Market Functionality Index – Practical Guidance

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For additional information, please contact:
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global.mfi@wfp.org
Short Introduction

The Market Functionality Index (MFI) is a quantitative measure designed by WFP’s Research, Assessment & Monitoring (RAM) and Supply Chain (SC) Divisions to benchmark market functionality along the following nine dimensions: 1) Assortment of essential goods, 2) Availability, 3) Price, 4) Resilience of supply chains, 5) Competition, 6) Infrastructure, 7) Services, 8) Food quality, and 9) Access and protection.

The MFI will be part of WFP’s new Business Process Model for cash-based transfers. Specifically, it is expected to be used during the intervention design phase in the process ‘Market assessment and risk identification’, which is one of several feasibility assessments informing the choice of transfer modality. Additionally, it is supposed to be applied also during the delivery phase in the process of ‘Market situation monitoring’ to detect changes to market functionality over time. Currently, the MFI tool is being tested as beta version.

This document provides simple steps for conducting a market assessment using the MFI package, including the questionnaires in several languages and other tools for data management and data exchange. For more detailed rationale for the MFI and the procedure to calculate the index, please see Technical Guidance. The Sampling Guidance provides guidance on the sampling methods and related practical decisions in a trader survey.
**Full MFI or Reduced MFI (MFIr)**

The MFI tool is offered in two versions: full version (MFI) and reduced version (MFIr).

**The official guidelines for VAM/Supply Chain Officers outline that the full version should be employed as a bare minimum for assessing the feasibility of and risks associated with CBT operations.**

In general, we strongly recommend that MFI full survey is used as long as there are no challenges in movements within a country. In case there are movement restrictions imposed or safety concerns for staff, you should opt for the reduced version (MFIr) which can be conducted over mobile calls.

The reduced version is a significantly simplified version of the full survey in order to facilitate the data collection process over mobile calls. However, the reduced version only covers 4 dimensions whereas the full version covers 9 dimensions.

The dimensions that are and are not captured in the reduced version are described in the next page.

In cases where remote data collection is the only viable option, we encourage to use the set of the exact questions presented in this document and in the linked XLS Form files, without any further modifications. This set of questions can be augmented based on additional context-specific information needs.
Questionnaires

The full MFI tool comes with two questionnaires: one at the market level (Market Survey) and the other at the trader level (Trader Survey). Overall, there are nine dimensions and each dimension consists of two to eight questions. In the reduced version (MFIr), there is only one questionnaire (Trader Survey) and this questionnaire covers four dimensions.

Please note that for full version:

- Both surveys are programmed in one XLS form (survey tool) although there are two surveys; and
- Some questions appear in both market and trader surveys, while other questions only appear in one or the other. For instance, the questions in dimension G. Services will only appear if you are in the trader survey mode whereas the questions in dimension I. Access will only appear if you are in the market survey mode; and
- For each market, one market survey must be completed while multiple (minimum 7) trader surveys are expected to be filled out.

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Version</th>
<th>Module</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Assortment</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>B Availability</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>C Price</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>D Resilience</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>E Competition</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>F Infrastructure</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>G Services</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>H Quality</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>I Access</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

You can find the complete list of questions in this Quick Overview file (go to the tab “Questions”).
**Easy-To-Follow Steps**

**Download XLS Form & Media files**

In [this folder (link)](link), there are (a) XLS forms *(full and reduced versions prepared separately)*; (b) media/image files; and (c) CSV files.

(a) XLS form – **Both full and reduced versions**

- **Full Version (MFI)**

Most parts of the form are not editable for the purpose of version control, but there are sections where you may add questions that are specific to your project or local context although they will not be part of the MFI scoring.

Any questions that you would like to ask traders can be added inside the group named USER_Trd_GR. And other questions that you would like to be added in the market survey can be inserted inside the group named USER_Mkt_GR. Once they are added, you must enable the group as the group is disabled as default setting. You may also add new answer choices after the last line in the sheet choices.

If you do not need to add any customized (to your Country Office) questions, you do not have to do anything in this form.

The default language is set to be English. To change the default language of the surveys, update the cell D2 *(default_language)* in the sheet settings. The options are:

- English (en)
- Spanish (es)
- French (fr)
- Portuguese (pt)
- Arabic (ar)

- **Reduced Version (MFIr)**

This form is partly adaptable. Some key fields such as variable names, choices names and labels are not editable. In the choices sheet, the parts that are not editable are highlighted in light orange.

Some questions may be added in the survey sheet although they will not be part of the MFI scoring.

Depending on the context of each country, some items may be inapplicable and/or other important items may be missing, in which case you may edit the choices sheet.
(b) Media files – Full version only

This is a compressed zip file which contains 9 image (.png) files. This zip file should be decompressed (unzipped) and then uploaded as attachment (media files) in the data collection server (e.g. ODK Server, Kobo Collect, ONA, etc.)

(c) CSV files – Both full and reduced versions

There are two csv files that must be filled out by you: Prefill_1_AdminNames.csv and Prefill_2_EnumeratorNames.csv, and then uploaded as attachment (media files) as well.

Prefill Forms

Before filling out the first .csv file Prefill_1_AdminNames.csv, please read the instructions provided in the file README Prefill_1_AdminNames.xlsx.

It is straightforward how to fill out the second .csv file Prefill_2_EnumeratorNames.csv but contact us via email if you run into any issues.

Create Project in Data Collection Server

There is more than one data collection platform you may use such as MoDa, ONA, ODK, Kobo, or SurveyCTO. If there is no preferred platform conventionally used in your Country Office, you could explore these options and choose what you feel more comfortable with. Note that SurveyCTO offers limited free version (number of surveys that can be collected is capped at maximum 200 a month) although it has more functionalities. The other platforms offer free service.

Download Data from Server (Important)

ONA / MoDa

Download setting must be:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Type</td>
<td>CSV</td>
</tr>
<tr>
<td>Delimiter</td>
<td>/ (Slash)</td>
</tr>
<tr>
<td>FROM ... TO ...</td>
<td>All period</td>
</tr>
<tr>
<td>Form Version</td>
<td>--Export all data--</td>
</tr>
</tbody>
</table>
and click “Show advanced export options” to expand the options list to set as following:

- Split select multiple answers into separate columns
- Remove prefixed group names
- Include links of images
- Include labels
- Include labels only
- Include reviews
- Use 1 or 0 in split select multiples (default is True or False)
- Use choice name in split select multiples (default is True or False)
- Export with Choice Labels

**Kobo Collect**

Download setting must be:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select export type</td>
<td>CSV</td>
</tr>
<tr>
<td>Value and header format</td>
<td>XML values and headers</td>
</tr>
<tr>
<td>Include groups in headers</td>
<td>Unchecked (empty)</td>
</tr>
<tr>
<td>Group separator</td>
<td>-</td>
</tr>
<tr>
<td>Include field from all ? deployed versions</td>
<td>Unchecked (empty)</td>
</tr>
</tbody>
</table>

![Download Data](image-url)
**SurveyCTO**

Go to 4. *Export*, and click on *Download form data*. Download setting must be:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export to:</td>
<td>Wide format</td>
</tr>
<tr>
<td>Submissions to include:</td>
<td>All submissions</td>
</tr>
</tbody>
</table>

Then you should click *Download .csv now*

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**Upload Data to DataLib & DataBridge**

Once you download the data file, you should upload it to the [Data Library](#) along with the [meta-data](#) (you can use your WFP credentials to sign in). More detailed guidelines as to how to use the Data Library can be found [here](#). (Note: Data Library can only be connected via WFP internal network just like WFPgo. If you’re outside of the office, you must use VPN – Cisco AnyConnect.)
The data file that you upload must be in one of the following formats: csv.

When the data is uploaded to the Data Library, please notify us by filling out and submitting results analysis Request Form.

**MFI Results**

Once the data is uploaded to the Data Library, the HQ MFI team will run the script and produce the results such as dimension scores for each market and descriptive statistics in charts. This setting is required because the MFI is still in its beta version, hence troubleshooting can be required as well as continuous updating of the analytical code. You can see a couple of example results *(from MFI full version)* below:
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The results will again be uploaded to Data Library to which you will have access for your analysis.

And... this is it!
Field Implementation – Full Version Only

Enumerator Training

While a formal training guide is still being developed, we encourage you to use the printable version of the questionnaires for the training, which can be found in this folder.

We strongly advise that at least a full day training is provided, a half day spent in a “classroom” where you go over the questionnaire with the enumerators together and the other half day spent in the field (a nearby marketplace from the training venue) for field practice.

This will not only help enumerators get familiar with the surveys but also give them a chance to bring any technology-related issues identified during the field practice to your attention. **Good and sufficient enumerator training is crucial for ensuring high data quality.**

Logistics

Since the geographical characteristics are different in each area where the assessment is conducted, there are no hard guidelines regarding logistics. We provide general suggestions here, but you should adjust the plan to maximize the efficiency of the assessment.

As lists of the trader names may not be available until your visit to the field, the actual selection of traders will often happen on the spot. In that case you and/or team leader (field supervisor) should make sure that the range of traders (as shown in the previous table) is covered by enumerators.

From our experience, trader survey takes about 30 minutes and market survey takes about 20 minutes on average. This means a team of 2 enumerators and 1 team leader could cover (roughly) 1 market a day assuming 8 hours of work a day. We recommend that you task the market survey with the team leader while the team leader also:

- Select traders for enumerators to interview in the market; and
- Identify the key resource person in the market and conduct the trader survey; and
- Provide general oversight

Depending on how close the markets are from each other, a team leader could cover more than 1 market a day.

To-Do’s During Data Collection

WFP officer and team leaders should participate in the field work, interact with traders, and supervise enumerators preferably during the entire period of data collection. If WFP officer
cannot be present throughout the data collection, it is still advised that the officer be present in the field for the first two days at least.

During the field work, supervisors must review completed questionnaires on a regular basis (if not daily) at the end of the day. Having a daily debriefing session with enumerators (either at the end of the day or in the morning of the following day) is also important. During this session, enumerators could:

- bring up any logistical difficulties in the field; and
- ask for any clarification needed on the questions in MFI tool

and you should find solutions together and communicate them to all enumerators.
Useful Resources

GUIDANCE NOTES

- Technical Guidance
- Sampling Guidance

LINKS

- Questionnaire Overview
- XLS form
- Training Material
- Data Library Platform
- Data Library User Guide
- MFI Results Analysis Request Form

DATA COLLECTION PLATFORMS

- MoDa
- Kobo
- ODK
- QNA
- SurveyCTO