

DESIP LEARNING PIECE FROM CLIENT EXIT SURVEY

DESIP CLIENT EXIT FIELDWORK EXPERIENCE

Client exit survey is one of the way to obtain feedback on how the program is performing from the primary target group of people that are affected by the program where these are women of reproductive age (15-49 years). By conducting a client exit survey, women of reproductive age give their satisfaction of services the program is providing in their locality and the findings from the survey will provide informed advice to the program team. For this exercise to be of highest quality standards it has to be carried out with most knowledgeable and well trained enumerators to conduct data collection using designed methodology with tested and approved data collection tools.

Ensuring data collection team is ready for data collection

Before a team of enumerators is sent to conduct the client exit data collection, sampling is done from the locations where the program is carried out. The team is trained on how to recruit research participants during data collection and how to administer the survey tools to the research participants. Research ethics should be taken into consideration before and during administering of the tool. Before starting the interview, the data collector has to obtain informed consent and informing them of their rights during the interview. For the data collection team to be able to administer research ethics, they will be taken through principles of research ethic training and ensure that all the enumerators have obtained a research ethics certificate. Below are some of photos taken during training and checking of the survey tool by the quality control team to ensure the tool is error free



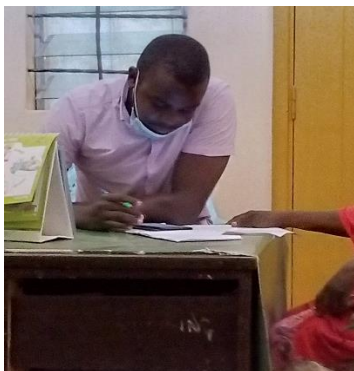
Data collection logistics and obtaining County authorization

After training data collection team, data collection logistics is planned for and the teams are set to hit the ground to start data collection exercise. The teams have to visit the county and sub county health department to ensure that they have approval to conduct client exit interviews from the sampled list of facilities. Here are some of the photos taken during visit to the county department of health in Garissa:



Data collection

Once approval is issued the team then proceeds to the selected facilities where they also seek approval from the facility in-charge who will direct them to the responsible staff for family planning who will assist the team in identifying those women that have visited the facility for family planning products or services. The enumerator then will take the family planning client to a private location where they will have a one on one interview as shown below:





Those are some of the photos taken from the exercise we were trying not to capture the facial of the participants given that we didn't have a photographing informed consent for the research participant.

Client exit survey challenges

Client exit survey is like any other research survey, it is thought to be an easy exercise since its targeted sample is for those who have just received services. This is not the case with the desip client exit survey. This kind of survey was targeting women of reproductive age (15-49 years) from hard to reach areas.

1. Teams had to travel long distances to get to these facilities where some of this facility even accessing the communication network was a challenge



2. For the teams to meet the assigned target, they faced am major challenge of family planning client flow to the facility. It could take a day of two for the enumerator to get a family planning client to interview.



3. Given that the facilities selected for this study were in the hard to reach areas mostly arid and semi-arid areas, Most of these facility were closed during the day because of high temperatures due to the nature of climate in the areas for instance in Turkana and Tana River counties as shown below



4. Insecurity posed a challenge to reach most of the facilities in Samburu North in Samburu county, Galbatullar and Merit sub counties in Isiolo and Diff in Wajir south sub county



5. Language barrier was also a challenge but this was mitigated by sending enumerators who can speak the local dialect to those areas
6. Religion and cultural belief was also was a hindrance to the FP client flow to some of the northern part of Kenya areas which affected the number of family planning clients that visit facilities to seek family planning products and services