

TERMS OF REFERENCE (TOR)

Summary

Assignment Title	Lead Researcher for Developing Public Perception Survey
Type of Contract	IC – Individual Contract
Start/End Dates	July 2017 – January 2018
Estimated Working Days	78 working days
Supervisor	Chief Technical Advisor – Public Administration
Location	Nay Pyi Taw with possible field visits and visits to Yangon
Country	Myanmar
Languages Required	Fluent English

A. PROJECT DESCRIPTION / BACKGROUND

Myanmar is in the midst of a democratic transition in which the civil service plays a profound role. Soon after assuming its functions, the new Government of Myanmar prioritized civil service reform as a means to transform the administrative machinery, making it more responsive and more accountable and effective in the management of public resources and delivery of services. The Government of Myanmar has stressed through policy directives the need to establish an efficient government, which would work for the benefit of the people, strengthen rule of law and establish a society free of corruption. These are fully in line with Myanmar's promotion of Agenda 2030, and the achievement of Sustainable Development Goal 16 targets.

The civil service has been identified as the driving force behind the transformation in public service institutions and an enabler to meet the needs of a complex transformation towards peace, justice and strong institutions. As the face of government in local communities, with responsibilities for delivering public services effectively, it is important for the Government of Myanmar to ensure that civil servants uphold the highest values of integrity, ethics, meritocracy, non-discrimination and equality and fairness in their dealings with the public but also internally within the service. The civil service is key to furthering Myanmar's democratic transition and strengthening the trust in the state.

The Union Civil Service Board of the Government of Myanmar is in the process of finalizing an ambitious four-year Civil Service Reform Strategic Action Plan. The plan, which constitutes the main policy document for civil service reform in Myanmar, sets out measures to enhance civil service governance, produce a merit-based and performance driven civil service culture and systems, improve civil servant efficiency and effectiveness, and enhance public service transparency and accountability. The principles of ethics, integrity, meritocracy and equality for women and ethnic minorities are the founding elements of the plan, addressing key areas of improvement in the current civil service. In order to set a baseline and measure whether the changes introduced as part of the plan are having a positive effect on the public's interaction with, and confidence and trust in, the public service, the plan calls for the Union Civil Service Board to conduct a public perception survey every two years.

The public perception survey will help to produce a rounded picture of the public service in Myanmar: the Union Civil Service Board with support from the United Nations Development Programme (UNDP) has already completed a complementary perception survey of civil servants on ethics, integrity, meritocracy and equal opportunities in the service. The civil servants survey found a systematic lack of transparency in civil service management functions and highlighted that the service is still porous to corruption and bribery, which directly hinders the trust of the public. Results clearly depicted an inequitable provision of benefits and career opportunities, and showed important gaps in terms of meritocracy, ethics and equal opportunities for women and ethnic minorities. The survey also highlighted that civil servants are highly motivated and eager to be part of making change in the civil service. Despite systemic challenges to instating more meritocracy and equality in the system, a large majority of respondents clearly showcased motivation and enthusiasm to improve the performance of the service and make it more accountable.

For the Government of Myanmar to be able to measure changes in the overall perception of public service institutions and staff, it is important to regularly capture the public's perspective on the public service, in particular on ethics, integrity, meritocracy and equal opportunities. Establishing a baseline of the rights holders' perceptions and measuring it regularly through broad-base open surveys would enable the GoM to showcase results and change in the way the rights holders perceive their institutions; this would also imply that the mindset and dealings of public service providers are changing and that reforms are having positive effects on public servants' ability to do their jobs effectively and efficiently, with an impact on trust. Sustainable Development Goal 16 promotes peaceful and inclusive societies for sustainable development, and effective, accountable and inclusive institutions at all levels. and this survey will inform the country with its current level of perceptions and needs for improvements.

Public perception surveys, and civil servant perception surveys, are part of the regular toolkit of governments around the world to help keep administrative reforms on track, ensuring that public servants are enabled and motivated to fulfil their duties, and ensuring that measures for improvement are informed by the public's perceptions, opinions and experiences in interacting with the public service. Many government institutions partner with national statistics bureaus in the implementation of surveys. The Union Civil Service Board is exploring co-leading the survey with the Central Statistical Organisation, to better short up sustainability and government ownership.

In this endeavor, UNDP is seeking a survey specialist to manage data collection and processing for a public perception survey, working together with UNDP team, government counterparts and survey firm to ensure that the survey is delivered in a timely and credible manner. The survey specialist will have a strong capacity development focus, working with government staff to pass on skills and knowledge. The survey specialist, who may not have significant technical expertise in the field of public administration, would work with an experience senior advisor who will support development of technical content as part of the tools, and who will support the government to transform the full data report into an analytical report with recommendations.

Early expectations for sampling are for a Census EA based stratified multi-stage sampling approach, which the consultant must be familiar with.

B. SCOPE OF WORK AND OUTPUTS

The survey specialist would be expected to deliver the following:

Lead in the development of a full research methodology and instruments

- Develop a draft inception report outlining a proposed workplan and timeframe for the assignment- this can be flexible but will support UNDP and government managing the process
- Develop a full draft research methodology including sampling, approach to questionnaire design, survey tools, procedures and protocols for listing, field work, quality assurance and data entry, production of survey weights.
- Engage with the UCSB and relevant government bodies to generate agreement on a final research methodology, including technical support to a broad data user consultation event
- Conduct small scale pre-testing of the survey; conduct large scale piloting
- Finalise survey instruments and field manual in consultation with technical advisors

Develop and deliver training

- Establish baselines of staff capacity and, at the end of assignment, monitor progress against baseline (through testing and feedback)
- Develop and deliver training for survey enumerators
- Develop and deliver training for staff tasked with data entry, cleaning and processing

Provide technical support to the main survey implementer which is likely to be the Central Statistical Organisation, to oversee the delivery of the survey: data collection and quality assurance, data entry, data cleaning and processing. Prepare materials for and contribute towards the engagement with stakeholders about the methodology and objectives of the survey.

Lead in in-depth analysis of data, producing a complete data report and working with technical specialists to contribute to a final analytical report; Prepare presentations for the formal launch, or informal discussions, of the survey, linked to methodology development.

Prepare a short final report on the way forward and lessons learned from the survey exercise (ideally no more than 3 pages).

C. EXPECTED OUTPUTS AND DELIVERABLES

The contract is deliverables based, and estimated timeframes for completion are estimates only. The expected deliverables which will be included in the work plan are:

No.	Deliverables/ Outputs	Estimated Duration to Complete (days)	Estimated Target Dates Due	Location	Estimated Schedule of Payment
1	Submission of inception report/workplan, including	15	30 th July 2017	Home-Based	10%

	understanding of assignment, and draft full research methodology				
2	On completion of data user consultation, pre-testing and piloting, and finalizing the questionnaire and field manual	5	25 th August 2017	Home-Based	5%
3	Successful completion of training for survey enumerators, in conjunction with the survey firm	12	15 th August 2017	In-Country- Yangon and other locations	10%
3	Providing progress report upon completion of data collection, data cleaning and processing and submission of survey frequency count	30	30 th September 2017	In-Country- Yangon and other locations	40%
4	First draft of complete data report	10	1 November 2017	Home based	10%
5	Upon acceptance of final draft data report, dissemination strategy, report on testing of enumerators at end of assignment (to measure progress) and lessons learned.	6	31 January 2018	Home-Based & In Country	30%
		78			

D. INSTITUTIONAL ARRANGEMENTS

- The survey specialist shall work in close coordination with the UNDP Myanmar Public Administration Team as well as the Technical Advisory Body. The consultant shall report to the Statistical Specialist, with matrix reporting to the Chief Technical Advisor for Public Administration Reform.

- They will work very closely with the lead survey implementer and with the Central Statistical Organisation.
- They will work closely with a technical specialist on public administration/civil service reform, who will support in the development of tools from a content perspective.
- UNDP will facilitate access to stakeholders and would support in the administrative and logistical preparation of visits and meetings.
- UNDP will directly cover costs of hotels and in-country flights and transportation to Yangon and other locations other than Nay Pyi Taw (e.g. field locations), but the consultant will be responsible for their own accommodation and travel costs and arrangements in Nay Pyi Taw. Travel to field locations must be agreed with the UNDP team.
- UNDP will facilitate the issuance of entry visa for this assignment.
- Working language of this assignment is English. Interpretation from and to Myanmar language will be provided by UNDP when and as needed.
- All necessary equipment (projector, flipchart, stationary, etc.) related to meetings and group discussions will be provided by UNDP at the request of the Lead Researcher in order to ensure efficient delivery of the assignment. The Lead Researcher is however expected to secure her/his own computer.
- Deliverable will be approved by UNDP in a timeframe not exceeding 10 working days during the assignment, but ideally 5 days, and 10 working days for final deliverables. Payments can take up to ten days.

E. QUALIFICATION OF SUCCESSFUL INDIVIDUAL CONTRACTOR

The selected consultant should have the following experience:

- Master's degree in a relevant field (i.e Statistics, Mathematics, Economics and related areas).
- Have at least 5 years of professional experience in the field of statistical and data management, survey research and analysis.
- Substantive experience of conducting quantitative research.
- Experience working directly with governments conducting surveys.
- Experience working with National Statistics Bureaus or similar statistical bodies
- Experience in training and capacity development of government staff for surveys.
- Experience leading research project teams and/or working with local partner organizations.
- Experience in designing, conducting or overseeing good governance survey is an advantage.
- Experience in Myanmar is a strong advantage

Competencies:

- Fluency in English;
- Sound communication skills both verbal and writing;
- High cultural sensitivity needed
- Assessment, analytical, statistical and planning skills
- Flexibility and adaptability to work in/with a varied team across multiple office and cultures

F. DURATION OF WORK

The consultant will be recruited for a period of **78 working days** within **July 2017 to January 2018**.

G. DUTY STATION

The duty station for the assignment will be Nay Pyi Taw, with travel to Yangon and to States and Regions to be determined in the implementation plan.

H. SCOPE OF PRICE PROPSAL

- Lump sum amount with all costs inclusive, except for the support provided by UNDP as mentioned in under institutional arrangements
- The contract price will be fixed regardless of changes in the cost components
- Include information about actual cost of travel to Myanmar, and proposed route, if any

I. RECOMMENDED PRESENTATION OF OFFER

- Letter of confirmation of interest and availability,
- Technical proposal clearly stating the profile and previous experience of the consultant, covering why the consultant is most suitable for the work; a brief approach to completing the assignment of no more than two pages; the CV of the consultant; a sample or extract from previous writing or research.
- Financial proposal to include a proposal for daily rate fees.

J. CRITERIA FOR SELECTION OF BEST OFFER

UNDP will use a combined scoring method, in which the technical proposal will be weighted at **70%** and the financial proposal at **30%**. Scoring for the technical proposal will be:

- Education: 10%
- Relevance of Experience: 70% total
 - Have at least 5 years of professional experience in the field of statistical and data management, survey research and analysis- 20%.
 - Substantive experience of conducting quantitative research of a similar nature (with government statistical organization)- 20%.
 - Experience working directly with governments conducting surveys- 10%.
 - Experience in training and capacity development for surveys- 5%.
 - Experience leading research project teams and/or working with local partner organizations- 5%.
 - Experience in designing, conducting or overseeing good governance survey is an advantage- 5%.
 - Experience with similar assignments in Myanmar- 5%
- Approach to completing the assignment: 15%
- Writing sample: 5%

K. ANNEXES TO TOR

ANNEX 3- P-11 for ICs (Available at:

<http://www.mm.undp.org/content/myanmar/en/home/operations/procurement.html>