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GUIDANCE FOR PROFILING URBAN DISPLACEMENT SITUATIONS

CHALLENGES AND SOLUTIONS

JOINT IDP PROFILING SERVICE

Guidance For Profiling Urban Displacement Situations: Challenges And Solutions

Joint IDP Profiling Service
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ABOUT JIPS

JIPS – the Joint IDP Profiling Service – is an inter-agency service that provides technical support to humanitarian and development actors implementing profiling exercises in displacement situations. Our goal is to promote collaborative responses to displacement by supporting actors to collect and analyse profiling data through consensus-building processes.

Set up in 2009, JIPS is supervised by a Steering Committee comprised of the *Danish Refugee Council* (DRC), the *Internal Displacement Monitoring Centre* (NRC-IDMC), the *International Organization for Migration* (IOM), the *International Rescue Committee* (IRC), the *Norwegian Refugee Council* (NRC), the *Office of the Special Rapporteur on the Human Rights of IDPs*, the *United Nations High Commissioner for Refugees* (UNHCR), the *United Nations Office for the Coordination of Humanitarian Affairs* (UNOCHA) and the *United Nations Population Fund* (UNFPA).

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INTRODUCTION

Most of the world's forcibly displaced population – refugees and internally displaced persons (IDPs) – reside in urban settings today, and how to locate, advocate for, and assist both them and their host families is a set of unsolved challenges. Many argue that it makes no sense to try to distinguish displaced people from the wider urban population – that all urban poor are 'displaced' in one form or another, and that everyone faces the same problems of crime, crumbling infrastructure, poverty and unemployment. Particularly internally displaced persons, it has been argued, are indistinguishable from rural migrants, and trying to identify "IDPs" is a useless exercise at best and misguided (even foolish) at worst.

There is no doubt that humanitarian and development agencies need to understand the mix of needs and capacities of everyone living in poor urban settings in order to design and monitor the most effective programs. However, it is also true that not everyone faces the same challenges. Some groups, including refugees and IDPs, face specific problems related to their forced displacement, including loss of family members, livelihood sources and assets, traumatic experiences, discrimination and continued risk of persecution. A growing body of evidence from urban areas[1] suggests that, compared with other groups, displaced persons are more likely to:

- be unemployed, or work in insecure or low-paid sectors,
- live in female headed households,
- have children who are working instead of at school,
- have higher levels of debt,
- experience housing insecurity, and
- feel discriminated against by the community.

In addition, displaced people often live with host families, creating burdens for them.

These findings differ from one city to another and from one neighbourhood to another. Displaced people, like all migrants, also bring particular skills, experience and networks with them, which can benefit the host families and communities into which they move. **It is important therefore to obtain better information about the range of experiences, needs and capacities of the displaced, their host families and their non-displaced neighbours in urban settings.**

Profiling of displacement situations is the collaborative process of identifying and gathering information on IDP or refugee households or individuals, in order to advocate on their behalf, and help bring about a solution to their displacement. In urban settings, because displaced people live close to or even within the

1 This evidence is drawn from profiling studies conducted by JIPS, Tufts, and partners in such places as Goma (2014), Delhi (2013), Quito (2013), Aden (2011), Mae Sot (2011), Abidjan (2008), Khartoum (2008), Santa Marta (2008), and elsewhere.

households of non-displaced people, profiling gathers comparative data on both displaced and non-displaced households and individuals in the same neighbourhood.[2]

Profiling is lot more than data collection, however. It is a collaborative process based on the principles of transparency and ethical considerations, and which actively promotes the buy-in of partner organizations and the government at all stages. A brief description of profiling can be found in the box below, and a summary of the step-by-step process is reproduced in the diagram on page 11.[3]

WHAT IS PROFILING OF DISPLACEMENT SITUATIONS?

Profiling is a collaborative information-gathering process that provides disaggregated, comparative data about displacement situations. This information is intended to guide programming, to advocate for protection and assistance, and to inform policy and long-term solutions. Profiling is distinguished from other field data collection approaches in the following ways:

It is a process: Profiling is not limited to data collection but comprises a sequence of interlinked steps beginning with consensus building around the need for profiling, and ending with the validation of findings by target groups and the wide dissemination of results.

It is collaborative: Profiling brings together a range of actors, including governments, to increase the likelihood that information will be widely used, and to reduce the practice of multiple surveys and assessments being conducted in parallel. Profiling provides a platform for common understanding of the local challenges and available resources in a humanitarian or development operation.

It is comparative: Displaced and non-displaced people often face similar conditions and challenges, so clarifying their differences and similarities can help with the strategic targeting of program development and reveal program synergies.

It provides disaggregated data: Profiling collects comparative data disaggregated by location, sex, age and diversity. This comparative information is crucial for operational and policy decision-making.

It contributes to solutions to displacement: The information collected includes indicators about vulnerability, how different groups are integrated, and their likelihood of future return or onward movement. This kind of information can be tracked over time allowing better insight about protection and durable solutions.

2 This definition is based on the widely endorsed definition of profiling given in IDMC-NRC and OCHA (2008), Guidance on Profiling Internally Displaced Persons, Geneva, adapted to cover displacement situations more widely.

3 The full description of the step-by-step approach can be found in JIPS-ACAPS' Profiling and Assessment Resource Kit (PARK) Companion, at www.parkdatabase.org/chapters. For more information and additional resources on profiling, visit www.jips.org and www.jet.jips.org

PURPOSE

This *Guidance to Profiling Urban Displacement Situations* aims to highlight the multiple logistical, political, and security challenges and best practices relevant for practitioners planning profiling exercises in urban settings. It is not intended to provide a comprehensive or step-by-step guidance, but rather to complement the existing step-by-step approach found in the Profiling & Assessment Resource Kit (PARK) Companion (www.parkdatabase.org) developed by JIPS and the Assessment Capacities Project (ACAPS) in 2012.

The Guidance builds on the profiling approach and experience of JIPS and the Feinstein International Centre (FIC, Tufts University), who have worked with government, humanitarian and development partners to conduct profiling exercises of displacement situations in several urban settings. This experience has resulted in a range of profiling methodologies, tools and case studies.[4] Two recent urban profiling exercises – in Delhi and Quito – are specifically drawn upon as case studies for this Guidance (see blue boxes). Both were conducted jointly by JIPS, FIC and UNHCR during 2013-2014, and were funded by the US State Department's Bureau of Population, Refugees and Migration (BPRM). The goal was to adapt profiling approaches to urban settings characterized by a mix of refugees and other displaced or migrant populations.

An online version of this Guidance, with complete sets of tools and reports from Quito and Delhi case studies, can be found on the JIPS website.[5]

TARGET AUDIENCE

The Guidance is intended for humanitarian and development practitioners seeking to conduct profiling of displacement situations in urban areas. It highlights specific urban considerations through all the steps of the profiling process. Some sections are therefore more detailed than others, and it should be read alongside the PARK Companion.

4 See: 1. Jacobsen, Karen and Furst Nichols, Rebecca (2011), Developing a Profiling Methodology for Displaced People in Urban Areas. Final Report, Medford, MA: Feinstein International Center. http://fic.tufts.edu/publication-item/developing-a-profiling-methodology-for-displaced-people-in-urban-areas

2. Jacobsen and IDMC (2008), Internal Displacement to Urban Areas: the Tufts-IDMC Profiling Study. http://www.internal-displacement.org/publications/2008/internal-displacement-to-urban-areas-the-tufts-idmc-profiling-study

5 http://www.jips.org/en/profiling/urban-profiling

HOW IS PROFILING IN URBAN SETTINGS DIFFERENT?

Profiling in urban settings follows the same steps as profiling in camps and rural non-camp settings, and is based on the same principles of collaboration, transparency and ethical considerations. However, the complexity and logistical challenges of urban settings mean that each profiling step takes on new dimensions and activities, beginning with determining the need for profiling. In urban settings certain profiling goals – notably making accurate estimates of the numbers of displaced – are much less attainable, and need to be reconsidered.

This main section of the Guidance covers all steps of the profiling process. Throughout it aims to highlight the specific challenges and possible solutions that arise in urban settings.

PROFILING STEP-BY-STEP

Need for profiling?

Based on a consultative process and desk review, decide whether a profiling should take place.

Advocacy & Awareness Raising

Establish the coordination platform, agree on the objectives, and secure funding.

Process Management

Develop work plans, partner agreements and management tools.

Methodology

Define target groups, geographical coverage and information requirements, and agree on procedures to collect, analyse and disseminate data.

Questionnaires & Analysis Plans

Based on the agreed objectives and information requirements, design data collection tools and the analysis plan.

Data Collection & Field Organisation

Conduct staff training, pilot the methodology and tools, organise logistics and sensitize communities and authorities.

Data Analysis, Validation & Reporting

Process and analyse the data, locally validate the findings, draft the report and collaboratively develop recommendations.

Dissemination & Community Feedback

Share and discuss with profiled groups and collaborating agencies, and disseminate appropriately.

NEED FOR PROFILING

Profiling is a complex and resource-heavy process and should not be undertaken without clear indications and agreement both that profiling is required and that the resources are available. The process of reaching this agreement can be complex, even contentious, so it is important to set up a coordination platform, or steering committee, that will guide and champion the exercise, as further discussed below.

A profiling exercise can be undertaken for a number of reasons, including:

- lack of, outdated or contested population data needed for advocacy, planning and provision of assistance,
- lack of information about hidden or hard-to-find displaced population groups (i.e. unregistered, undocumented),
- lack of disaggregated and/or comparative data about the geographic distribution and situation of population groups (refugees, IDPs, migrants, locals) needed to identify specific vulnerabilities,
- lack of cross-thematic profiles of the experience and intentions of different displaced groups needed for sectoral programming, monitoring and advocacy especially concerning durable solutions.

THE NEED FOR PROFILING IN QUITO

Ecuador has received an estimated 170,000 Colombian asylum seekers from 1990 until mid-2013, with more than two thirds settling in urban areas, particularly in Quito. A third of asylum seekers are registered refugees, but more than half have seen their claims rejected, unadmitted or abandoned. Many Colombians do not ask for asylum, while others have managed to regularise their migratory status through nationalization or visa transfers from Ecuadorian relatives. The Colombian population is therefore diverse and dispersed, but existing information focuses mainly on registered refugees.

In 2013, JIPS and Tufts University supported UNHCR Ecuador and other partners in conducting a profiling exercise of Colombian households with different migratory situations, living in urban and peri-urban areas of Quito. The goal was to obtain updated and agreed-upon information about their living conditions, access to rights and degree of social integration, and to see how registered refugees compared with Colombians who were not registered.

THE SECONDARY DATA REVIEW

A profiling exercise usually begins with a secondary data review (SDR). The goal is to glean as much displacement information as possible from relevant data sets (such as census data), studies, assessments, reports, etc, and then to identify gaps in information. Urban settings have the advantage of a greater range of available – and accesible – information.

A gap analysis should be part of the SDR to identify missing information in terms of location or population group. The SDR is also an opportunity to engage with local actors, whose existing knowledge, expertise and data can be utilized by the profiling study. The SDR thus becomes a means to build relationships and initiate the collaborative process.

SECONDARY DATA REVIEW: COLOMBIAN POPULATION IN QUITO

The profiling exercise in Quito began with a desk review of existing information related to the population from Colombia residing in the city. The sources consulted included previous profiling, assessment and policy-related reports, dating from 2006 until 2012. The review also gathered available demographic data from the Government's registration database, the Population Census conducted in 2010, and assistance databases from local NGOs.

Although recent information pointed towards an increased share of the Colombian population in diverse migratory situations (particularly rejected or unadmitted asylum seekers as well as those who didn't ask for asylum), the review found that previous studies focused mainly on the situation of registered refugees, without a complete understanding of the commonalities and differences between categories. In terms of the geographical distribution of the different population groups, the triangulation of different sources allowed an initial identification of neighbourhoods with higher than average concentration of Colombians. It also highlighted the need to conduct additional stages – such as mapping and enumeration – to complete the sampling frame required to locate and select targeted households.

THE STAKEHOLDER MAPPING

One of the key differences between profiling and other data gathering exercises is that profiling is premised on and prioritizes collaboration between different actors concerned with the displacement situation. Optimally, the need for profiling is not established by a single organisation, but by a group of organizations that jointly initiates a profiling exercise.

They can include representatives from:

- government ministries (including technical units such as statistical offices),
- local, national and international non-governmental organizations, and
- UN agencies.

However, urban settings are politically complex places, and establishing the membership of such a platform is not easy. It is not always obvious which organisations and actors should be included, which ones cannot be left out, and what their roles should be. It is worth devoting attention and effort to this process early in the profiling, and it is useful to conduct a stakeholder mapping/ analysis (see box below) at the beginning of the exercise, to identify relevant partners, actors with particular competencies, political salience, etc. Urban centers host a range of organizations that can increase access to technical expertise, local knowledge and new ideas.

Municipal authorities and technically specialised government agencies such as national statistics or census offices are often essential partners. Academic or research centers with experience conducting research in urban settings are also useful. The coordination platform should seek high-level representation where possible, to ensure institutional buy-in and consensus.

USING A STAKEHOLDER ANALYSIS FOR PROFILING[6]

A Stakeholder Analysis (SA) is a methodology used to facilitate institutional and policy reform processes by accounting for and incorporating the needs of those who have a 'stake' or an interest in the reforms under consideration. With information on stakeholders, their interests, and their capacity to oppose reform, advocates can choose how to best accommodate them, thus assuring policies adopted are politically realistic and sustainable.

A SA is useful for profiling purposes, in that it identifies the local partners that should be included in a coordination platform by exploring their positions, influence with other groups, and their interest in profiling outcomes. A SA can illuminate the divergent viewpoints on profiling and potential power struggles among groups and individuals, and thereby point the way to potential negotiation strategies.

6 Adapted from: World Bank, What is Stakeholder Analysis? http://www1.worldbank.org/publicsector/anticorrupt/PoliticalEconomy/stakeholderanalysis.html

TO REMEMBER

- ✓ Profiling can be undertaken for a variety of reasons based on an assessment of the available information. Make sure the initial reasoning is clear
- ✓ Identify existing data, reports and maps before the study begins (secondary data review)
- ✓ Conduct a stakeholder mapping to ensure all relevant partners are included in the coordination platform to facilitate consensus throughout the process
- ✓ Profiling is relevant in all phases of a humanitarian/development response. However, because of the time and resources needed to collect household and individual information, it is usually conducted in protracted situations rather than emergencies

ADVOCACY AND AWARENESS RAISING

Once the need for profiling has been established the next step is to create the coordination platform from which the profiling exercise will be conducted, based on the relevant partners identified during the stakeholder mapping. One of the first tasks of this platform will be agreeing on the objectives of the exercise and the information needs to be addressed, including a definition about:

- who the target groups should be,
- what geographic areas should be profiled, and
- thematic information objectives (such as livelihoods, access to education, etc.).

Agreement on these objectives and scope early in the process ensures institutional buy-in, helps to smooth political obstacles, and leads to wider dissemination and usage of the findings.

Creating the platform is an ongoing process beginning with the preparatory phase and continuing throughout the profiling, as new partners are added or some drop away. Although it evolves over time, the platform should have a core group to ensure consistency. This platform is also used to secure funding and to inform and update partners, new actors and the target groups throughout the project.

ESTABLISHING A COORDINATION PLATFORM IN QUITO

The UNHCR-led profiling of Colombian refugees in Quito began with the creation of the coordination platform for the exercise, building various partnerships and establishing a steering committee in charge of overall supervision of the exercise. This committee comprised a mix of national and local authorities with responsibilities for refugees, relevant UN agencies and NGOs, and technical and academic institutions.

Working in the capital allowed the exercise to benefit from the expertise and guidance of the National Statistical Office of Ecuador (INE) and key private and academic research institutions, such as FLACSO, Perfiles de Opinion, Insituto de la Ciudad. Both the national (Foreign Ministry) and municipal level of authority (Human Mobility Department) were represented. There was continuous communication with all partners, with a total of eight coordination meetings throughout the process. This institutional framework ensured the buy-in of stakeholders interested in the results from a policy and programming perspective.

The coordination platform is convened at important junctures: when information objectives need to be decided, when methodology is developed, when data collection tools are finalised, when the data analysis is being conducted and when recommendations are being developed. If serious problems arise during the exercise, the platform should be engaged, and it can help with dissemination of results and reports.

To ensure that all partners are updated as the profiling progresses, there should be regular meetings of the coordination platform. Bilateral meetings and technical workshops are also good communication channels. A clear (written) communication strategy can facilitate these activities and avoid mis communications. Inter-agency forums (clusters or humanitarian coordination meetings) are useful starting points for setting up such coordination platforms and can act as hosts of the platform meetings.

TO REMEMBER

- ✓ Build a coordination platform with a strong base of partners, including local ones, that meets regularly. Municipal authorities and local organizations can help publicize the profiling and disseminate results
- ✓ Establishing a coordination platform is crucial for collaboration and securing consensus over the final results
- ✓ Be clear on the objectives of the exercise from the start, to shape and inform all steps of the process

PROCESS MANAGEMENT

Urban political complexity creates challenges for the management of a profiling exercise. A clear work plan and agreed-on budget is crucial before any activities begin. This makes the hiring of a profiling coordinator and the choice of partners all the more important.

It is important to allocate adequate time for all the phases of the project work plan. Especially in urban areas, there are frequent delays. Often too little time is planned for the pilot testing and revision of tools and sampling approaches (which are more challenging in the urban context). Adequate time is needed for enumerator training, the field pilot and tool revision before data collection begins. Data analysis and reporting can take months (especially if it is conducted remotely), and community validation of findings requires additional time, as does reviewing the draft report.

PROCESS MANAGEMENT TOOLS

Tools and guidance for project management are widely available on the internet, however JIPS has developed a Toolkit (the JIPS Essential Toolkit – JET)[7] that provides generic tools and guidance specifically for profiling exercises. Importantly, this covers not only the technical aspects of the profiling process, but also includes process management template tools that can be adapted for specific contexts, such as:

- profiling concept note
- profiling budget
- terms of references for coordination platforms
- terms of references for profiling coordinators and other staff
- profiling training/workshop agendas
- profiling timeline/operational plan

THE PROFILING COORDINATOR

A Profiling Coordinator (PC) should be hired and trained (see box on the following page) to oversee the profiling from beginning to end, and to work closely with the coordination platform. The PC should be trained to catch problems early on, in line with the following responsibilities:

- oversees all work plan activities, particularly those related to data gathering,
- works with the coordination platform to ensure continuity and consistency,
- arranges institutional affiliations,
- identifies implementing or data collection partners,
- manages the project budget planning and allocation,
- ensures proper dissemination and reporting of findings.

7 www.jet.jips.org

JIPS PROFILING COORDINATION TRAINING

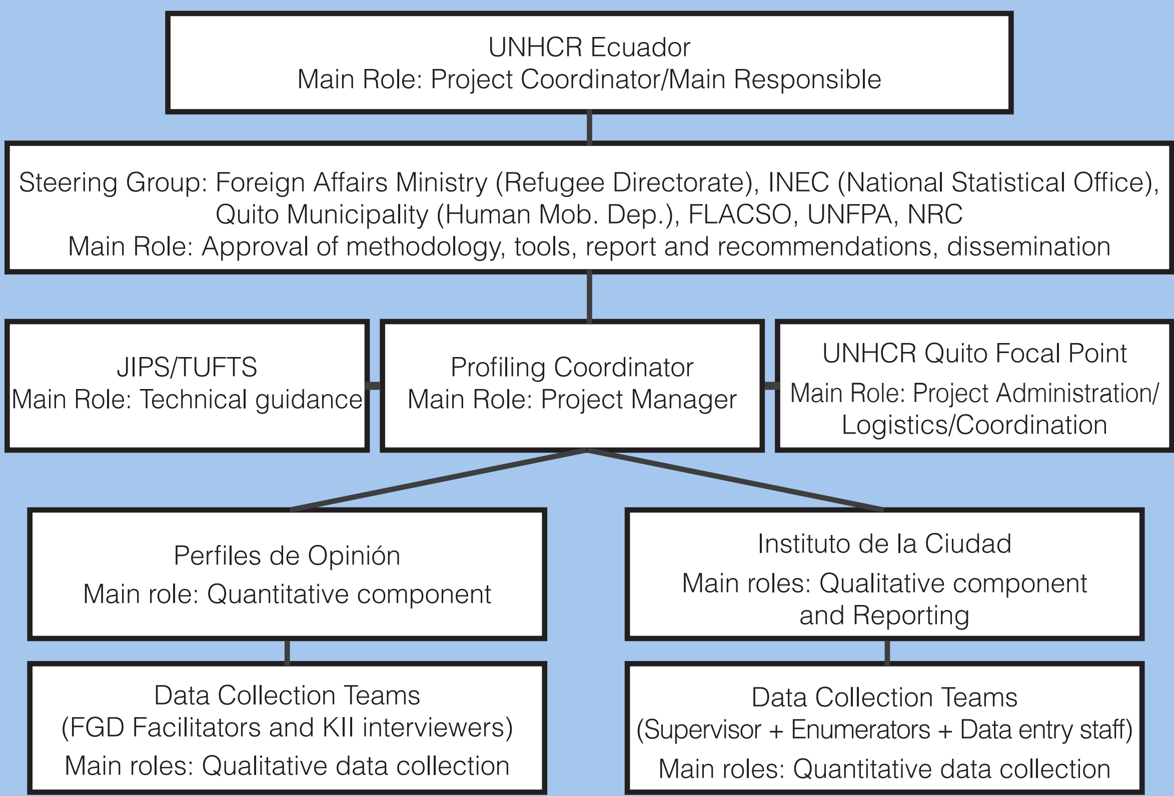
Coordinating a profiling exercise requires a range of skills to facilitate collaboration and ensure a technically valid exercise is implemented. This is particularly the case in urban settings, where specific technical and operational challenges can be faced.

JIPS organises a Profiling Coordination Training (PCT) programme[8] to up-skill participants in these different competencies, and introduces them to the profiling process (in general and in urban contexts specifically), as it should ideally be planned, through a fictional scenario-based training programme.

THE INSTITUTIONAL FRAMEWORK

To facilitate process management in general, proper documentation and agreements on the precise roles and responsibilities of all participating actors comes highly recommended, so no task falls through the cracks or remains unclear. As the diagram below exemplifies, the PC is central to the profiling process, linking the technical work to the coordination platform. In different contexts, the levels and lines of reporting will be adjusted according to the size of the team and whether implementing partners are hired.

INSTITUTIONAL FRAMEWORK FOR PROFILING IN QUITO



8 For detailed information and schedule of upcoming PCTs, visit http://www.jips.org/en/training/profiling-coordination-training

SELECTING TECHNICAL PARTNERS

Technical or operational partners are usually local organizations that conduct profiling tasks such as recruitment of enumerators and field researchers, logistical arrangements, data collection and entry and so forth. Urban settings usually offer more variety and choice of such partners, as there are often local NGOs or research institutes with experience in urban research. There are pros and cons for different types of partners:

Operational Partners	Pros	Cons
Private research companies	- Strong technical expertise - Often independent standing	- More expensive - Can be less knowledgeable about targeted populations/ areas
Local NGOs working with the target populations	- Knowledgeable of displacement situation - Often have networks that facilitate access and awareness- aising - Less expensive	- Less technical experience - Can require more training/ investment in capacity building - Sometimes politicised
Public or semi-public institutions (government agencies, statistical offices, universities)	- Technical expertise - Can enable wider buy-in to final results, particularly by the authorities	- Sometimes politicised, allowing the profiling coordinator less control over the exercise

Different operational partners might be needed depending on the task, e.g. survey design, qualitative data collection, or data analysis, and on their skills and capacities – and sometimes political sensitivities. The PC should work with the coordination platform to ensure that all relevant factors are taken into account. At a minimum, local partners should have knowledge of the targeted neighbourhoods and access to them.

TO REMEMBER

- ✓ Hire a fully dedicated, trained profiling coordinator to manage the project and facilitate collaboration and consultation
- ✓ Consider the pros and cons of selecting local technical or operational partners
- ✓ Ensure adequate time is planned for all steps of the profiling process
- ✓ Document and communicate roles and responsibilities, and keep track of progress/delays

METHODOLOGY

A methodology is the approach (procedures and techniques) used to collect, process and analyse data, and then interpret and communicate the data so as to create useful information. The methodology design addresses the profiling objectives and follows the secondary data review, which identified data gaps.

As with all profiling steps, the design of the methodology should be carried out with the coordination platform's involvement. This process can occur through a series of workshops to which relevant partners are invited to discuss and decide on the main methodological components. Experts should be consulted to advise on the technical aspects of designing how profiling data will be gathered, processed and analysed.

In urban settings, most displaced people (and most of the urban population) reside in informal settlements, where the use of traditional research methodologies - especially surveys - is faced with a range of challenges,[9] including:

1. Lack of formal sources of information. In informal settlements there are usually no maps, no lists of buildings, no street names or definition of settlement boundaries. Since the national census often omits informal settlements, there is little idea of population size or profile.

2. Expense and difficulty of conducting a survey. Informal settlements pose a range of logistical and security problems, including:

    - complicated and inefficient sampling given #1 above,
    - pressure on the enumerator team to work quickly, so limited time spent interviewing each person or household,
    - especially with refugee populations, interviewers/enumerators often do not speak the language and translators are needed, adding to the costs, and creating difficulties of getting accurate responses.

3. Lack of validity and gaps in responses. In informal settlements, the data quality problems associated with surveys carried out by external agencies are amplified.[10] Confronted by outsiders asking questions, people (especially IDPs or refugees) feel threatened, especially if they fear eviction, are engaged in illegal activities, or are in the city illegally (as in countries with refugee encampment policies). If respondents are uncertain about the purpose of the survey and how the data will be used, they are unlikely to provide full answers. In informal settlements there is the added complication of housing tenure. If the survey is seen to be part of a process to legalise tenure, both landlords and tenants will feel threatened.

9 This section draws heavily on: Patel, Sheela and Baptist, Carrie (2012), "Editorial: Documenting by the undocumented", Environment and Urbanization, April 2012 24: 3-12.

10 In traditional household surveys a stranger knocks at the door, asks for the head of household and then tries to extract a range of personal and often sensitive information through an hour-long interview. The result is that much data collected in formal surveys is incomplete, inaccurate or just plain wrong. (The same applies to telephone interviews, where there is no way of validating the information provided by the interviewee).

These complications create significant validation problems, and time and resource limitations mean an externally managed survey will not be able to address them. Commonly used profiling methods might need to be revised or adjusted, particularly in informal settlements, and the use of community-based methods can become more appropriate.[11]

Profiling exercises supported by JIPS in urban settings have used quantitative and qualitative methods to obtain both an overview from a mapping and a sample-based household survey, and deeper insights and understanding from interviews and focus groups.[12] Discussions about ''methodologies'' however are often mistakenly reduced to the method of data collection, when in fact designing an appropriate methodology entails answering several interlinked key questions (see box below).

KEY QUESTIONS FOR METHODOLOGY DEVELOPMENT

A profiling methodology addresses the following questions:

- What kind of information do we need to collect and why? (Profiling objectives and information requirements)
- Which population groups do we want information about, in which locations, and how will we collect the information? (Sources and methods of data collection)
- How will we capture, store, analyse and validate the data collected so that it becomes useful information? (Data management framework)
- What limitations are relevant for the methodology design? (Security, logistics, ethical concerns, financial and human resources)

INFORMATION REQUIREMENTS IN URBAN SETTINGS

The themes that will be covered with the different data collection methods must be linked to the different profiling objectives and information needs identified in early stages. Although there are common themes that will be important to collect in both urban and non-urban settings (such as demographic characteristics, displacement patterns and causes, access to basic services, protection concerns, intentions), some topics will need to be addressed differently to account for new dimensions of urban settings, as shown in the table on the following page.

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11 JIPS is currently engaged in developing and testing such methods, recognising that there are challenges with using community-based methods in urban areas infested with gangs, crime and violence, and particularly in informal settlements where refugees and IDPs are concentrated.

12 For guidance and tools about these and other quantitative and qualitative methodologies, search the PARK: http://www.parkdatabase.org/documents/index/methodologies

SPECIFIC INFORMATION REQUIREMENTS FOR PROFILING IN URBAN SETTINGS

Common Profiling Themes	Specific information requirements for urban settings
Housing	Type and security of tenancy
	Risk-prone location
	Type of housing materials
	Experiences of eviction
Employment	Number of income earners
	Participation in labour markets (employed, unemployed, inactive)
	Type of employment (salaried, self-employed, etc.)
	Type of activity (agriculture, services, trade, construction, etc.)
	Conditions of employment (hours worked per week, type of contract, exposure to risks or harassment, etc.)
Assets and Resources	Assets (productive and/or transferable) owned (refrigerator, washing machine, computer, motorbike, cars, etc.)
	Access to remittances or other external transfers
	Access to financial services and institutions (formal and informal)
Safety	Experience of threats (crime, harassment, or physical assault)
	Perceptions of risk (at home, in the neighbourhood, on the way to work or study, etc.)
	Access to justice, police, local authorities
Social Integration	Coping mechanisms (support from relatives, friends, neighbours)
	Access to networks (to find work, housing, etc.)
	Participation in community/neighbourhood organizations
	Discrimination experiences

TARGET POPULATIONS IN URBAN SETTINGS: COMPARING GROUPS

Unlike in camp settings, displaced people live amongst locals and other migrants in urban areas, sometimes in the dwellings of non-displaced households, or in multi-family settings. To understand the relative vulnerabilities of different groups, it is necessary to compare the experience of displaced and non-displaced households living in the same neighbourhoods. A profiling exercise in urban settings must therefore include the households of non-displaced locals in the sample.

In general, for the purposes of comparison, a profiling survey targets three types of households:

- displaced group(s), such as refugees, IDPs, or returnees,
- host families - if the urban setting is characterized by high levels of hosting, and
- non-displaced local population.

COMPARING REFUGEE GROUPS AND LOCALS IN DELHI

India is host to refugees from many different countries, and in Delhi, UNHCR assists over 24,000 urban refugees and asylum-seekers. During 2013, JIPS and the Feinstein International Centre worked to support UNHCR and the Development and Justice Initiative (DAJI), to conduct a profiling exercise targeting the three main refugee groups of concern to UNHCR: Afghan, Myanmarese and Somali households. The exercise also included Indian nationals living in the same urban neighbourhoods, with the objective of drawing comparisons between the experiences and relative vulnerabilities of the different groups.

The results showed, for example, that refugees from Myanmar and Somalia faced more discrimination than Afghans, affecting their access to the job market and their housing security and education situation. Likewise, refugees without valid visas faced specific problems affecting their ability to find decent employment. This new information will inform more effective programming and advocacy, in particular related to self-reliance.

GEOGRAPHICAL COVERAGE: MAPPING THE CITY

A single profiling exercise rarely covers an entire urban area, unless it is relatively small. Mapping the city to locate where the target groups are concentrated and whether they are dispersed or clustered will determine the areas where data collection will occur. Peri-urban areas linked to the city (that might still be officially classified as rural), as well as informal or illegal settlements must be included if target populations reside there.

Mapping a city in terms of where groups of refugees or IDPs are concentrated is not a simple exercise, especially when it comes to informal settlements, given the considerations described above. In addition, most people are not familiar with physical maps, and have difficulty finding locations or navigating from them. It is essential, therefore, that local knowledge be utilized, and ideally, a community-based mapping can be done (see box below). There is a large literature on community-based methods, including mapping, and it is worth exploring this literature further.[13]

COMMUNITY-BASED MAPPING

In community-led documentation and mapping, urban communities survey and map their neighbourhoods and living conditions. The purpose is often to engage with local municipal authorities to promote slum upgrading programmes, but mapping also helps residents identify and analyse pressing issues and gives them a deeper understanding of their community context. It encourages dialogue between community residents about their neighbourhood and its linkages to the wider city. It also means that they are no longer an invisible part of the city, ignored in city plans and overruled by commercial developers.

When low-income communities gather together to organise surveys, they can form a network of people facing common issues and can negotiate collectively with the local government through their strength in numbers. Citywide mapping also highlights the different types of tenure and the different landowners, as well as the common problems facing communities; and it identifies areas of vacant land that might be leased or purchased by those communities needing to relocate for upgrading.

If time constraints prevent community mapping, different sources of information can be combined (triangulated) including secondary data (registration systems, census) and local/community knowledge. Mapping should aim for the lowest geographic level possible (e.g. wards in Delhi and neighbourhoods in Quito). Beginning with any registration (if there is one) or list of displaced people that includes addresses, these can then be grouped to see if there is a clustering. For example, in Delhi, UNHCR's proGres database lists registered refugees and their location and addresses among other information. Even if registration data are out of date or incomplete, the purpose is to identify neighbourhoods. So even if a particular household is no longer living at the given address, it is likely that the neighbourhood or location is populated with other refugees. This will give a first indication of where displaced people are clustered, and these areas can be highlighted on a map (see page 26).

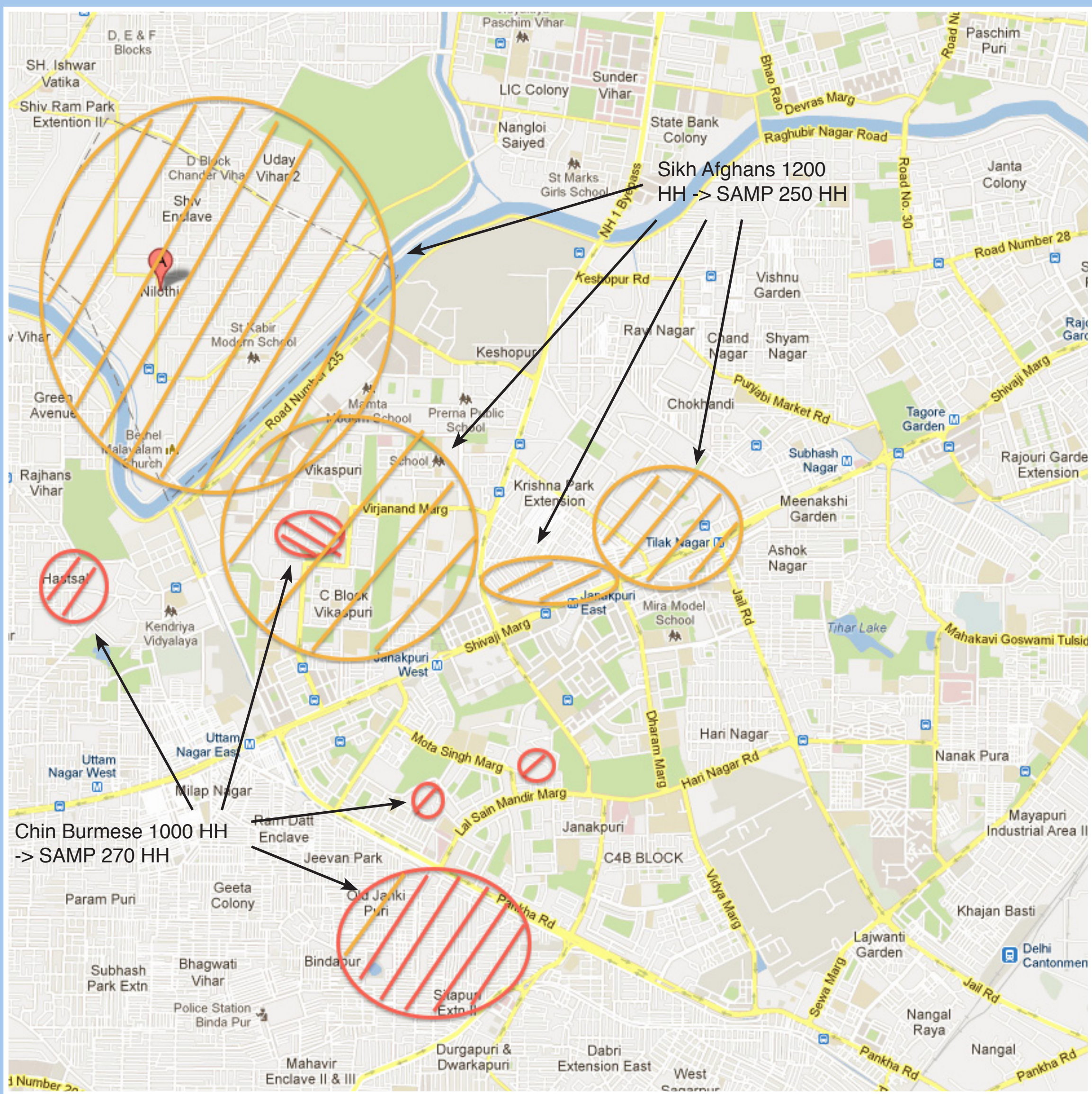
This initial layer of information can be triangulated by checking it with local informants who are familiar both with the city and with the displaced populations who live there. They can be asked, in focus groups or individual interviews, to name the areas where IDPs or refugees live. Most people will not be able to pinpoint these areas on the map, but the PC or profiling team member can do so. When this process is repeated with multiple informants, and cross-checked against the database, a map of the displaced population emerges.

13 See Patel, Baptist, et al. (2012), "Mapping, enumerating and surveying informal settlements and cities", Environment and Urbanization, Vol. 24, No. 1., for a compilation of articles about the topic.

MAPPING REFUGEE GROUPS IN DELHI

In Delhi, the profiling survey began with a mapping that identified the main areas where the four target refugee populations were living. The team worked with key informants from UNHCR and local refugee organizations such as Bosco and DAJI. Their input was cross-checked with data from UNHCR's registration database (proGres). Once the map was established (using Google Maps), the identified areas (wards) were stratified according to high, medium and low densities of refugee populations, and sample sizes were decided accordingly, with a larger sample in the high density areas, and a smaller one in the low density areas.

Example of a mapping of refugee densities in West Delhi



QUANTITATIVE SURVEY: SAMPLING CHALLENGES IN URBAN SETTINGS

Urban settings present sampling challenges for the design and implementation of a quantitative survey. These include:

- In large cities, displaced people (refugees, asylum seekers, IDPs) as a proportion of the total urban population is usually very low. Different target groups can have different distribution patterns within the same city.
- Even if registration systems exist, many displaced people (so-called 'invisible refugees') might not be registered in urban settings, and if they are, the location of households is often outdated due to mobility of the population. In most cases of internal displacement, there is no registration in urban areas, or it is community-based and highly incomplete. Thus, there is no sampling frame.
- Third, national census data and maps of the city are often outdated or inaccurate and do not include informal settlements. However, if a recent census (or inter-census survey update) has been conducted, this can provide useful tools (maps, data, questionnaires), and it is well worth the trouble of engaging with the national statistics or census agency to bring them onto the coordination platform if possible.

SAMPLING CHALLENGES IN DELHI AND QUITO

Refugee populations in Delhi and Quito presented several challenges for the quantitative survey:

- The number of refugees and asylum seekers as a proportion of the total population was low: in Delhi there were 24,000 living in a city of 23 million inhabitants, while in Quito there were 55,000 living in a city of 1.8 million.
- There was almost no clustering of Afghan refugees in Delhi, and in Quito, Colombian households comprised less than 2% of the neighbourhoods they lived in.
- Despite registration systems, the specific location of the target populations was missing or outdated due to mobility of the populations. In Quito a significant proportion of refugees were not included in the registration system (the so called 'invisible refugees').

Given these challenges, the sampling design will vary for each urban context. Traditional probabilistic sampling strategies (two-stage sampling design with random selection of households in the final one) might not capture sufficient numbers of IDPs to enable statistical analysis in some cases. The sampling approach must be tailored to the distribution of the target populations. Sometimes, different sampling techniques are required within the same urban setting.

Although a purposive ("snowball") methodology presents problems of bias and networking effects, it is often the only way to identify additional households to be interviewed in small and hidden populations. To avoid bias and ensure an appropriate selection of households, it is best (in Stage 1) to identify entry-point households in as random a way as possible. For example, by throwing computer-generated Global Positioning System (GPS) points on the mapped areas, randomly selecting from a list, or using systematic randomization such as population proportional to size (PPS) if recent census data is available in the mapped areas.

The table below shows some approaches that have been used in profiling different urban displacement situations.

TWO-STAGE SAMPLING APPROACHES USED IN URBAN DISPLACEMENT SITUATIONS

Distribution of target population	Sampling approach
Large population, highly clustered	- *Mapping:* Stratify the city into manageable enumeration areas according to different levels of concentration - *Stage 1*: Use systematic sampling (PPS) or cluster sampling to select enumeration sites from the identified areas of concentration - *Stage 2*: Randomly select households within the selected enumeration sites
Large population, evenly dispersed	- *Stage 1:* Use randomization to select enumeration sites across the city - *Stage 2:* Randomly select households from the selected enumeration sites, using address lists (if available from Census/Registration), or conduct a full enumeration of the selected sites to identify target populations (if no lists available)
Small population, highly clustered	- *Mapping:* Stratify the city into manageable enumeration areas according to different levels of concentration - *Stage 1:* Use systematic sampling (PPS) or cluster sampling to select enumeration sites from the identified areas of concentration - *Stage 2*: Randomly select households from the selected enumeration sites, using address lists (if available from Census/Registration), or conduct a full enumeration of the selected sites to identify target populations
Small population, evenly dispersed	- *Stage 1:* Randomly select households using address lists (if available from Census/Registration), or purposively select families based on key informants and/or meeting places - *Stage 2:* Ask selected families to identify additional interview candidates (snowball approach)

QUALITATIVE METHODS: SELECTING PARTICIPANTS AND LOCATIONS

Qualitative data for profiling exercises in urban settings are collected through Focus Group Discussions (FGDs) and individual interviews with either key informants or individual community members. Other methods include direct observation, storyboard techniques, collection of written material (such as financial diaries), etc.

As with surveys, urban settings present some logistical challenges for qualitative methods. First, respondents from the target groups, deliberately or not, may prefer to remain unidentified. Community networks may be very dispersed, making it difficult to find entry points to target groups. Different ways to address these challenges include:

- emphasize the anonymity and confidentiality offered to respondents,
- collect contact information of respondents during the survey, who are willing to participate in an interview or an FGD,
- approach locations where community members concentrate, e.g. religious institutions, youth clubs, markets, specific shops, etc. Be always aware of how the location biases your sample.

Another set of difficulties concerns identifying a neutral or private location for the interviews or the FGDs in the urban setting that offer the required privacy during interviews or discussions. The following types of locations could be considered:

- coffee or tea locations,
- community centres,
- workshop rooms of humanitarian/development agencies or NGOs.

TO REMEMBER

- ✓ Methodology development is the backbone of any profiling process, and adequate time and resources should be assigned to this phase
- ✓ Begin with a mapping of the city - community-based if possible - to show dispersion patterns of target groups
- ✓ Design sampling approaches to fit the urban displacement context, if need be, using multiple sampling strategies
- ✓ Ensure information requirements are adapted to the specific urban context being covered
- ✓ Involve national statistics agencies as much as possible
- ✓ Be aware of how location can affect informants' willingness to participate and what they will share
- ✓ Write up the methodology to document and disseminate the profiling approach implemented

QUESTIONNAIRES AND ANALYSIS PLANS

Once the methodology is agreed on, the data collection tools and analysis plan are developed, then translated (if needed) and field-tested. These tools should be developed collaboratively, so as to reach consensus on the topics and indicators. For question formulation, templates and examples are widely available,[14] which can be adapted to each context. It is recommended to seek advice from technical experts when drafting questionnaires or question guides, to ensure best practices from an information management perspective.

IDENTIFYING TARGET GROUPS

Identification of displaced households and individuals is always a challenge, but more so in urban settings where different groups live next to each other, and where the purpose of the exercise is to compare their situations. The survey does not directly ask respondents whether they are IDPs, refugees, migrants or another category, in order to avoid bias in the responses or problems of misidentification. The identification happens after the data are collected, through the analysis of responses related to people's reported experiences of displacement and migration.

For example, respondents can be identified as IDPs by analysing their responses to multiple questions, and assessing whether they meet the following criteria:

- they migrated from a region that was affected by conflict/natural disasters,
- they left this region at a time when forced displacement was occurring,
- their reasons for leaving were related to conflict, insecurity, threats, environmental disaster, etc., and
- [other criteria defined by coordination platform, such as documentation status].

Respondents meeting the criteria are re-coded as IDPs, and those who do not meet the criteria are coded as non-IDPs. This simple binary breakdown can then be used to analyse many other issues. Having objective criteria is preferable to asking respondents to self-identify as IDPs. This approach becomes more important in protracted displacement situations where a level of integration has often been achieved.

The distribution of the final sample across target groups (e.g. IDPs, registered refugees, asylum seekers, unregistered refugees, invisible refugees, economic migrants, local poor) is sometimes not possible to determine until after the data analysis is completed. This is because the size of the sample collected for each category will determine the feasibility of keeping this category as a distinct group during the comparative analysis. The original target groups might need to be revisited, particularly in cases when they represent a small proportion of the total population.

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14 For guidelines, useful templates and examples of questionnaires and question guides for household surveys, key informant interviews and focus group discussions, search the PARK database (www.parkdatabase.org) or look in the JET (www.jet.jips.org).

ADAPTING DATA COLLECTION TOOLS TO URBAN SETTINGS

In urban settings data collection tools must be adapted ("customized") so that they reflect urban life. This means removing irrelevant questions from survey questionnaires (e.g. that are designed for use in rural areas or camps) and ensuring that the coded answer categories reflect urban life. For example, 'housing materials' might consist of concrete, bricks, or recycled materials, whereas in rural areas there might be a uniform type of housing material. Interview guides must similarly be reflective of urban conditions. It helps to involve local team members, enumerators and FGD facilitators in the review of tools.

As with the methodology, the platform members/partners should be engaged with tool development, and their input solicited. Tool development workshops can invite partners to determine how each tool gathers information about the (earlier) agreed-on objectives. For example, in deciding how to measure "housing security", the workshop could discuss such indicators as roofing or wall materials, safety of the dwelling's location, whether household members share latrines or facilities, distance from employment, etc. Using a collaborative process for indicator development will help ensure that partners accept the validity of the data.

TRANSLATION CHALLENGES

In urban settings, target groups often speak different languages, so questionnaire and interview guides have to be translated into each relevant language then back-translated to check content and phrasing. For example, a questionnaire translated from English into Arabic must be translated from Arabic back into English by a different translator. The supervisor listens to ensure that the re-translated version perfectly matches the original English version. This process takes time – but must not be cut short, as poorly translated tools lead to bad data.

However, there are situations where it is not feasible – for reasons of resources or time – to conduct a full and formal translation of the questionnaire ahead of the survey. In these cases alternative approaches need to be found (see box below).

Translation compromises in Delhi

In Delhi, the profiling survey targeted refugees from Myanmar who spoke a range of languages, as well as Afghan, Somali and Indian households. The time and funds required for full translations into all the relevant languages would have wiped out the survey budget and significantly delayed the process. Instead, the team ensured that during the training enumerator teams (who were of the different nationalities) acquired a solid understanding of the purpose of each question, and had enough time to practice translation during the training. Taking extra time during the training and pilot meant the teams were trusted to translate the survey interviews 'on the fly' during the actual data collection phase. In general, however, proper translation of data collection tools is advised.

ANALYSIS PLANS

The purpose of the analysis plan is to link the profiling objectives and information requirements to the data, and to organise the data accordingly. The analysis plan is designed with the data collection tools, so that the data and analysis are clearly aligned.

An analysis plan is built on the following:

- a tabulation plan for the survey, in which all the data are grouped according to questions or relevant themes, usually following the structure of the questionnaire. The tabulation plan for a profiling survey should ensure data disaggregation at a minimum by sex, age, location and diversity/target group.
- the systematization plan for FGDs, key informant and individual interviews, which is the list of topics according to which you will organise notes/transcriptions from discussions and interviews. As for the household survey, the systematisation plan should ensure that qualitative data are organised by sex, age, and diversity/target groups.

EXAMPLE OF AN ANALYSIS PLAN

Profiling objectives (topics)	Information requirements (indicators)	Tabulation plan (questions in survey)	Systematization plan (topic in FGDs)	Systematization plan (interview with KI)
To assess children's access to education	School types accessed	What type of school is your child attending? (disaggregated by sex and target group)	Constraints or challenges for children's access to school as discussed in adult women FGD (from each target group)	Information from a school director on displaced children's access to school
	Level of attendance	How often are the children attending school (by sex and target group)?	N.A.	N.A.
	Reasons for low attendance	What are the main reasons for not attending schools regularly (by sex and target group)?	N.A.	Information from local NGO community worker on main challenges regarding access to school among children of displaced households

The tabulation and systematization plans together create a unified plan for combining all the data to be collected during the profiling. Setting up a merged analysis plan from the beginning ensures that:

- the indicators for each topic are clear and adequate,
- only data that will be used in the analysis gets collected, limiting the length of questionnaires and guides,
- the different types of data are complementary and can be combined during analysis, and
- there is an analysis framework that can be shared with the coordination platform and other relevant partners.

TO REMEMBER

- ✓ Ensure local/urban customization and accurate translation of all data collection tools
- ✓ Work with local team members to ensure that tools are valid for the local context
- ✓ Develop analysis plans alongside the data collection tools
- ✓ Combine the tabulation and systematization plans from quantitative and qualitative data collection into a single analysis plan
- ✓ Ensure indicators are appropriately crafted for the urban context

DATA COLLECTION AND FIELD ORGANISATION

Prior to data collection, the field teams (supervisors, enumerators, data entry staff) are trained, and the pilot test of the survey conducted. Both the training and the pilot are crucial steps designed to ensure that teams know their responsibilities and are familiar with the procedures and methodologies, and that the questionnaires and sampling strategy work well on the ground.

RECRUITMENT, TRAINING AND PILOTING

Urban settings often provide access to a variety of skilled people, enabling more selective recruitment. Enumerators and FGD facilitators from the target communities can help negotiate access to neighbourhoods because of their knowledge of the physical and political geography, particularly when profiling targets diverse populations who speak different languages. But there are also disadvantages of recruiting 'insiders'. Respondents lose anonymity, and they might be less forthcoming to members of their own community. If the team includes insiders, training and field supervision must pay attention to addressing issues of bias and whether the targeted communities accept interviewers who are also community members (see box below).

INCLUDING REFUGEES IN DATA COLLECTION TEAMS IN DELHI

The data collection for the profiling exercise in Delhi was conducted by a community-based organization called the Development and Justice Initiative (DAJI). They worked with a team of 29 staff: 20 enumerators, four supervisors, four focus group discussion facilitators, one administrative assistant and one overall field coordinator. There were four teams, each comprising five enumerators and one supervisor.

Working with Afghans, Myanmarese and Somali refugees in the teams meant the profiling exercise benefited from their local knowledge and language skills, and facilitated contact with the target populations. In addition, refugees had direct access to community networks, allowing easier information sharing on the profiling exercise. A concerted effort during the planning phase of the exercise was made to reduce bias introduced by the enumerators' intimate knowledge of the context.

The enumerator training is an opportunity to revise the tools, which should only be finalized after the pilot. The training also helps to refine and validate the translations. Local enumerators will have good ideas about how to adapt the questionnaire to local conditions, and can ensure the use of appropriate language, avoid local cultural errors and generally improve the layout, flow and timing of the questionnaire. Local enumerators can also help with coding the survey questions to ensure all codes are exclusive and complete (i.e. cover all local possibilities).[15]

The pilot is particularly important in informal settlements, where logistical and security problems can upset the most carefully worked out strategy. The pilot should be conducted in an area that will not be included in the final sample. The pilot aims at: 1) testing the methodology and field procedures, e.g. introductions in the field and identification of respondents, questionnaire administration, sampling approach, data entry, and logistics; and 2) ensuring the staff get practice before the launch of the profiling.

It is likely that both the sampling approach and the data collection tools will need to be revised after the pilot, because local infrastructure (or lack of it) and urban logistics will create problems. In some cases, new approaches might have to be designed, for example if respondents cannot be located. It is important that these adaptations occur during the pilot, not after formal data collection begins. Revisions of the sampling strategy should be clearly documented and explained.

DATA COLLECTION CHALLENGES

With the completion of the training and field pilot, and the final revision of the tools and sampling strategy, field logistics are worked out, and the formal data collection phase begins. This phase usually takes three to four weeks. It should not be spread out over too long a period, as the goal is a 'snapshot', in which everyone is interviewed in the same time period. If the last interview occurs too long after the first, conditions might have changed, making the last responses no longer comparable with the first.

Even with a clearly worked out and tested sampling strategy two common obstacles arise in urban data collection. One is negotiating the urban terrain, which creates many logistical challenges. These include the following problems:

- traffic congestion, which imposes slowdowns, and adds stress and time requirements to all planning,
- areas which are too insecure for survey teams to work in, but where many displaced people might live. The main difficulty is gang-infested and controlled neighbourhoods, but physically unsafe or risky areas, such as where people live on or near garbage dumps, or flood plains also create access problems, and
- very densely populated areas, where multiple families share single dwellings, and enumerators have difficulty establishing the household number and type.

15 Generic training material to be adapted to each profiling context can be found in the JET: http://jet.jips.org/pages/view/toolmap

A second common obstacle is finding willing respondents. There are many reasons why respondents are difficult to access: people are out at work or might not wish to be identified, gated apartment complexes restrict entry of enumerators, suspicion of enumerators from landlords or property managers, etc. The following strategies can help address these challenges:

- have enumerators work later in the day or on weekends, to access working respondents,
- word the introduction to the interview so as to encourage respondent participation. It might help to mention that a local partner or university leads the exercise, if doing so has a positive association,
- ensure a professional appearance of enumerators (e.g. wearing uniform caps and vests),
- disseminate information ahead of time about the profiling, and encourage the participation of local community or religious networks. If possible use radio messages and posters, etc., and
- work with community workers who know where refugees reside, or with local shopkeepers, etc. who are familiar with locals and can help point out where displaced people live.

Urban settings are well suited to mobile data collection (MDC), increasing productivity and quality and saving precious time, both during data collection and data processing. In general, the advantages of MDC outweigh the disadvantages, and where possible MDC should be undertaken, as long as the challenges have been taken into account.

MOBILE DATA COLLECTION IN DELHI

The profiling exercise in Delhi used mobile data collection to conduct the household survey, using android-based smartphones and a set of open source tools (Open Data Kit). The main advantages of this system were:

- data collection quality and speed increased. Usually five questionnaires per enumerator are estimated per day; this doubled when using MDC in Delhi,
- automatic data entry meant there were fewer mistakes and more options for daily checking and cleaning,
- staff with the needed basic skills (use of mobile technology) were easier to find in Delhi,
- use of MDC smartphones motivated enumerators.

However there were also challenges with MDC, including:

- getting the equipment into the country required considerable time due to customs regulations,
- technical expertise was required to set up the server, code the questionnaire and train the enumerators,
- a dedicated staff member with knowledge of MDC needed to be included in the team.

TO REMEMBER

- ✓ Recruit enumerators from the target communities where possible to improve access and communication
- ✓ Tailor training to capacity levels of the team and for the specific context
- ✓ Repeat field test/pilot until all major problems are resolved
- ✓ Improve access to respondents by using strategies that reduce suspicion and by adjusting interview time
- ✓ Urban settings are well suited to mobile data collection, but weigh the pros and cons of going this route

DATA ANALYSIS, VALIDATION AND REPORTING

The collected data are processed, analysed and presented in a final report, as explained in the PARK Companion. Before the report is finalised, however, an important step is to validate the data and findings with local partners and target populations, as well as the coordination platform itself. Targeted recommendations will also need to be developed. This phase of the profiling exercise is a lengthy one, for which enough time and resources should be dedicated.

DATA PROCESSING AND ANALYSIS

Survey data should be entered at the same time as the data collection occurs, preferably on a daily basis. Once entered (either into a data program or via MDC) the survey data are checked and 'cleaned' if necessary. Cleaning refers to checking whether the data have been entered correctly, and to fixing mistakes (such as key slips) or inconsistencies (such as multiple spellings of the same place name, use of mixed capital/non-capitals, etc.). In order to be processed by statistical analysis packages (such as SPSS or Stata), all data have to be uniformly presented. In addition to cleaning, the supervisor must check the data.

Once the important categories have been defined and created in the data (such as IDPs vs non-IDPs), the data can be statistically analysed. For the purposes of profiling data, simple (descriptive) analysis in the form of frequencies and cross tabulation is adequate, and can be undertaken using software such as SPSS or Stata. This statistical analysis can take several weeks and sufficient time should be allocated. This process is likely to require some technical expertise, which is often easier to find in urban settings. Once the statistical analysis is complete, a narrative associated with the relevant tables and graphs is written up.

Qualitative data, such as interview transcripts, must also be entered in a way that makes the data possible to be analysed by those who did not collect the data. Usually, the FGDs and key informant interviews are recorded as narrative in the form of Word documents or pdfs. This format creates problems for data analysis as dozens of pdfs are unwieldy and make for lengthy and labour-intensive analysis. A second step must follow the transcription of interviews, that is, the transcript must be broken down into analytical components – in the form of the main research questions/objectives and sub-questions. There are qualitative data analysis softwares available for this, such as NVivo or HyperResearch. Initial analysis and entry of qualitative data should be done by someone who has been trained, and who has been involved in the data collection.

The tabulation and systematization plan can now be merged into a full analysis and presented in narrative form, using a report outline as a guide and including selected tables illustrative of main points.

Data processing, analysis and reporting is a fairly lengthy process, for which enough time and staff should be dedicated. It is recommended to set up a team with a dedicated analysis and reporting coordinator, a survey data analyst/processor and an FGD data systematiser. The analysis and reporting coordinator will ensure all above listed steps are carried out, that the indicators, analysis plans and report outline are coherent, and that the report is drafted. The data analyst produces all the tabulations and runs any queries needed throughout the analysis phase. The FGD data systematiser is in charge of systematising all FGD and interview data and drawing out preliminary conclusions.

VALIDATION: SHARING THE FINDINGS IN URBAN SETTINGS

Validation activities are undertaken in order to reality check (or 'groundtruth') both the data and the analysis against wider community-based knowledge and understanding. Validation activities can occur in focus group discussions or workshops. The participation of target populations is important, and local experts should be included. Such meetings usually begin with a presentation of the overall aims of the profiling exercise, the main findings, and some preliminary conclusions.[16] Responses and observations made by participants are collected and become additional data that will inform the report.

The validation discussion focuses on:

- whether the substantive findings are coherent with the participants' understanding of their community's activities,
- how to interpret the findings in ways that make sense for the target populations,
- the program or policy implications of the findings, and
- recommendations arising from the discussion.

During such sessions, raising expectations about future programming or new resources should be carefully avoided.

RECOMMENDATIONS WORKSHOP

Stakeholders tend to use products (such as data and recommendations) which they have helped develop or contributed to in some way. The coordination platform and other stakeholders should therefore be involved at the analysis and validation stages to ensure best use of results. After the community validation, the revised draft findings are shared with the platform, perhaps in a workshop, to collect their input and collaboratively develop recommendations. Careful planning and facilitation will ensure that recommendations are targeted, specific, and clearly linked to the data findings.

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16 At this stage it is usually not necessary to disseminate the entire draft report, but it should be shared – as a draft – with the coordination platform. However it is useful to bear in mind that draft reports often are circulated and might eventually become seen as the final report, so if possible, it is best not to share preliminary reports too widely.

RECOMMENDATIONS WORKSHOP IN DELHI

Once the draft report of the profiling exercise in Delhi was ready, a workshop was organised to review and discuss the preliminary findings and develop recommendations to inform the final report. The workshop was run by the local partner who collaborated for the profiling (DAJI), and benefited from the participation of UNHCR Delhi; the members of the Profiling Working Group set-up to advise the exercise; UNHCR's implementing partners (Bosco and SLIC); BPRM as the donor of the project; and representatives from members of the three refugee communities (Myanmar, Afghan, Somali), who had participated in the profiling exercise as enumerators and focus groups discussion facilitators.

The workshop allowed partners to discuss and decide upon recommendations derived from the findings, drawing upon the different contextual knowledge and expertise possessed by the participants. Discussions focused on three main areas: livelihoods security (covering different aspects such as employment, housing, and safety), education and relations with host communities. A main advantage of having a joint discussion was the ability to identify recommendations tailored to different levels of action. For example, in the case of employment security, it was found that local partners could pursue employer sensitization to improve working conditions and act as mediators, while UNHCR could focus on awareness raising of the significance of issuing refugee cards to increase the likelihood of finding work in the city.

REPORTING RESULTS

Reporting of results and recommendations is an important part of the profiling process, and can take different forms depending on the target audience, e.g. full narrative report, specialised thematic or technical report(s), policy papers, or dashboards, etc. Reader-friendly data visualisation practices can ensure that results are understandable and clearly communicated.

Whilst the main content of different types of reports should be about the findings and analysis of the profiling data, the reporting process should be comprehensive and include information on the original objectives, methodology, limitations and recommendations. This will ensure a full documentation of the profiling exercise and contributes to institutional memory.

TO REMEMBER

- ✓ Ensure that validation of results is conducted collaboratively, working with representatives of target groups and the coordination platform
- ✓ Ensure appropriate time, expertise and division of labour are identified for the analysis process
- ✓ Formulate targeted and agreed upon recommendations to increase the impact of the profiling exercise on the response to displacement
- ✓ Construct different final reports, targeted to specific audiences

DISSEMINATION AND COMMUNITY FEEDBACK

The final step is the dissemination of the findings. A well-targeted dissemination increases the impact of the profiling exercise and is where the collaborative approach yields many of its benefits. All coordination platform partners will be actors in dissemination. The wider the platform, the further the findings will reach and the greater the likelihood that the findings will be used and have an impact.

DISSEMINATION STRATEGY AND PLAN

It helps to develop a dissemination strategy involving all stakeholders in the profiling study so as to maximize the exercise's reach. The dissemination roles and responsibilities of each platform partner should be agreed on.

A stakeholder mapping done at the start of the profiling will help identify the audiences for dissemination, which are likely to include:

- The coordination platform: all partners (e.g. humanitarian/ development agencies, local and international organization and NGOs, local and national authorities) will be interested in the findings according to their area of work.
- Government authorities: if certain authorities are relevant targets for advocacy but were not engaged as partners, they should be separately approached during dissemination. If the profiling findings are intended to inform government policies, relevant government authorities should have been identified from the beginning and brought onto the coordination platform.
- Target populations: disseminating the findings to the people who provided the information is important. Providing feedback fosters two-way communication between profiling partners and communities/beneficiaries, thereby limiting survey fatigue. Sharing findings about different profiled groups also helps dispel the stereotypes and misconceptions that often exist between the different displaced groups and between the local and the displaced communities.
- Donors: locally based embassies and missions with humanitarian interests are likely to be interested in findings.

Different information about findings and recommendations will be directed towards different target audiences, so messages should be shaped accordingly. For example, if the intended audience is a government ministry, the advocacy emphasis might need to be on the validity of the data (rather than on policy recommendations), to ensure that the government accepts the findings.

The messages and recommendations aimed at the government are likely to differ from those aimed at donors or aid agencies.

Dissemination messages are likely to include programming recommendations based on the findings. In urban areas, where the target populations are mixed and the partners diverse, programme synergies across partners and other actors can be identified, leading to innovative outcomes.

DISSEMINATION TOOLS

There are many tools that can be used to disseminate profiling findings, including:

- event(s) that launch the profiling report/results,
- multiple formats of the report itself (thematic summary versions, policy briefs, technical report, full narrative report, etc.),
- workshops where findings and recommendations can be discussed, conducted regionally if necessary,
- use of radio and online media to share findings,
- use of communication networks, such as humanitarian clusters and development groups, and
- provision of direct or indirect (via web-portals, dashboards, etc.) access to the databases; confidentiality must be ensured by 'anonymizing' records, i.e. stripping any identifying information.

DISSEMINATION STRATEGY OF PROFILING RESULTS: DELHI AND QUITO

The dissemination of the results from the profiling exercises conducted in Delhi and Quito was planned to target different levels and groups. Beginning with workshops to present and discuss preliminary findings and identify appropriate recommendations, the plans included the following specific activities:

- launch of final report, directed to all partners and stakeholders of the exercise, representatives from national and local governments, donors and media (Delhi and Quito),
- drafting and translation of a report summary, directed to all targeted communities (Delhi),
- development of short thematic briefs, shared with different organizations and national and local government agencies (Quito),
- production of JIPS' 'Profile at a Glance' booklet, targeted at global-level actors and donors (Delhi and Quito).

COMMUNITY FEEDBACK

A common challenge with organising community feedback of profiling results is accessing the different communities. Some might have tightly-linked networks, others can be dispersed, and in other cases it can be difficult to identify the best access points/people. Effective dissemination therefore requires several approaches and planning in advance.

- Distribute leaflets with the summarised findings so as to ensure accessibility across different educational levels and language skills. Leaflets can be distributed through agencies and NGOs working in the communities and through the local networks identified during initial awareness-raising prior to data collection.
- Arrange dissemination events at the neighbourhood level, where open invitations are announced to all community members. Share findings through presentations and leaflets.
- Invite community leaders or representatives to group discussions/ presentations where the findings can be communicated and there is opportunity for discussion. The aim is for these individuals to pass on the messages to their respective communities.

TO REMEMBER

- ✓ Effective dissemination is crucial to ensure the profiling exercise has the desired impact; construct a comprehensive dissemination plan to achieve this
- ✓ Different tools can be used to disseminate findings; make sure to choose the appropriate ones for the urban context
- ✓ Community feedback is often overlooked, but it is important to plan for this adequately to increase accountability and potentially debunk myths

CONCLUSION

Profiling in urban settings is not conceptually different from other profiling settings in terms of steps and best practices, however there are operational and methodological challenges that need to be addressed. This document has attempted to put forward possible solutions. Some of the key lessons that emerge from JIPS' experience in urban contexts can be summarized as follows:

First, the importance of beginning the exercise with a collaborative mindset, careful planning and adequate resources. To this end, ensuring that the exercise begins with the following in place is very helpful:

- a profiling coordinator to trouble shoot problems, including political ones, and oversee the whole process,
- a coordination platform that reflects the political dynamics and multiple actors in urban settings, and
- an appropriate selection of operational/technical partners.

Second, ensuring that the profiling exercise is technically sound at each step, and that the methodology and tools are appropriate to the setting. In developing the methodology:

- recognize that multiple sampling strategies might be required in a single urban setting,
- adapt data collection tools to urban contexts and ensure they are valid,
- use mobile data collection when relevant, but be aware of problems that need to be considered,
- assign adequate time and resources to the analysis, validation and reporting stages, and ensure that these steps include the target populations, and
- ensure that findings are disseminated within the target communities, even though this can require extra resource allocation.

Third, because of the difficulty of distinguishing displaced people from other urban poor, it is important to build indicators into the tools and data analysis so as to enable the identification of displaced, host and local households, and to enable comparison. This is especially important for durable solutions advocacy, programming and planning in protracted displacement situations.

By making available reliable and adaptable guidance, methodologies and tools for profiling exercises of urban displacement situations, JIPS hopes to increase the capacity of international and national agencies to conduct such exercises. We also hope to raise awareness at both global and country levels about the value of collaborative profiling of forcibly displaced populations.

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