The IICD approach to M&E and Impact Assessment

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IICD

- Since 1997: ICT as a tool for development: using modern and traditional media

- Based in The Netherlands; working with local partners in Ecuador, Bolivia, Jamaica, Tanzania, Uganda, Zambia, Mali, Burkina Faso and Ghana.

- Active in Livelihoods (agriculture), Governance, Health, Environment and Education
Basic ideas behind M&E system

• Based on (commercial) consumer research
• Progress in satisfaction and impact, not ex post

• M&E for learning: split between M&E data and data for accountability (financial and progress reports)

• Building trust with partners/users:
  – Auto evaluation
  – Support by local partner
  – Build-up of methodology over the years (from start-up to independent continuation)

• Opinions from project team members, members of networks, participants to trainings and end users
Pillars of the M&E system

• Online (and offline) questionnaires, linked to a database (quantitative data: “WHAT?”)
  – Questionnaires measure profile, use, satisfaction, impact
  – Anonymous questionnaires -> honest feedback

• Local (independent) M&E partner, responsible for:
  – Sampling users with the project partners, support in collection of questionnaires
  – Analyses of data
  – Presentation of data and facilitation of Focus Groups
Pillars of the M&E system (2)

- **Focus Group meetings**
  (qualitative data: “WHY?”, “and now what?”)
  - Bases on themes from data analysis
  - Project team members (learning at sector level)
  - End users (learning at project level)

- **Learning reports**
  - Data analysis
  - Outcomes
    - Focus Group discussions
  - Lessons learned
  - Summaries and other publications
Welcome

IICD provides advice and support to local organisations in developing countries to benefit from the potential of information and communication technologies - ICTs. This website is the online tool for monitoring and evaluation of IICD’s country programmes.

Select your questionnaire

Project users
Education Project
Education project - Students
Environment Project
Good-Governance Project
Health Project
Livelihood Opportunities Project

Project team members and managers
Project formulation
Project implementation

Global Teenager
GTP Students
GTP Teachers

Training and Seminar Participants
Capacity Development part 1
Capacity Development part 2
Round table workshop
Seminar

National ICT for Development Network
National ICT for Development Network

Other
Questionario Ciudadanía Informada
Questionario Radio La Luna
Online open space CP team
Farmers and ICT initiatives
IICD Monitoring and Evaluation

**Questionnaire “Education Project” (English)**

(Select questionnaire or show the questionnaire in Français Español Kiswahili)

**FILTER RESULTS**

BEGIN DATE: January 01 2001
END DATE: March 15 2008

COUNTRY: SELECT
PROJECT: SELECT

**SPSS**

Create SPSS file
Create SPSS syntax file (no limitation of labels)
Create data file for SPSS syntax file

Excel
Impact assessment

- **Impact calculation by means of statements:**
  - Awareness, empowerment, impact on the sector, economic impact, negative impact
  - For example:
    - *Through this project I have gained useful computer skills*
    - *Through this project I am more involved in decision making processes in my work place / community*
    - *This project has resulted in more customised patient records*

**Conscious decisions:**

- **Impact as perceived by the users**
- **Impact on sector level:**
  - Generic questionnaire for all countries, all projects: comparisons over time and between projects, but little specialisation per project
Examples in practice

• ECAMIC project (SEND foundation, Ghana)
  – Lower impact on women... how come?

• Digitalization of the Municipal counsel (Kinondoni, Dar es Salaam, Tanzania)
  – Showing satisfaction of technical support by users through role play... and follow up
(Future) challenges

- **Use of lessons learned (successes and failures), with projects and in IICD**
- **M&E for countries/projects in independent continuation:**
  - Features in M&E tool - eLearning
  - Training for project partners (interpretation of data, facilitation)
  - Priorities for the partners; build up over time
- **Impact assessment with beneficiaries**
  - End user: (s)he who actually deals with the information (Hospital patients and Municipal clients vs. Farmers and health practitioners)
  - Impact on the greater community: those NOT involved with the project?