

Qualitative study of scale-up: Study guidelines

Practicalities

We are aiming for *at least* 22-25 interviews for each of the three innovations we are studying. (i.e. 22-25 per country)

In preparation for each interview, the interviewer will need:

- Qualitative study information sheet (where possible, also email this in advance)
- Consent form
- Topic guide
- Sound recorder (check this is working beforehand)
- Spare batteries
- Notebook
- Pen(s)

(If it is known in advance that the interview cannot be recorded, it is worth considering assigning a note taker to accompany the interviewer)

Data Security

Why this is important

We ask for interviewees consent on the understanding that we will keep their personal information (name and contact details) safe. In the UK this is a legal requirement and the personal information of foreign nationals and UK citizens comes under the UK Data Protection Act (1998).

What we need to do to ensure personal data is kept safe

Interview log

The log is the one place where we keep a record of interviewee names and the corresponding interview number. While the interviews are in progress, this file needs to be shared between the MLE partner and IDEAS, but it should be emailed separately to any extended field notes. Once all the interviews are completed, the full log is stored securely at LSHTM and all interim copies of the log should be deleted from lap tops and desktops.

Consent forms and handwritten notes

- During field trips consent forms and hand written notes should be stored with the interviewer's belongings and kept hidden.
- On returning to the office, please scan the consent forms to create PDF files and send these to LSHTM. Each file should be named with the name of the interviewee.
- To ensure data protection is maintained, please send the PDF files in a separate email to the interview notes, and once scanned, please shred/destroy the paper consent forms.

Sound files

During field trips, always know where the sound recorder is. Don't leave it lying around or in an open bag, don't lend it to anyone, keep it somewhere lockable when you are in an office. If sound files are stored on a laptop or desktop computer, store them in an encrypted section. Where technology permits, please sound files to Teaming (a secure online workspace used by LSHTM).

To ensure data protection, sound file should be named with:

- the interview number assigned to the interviewee in the interview log
- the type of organisation that they work for¹
- the initials of the interviewer, and
- the date that the interview took place

¹ GN: government national; GSN: government sub-national; DB: development agency bilateral; DM: development agency multilateral; PS: private sector; CSO: civil society organisation; AR: academic/research organisation; PA: professional association; OI: other key informant; IG: implementation grantee; GI: grassroots implementer.

The interviewee's name or initials should not be included; e.g.: I06_CS0_NS_09Dec14.mp3

If it is not possible to transfer sound files to Teaming, please upload them to a PIN protected USB stick which can then be delivered to LSHTM via a member of the IDEAS team. (Remember the PIN, or you won't be able to access the files again!)

Once you receive confirmation that the sound files have been stored at LSHTM, delete them from the sound recorder, laptop/desktop. The files will also be deleted from the USB stick.

Typed field notes

Extended field notes should be anonymised, to ensure data protection, and files should be named using:

- the interview number assigned to the interviewee in the interview log
- the type of organisation that they work for
- the initials of the interviewer, and
- the date that the interview took place

The interviewee's name or initials should not be included; e.g.: I06_CS0_NS_09Dec14.docx

The files stored on a laptop or desktop computer should be in an encrypted area.

Extended field notes need to be transferred to LSHTM for analysis and electronic storage on Teaming. Where possible, please upload them directly to the relevant Teaming folder. If this is not possible, the notes should be uploaded to a PIN protected USB stick and hand it over to a member of the IDEAS team. If that is not possible, the third option is to send field notes email, but there should be no mention of the interviewee's name in the email.

Once typed files have been transferred to LSHTM and field notes are no longer needed, they should be deleted from all laptops, desktop computers. They will also be deleted from the USB stick.

Data flow

