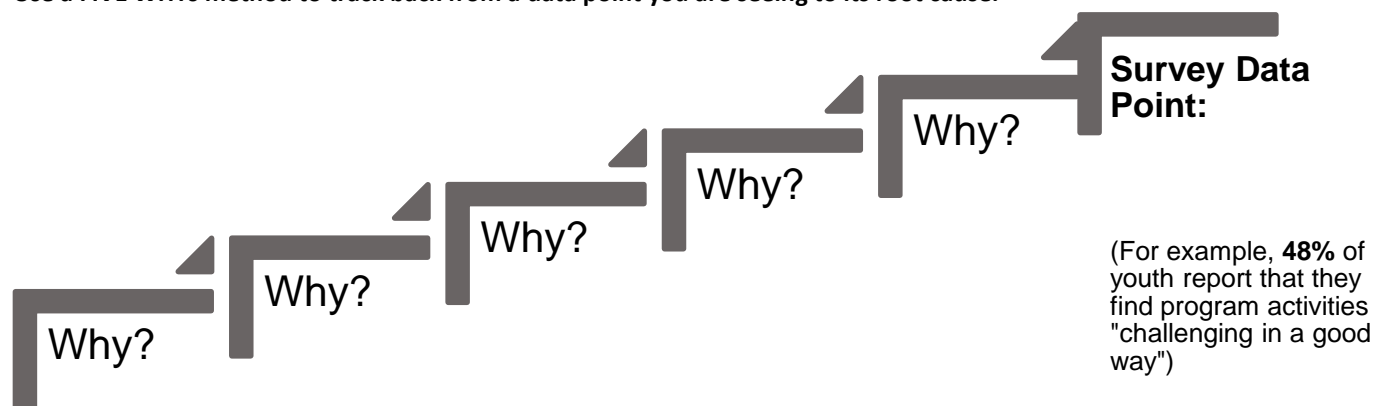# ROOT CAUSE ANALYSIS PROTOCOL-SURVEY DATA

This data interpretation protocol is designed to help you work backward from a discrete piece of survey data to uncover root causes. Root causes are the deepest underlying causes of outcomes. If these causes were addressed, outcomes would be different. Root causes are generally systemic in nature, so it is also important to identify the *deepest root cause that falls within a program's sphere of influence.* Use this protocol to start a discussion with staff, young people, or other stakeholders.

1. **Use a FIVE WHYs method to track back from a data point you are seeing to its root cause.[1]**

Why?   **Why?**   **Why?**   **Why?**   **Why?**

Survey Data Point:

(For example, **48%** of youth report that they find program activities "challenging in a good way")

2. **Now think about the SPHERE OF INFLUENCE of the program. Which of the causes above fall within the control of program staff or participants? Within their ability to influence? Think of these as *actionable root causes.***

Major societal issue

Beyond our scope

Of interest to us

Within our influence
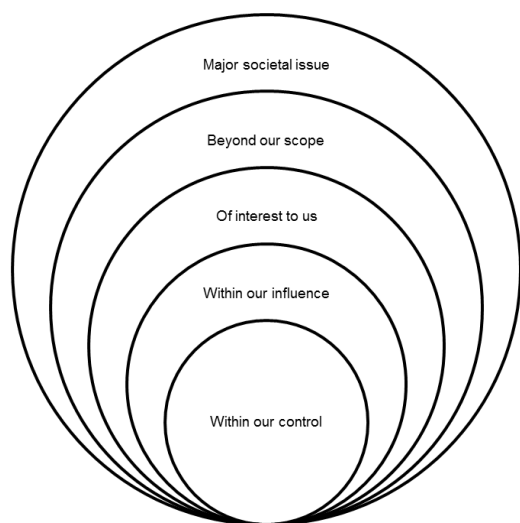
Within our control

Deepest (farthest left) cause within our control:

Deepest (farthest left) cause within our influence:

3. **Based on your deepest actionable root cause, write a possible GOAL or ACTION statement for the program:**

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[1] Variations of the five whys method are widely used. The idea is typically credited to Sakichi Toyoda of the Toyota Motor Corporation