



គណៈកម្មាធិការ  
សហប្រតិបត្តិការដើម្បីកម្ពុជា  
Cooperation Committee  
for Cambodia  
Comité de Coopération  
Pour le Cambodge

ទស្សនវិស័យ: ការអភិវឌ្ឍប្រកបដោយនិរន្តរភាពសម្រាប់ប្រទេសកម្ពុជា  
Vision: Sustainable development for Cambodia

## Minute of 1<sup>st</sup> M&E Learning Forum



06 June, 2014, KSSA, Phnom Penh

## **I. INTRODUCTION:**

As the longest established membership organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has been playing a unique role since 1990 in strengthening the cooperation, professionalism, accountability, governance, and development effectiveness of the Civil Society Organizations (CSOs) that are working across diverse sectors in Cambodia.

CCC delivers its mission and mandate through a five-year program entitled “Governance Hub Program (GHP)” for 2014–2018, aiming at building a more cohesive, accountable, transparent NGO sectors, contributing more effectively to the development of Cambodia. GHP focuses on three interconnected components: 1) Governance & Professional Practices (GPP) 2) Research and Learning (R&L) and 3) Coalition Building, Advocacy and Networking (CAN).

Responding to its vision which is for sustainable development for Cambodia, CCC offers a range of learning opportunities for NGO staff to influence their thinking and practices and to deliver high quality services appropriately respond to the true needs of those CSO.

One of many activities of the component 2 is to conduct various learning forums for CCC members such as Human Resource Management (HRM), Monitoring and Evaluation (M &E), Information Communication Technology (ICT) and Finance Management forum.

The M&E Learning Forum has been conducted since December 2009 and facilitated by CCC with technical support from M&E Working Group members who are M&E professionals and practitioners of CCC members. The forum is designed to:

- 1) Stimulate action learning to transform knowledge; skills and experiences of individual people and organizations into a community of practices for a betterment of NGO community in Cambodia in the field of M&E
- 2) Build a strong network among M&E practitioners and professionals for ongoing learning on M&E matters and issues related

To continually respond to the needs of the NGO community for good practice within the NGOs, in 2014 CCC will host two full day M&E learning forums for member and nonmember organizations; in which the first forum will be conducted on **06 June 2014** and the second will be on 24 October 2014.

This is the minute of the first M&E learning forum which was held on 06 June 2014 at KSSA building in Phnom Penh. The forum was attended by 115 participants (39 are Females) from 72 NGOs (9 are non-members) who are M&E practitioners of CCC member and non-member organizations. The objectives and expected outcomes of the forum are as below:

### ***Objectives of the forum***

- To enhance understanding on question development and data analysis by using Excel (Pivot Table).
- To discuss among participants to expand their learning insight of the key practical elements of data analysis.
- To build up more network and relationship among M&E practitioners and professionals for ongoing learning on M&E matters and related issues.

### ***Expected outputs:***

- Participants have better understood about how to analyze data by using Excel (Pivot Table).

- Participants have actively involved in class activity and shared knowledge and experience related to M&E.
- Participants have enhanced network of M&E practitioners and professionals.

## ***II. SUMMARY OUTPUTS OF THE FORUM:***

The 1st M&E Learning Forum was presided by Dr. El Sotheary, Head of Operation, CCC.

She began by thanking the M&E working group members who have contribute their value inputs to support M&E learning forum of CCC and the member organizations as a whole for supporting CCC so far .

This forum aims to create opportunity to all M&E practitioners to share experience and knowledge with each other. She further called for working together among the NGO community to develop a common M&E system that may help to measure the outcomes and impact of each project/program. She also raised about Join Monitoring Indicator (JMI) which is currently used by the government.

### ***SESSION 1: Review learning points from previous M&E learning forum***

This session was facilitated by Mr. Lim Sokly, Learning Specialist, CCC. He reviewed some point that the participant have learnt in the previous M&E learning forum as below:

- Monitoring Process for Program and Project. The objective of M&E, definition of Monitoring, Monitoring report, where should we start to monitor (output and outcome), lesson learnt, choose the correct monitoring tools.
- Important Tools Use for Monitoring and Evaluation: How to monitor and evaluate (M&E), tools use for monitoring and evaluation on outcome and impact and the guest speaker also focused on quantitative and qualitative data.

Those topics were shared by Dr. Pou Sovann, Members of NGO Code Compliance Committee of NGO GPP and Executive Director of Srer Khmer.

He further reminded the participant about the M&E practical guideline and encourages them to read and share comment.

### ***SESSION 2: Data Analysis by using Excel (Pivot Table)***

This session was facilitated by Mr. Seth Sopheap, Freelance Consultant, or Research Team Leader. His session covered on the introduction on how to develop questionnaire, guideline for data entry and cleaning, brief statistical methods for data analysis, using Pivot Table for data analysis and exercise.

How to develop questionnaire, 5 steps:

Step 1: Defining objectives and indicators

Step 2: Developing key information/variables

Step 3: Generating questions

Step 4: Structuring/formatting questionnaire

Step 5: Validating questionnaire

**Step 1:** Defining objectives and indicators - Defining specific indicators based on information level

- What are the activities in our program?
- What are the outputs?
- What are the outcomes?
- What is the impact?

These are indicators that we have to think of before developing questionnaire.

**Step 2:** developing key information/variables

When we know about the indicators of each project, we can develop key information based on those indicators. When we want to develop key variable, we must base on 5 factors: 1. How to measure (this) indicator, 2. Link between project's strategy intervention to indicator, 3. & 4. Are there any positive and negative factors that can make (this) indicator change positively and negatively. 5. Capture indicator of outcomes and impacts.

**Step 3:** Generating questions - To generate a good question we have to think about the terms and key variables. There 5 types of question such as Personal information (all questionnaire should have personal information at the top), Knowledge/attitude (we can measure by pre-code, liker scale and filling and scoring); this type of question is not allowed to give the clues, Perception (can have 3 types of answers such as open-ended question, pre-codes and liker scale from 1-5), practice/actions (we can use question that may produce pre-code answer), Outcome/results (Filling answers (string/numeric) and Pre-code answer (category)). A good and complete questionnaire should have such above 5 types of questions.

**Step 4:** Structuring/formatting questionnaire - Set the order of sections in questionnaires: session that sensitive should not start fist, it should be in the middle or at the end.

Putting instruction to the questions is very important; it has 3 main points as: putting note to link question, putting note for answer (whether it's a single or multiple response), putting note for questioning (does the question should be read or answered or given some clues?).

**Step 5:** Validating questionnaire - There are 3 steps to validate the questionnaire such as:

1. Stakeholder workshop to review/comment to validate our question. Is it useable?
2. Pre-test our questionnaire whether it's understandable by our staff and respondent.
3. Revise questionnaire for final version (it must be revised base on program and context).

**Data entry:**

There are 3 main Steps in preparing for Data Entry / storage:

1. Preparing structures of dataset
2. Coding for variable. We set condition for each variable, it should be consistent from one question to another.
3. Naming variables and dataset: Each question should be ranged care fully.

*Preparing structures of dataset:*

- Preparing clear variable
- Preparing record/respondent (if the respondent is not prepared accurately, it can influence our analysis)

*Coding for variable:*

- Putting validations to variables
- Linking between variables
- Set skipping code between variable, without skipping, the speed of data entry might slow
- Set security and others

*Naming range of variable and putting table:*

- Naming range of variable
- Putting table for dataset

**Data Cleaning:**

There are 5 Steps in Data cleaning/mining as below:

1. Checking number of respondents ( checking duplicate entered respondents and entered respondents)
2. Cleaning split/grouping variable, if we don't do it the analyzing might error from the start till the end (In this step, you can do it by checking validation of data, dealing with missing value, checking accuracy of data)
3. Cleaning key/main variables (In this step, you can do it by checking validation of data, dealing with missing value, checking accuracy of data)
4. Cleaning others/support variables (In this step, you can do it by checking validation of data, dealing with missing value, checking accuracy of data)
5. Using draft analysis to check data quality by checking validation of data, dealing with mission value and checking accuracy of data.

**Preparing Dummy Table**

There are three key points to prepare dummy table:

- Based on the types of questions / indicators.
- Each variable / question should include key finding.
- Element for each key finding.

Guide to prepare dummy table: we do it base on the type of questions (Qustion Type: Scale/Numeric (age), Single Response (gender, marital status; all answer can choose only one) and Multiple Response).

He showed the participants about the format to generate dummy table (key findings) and descriptive statistics using worksheet formula.

**Pivot Table:**

Pivot table is a tool to summary/aggregate data not to analyze. It's limitation (hard for multiple response questions and Hard to calculate percentage).

He added that confident interval is focus on the change. In excel, when you change data, the formula will be automatically change; however, in SPSS, if you change data, you're required to re-analyze. Moreover, Excel can calculate faster than SPSS. He recommends participant to use excel if they are good at Excel.

Besides sharing, he also asked individual participant to practice the exercise of using Pivot Table to summarize the data as real practice.

***SESSION 3: Quality Assurance of GPP Standards***

This session was presented by Ms. Keo Mara, Quality Assurance Specialist, CCC. She has shared about the governance & management of GPP which have VFA, Working group, NCCC beside GPP team and the development of Code and the measuring method, supporting documents and stressed on the quality assurance in the code and guideline of GPP.

She recalled the history of NGO Code & Guideline development. She emphasized that code of GPP, CCC is one of 37 initiatives in Asia and the Pacific. She continued to show about the 6 key areas cover the 25 standards and mentioned about the area of Quality Assurance which is talking about M&E system.

▪ ***Table discussion to define topic for the next M&E learning forum***

Table discussion was facilitated by Mr. Lim Sokly, Learning Specialist, CCC. He asked each participant to define from two to four topics that they wish to happen for the next M&E learning forum. Below are the topics raised by participants in the first M&E learning forum of year 2014.

Regarding the below table of consolidated raised topics, 38 participant suggest having the next forum on how to write evaluation report follow by 32 of them want how to design and manage M&E system for one project/ organization (including presentation of practical M&E system of NGOs ) and 23 of them request for M&E tools (including Participatory M&E tools) topic.

No.	Topics	Respondent
1.	Problem analysis	14
2.	Stakeholder analysis	1
3.	How to design log-frame for a project and Indicator development (quality and quantity indicators)	19
4.	Project cycle management	8
5.	How to develop Terms of Reference (ToR) for evaluation	12
6.	Appreciative Inquiry Model	4
7.	How to write best practice and lesson learnt	16
8.	M&E tools (including Participatory M&E tools)	23
9.	Practical M&E Techniques	22
10.	How to design and manage M&E system for one project/ organization (including presentation of practical M&E system of NGOs )	32
11.	Questionnaire development (quantitative and qualitative)	10
12.	Process of conducting baseline survey	13
13.	Sampling methods	7
14.	How to write evaluation report	38
15.	Dissemination and make use of monitoring and evaluation results	6
16.	Result Base Management	10
17.	Data / Information Analyzing	14
18.	Practice Based on learning / Reflection on Practice	3
19.	How to conduct self assessment and Plan for improvement/development	8
20.	How to Conduct SWOT analysis	8
21.	Other (Specify).....	
	- Data organizing & M&E plan	1
	- Pivot Table	11
	- Qualitative research	1
	- Design questionnaire and data analysis	1
	- Coding and Pivot Table	1
	- How to interpret Data Analysis report	1

▪ **Conclusion and closing remarks**

Conclusion and closing remarks was made by Mr. Soeung Typo, Component II Manager, CCC. He thanked the M&E working group members that provided great inputs to this forum. He also showed his admiration for guest speaker's knowledge and sharing years experience with the participant. Besides thanking the participant for their full participation in the whole day learning forum, he encouraged them to give feedback to make better improvement on this forum and he expect to see them make change specially within their organization.

**III. CONCLUSION:**

The first M&E learning forum was conducted successfully with actively participated by all participants and professionally supported by honor guest speakers and fruitfully produced great outputs as expected. Within this forum an important topic, Data Analysis by using Excel (Pivot Table), was presented to the participants.

Regarding the consolidated result of evaluation form completed by the participants, most of them valued as good on the process, venue, logistics providing and organizer, and 55% said the duration of the forum is medium.

39% of participant understood clearly about Pivot Table while 28% of them fast grasped on how to develop questionnaire follows by the 9% that emphasized about data cleaning and data entry. The participants also committed to bring back knowledge, such about developing questionnaire, Pivot Table and data entry and analysis, which gain from this forum to apply in their organization. Yet they suggested having longer time for explanation, question and answer, and providing the same topic (Pivot Table) in the next forum as it was an impressive event.

All in all, this learning forum provided a great opportunity for monitoring and evaluation practitioners to build stronger network and share experiences and challenges of their daily operation. We, CCC, as an organizer are very proud of this fruitful result. Moreover, we commit to put more effort to improve and extend such good forum to serve as a pool of building more capacity together.

**Annexes:**

- Agenda of the forum
- Evaluation of the forum

# M&E Learning Forum

Concept Note

06<sup>th</sup> June 2014

At ICF/KSSA Building

## I. Introduction

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The M&E Learning Forum has been conducted since December 2009 and facilitated by CCC with technical support from M&E Working Group members who are M&E professionals and practitioners of CCC members. The forum is designed to:

- 1) Stimulate action learning to transform knowledge; skills and experiences of individual people and organizations into a community of practices for a betterment of NGO community in Cambodia in the field of M&E
- 2) Build a strong network among M&E practitioners and professionals for ongoing learning on M&E matters and issues related

To continually respond to the needs of the NGO community for good practice within the NGOs, in 2014 CCC will host two full day M&E learning forums for member and nonmember organizations; in which the first forum will be conducted on **06 June 2014** and the second will be on 24 October 2014. The objectives, expected outcome, and agenda for the 1st M&E learning forum are as below:

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### Partnerships for Sustainable Development in Cambodia

## II. Objectives of the forum

- To enhance understanding on question development and data analysis by using Excel (Pivot Table).
- To discuss among participants to expand their learning insight of the key practical elements of data analysis.
- To build up more network and relationship among M&E practitioners and professionals for ongoing learning on M&E matters and related issues.

## III. Expected outputs:

- Participants have better understood about how to analyze data by using Excel (Pivot Table).
- Participants have actively involved in class activity and shared knowledge and experience related to M&E.
- Participants have enhanced network of M&E practitioners and professionals.

## VI. Target Participants

This M&E learning forum is offered to a maximum of 120 participants from CCC members and nonmember organizations who are M&E practitioners and professionals. Each participant should be assigned by the senior management of their organization and committed to apply what has been learned from the forum to their organization. Participants from non-CCC member are welcomed but are subjected to pay attendance fee as stated in the CCC Policy on Capacity Development and Learning Services as a contribution to support the forum's logistic arrangement.

## V. Detailed Agendas:

Time	Key Contents	Resource persons
07:30-08:00	Registration	<b>Mrs. Sam Vaddthanak</b> , Learning Officer
08:00-08:10	Welcome and Introduction of the forum objectives	<b>Mr. Lim Sokly</b> , Learning Specialist, CCC
08:10-08:15	Opening remarks	<b>Dr. El Sotheary</b> , Head of Operation, CCC
08:15-08:30	<b><i>Session1: Review learning points from previous M&amp;E learning forum</i></b>	<b>Mr. Lim Sokly</b> , Learning Specialist, CCC
09:00-10:30	<b><i>Session 2: Data Analysis by using Excel (Pivot Table)</i></b> <ul style="list-style-type: none"><li>• Introduction on how to develop questionnaire</li></ul>	<b>Mr. Seth Sopheap</b> , Freelance Consultant or Research Team Leader.
10:30-10:45	<b>Coffee Break</b>	
10:45-12:00	<ul style="list-style-type: none"><li>• Guideline for data entry and cleaning</li><li>• Brief statistical methods for data analysis</li></ul>	
12:00-01:30	<b>Lunch Break</b>	

01:30-03:30	<ul style="list-style-type: none"> <li>• Using Pivot Table for data analysis and exercise</li> <li>• Orientation on other data analysis tools in Excel</li> </ul>	
03:30-03:45	<b>Coffee Break</b>	
03:45-04:10	<b><u>Session 3:</u></b> <b>Quality Assurance of GPP Standards</b>	<b>Ms. Keo Mara</b> , Quality Assurance Specialist, CCC
04:10 – 04:30	Discussion by Table on the Next Topics and Forum Evaluation	<b>Mr. Lim Sokly</b> , Learning Specialist, CCC
04:30-04:40	Conclusion and closing	<b>Mr. Soeung Typo</b> , Research and Learning Manager, CCC.

Note: CCC reserves the rights to change the agenda based on the availability of the speakers and time constraints.

**ការវាយតម្លៃវេទិការៀនសូត្រ**  
**Learning Forum Evaluation**

**M&E Learning Forum**

**ថ្ងៃទី ០៦ ខែមិថុនា ឆ្នាំ ២០១៤**

1. តើអ្នកយល់យ៉ាងដូចម្តេចចំពោះចំណុចខាងក្រោម? សូម ✓

	មិនល្អ	មធ្យម	ល្អ	ល្អណាស់
ដំណើរការ/ Process		3%	85%	12%
ទីកន្លែង /Venue		3%	57%	40%
ការផ្តល់ជូនផ្នែកភស្តុភារ /Logistics providing		16%	72%	12%
អ្នករៀបចំ /Organizer		5%	82%	13%
រយៈពេល / Duration	41%ខ្លីពេក	55%មធ្យម	4%វែង	<input type="checkbox"/> វែងពេក

2. តើចំណុចណាខ្លះដែលអ្នកបានរៀនហើយយល់ច្បាស់?

What point do you clearly understand?

1. Pivot table	27
2. Developing questionnaire	19
3. Data cleaning, and data entry	6
4. NGO GPP	4
5. Not clear of all points	4
6. Validating questionnaire and Data Entry	3
7. Data Analysis	3
8. Sample and term (Scale, single response, multiple response)	3
9. Data Analysis of single and multi-response	2
10. Grouping Data in Excel	1
11. Data Organization	1
12. Find and replace data in Excel	1
13. Use of variable	1
14. M&E Process	1

3. តើចំណុចអ្វីខ្លះដែលអ្នកនឹងយកទៅអនុវត្តក្នុងអង្គការរបស់អ្នក? (សូមបង្ហាញចំណុចជាក់លាក់)

What are you going to do in your organization from this training? (Please give specific point)

1	Pivot table	16
2	Data Entry, Analysis	16
3	Developing questionnaires	20
4	Data to be analyzed and data organization	6
6	Data organization and Pivot table for monitoring and evaluation	3
7	Data cleaning	2
8	To share with team of what have learnt	2
9	Validating Questionnaire	1
10	How to set indicator	1
11	Find and replace data in excel (from number to text)	1
12	Variables of single response & multiple response	1
13	Record and generate report of this method	1
14	Technique of M&E	1
15	Sample size calculation and data analysis	1

4. តើចំណុចណាខ្លះដែលគិតថាវាគួរឱ្យបណ្តុះបណ្តាលនេះត្រូវធ្វើការកែលំអ?

What aspects of this training do you think need to be improved?

1.	Extend times for whole training and to include Q&A session	18
2.	Need more practice	8
3.	Explain and show data analysis very quick	6
4.	Need more guideline of data analysis / pivot table	2
5.	Develop software/tool that can be used for all version	2
6.	More actual examples of data analysis	1
7.	Decrease numbers of participant	1
8.	Tool and system showed for data analysis is shorted and less functions	1
9.	Shorten agenda	1
10.	Technical words	1
11.	Need Khmer translation of the material	1
12.	Provide handout in advance to participant	1
13.	Do focus on M&E process	1
14.	Participatory approaches (need more participate from participant)	1
15.	Broad topic and presentation	1

5. យោបល់ផ្សេងៗ /Any other comments?

1. Appreciate and support further Pivot Table for next learning	8
2. No	4
3. Need more practical M&E Technique	4
4. To extend time of learning up to 2 or 3 days	7
5. Keep forum running every year	2
6. Hard for those who have no experiences in data analysis	1
7. Need more assistant to run the computer	1
8. How to link files within excel	1
9. Explanation need to be clear	1
10. Should have certificate for participant	1
11. Show how to write code in excel	1

**សូមផ្តល់មតិគ្រឡង់ចំពោះអ្នកសម្របសម្រួលដូចខាងក្រោម: សូម ✓**

ប្រធានបទ :/Topic:

សូមផ្តល់មតិគ្រឡង់សំរាប់គាត់ទៅលើចំណុចដូចខាងក្រោម/ Please give feedback on below points:

ខ្លឹមសារនៃការពន្យល់/Explanation	<input type="checkbox"/> នូវមានកំរិត	13%មធ្យម	79%ល្អ	8%ល្អណាស់
ការចែករំលែកបទពិសោធន៍/Share experience	<input type="checkbox"/> នូវមានកំរិត	28%មធ្យម	66%ល្អ	6%ល្អណាស់

ផ្សេងៗ/others

- Guideline for using M&E tools.
- The time is too short. Need more time for practice.
- Please summary of each point.
- The explanation was too fast and difficult to use computer.
- Although I didn't catch all the point but your explanation was good.

**សូមផ្តល់មតិគ្រឡង់ចំពោះអ្នកសម្របសម្រួលដូចខាងក្រោម: សូម ✓**

ប្រធានបទ :/Topic:

សូមផ្តល់មតិគ្រឡង់សំរាប់គាត់ទៅលើចំណុចដូចខាងក្រោម/ Please give feedback on below points:

ខ្លឹមសារនៃការពន្យល់/Explanation	<input type="checkbox"/> នូវមានកំរិត	18%មធ្យម	75%ល្អ	7%ល្អណាស់
ការចែករំលែកបទពិសោធន៍/Share experience	<input type="checkbox"/> នូវមានកំរិត	35%មធ្យម	59%ល្អ	6%ល្អណាស់

ផ្សេងៗ/others:

- Slide Presentation should in Khmer.
- Should present about the purpose of GPP and how to get certificate.
- It's very important.
- I could not get some points as the explanation was too fast.
- Please send all documents to participant through E-mail.

សូមអរគុណ!