



## Guidance note: How to conduct data quality checks?

### Introduction

Following the rollout of the GBVIMS in a country, getting the data right at the organization or interagency levels requires regular monitoring of the Incident Recorder and Compilation tool. The process of data quality checks can help identify errors and inform further capacity building efforts. It is crucial for organization focal points and interagency GBVIMS Coordinators to conduct data quality checks in order to ensure the integrity and reliability of GBVIMS data. This Guidance note is directed towards Organization Focal Points and GBVIMS Coordinators in order to provide them with instructions on how to conduct such checks.

### Internal data quality checks on the Incident Recorder

Internally, Data Gathering Organizations (DGOs) feed GBVIMS data collected from the Intake Form into the Excel-based Incident Recorder. The present section presents how to spot errors in the Incident Recorder. Prior to using the Incident Recorder, ensure that steps to enable content (enable Macros) have been taken<sup>1</sup>.

1

#### Check monthly/quarterly/annual statistics report for REF or NUM or incorrect calculations.

MONTHLY	
Report Month & Year	
November	2011
GENERAL STATISTICS	
1 New GBV Incidents Reported this Month	95
2 New Incidents of Sexual Violence Reported this Month	#REF!
SURVIVOR STATISTICS	
3 Sex of Survivors	
Females	#REF!
Males	#REF!
4 Age of Survivors	
Children 17 Yrs & Younger	#REF!

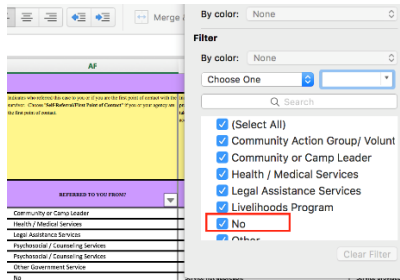
How to solve it:

1. Check the responses in the calculated columns for the error.
2. To do this, start by clicking on the filter of each column to look for a #REF or NUM or NA in the data entered. If you see this, you can filter to that cell and determine the problem. The error could be linked to a typed entry instead of selecting from the dropdown menu. For example, for the sex of the survivor, if the staff typed 'Female' instead of selecting 'F' from the dropdown menu, the entry will not be read by the statistics.
3. Fix the problem, if a data entry error

<sup>1</sup> Please refer to Annex I on steps prior to using the Incident Recorder.

2

**In the Incident tab, check filters on columns for inconsistencies or unusual answers.**



How to solve it:

1. Filter to the date of birth/ interview/ incident cell to determine if it is a data entry error
2. If it is a data entry error, fix the error by correcting the relevant field.

3

**In the calculated columns of the Incident Data tab (BN-CL), look for color codes RED or -1**

INCIDENT ID	AGE AT TIME OF INCIDENT
1W-001	
1W-002	
1W-002	-1
1W-004	
1W-005	15

How to solve it:

1. Filter to the cell to determine if there is a data entry error. These are usually linked to dates (ie. Date of birth, incident or report).
2. This could be related to the same Incident ID being entered twice.
3. If it is a data entry error, fix the error by correcting the field.

4

**Check that all Incident IDs have been entered.** If the Incident ID is not entered, the Incident will not be included in the count of incidents in monthly statistics and pivot tables.

INCIDENT ID
1W-004
1W-005
1W-006
1W-007
1W-008

How to solve it:

1. Check in the filter of the Incident ID (Column A) if there are any blanks.
2. Enter Incident ID.

If you CANNOT fix the error, contact your focal point in the GBVIMS technical team or write to [gbvims@gmail.com](mailto:gbvims@gmail.com).

## Interagency/aggregated data quality checks on the Compilation Tool

At the interagency level, the Interagency GBVIMS Coordinator will compile the data shared by the DGOs using the compilation tool based on the Monthly/Quarterly/Annual Statistics Table. At the stage of compilation, the Interagency GBVIMS Coordinator should verify if the data is consistent. The present section outlines below how this can be done.

1

**Check monthly/quarterly/annual stats report for REF or NUM or incorrect calculations.**

MONTHLY	
Report Month & Year	
November	2011
GENERAL STATISTICS	
1 New GBV Incidents Reported this Month	95
2 New Incidents of Sexual Violence Reported this Month	#REF!
SURVIVOR STATISTICS	
3 Sex of Survivors	
Females	#REF!
Males	#REF!
4 Age of Survivors	
Children 17 Yrs & Younger	#REF!

How to solve it? See solution above.

2

**Check if the overall number of reported GBV incidents matches the breakdown of each data points.** In the example below, although the overall number of reported incidents is 50, the total breakdown based on the sex of survivors is 21. Discrepancies between the overall number of incidents (data point no.1) and the aggregated number within other data points can be explained by the fact that the former encompasses all incidents including those where survivors did not give consent for their unidentifiable data to be shared. However, when the discrepancy is too big, such as in the example below, this might indicate errors in data entry or formulas in the IR of the DGOs<sup>2</sup>.

GENERAL STATISTICS	
1 New GBV Incidents Reported this Quarter	50
2 New Incidents of Sexual Violence Reported this Quarter	10
SURVIVOR STATISTICS	
3 Sex of Survivors	
Females	20
Males	1

How to solve it?

1. Contact DGOs' focal point.
2. Check in each DGOs' monthly stats table if data is pasting well.  
Sometimes, cells do not match the one of the compiled table.

<sup>2</sup> When discrepancy between the overall number of reported cases and number of survivors that gave their consent for sharing unidentifiable information is too big, it might indicated that caseworkers are not able adequately request consent from survivors to share their unidentifiable information for the purposes of reporting. Therefore, training might be needed to better equip them to know how to ask for consent.

3. Ask DGOs to check their IR for potential errors in data entry.
4. Ask DGOs to resend their monthly/quarterly/annual stats table with the errors correct.
5. If error is linked to formulas errors in their monthly/quarterly/annual statistics table, ask DGOs to contact your focal point in the GBVIMS technical team or write at [gbvims@gmail.com](mailto:gbvims@gmail.com).
6. If there is a problem in requesting consent from survivors, it may be necessary to provide case workers with a refresher training on consent.

3

**Check if there are inconsistencies between data points.** See examples below. Note that this is not an exhaustive list.

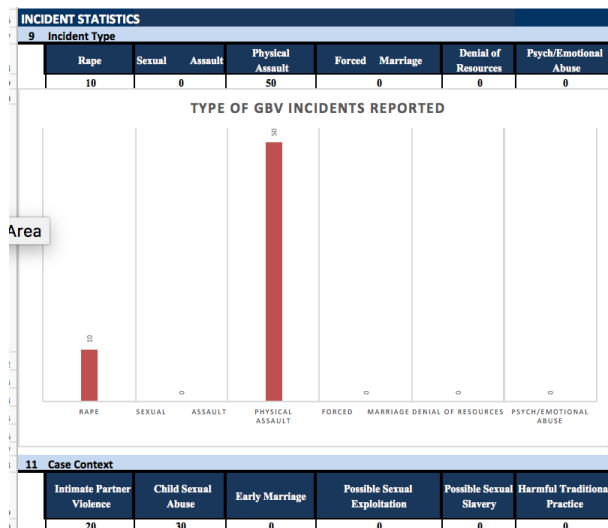
- (1) Inconsistencies between data point linked to **displacement status** and **stage of displacement**. In the below example, 50 incidents were perpetrated against survivors who were residents at the time of the report. However, the data point on displacement stage indicates that these 50 incidents were perpetrated against survivors during their flight. This is not consistent, as if survivors were residents, they could not have been in a place of refuge at the time of the incident as they have never been displaced. This is a data entry error.

6 Displacement Status at Time of Report			
Resident	50	Foreign National	0
Returnee	0	Asylum Seeker	0
IDP	0	Stateless Person	0
Refugee	0		
7 Stage of Displacement at Incident			
Not Displaced/Home Community	0	During Refuge	50
Pre-Displacement	0	During Return/Transit	0
During Flight	0	Post-Displacement	0

- (2) Inconsistencies between the data points linked to **age of the survivors** and the **vulnerable populations**. In the example below, only 20 incidents were perpetrated against children (17 years & younger). However, under vulnerable population, it is indicated that 40 incidents were perpetrated against unaccompanied and separated children (UASC). This is inconsistent as there could not be more incidents of UASC than the overall number of incidents against children.

4 Age of Survivors		
Children	17 Yrs & Younger	20
	0 - 11 Yrs Old	5
	12 - 17 Yrs Old	15
Adults	18 Yrs & Older	30
	Elderly (50 & Older)	0
	Adolescent (10-19)	0
7 Vulnerable Populations		
Incidents Reported by a Survivor with a Disability		0
Unaccompanied or Separated Children		40

- (3) Inconsistencies between the data points linked to **Incident Type** and **Case contexts**. In the example below, 10 incidents of rape were reported. However, under Case Context, it is mentioned that 30 incidents of Child Sexual Abuse were reported. This is inconsistent as there cannot be more incidents of Child sexual abuse (including Incident Types of rape and sexual assault) than the overall number of incidents of rape reports.



- (4) Inconsistencies between the data points linked to **Perpetrator's relationship to Client** and **Case contexts**. In the below example, under Case context, it is mentioned that 20 incidents were perpetrated in the context of Intimate Partner Violence. However, under Perpetrator's relationship to Client, it is indicated that only 5 incidents were perpetrated by the Intimate Partner, which is inconsistent.

10 Primary perpetrator's relationship to Client	
Intimate Partner / Former Partner	5
Primary Caregiver	0
Family other than spouse or caregiver	0
Supervisor / Employer	25
Host Family	0
Schoolmate	0
Teacher / School Official	20
Service Provider	0
Cotenant / Housemate	0
Family Friend / Neighbor	0
Other refugee / IDP / Returnee	0
Other Resident community member	0
Other	0
No relation	0
Unknown	0

11 Case Context		
Intimate Partner Violence	Child Sexual Abuse	Early Marriage
20	30	0

- (5) Inconsistencies between the data points linked to **Incidents Referred from Other Service Providers** and **Services Provided for New Incidents** or **New Incidents Referrals to Other Service Providers**. In the below example, 50 incidents were referred from Health/Medical Services. However, DGOs indicated that Health/Medical Services were provided for these 50 incidents. This is inconsistent, as if Health/Medical Service providers referred cases to DGOs, it is likely that the service was already provided prior to the survivor's visit to their services.

21 Incidents Referred From Other Service Provider	
Health / Medical Service	50
Psychosocial / Counseling Service	0
Police / Other Security Actor	0
Legal Assistance Service	0
Livelihoods Program	0
Teacher / School Official	0
Community or Camp Leader	0
Community Volunteer / Worker	0
Women's Organization	0
Safehouse / Shelter	0
Other Humanitarian / Development Actor	0
Other Government Service	0
Other	0

22 Services Provided for New Incidents	
Safe House/Shelter Services	0
Health / Medical Services	50
Psychosocial Services	0
Legal Assistance Services	0
Safety & Security Services	0
Child Protection Services	0
CMC / Community Based Structures	0

How to solve it:

1. Contact DGOs' focal points.
2. Ask DGOs to check their IR for potential errors in data entry. Focal points also need to check with the case workers how the intake forms are being filled out.
3. Ask DGOs to resend their monthly/quarterly/annual stats table with the errors correct.

4

**Check if, based on your knowledge of the services provided by DGOs and the referral pathway in place, there are inconsistencies linked to the Referral pathway statistics section.** In the example below, DGOs reported having provided Health/Medical Service for 50 incidents reported. However, you know that in country X, DGOs provide only Psychosocial Support Services and couldn't have provided health services. Therefore, this information is inconsistent with the reality on the ground.

22 Services Provided for New Incidents	
Safe House/Shelter Services	0
Health / Medical Services	50
Psychosocial Services	0
Legal Assistance Services	0
Safety & Security Services	0
Child Protection Services	0
CMC / Community Based Structures	0

In the other example below, DGOs reported that Health/Medical services were not available for 50 incidents reported. However, you know that, based on the referral pathway in place in Country X, these services are available. Therefore, this is an error in data entry.

18 New Incident Referrals to Other Service Providers				
	Services Received Prior to Visit	Referred	Referral Declined	Services Not Available
Safe House / Shelter	0	0	0	0
Health / Medical Services	0	0	0	50
Psychosocial Services	50	0	0	0
Legal Assistance Services	0	0	0	0
Security / Protection Services	0	0	0	0
Child Protection Services	0	0	0	0
CMC / Community Based Structures	0	0	0	0

REFERRALS TO OTHER SERVICE PROVIDERS

1. Contact DGOs' focal point
2. Ask DGOs to check their IR for potential errors in data entry.
3. Ask DGOs to resend their monthly/quarterly/annual stats table with the errors corrected.

5

**Check that DGOs' monthly stats tab is read by the Compiled tab.** In the example below, the data point on new incidents reports is calculated in the compiled table under cell F7. However, in the tab related to 'ORG 1', the same data point appears under cell F8. Therefore, this figure will not be read by the formula included in the Compiled tab.

A	B	C	D	E	F
1	MONTHLY	STATISTICS REPORT			
2	Report Quarter & Year				
3	1st quarter	2017			
4	GENERAL STATISTICS				
5	1 New GBV Incidents Reported this Quarter				50

A	B	C	D	E	F
1	MONTHLY	STATISTICS REPORT			
2	Report Quarter & Year				
3	1st quarter	2017			
4	INCIDENT DATA				
5	GENERAL STATISTICS				
6	1 New GBV Incidents Reported this Quarter				4

How to solve it:

1. Check with the relevant DGO if they have correctly pasted the monthly/quarterly/annual stats table into the compilation tool (starting from A1).
2. If so, ask DGOs to share their IR to check if they are using the right format.

In addition, DGO staff should be familiar with the procedure to send monthly statistics report. Please refer to Annex II.

Most errors that will be encountered when checking the data are linked to capacity building and will most likely need to be addressed through further training and coaching of the DGOs. When data is assessed as inaccurate, it is recommended to discuss with all ISP signatories whether the data should be shared externally, as releasing inaccurate data might spread mistruths about the GBV situation in country and lead to inadequate or ineffective responses. It may also undermine the integrity of the GBVIMS and the efforts of all GBVIMS actors in country.

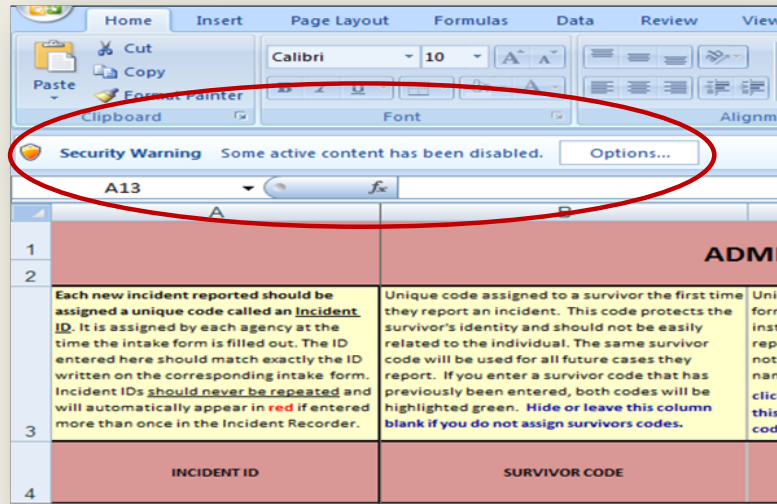
If you CANNOT fix the error, contact your focal point in the GBVIMS technical team or write to [gbvims@gmail.com](mailto:gbvims@gmail.com).

For access to additional GBVIMS tools, guidance and documents, visit the website at [www.gbvims.org](http://www.gbvims.org).

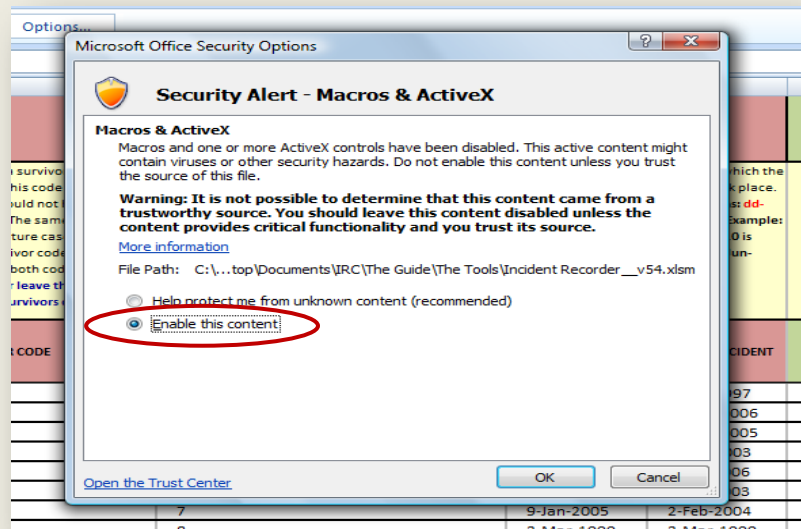
## 1. YOU TRY!

Practice enabling Macros: (Note: These instructions are for Excel 2007. If you are using Excel 2003, please skip to page 5.13 for the appropriate instructions)

1. Open the Excel document "Practice Incident Recorder\_v1" and locate the **Security Warning** label at the top of the worksheet. Click on **Options**.



2. You will see a **Security Alert** dialogue box. Click on **Enable this content** and then click **OK**.



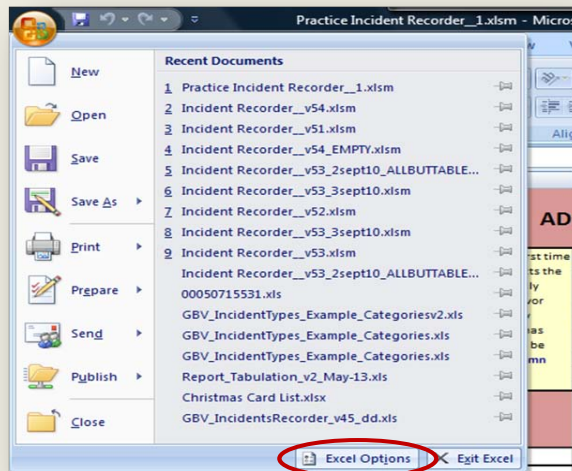


If the Security Warning label does *not* automatically appear at the top of the worksheet, then:

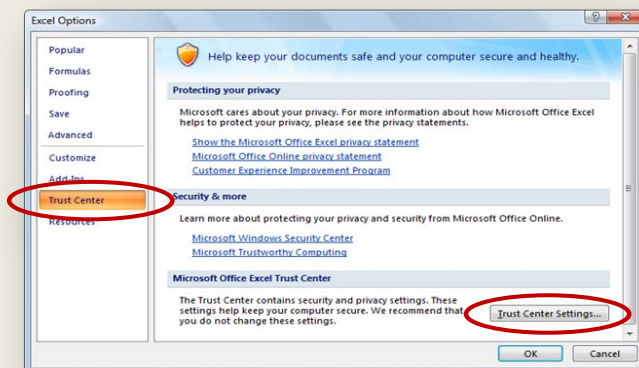
3. Click the **Microsoft Office Button**



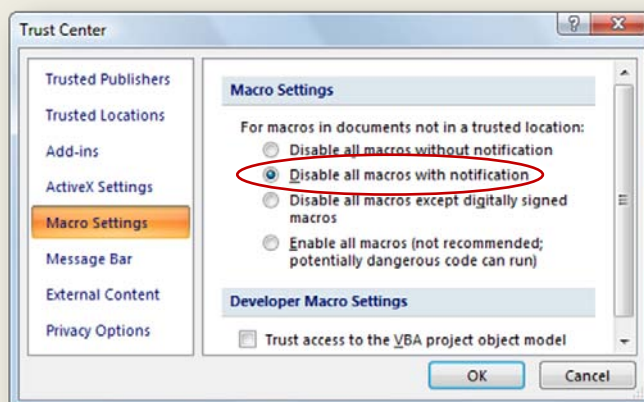
and then click **Excel Options** at the bottom right.



4. Click **Trust Center** on left side of the dialogue box, then click **Trust Center Settings**



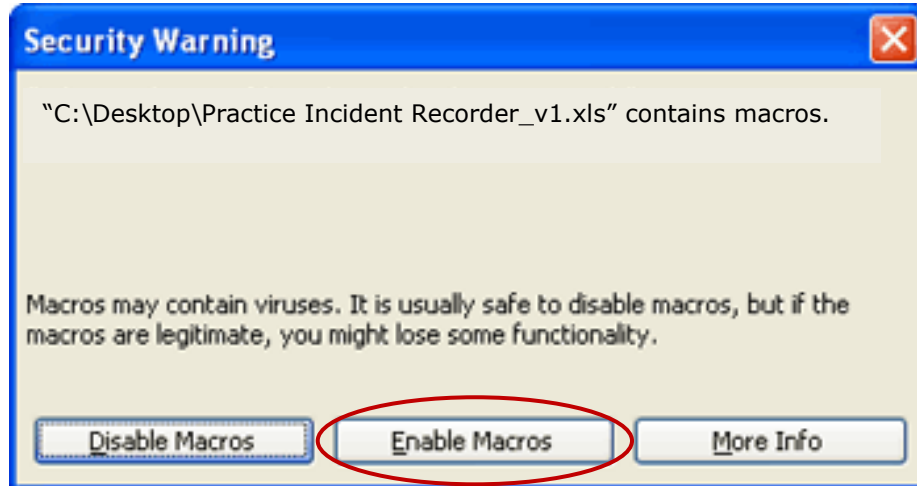
5. Click **Macro Settings** on the left and then click **Disable all macros with notification**. This Click **OK** to finish. This will cause the **Security Warning** label from step #1 above to appear the *next* time you open the document. Now, enable Macros by closing and reopening the document. Follow step #1 and #2 from above.



Note: Although you only need to redo your computer settings the first time you use the IR, you will have to “enable macros” (steps 1-2) *each* time you use the IR.

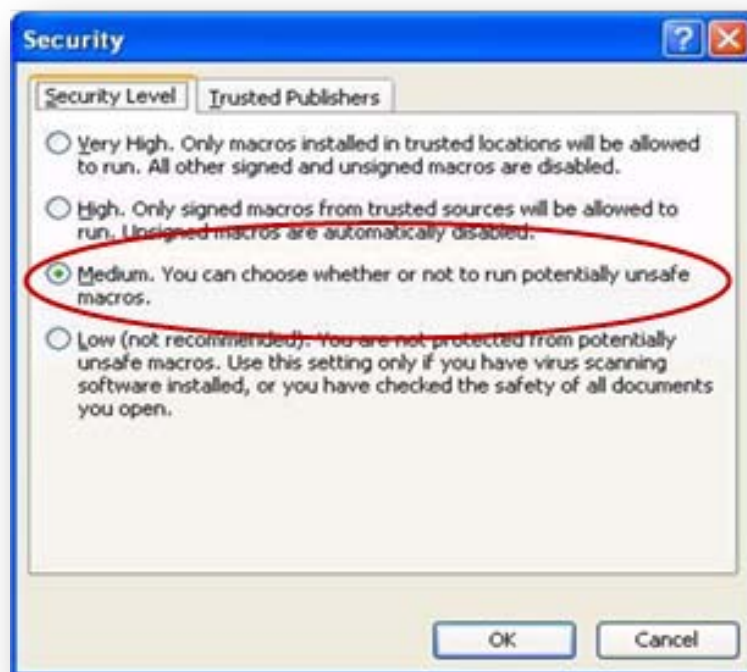
Note: If you are using Excel 2003, you will need to enable Macros a little differently. When you open the 'Practice Incident Recorder\_v1,' a dialogue box should appear asking if you want to enable macros.

1. You should click **Enable Macros** to open the workbook and allow the macros to run in the workbook.



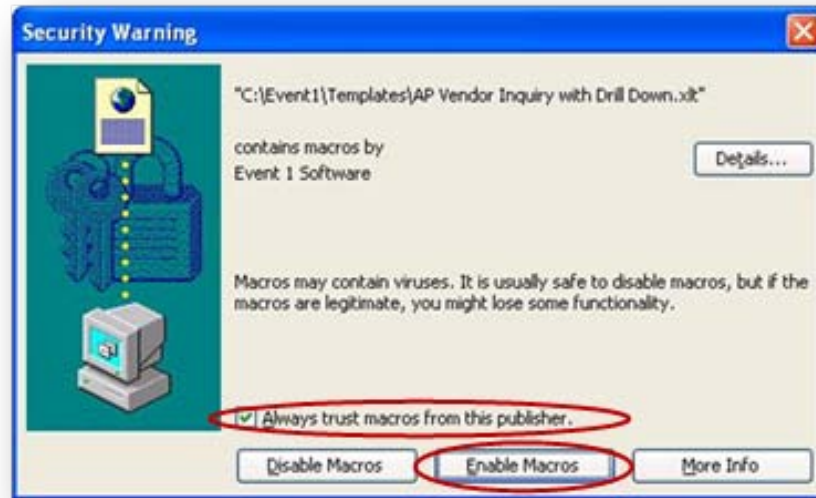
If this dialogue box does not appear,

2. Click the Tools menu, choose 'Macros,' and then 'Security.'
3. A 'Security' dialogue box should appear; select 'Medium. You can choose whether or not to run potentially unsafe macros.' Click OK.



4. Save the document, and then close the workbook and reopen it.

5. A 'Security Warning' dialogue box should appear. Select 'Always trust macros from this publisher' and click 'Enable Macros.' Macros is now enabled.



Note: Although you only need to redo your computer settings the first time you use the IR, you will have to “enable macros” (step 1) *each* time you use the IR.

### Password protection


In order to keep your data secure and confidential, you will need to ensure that only a limited number of people have access to the IR. One way to do this is to set a password to protect the data stored in your IR. (Note: This is a good idea for any files with sensitive GBV data that you store on your computer).

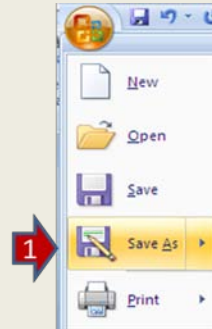
Make sure you keep all your passwords well organized, written down and stored in a *locked* location. Do not store passwords on your desktop or computer monitor! Only those who should have access to the IR for data entry, analysis or programming should have access to the password. Should you ever leave the organization, make sure whoever will be replacing you has access to the passwords; otherwise, all previous GBV data for your organization will be inaccessible!

## 2. YOU TRY!

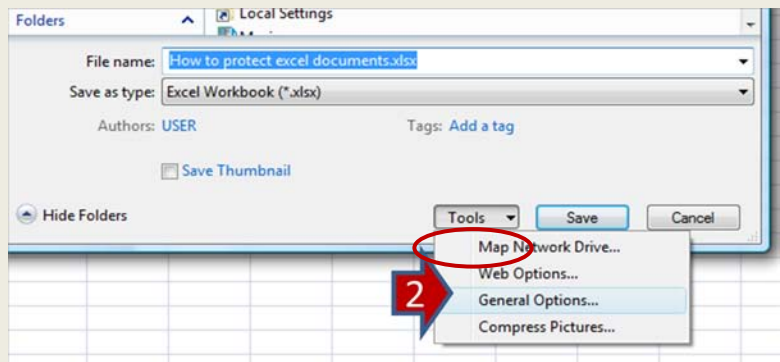
**Practice password protecting the IR: (Note: These instructions are for Excel 2007. If you are using Excel 2003, please skip to the explanation on the following page for the appropriate instructions for 2003.)**

Open the Excel document "Practice Incident Recorder\_v1."

1. Click on the **Office Button**  and select **"Save As."**



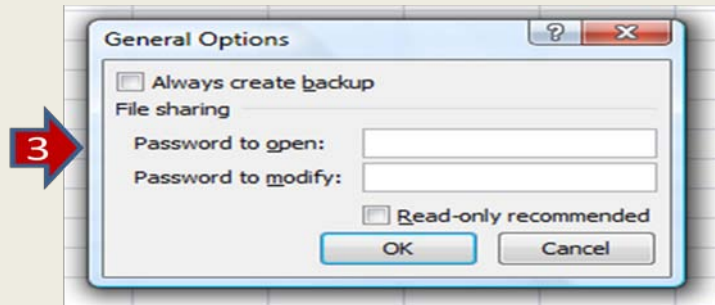
2. Click on **"Tools"** (depending on your version of Excel this will either be in the lower right or lower left hand corner of the dialogue box) and select **"General Options."**



3. In the **"Password to open"** box, type a password. (Remember: The password is case sensitive, meaning the computer will differentiate between uppercase and lowercase letters - so make sure your caps lock is not accidentally on.)

Write the password for Practice IR\_v1 here: \_\_\_\_\_

Then Click **"OK."** A new dialogue box will appear.



4. The box asks you to **"Reenter password to proceed."** Type the password again, and click **"OK."** Close the document and open it. Make sure that you are prompted for a password to open the document.



Note: If you are using Excel 2003, you will need to follow different steps to set a password. When you open the 'Practice Incident Recorder\_v1,' you should:

1. On the **Tools** menu, click **Options**, and then click the **Security** tab.
2. Type a password in the **Password to open** box, and then click **OK**.
3. When prompted, retype your password to confirm it, and click **OK**.
4. Click **Save**.
5. If prompted, click **Yes** to replace the existing workbook.

### Customizing dropdown menus

As mentioned above, most of the fields in the IR contain dropdown menus that will help make data entry quicker and more accurate. Nine of these fields contain dropdown menus that are customizable.

With the exception of 'Country of origin,' all eight of the customizable dropdown menus can be modified on the 'Menu Data' worksheet, accessed by clicking on the 'Menu Data' worksheet tab (country of origin dropdown menu can be customized by clicking on the Country of Origin Menu tab).



When you click on the Menu Data tab, you will see a worksheet containing eight tables with:

1. a description above each table informing you at what level each of the customizable fields can be modified
2. an 'Update Menu in Incident Data Worksheet' button that you will use once you are ready to make changes to the dropdown menus.

# MENU DATA WORKSHEET

1

## THIS DATA IS OPTIONAL

IT CAN BE MODIFIED AT THE LEVEL OF DATA ENTRY OR CAN BE LEFT BLANK IF INFORMATION IS NOT NECESSARY. **NEVER TYPE CASEWORKER NAMES ALWAYS USE A CODE TO PROTECT ANONYMITY**

2

Update Menus in Incident Data Worksheet

## THIS DATA IS OPTIONAL

IT CAN BE MODIFIED AT THE LEVEL OF DATA ENTRY OR CAN BE LEFT BLANK IF INFORMATION IS NOT NECESSARY. **IF USED UNKNOWN MUST REMAIN AN OPTION.**

THIS LIST CAN BE **CUSTOMIZED ONLY AT THE LEVEL OF DATA COMPILATION** (EITHER ORG. NATIONAL LEVEL &/OR INTER-AGENCY LEVEL). ALL INTAKE FORMS MUST MATCH THIS LIST AND MUST CHANGE ACCORDINGLY

### CASEWORKER CODE

B5

G3

P7

### ETHNICITY

ETHNICITY 1

ETHNICITY 2

ETHNICITY 3

ETHNICITY 4

ETHNICITY 5

ETHNICITY 6

ETHNICITY 7

ETHNICITY 8

Unknown

### INCIDENT LOCATION

Bush / Forest

Garden / Cultivated Field

School

Road

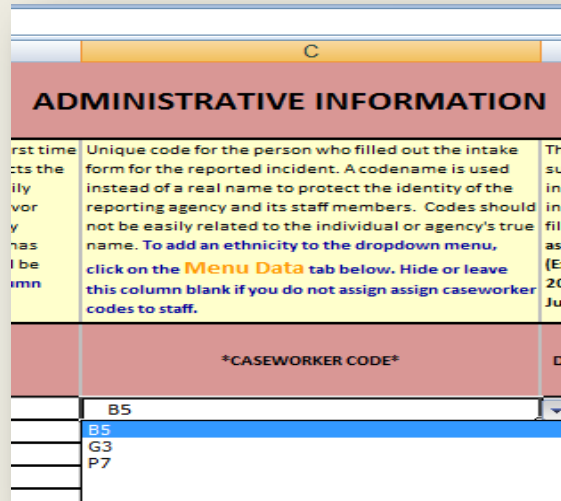
Clients's Home

Other

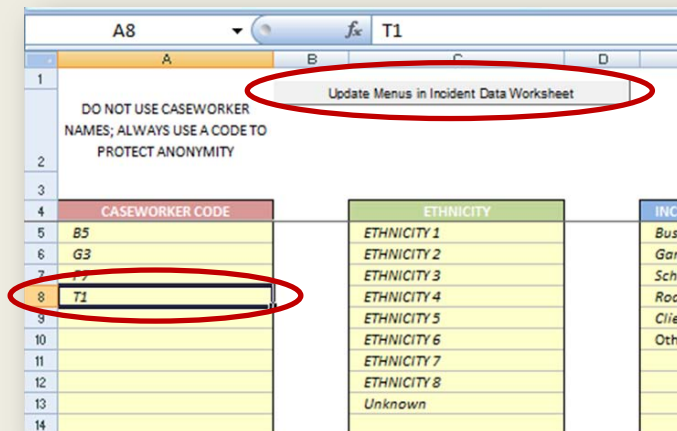
### 3. YOU TRY!

Practice customizing the caseworker code dropdown menu

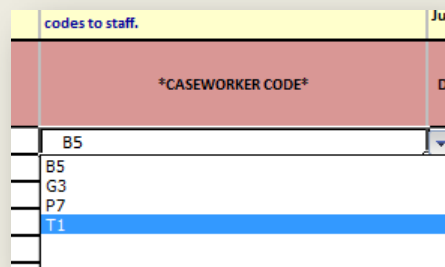
1. Open the Excel document "Practice Incident Recorder\_v1." On the Incident Data worksheet click on the dropdown menu for 'Caseworker Code.' Notice the three options: B5, G3, P7.



2. Click on the Menu Data worksheet tab and then click on the first empty cell in the Caseworker Code table (A8) and type 'T1' and press 'Enter.' Next, click on the 'Update Menus in Incident Data Worksheet' button.



3. On the Incident Data worksheet, verify that T1 has been added to the dropdown menu.



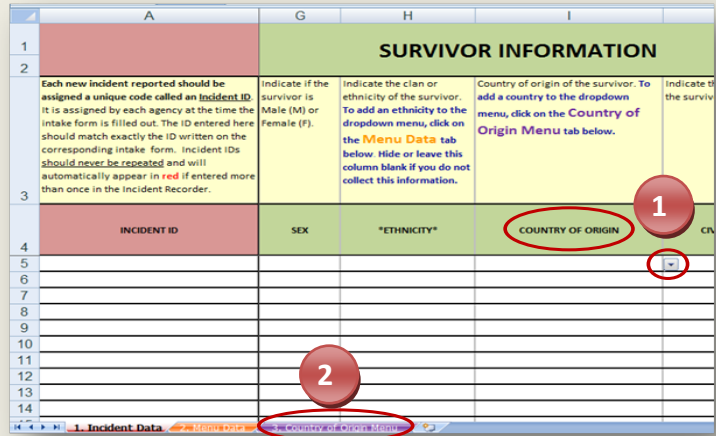
(Note: If you were unable to modify the dropdown menu, see the Key Point text box on page 5.21 for further guidance)



## 4. YOU TRY!

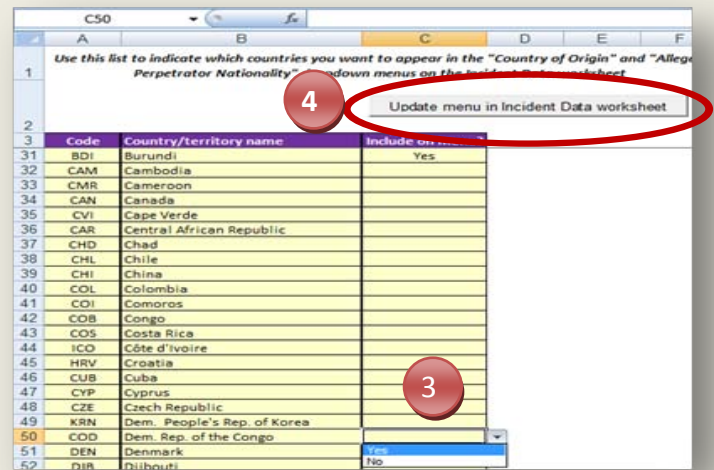
Practice customizing the Country of origin dropdown menu:

1. In the “Practice Incident Recorder\_v1.” file locate the Country of origin field (column I) on the Incident Data worksheet; you may have to use the arrow key at the bottom right of the workbook. Click on the dropdown menu arrow. No countries should be listed yet, it should only say Victim CoR.



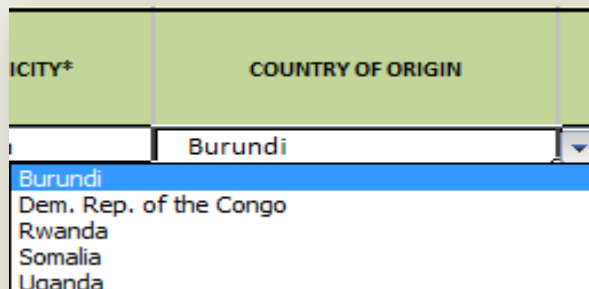
2. Now click on the third worksheet tab called ‘Country of origin Menu’ located on the bottom left of the screen.

3. This is the table that determines which countries are included on the dropdown list. Find Burundi by scrolling down the list, click on the cell to the right (Column C), then click on the dropdown menu arrow that appears and choose ‘Yes’. Do the same for the DRC, Rwanda, Somalia and Uganda.



4. Once finished, click on the ‘Update menu in Incident Data worksheet’ button at the top of the worksheet.

5. You have now customized the Country of origin dropdown menu. Verify your work by going back to the Country of origin field on the Incident Data worksheet, click on a cell in that column and look at the countries on the menu.



(Note: If you were unable to modify the dropdown menu, see the Key Point text box on the following page for further guidance)

## KEY POINT

### Having problems?

If you followed the instructions for the **You Try!** activities #3 and #4, but do not see the newly added options on the dropdown menu, this is probably do to one of two reasons:

1. You have not yet enabled Macros. In order to update any fields or dropdown menus on the IR, you *must* first enable Macros. To review how to enable Macros, see **You Try!** #1.
2. Sometimes the dropdown menu *looks* empty due to the fact that the menu is simply not scrolled completely to the top. Use the scroll arrows on the dropdown menu to ensure that you are scrolled up to the top.

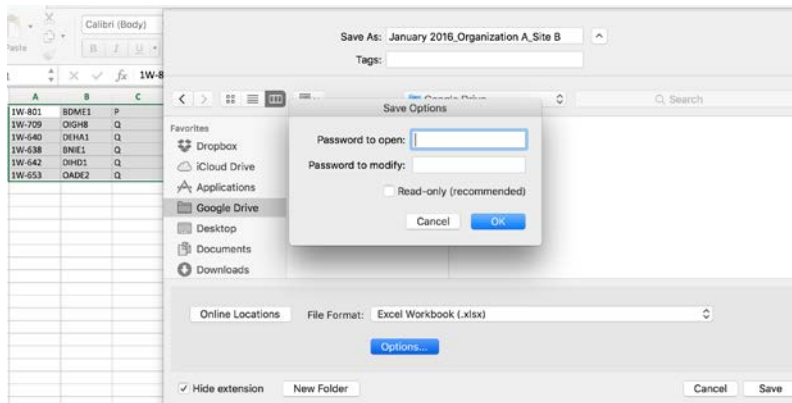
A screenshot of a software interface showing a dropdown menu. The menu is titled 'ALLEGED PERPETRATOR - SURVIVOR RELATIONSHIP' in an orange header. The dropdown list contains the following options: 'Other Resident community member', 'Schoolmate', 'Teacher', 'Other refugee / IDP / Returnee', 'Other Resident community member' (highlighted in blue), 'Other', 'No relation', and 'Unknown'. A red circle is drawn around the vertical scroll bar on the right side of the dropdown menu, indicating that the user should scroll to see all options.

You may have to scroll up or down in order to see all of the response options

You must be careful when customizing dropdown menus, because not all fields are customizable in the same way. For example, if your organization is part of a GBVIMS inter-agency group, then you will have to customize fields differently than if your organization were using the GBVIMS independent of all other organizations. A good rule of thumb is that your lists should always match the response options that are on your intake form. The table below lists the fields that have customizable dropdown menus and then provides directions on how each should be customized depending on whether your organization is part of an inter-agency group or not.



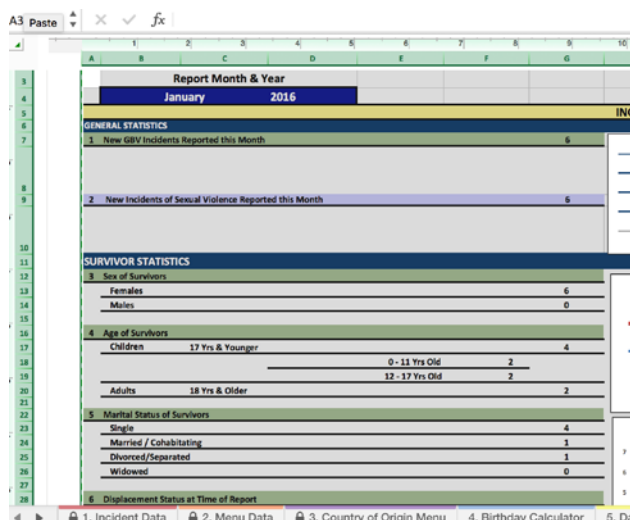
### I. Sending data for internal compilation



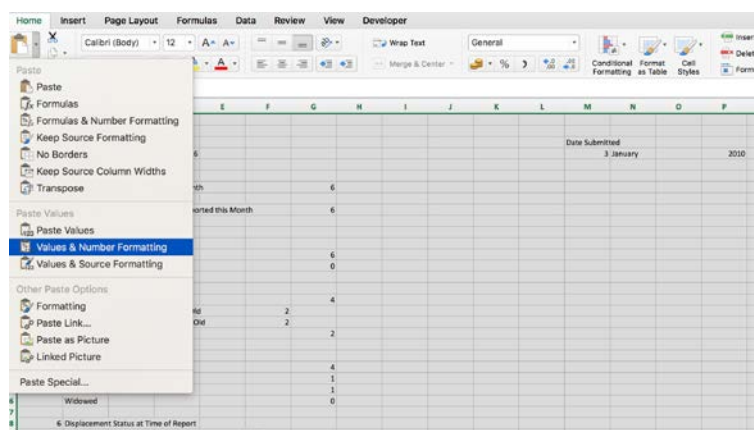
- Step 4: Send to your Organizational Focal Point/Consolidating Agency Focal Point by email.

## II. Sending data for interagency compilation

- Step 1: Copy the worksheet of the Monthly Statistics Tab by selecting the whole worksheet (click on the arrow in the top left corner of the worksheet).



- Step 2: Paste special (Values and Numbers Format) in New Workbook



- Step 3: Password Protect and Save as MONTH\_ORGSITE
- Step 4: Send to your Organizational Focal Point by email