
- Not all stakeholders will have access to relevant technologies, creating a bias in the data “sample.”
- Implementing participatory methods can be costly and time consuming. Additional staff may be needed to implement these approaches, translate information effectively, etc.
- [Fisher \(2014\)](#) points out that particular attention should be paid to managing the tension between inclusiveness (involving as many stakeholders as possible) and diversity (ensuring that different voices and perspectives are heard and not drowned out by coordination/consolidation requirements).

Methods

Many methods can be used for rapid stakeholder consultation. Unless otherwise noted with external links, the list below is drawn from UNDP's 2013 report [Innovations in Monitoring & Evaluating Results](#) as summarized on the [Better Evaluation](#) website.

- [Crowdsourcing](#): A large number of people actively report on a situation around them, often using mobile phone technology and open source software platforms.
- [Real-time, simple reporting](#): A means to reduce to a minimum the formal reporting requirements for program and project managers and free up their time to provide more frequent, real-time updates, which may include text, pictures, videos that can be made by computer or mobile devices.
- [Participatory statistics](#): An approach in which local people themselves generate statistics; participatory techniques are replicated with a large number of groups to produce robust quantitative data.
- [Participatory scenario development \(PSD\)](#): A process involving the participation of stakeholders to discuss and address future scenarios in a creative and actionable way
- [Mobile data collection](#): The targeted gathering of structured information using mobile phones, tablets or PDAs using a special software application.
- [Most significant change technique](#): A way of collecting and analyzing personal stories and accounts about change related to an intervention. See also the descriptions and tools on Most Significant Change offered on the [Better Evaluation](#) and [Wikipedia](#) websites.
- [The micro-narrative](#): The collection and aggregation of thousands of short stories from citizens using special algorithms to gain insight into real-time issues and changes in society.

Challenges that Might Arise in Climate Change

- A development or climate change program's stakeholders may not know about climate change or understand its relevance to them. Gathering useful input from stakeholders requires careful planning. Sometimes an investment in building climate literacy among stakeholders is needed before gathering stakeholder feedback; in other cases the feedback does not need to directly call out “climate change”; and in yet other cases, building the climate literacy and capacity to discuss and address climate change may be the actual purpose of the intervention itself.
- Resources are needed for translation purposes and to determine how to gain access to the desired stakeholders. Some stakeholders may not be connected to technology or may not be literate; creative strategies for reaching these stakeholders and use of incentives can help to boost response rates.
- See also the limitations discussed above.

Where this Approach has been Used

- [Volunteer Technology Communities \(VTCs\)](#) are used in disaster risk management by the World Bank and the [Global Facility for Disaster Risk Reduction](#).
- ICTs have been used in [Senegal, Uganda, and Malawi](#) in relation to climate-change programs and initiatives.

- Interactive participation-enabling and responsiveness-enhancing websites and communication tools such as [SeeClickFix](#) (US), [Daraja](#) (Tanzania), [Infomex](#) (Mexico), [Recovery.gov](#) (US), [dBrain](#) (Korea), and others created by such organizations as [MySociety](#), [Ushahidi](#), [GarageLab](#), and the [Open Development Technology Alliance](#).
- UNICEF Uganda's [Technology for Development](#) unit has developed the following interactive Rapid SMS (text messaging) projects such as [uReport](#), mHealth, and a mobile-phone based birth registration program.
- E-forums and other activities on Community of Practice websites such as <http://www.e-agriculture.org/e-agriculture> and WHO's independent Expert Review Group ([iERG](#)) which focus on the use of ICT for information exchange.

Where to Learn More

- World Bank Group's Information and Communications for Development ([IC4D](#)) initiative, [IC4D blog](#), and publications:
 - Akoh, B., et al. (2011) [Africa Transformation-Ready: The Strategic Application of Information and Communication Technologies to Climate Change Adaptation in Africa. Final Report](#). World Bank, African Development Bank, African Union.
 - World Bank (2012) [ICT for Greater Development Impact: World Bank Group Strategy for Information and Communication Technology, 2012-2015](#).
 - Custer, S. (2012) [How-To-Notes: ICT-Enabled Citizen Feedback Loops \(Draft\)](#).
 - Eggli, S. and Park, K.R. (2012) [How-To-Notes: Using ICT to Improve Transparency in Bank-Financed Projects \(Draft\)](#). World Bank and Open Development Technology Alliance.
- Tools developed by the [Open Development Technology Alliance](#).
- Conference proceedings: [Data and Accountability for the Post-2015 Development Framework](#), New York, January, 2014; see in particular the presentation by Fisher, "[Accountability and civic participation in the Post-2015 Development Agenda](#)."
- Nexus for ICTs, Climate Change and Development ([NICCD](#)), which has a set of online resources on ICTs, climate change and development associated with the "Climate Change, Innovation and ICTs" research project.
- UNDP Knowledge, Innovation and Capacity Group (2013) [Innovations in Monitoring & Evaluating Results](#).
- Jacobs, A. (2010) "[Creating the Missing Feedback Loop](#)." *IDS Bulletin*. Volume 41 Number 6 November 2010: 56-64.