Exploring AI and ICT for Effective Stakeholder Engagement in Impact Assessments

Session Agenda

Setting the Stage: opening remarks, "field exercise" & cats (no kidding)!	Bernhard Metz & all participants	10 minutes
Breaking Barriers: AI-Generative Tools for Inclusive	Beatrice Fagan	15 minutes
Stakeholder Engagement		
Empowering the Transition:	Dr. Kieren Moffat	15 minutes
Community Voices Driving a Just		
Renewable Future		
Using Technology to Enhance	Bernhard Metz	15 minutes
Stakeholder Engagement:		
The Case of GEMS		
Assessment of field exercise (and cats	10 minutes	
Q&A	25 minutes	
Wrap up		10 minutes



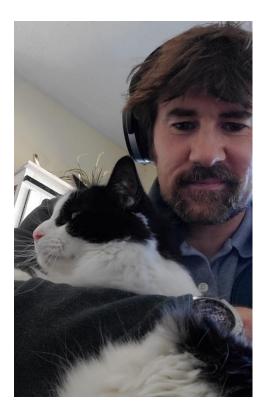
Using technology to enhance stakeholder engagement: The case of GEMS



Bernhard Metz

Senior Operations Officer Founder and Program Manager of the GEMS initiative <u>https://www.linkedin.com/in/bernhard-metz-877a354/</u>

www.worldbank.org/gems





What is Stakeholder Engagement, and Why Does the World Bank and IFC Standards Mandate It?



What is Stakeholder Engagement (SE)?

An inclusive process of building and maintaining constructive relationships with external stakeholders on ongoing basis throughout a project's lifecycle, ensuring that their views are considered in decision-making and concerns are addressed.

Why is SE important for Infrastructure Projects?

- SE a systemic gap in most national environmental and social (E&S) frameworks.
- Contributes to successful project design and implementation.
- Enhance project acceptance ("social license"), mutual understanding and trust.
- Ensures, through a Grievance Redress Mechanism (GRM), that community grievances are managed appropriately, preventing conflicts and project delays.
- Makes development interventions more responsive to the needs/concerns of beneficiaries and improves transparency and accountability.



World Bank Group's Stakeholder Engagement Standard Key requirements



Stakeholder engagement on an **ongoing basis throughout the project life-cycle** (i.e. a couple of public consultations are not enough)



Early identification/mapping of stakeholders, both project-affected parties and other interested parties, and clarification on how effective engagement will take place



Timely and conducted in a manner proportionate to the nature, scale, risks and impacts of the project



Specifies what is required for information disclosure and to achieve meaningful consultation



Requires an **inclusive and responsive grievance mechanism**, accessible to all projectaffected parties, and proportionate to project risks and impacts



The Costs of Poor Stakeholder Engagement

Poor stakeholder engagement and resulting community opposition can lead to:

Cost overruns:

Redesigning a power transmission line in the Caucasus due to community concerns regarding electromagnetic fields and resettlement issues increased project costs by 20%.

Project delays:

Road project in LAC incurred 9 percent cost due to delays generated by land resettlement conflict, i.e., contract changes, increased land values, and lost time.

Project cancellations:

Cancellation of large mining expansion project in Peru due to poor stakeholder engagement during the first phase and loss of trust.

Inadequate Mitigation Measures:

Unused highway pedestrian/cattle crosses (Peru); ineffective livelihood restoration measures (Amazonia); resettlement housing design.

Reputational Risk/Inspection Panels:

Bujagali Private Power Generation Project in Uganda went through an inspection panel due to lack of community consultation for resettlement (many excluded from benefits).



Geo-Enabling initiative for Monitoring & Supervision

Building Capacity among Clients and Local Stakeholders

to harness Simple Technology for Digital Data collection and Analysis, Real-Time Monitoring and Evaluation, Remote Supervision & Third-Party Monitoring, Beneficiary Engagement, Risk Management, & Portfolio Mapping

> Offered by the World Bank's Fragility, Conflict and Violence (FCV) Group

> > Supported by the

WBG Partnership Fund for the Sustainable Development Goals





For more information and additional resources, see the GEMS website at: <u>www.worldbank.org/gems</u>

GEMS

Creating a Public Good through digital skills

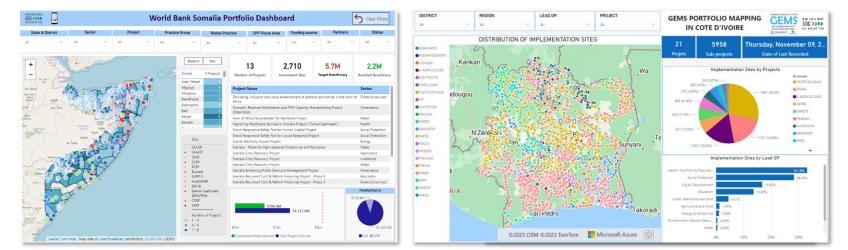


Simplicity is Key for ICT in FCV



The Geo-Enabling initiative for Monitoring and Supervision (<u>GEMS</u>):

- Systematic use of simple ICT (smartphones/tablets) to collect granular geotagged data that automatically feeds into central M&E systems & dashboards.
- Leveraged for project planning, remote supervision, real-time risk monitoring, infrastructure mapping, third-party monitoring, beneficiary feedback & more.
- >12k client staff trained and deployed with >1,300 projects in 100+ countries.
- Access to structured real-time data from the field, showing local dynamics, needs, and impacts across regions, sectors, and agencies
- Simple, open-source technology and local capacity to enhance M&E, adaptive risk management, and impact of development interventions











For further information, just type gems/ in a WBG intranet browser, see here for the GEMS website or contact the GEMS team at the FCV Group (GEMS-team@worldbankg.org



GEMS: More transparency and accuracy (fewer fake cats) for better development decisions



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The "Rocket Science,"

"Pocket Science,"

and "Socket Science"

Remote Sensing Through Satellite Imagery

'Plugging In' Spatial Data From Various Sources

The GEMS Method: Systematic Real-Time Field Data Collection through Smartphones

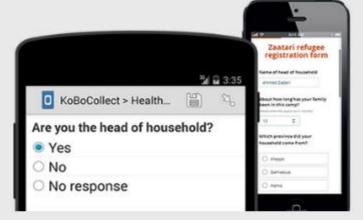


For client use and local ownership: All-in-one open-source tool KoboToolbox

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BUILD FORMS AND REUSE EXISTING QUESTIONS

Easily create survey forms through our intuitive and powerful tool. Store recurring questions in your library or share them with colleagues.



COLLECT DATA

Quickly and reliably collect your survey data on Android, iOS, and many other devices, online or offline, in any language and with complex skip logic.



ANALYZE AND MANAGE DATA

Inspect your data moments after it was collected - or download it for advanced analysis in other software in Excel, CSV, KML, and other formats.

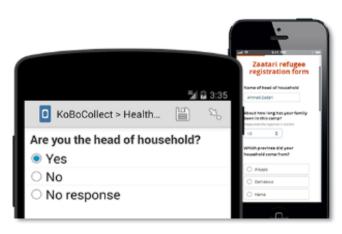
Learn more about KoBo: https://www.youtube.com/watch?v=4PNtT51h3CQ





- Cost-free for up to 5,000 data submissions per month (60,000 per year) and 1 GB data hosting for 1 year
- Everything Open-Source and adjustable
- Very simple interface easy to learn
- Integrated <u>AI functions</u> for qualitative data analysis
- Data protected & and flexible use of servers
- Quick and fully flexible digital form creation
- Ownership by clients & easy to scale
- Data and forms easy to share
- Large user Community (hum & dev)
- Ready to go collect data from day 1





- GEMS Training-of-Trainers workshops offered to all interested partners (MDBs, RDBs, bilateral donors, UN agencies, NGOs).
- Ongoing support provided for customized rollout to MDBs:
 - AfDB adaptation of GEMS across Africa: "RASME")
 - BOAD adopting GEMS across West Africa
 - CDB commencing GEMS rollout (t-o-t WS in Mid-Oct)
- Effective donor coordination enabled by joint Portfolio Mapping and supervision Platforms (e.g. Burkina Faso, Burundi, Malawi)



https://digitalprinciples.org/principles/



11 Claire Zanuso Betweetee

& Translate Tweet

Emmanuel Dollfus @manudollfus - Feb 12

Ageospatial Adata Amondeencommun

bling initiative for Mitnimiles and tax

Use Open Standards, Open Source, and Open Innovation

Be Collaborative

Bienvenue à nos collègues de la @KfW et @giz.gmbh pour assister à une

z geo-enabling initiative for monitoring and supervision » @Chades_Tellier.

passionnante formation #GEMS de la @Banquemondiale à l'@AFD_France



Sustainability



WBG Dev For Peace

Honored to see @wordbank 's GEMS (Geo-Enabling initiative for Monitoring and Supervision) in such inspiring company --congratulations to all @WBG_Dev4Peace @worldbankdata

UN Innovation Network @UN_Innovation

Output
Outpu

It's been a challenging year, but it's #inspiring to see how 2020 sparked innovative thinking & new ways of working across the UN!

bit.ly/BestofUNInnova...





Preparing, tracking and evaluating projects in #CentralAfrica has just become easier.

An African Development Bank and @WorldBank initiative will use real-time data gathering tools to remotely compile digital data via mobile phones and personal computers. bit.ly/3HfJypm



World Bank and 5 others
6:51 AM · Nov 15, 2021 · Twitter Web App

UNHCR Partnerships and Coordination @UNHCRPartners

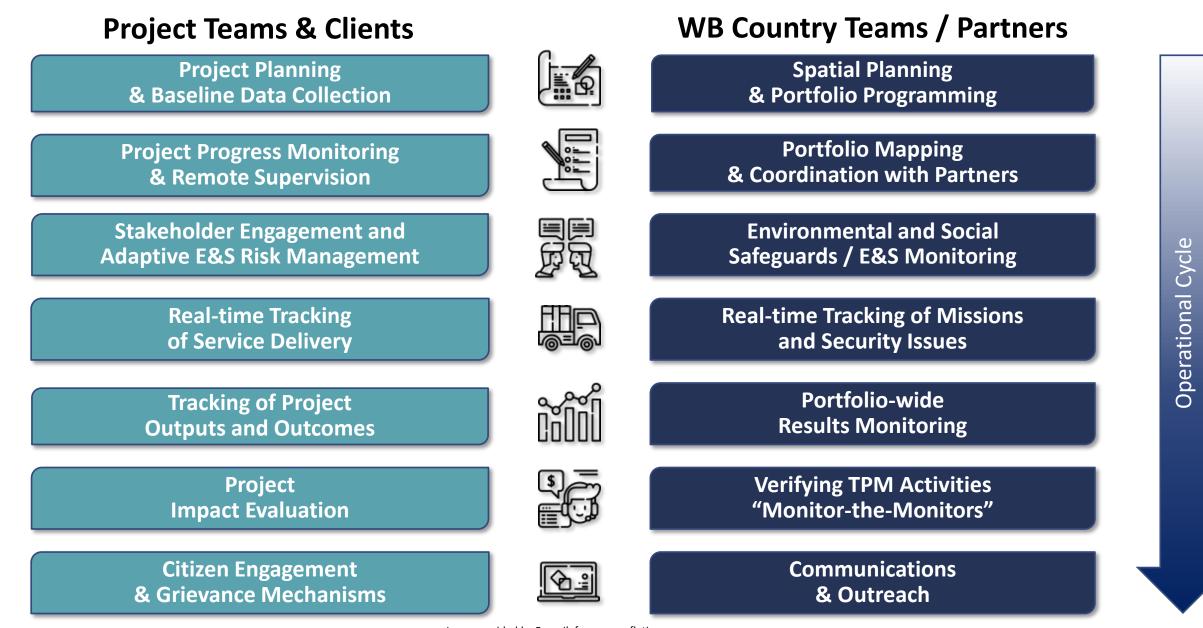
The @WorldBank-#UNHCR Joint Data Center on Forced Displacement and @kobotoolbox strengthen their partnership I on data collection and analysis for: enriched user experience enhanced knowledge management improved decision-making Learn more



unbr.corg Joint initiative announced to enhance KoBoToolbox for data collection and anal... Cambridge, Mass. USA – KoBo Inc and the Joint Data Center on Forced Displacement (JDC) an initiative established by the World Bank Group (WBG) ...

6:26 AM · Nov 30, 2021 · Twitter Web App

<u>Pillar I – Customized operational Use:</u> Possible Uses of GEMS for Projects and Governments



Icons provided by Freepik from www.flaticon.com

Examples of GEMS Use in the Field

>1,250 supported projects in 100+ countries



Scan QR code for detailed examples



Kosovo, Niger, Tuvalu, etc.



Madagascar, DRC, Somalia, etc.



Portfolio Mapping & Coordination Honduras, Sri Lanka, 20+ ctries in Africa



Remote Supervision in FCV Contexts

Afghanistan, Mali, Haiti, etc.



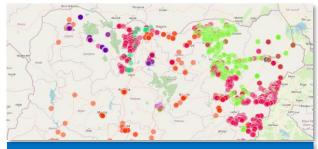
Real-time Tracking of Service Delivery CAR, DRC, Nicaragua, Bangladesh, etc.



Project Progress Monitoring Hundreds of projects around the world



Real-Time Risk/ESF Management Myanmar, Maldives, Brazil, etc.



Mapping of GBV Service Providers

Nigeria, Sahel, Pakistan, Mozambique



Citizen Engagement and GRM

Azerbaijan, Burundi, Philippines



Stakeholder Engagement and Surveys Afghanistan, Haiti, Kenya, Mexico, etc.



Tailored Client Use beyond WBG Ops

Various Adoptions around the World

The Core of GEMS: 3-Day Interactive Hands-on Capacity-Building Trainings

Creation and administration of data platform M&E skills and digital questionnaire design 'Train-the-trainers' approach for field data collection Data mapping and analysis within the application Data export, spatial analysis, Excel analysis Interactive design customized to M&E needs of the projects and implementation environment System is fully owned and run by client after training and can be used for flexible needs and scaled across operations

For further information, just type gems/ in your WBG intranet browser, see

or contact the GEMS team at the FCV Group (GEMS-team

bankg.org

Impressions from GEMS workshops with clients around the world



Refugee Response, Social Protection & Jobs

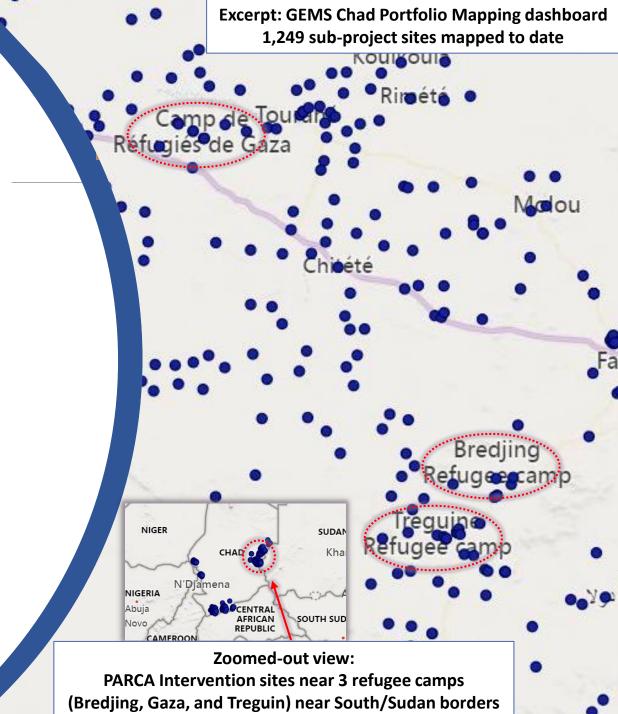
Projet d'Appui aux Réfugiés et Communautés d'Accueil (PARCA)

Chad: Refugees and Host Communities Support Project (PARCA)



In Chad, the Refugees and Host Communities Support Project (PARCA) aims to improve access to basic services and economic opportunities for refugees and host communities in 7 Provinces.

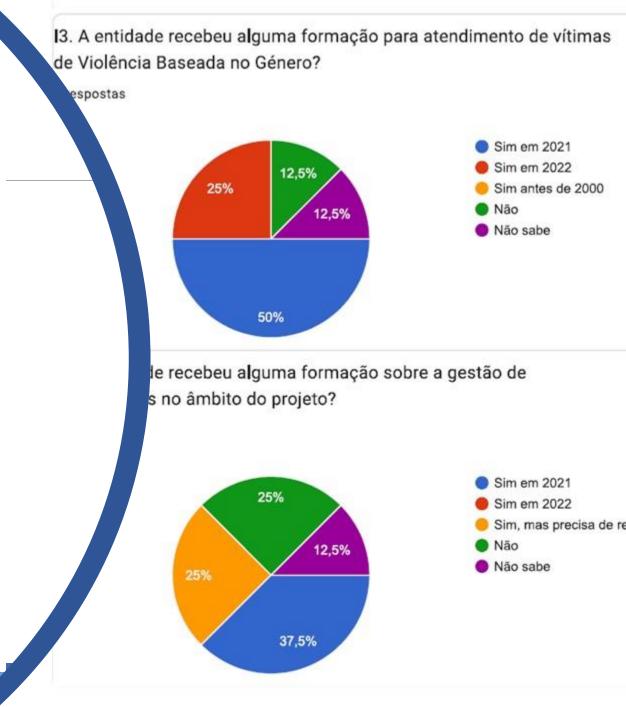
- The PARCA team in Chad adopted GEMS at the planning stage, which allowed them to establish a structured database and strengthen digital monitoring and evaluation for a variety of project activities.
- With GEMS, the project established an effective Grievance Redress Mechanism (GRM), registered all (26,693) beneficiaries of the Productive Measures program, and monitors progress of project interventions (constructions, cash transfer for social protection/emergency support) remotely for prompt and adequate follow-up.



Social Inclusion

Social Inclusion Project: Building Cabo Verde's Social Protection System Cabo Verde's Social Inclusion Project supports efforts to build an effective social protection system that promotes social and productive inclusion.

- The project leveraged GEMS to identify households for income-generating activities; manage grievances in the GRM; assess the beneficiaries' satisfaction level; and evaluate trainings delivered at municipal level.
- 2,670 submissions have been collected and analyzed so far in the Productive Inclusion component, where the team used GEMS to identify beneficiary families.
- Out of 357 submissions for the GRM, 297 were request for information and 60 were complaints. All have been answered and resolved.



Citizen Engagement

Image © WBG Project

Citizen Engagement for Community-Driven Development in Azerbaijan The Azerbaijan Rural Investment Project (AzRIP) was designed to address the rapid decline in rural infrastructure and services for people living in rural areas (about 50% of the population).

- AzRIP supports the government's programs for reducing disparities in rural areas and for improving access to and quality of rural infrastructure. These programs emphasize the need for increased local responsibility in managing infrastructure and service delivery.
- Over 2,000 community and livelihood projects have been implemented in 1,453 villages for 3.5 million beneficiaries, 51% of whom are women. In total, this covers 90% of municipalities and one third of the villages in Azerbaijan.
- AzRIP forged strong working relationships among the communities, municipalities, and local governments and has enhanced local leadership by electing 430 community leaders to municipalities.

Azerbaijan Rural Investment Project (AzRIP)

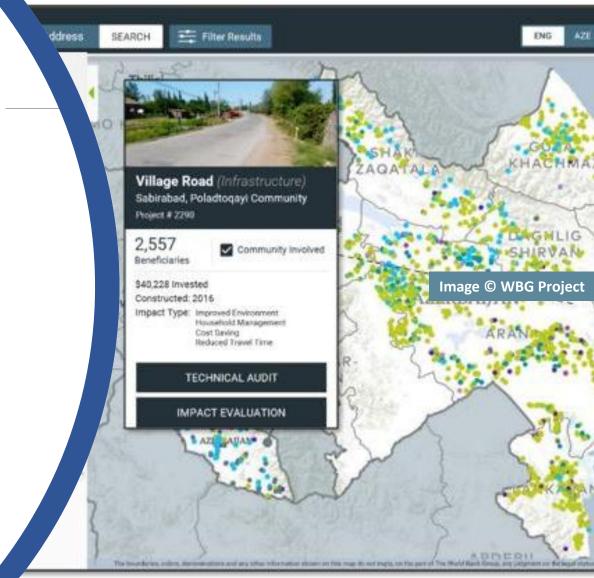
Image © WBG Project

Head of a newly built kindergarten

GEMS was implemented across all sub-project locations of AzRIP throughout Azerbaijan.

- GEMS was rolled out with AzRIP via an in-country training for some 40 PIU members, in which a digital M&E platform was created. The PIU was able to map over 2,000 community project sites throughout the country within 10 days.
- All data is available to the public on a user-friendly <u>interactive web map</u> that is searchable by location, year of construction, and infrastructure type and provides details on each project investment.
- The platform serves for accountability and citizen engagement and includes a Grievance Mechanism function that allows citizens to send comments on project- related issues directly to the PIU.

Azerbaijan Rural Investment Project (AzRIP) – M&E Platform



Click to return to landing page

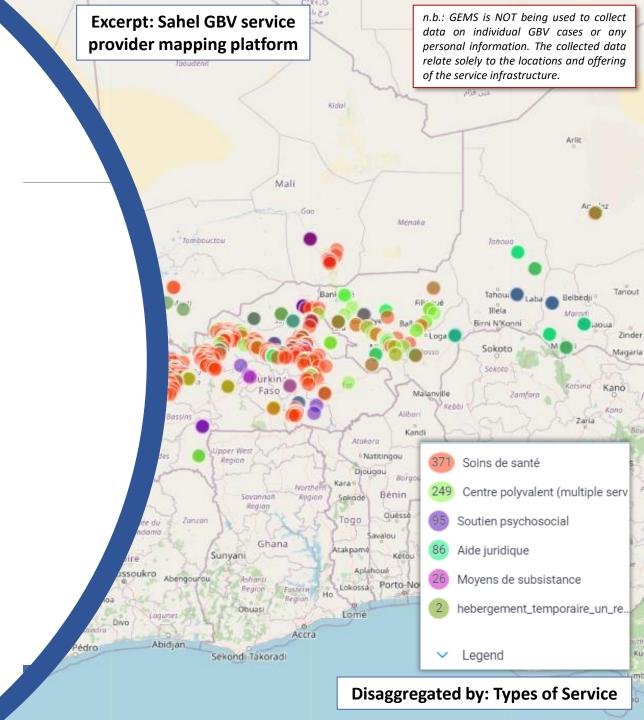
GOMMO Gender and Violence SENSITZA

Mapping Gender-based Violence Service Providers: Across the Sahel, Nigeria, and beyond

TEACHING AID ON GBBV

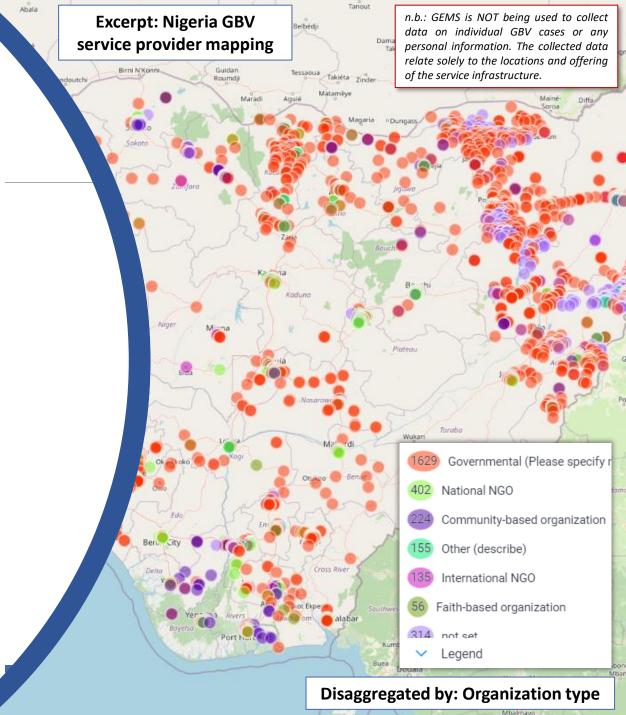
Working with WB Gender and Social Development colleagues, the GEMS team has spurred the effort to map service providers for survivors of Genderbased Violence across the Sahel CMU.

- In Burkina Faso, Chad, Mali, and Niger, GEMS hosted 3 virtual trainings to launch data collection for a comprehensive mapping.
- Enumerators logged granular details of each service provider (e.g., types of services offered, available infrastructure, security, operation and data privacy protocols, etc.). This data will be crucial in supporting GBV victims and providing the necessary resources.
- 1,500+ locations were mapped in detail across the 4 countries, thanks to existing GEMS footprint across the region's portfolio.



The Sahel experience gave birth to a largely similar data collection approach, fit for Nigeria's contexts.

- In March 2021, the GEMS team began focused trainings to smaller project groups. In a few weeks, the form was deployed, with immediate follow-up and data population.
- Subsequent data review sessions discussed methodology, results, and further plans to set up a referral structure for victims. Over 6,600 GBV service provider locations have been mapped.
- The Ministry of Women Affairs and Social Development (MOWASD) adopted the GEMS approach. The plan is to build upon the database of GBV service providers and expand the mapping across the whole of Nigeria to host an official referral database.



Don't settle for tunnel vision! Get in touch or check the GEMS website

Please access the GEMS website on www.worldbank.org/gems for more information about the initiative

WBG staff can also just type gems/ in any intranet browser to access the GEMS intranet or contact the GEMS team at: GEMS-team@worldbank.org



Let's continue the conversation!

Message me your questions or comments in the IAIA25 app.

Bernhard Metz

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www.worldbank.org/gems

