

Management Summary Learning Report

Uganda 2006 –livelihoods, health and education

This report presents the lessons learned of Monitoring and Evaluation of the IICD projects in the Uganda country programme for the year 2006. During the period under review, the country programme consisted of 17 active projects with 65 centres distributed throughout the country. Questionnaires were collected among end-users from the programme areas livelihoods opportunities, education and health. For each of these sectors, a separate Focus Group Meeting was held in 2006 for project team members to share knowledge and generate lessons learnt.

Livelihoods Opportunities

The 95 questionnaires were collected from end-users of five projects in the livelihoods opportunities sector and the main lessons are presented below.

Gender, ICT and livelihoods

The participation of females (37%) was lower than that of males (63%). Since women are of core relevance to social change and they are strongly participating in the livelihoods and education sector, IICD has chosen to strive for gender equality as a guiding principle.

Participants of the Focus Group Meeting were of the opinion that female participation is mainly low because of cultural barriers and attitudes of both men and women. Men therefore also need to be sensitized about the involvement of women in the projects.

Satisfaction

Most of the respondents (68%) had achieved their goals. Key achievements cited by respondents were:

“learning modern methods of farming, competence in the use of computer and its accessories, access to (market) information and knowledge on cultural aspects like drama”.

Those who did not achieve their goals said this was among others due to lack of time for those who were students a lack of adequate information and few training centres.

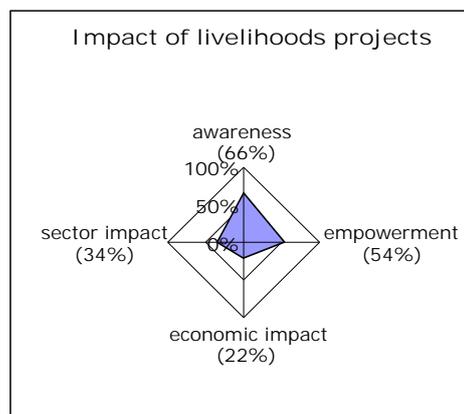
People were generally satisfied with the quality of the service, with the lowest

satisfaction level being the website. Respondents from rural areas were less satisfied.

The inadequacy of the websites was cited as the main reason why there was less satisfaction for the website. The facilities to enable people to access the websites were also fewer in rural areas.

Impact

Of the different types of impact measured, awareness raising and empowerment were rated the highest (see also the figure below).



Organisational impact and economic impact were rated lower. During the Focus Group Meeting, concrete suggestions to improve economic impact were formulated. The participants all agreed that awareness about the project objective and benefits of the project services for beneficiaries should be increased. This can be done by taking a more pro-active approach to communicate the

project objective, for instance, by producing brochures and distribute them around to help the public understand the objective of the project and its services better.

Health sector

The Focus Group Meeting organised on health was based on 141 questionnaires collected among end users from 2 health projects among 4 different hospitals.

Attainment of goals

At least more than half of them indicated that they had achieved their goals. People stated that they have achieved their goals, because of: "the ability to share experiences as all hospitals under the project had email connection. Furthermore, the transmission of data is timely, effective, more accurate and efficient and there is now the possibility to do some basic troubleshooting, which would otherwise have cost the organisation a lot of money".



Participants discussing the participation of females in projects.

Satisfaction

Most respondents were satisfied with the training, quality of information and the services provided by the projects. However, satisfaction with the cost of services and other services emanating from the projects were rated lower.

Impact

Slightly above one half of the respondents had been impacted through awareness and said they now knew more about the health projects than before. Surprisingly however, awareness among lower age groups is relatively low compared to their older counterparts (as is shown in the table above).

Two possible causes for low awareness within this group were identified during the focus group meeting: participants in the lower age bracket could have higher expectations than people from other age groups or lower age groups only had a limited amount of time to concentrate on the training. The following solutions were therefore suggested: "make a deliberate effort to target the young people and find out what expectations the participants in this group have; they might be more attracted and motivated if the use of ICTs in trainings is increased or when they work with peer educators".

Respondents per age category impacted through awareness in health projects

Age group	Percentage
20 or below	25.00%
21-30 years	35.30%
31-40 years	65.80%
41-50 years	71.40%
51-60 years	66.70%

The analysis further showed that economic impact was rated somewhat lower. According to the participants, the causes for a lower level of economic impact could be due to the nature of the projects in health: not being directly focused at personal economic impact and the time frame (it might take longer before economic impact is observed).

Education sector

For the education sector in 2006, 106 questionnaires were collected from end users in 2 projects among four different institutions. In this section, the lessons learnt in 2006 will also be compared to those summarised in the "Evaluation report Uganda 2004", to see how learning and recommendations have been taken into account in the projects over time.

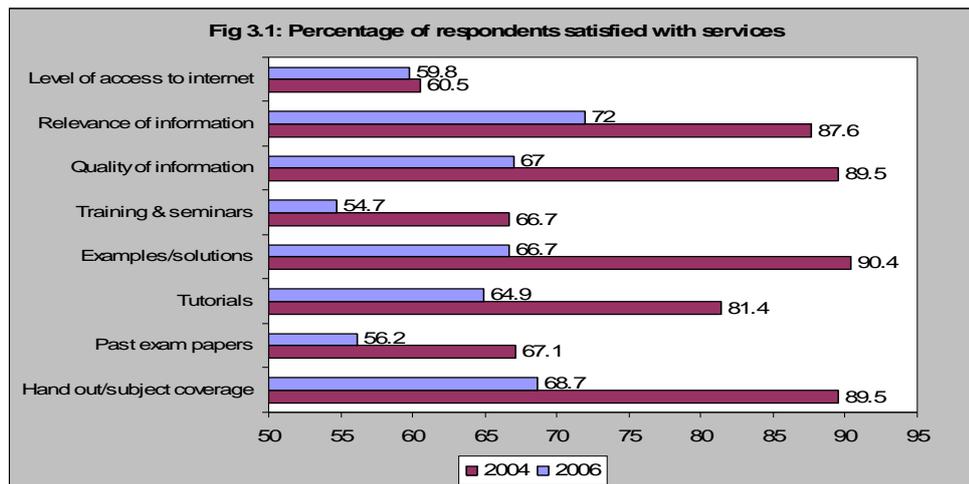
Gender ICT and education

The percentage of male students was somewhat more dominant in 2006 than in 2004 (81.4%). The possible reasons why female participation is relatively low are a low enrolment of females in institutions offering engineering / technical courses and most girls at the secondary level do not pursue science subjects, so their intake is low compared to the boys intake.

Ways to improve female participation being suggested were mainstreaming gender in the project document, introducing gender friendly courses at the institutions, and carry out sensitisation programmes at the secondary schools to interest females to go to technical courses, as well as to sensitise tutors to encourage females.

might not have fully understood the objectives of the project and how the

services provided would improve their economic impact in the long run. It was therefore recommended to sensitise end-



Satisfaction

While it is evident that most respondents showed satisfaction with the services, the proportion of respondents satisfied with all the services declined somewhat between 2004 and 2006. Recommendations were therefore formulated during the focus group meeting to improve the services, especially the availability and quality of handouts.

This can be done by availing the hand outs online, reduce the costs for assessing the hand outs and make sure tutors have a few copies for the students. The handouts should also indicate source, year and ownership. Making more use of visual teaching aids, like projectors and charts will also help to enhance service delivery.

Impact

More than one half of the respondents had been impacted through awareness, this is somewhat lower than in 2004; which is not surprising, since the general trend in IICD countries is that awareness is often highest during the first years of a project, after which other types of impact become more important. Organisational impact and empowerment were also rated relatively high, whereas economic impact was rated lower compared to the other types of impact. Participants of the focus group meeting discussed the main reasons why economic impact is lower and cited that end users

users on the project services and train them how to use the available resources. Supervision of projects should also improve.

General conclusion and learning points

More young people in the 20-30 have been involved in the projects; however specific attention needs to be paid to how to target people from this age group, as the level of awareness was lower for young people than for other groups (especially in education).

The involvement of females in the projects needs to remain a subject of action at all levels, therefore gender should be mainstreamed into the project design to target specifically at women and more efforts need to be done to sensitise both men and women on the importance of women participation.

Economic impact was relatively low for projects in all sectors and therefore more effort needs to be paid to sensitising end-users on the project objective and of the potential economic benefits and impact the project might have for them. Or as one of the participants stated during the focus group meeting: "ICT is a new concept and the project intentions and objective were not always properly grasped; ICT is taken as a means of doing something but it should not be presented as an end in itself".

Follow up

Over time, project partners have gained more interest into monitoring and evaluation. In 2007, the project partners will therefore become more actively involved. They will be collecting questionnaires for their own projects and have the possibility to organise focus group meetings for end users, to facilitate learning through sharing knowledge among end users and the project partner within their own project, but also to learn with and from other projects when sharing the general lessons learned during national focus group meetings.



Participants of a focus group meeting

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).