

MONITORING, EVALUATION, RESEARCH & LEARNING

VoiceInsights Africa

Programme evidence that holds together between rounds

“Every Voice. Every Language. Every Insight.”

VERSION

1.0

PUBLISHED

2026-09-21

DOCUMENT

VIA-CAP-MERL

AUDIENCE

Public · Procurement

MERL capability overview

VoiceInsights turns community and field evidence into traceable, decision-ready institutional intelligence.

The round-to-round problem

A baseline is run in one tool, an endline in another, and by the time somebody compares them nobody can say whether the question was worded the same way. The comparison is asserted rather than demonstrated.

What changes

An endline repeats the baseline instrument, and both carry the instrument version they were collected under. The difference between two values is reported as exactly that.

The full profile. This brief is drawn from the [Company & Capability Profile 2026](#), which carries every capability, its registered status and its limits in full. Where the two are read together, the profile governs.

Baseline, midline and endline

STUDY TYPE	STATUS
Baseline survey	Proven
Midline study	Supported, bounded
Endline survey	Supported, bounded
Post distribution monitoring	Supported, bounded
Programme monitoring	Supported, bounded
Evaluation study	Supported, bounded
Programme review	Supported, bounded

These are programme phases, not research designs. A baseline is a structured survey run at the start of an intervention and publishes as a baseline publication; an endline repeats the baseline instrument so the two can be compared. Change is reported descriptively — a value, a later value, and the difference between them.

Evaluation evidence and the OECD-DAC frame

The evaluation boundary. Most evaluation commissions use the OECD-DAC criteria. Our evidence base supports relevance, effectiveness and sustainability, and efficiency where the programme supplies its cost figures. It does not establish impact: a DAC impact finding needs a counterfactual, and the analytical engine refuses causal inference by name. Impact and coherence are an independent evaluator’s judgement; we supply the evidence they reason from. Naming the criteria is not a claim of accreditation — no such accreditation exists for a platform.

CRITERION	WHAT THE EVIDENCE BASE SUPPLIES
Relevance	Needs assessment and beneficiary evidence against the intervention’s stated purpose.
Effectiveness	Baseline-to-endline measurement on one instrument, reported descriptively.
Efficiency	Supported where the programme supplies its own cost figures; we do not hold them.
Sustainability	Follow-up and panel evidence where the design provides for it.
Impact	Not established here. It needs a counterfactual and an identification strategy; the engine implements neither.
Coherence	A portfolio judgement rather than a measurement. It sits with the evaluator.

Indicators, results evidence and what that means precisely

Stated carefully, because this is where MERL documents usually overclaim. The platform carries indicator VALUES and their provenance: what was asked, of whom, in which language, under which instrument version, and who reviewed the result. It does not replace a results framework, a logframe, a theory of change or a PIRS that your institution maintains — those remain yours, and the evidence produced here is what you populate them from.

STUDY TYPE	STATUS
Citizen feedback survey	Proven
Community scorecard	Supported, bounded
Service delivery survey	Supported, bounded
Public consultation	Supported, bounded

Field evidence and beneficiary feedback

6 registered routes, including the ones a respondent without a smartphone can use.

COLLECTION ROUTE	STATUS
Phone Call	Proven
WhatsApp	Proven
SMS / Feature-Phone Fallback	Proven
Web Platform Link	Proven
Offline Mobile Application	Proven
Email	Proven

Published limitations, carried on every study type.

No roster. One record per unit on every collection surface. Member-level rosters — a household enumerated person by person — are held relationally by the platform, and there is no roster control on the

No causal claim. Change is reported descriptively — a value, a later value, and the difference between them. No causal or attribution claim is produced, because the platform implements no identification stra

No media capture. Photographs, GPS points and file attachments are not question types a respondent or enumerator answers. Location is recorded about a submission, not asked as a question.

Bounded logic. Skip logic is one condition on one earlier question — “if they said no, do not ask the follow-ups” — evaluated by the server as well as the device. Multi-condition expressions, arithmetic ac

Quality, auditability and learning outputs

VALIDATION

Instrument rules evaluated on the device and again on the server.

REVIEW

Review and approval between collection and analysis, with the reviewer recorded.

TRACEABILITY

A publication that cannot resolve its evidence is refused rather than produced.

[PDF](#)[DOCX](#)[PPTX](#)[XLSX](#)[CSV](#)[JSON](#)

Monitoring report, evaluation report, executive summary, policy brief, statistical annex and evidence annex, according to what the evidence base supports.

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“Every Voice. Every Language. Every Insight.”

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VIA-CAP-MERL · Published 2026-09-21 · English (canonical)

Derived from the Company & Capability Profile 2026 and the governed capability registries. 126 master claims audited; 39 excluded as future or withheld.