

Management Summary Evaluation report Uganda 2004

In 2004 a total of 535 questionnaires were collected in Uganda, a tremendous increase from the years before. 68 project team members from six projects submitted their opinion regarding IICD's effectiveness during the process of project implementation. 197 end-users from two projects in the Education sector gave insight in the impact on users and their satisfaction. The same goes for 89 end-users from two projects in the Good Governance sector.

In 2004 the first Focus Group discussion in Uganda took place in November. The results of the data analyses were discussed and common solutions were found. Here are the main conclusions from the data analyses and the Focus Group discussions.

IICD's effectiveness during project implementation

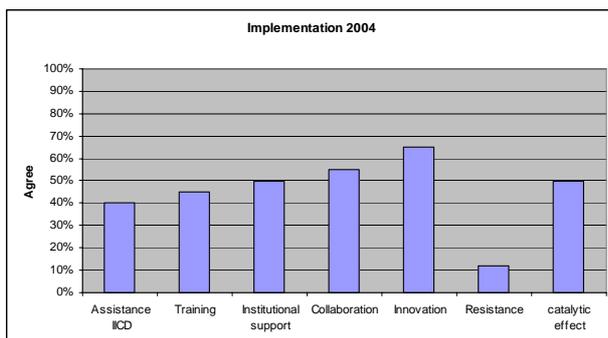
- Assistance from IICD on strategic, operational and technology level: the project team members were critical. During the Focus Group discussion, many comments were made on different aspects of the implementation process which can be improved. One of the suggestions made was that knowledge exchange between project partners should be stimulated, also between countries. Problems regarding connectivity were also raised, which need to be addressed. A key issue that emerged was mainstreaming and the need for a clearer strategy to achieve this.
- Project team members are most satisfied about the human resources within their institution, but only a quarter of the respondents feel there are sufficient facilities. For instance they revealed that only a few members have access to computers. Project team members are less satisfied with financial resources provided.
- About half of the project team members agree that the collaboration between the project partners in implementation was smooth.
- The projects are considered innovative, since most project team members feel the project is a completely *new* activity in their sector. At the same time, the projects are considered to strengthen *existing* types of activities by almost all project team members.

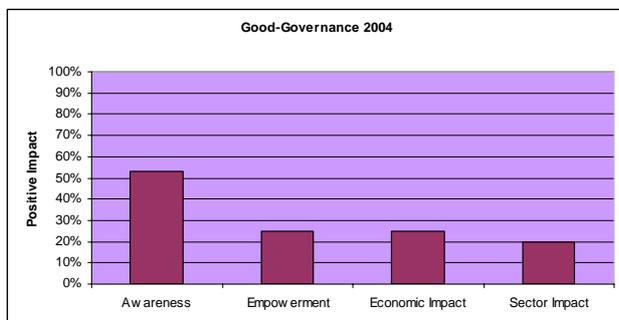
- Not many project team members experienced any resistance to change within their institutions / environment.
- Catalytic effect: half of the project team members indicate that similar projects have been initiated.

End-user satisfaction and impact in Good Governance

This analysis is based on information from 89 end-users from two projects in the Good Governance sector, namely *DistrictNet* and *Public Information Centres by Uganda Debt Network (UDN)*.

- Among the user group, all age-groups are represented and there is a reasonable gender balance, although the participation of women could be improved. All users live up-country which is in line with the intended target group.
- The main reason for participating in the Good Governance project for most of the end-users was to improve ICT skills and gain Internet access. However about one quarter indicate to have participated in the project to improve their work, have faster information flow and ease communication. During the Focus Group, participants suggested ways of improving the users understanding of the higher goals of the project. It was suggested that knowledge sharing should be a responsibility of project owners. In addition, project team members should encourage end-users to utilise the ICT skills acquired, through 'marketing' the project amongst end-users.
- In the Good Governance sector the highest positive impact is **awareness (53%)**, since the use of ICT was completely new in the sector of Good Governance. The fact that **empowerment (25%)** scores lower than awareness is normal, but in this case the score is lower then expected. Remarkable is the low score of the **sector impact (20%)**. Under sector impact we understand improvement in the customisation of reports, more timely generation of reports and the transparency of the government. Together with empowerment, this is a serious point of attention for the project owners. For the DistrictNet project, these results are in line with the outcomes of the Output to Purpose reviews performed in 2004. Many suggestions for improvement are made and will be implemented by the project team.



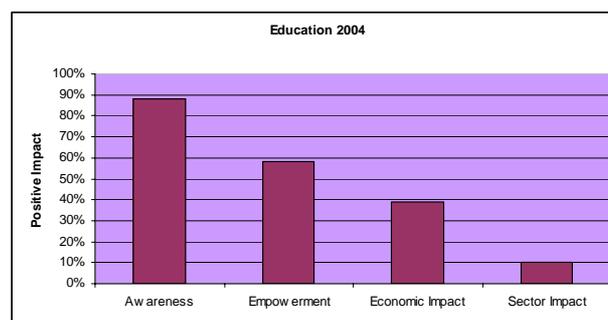


End-user satisfaction and impact in Education

This analysis is based on information from 197 end-users from two projects in the Education sector, namely *Basic ICT training at Kyambogo University* and *ICT in vocational education in Uganda Teachers Colleges (UTCs)*.

- Majority of the users interviewed are students and the remaining proportion teachers. There is a significant level of gender imbalance, which could be attributed to the enrolment and retention of female students within the university and colleges. The intended target groups of the projects are reached, since only a quarter of the respondents live in the capital city, and another quarter in the rural areas. Half of the end-users indicate to have an income below average and other half average.
- The level of satisfaction of the services of the projects is very high. For example, many users are satisfied with handouts, tutorials and the quality of that information.
- The highest positive impact is **awareness (88%)**, which is a good score, in line with the project goals.

Empowerment (58%) scores lower than awareness, which is to be expected. The low score on **economic impact (39%)** can be explained by the fact that the relationship between ICT and economic gain is not direct and quick. It is not likely for users to experience economical gain while still in training at university or teacher colleges. However, the score indicates that users are motivated to work harder, expecting to get a better job, and being more productive. Remarkable is the low score of **sector impact (10%)**, under which we understand improvement of course materials and use of computers for other lessons or other purposes. This score should be taken into account by the project owners. However, the way to measure sector impact should be improved to be able to provide a representative score on this impact.



More information

For information about IICD and Monitoring & Evaluation, visit www.iicd.org/evaluation or contact us at information@iicd.org. The online M&E system can be viewed at <http://www.survey.iicd.org>.

The International Institute for Communication and Development (IICD) assists developing countries to realise locally owned sustainable development by harnessing the potential of information and communication technologies (ICTs). IICD realises its mission through two strategic approaches. First, Country Programmes bring local organisations together and help them to formulate and execute ICT-supported development policies and projects. The approach aims to strengthen local institutional capacities to develop and manage Country Programmes, which are currently being implemented in Bolivia, Burkina Faso, Ghana, Ecuador, Jamaica, Mali, Tanzania, Uganda and Zambia. Second, Thematic Networking links local and international partners working in similar areas, connecting local knowledge with global knowledge and promoting South-South and South-North exchanges. Thematic Networking focuses on sectors and themes like education, health, governance, the environment, livelihood opportunities (especially agriculture), and training. These efforts are supported by various information and communication activities provided by IICD or its partners. IICD is an independent non-profit foundation, established by the Netherlands Ministry for Development Cooperation in 1997. Its core funders include the Directorate-General for Development Cooperation (DGIS), the UK Department for International Development (DFID) and the Swiss Agency for Development and Cooperation (SDC).

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