AAP Dashboard
Myanmar Country office

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Aimed at consolidating feedback and suggestions from affected populations, the Social and Behaviour Change (SBC) Unit of the Myanmar Country Office (MCO) created an interactive Power Business Intelligence (BI) AAP dashboard in 2021. The dashboard allows for collation of feedback and its analysis in a disaggregated manner – by sectors as well as by age, sex and location (type of settlement, state/region) of respondent. The findings from the dashboard are shared, on a quarterly basis, by the SBC unit with respective program sections, who use the same to inform and strengthen their programmatic interventions.

A unique attribute of the AAP dashboard has been the participatory approach which was adopted for developing mechanisms for collection and collation of feedback from affected populations. During the early part of 2021, the SBC unit held consultations with Field Offices (FOs) and Implementing Partners (IPs) to understand preferences of local communities with respect to feedback mechanisms. A three step process was designed, which includes

(1) collection of feedback from affected populations in a pre-designed format,
(2) recording the data collected in a template (using Microsoft Excel) based template and
(3) uploading the data on to an online form using Kobo Connect.

The IPs are responsible for collecting, recording and uploading

the feedback from communities. The SBC Unit has access to the data once it is uploaded on Kobo Connect. Use of an online data collection form ensures that data can be uploaded from any location and eliminates the need for submission of physical forms/hard copies. Further, the uploading on Kobo Connect doesn't require constant internet access and is automatic when the device is connected, a feature which is important in Myanmar given the limited/no access to internet in remote and/or conflict affected areas.

In order to ensure maximum communities are able to share their feedback multiple mechanisms for collection and / or submission of feedback have been activated. These include

(a) collection of feedback by FOs/IPs as a part of their regular field monitoring and outreach activities (using tools such as Focus Group Discussions, satisfaction surveys, individual interviews, post distribution monitoring and group meetings, etc.);
(b) through dedicated suggestion boxes and
(c) through hotlines which are operated by IPs.

The feedback collected is analysed by the SBC Unit, using the AAP dashboard, on a quarterly basis. The AAP Dashboard allows analysis of feedback received by sector/thematic areas, UNICEF supported services and activities, submission modality, location from where feedback is received. The following graphic presents the types of analysis which is enabled by the AAP dashboard.

Summary Analysis

- Feedback received (No.)
- Status of action taken on feedback (%)
- Organizations involved in collecting feedback (No.)
- Responses disaggregated by age group, gender and location (host community, IDP camp, new displacement, village, etc.)

Feedback Type

- Analysis of feedback by sector/theme
- Analysis of feedback by submission modality
- Analysis of responses by states and regions

Analysis of Feedback on UNICEF services & activities

- Analysis of feedback by services/activities
- Helps identify which services/activities are getting most responses
- Allows capturing what affected populations are saying about the services/activities