

# CASE STUDY



## Relief and Emergency Response

Oxfam is a renowned global aid and development organisation. Oxfam's use of Mobenzi platforms extends to multiple countries around the world in aid of its relief efforts and the monitoring and evaluation in disaster and emergency situations. More than 450 fieldworkers have conducted over 50 000 electronic forms to date.

In the aftermath of Typhoon Haiyan which struck the Philippines in 2013, Oxfam GB deployed the Mobenzi platforms to conduct research to inform and influence the government led process for relocation and relief. Multiple types of data collection tools, covering emergency food security, post distribution monitoring and hygiene (amongst others) were digitised and captured electronically using the Mobenzi Researcher platform.

Abdullah Ampilan, a member of Oxfam's emergency Response and Resilience Team explains the impact that mobile applications, such as Mobenzi, have in changing how Oxfam works – particularly in a time of crisis:

*"... In the Philippines during the Typhoon Haiyan Response we used Mobenzi, a survey tool and Android mobile phone app, which saved a lot of time in data collection and data processing.*

*The survey questions were uploaded to the Mobenzi platform and then synced to the apps on each phone used by our data collectors*

### References and further reading:

<http://ict4d.oxfam.org.uk/tech-in-crisis-saves-lives/>

<http://policy-practice.oxfam.org.uk/publications/typhoon-haiyan-community-research-into-the-relocation-of-internally-displaced-p-552930>

<http://policy-practice.oxfam.org.uk/publications/mobile-survey-toolkit-617456>

*in the field. When interviewing beneficiaries all they had to do was click through the questions and select the relevant response; when they returned to the office and connected to the internet the results of their day's work were automatically uploaded, providing us with an immediate overview of all our data. This meant that I was able to see real time trends of the survey activities, and there was the potential to adapt the survey or the programme even half way through.*

*When I project managed a baseline paper-based survey in Liberia in 2013, it took 59 individuals, serving as supervisors, data collectors, data entry operators, a coordinator and a driver, six weeks to complete. But, when I facilitated a similar survey in the Philippines using Mobenzi, two supervisors, ten data collectors and a driver completed the data collection and produced a report in just two weeks. The office based data entry element of the survey, and the discrepancies that could creep in at this stage, were cut out entirely."*

Oxfam Nepal turned to Mobenzi in the wake of the 2015 earthquakes and have continued to collect data to present.

Oxfam America provided relief services in Senegal, Guinea Bissau and Gambia during the Ebola outbreak using Mobenzi tools to monitor the distribution of hygiene kits as well as assess Risks, Attitudes, Norms, Abilities and Self-Regulation (RANAS).

In Ethiopia, Oxfam America and Oxfam GB are responding to Ethiopia's drought and food crisis performing Post Distribution Monitoring (PDM), emergency household surveys and Emergency Food Security and Vulnerable Livelihoods (EFSVL) assessments.

Oxfam GB Haiti use the platforms to perform Knowledge, Attitude and Practices (KAP) surveys for people living in disaster-prone or cholera-affected areas. They also conduct profiling surveys for people still living in camps displaced by the earthquake.



Enumerators take part in mobile survey training in Tacloban. Photo: Laura Eldon/Oxfam

Oxfam GB Jordan selected the Mobenzi platform for data collection; particularly for its stringent data security capabilities. Mobenzi Researcher was used for data collection (Household Assessment and Survey) from refugees residing in rented accommodation in host communities and vulnerable Jordanian families.

In Yemen, Oxfam are working with those displaced by the political and ecological crises using Mobenzi to do PDM, WASH and EFSVL assessments.

Oxfam continue to expand the Mobenzi platforms through their country affiliates as teams are informed of the capabilities and the experiences of their colleagues. Oxfam have used Mobenzi for several years and have developed extensive expertise within the organisation spanning design, data collection, training, support and data management.

In emergency and disaster situations, a robust platform with a reactive support team is paramount. On this basis, along with a host of features offered by the technology, Oxfam continues to select Mobenzi as one of their preferred mobile data collection solution providers.



[www.mobenzi.com](http://www.mobenzi.com)