MICROLOAN FOUNDATION USES A DATA PROTOCOL

In line with his social goals, **MicroLoan Foundation (Malawi)** collects social performance, data on clients, including information on client poverty levels, food security, reasons for exit, and client complaints. To ensure the accuracy of the data collected, the institution has protocols for how data is collected, recorded, and analyzed.

MicroLoan is particularly concerned with the integrity of client, poverty data. In line with its goal of targeting poor clients and enabling them to move out of poverty, the FSP tracks client party at entry and overtime. After selecting the [Progress out of Poverty (PPI)](#) tool for data collection, MicroLoan Foundation created data management protocols to protect the integrity of the data.

First, MicroLoan worked to ensure staff buy-in, believing that if staff understood why they were collecting additional client data, they would do a better job of it. Well, in advance of rolling out, the PPI, MicroLoan began training staff on the FSP's social goals and how poverty Data would allow the FSP to understand whether these calls are being met. Then, the FSP begin training staff on the technical aspects of using the PPI tool, using a full-day training course and a manual that each employee keeps for reference. Part of the training is spent in the field with actual groups of clients collecting "live" data. At the end of the course, each person is tested on what s/he learned.

Beyond training data collectors, MicroLoan checks the accuracy of data collection and entry by spot-checking data entered by loan officers. Loan officers follow clearly defined procedures for data collection and submission. Then, branch managers, regional managers, SPM officers, or Internal Audit perform external double checks on the data. During these checks, managers use the PPI to survey the same client, and they check that the answers match with the original data recorded by the loan officer. The FSP has integrated PPI data accuracy in compliance with spot checks into its staff incentive scheme.