

Summary Learning Report 2007

Zambia Country Programme

This report is a summary of the Monitoring & Evaluation (M&E) report on the Zambian Country Programme in 2007 (though this report contains data collected in both 2006 and 2007). Summaries are published on the IICD website to show the work of our local project partners and the results that these partners and IICD have achieved. Important to point out is that evaluation reports are meant for learning, hence they focus on the outcomes and impact of the projects as well as their successes and challenges, rather than checking on project progress or money spent, which is done via progress reports.

Evaluations are based on questionnaires for different stakeholders. Depending on the country, the evaluation includes project teams (reflecting on IICD's support), participants of trainings (reflecting on capacity development) and end users (reflecting on the projects they take part in). Data from these questionnaires is analysed by a local M&E partner, who also facilitates a subsequent Focus Group meeting with the partners who implement the different projects. The discussions in this meeting result in more qualitative data from the projects (what is actually happening on the ground) as well as exchange of experiences (successes and challenges), and lessons learned for partners and IICD.

The evaluation report below is the unmodified original work of Mr. Kelvin Luputa, the local M&E partner. It gives an overview of both the data collected and discussions that followed in the Focus Group meetings for the projects in Livelihoods and Education providing feedback about project implementation, capacity development activities and the impact on end-users. Though sensitive information from specific partners has been removed to maintain a trust relationship with and between partners, M&E reports are an honest representation of the processes and lessons concerning the Country Programme. In 2007, the Country Programme in Zambia consisted of 13 projects on the ground with almost 4000 end users. 358 questionnaires have been collected so far in Zambia in 2007.

Project implementation in livelihoods

In the Livelihood Sector a total of 24 questionnaires were administered to project implementation teams between January, 2006 and December 2007. WidNet and Kachebe Enterprise filled in these questionnaires in 2006 whereas in 2007 the projects which took part were WidNet, OPPAZ and CYPRO. The results showed there was an improvement in the participation of female implementers in the projects. These results pointed to deliberate actions the projects undertook to incorporate female staff in their implementation teams. In addition it was positive to see that the all age groups were incorporated in the implementation teams in 2007. In terms of position in the projects, the latter year (2007) showed an increase in junior staff including "other" positions. In 2007 the



Female participants discussing the outcomes

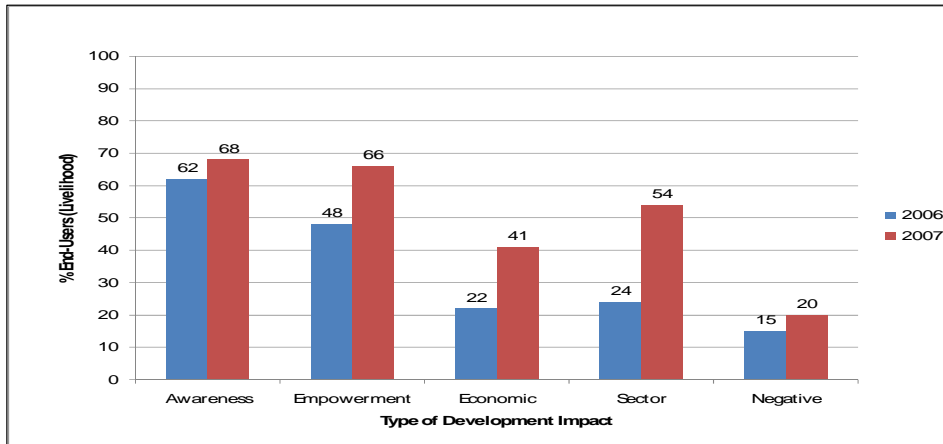
participation was well distributed among all income education levels.

Overall the satisfaction rates for implementing teams under livelihoods projects were 50% and 56% in 2006 and

2007 respectively. In 2006 implementers were most assertive about the assistance

underscored effective participation of a cross section of the communities. Although, results showed that in 2006 there were more

IMPACT LIVELIHOODS PROJECTS



received from IICD staff on both project strategic and operational level and least assertive about the provision of managerial training within the project, the sufficiency of human resources within the institutions to implement projects and the assistance received from local consultants on project operational level. In 2007 there was a slight drop in levels of appreciation on services provided by IICD staff, the Information Desk and local consultant except for assistance on project operational level where the proportion of respondents confirming that such assistance was sufficient, rose from 33% in 2006 to 81% in 2007.

End-users from the livelihoods sector

Among End-Users, 162 questionnaires were collected in the Livelihoods sector, 81 in 2006 and another 81 in 2007. In 2006, the questionnaires were administered to WidNet, ZARI and SIF projects namely Bwacha Women Club and Chawama Youth Centre. In 2007 the prominent projects which submitted questionnaires were WidNet, OPPAZ and CYPRO. In 2007 there was an increase in the participation of senior staff among end-users in projects. This was an indication of growing appreciation of the project products and services. Another positive development in 2007 was the increase in number of female end-users. This would facilitate speedy achievement of poverty reduction. Similarly, the uniform spreading by end-users in all age groups in 2007 also

end-users with "higher" education, the income situation in 2007 was such that more end-users had incomes rated "above average". This may be linked to the innovative nature of a "young" population. The overall rates of satisfaction among end-users in the Livelihood Sector were 57% and 78% in 2006 and 2007 respectively. Users indicated to be more satisfied with "Training and Seminars, Website and Technical Support" in 2007 compared to 2006. End-users in the Livelihood Sector were more assertive about the development impact indicators in 2007 compared to 2006. This included the negative impact were 20% of them in 2007 compared to 15% in 2006 confirmed negative impact. In both years awareness was the highest followed by empowerment.

The lowest achievement was associated with economic impact. This may be attributed to the fact that some of the projects are not directly focusing on improving the livelihoods of the end-users, like the WidNet project. Project team members discussed in the Focus Group meeting how they perceive economic impact. They defined economic impact as the monetary or material gain or loss to an individual, group or organisation resulting from interaction with a project. According to project team members, economic impact for their end-users pertains to increased awareness, provision of high quality services and products due to value adding and fair prices for the same services and products. The means of improving the

economic impact for the projects that the project teams suggested are:

- Lobbying government to increase facilities in the rural areas, e.g. reduced bureaucracy.
- Training target communities on how to access information.
- Creating links and networks between sources and end-users.
- Improving the way information is packaged, e.g. translation into local languages.
- Providing relevant market information for target communities allowing them to be linked to markets faster.
- Showing cases of what ICTs can do to improve livelihoods to the target group.

It was also observed during the Focus Group discussion that projects needed to improve their effectiveness in reaching end users if they are to achieve higher impact. Some ways observed as measures to allow effective interaction with end users during focus group discussions included:

- Sourcing for more partners through collaboration or venture partnership or other institutional arrangements is vital for reaching end-users.
- Creating more commercial activities as well as making adjustments to existing ones and integrating project activities in daily activities.
- Subsidizing direct users using resources from indirect users.
- Enhancing advertising through various means which include drama and announcements in social and non-social institutions (clubs, schools and churches). Further, projects could also create awareness through local leadership.
- Strategically positioning projects; the project must price services with reference to the wealth status of end-users thus making them affordable. Projects must have relevant content which appeal to the needs and wants of the target group.

End-users from the education sector

Teachers

There were three prominent partners in the Education Sector namely ENEDCO, EsNet and Global Teenager. In 2007 thirty one (31) questionnaires were collected from teachers. It was observed from the analyses that there were fewer female teachers who were participating in the projects. This was

expected as projects have no influence on who is employed by the participating schools given that schools often have fewer female teachers.

Overall satisfaction rate among teachers was 67% and close to 58% achieved their goals. However, there were certain factors that hindered the achievement of goals among some teachers. Prominent among reasons for not achieving goals were limited access to the internet and lack of connectivity as well as insufficient training in ICT.

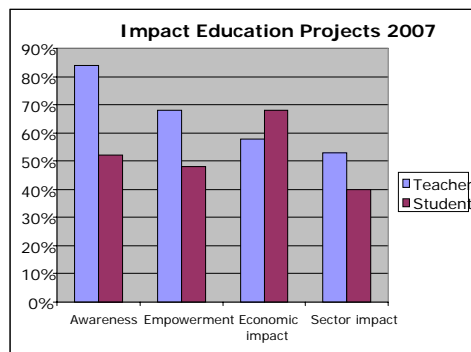
Students

For students, there were no questionnaires filled in 2006. In 2007 seventy one (71) questionnaires were collected. The proportion of female students in the evaluation was sufficiently high given that the number of girls in the secondary schools is lower than that of male students. The age range was as expected as pupils are legally admitted to grade 1 at 7 years of age which entails that they will be in secondary school before 20 years.

In terms of usage of project facilities the majority of the students used written medium. The frequency of use of the project facilities varied; close to 30% accessed the facilities much less than once per month. Twenty four percent (24%) accessed the same facilities daily and an equal number managed to do so weekly. Nonetheless the overall the satisfaction rate for project services and products among students was 63% in 2007.

Impact on teachers and students

For students the impact on awareness was slightly above 50% whilst empowerment and sector impact were lower. Students' economic impact scored the highest. Teachers indicated higher impact than the students; except for the economic impact this was rated higher by the students.



Overall, the development impact turned out to be higher for the teachers than students. The main reasons contributing to high impact for the teachers according to project team members were:

- Project design targeted teachers and was more relevant to them.
- Teachers had more access to ICT.
- Teachers were perceived as absolute end users.
- ICT was not in the curriculum hence low exposure for pupils.
- The small number of teachers made it easier for them to be reached compared to the number of pupils.

A general lesson learned was that end-users targeted for sensitization at the initial stage of the project tended to perceive higher impact. Therefore, in future projects, sensitization of end-users always needs to be included as a crucial component. Sensitizing not only teachers, but also students will probably help to increase impact on the students.

Courses organized in 2007:

- Information Management
- Trainers ICT 4D Materials Development
- ICTs for Health
- Basic ICT skills
- Basic web design
- E-Publishing
- 2nd PF and LL Skills ICT for Health
- Lesson Planning and Content development using ICTs
- Change Management
- Basic Networking and trouble Shooting
- Train The Trainers Workshop

Satisfaction with Capacity Development

Two Hundred and Twenty Eight questionnaires (228) were filled in for the trainings that took place.

Overall the number of trainees was skewed towards males and more than 56% were technical staff. Education levels were very high with over 92% having tertiary education. However this raised questions as to whether less “educated” were being taken care of in the training especially since they are a prominent player in implementation as well in using project facilities. Overall the satisfaction rate stood at 94% in 2007 and 93% in 2006. The implication of these results was that the quality of training offered by the IICD supported trainers was satisfactory. Areas for improvement mentioned by the participants were: *“more practical – hands-on- training, and a better coordination of the course by reviewing the work done during the previous days of a training and adherence to the course programme”*.

Future prospects

The future of monitoring of IICD programmes in Zambia will focus on self evaluations done by the projects. The projects are expected to collect and enter questionnaires online. The role of the M&E partner will be merely facilitating the process. Previously, individual project involvement in the M&E process had been limited to attending the national Focus Group meetings only. This was insufficient to build capacities for owning and using the M&E tool to the full satisfaction of project partners. Although all projects have the capacity to collect questionnaires and would be willing to do this exercise they had limited capacity to enter, analyze and interpret data. Therefore future support of the M&E partner to project partners will focus on the above-mentioned areas to enable partners to take a more pro-active role within the M&E process.

With the right tools, people in developing countries can considerably improve their livelihoods and quality of life. Better access to information and communication technology (ICT) is particularly vital in enabling them to achieve their goals. This is why the International Institute for Communication and Development (IICD) creates practical and sustainable solutions that connect people and enable them to benefit from ICT. As an independent not-for-profit foundation, we put knowledge, innovation and finance to work with partners from the public, private and not-for profit sectors. Together, we can make a world of difference.

IICD is active in Africa, Latin-America and the Caribbean, where we create and enhance development opportunities in education, good governance, livelihoods, health and the environment. Our approach includes linking local, national and international organisations as well as formulating and implementing ICT-supported development policies and projects.

IICD was established by the Netherlands Ministry of Foreign Affairs in 1996. Our core funders include the Dutch Directorate-General for Development Cooperation (DGIS) and the Swiss Agency for Development and Cooperation (SDC). For more information, please visit www.iicd.org.