SYNERGIA

Knowledge and management for social change

Presentation of mid-term and final evaluation activities on Cooperation Projects

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150.

Presentation of Synergia

Synergia (http://www.synergia-net.it/en/**)** is an Italian **research, training and consulting firm, based in Milan,** operating since 1989 in the field of **social** and **health policy and societal change**. Synergia has developed hundreds of research projects for the **public sector**, for **private companies** and for the **third sector**, on local, national and international level. Synergia acquired a strong know how on the issue of organisation and quality evaluation of public services, on societal changes and trend analysis. Synergia helps national and international public and private organizations to set up and manage transnational projects on different social, health, work, cultural topics. The multi-skilled and multi-language staff of Synergia has developed in the last years a high level specific experience in intenrational fund raising, coordination and evaluation of projects on a wide range of specific National, European and international Programmes. The international networks of Synergia are constituted by Public entities, NGOs, Associations, Universities, Enterprises, Research Institutes in every Member State of the European Union; they are differentiated by topic in order to cover all the relevant fields of interest. Synergia has also an extensive experience in the evaluation of Cooperation projects. Currently Synergia is in charge of the final and mid term evaluation of 2 cooperation projects funded by AICS in Somalia and Kenya on respectively the improvement of health outcomes in pediatrics and mental health services and protection and assistance of refugee and street children.

BORESHA MAISHA - Alternatives of life for street children and underage refugees in Nairobi **Programme:** Agenzia Italiana per la Cooperazione allo Sviluppo (AICS) – Area Organizzazioni per la Società Civile (OSC) **Applicant:** GRT **Partner:** Comitato Collaborazione Medica - CCM, RefuSHE, US ACLI
Somaliland Going Forward: support to social-health excellences in pediatrics and mental health **Programme**: Agenzia Italiana per la Cooperazione allo Sviluppo (AICS) - Area Organizzazioni per la Società Civile (OSC) **Applicant**: GRT **Partner**: Terre Solidali Onlus, Università degli Studi di Milano, Women's Development Organization IIDA, Save Somalia

To explore the entire set of international projects click on the following link:

http://www.synergia-net.it/en/progetti-europei-pre118.html

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 2

Mid Term and Final Evaluation of Cooperation Projects

In order to provide a comprehensive analysis of the Mid Term and Final Results of Cooperation projects in the field of health, social, education, protection and humanitarian interventions, Synergia tailors specific sets of methodologies. The general approach we adopt, considering the specific nature of the projects and the goals to be reached by the Mid Term and Final Evaluation of Cooperation Projects, is the Case Study approach in order to collect evidence on the impacts of the interventions implemented for the local community and the target groups. A quali-quantitative mixed approach is usually implemented in order to investigate all the criteria of relevance, effectiveness, efficiency, sustainability, implementation of the project and to respond to all the evaluation questions.

Traditional quantitative techniques (such as indicators, surveys, longitudinal studies, etc.) are always supported by at-least one on-site mission by the researcher-evaluator on the field, where qualitative and participatory research and evaluation techniques are adopted in order to collect information from beneficiaries, stakeholders and local communities' representatives.

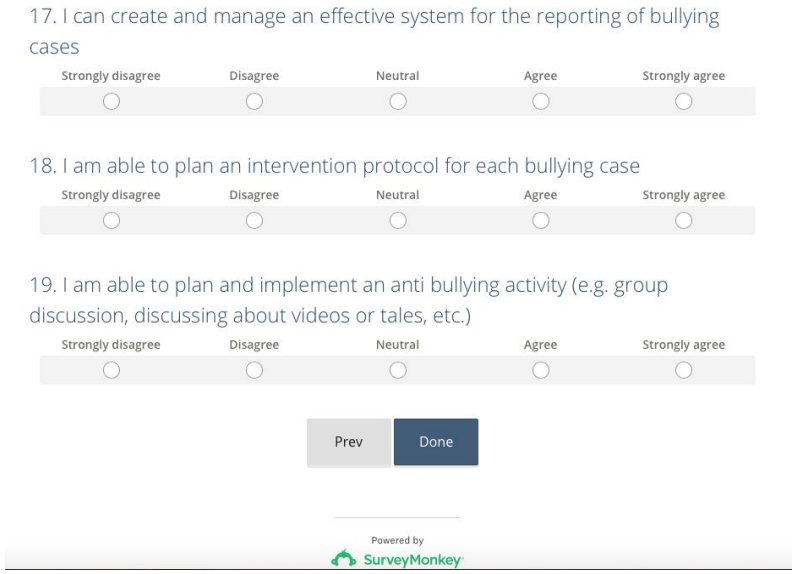
Qualitative and quantitative data are then triangulated and crossed in order to verify outcomes and results.

Quantitative data are analysed with the use of software for statistical data analysis such as STATA 16.0, SPSS 25.0, R 3.5.2. Descriptive statistics, monovariate, bivariate analysis are displayed, as well as correlation and regression analysis. Data is normally reported in one-way and two-way tables as well as charts, graphical representations and info-graphics.

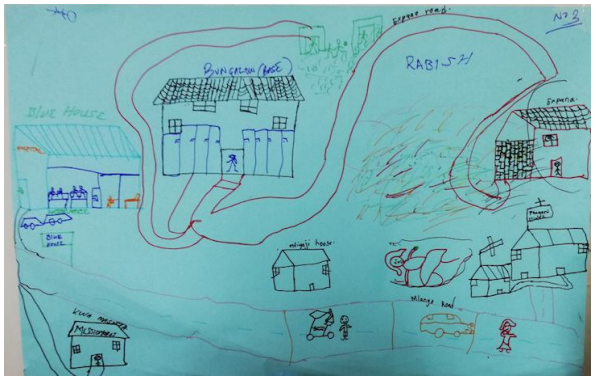
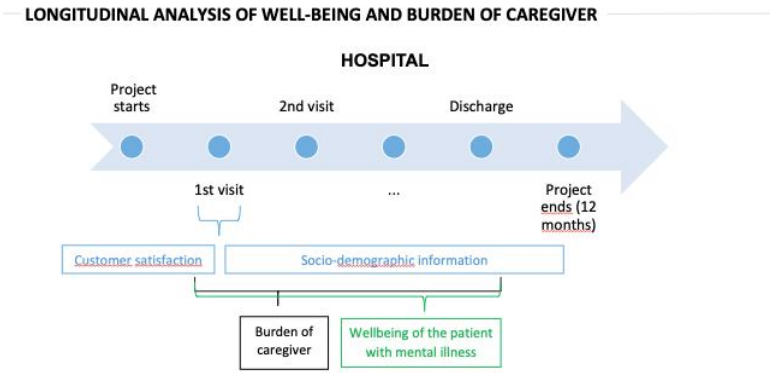
For the analysis of the qualitative data the Statistical Software Iramuteq is generally used. Iramuteq which is a GNU GPL (v2) licensed software provides users with statistical analysis on text corpus and tables composed by individuals/words. It is based on R software and on python language.

Here below a non exhaustive list of the main quali-quantitative techniques generally used in mid-term and final evaluation of Cooperation Projects.

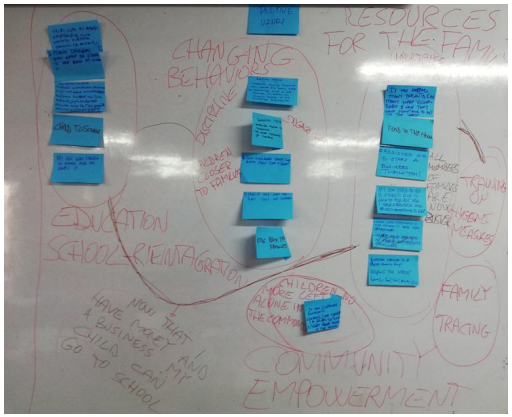
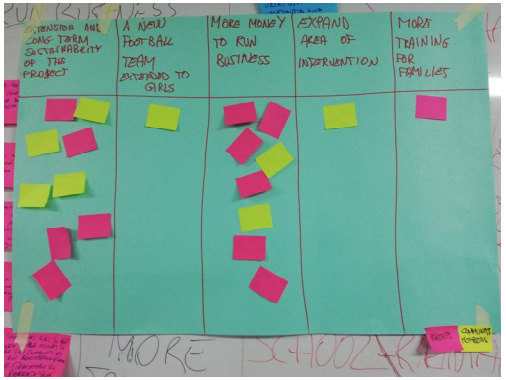
Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 3

Focus Group With Stakeholders	**Surveys**
In depth exploration of stakeholders' preferences; Understanding programme implementation problems; Developing recommendations and suggestions; Not achieving consensus, but exploring opinions.	Quantitative and qualitative information collection on specific questions on large number of respondents.
Focus group with stakeholders in Nairobi (Kenya) 	*Screenshot from a web-survey on an international project on bullying in residential care for minors* 

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 4

Social Mapping / Community Mapping Getting insight into the interactions within the project setting and the context in which a project operates and understanding people's perceptions of the environment, the natural and human resources, the problems and their resources for dealing with them.	**Longitudinal data analysis** Analysing the evolution over time of wellbeing or health outcomes
Participatory evaluation workshop and social mapping with street children in Mlango Kubwa (Nairobi)  	*Longitudinal study design to evaluate health outcomes and well-being of patients in an hospital in Somalia* 

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 5

Historical Timeline Understanding the evolution of a project and recording important events over time, from the perspective of the target group involved.	**Card visualization and Smiley-face scale** Brainstorming individual ideas, converting them into several overall ideas representing group consensus and quantitative group evaluations of specific research questions.
Participatory evaluation workshop and historical timelines with Somali and Oromo refugee children in Eastleigh (Nairobi) 	*Card visualization and Smiley-face scale workshop with foster care parents in Eastleigh (Nairobi)*  

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 6

Customer satisfaction Evaluating preferences and satisfaction of patients and users.	**Monitoring and Evaluation Indicators** Evaluating performances with both longitudinal and cross-section perspective.
Evaluating customer satisfaction of patients in an hospital in Somalia **EVALUATION** **Customer satisfaction questionnaire:** SERVQUAL measures service quality and clients' satisfaction Strongly agree — Strongly disagree 1. The hospital/clinic has modern looking equipment 1 2 3 4 5 6 7 2. When you have a problem, the hospital/clinic shows a sincere interest in solving it 1 2 3 4 5 6 7 3. Personnel in the hospital/clinic gives you prompt service 1 2 3 4 5 6 7 4. You feel safe in your dealings with the hospital/clinic 1 2 3 4 5 6 7 5. The personnel of the hospital/clinic understand your specific needs 1 2 3 4 5 6 7	*Monitoring and evaluating performances of an hospital in Somalia* **MONITORING – set of indexes on the costs of supply** **Dimension of analysis:** Performance of the health facilities with respect to the delivery of services **Costs of the supply of services** Supply of services and meeting of supply & demand 1 Operative costs per patient* 2 Medical and sanitary staff costs per patient 3 Drug expenditure per patient *equipment maintenance, utilities, drug & other supplies, medical and sanitary staff wages, other More indexes can be added, depending on the information retrievable from the hospitals

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 7

Synergia key Staff

A brief description of the key staff of Synergia in evaluation of Cooperation Projects:

Giovanni Viganò

Degree in Statistical Economic and Social sciences at Bocconi University, Milan. He has developed a specific expertise in public policy evaluation and evidence based public health. He delivers training activities and research interventions in the framework of welfare and health policies. He's got a 15 years experience in strategic support and consultancy to public entities at national and international level, with 10 years experience in coordination of international research projects. The most important thematic fields he has developed research and work experience in are: multidimensional evaluation of non self sufficient people, integration of social and health policies, social information systems, mental health services. Since 2010 he is Contract Professor for the course of Quantitative Methods for Social Sciences for the Master of Science in Economics and Management of Government and International Organizations at Bocconi University, Milan. Since 2015 he is member of the list of independent experts of the Central Europe - INTERREG European Cooperation Programme. He has a deep expertise in the coordination and in the administration of partners with respect to European projects.

Emilio Gregori

Political Economics and Statistics Degree at Bocconi University of Milan. He is a senior researcher, consultant and trainer. He has experience in statistics and multivariate analysis, specialized in the creation of tools for surveying data in social and economic research. He analyses public policies and coordinates quantitative surveys. He is also a skilled consultant for local planning and the implementation of Social Information Systems, as well as the application of statistical methods for evaluating quality in social, health and employment services. He also performs training and consulting activities on data analysis and informative system for decision-making support. He also teaches Statistics at the Bocconi University in Milan.

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 8

Marta Distaso

She graduated in 2010 in Sociology – labour and management course - at the University of Milan - Bicocca. She is researcher and consultant. She developed specific competences related to the drafting of surveying tools and to the management of qualitative and quantitative research and also related to the identification and definition of national and international partnerships, to the elaboration of project ideas and to the submission of national and European applications. Over the years, she participated to many national and transnational projects on the social and labour integration of migrants, the certification of formal and informal competencies, violence against children and other vulnerable groups, alternatives to detention in Europe. She has a longstanding experience in research activity in the context of European projects.

Sede operativa/Head office: I-20124 MILANO (ITALY), Via Settala 8, *Tel:*02/72093033 *Fax:*02/72099743; *e-mail:* synergia@synergia-net.it
Sede legale/Registered office: 20025 LEGNANO (MI) Via Volta 3 – *PEC*: synergia@pec.synergia-net.it - *C.F. e P.IVA / VAT reg. numb.*: 09570410150. p 9