

INFORMATION SYSTEM – CIOEC Bolivia

IICD indicators - have measured perceived impact by participants, direct end users (for example, in one organization, out of 30 families, 10 people), characteristics of the group, low income, low education, low literacy, rural groups

- increased ICT awareness – 80%
- increased empowerment – 70%
- economic improvements – 40%
- increased transparency -50%

Embedded outcomes:

- Policy influence
- Institutional strengthening
- Participation in public biddings
- Scholarships – better education opportunities
- Improvements in Communication
- Improvements in Information

DISCUSSION:

Base line before:

- analysis of their exclusion previously in public bidding, before it was nearly non-existent, there are hundreds each year, now they are participating in the public bidding
- did they have access to this bidding information before or not, what were the issues for access (time, people had help completing forms)
- what happens to the people that do not participate? – no base line data, lots of things not captured, like empowerment and participation in other political areas

Impacts to consider:

- impact on those groups not included in the project but part of the network
- if the utilization of public resources has changed
- training strengthened capacities of the individuals – effects from that
- strengthened the central organization – what effects are from that
- stimulate government to have more public bidding

CLARIFICATION: in 3 years, have won 15 biddings, local biddings mainly for their niche market

- Woman farmer, questions would be: impact on a local farmer in the group who gets access to this bidding, then increase impact, increase situation in the family, increase status in the community, empowerment, etc.... (gender differences)
- extent to which having existing organizations of farmer create an environment where you can use ICTs as a tool for political empowerment, as opposed to individual benefit from ICT intervention

- an Ngo working on participative governance, questions would be: do the communities feel more empowered to negotiate in public sector, political organizations, etc.
- usual ICT questions could be asked – access, use, etc.

Process indicators:

- develop indicators along the process as you discover new elements, surprises along the way – how do we measure the process that is started with the project, it is succeeding in the results, but then it starts more elements so you need to create new indicators
- ask the users systematically, at the time, 6 months later, ongoing (perception), more effective to influence a policy maker is to hear the voice of the farmers (users)
- test the indicators and impact assessment project has to be embedded in the process of the project, what to the end users think the indicators are, what matters to them may be different

Control group:

- can you isolate the impact of ICT – it is a combination of ICT, information, communication
- we say ICT contributes to development, now we are looking at how? – you look at what would have happened here if we didn't have ICTs in this example
- your M&E system would have to use control groups if you were to try to measure process with and without ICT
- RESPONSE: consequence of integrating ICTs as a tool means that we have to depend on the existing M&E system of that agency bid, whatever development that happens, they have their system, we can sharpen their awareness and focus of ICT within that
- what we want to do is learn about the impact of our development initiatives, in the process, we are isolating two things, does information and communication contribute

Donor interests:

- impact on poverty alleviation – two things that matter, did the application of ICT make the project more efficient and effective, have to make ways of measuring this based on our goals (donor), implementer, want to look more at details
- cost and sustainability of it, surrounding environment have the ability to maintain the computers, maintain the structure, availability of technicians

Decisions:

- Do we do a control group to differentiate the I, C, and T?
- Interested on efficiency and effectiveness of ICTs to alleviate poverty – show this impact?
- Impact evaluation – we have to take decisions and decide what to focus on, have lots of side effects – how much do we want to spend

- so what is the goal, to convince a few high end economists, there is a high cost of that, do we want to do that, what is the value – put limits in terms of costs