

# Summary learning Reports

## Tanzania 2006

### Health and Livelihoods projects

The Tanzania country programme has been in place since 1998. Since 2001, projects and capacity development activities are being evaluated by their end users and participants, using questionnaires and focus group meetings. In 2006, the Tanzania country programme moved from one large focus group meeting, to sector specific meetings. This way, projects working in the same sector can discuss their common challenges and learn from each other at the level of their sector. Analyses from the questionnaires served as input for all meetings.

#### Livelihoods sector

The Livelihoods sector in Tanzania consists of three projects, of which only one, Cromabu, gathered data in 2006. The results and experience of this project however, turned out to be quite valuable for the other projects in this sector, as became clear in the Livelihoods focus group in May 2006.

Compared to 2005, impact of the project has come down somewhat. This is most noticeable in awareness, which dropped from 69% to 42% and in sector impact, which dropped from 54% to 31%. Economic impact however has been rising from 35% in 2005, to 40% in 2006. The latter is supported by statements from the end users indicating what actions they undertook as a result of the project in order to improve their situation. Several farmers told that they had acquired useful goods with the additional income they gained as a result of the project, such as goats, a piece of land, mosquito nets or a bed and mattress. Someone else indicated: "I have received crop price and now selling crops in higher price, now i can eat balanced diet because i am having money."

In general, end users are increasingly satisfied about the services of the project.

The differences noticed in impact and satisfaction for this project, resulted in a fruitful discussion during the Focus Group on the importance of impact and ways in which the projects can influence this. Impact, according to the projects, has to do with a change in attitude, decision making, action and the acceptance of ICT. Or, as one of the farmers put it: "ICTs are now like a member of my family". Most projects found awareness one of the most interesting



aspects of impact, as awareness is key to making informed decisions and in the end, to improvement of the economic situation. The projects came up with a number of interesting ideas to influence awareness:

- Projects should have added services apart from information
- There should be more cooperation within the agriculture sector, between telecenters and with businesses. A practical way could be to share bandwidth between organisations.
- There should be one (government) institution to look after ICT.

Many ideas proposed during the meeting actually fit very well into recent steps being taken by the projects to form an Association of Rural Telecenters.

### Health sector in formulation

The Health sector is a relatively new sector within the country programme. The project managers in this sector started the formulation of their projects in 2005. This process was looked back on by means of the Formulation questionnaire, a questionnaire that looks at the role of IICD in project formulation and a Focus Group meeting with all projects held in May 2006.

Satisfaction on the various aspects of formulation was grouped into three categories:

- Participation and involvement, looking at the extent to which project success in the formulation phase depended on the project team participation in formulation and the involvement of the beneficiaries.
- Assistance or facilitation by IICD, which looked at the amount of help and quality of advice received from the Project Manager, the assistance received in fundraising, ideas ensuing from the round table and quality of advice from the local and international consultants.
- Embedment in participant organization, looking at the hosting organization's mobilization of decision makers and agents, the extent to which formulation was based on organizational goals and objectives; and the collective responsibility and commitment of the institution.

Generally, all aspects were rated quite high by the project team members that participated in the survey. Rated lowest, and with the largest range in satisfaction (some people relatively satisfied, while others not at all) were the aspects that had to do with participation and involvement. Team members indicated that some improvement could be made in involving the beneficiaries right from the start of the project formulation, for instance.



During the discussion on these findings, project team members gave some very valuable suggestions for improvement.

- On facilitation by IICD, it was found important that IICD should be more specific on how many projects will be support over a year. Also, project ideas should be sifted early to check out unmarketable ideas. This will save the time people might spend on projects that are not going to be financed.
- On embedment in the organisation, it was stressed that decision makers should be involved early to enable them to understand the benefits. IICD should know the policy, environment and people involved in the organization. Care should be taken on who and when to invite. It is important to budget for people who officiate opening of meetings. Other actions to enhance embedment include:
  - Assembling committees of end users.
  - Intensive communication between project owners and project writer.
  - Identifying a person who succeeds a project officer when she leaves

#### Conclusions and follow up

The different sectors managed to gather many useful lessons learned by discussing the data during the sector specific Focus Groups. As a participant to one of the meetings put it: "This smaller meeting had a very cooperative spirit, we would like to carry on like this and to visit the other projects in the mean time to learn from them".

In 2007, most projects in Tanzania will move toward the shared dialogue phase, where the projects will operate without direct support from IICD, taking complete ownership of their project. This means that the Monitoring and Evaluation activities also need to become part and parcel of the projects' daily operation. In 2007, many projects will therefore work with Focus Group meetings at a project level, inviting their own end users to discuss their experiences with, and suggestions for improvements of the different projects. It will be one step further in learning by means of evaluation.

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