

MANUAL FOR USE OF THE ACCEM'S OBSERVATORIES

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Summary: The Manual of the devices for observing ACCEM has been elaborated for all those who use the technical tools and methodologies for diagnosis of needs. The main objective of this document is to make the use and understanding of the tools for data collection and diagnosis easier, making them more approachable to junior technicians and promoting the empowerment of those most experienced.

Key words: observation, analysis, territorial intelligence, participation, partnership, sustainable development.

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This document has been prepared with the purpose of **making the tools for collecting and treating data, more accessible for the technicians of Accem** and the associate organisations who perform these actions for the diagnosis. The quick growth of the network is due to the creation of new devices on the one hand and the growth experienced in the first network devices on the other. This has led to a remarkable increase of demands in technicians concerning both the use of tools as the development of the Methodology in their devices. So, the Manual of the Observatories of ACCEM **constitutes a reference for technicians and observatories that use the same methodology of observation.**

Evolution of the Manual

In 2006 the **first ACCEM Catalyse Manual** was presented setting out general procedures to make a diagnostic quantitative and qualitative data analysis. As it has been said, in 2007 there was an increase of ACCEM's network of observatories and the creation of new devices in territories where the organization works. As a result, there was an increase of demands and needs of the Observatory technicians that lead us to do the paper adapting the content of the paper including the demands the technicians had transmitted.

The development of the **Manual of Catalyse observatories ACCEM** started with an initial phase in which all the documents to the observatories were included. These documents, of a descriptive nature, were prepared by ACCEM's technicians and presented their first contributions to the observatory. This was a first that brought together the information provided by the technicians of the territories in which diagnoses were made: Asturias and Guadalajara.

On the other hand, the experiences of processing data for the diagnoses of the different observatories in 2007 and the experience of training and support received from the department of the CENTER MTI @ SHS of the University Francht-Comté (Besancon, France) specialized in methodologies and information technology, applied to the social sciences and humanities. With these elements, updating the contents of the manual was possible.

Since then, the contents of the document are constantly updated by the Reference Technician that collects all the demands the technicians from different observatories make. Specially all the paragraphs dealing with the definition of questions and modalities of answer that reflect ACCEM's Catalyse Guide. The document also gives information about specific technical aspects for the use of PRAGMA-Collection and PRAGMA-treatment that are reviewed and to show all the needs identified. The guide has visual information and very practical advices to make technicians job easies, either they are familiar to the methodology or not.

On the other hand, the sharing of the latest treatments in the network devices, showed the most frequent actions technicians performed for each question refered to the stages of coding, re-coding and selection.

The balance sheets drawn from the different statistics obtained by the technicians of the different observatories supervised by the department, reflect each of the actions given to each question and their respective modes of response. From this information protocols could be established where the treatment for each question was shown and there where recommendations for every stage of diagnosis.

Each of these phases involves not only the technical use of the tool, but it is thought necessary to make decisions about the type of information that may be more relevant in the diagnosis and make the best and most relevant technical action of PRAGMA . For example, making a group of variables with different information or selecting some and not other variables, will have consequences on the factorial analysis and the information we obtain from the diagnosis, however, this involves very simple actions in PRAGMA.

Although the **Manual for Accem's observatories** was presented in December 2007, the document has been improved by including information in the existing sections to make further understanding of its contents easier. In the latest document an introduction was included, introduction where the observatories where formally presented.

However, the most of the work developed along this period has been the adaptation to the new “Harmonized Guide of Questions 2008” which was created in January of this year. Specifically, the parts dedicated to the definition of questions and modalities, and the protocol for the treatment of questions, were revised thoroughly and are the parts that have suffered the most significant changes.

Since the Manual was introduced to the network in December **2007, the network technicians consider that it has helped their work in the observatories.** For technicians from observatories with a broad background and knowledge of the methodology, the manual of the Observatories has empowered them and given them more independence. The supervision when doing the data analysis has been reduced considerably.

On the other hand, **the quality of data collecting has improved.** As data collecting is the basis of diagnosis, having a solid database, even if it is not numerous, gives a intermediate but reliable diagnosis. However, it is difficult to make any judgment about a diagnosis when it is based on poor quality data.

There is no doubt that **efficiency in the processes of statistical treatment** has been one of the main challenges pursued in the development of the Manual. With the feedback provided by different technicians who have worked in the treatment taking the manual as a reference, we know the mistakes have been reduced and the time invested in the different phases of the treatment of phrases have been optimized thanks to the establishment of protocols.

This Manual, as a document that contains all the information generated by different observation devices, the training given to the technicians of ACCEM’s network and processes done during the treatments, is a reference tool for technicians to consult. On the other hand, this document makes the information flow easily and transforms all the information in a teaching material.

The Uses Manual of the Observatories of ACCEM has been developed taking into account the **target group**, adapting its content to them:

- Technicians from the **Local Observation Group** using the tools of information gathering. Both the work done by ACCEM’s technicians as those belonging to organizations that use the Guide, are supported by this document. The manual includes a section to make understanding of all those questions and modes of response from the Script easier, the use of PRAGMA data-collecting and measuring techniques are also included in the guide.
- **Technicians who are going to undertake the treatment for the analysis of data.** These technicians, that are not necessarily ACCEM workers but these workers do have the responsibility of the data collecting from partnerships. However, for future treatments, the process of interpreting of intermediate results could be enriched by the involvement of other institutions.
- **Accem’s Referents Technicians of the observatories** for the development and implementation of their devices. If it were necessary to define the most important task of this document, it would be to make the work easier for implementation and development of observation devices that the organisation has. In this regard, the contents of the manual referred to the use of a methodology: re-observation, coordination of collection of partnership data, interpretation of data tables to give feedback to the members and preparing the results for further presentations that should have the greatest impact possible, are elements that support the technicians and that are far beyond the use of the PRAGMA tool.

Chapters and basic contents of Accem’s Observatories Manual:

- Description of ACCEM’s Observing Systems and Catalyse Methodology.

This section has the purpose of providing a comprehensive background of the reason why the implementation of the observatories and the Catalyse methodology is so important for our organization. The main reason is the quick growth of foreign population in Spain and specifically in the territories where observatory devices have been established. The second reason is the need to establish plans and actions that respond to the needs

collected during the observation process.

The explanation of the organization as a network of observatories ACCEM and detailed descriptions of each device for observing the entity is another important bloc, which describes the geographical, economic and social development of the territory, the structure and organization of the device and its evolution and the results obtained.

Finally, a section on "*Governance: the strategy of partnership in the implementation of ACCEM's observing systems*" which deal with the strategies for the establishment and consolidation of the partnership network. This aspect has been clarified because of the experience of ACCEM .

- Conceptual questions of the Manual and Patterns of the Script

This section is directly linked with the use of the Guide and its main aim is that in the use the Script we can establish a framework and a common language for observation. This section follows the structure of the Guide:

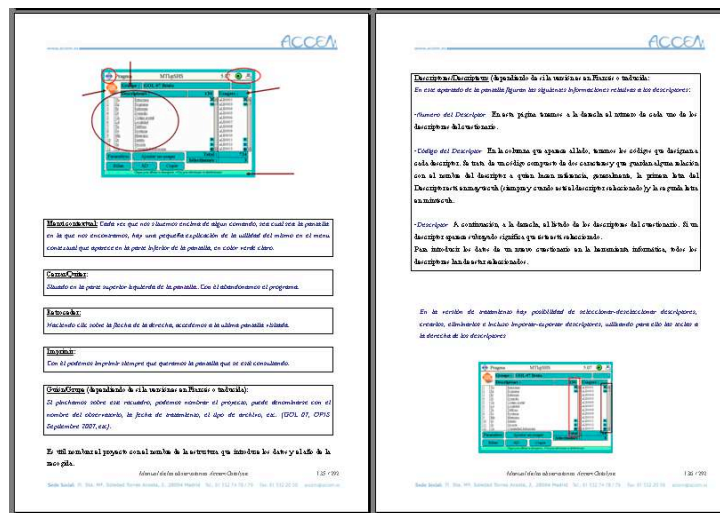
First Interview: Welcome. Identification of a partner, date of beginning of migratory itinerary, users address, data related to the description of the user (marital status, children, nationality, etc.). Following interviews: Project. Guidance, dependant children in Spain, Resources, Education, Training, Employment, Housing, Health, Autonomy. Diagnosis and Evaluation. Structured in: Social Welcome- Living - Health – Legal aspects - Education and Training-Employment. Diagnosis (Activities to do) includes all the information related to the socio-economic situation of the user: the economic situation, health, education, housing, employment ... extending the description of their social characteristics. Evaluation (activities and status of the user).

Moreover, this section shows how to register information related to the question or mode. Depending on the nature of questions, whether they are open or closed, they should be registered a certain way. In case the modality is exclusive the only way of response is the one selected, while the single modality rate can be selected along with other forms of the same question. This is an innovative element in comparison to previous documents that were presented in the 2006 Guide. This element not only provides the user of a tool to understand the questions, but it also shows how to fill-in properly each question in paper format and PRAGMA.

- Technical specifications for the data collection in PRAGMA

This section contains all the steps needed for the use of the data-collection tool. The first part, gives specific details on the way to prepare the tool for the data collection which is to download and install PRAGMA program, the preparation of graphics and the export and import of the PRAGMA program.

The program is also presented defining both the basic functions of PRAGMA as it's location so the user comes familiar with the tool and make it possible by separating the two tools: PRAGMA data collecting and PRAGMA Data- Treatment.



Excerpt of the Presentation of PRAGMA's Manual for Use of the Accem's Observatories

Finally, there is a section which presents a proposal of how to the collection of scripts with the different members of the observatories. This section was elaborated in 2006 by technicians from the observatories of ACCEM with experience dynamizing the partnerships.

- Technical specifications for the quantitative treatment of PRAGMA.

The preparation of the tool for the treatment is the first point of this section. In the section there is detailed information of all actions necessary to perform data processing in PRAGMA-treatment (exportation of variables and observations to define the project, etc).

On the other hand, the Quality Control refers to the number of non-answered questions of the questionnaire that have to be controlled as well as a control of those questionnaires that are empty or have a rate of unanswered questions that is too high which reflects the questions that are not useful and helps technicians to take the decision of deleting questionnaires or questions with little information.

Description of the four phases of treatment: *Cleaning, Coding, Re-coding and selection*. Each of these phases has been developed in the manual to provide technical understanding of each of them and the reasons to carry them out. By using screens of PRAGMA, there is a description of all those functions of the tool that are related to treatment and the technical actions that involve each of the stages in which it is divided, as described above.

Finally, the preparation of data for quality analysis is explained. Collection and Interpretation of documents generated by the tool (General Balance Sheets and specific balances, Cross variables and AD documents) Por último, se aborda la preparación de los datos para el análisis cualitativo. Obtención e Interpretación de documentos generados por la herramienta (Balances Generales y Específicos, Cruces de Variables y documento AD)

- Protocol for the Treatment of each question

The protocol has been established from an analysis of the data processing action in each stage and for each observatory. As explained above, it was on data graphics (reports) extracted in each of the 4 stages during the treatment of each observatory. This was how Treatment Protocols were defined, from the actions that are always performed in the same way or very similarly by technicians.

This way, the protocol has all the questions of the Guide included. In the protocol there is some specific information of the treatment each one needs in each phase: codification, re-codification and selection.

We have used color codes for each of the following cases :

- 1- Internal question without treatment.

- 2- Codification of an open question
- 3- Re-encoding of a closed Question.
- 4- Selected question Asked for the quantitative analysis
- 5- Selected character for the qualitative analysis
- 6- Deleted Character for quality analysis
- 7- Questions and / or character pending of decision.

The Protocol of Treatment that was shown in the Manual of 2007 was created by the treatments done by the technicians. Once the guide was checked some new questions where created, others eliminated and some corrections where done. Because there are no recent diagnosis with the Guide so we can establish a new protocol, there are still some characters that have not been treated.

8- These are the most appropriate graphs to show clearly the information on a particular question .

The image shows two screenshots from the ACCEM software interface. The left screenshot displays a list of questions with their respective options and a table for data analysis. The right screenshot shows a question with a pie chart and a table for data analysis.

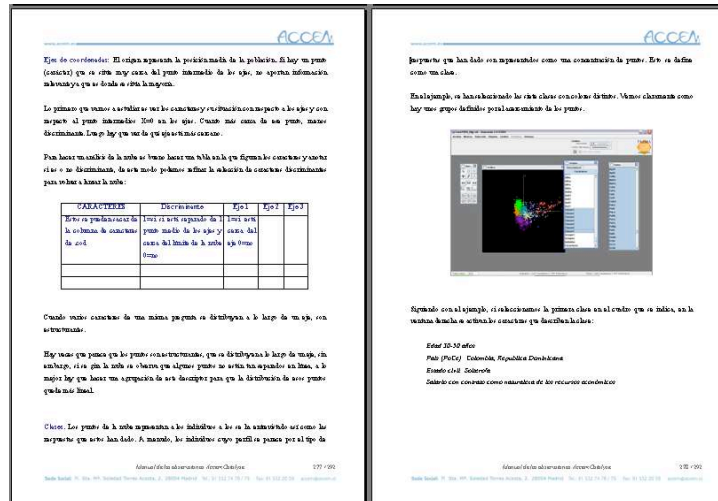
Extract from the protocol treatment for each question your Use of the Accem's Observatories

With the manual, our purpose is to provide useful and practical information to **improve the quality of the communication of results evolving into professional presentations**. So in that sense some proposals have been included in the protocols for each question on how they can submit the information to that question. With the same aim of making some presentations more professional, a section in the Manual has been presented about cartographic post-programs Philcato and Phildigit as to use it there has already been published by its creator, a manual for the use of the tool.

- Qualitative analysis of data for the interpretation of diagnosis of results

This section lists all kinds of contents that can make the preparation of the data in PRAGMA easier for interpretation of Factorial Analysis of Correspondances in the cloud form. To obtain a Factor Analysis of Correspondence that facilitates the interpretation the defining characteristics of the studied collective must be clearly identifiable, it is necessary to work with a limited number of characters. The decision making about the selection or group of characters must be done using data files that are automatically generated by the tools of Catalyse Methodology (PRAMA, ANACONDA and NUAGE). Therefore, most of the content of this section focuses on the description and interpretation of data files.

On the other hand, the three-dimensional representation of data through the program ANACONDA, gives a lot of useful information about the profiles of the collective. Even if it gives a lot of information, the interpretation of the cloud, not easy, this section focuses on the understanding of the dispersion and correlation of the points of the cloud and its translation for the establishment of profiles and categories.



Extract from the *Qualitative Analysis of the Manual for Use of the Observatories Accem*

- Communication of results, using contextual data and software for the development of cartography (Philcarto and Phildigit)

In this section of the manual we present a proposal on how the presentation should be presented in its structure and content for each block. We also have the aim of developing a communication of results systems that should be organized by matter. Finally, it describes the types of graphs and charts that are more frequently used for presentations of data, graphics types and charts used for each question.

Using the contextual data. In the line with the main areas of the Catalyse Methodology, the presentation of results must be supported with data provided by different and diverse government agencies or official sources of information. This is why the manual lists the most reliable sources of statistical data on demographic information, employment, training, education on regional and provincial level.

Finally the cartography has been included as part of the presentation of the Public Communication of results. In this past year, the presentation of data in a graphical form and with information of the territories has been a main matter. To do this, the Manual reflects how these maps can be done and what are the elements needed for this. Data used, types of maps and management of specific cartography software: Philcarto 5.xx version and Phildigit version 2.xx are explained in the cartography section.