

**CAPACITY DEVELOPMENT FOR
RESULTS-BASED MONITORING,
EVALUATION AND AUDITING PROJECT**

**COMMUNITY KNOWLEDGE AND PRACTICES ON
DIMENSIONS OF ICT DOCUMENTED AND
DISSEMINATED**

OUT PUT, 1.9; 6.1; 6.3; 6.4, 6.5 and 7.2

CONCEPT NOTE

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1.0 INTRODUCTION

1.1 Background Information

Tanzania is one of the 189 nations, which endorsed the Millennium Development Goals (MDGs) in September 2000 as part of the internationally agreed upon development goals at the General Assembly of the United Nations (URT 2011). Since the endorsement of the MDGs, Tanzania integrated the MDGs into its short and medium-term and long-term development programmes, including the National Strategy for Growth and Reduction of Poverty (NSGRP) I and II, the Poverty Monitory Master Plan, the Poverty Reduction Plan and the Zanzibar Growth and Reduction of Poverty I and II, and the National Five Years Development Plan (NFYDP), THE National Long Term Development Plan, Development Vision 2025 for the Mainland as well as Vision 2020 for Zanzibar.

To speed up achievement of the MDGs the UNDP and other development partners developed initiatives including Access to Information (ATI), MDG Acceleration Framework (MAF), and continuation of the MDG localization project. The aim was to shorten the time required to achieve the MDGs targets and improve the well-being of the majority of the population.

The localization project, piloted in four districts of the country, focused on five key sectors: Water, Education, Health, Infrastructure (Roads) and Agriculture. The underlying assumption of the initiative was that enhancing demand for and supplying information at the local level will improve the quality of local governance, the use of relevant local government information by the public and basic services delivery; this in turn will eventually reduce poverty and accelerate the pace of achieving the MDGs. In addition, efforts were made to identify information needs at the LGAs and sub-district levels and to recommend possible interventions to address gaps that were identified.

One solution to address the gap in information-sharing at all levels was to set up Citizen Information Centres equipped with computer technology and a TV with a DVD player. Emphasis was placed on sensitizing farmers to use the centres and on scaling-up and sustaining women's involvement. Because the flow of Information between agricultural extension officers and farmers was seen to be a major weakness, emphasis was placed on making clear and well known the terms of services for extension officers as well as farmers' responsibilities on how to consult and work with them.

2.0 TEN MAPPING STUDIES

In 2013 UNDP through ESRF conducted ten assessment studies with the purpose of determining the effectiveness of the MAF initiatives in Bukoba Rural, Bunda and Uyui districts by, conducting a baseline study and benchmarking the practice of implementation and execution modality of MDGs localization, ATI and MAF projects in the districts; and look at the role of ICT in accelerating and addressing performance gaps of the current localized programmes, ATI and MAF projects; Understand and design a local ecosystem based set of interventions to address the widespread and persistent ecosystem related challenges in the three districts; and Explore the current practices of knowledge management at the information centres, identifying what may be hindering the success of the initiative.

Finally the survey intended to recommend what actions that might be taken to improve the performance and impacts of the projects in terms of improved economic productivity, improved quality and quantity of the ecosystems, and more effective information centres and the entire knowledge management initiative.

The ultimate goal was to identify areas that need improvement or scaling-up for better achievements of the set goals and targets. The developed interventions and/or solutions will subsequently be used for capacity development in the respective communities where localization of MDGs, ATI and MAF projects are implemented.

3.0 SUMMARY OF THE MAJOR FINDINGS

The studies came up with several findings ranging from social-economic condition and livelihood of the people and the extent at which lives of the people have changed as a result of the implementation of projects socially and economically. The major findings from the studies are:

- (i) Introduction of new crops, i.e upland rice, cassava, and sunflower have dearly improved the lives of the people. Farmers are said to be food secure now than before.
- (ii) *Ownership and Use of ICTs* ; The study indicated that most of the people own and use mobile phones as well as radios suggesting that if one has to communicate cost-effectively with the surveyed communities should consider using these channels
- (iii) There was an indication of a number of ownership and use of TVs while computers and landline phones were marginally owned and used. The frequencies of use of these ICTs were also studied and found that mobile phones and radio were the ones with higher frequency of use on daily basis.
- (iv) The reasons for the ICTs that were not used frequently on daily basis were also found out and the statistics show the major reasons to be led by the fact that they are too expensive to access or own. Also the availability of infrastructure necessary for using these ICTs like electricity was another contributing obstacle.
- (v) *Expenditure on ICT Goods and Services*; The amount of money spent in a month to access ICT products and services were found to vary but the highest expenditure were found to be put in mobile phones and also to some extent in radios.
- (vi) *Means of communication and access to information*; the study findings indicate that the best means of communication and access to information was again mobile phones as was indicated to be the first choice by more than half of the respondents.
- (vii) *Access and Use of Internet services*; Despite the increase of internet access in Tanzania especially when mobile companies started to provide such services and availability of supposedly internet, the study findings show very low access to internet services by members of the surveyed communities.

- (viii) The place that provided most of the access to ICT tools was found to be home mainly through mobiles, radios and rarely through TV. The next most accessed place with ICT tools was the community resource centres. This indicates that the ICT services in the surveyed communities are still limited and therefore information resource centers need to be improved to ensure they attract as many individuals as possible in the communities.
- (ix) *Government services received or accessed using ICT*; The majority, more than 86% access some government related information and services using ICT. The most accessed is information from experts (i.e. government officials such as extension officers). This is followed by market information mainly on prices, despite the fact that the content is limited. There is an urgent need therefore to introduce more content and sustainable mechanisms for exchange of information in the communities.
- (x) Available Infrastructure; This part focuses on the infrastructure which is available to enable the use of ICT tools in a cost-effective manner. These infrastructures include availability of electricity, mobile companies to which the communities are subscribed. The findings indicate that electricity in the surveyed communities is still a farfetched service as more than 75% of the respondents indicated that they are not connected electricity.
- (xi) A good part of their income that is used for the purpose of charging their ICT tools at an average of 300 TZS per one full charge that can last for a day or two depending on the usage and type of the battery. It was also noted that the charging is mostly done at the neighbours' and nearby village centre or shop with grid power, solar power, generator, inverter or car battery. Furthermore, it was reported that in some few cases going for charge may involve spending half a day or so due to required travelling time and the time spent waiting for the full charge.
- (xii) Furthermore respondents in these communities were requested to indicate the kind of infrastructure they need for higher contribution of their ICT tools to socio-economic development in the communities. The findings indicate that:
- Electric power needs to be improved either by having electricity covering these villages or affordable solar energy to many of the community households.
 - Community resource center to have more ICT tools such as printers, reliable Internet access and a person dedicated in managing the center and operating the equipments in such a way that some of the news and information can be accessed reliably using ICT. This is also important due to the rare access to the traditional newspapers.
 - A radio installed for community purposes.

- Information systems or database that may be updated regularly with locally produced products for marketing purposes within and outside the communities.
- (xiii) Bukoba rural, Bunda and Uyui districts are among the areas facing a number of ecosystem related impediments. These impediments have not only caused further environmental stress, but also hindered performance of the development initiatives implemented in the districts. Eventually, the most dependable livelihood sources are impaired and the living standards of the people in many communities are inversely affected. The field survey conducted for example reveals that the impacts of environmental stress include loss of productive land, a significant reduction in productivity, loss of forest and negative effects on the quality of water, and the hydrological regime, among other consequences
- (xiv) The purpose for establishing and equipping the information centres in studied districts were to engage village people and facilitate the transfer of knowledge that they can use to make a difference in their lives and the environment surrounding them. However, the findings of the current mapping study shows clearly that these centres are not yet fully meeting the expectations for the poor residing in the districts.
- (xv) *Retaining and Retrieving Knowledge*; Identify methods to offer and document knowledge in ways that it can be found and reused in the future. Knowledge that is owned by an individual rather than communally or publicly may not be always available at any time. The individual can decide to share it or not, or delete it or keep on some device (e.g. computer, mobile phone).
- (xvi) *Information Computer Technology*; The fact is that new information technologies are “not yet ready for prime time” as local infrastructures and capacities are wanting. As well as the technological restraints the issues holding back greater acceptance of and participation in technology-assisted learning may be generational in nature. Governments and donors must recognize and accept the realities of infrastructure in rural areas.
- (xvii) Knowledge generated at Research Development Institute is more used outside the region (country) than with local audiences. This should not be the case. It is possible to find printed documents scattered everywhere in the community; four-color brochures are used as wall decorations in houses. Sadly the knowledge packaged in these documents is in language and format that commands little interest and is hard to process and is updated.

- (xviii) *Community Radio*; Radio is seen as having very significant potential as a “local” medium. However cost is a recurring issue and techniques to utilize it fully as a knowledge-sharing tool are not well understood by producers or content providers.
- (xix) Radio stations are becoming increasingly popular resources to impart and exchange knowledge in rural communities. However, the themes around which each station develops programing are to a large extent determined by on-air hosts. Seldom do ideas or suggestions for themes come from the few callers to the studio. Sometime the radio station does not have relevant content for the audience; hence it runs music for hours. With appropriate resources and training radio can become an important agent for change by reinforcing their engagement with village people, and empower those who are traditionally “voiceless” to seize the opportunity provided through radio to address their development challenges and embrace knowledge.

4.0 PROPOSED STRATEGIC INTERVENTIONS

From the findings, researchers came up with proposed strategic interventions to address the challenges. The interventions range from the infrastructure, equipment, content as well as technology. The following are some of the proposed interventions.

- (i) Scaling-up the capacity of processing. For the sunflower and upland rice processing and the milling machines are critical if marketing and value addition of the two crops are to be realized. This will not only motivate farmers to expand their investments in the two enterprises, but also ensure farmers improved incomes.
- (ii) Construction of a Training Center. Since capacity building training is a continuous and everlasting activity given the fact that new entrants will continue joining the industry, the proposed intervention will require a permanent training building equipped with other training facilities such as Public Address System (PAS) and projectors. This intervention can be implemented or rolled out gradually from one Ward to another.
- (iii) Procurement and Installation of the Fish Feeds Processing Machines; To be able to achieve fish farming project goals and targets, there is an urgent need to facilitate investment in fish feeds processing plant and station. The Fish feeds processing machine and its building is one thing, storage of the processed stock of fish feeds is another requirement.
- (iv) Sponsorship of the GIS Experts Training; This needs to be supported by way of re-training the existing GIS experts. In addition, an urgent measure is required to identify and train the new GIS experts.
- (v) Procurement of GIS Equipments and Software; The project must be supported to acquire the GIS equipments and software. These interventions will allow the district councils to carry out the ecosystems GIS mapping on a regular basis and be able to update the GIS information.
- (vi) Support the establishment and maintenance of community Radios; In addition, measures must be taken to support ongoing initiatives to establish Kagera Community Radio. The support should be in terms of expediting the process, funds as well as ensuring that the radios have a reasonable capacity which will permit good coverage.

- (vii) Support the Ward Information Resource Centers (WIRC/AIRC); there is an urgent need to support the Ward Information Resource Centers (WIRC) in areas where the project has been rolled out. This is particularly important through procurement of ICT equipment and facilities (such as Television Sets, Computer hardware as well as software) for the centers.
- (viii) Finance Establishment of a Bulky Mobile Messages and interactive mobile services; Since more than 90 percent of the respondents in the survey Wards own mobile phones, there is a need to sponsor establishment of a bulky mobile (interactive) messages programme which will enable users (farmers) to easily share information.
- (ix) *Develop Knowledge Utilities for Citizen Information Centre*; The study makes clear that currently there are challenges to content when it comes to video and print production. For these tools to be effective much more attention must be paid to creating and packaging information and messages in ways that speak directly to local audiences. The centres contain a series of simple information and knowledge utilities to enhance basic knowledge access, storage, sharing, and training.
- (x) *Specific Interventions*
- District Extension Officers and relevant NGOs and other interested parties should work more closely with the Research and Development Institute to document knowledge for community needs
 - Each Citizen Information Centre should have CD or DVD-packaged content that contains relevant knowledge assets – including content on the environment, national politics, ways to reduce poverty, children, education, and gender issues
 - Begin using the provided ICT infrastructure to store and share information. This will require training for local people; Ensure adequate technical support is available at the Centre for troubleshooting and that power is constantly stable
- (xi) *Community Radio to facilitate knowledge and development*
- (xii) *Increase Intellectual Capital in the Community*; The purpose of establishing those centres is to disseminate knowledge to serve pastoralists and peasants. However, these peasantry and husbandry communities have many knowledge needs beyond agriculture and livestock — such as health, environment etc. That is why it is important for extension officers to build up a broad body of source of content and to create a team of experts on which they can draw as required to assist people to acquire appropriate knowledge they need – at the times they need it.

- (xiii) Integrate as many techniques, methodologies and training and communications tools as possible into knowledge/learning projects. This may become increasingly significant as new generations embrace the rapidly changing technologies. Appropriate technologies, appropriately used, can be very important in helping disseminate relevant information, especially if they can potentially offer opportunities to insert “local” context into broader national program. It is certainly an area worth considering and exploring in the context of on-line content, social media, video programming, print campaigns and even radio production.

Establish a website and mobile based services targeting the knowledge-enhancement projects taking place in communities. The site must be consistently updated with information assets that are relevant for the community and that Extension officers can use to communicate with people. *ESRF-Tanzania Online and TAKNet can assume this role*

- (i) ESRF may partner with mobile providers to utilize mobile technology to exchange and transfer knowledge in the district and beyond
- (ii) Provide adequate training to Extension officers and others at the Citizen Information Centre related to how to use the Internet resources, including how to download files and how to store and catalogue them for access and use
- (iii) Develop protocols with the providers of content and the web managers to create knowledge-resources in formats that can be easily accessed and utilized by the Extension officers and all others using the ITC resources at Information Centres
- (iv) Utilize internet, mobile technology, TV and podcast tools. Explore mechanisms that will facilitate the incorporation of local content (images; voices; etc.) when materials are being produced for different regions

5.0 PROPOSED ACTIVITIES TO SCALE-UP FROM THE CAPACITY DEVELOPMENT FOR RESULTS-BASED MONITORING, EVALUATION AND AUDITING PROJECT 2013 – 2014 WORK PLAN

The ten studies that were conducted in Uyui, Bunda and Bukoba Rural districts came up with several findings and several proposed interventions to scale-up the achievements from ATI and MAF projects. Given the available resources, all proposed interventions cannot be implemented simultaneously. We therefore propose the implementation of interventions in phases, while resources to implement some of the proposed interventions should be sought from diverse of funding sources. The below interventions can be financed from the Capacity Development for Results-Based Monitoring, Evaluation and Auditing Project work plan for 2013/2014 financial year.

5.1 Extending the ICT4RD Network to Connect MAF AIRC Centers

This proposed activity, is focusing into the infrastructure side as part of the bigger MAF project supported by UNDP, for connecting four centers in Mugeta, Bunda town, Kibara, and Kisorya. It will build on the existing ICT infrastructure owned by ICT4RD and Agricultural Information Resource Centers (AIRC) installed by former projects called Access to Information initiative (ATI) and MDGs Acceleration Framework (MAF). Also, this intervention intends to use ICT4RD servers to install required software/applications which will be used to perform the underlying project functions.

The implementation of this activity will involve extending the ICT4RD network to connect MAF AIRC centers with internet services. The proposed solutions has the following advantages:

- (a) A learning experience on building and managing networks: job creation to our young entrepreneurs
- (b) Resource sharing: once having the network (a very big local area network) in place, it will benefit other sectors, such as education and health as well. You just need to install the CPE (Customer Premises Equipment) to be connected to this network.
- (c) Once the network is built, there are no monthly recurring costs as long as you don't need the Internet. Just maintenance cost.
- (d) Ability to focus on services as well as local contents as per need
- (e) Engaging the Local Government Authorities in ICT arena, starting by involving them in securing the land to build masts.

This intervention will take place in selected areas of Bunda Town (HQ), Mugeta, Kibara and Kisorya villages. For the sake of this initiative, the areas will be divided into 2 parts of Bunda

to Mugeta segment and the Bunda to Kisorya segment. The proposed intervention will be implemented by several partners including; UNDP, SPIDER, DIT, COSTECH, ESRF and The Fraunhofer Society. Few resources from the GRA project will be implemented in this pilot. The GRA ICT4D project (through Fraunhofer) will support the implementation of this activity by providing the following;

- (a) 1x WiBACK Controller + 10x WiBACK outdoor nodes including cables, antennas, mounting kit, etc. Value about 15000k Euro. (Fraunhofer FOKUS)
- (b) Medical and Messaging Applications (Fraunhofer AICOS)
- (c) Fraunhofer will train and support the KTH students that work in Bunda
- (d) Fraunhofer will survey/support the setup in November and conduct a validation of the test bed in 2014
- (e) Fraunhofer is available for remote support between September 2013 and March 2014.

Expected Output and Outcome: From this activity the following output are expected; internet infrastructure installed, easy, cheap and reliable internet connectivity, jobs for young entrepreneurs, resource sharing.

UNDP will support installation and administration of the activity. Specifically will support the following; Mugeta Bunda Fiber Link, Bunda – Kisorya wireless link, Fabricating and erecting 7 masts, WiBACK to mount on the Masts, Buying the CPE for 4 location + 2 backup (Mugeta, Bunda, Kibara, Kisorya) and Buying accessories and installation costs.

In total USD 100,000 will be required to support the activity.

5.2 Establishment of Content Development Centre at ESRF

The studies make clear that currently there are challenges to content in all forms. For these resource centres to be effective much more attention must be paid to creating and packaging information and messages in ways that speak directly to local audiences. The centres contain a series of simple information and knowledge utilities to enhance basic knowledge access, storage, sharing, and training. Even in the absence of sophisticated ICT, the TV and DVD player can function well in presenting knowledge at the centre, if properly and sensitively produced.

We are proposing of establishing a centralised centre for content development and distribution. The centre to be established at ESRF will be involved in development of radio programmes, Policy and research translation into simple language mostly Kiswahili. Since majority of people in rural areas need agriculture information, the proposed centre will be involved in developing agriculture menu for use through mobile phones (which is the most

used means of communication). DVDs will also be developed and sent to the centres with DVD players and TVs.

The centre will be equipped with a purpose build room for studio, and related equipment such cameras, Mixer with professional mic, software, powerful computers, and DVD burning machine.

Expected Output and Outcome; Expected output from this activity will include timely availability of information and knowledge on poverty, vulnerability and environment. Community Knowledge and practises will be documented and disseminated.

The resources required to perform this intervention is USD 40,000

5.3 Support Operationalization of ICT Platforms

Appropriate technologies, appropriately used, can be very important in helping disseminate relevant information, especially if they can potentially offer opportunities to insert “local” context into broader national programming. It is certainly an area worth considering and exploring in the context of on-line content, social media, video programming and print campaigns.

Here we are proposing the establishment of community platforms, maintenance of websites and mobile phones through South-South Cooperation. Also support to Tzonline and TAKNET, Bunda Community radio and Mazingira FM for content sharing.

Establishment of bulky messaging system and interactive mobile platform for Bunda and Bukoba districts are among the output under this intervention.

Expected output and Outcome: It is expected that platforms for sharing community knowledge and best practices will be developed and operational. Knowledge and information will be repackaged into different format including DVDs and radio programmes. The existing platforms such as TAKNET, Tzonline, and Mazingira FM radio will be strengthened. Implementers and coordinators will as well benefit from the knowledge gained through South-South Cooperation.

A total of USD 85,000 will be required for implementation of activities under this category.

5.4 Share with Stakeholders the Assessments Reports and Capacity Building

The studies findings emphasise the need to share the feed back with LGAs and NGOs in the districts. Also the need for Capacity Building to Agriculture extension officers, NGO and community in general on the use of ICT and knowledge/information dissemination was

accentuated. During the period between September and December 2013, one Capacity Building workshop will be organised in Bunda and Bukoba as a way to disseminate the studies findings.

Expected output and Outcome: Findings from the studies will be shared among the people in the community and eventually the use of information/knowledge for development will be improved. Knowledge on knowledge and information management will be enhanced among the LGAs and NGOs and people in general.

This activity will need at least USD 20,000 to implement it.

6.0 FINANCIAL RESOURCES

Financial resources required to finance all activities mentioned in the concept note is *USD 245,000* for the financial year 2013/2014.