



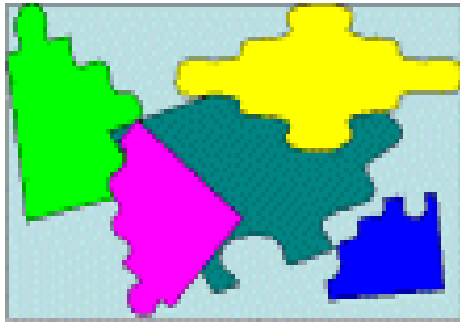
Evaluation and Monitoring Performance of e-Community Centers

Ligaya D. Valmonte

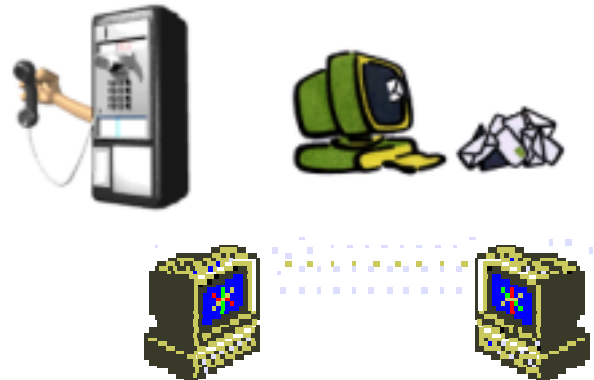
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The Situation

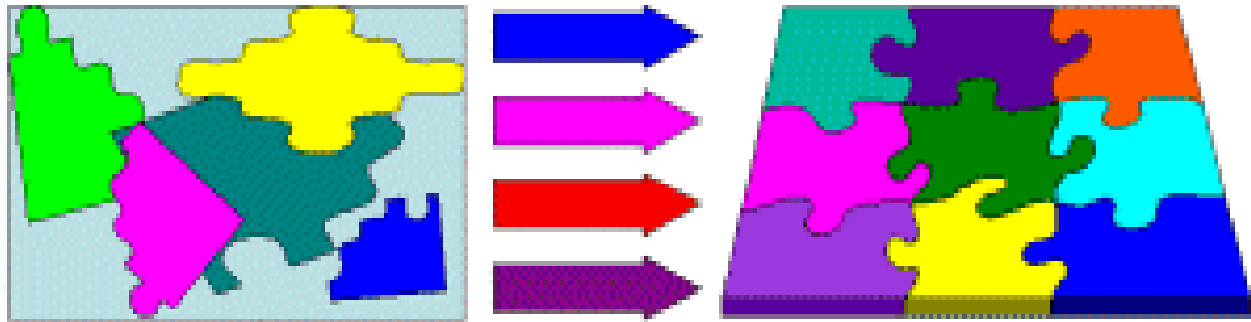
Information "Have Nots"



Information "Haves"



Closing the Gap



- Awareness
- Accessibility
- Affordability

E-Communities



facilities providing public access to ICT based services and its application for education, personal, social and economic development

Other Names

- ✿ Telecenters
- ✿ Community e-Centers
- ✿ Telecottages
- ✿ Internet Cafes
- ✿ Cybercafes
- ✿ Kiosks



Management Style

- ✿ Commercial
- ✿ NGO-sponsored
- ✿ University/School
- ✿ Municipal
- ✿ Multi-purpose



Services

- ✿ Internet Café
- ✿ Content Development of Information
- ✿ Communication Services
- ✿ Literacy and Reading Area
- ✿ Training and Interaction with extension Agents



Topical Outline

- The Concept
- The Approach
- The Design
- The Procedure
- Participatory M & E

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Topical Outline

1. The Concept
2. The Approach
3. The Design
4. The Procedure
5. Participatory M & E

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1. The M & E Concept

What is
evaluation?



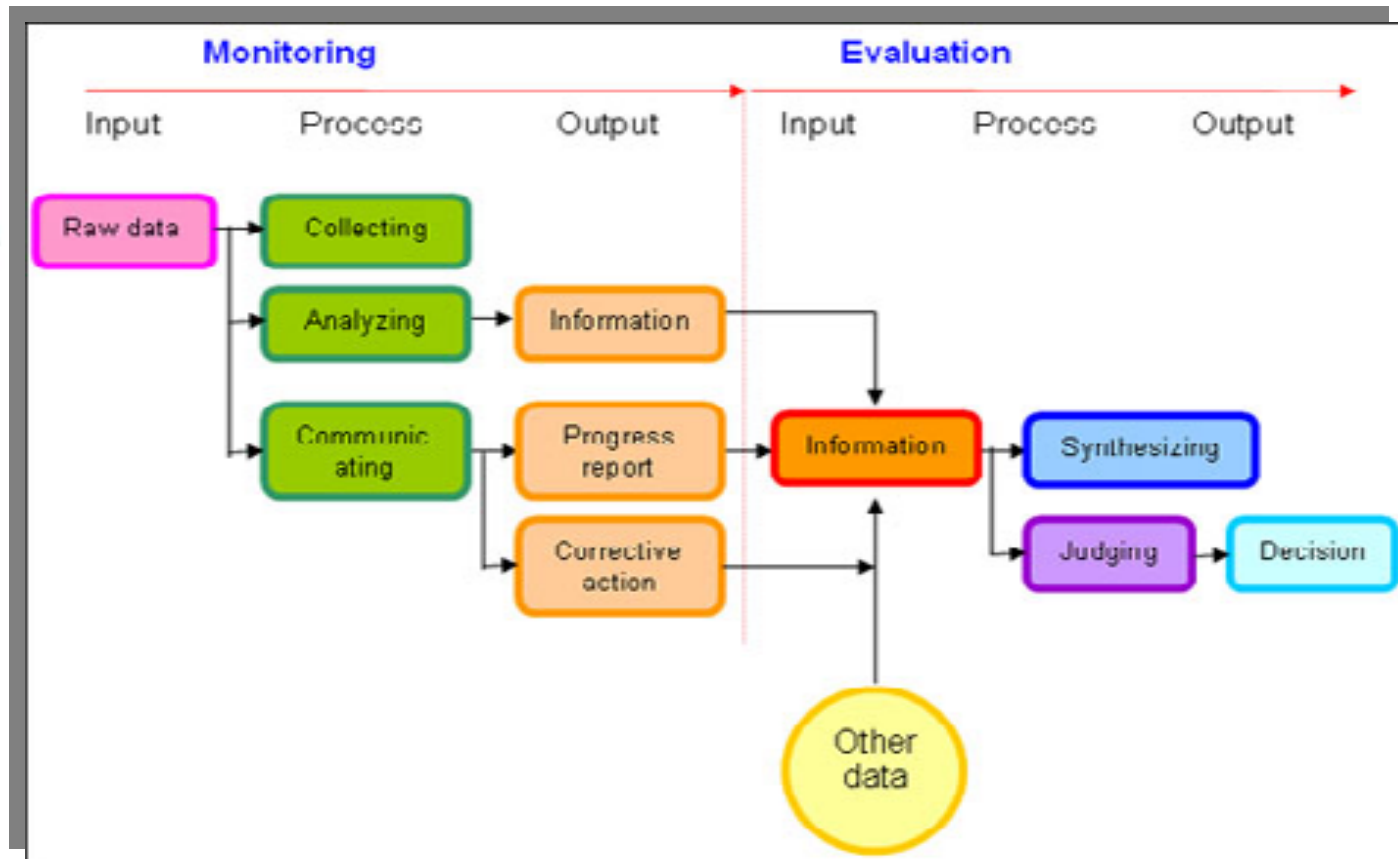
Monitoring measures..

.... the progress relative to
expected outputs

Evaluation determines...

- Relevance
- Effectiveness
- Efficiency
- Sustainability
- Other Impact

The M & E Continuum



Topical Outline

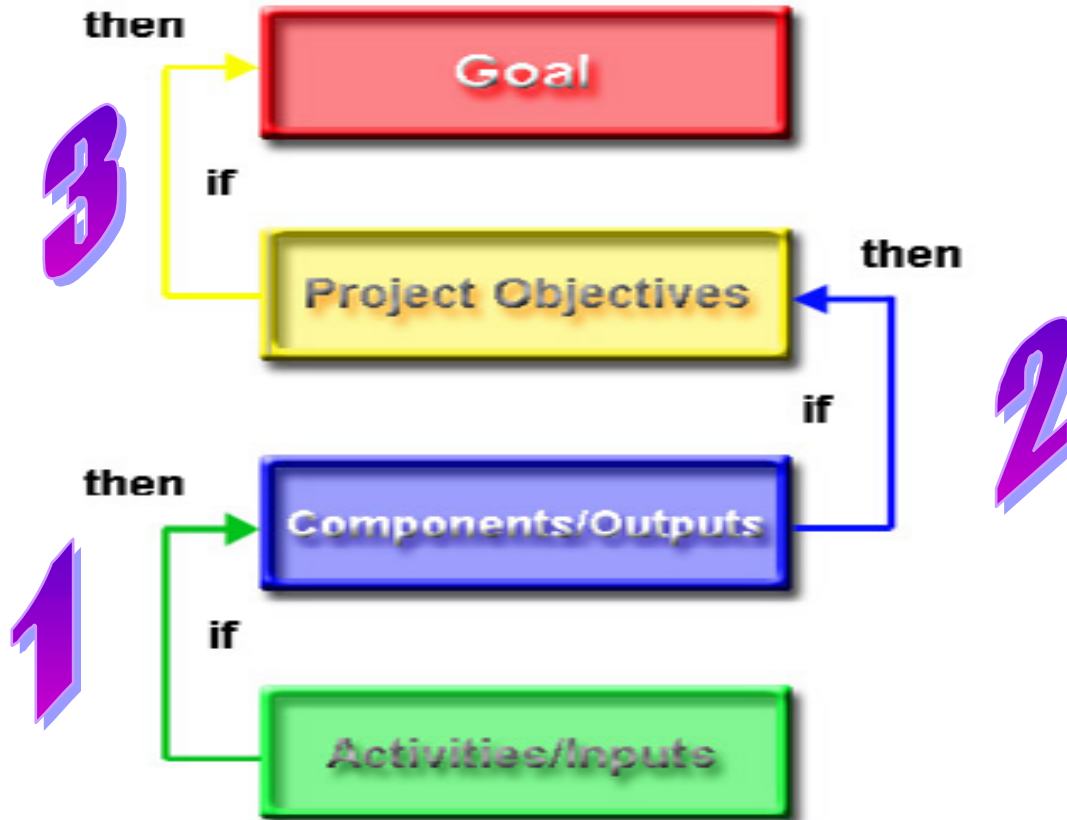
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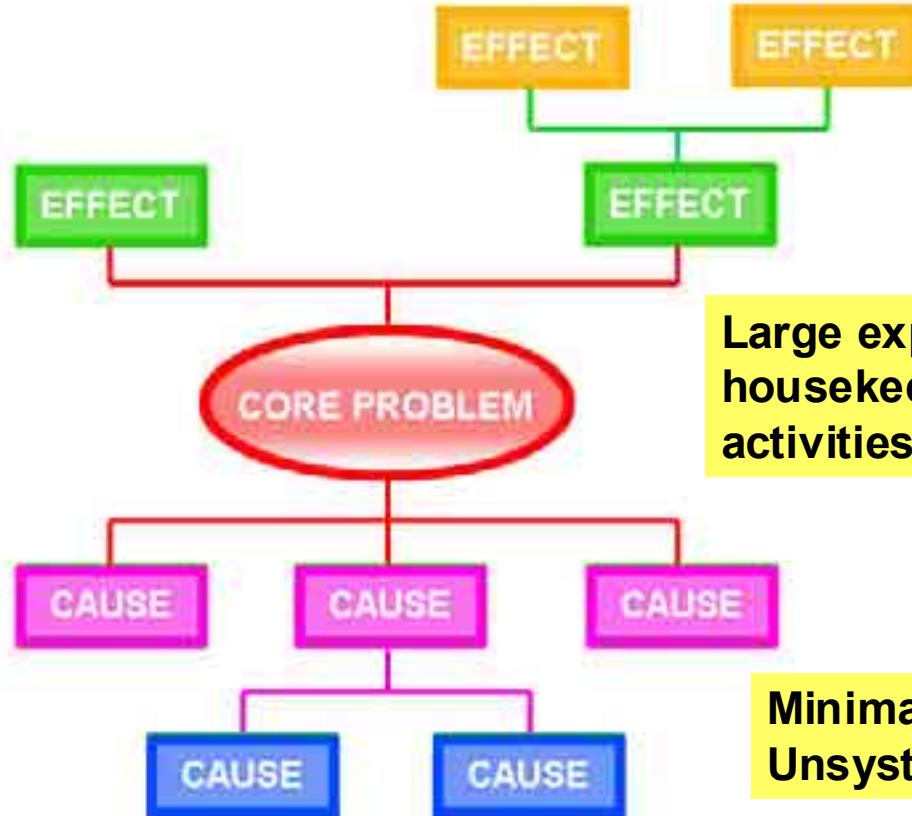
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2. The PF Core Concept



The Problem Tree

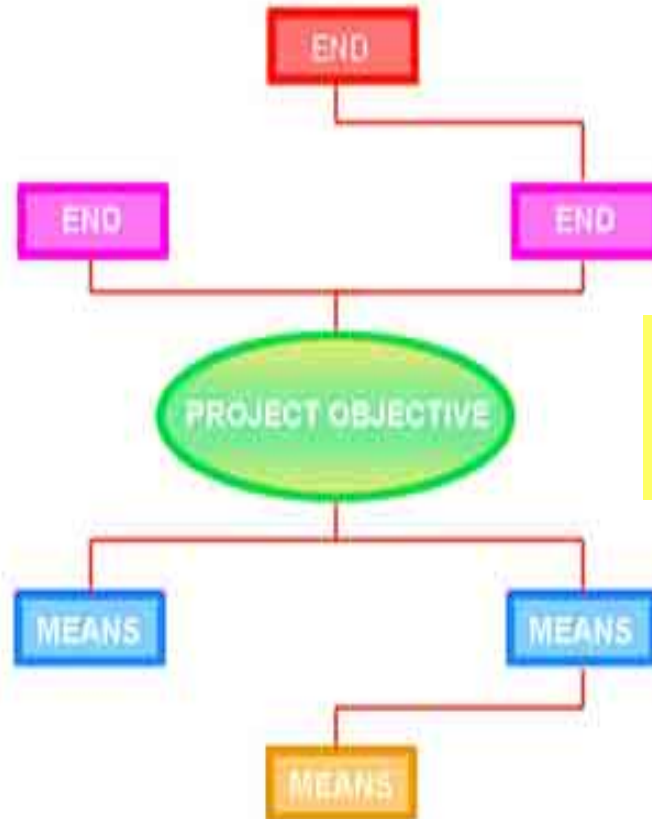


Reduced time for other important activities
Less money for more urgent activities

Large expenditure on housekeeping activities

Minimal use of ICT
Unsystematic filing

The Objective Tree



More time for other important activities
More money for more urgent activities

Reduced expenditure on housekeeping activities

Establishment of database
Information pooling and sharing
Skills Development

Topical Outline

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M & E Design System

Design Summary	Indicator	Assumption	Means of Verification
Project Goal: the ultimate rationale of the program			
Project Purpose/ Objectives: why the project is carried out			
Project Outputs: what is the project expected to achieve			
Activities: How the project plans to achieve the objectives	Inputs: supports to implement the activities		

Types of Indicators

- **Output**
- **Outcome**
- **Impact**

Output Indicators

Quantitative:

- Number of people trained
- Type of trainings conducted
- Number of services offered

Qualitative:

- Willingness of the volunteers to run the e-community center
- Involvement of the community in training other members
- Usefulness of the training

Outcome Indicators

Quantitative

- Number of jobs created
- Number of trainees using e-mail or chats
- Number of records stored in database

Qualitative

- Employability of trainees
- Utilization of skills learnt

- 
- **Improved quality of life**
 - **Solved unemployment**

M & E Systems Design

3. Means of Verifications
4. Risks or Assumptions

The Matrix

Component	Indicator	Assumption	Means of Verification
Project Goal	National Income GNP	Given the purpose	Project Performance Audit Report Impact Studies
Project Purpose/ Objectives	Trained Manpower Reduction of Employment	Given the outputs	Completion Report Field Inspection
Project Outputs	Staff Capability Procured Equipment	Given the inputs	Monitoring Reports
Project Inputs	Work Volume Budget Releases		

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4. The Procedure

- Data Collection
- Data Analysis
- Gap Analysis
- Review
- Corrective Action

Data Collection

- Who will collect the data?
- Data Collection Methods
- Opportunities to Collect Data
- Frequency of Data Collection

Who will collect data?

- Knowledgeability
- Interest
- Familiarity with Data Sources
- Trustworthy

Data Collection Methods

Site visits

Training observations

Interviews

Survey

Case studies

Story telling

Opportunities

- Workshops
- Community Meetings

Frequency

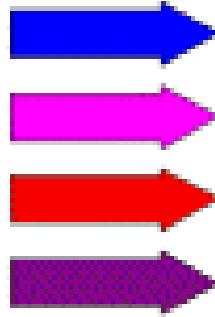
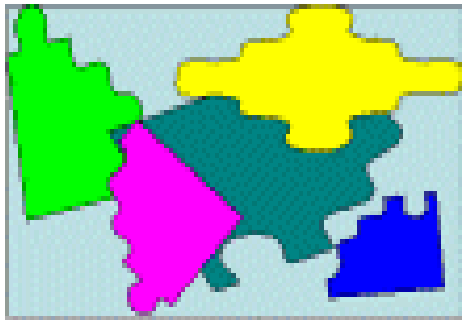
- Regular (Daily, Weekly, Monthly)
- Planning, Implementation, Closing
- Surprise Visits

Data Analysis

- Accurate Information
- Researchers
- Statistical Packages

Gap Analysis

?????



Review

- Progress Reports
- Update of Activities during meetings, workshops, planning sessions, etc
- Drawings and Photographs

Corrective Action

- Improve operations
- Revise plan
- Compare objectives with outcomes

ICT M & E Facilities

- Central Information Pool
- Communication Support
- Application Software
- Statistical Packages and Programs
- Specific Application Packages

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Why Participatory?

- Shared Learning
- Democratic Process
- Joint Decision Making
- Co-Ownership
- Mutual Respect
- Empowerment



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