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**The availability and effectiveness of ICT in resolving
environmental and social-economic challenges in
Tanzania: A case of Arusha & Manyara regions**

**FINAL EVALUATION OF TECHNICAL AND
FINANCIAL REPORTS**

To

AFRINIC Ltd.

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By

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EXECUTIVE SUMMARY

I. CONTEXT AND DESCRIPTION

FIRE is a Grant and Awards program designed by AFRINIC in order to support and encourage the development of solutions to information and communication needs in the Africa Region. It places particular emphasis on the role of the Internet in the social and economic development for the benefit of the African community.

Launched in May 2012, the program is partly funded by two donors: IDRC and SIDA International Development Agencies. In 2013, AFRINIC selected eleven grant recipients which received 10 000 USD each for their project.

The grantees are bound by several obligations, which are among other things:

- Implementation and use of the project funds solely to perform the objectives and activities of their project
- Use the funds in accordance with the budget set out in their application
- Submission of an Interim and a Final Report in accordance with AFRINIC's report guidelines outlined in the Memorandum of Grant Conditions.

II. PURPOSE AND EXPECTED USE

AFRINIC required this evaluation in order to confirm that the project is run in accordance with the following criteria:

- Quality and reliance of design
- Effectiveness
- Efficiency of implementation
- Impact and potential of sustainability
- Replicability

AFRINIC also requires this evaluation to be run on the basis of the Interim and Financial Reports sent by the project in accordance with their obligations.

III. OBJECTIVES

AFRINIC requires this evaluation to ensure of the following:

- The project meets identified objectives;
- Enhance the Design and the implementation of FIRE programme;
- Demonstrate and Improve the impact of the various projects on the local community;
- Develop recommendations to improve the implementation and the monitoring of future projects;
- Ensure that funds allocated to the various projects are used efficiently and within the initial identified scope.

IV. FINDINGS AND CONCLUSIONS

This evaluation, based on the final report submitted by Arusha Technical College highlights a well organized, structured and methodological research based project.

We would only note the lack of a clearly stated methodology for collected data archiving.

V. KEY RECOMMENDATIONS

The quality of the final report clearly shows that project team had a well-defined strategy and methodology. Implementation process was a success because of the involvement of resources that form the team and also the level of dedication and passion to the project.

However, we recommend that the project team put in place a system, which would allow archiving of collected data.

THE EVALUATION

1. BACKGROUND INFORMATION

1.1. PURPOSE

AFRINIC required this evaluation in order to confirm that the project is run in accordance with the following criteria:

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- The project meets identified objectives;
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- Demonstrate and Improve the impact of the various projects on the local community;
- Develop recommendations to improve the implementation and the monitoring of future projects;
- Ensure that funds allocated to the various projects are used efficiently and within the initial identified scope.

This evaluation is also required by AFRINIC in order to help the project in its implementation in accordance with the Memorandum of Grant Conditions.

1.2. AUDIENCE AND USE

The stakeholders who will make use of the evaluation reports are:

1. FIRE programme – AFRINIC
2. International Development Research Center (IDRC)
3. Swedish International Development Agency (SIDA)
4. The grantees
5. Prospective applicants to FIRE program

1.3. OBJECTIVES

AFRINIC requires this evaluation to ensure of the following:

- The project meets identified objectives;
- Enhance the Design and the implementation of FIRE programme;
- Demonstrate and Improve the impact of the various projects on the local community;
- Develop recommendations to improve the implementation and the monitoring of future projects;
- Ensure that funds allocated to the various projects are used efficiently and within the initial identified scope.

1.4. METHODOLOGY

The evaluation methodology is linked with the objectives, the evaluation questions and the type of evaluation.

Evaluation criteria	Key Results Areas	Evaluation questions	Data sources
Design	Assess the extent to which the project responds to priority issues and identified objectives.	<ul style="list-style-type: none"> • Are the project objectives still valid? • Has the project team put in place the appropriate strategies? • Are there major risks that have not been taken into account? 	<ul style="list-style-type: none"> • Design documentation. • Project objectives. • Interim and final technical reports.
Effectiveness	Assess the project major key results.	<ul style="list-style-type: none"> • Are the obtained results aligned with planned objectives? • Are the results in acceptable both in terms of the quantity and their quality? 	<ul style="list-style-type: none"> • Interim and final technical reports. • Project management plan. • Result monitoring report.
Efficiency	Assess the extent to which:	<ul style="list-style-type: none"> • To which percentage has 	<ul style="list-style-type: none"> • Project management

	<p>- Project plan has been followed;</p> <p>- Project reports are up to date.</p>	<p>project plan been achieved to date?</p> <ul style="list-style-type: none"> • Are expenses aligned with established budget? • Have data collected archived for future use? 	<p>plan.</p> <ul style="list-style-type: none"> • Monitoring and control reports. • Financial reports. • Interim and final technical reports.
Impact	<p>Assess to which extent the project will have a long-term positive impact on local community.</p>	<p>To which extent has the project's general objectives and final goals been achieved?</p>	<ul style="list-style-type: none"> • Project objectives • Interim and final technical reports. • FIRE programme objectives
Sustainability	<p>Assess to which extent the project has been socially and politically adopted by the local community.</p>	<ul style="list-style-type: none"> • Will the project contribute to long-term benefits? • Would the long-term benefits be materialized by the implementation of an organization? • What are the costs implications for scaling up impact? • Are there savings that could be made without compromising delivery? 	<ul style="list-style-type: none"> • Project benefits report. • Project cost report. • Project monitoring report.

1.5. TEAM

M. Kenneth SANVI, PMP, is a Canadian Consultant in International Development, specialized in all areas of project management. M. SANVI is a seasoned expert with many audits and evaluations projects in several countries in Africa. He is also a trainer in many areas among which, monitoring and evaluation.

Ms. Rebecca GIDEON, CISA will perform the evaluation of Information Technology aspects of the reports. Ms. Gideon is an experienced Information Technology professional with over seven years of diversified experience.

2. THE PROJECT

2.1. CONTEXT

The project covered two regions (Arusha and Manyara) in six Districts, and it managed to interview 600 participants in eighteen (18) wards for a period of seven weeks consecutively. Both qualitative and quantitative research methodologies were applied during data collection activity including the use of questionnaires, Participatory Focus Group Discussion (PFD), documentation, observation, community walk through and In-depth Interviews (IDI).

Arusha and Manyara regions with 86,108 km² consist of twelve (13) districts including Arusha city council, Arusha District council, karatu district, Meru district, Babati district, Babati rural district, Hanang district, Monduli district, Ngorongoro District, Longido District Council, Mbulu District, Simanjiro District and Kiteto District.

These regions consist of a population of over 3,500,000 million people. Most of its people live in the rural areas and conduct various activities including business, agriculture, animal husbandry, fishing and tourism.

Despite the efforts made by the Government on ICT initiatives to its people, yet the selected regions has been facing a number of challenges including lack of access to information on agriculture, health, education, economic activities, business and environment.

This project intended to find out the availability and effectiveness of ICT in resolving environmental and social- economic challenges in Tanzania. This project commenced on June, 2013 and was expected to find how far has the country's initiatives been implemented and to what extent are the ICT resources effective. Also, the project aimed at identifying the development, deployment and enhancement of available network infrastructure, devices and contents that are used in the communities to support information dissemination; to find out the ICT applications used and solutions taken towards supporting information dissemination and conducting a field-based survey in the selected regions of Arusha and Manyara.

Furthermore, the project intended to analyze the study findings that are expected to be shared and discussed with several stakeholders including Local Government authorities, International Organizations, community members, academicians, researchers and other development partners.

2.2. UNDERLYNG RATIONALE

The main objectives of this study are as follows:

- Identifying the development, deployment and enhancement of network infrastructure, devices and contents to support information dissemination;
- Understanding the applications used and solutions taken towards supporting information dissemination
- Carrying out field-based activities that will provide information about the availability and effectiveness of ICT in resolving environmental and social-economic challenges in Tanzania. The fieldwork includes: In-depth Interviews (IDIs), participatory focus group discussions (PFGs) and Community Walk Through (CWT) in Arusha and Manyara
- Analyzing of the study findings and report writing to be shared and discussed with several stakeholders (Community members, Local authorities, Government, International Organizations).

2.3. STAKEHOLDERS AND BENEFICIARIES

2.3.1. Stakeholders

- a. FIRE programme – AFRINIC
- b. Swedish International Development Agency (SIDA)
- c. The grantees
- d. Prospective applicants to FIRE program
- e. Project team
- f. Staff in the faculty of communication and information Science University of Ilorin
- g. The government authorities (decision makers),
- h. Local government authorities (from District to Village Levels)
- i. Project funders,
- j. Research partners,
- k. Community members,
- l. Private institutions, colleges and universities,
- m. Students
- n. Other development partners
- o. District Executive Directors (DED),
- p. District Administrative Secretaries (DAS),
- q. Ward executive officers (WEO)
- r. Village executive officers (VEO).

2.3.2. Users

- a. The government authorities (decision makers),
- b. Local government authorities (from District to Village Levels)
- c. Project funders,
- d. Research partners,
- e. Community members,
- f. Private institutions, colleges and universities,
- g. Students
- h. Other development partners

2.3.3. Beneficiaries

- a. Community members
- b. Government officials
- c. Education professionals
- d. ICT professionals
- e. Academicians
- f. Business partners

2.4. **CONCEPTUAL MODEL**

2.4.1. Resources and activities

The people involved in this project do not seem to have any experience on how research activities are conducted, the tools used, how to prepare them and their application on the field. Nevertheless, the project has contributed a lot to bridging the research gap to them.

The project team has managed to conduct a number of activities among which are:

- Make a follow up on registration and preparation of various tools that were to be used throughout the project timeline.
- Conduct a short training for research assistants to which also attended academicians from neighboring College.
- With the support of the College, conduct a pilot study to test the research tools that were to be used during data collection activity in two districts (Monduli District in Arusha region and Mbulu district in Manyara region).
- Conduct data collection in six (6) districts within Arusha and Manyara regions, in eighteen (18) wards.
- Conduct some activities such as data entry, data cleaning, data analysis, workshop, report writing, website creation, preparation of teaching materials for secondary school students and trainers and creating a mobile application for the community members (by starting with people dealing with agriculture both in Arusha & Manyara).

2.4.2. Expected results

Expected results are listed below:

- Conduct workshop to a number of stakeholders including students' representatives, academicians, Medical Doctors, agriculture specialists and community member's representatives.
- Prepare training materials to secondary schools (hard copies and softcopies for students and teachers).
- Deploy a mobile application to support community members who deal with Agriculture and livestock keeping.
- Create a bilingual (English / Swahili) community website to support education, agriculture, health, entertainment, environment, business and others. The website is to be officially hosted and managed by Arusha Technical College and launch by the College Rector on 20th January 2014.
- Provide a written report to AFRINIC before the end of the second Phase.

2.5. **RESULT CHAIN AND LOGICAL FRAMEWORK**

This project intends to analyse the availability and effectiveness of ICT in resolving environmental and socio-economic challenges in Tanzania.

Despite the country initiatives on the use of ICT in facilitating socio-economic development, there is a number of challenges to face. Among the challenges are low ICT literacy, low level of technology, poor availability of ICT resources, cost of purchase of the resources, infrastructure problems as well as few number of ICT professionals. This project aims at analysing how far has the country's initiatives been implemented and to what extent are the ICT resources effective.

The project was expected to start in June for six (6) months and cover two regions (Arusha and Manyara). Both qualitative and quantitative research methodologies were applied in the collection of the study findings including the use of participatory focus group discussion (PFD), community walk through, documentation, observation and In-depth interviews (IDI).

The findings of the project will help the government establish the best way of strengthening and improving their ICT strategies and initiatives. Moreover, the funding organization will benefit especially to realize their contribution to the ICT development in the communities and the marginalized communities. Moreover, the community members, government and private institutions, colleges and universities will be among the direct beneficiaries of the project's findings.

2.6. PROJECT MONITORING SYSTEM

Unfortunately, the report did not help us to point out the means the project team used to monitor the activities performed. Even though, a website is in process to be created, the monitoring process and activities have not been well identified throughout this report.

2.7. EVALUATION FINDINGS

2.7.1. DESIGN

➤ Valid objectives

Project objectives remain valid throughout the implementation of the project. It clearly appears that the fact that the research problem has been well identified helps to point out the objectives of the study. The link between the objectives identified and the development goals of Tanzania also helped the objectives to remain valid throughout the lifecycle of the project.

➤ Appropriate strategies

The deployment strategy adopted by the project team was dictated by a clear and well-defined methodology. In effect, to ensure that the objectives will be achieved a follow up on registration and the project team has made preparation of various tools that were to be used throughout the project timeline. Secondly, a short training has been held in order to empower the capacity of the research assistants. After that, with the support of the college, a pilot study has been held to test the research tools that were to be used during data collection activity. Solely after all these steps, the data collection has been conducted to finish with activities as data entry, data cleaning, data analysis, workshop, report writing, website creation, preparation of teaching materials.

All these steps followed by the project team showed that there was a logical methodology used to strengthen the project team on one hand and the process on the other.

➤ Major risks not accounted for

Undeniably, the project has faced many risks that can be considered major during the course of its implementation.

Indeed, the timeline of the data collection activity was exceeded by two weeks for three main reasons:

- Legal authorization from all levels (Regional to District levels, from District to Division levels and from Division to ward levels), All these processes took almost a week in each region due to delay of processing permission and authorization of the letters to conduct research activity in the communities.
- Distance from one district to another and from one ward to another was also another challenging problem where from one District to another ranged from 20 km to 90 Km and from one ward to another ranged from 10km to 45 km. this challenge was mainly because of random selection of those places so as to remove biasness.

- Infrastructure was another challenging issue faced by the project team. Most of the areas in the selected districts and wards are characterized by rough roads and in a very long distance. In other districts there are few tarmac roads to a distance of less than five Kilometers.

On another hand, the challenges below have been encountered during data entry, cleaning and analysis:

- Late submission of the Second Phase funds led to the late start of the project activities in the second phase.
- Electricity fluctuation during data entry, cleaning and analysis
- Fully involvement of the project team leaders in the International Conference of Common wealth association of Polytechnics in Africa (CAPA) which was hosted in Arusha-Tanzania and Arusha Technical College was the Host Institution. This Conference was held from 25th to 30th November 2013.

2.7.2. EFFECTIVENESS

- Results aligned with planed objectives

Project results are aligned with the initial planning. As highlighted in the project charter, the main objective of the project is to find out the availability and effectiveness of ICT in resolving environmental and social- economic challenges in Tanzania.

As depicted in the reports, results were clearly aligned with the objectives. The project has managed to meet two of the objectives out of the four objectives as they were in the project proposal. Among them were the identifying development, deployment and enhancement of the available network infrastructure in the selected regions, various devices that are available in the communities and various contents used to support information dissemination.

Another objective met was understanding of various applications that are used in the communities as well as various solutions to be taken into consideration and the last achieved objective was carrying out the field based study in the selected regions where that team managed to meet and interview about six (600) hundred people where hundred (100) of them were fully engaged in in-depth interviews, other one hundred (100) people were engaged in focus group discussions as well as provision of questionnaires to four hundred (400) people in those selected areas.

The other objectives which are covered in this phase including data entry, cleaning and analysis of data collected from the two regions so as the findings may be shared to other stakeholders.

Moreover, the team has deployed some applications including website that has local contents basing on agriculture, education, tourism, health, capacity building, entertainment, environment and livestock keeping.

Consequently, the team is making sure that the information dissemination is highly achieved by making seminars, conducting workshops (done), doing computer maintenance for the community centres for free as well as training provision to the secondary school teachers and community centre trainers on ICT issues so as they may impact the knowledge to other members.

➤ Results acceptability

On the basis of obtained reports, we can confirm that results are acceptable in terms of quality. Indeed, there were many participants to all the stages of the project and there was an important involvement of the different participants and the project team. Many solutions were suggested based on the results and the capacities of the different actors have been strengthened at the end of the activities.

2.7.3. EFFICIENCY OF PLANNING AND IMPLEMENTATION

➤ Percentage of achieved project plan

Most of the activities planned were achieved. It is to be noted that the website is still under development. Also, the ICT workshop training for Secondary School Teachers is not yet completed, as teachers were involved in a seminar conducted by the Ministry of Education and Vocational Training.

➤ Expenses aligned with budget

Overall, budget seems to have been respected. The report also shows effective utilization of funds allocated to project activities.

➤ Archive of collected data

Neither interim nor final reports give any indication of data archiving methodology and process. Though there is a website implemented and maintained, we do not have a clear indication of the methodology and the process in place to ensure that data collected are properly archived and can be made available for future analysis.

2.7.4. IMPACT

➤ General objectives and final goals achieved

We would like to point out that results alone are not sufficient to evaluate the impact of a project. However, it should be noted that the project objectives could be formulated as a first step in achieving overall objectives.

Project team is confident that this project was detrimental to identify the best ICT solutions easily applicable to all targeted communities despite their education levels, economical and financial status. The team believes that, the project output will have a positive impact to the targeted community.

➤ Long-term benefits contribution

This project could contribute to long-term profits provided it is integrated into a much broader plan. In addition, it is important that adequate and additional funding be in place to support the sustainability of results. In a context where it would be considered an isolated action, it is clear that this project would not contribute to long-term benefits.

Technologically as well as academically, this project remains a great success but there are several improvements that could contribute to magnifying obtain results.

2.8. RECOMMENDATIONS

The quality of the final report clearly shows that project team had a well-defined strategy and methodology. Implementation process was a success because of the involvement of resources that form the team and also the level of dedication and passion to the project.

However, we recommend that the project team put in place a system, which would allow archiving of collected data.