SCENARIO

You are administering a program and using data that you realise is not trustworthy.
You don't know if this is as a result of:

a)   The collection tools resulting in the incorrect data being collected

b)   If the people inputting the data are unskilled and therefore not capturing the data correctly

c)   If the people providing the data are providing the wrong data out of self interest

d)   Your system does not adequately validate data (cross checks, consistency checks, spot checks etc)

What would you advise?

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You are a program administrator and you want to develop a system to validate your data by cross checking it with other databases. You know that improved data integrity will make the delivery of Social Protection far more effective. You have asked the owners (e.g. national ID authority, home affairs office, health ministry and education ministry) of this data to share this data. They refuse, saying that the data is confidential and cannot be shared. You suspect this is not the case. You suspect they are only saying this because information is power and if they share the data they lose some of their power.

What would you advise?

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The World Bank has offered you funding to better manage your data and information within your program. Their funding will enable you to progress from gathering data on paper to gathering data electronically. You are very excited about the prospect; however your staff has said that they don't want to change from the paper based system of gathering data. They are comfortable with the paper based system and don't want to learn a new system.

What would you advise?