

APPENDIX H: FGD I SESSION GUIDE

Last modified: April 7, 2011 (FGD #2)

INTRODUCTION

- **Welcome participants** as they enter, offer refreshments, make small talk to set all at ease, give name tags as they come in so they can refer to one another.
- Once all are present, **introduce research team** (point out name tags), explain each person's role.
- **Introduce the project in general** by talking about the AWSP and our previous activities that they may be aware of.
- **Introduce the purpose of this session:** to explore whether a water treatment system in their community would be more suitable on an individual basis in each household, or on a shared, collective basis at the community-level.
 - Give examples of what we mean by community- or household-level systems, ensure that it is clearly understood → use visual aids
 - Discuss the format of the session: series of approximately 12 questions posed to the group
 - State our intention: to simply listen and learn about what people think would be possible for a water treatment system in the community
 - Remind participants that these focus group discussions are separate from the field trial of the household filter and that they should not feel any pressure to skew their responses in any direction.
- **Explain why the participants were selected:** referring to the inclusion criteria for the particular FGD session
- **Lay out rules and expectations**

- Free to talk as they please, don't feel pressurized to speak or not speak in a specific way.
 - All of your opinions are important to us, there are no right or wrong answers, and both negative and positive comments are equally important.
 - They can decide how much to tell or not.
 - Not expected to reach a consensus at the end.
 - Please feel free to ask questions when and if they please.
 - Allow others to speak and don't interrupt one another.
 - Request that they speak one at a time so as to make the recording clear.
 - The session will last about 1 hour.
- **Discuss ethical guidelines**
 - Inform participants that they are being recorded by audio device and by note-taking by the Observer.
 - Any published information will not feature any names, so data is totally anonymous.
 - All information will be used for research purposes only, it will not be shared or divulged for any other purpose.
 - Future uses of their contributions – PhD research thesis, publication in research journals.
 - Must clarify that this session is just for research purposes – there will not be any more interventions coming out of the project, including from this session. We are not using this session to design a new intervention; nothing will come out of it!!

- Encourage participants to maintain the confidentiality and anonymity of the other participants when they leave the session.
- **Ask participants to introduce themselves** to one another and which sector they live in.
- Move on to open-ended, un-cued factual questions to **break the ice** on the topic:
 - *What are some of the most serious problems related to water supply in the community?*

KEY QUESTIONS

What are the informal and formal groups, organizations, or associations that function in Mylai Balaji Nagar?

- Brainstorm list and write on flip-chart.
- Probe for: credit, religious, recreational, health, education, parent-teacher association, youth group, sports groups, cultural groups, civic associations, labour, commercial, women's groups, development committees, self-help groups, others (specify).
- *Which of these groups are important and active in improving well-being of different community-members?*

How do people respond to natural calamities and accidents – for instance, a fire in the community – does each household watch out for itself, or do people work together to face the problem?

- *What are some examples that you can think of in recent memory, if any?*

If someone else in the community had the following choice, which one would he or she prefer:

*1) to treat water individually in the home, with more cost and effort on the individual; or
2) to work collectively with others in the community to get the same benefit of treated safe water, for less cost and effort on the individual, but with the added requirement of working with others and the risks of other people not contributing as equally?*

- *What are the reasons that might influence a person's decisions?*

Do you think others in the community would be willing to pay their money up-front into a collection that will go toward building a community-level system later on?

People from the same community often get together to address a particular issue that faces the community, fix a problem, improve the quality of life, or provide some kind of needed service.

- *Have there been any efforts by the community to improve the quality of water supply or overcome another problem (service or benefit) in recent memory? What were they?*
 - *If no answers forth-coming on water, probe into: education, health, public services, garbage, public latrines and sanitation, water supply, roads and transportation, credit, recreational and cultural resources, security, child care, wine shop, others (ask them to specify).*
 - *Brainstorm list, make sure it is clear for audio recording.*
- *Were there certain community groups that played an important role in this?*
- *What kinds of responses did you get from the local government? From other organizations? From the rest of the community?*
- *What kinds of obstacles did you have to deal with?*
- *What was the outcome of the effort?*

If the above question deals with a success, then ask about a failure too: *On the other hand, has the community ever attempted to make improvement, but failed?*

- Probe into: Exnora waste management program; other community efforts that did not succeed...
- *What would you have done differently to make the effort more successful?*

In the past year, have people in Mylai Balaji Nagar gotten together and jointly petitioned government officials or political leaders for community development issues (i.e. electricity, water, drainage)?

- *What was the outcome of these efforts?*

What kind of support do you think external stakeholders (i.e. government, local NGOs and businesses) can be counted on to provide with respect to on-going operations and maintenance, and financing? (~5 min)

The government is proposing to bring the Chennai Metro water supply to MB Nagar. How credible do you believe these claims to be? How does it affect your preference for a more temporary household-level solution or for a more permanent community-level solution? (~5 min)

Do your neighbours all have secure tenure (i.e. legal title) to their plots? Is there a risk that the government could move you from your present place? Are you concerned about putting effort

into the community infrastructure, if there is a chance you could be moved from there at a later date by the government? (~ 5 min)

Final impression on level of application... (~15 min)

Considering everything we've discussed, do you think a community-level system would be possible for Mylai Balaji Nagar?

- *What are the important reasons for your feeling on this matter?*
- *Do you think all of your neighbours would contribute equally?*
- *Probe: Not only what we've discussed today, but anything else that comes to mind and affects your decision*

Which do you think would be best for Mylai Balaji Nagar - a household- or a community-level water treatment system?

- *What are the important reasons for your feeling on this matter?*

CONCLUSION

- **Ask participants:**
 - *Are there others with opinions very different from yours? If so, who are they (so we may follow up with them as well)?*
- Moderator gives a **review** of the purpose of the study, how the comments will be used, and how confidentiality and anonymity will be ensured.

- How we will **share the results** once the analysis is complete: we will call a meeting of all the focus group participants to meet and share results for further discussion at the end of the research.
- **Final check** by asking the question:
 - *Have we missed anything?*
- **Thank the participants** to end.

DEBRIEFING

- Have **facilitators come together and discuss** the main points, observations on participants and events, things to improve for next session, and have everyone **check/complete their notes**.
 - Plan out any necessary **follow-up interviews** with quiet, under-represented participants.
 - **Plan out transcription** of recording, annotations, translation and back-checking.
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