The IICD approach to M&E and Impact Assesment

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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 <u>end users</u>**

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

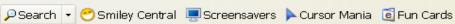IICD - Online Survey Tool - Windows Internet Explorer

http://www.survey.iicd.org/

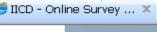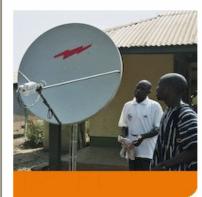File   Edit   View   Favorites   Tools   Help

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Page   Tools

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People - ICT - Development

english   go
english
français
español
kiswahili

Online survey tool

Welcome

- Welcome
- Print questionnaires
- Count questionnaire
- About
- Login

IICD provides advice and support to local organisations in developing countries to benefit from the potential of information and communication technologies - ICT's. 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

- Cuestionario Ciudadanía Informada
- Cuestionario Radio La Luna
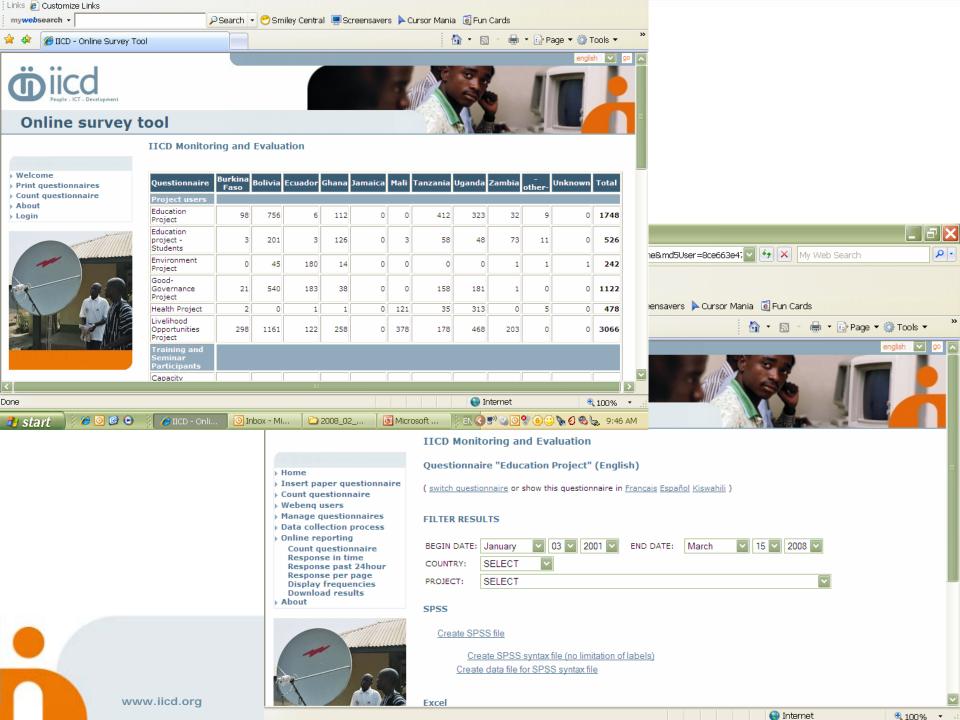- Online open space CP team
- Farmers and ICT initiatives

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Done   Internet   100%

IICD - Online Survey Tool

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Online survey tool

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Questionnaire	Burkina Faso	Bolivia	Ecuador	Ghana	Jamaica	Mali	Tanzania	Uganda	Zambia	-other-	Unknown	Total
Project users												
Education Project	98	756	6	112	0	0	412	323	32	9	0	**1748**
Education project - Students	3	201	3	126	0	3	58	48	73	11	0	**526**
Environment Project	0	45	180	14	0	0	0	0	1	1	1	**242**
Good-Governance Project	21	540	183	38	0	0	158	181	1	0	0	**1122**
Health Project	2	0	1	1	0	121	35	313	0	5	0	**478**
Livelihood Opportunities Project	298	1161	122	258	0	378	178	468	203	0	0	**3066**
Training and Seminar Participants												
Capacity												

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Questionnaire "Education Project" (English)

(switch questionnaire or show this questionnaire in Français Español Kiswahili)

FILTER RESULTS

- Home
- Insert paper questionnaire
- Count questionnaire
- Webenq users
- Manage questionnaires
- Data collection process
- Online reporting
  - Count questionnaire
  - Response in time
  - Response past 24hour
  - Response per page
  - Display frequencies
  - Download results
- About

| BEGIN DATE: | January | 03 | 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

Internet | 100%

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?