TANZANIA COMMISSION FOR SCIENCE AND TECHNOLOGY

REPORT OF THE MID-EVALUATION OF THE PILOT MULTIPURPOSE

COMMUNITY TELECENTRE AT SENGEREMA DISTRICT, MWANZA REGION

Commissioned by the IDRC and executed by the Institute of Development Studies of the University of Dar Es Salaam by Dr. B. Mongula with Dr. M. Ngaiza and Mr. Sawenge assisted by Mr. Matthias Masawe of the Telecentre Secretariat at COSTECH.

Final Report, JUNE 2003

Map of Sengerema District

Acknowledgement

List of Abbreviations

CBO	Community Based Organization
COSTECH	Tanzania Commission for Science and Technology
DANIDA	Danish International Development Agency
ET	Evaluation Team
FDC	(Sengerema) Folk Development College
IAE	Institute of Adult Education
ICT	Information and Communication Technology
IDRC	International Development Research Centre
ISP	Internet Service Provider
IT	Information Technology
LG	Local Government
LSC	Local Steering Committee
ITU	International Telecommunication Union
MCT	Multi-Purpose Community TeleCentre
MRALG	(President's Office) Ministry of Regional Administration and Local Government
PMC	Project Management Committee
PMO	Prime Minister's Office
OUT	Open University of Tanzania
SEDEA	Sengerema Development Association
SEDET	Sengerema Development Trust
TTC	Tanzania Telecommunication Commission
TCCIA	Tanzania Chamber of Commerce, Industry and Agriculture
TLS	Tanzania Library Services
TTCL	Tanzania Telecommunications Company Ltd.
UNESCO	United Nations Education, Science and Cultural Organization

EXECUTIVE SUMMARY

The purpose of this study was to conduct a review of Sengerema Multipurpose Community Telecentre and establish basic relevant base-line data. The Evaluation Team tried hard within the limited one week's period provided for the task and limited data records in Sengerema District to fulfill such task. Interviews and focus group discussions were conducted along with filling of questionnaires and collection of documentary data. The objective was to see the relevance of this facility (namely Sengerema MCT), extent of local involvement and ownership, partnership in development, its progress, future sustainability and lessons for similar initiatives elsewhere.

Sengerema Multipurpose Community Centre is clearly one of, if not the first Tanzania's attempt at comprehensive rural information and communication transformation as means for building local capacity and empowering communities for more active participation and rapid socio-cultural and economic development. The centre seeks to provide telephone, fax, e-mail and Internet services, and community radio and library services along with training in computer application and advisory services in the field of computers.

Sengerema MCT has started well by active local involvement in decision making through the Local Steering Committee and widespread sensitization of the local community, leadership and government and non-governmental organizations about the project. The role of national and international partners, most notably until now of COSTECH, UNESCO and IDRC has undoubtedly proved to be very important in providing necessary equipment and technical support, co-ordination and inspiration, while leaving the local community at center stage.

It is significant that the Telecentre did not have to wait until completion of a modern structure to house its activities and Government made available some rooms at the Folk Development College for temporary premises, an institution itself involved in community development. A sound relationship between the two institutions will have a strong impact on both their activities. Meanwhile, the rapid speed of construction of the permanent premises after acquiring a plot in the centre of town has raised confidence not only in the local community but also amongst national and international partners.

It is important that discussion is made openly at an early stage about the role of various stakeholders in the Telecentre in order for informed local participation and to minimize future misunderstandings and unnecessary politicking about it. The much awaited fund-raising has to kick-start along with clear definition of the ownership, management and decision making structures. Most people seem to prefer that Government does not control the Telecentre although as it has already become evident Government involvement is important to assure commitment to its goals and overcome various hurdles. A clear vision, mission and structure of the Centre are all too important to be ignored at this stage.

The potential demand for the various services of the Telecentre by the local community and various institutions, inside and outside Sengerema, is big. Computer training has already proved to be quite popular and there is strong interest in the proposed community radio. Sengerema is so far very poorly served in communication and the strengthening of telephone and availability of e-mail services will boost business and social capital. There is great need for information and communication in education and health more so, given the increased need for public accountability of the redoubled

financing of the two strategic sectors. Distant education and farmer-services (supply of inputs, crop collection and marketing, research) will both benefit.

The Telecentre is challenged to acquire a business outlook and to cost its activities properly rather than the "free goods" outlook it presently pursues. In that end there is need to strengthen the Telecentre´s management and staff by recruiting properly qualified individuals with necessary competencies. The manager needs to have both vision, professional and public relations qualities required at this stage of development, and wherever possible back-stopping advisory services should be provided in support. Necessary qualifications and proper attitude is essential for the training staff. Meanwhile plans should already be under way for the other services of the centre rather than waiting till completion of the building.

The role played by the national and international partners is no doubt very important; more of this can be realized with improved plans and communication from the Telecentre. The partners should not be expected to take the lead; instead this has to come from the local community, the potential of which already exists through the Local Steering Committee. The Telecentre with the help of Government who have already shown strong commitment to help should establish permanent solution to power and telephone connectivity to Sengerema. Meanwhile, the Telecentre should look beyond Sengerema township and to neighbouring districts in its planning. A strategic development and business planning is important.

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1.0   INTRODUCTION AND BACKGROUND

1.1   The Mission's Task

The Evaluation Team is happy to have completed this study, which is of great interest to international and local endeavours at rural development. The Team is grateful to be associated in this IDRC Acacia`s initiative along with the other partners, namely UNESCO, ITU, Danida, and the Tanzanian national stakeholders, including specially COSTECH, TTCL, TCC, TLS, PMO, MRALG, TCCIA, OUT and IAE. Members of the team share the view that Sengerema MCT is a worthy investment for rapid rural socio-economic and cultural transformation.

The task ahead of the mission remained unclear to the end between a Mid Term Review and Base-Line Study, and so within a critical time constraint the mission tried to accomplish as much as possible of both. The research methodology took account of this limitation. Thus the Team was concerned to find out the progress so far in establishing the Telecentre and its functioning, information that is necessary for its strengthening during the current development phase. But at the same time the mission had an interest in the relevance of the centre to local communities ICT needs, the extent to which local stakeholders and community were engaged in its development and future sustainability.

1.2   Terms of Reference

The Terms of Reference for this study consisted of an Evaluation Proposal agreed between the Evaluation Team (ET), COSTECH and IDRC. This is summarised below: full reference is made in appendix I.

The ET sought to do the following:-

(a) Understand what the project is all about: The objectives, key activities, various stakeholders, process, organization and funding,

(b) Establish the relevance of the project (consider needs of the community and other beneficiaries vis-à-vis services rendered by project)

(c) Consider "ownership" of project

(d) Find out the manner of project processes especially involvement of key stakeholders at each stage

(e) Establish capacity building needs for the project (e.g. ICT capacity)

(f) Find out possible problems encountered by the project so far

(g) Establish the status of key developmental socio-economic indicators (health, education, water, housing, household incomes, gender, environment),

(h) Explore the project's future and sustainability

1.3   Evaluation members

The idea initially was to constitute a team made up of some members from the University of Dares Salaam (Institute of Development Studies in particular plus a computer specialist), COSTECH and IDRC. However, at this point IDRC could not join the team and asked that the remaining members go ahead with the task. The ET proceeded to start fieldwork on 7 March 2002 (see appendix 2).

1.4 Methods of Data Collection

1.4.1 Tools and Instruments used

The study employed four methods for data collection, namely (a) focus group discussions with key informants, stakeholders and various groups followed by one to one interviews, (b) filling of questionnaires that wherever possible was reinforced by interviews (c) observation (d) examination of relevant documents.

Before beginning the field study, tools and instruments were prepared for each of the methods based on the objectives and guiding research questions. These were part of the research proposal, which the team managed to appraise IDRC Nairobi Office with before departing to Sengerema.

Some of the tools and instruments appear in appendix 3.

1.4.2 Meetings and Discussions

The research team held meetings with key informants, stakeholders and a number of social groups to conduct focus group discussions. These were followed by one to one interviews. The groups included the Local Steering Committee (eight members attended), members of Stakeholders (four attended as others had already the LSC) and District Management Team (Heads of Department in the District Excutive Directorate or Local Government). Other groups were a Women Development Group of Tabaruka Village (Tabaruka Ward), Tupendane Group of Nyampulukano Village (Igogo A, Sengerema Ward), two Youth performing Groups (SOTI and Bantu), a group of women traders from Sengerema market and Lele Mama Women Group.

The meetings were well attended and there was strong participation in the discussions. There was strong interest in the Telecentre everywhere although there was still limited knowledge about it.

1.4.3 Interviews and Questionnaires

The research managed to conduct several interviews with key Government officials, the management of institutions providing services potential market to the Telecentre, the Local Steering Committee members and staff of the Telecentre. They included the Regional Commissioner (Mr. Mashishanga), the District Commissioner (Mr. Magalula), the District Executive Director Mr. Masso, and other officials of the district. Others were TTCL Regional Office (national telecommunications company), TANESCO office (national power supply company), the Telecentre Manager and trainers,

the LSC Chairman, Open Universiy-Mwanza office, Sengerema Teachers Resource Centre, Sengerema Secondary School, Sengerema Hospital and District Head of UNDP Capacity 21 Project. Interviews were also conducted with members of the community after focus group discussions.

Most of those interviews were open-ended type but guided by a checklist. Some of the staff members were also asked to fill in some questionnaires. To wrap up data collection, when the Team got back to Dar es Salaam they also mailed questionnaires to members of the Sengerema MCT Management to which several managed to respond, e.g. TTCL, COSTECH, TCC, OUT, TLS, IAE, TCCIA, PMO, MRALG, IDRC, DANIDA/TAG, ITU and UNESCO. Some of the responses were very comprehensive and informative. Findings are integrated in the report (see also appendix… 2.5 for KII questionnaire).

Different issues were explored during the interviews ranging form understanding and reception of the Telecentre, their present information and telecommunication needs and how they hoped to benefit from it, their participation so far, obstacles, etc. In some points the team engaged in problem solving too e.g. the case of delayed payments to a contractor and issues of exit strategy by the caretaker project management committee.

2.0 OVERVIEW OF SENGEREMA MULTIPURPOSE COMMUNITY TELECENTRE

2.1 The Community Telecentre Concept

Generally speaking a Multipurpose Community Telecentre (MCT), may be defined as a centre for providing " public access to long-distance communication and information services, using a variety of technologies, including phone, fax, computers, and the internet….Successful community telecentres will eventually need to provide related services, such as user training, distance education, keyboard and business training, "job shops;" and community programs." This is supposed to be an affordable facility to a community and can be located in local remote rural setting, in specially constructed building or even in an existing institution such as library, school or chamber of commerce. (Anne Whyte for Acacia Initiative p.8). Acacia program also believes that telecentres can enable poor communities to contribute more effectively to their own development. (Whyte p.4) Community telecentres allow communities to get basic information and possible solutions to their common problems, to learn and participate more effectively in on-going development programs, to organize, and to exercise control and accountability on local programs. This is apart from facilitating rapid family and friendly contacts and therefore mobilizing and harnessing social capital which is very important in Africa. The centres can support business links and therefore help to promote small and micro-enterprises, and facilitate distance education and professional advancement. Farmers and various livelihood groups can become linked to the global information and even networks.

> The challenge to such centers is to become self-sustaining which should be one of the basic objectives right from the time they are started. This becomes possible where the centre is designed according to the community's needs and there is community involvement in its ownership and management. The centre has to be able to provide services effectively and at affordable prices and should be able to increasingly rely on the local community's financial sources and own revenues rather than on international aid.

Telecentres are quite common in South Africa, Canada, etc. where they provide a host of services like public access to computer and Teleservices, education and training and where local livelihood groups can source information relating to their economic activities. Collaborative public–private development of the telecentres can be one of the approaches although this can also be either fully private owned or publicly owned undertaking.

MCTs provide opportunity to community members to forge links amongst themselves and with relevant organizations elsewhere within the country and internationally. The local community is therefore empowered to have access to accurate, timely information, which is crucial ingredient for success of development efforts. Information can have an important multiplier effect on the effectiveness and efficiency with which resources are used.

The existence of a community multi-purpose telecentre will also stimulate the generation, gathering, processing, management and distribution of a variety of information needed by the various stakeholders and their international networks using various technologies, including computer based means. Various people from different places can easily accede to information from the respective community and the community therefore becomes an active participant in producing and receiving information. Thus the center also plays the role of helping to build an information culture which is important to development.

The community multi-purpose telecentre will provide opportunity to offer community training and sensitization services, bring facilitators, and serve a wide range of people, and groups: women, youth, business, the educated and the illiterate individually and in groups. Through providing service to various members of the community the telecentre can overcome the problem of lack of local content and illiteracy through the development of associated services like a community radio. It therefore contributes to empowering the poor by giving them opportunity to organize and be heard.

Needless to point out the development of a community multi-purpose telecentre requires from the very start **clear visioning matched by careful development of content**. This undoubtedly requires in turn properly suited and motivated staff, with required training, deep interest and drive and led by suited management whose job is not only to direct the development of its various components, but also to mobilize interest and co-ordinate with different stakeholders and supporters, and with the community. The continued survival of the centre requires both entrepreneurship and efficient and customer friendly services and spirit.

2.2 The Sengerema Telecentre Project overview

Sengerema Multipurpose Community Telecentre (hereafter also referred as Sengerema MCT) effectively begun operations in December 2000 after receiving 9 used computers donated by UNESCO. However this followed various initial discussions about the idea, which dated way back 1997 when Unesco´s Mr. Dlamini and IDRC´s Mr. Fuchs visited Sengerema and thereafter Mr. Mlaki of COSTECH in 1999. The assistance of UNESCO during this early development phase was significant when Mr. Ken Miller, a networking expert assisted in the purchase of network accessories,

setting up a Local Area Network, identification of initial training staff, short listing of candidates for the post of Telecentre Manager and the preparation of course outlines.

Although currently it depends on support from international and national stakeholders, Sengerema MCT is first and foremost meant to be a self-sustaining local venture to provide affordable telecommunication and computer based services, library and local radio. The range of envisaged services include:

- ☐ Telephone and fax services
- ☐ Internet and e-mail services
- ☐ Photocopy and secretarial services
- ☐ Training in computer studies
- ☐ Distance education
- ☐ Library services
- ☐ Conference facilities
- ☐ Radio services and
    - IT consultancy

2.3 Telecentre Objectives

The Sengerema Telecentre objectives include:

- ☐ The use of the MCT as a tool for the promotion of district developmental objectives.
- ☐ To demonstrate the impact and usefulness of the accelerated introduction of information and communication enabled services and programmes into the rural community life in Tanzania with special emphasis upon agriculture & animal husbandry, fisheries, small business, education, health and water.
- ☐ To build an example and a model of a reproducible and sustainable Multipurpose Community Telecentre.
- ☐ To promote the integration of rural Communities into the National and Global Information society with with access to its associated opportunities.
- To develop and test "Content" and applications in the areas of:
- ☐ Education, health care, government and community information services.
- ☐ Tourism and transport, trade and commerce.
- ☐ Culture and entertainment.
- ☐ To evaluate the social economic and cultural impact resulting from the accelerated provision of information services and network technology through Multi purpose Community Telecentre in rural Community Context.
- ☐ The radio service was still under negotiation with UNESCO.
- ☐ To support national policies and strategies for Telecom unity and information infrastructure development through Mult-Purpose Community Telecentres.

2.4   Temporary Premises and Initial Investment

Sengerema MCT is now temporarily located at Sengerema Folk Development College, an institution that falls under the Ministry of Community Development, Women and Children and is concerned specially with training of youth in various vocational skills.

On a longer term basis, Sengerema MCT has been designed as a modern facility to be located in a specially designed and constructed building right at the centre of the Sengerema township and along the major road between Mwanza and various towns to the south, west and all the way to Burundi, Rwanda and Congo.

The total investment cost for the establishment of the project is estimated at Tshs 577,510,320 (USD 648,888).   This includes the cost of constructing the building to house the centre, to purchase equipments and materials, and to meet initial administrative services. This volume of investment is no doubt rather huge but perhaps one thing the new building has done, and specially its rapid construction is to instill confidence in the local community on the project. Needless to mention many Tanzanians are cynical about new programs because of the fate that has met many of them. Their decision to change roofing to hurdle tiles against the original design from COSTECH and in being prepared to meet the additional cost involved is indicative of local commitment.

2.5   Status of Development of Sengerema MCT So Far

So far The Centre is heavily preoccupied with construction of the permanent building and conducting training in computer skills. The rapid progress in construction which had already reached a roofing stage within three/four months is indication of how seriously the local community is interested in the centre. Using the computers donated by UNESCO (seven old ones followed by five new ones) has already provided training to more than 800 people.

3.0 BACKGROUND AND ENVIRONMENT

3.1 Sengerema Physical Features and Administration

Sengerema is one of the seven districts of Mwanza Region in Tanzania. It is located to the South West of Mwanza Region bordered by Lake Victoria and Mwanza Districts to the North, Kwimba District to the East, the gold rich Kahama and Geita Districts to the South and West respectively. Sengerema District has two electoral districts, namely Sengerema and Buchosa, it has 5 administrative Divisions (Sengerema, Buchosa, Kahunda, Nyanchenche and Katunguru), 26 Wards and 121 Villages. Sengerema District covers 8817 sq. kms of which 3335 sq. kms are dry land and 5482sq. kms. is covered with water.

Between 75% and 80% of the dry land area of Sengerema is fertile arable land suitable for agriculture and herding. About 677.4sq. kms (20%) of land is covered with natural and reserved forest. It is one of the most recent districts of Mwanza, having been carved from Geita District in 1975.

3.2 Population

According to 1988 National census, Sengerema District had 304,121 people of whom 151,890 were males and 152,222 were females. The children (0-14 years) formed almost half of the population (47.8%), those between 15-29 years formed 26.3% and those between 30-44years formed 12.7% of the total population. The number of the population between 45 years and 59 years formed 7.9% while the population between 60 years and above was 5.2%.

The district's population growth is estimated at 2.8% per year. Using figure as a base, the district's population is now (1997) estimated to be 374,709 people.The average number of people per family in the District is approximately 7. From the population number of 374,709, the District is estimated to have about 53,530 families at present.

3.3   Socio-Economic Development Indicators

3.3.1   A General Limitation of Data

Many economic and development theories indicate a close relationship between development and the rate of economic growth. Moreover, they confirm that the rate of economic growth greatly depends on the success in utilization of local resources of the society in question and productivity in the production sectors. In general, Sengerema District is endowed with many vital resources for economic and human development. The national statistics indicate and locate this district among the important districts as well as one of the great resource treasures in the nation. Ironically, its history is marked with several great famines too.

The socio-economic Indicators for this district are available in generalized terms. Due to lack of any detailed baseline study, the present evaluation was only able to capture the following indicators. These are nonetheless quite useful as starting point for future monitoring.

3.3.2   Agricultural Production

Agriculture is estimated to contribute more than 75% of the district's product, the main crops being cotton, maize, rice, cassava, beans, peas and groundnuts.   Sengerema, inhabited largely by the Wasukuma ethnic group is also one of the leading cattle herding districts. The cotton is exported overseas while there is significant export of rice to neighbouring countries, notably Kenya and Uganda, and cassava to the drought districts of Mara Region. The maize, cassava, beans and the other food crops are consumed locally.

During the year 2000/01 the District cultivated a total of 23,622 hectares of cotton yielding an estimated 4,212,967 kilograms . This was a big drop from the previous years, specially the 1980s and 90s when an estimated 30,000 to 35,000 hectares used to be grown. Cotton harvests in 1998/99 and 1999/2000 were even lower, estimated at 1,317,482 kgs. and 1,642,669 kgs. only respectively (Sengerema Agricultural Office). The average average yield per hectare has been estimated to vary widely between 972.5 – 173.34 Kgs between 1981/82 and 2001/02. (Sengerema District Report 2001/2002). However, this statistics is to be treated with much caution as should most other agricultural estimates in the country and perhaps most other African countries.

To be treated with even greater caution is Tabaruka Women groups estimates whereby they claimed to cultivate between two and four hectares of land per household. They further claimed to harvest 6-7 bags of maize, 1-3 bags of beans/peas, 2 bags of unshelled groundnuts aside from maintaining about half hectare of cassava.

Similarly there is no reliable estimate of number of cattle in Sengerema. Last year the District was estimated to have a total of 119,000 cattle, although it is believed that the correct figure could even be twice that number. This is because the people of Sengerema usually under-report their herds, as the evaluation mission managed to observe at Tabaruka. Most of this cattle was the traditional type, the District was estimated to have only about 52 herds of upgraded cattle, mainly from the HPI project. Some households also stocked five to eight goats and up to twenty chickens.

Near the lake many people were also engaged extensively in fishing, although the development of this activity has been heavily constrained by lack of market.

3.3.3   Estimated Tax Collection

Government tax collection from VAT alone stood at Tshs. 41,163,000 and total tax to central government (VAT plus income tax and customs) is estimated at TShs.69,978,000. (TRA estimates non-VAT collection to be usually around 70% of VAT). In 1999/2000 VAT was Tshs. 25,454,546 and total estimated tax is estimated to have been about TShs. 43,272,728. In 1998/99 VAT was TShs. 39, 937, 000, and total tax is estimated to be at TShs. 67,942,000. (Information based on Mwanza Regional TRA Office).

3.3.4 Education (Primary and Secondary)

Sengerema has 151 primary schools, 149 belong to the Government and 2 are private. There were 1495 teachers. There are six secondary schools, five Government owned (Sengerema, Nyampulikano, Nyehunge, Kome, Sima), and four private (Sengerema Seminary, Katunguru, Kahunda, St. Caroli). Sengerema District has three vocational training centers, Sengerema and Karumo Folk Development Centres and Kalebezo. Total primary school enrolment was 30,918 boys and 28,703 girls in 2001.That year a total of 505 students were selected for secondary school (Government), the cut-off selection mark being 118 marks for boys and 109 for girls.. Carpentry and tailoring were the common training offered at the vocational training centers.

There is a big problem of dropouts from primary school. In 2000 the number of children finishing class 7 was a disappointingly low 1987 as compared to class 5 and 6 that numbered 5952 and 4528 respectively. Truants were 1594, pregnancies were 47, and deaths were 51, other reasons 116. The total number of dropouts was 1809 (Sengerema Education Inspectorate dept.2001). The reason was said to be a general low level of enlightenment in the community, which led parents to not encourage their children adequately to school or to employ children to assist with household activities, especially in the areas of fishing and herding cattle. Here and there was the problem of inability to meet school needs. Ngomas (traditional dance) and discos were said also to distract the children.

During 2001 and 2002 there were several initiatives to support education. First was the increased Government funding of education. In November 2001 Central Government sent to the District a Capitalisation Fund of around Tshs. 60,400,000 for 147 schools and in February 2002 sent the same amount of money. On top of that a sum of Tshs. 837,000,000 was sent for construction of 280 classes. This money had already been transmitted to the schools by March 2002 and all schools had opened bank accounts. Meanwhile here and there were found other school support initiatives. For example in Nyehunga ward/village alone three different other support sources operated, namely District Based Support to Primary Education (DBSPE), UNDP´s Capacity 21 and Hesawa doing construction of schools and academic development. Yet, other places went without any.

There were in the district other education support like Teachers Resource Centre and AMREF´s Mema kwa Vijana, Child Survival, Protection and Development (CSPD), Christian Social Services Commission (CSSC), etc. It was learnt that there was low information coordination of those different initiatives despite representation of education department in some of them e.g. Capacity 21

3.3.5 Health Sector

The following are important health statistics of the District:

- Crude birth rate is 2.02% (hospital based data).
- Infant mortality rate stands at 45%
- Maternal mortality is 85/100,000
- Other diseases that have caused death include Malaria (59%), HIV/Aids (34.8%), anemia (15.8%), Preumonia (5.3%), Diarrhea (4.3%), ARI (2.5%).
- Drugs are not sufficient

- Health progammes include; Reproductive and child health through Child Survival, Protection and Development (supported by UNICEF); STD/HIV-AIDS supported by AMREF, UMATI and TANESA; and Hygiene and sanitation by HESAWA.

- A district community health fund plan is in progress.
- Environment and sanitation is good at 85% of all households have latrines and use them while water provision is going on well through
- Health providers are few or by a total of 303 of all categories.
  (source: District Records, 2002)
- Malnutrition is said to be a rare thing in Sengerema because   the district's usually abundant food supply
- Almost all staff in the district medical office has received training up to advanced stage at the Telecentre.

3.3.6   Other Indicators

A few general comments can be made on other areas for lack of data. The district has ongoing water and sanitation programe under HESAWA that covers 41.3% of the villages. (Hesawa Report 2001/02). There was an active CBO Sengerema Afforestation and Nursery Supplies for Environmental Protection involved in educating communities and distributing seeds in different divisions. (SANSEP Report 2001).

There were 9 Community development staff at division level overseeing development plans and data collection on different issues which there was plenty including community training and facilitation in project execution.   The department is limited by inadequate staff and lack of transport and communication media (Community Development Report May 2000).

The Informal Sector is dominated by seven top job generating activities namely; fishing, food and beverage, charcoal, wood, attendants (employees), textile and renting (Dubell 1997).

4.0 AN ASSESSMENT OF NEEDS FOR SENGEREMA MCT SERVICES

4.1 Assessment of Information and Communication Needs of Sengerema

4.1.1 Demand for Information and Communication Needs

The communications needs in Sengerema are enormous. The farmers major means used for communication so far is letters, and communication is concentrated within Sengerema district and nearby districts such as Mwanza city and district, Geita, Kahama, Magu and Musoma. Exceptionally, a few people communicate with DaresSalaam, Arusha, Dodoma, etc. Communication seemed to be largely with relatives, and to a much less extent for official or educational purposes. Although communication by telephones was regarded as more rapid it was used only occasionally, farmers felt it was too expensive and they could not deliver the entire message they wanted. There was also a problem of getting connected because of limited number of lines; sometimes you had to wait until late at night to be connected. But, letters also took long to receive reply and sometimes got lost.

The farmers, who apparently were referring to the Telecentre as "Our center", hoped that provision of *telephone and Internet services* by the Centre would considerably ease communication problems. They thought they would finally be able to get cheaper and plentiful telecommunication with relatives. The *local radio* broadcast also expected to be available in the Centre will provide opportunity to inform the community of various local and national social, economic and cultural developments/experiences and events as well as providing opportunity for groups and businesses to advertise their activities. The Tabaruka Women Group hoped that by making themselves known through the Centre they could find market for their goods, and secure outside assistance.

Government employees from Tupendane Group seemed instead to employ extensively both letters and telephones as means of communication. The majority of those interviewed wrote or telephoned about thirty to fourty times a year: Half of this communication was by telephones, the other half by letters. Family matters also dominated their communication although business and official communication was significant. Almost all of them communicated with both Mwanza and Dar es Salaam cities. Other places included Geita, Magu, etc. A few individuals had business communication with Zimbabwe, United Kingdom and United States. It is likely they used office telephones.

Tupendane group who planned to engage in bee-keeping thought the Telecentre would be useful in marketing their products – honey and wax. They also thought it will lead to rise of various computer related activities, improve local knowledge and skills in computers and help to create jobs; giving the example of Geita gold mines as one area requiring such knowledge. But they warned of need to ensure services were always available and affordable. They claimed pricing of services at the Telecentre so far was competitive, it costs Shillings 700/= only to type one page as compared to 1,500/= elsewhere. Government employees seemed particularly attracted to the prospect of using Internet services to get information and for education and training purposes.

Businessmen and women seemed to rely a lot more on telephone and fax as means of communication because of need to get prompt information. Business contacts involved Mwanza, Dar es Salaam, and Tanga mainly to order supplies and identify markets. It was claimed that any attempt at physical communication was difficult, irrespective of the means. For example travel by train to Dar es Salaam took three to four days while a return air ticket was beyond reach, valued at Tshs. 263,000. Traveling by bus through Singida took up to five days because of breakdowns and was too risky because of robbers. Meanwhile, following the collapse of Mwanza´s industries, most supplies had to come from Dar es Salaam, Tanga and Arusha; hence the great need for communication with outside. Availability of cheaper telephone and Internet services from the Telecentre will be great relief.

Local Government and District Commissioner's offices also relied extensively on letters and telephones for official communication. Only UNDP´s Capacity 21 office had connection for Internet services so far although this was not functioning because of inappropriate telephone services by the national telephone company. The Government officials and staff had a lot of expectations in the Telecentre, they hoped it will facilitate access to information and data for taking decisions, planning and interventions, professional and scientific information and educational materials for distant learning and self-advancement. Information useful to farmers and businessmen could become available. They viewed the Telecentre as an information depository, and the district could provide such information. Their view of the Telecentre was something more than a mere Internet café; this is a center that should be able to offer a wide range of services and that would live for a long time. Besides, you did not need

to possess your own computer to use it. So there was no threat even if cafes would be opened. They seemed also to recall Richard Fuchs (IDRC) explanation, which appraised them on applications in Canada and South Africa. They believed Telecentre will reduce the cost of training in computer skills, and already because of that more than thirty of the staff had trained in the center. The Centre charged only Tshs. 60,000 for four modules (four months) whereas in Mwanza the same will cost Tshs. 350,000. The Multi-purpose centre will also be a means for recreation through the radio, library and Internet.

There was concern that the Centre was not developing fast enough, although they acknowledged the rapid speed of construction of the permanent building. For example telephone, fax, library and radio services could already start. The Telecentre is expected to strengthen communication between Government, religious institutions and Non-Government Organizations as well as facilitating them. Below are examples of specific demands for information and communication in other institutions operating in Sengerema include Hesawa, UNDP Capacity Sengerema.

4.1.2 IC Needs for Agriculture (and Cotton Industry in Particular)

Agriculture and livestock farming are the backbone of Sengerema. Development in these sectors has not grown as fast as the population. Lack of reliable and comprehensive information, may be a major hindrance to agricultural development. The communication and information needs in agriculture in general and cotton industry in particular are intensive, since many institutions are involved in different ways. They include the District Agricultural Office, Pamba Board, cotton buyers, suppliers of chemicals, Ukiriguru Research Station, Ministry of Agriculture and Food Security, Regional Office, farmers, etc. NGOs such Heifer Project International (HPI), Catholic Relief Services, etc. are also involved with the farmers. Improved communication will enable rapid contacts and facilitate timely information and delivery of farm inputs, better crop prices, information about plant disease outbreaks, etc. At present the price of cotton is so low and demoralising and the farmers believe this could improve if they had correct information about the world market and prices elsewhere. *An example was given whereby Pamba Board had announced floor cotton price of Tshs. 130/= per Kg but then buyers cheated the farmers that this was Government controlled price of cotton.* So the farmers looked to increased information and communication from the Telecentre to improve their incomes. The same applies for the other crops and animals, more information about the market could improve prices and income. This includes maize, rice, cassava and cattle, which are exported outside the district.

The agricultural and natural resource base of Sengerema is so huge that if the new scientific technologies generated through agricultural research are integrated with new developments in information technology provision for improved ways of sharing information the people of Sengerema will benefit through their Telecentre. Though information repackaging ICT will facilitate faster delivery and affordable information to the rural masses. These all includes stakeholders comprising policy makers, extension workers, agro-processors and producers (farmers) it will ensure faster acquisition from and exchange with other research information systems and international organizations.

4.1.3 IC Needs for Education (Including Higher Education)

Sengerema has a big population of teachers (not less than 1600), secondary school students (over 2000) and various staff in Government and non-Governmental institutions with great need for educational information and communication. Existence of a Teachers Resource Centre demonstrates such need, so is the already existence of several PCs at St. Karoli Primary cum Secondary School.

Students of Open University of Tanzania and Institute for Adult Education, and of other distant learning institutions have tremendous communication and information needs. Taking OUT for example, their needs included: finding out from OUT about time-tables, assignments and course-work and examination results, for which the students must communicate with Mwanza Office and Dar es Salaam. However Mwanza office did not seem to be of much help and students had to communicate directly with Dar es Salaam. Meanwhile both letters and telephone means were unreliable, and the students had either to physically go to Dar or count on friends based there. They also had to go physically to Mwanza library and St. Augustine University if they wanted to search for materials. The Telecentre is extremely welcome by students both as means of reliable and cheap communication with OUT and for obtaining references through its library services and browsing the Internet. Said one student, " I was supposed to sit supplementary examinations, but I could not get the necessary details from the Mwanza office and contacts with Dar es Salaam were difficult", commented one student.

Existence of the Telecentre wills not only benefit OUT students located in Sengerema but also in the whole of Mwanza region, which currently has 159 active OUT students. Students in Mara, Kagera and Shinyanga Regions. So will be students of the Institute of Adult Education and those enrolled in overseas institutions.

4.1.4   IC Needs in Health Services

The demand of medical related information for practitioners in Sengerema and the rural communities is great. Sengerema Hospital alone (not to mention various other medical facilities) has four Medical Officers, more than ten Assistant Medical Officers, a pharmacist, dentists and several clinical officers, and these need diagnostic information and information on drugs.Integrating health services provision with ICTs, in addition to improving income generation of the communities will encourage sustainable private business participation. Sengerema

The health services in Sengerema can greatly be improved by providing medical personnel with frequent updates. The idea is to provide personnel in poor rural areas with medical information through Internet. The District Medical officer and the representative from the Medical school in Sengerema all emphasized the potential of the Telecentre assist combined use of latest technology and private business participation to simultaneously improve health and income generation of the poor.

4.1.5   IC Needs for Business

In Sengerema the business volume has been increasing rapidly, and so is business communication. The rise of large-scale gold mining in nearby Geita and Kahama Districts and the fact that Sengerema is the stop-over on the way from these areas to Mwanza City has brought a lot of business to this area. Sengerema also exports cotton, rice, cassava, cattle and fish to other districts and outside the country. There are notable institutions in Sengerema, including the District Commissioners office and Local Government, Sengerema Hospital and Nursing Training, Sengerema Secondary School and St. Karoli ultra-modern English-medium school. It is likely that Sengerema will acquire the township status in the near future. Construction related activities, hotel and food industry and pharmacies and drug stores are among growing business activities.

The community based organization of entrepreneurs visited by the ET indicated a need for market information, such as current prices and expected demand for their products and services, e.g. agriculture products, fish and seafood, handicrafts, natural resources, environmental, tourism and transport. The women vendors at the market indicated that they would really have benefited if they could send messages to their suppliers of bananas from Kagera to rush in supplies when banana stocks in the market were low. Easy access to government information, such as records of property ownership and transactions, and information about taxes and subsidies, would help business to develop in rural areas.

Good data communication facilities would enable city-based enterprises to establish virtual offices for tele-workers in remote areas bring an economic upturn for the people through access to market prices for their produce and their inputs. The benefits associated with IT like Community-owned networks, use of computer mediated conferences and bulletin boards, certainly provide powerful tools for generating and sustaining local business and social initiatives. All of this will contribute to reversing the current trend of urbanization, and to reducing pollution. The ET observed that though these facilities are not available at the Telecentre at the moment there is all the potential that these services will be put into use when new equipment arrives.

These will kick-start the poor into the global information economy. Communities have abundant skills in works of art such as carving and weaving for which they cannot find markets. Local businesses are not aware that they can provide the service at a profit.

Usually business is characterized by intensive need for information and communication. The choice is between having own computers and telephones private access to communication or buying the services. However most businessmen/women cannot afford their own computers nor will they be able to utilize them near capacity. Let alone maintaining and repairing them. Thus the availability of e-mail services and information sources from the Telecentre will be of great relief to local business community, as well as outside buyers of crops, cattle and fish and stopping-over travelers. This will considerably reduce communication and information delays and cost.

4.1.6 IC Needs for Good Governance

IC needs in governance will enhance or lead to:
- ☐ Reduction of isolation and marginalization of rural communities.
- ☐ Facilitate dialogue between rural communities and those who influence their communities, such as government (at a number of levels), planners, development agencies, researchers, technical expert, educators e.t.c.;
- ☐ Encourage participation of rural communities in decision making which impacts their lives;
- ☐ Co-ordinate development efforts in local regions for increased efficiency and effectiveness;
- ☐ Share experience, knowledge and lessons learned with other rural communities to address issues with local contexts;
- ☐ Provide information, training resources and programmes when needed in a responsive flexible manner;
- ☐ Facilitate ongoing development initiatives aimed at solving a variety of problems; and
- ☐ Improve communication among stakeholders, thus overcoming the physical and financial barriers that often prevent researchers, extension workers, farmers, and others from sharing knowledge and competence.

4.1.7 IC Needs for Social Capital (Private Family and Friendly Communication)

Most communication among different social groups with the outside was private family and friendly contacts. But because they could not afford using telephone most of the people seemed to rely on the inconvenient and delayed postal service. E-mail not only provides greater communication capacity but is also rapid and cheap means, therefore one can expect a big demand of services of the Telecentre from the ordinary people. Growing population in Sengerema town will add to this demand.

4.1.8 Computer Training

Computer training and secretarial services are being provided by the Telecentre. Although present trainers are not properly qualified and the management and environment of training is far less than usually expected, so far there is already a good demand for computer training. The District Government offices and school leavers, some of whom were awaiting enrolment into further education were greatest users. The cost of training at Tshs. 60,000 for four modules compared to over Tshs. 350,000 in Mwanza was quite attractive too. When other services of the Telecentres become available such as e-mail and other Internet uses the demand for computer training will multiply. Then we will see businessmen, teachers, and more staff from the District Government, as well as ordinary persons taking interest in knowing how to use computers.

4.2 Demand for non-IC Services:, Secretarial Services, Library Services, Community Radio, and Consultancy Services

4.2.1 Secretarial Services

The Centre so far offers limited secretarial services, and did so at more affordable rates. At the Centre it only costs Shs. 500-700/= to type one page compared to Shs. 1000-1500/= in ordinary secretarial offices. Growth of population and business in Sengerema will increase the demand for such services.

4.2.2 Library Services

So far the Centre has not established library services, but this is one of its important components and room has been provided in the permanent building under construction. Many staff at the Local Government are interested in advancing themselves professionally and through distant education. Already there is a Teacher's Resource Centre located in Sengerema Township, not very far from the permanent Telecentre building and the library will be an additional resource. Some means of rationalization can be worked out with the Teachers Resource Centre, but the Telecentre clearly is meant for a broader target group. This also includes students from the Secondary schools and Primary School pupils.

4.2.3 Community Radio

The community radio idea was later added into the Telecentre project, and it has proved quite attractive. Already the Telecentre occasionally conducts some "mock" broadcasts using improvised equipment, which seems to attract a lot of attention and interest in the Centre. The radio will be useful to inform on development programmes and progress in the district as well as means of recreation.

5.0 AN ASSESSMENT OF SENGEREMA MCT

5.1 Progress of MCT

The Telecentre officially commenced operation on January premises at the Sengerema Folk Development College. However its services were not yet comprehensive due to inadequate connectivity, unfulfilled promises and unfinished permanent premises.

5.1.1 Temporary Premises

Having realized that the design and construction of the Telecentre building will take some time to come and in recognition of the evident demand for services from the community, a temporary premise was sought from the Folk Development College. Renovations were undertaken on the classrooms.

5.1.2 Construction of Sengerema MCT permanent premises

R.R. Associates undertook the design of the new Telecentre building. A consultative process was affected between the project executing Agency and the architect until an agreed design was arrived at. The final design or the Telecentre building was deliberated on by the Project Management Committee Meeting, Which also approved it and requested the architect to prepare a bill of quantities. Tenders were floated to local constructors towards the end of 2002. A special meeting of the project Management Committee was convened that appointed Ms Bugarika Enterprises to undertake the construction of the building at Tshs. 74 million. At the time of the evaluation the building was at the roofing stage. As we are writing now, the roofing has been completed and landscaping is taking place.

5.1.3 Telecentre Equipment

The Telecentre begun operations using 9 used computers donated by UNESCO in December 2000. Mr. Ken Miller, a UNESCO networking expert, assisted in the purchase of network accessories, setting up a Local Area Network, identification of initial training staff, short listing of candidates for the post of Telecentre Manager and the preparation of course outlines.

As for computers, the center had 5 black (Pentium III) pieces, quite modern. There was one piece, which is Pentium II, and the rest were used (486 version) donated by UNESCO. With an exception of two pieces that were faulty (due to lightning) the rest were in good working order. Quotations have already been collected for the purchase of other equipment from various vendors. Most of the equipment that is to be bought by the ITU and UNESCO will be delivered once the building is completed.

The equipment designated for the Telecentre which had not yet been acquired include: Furniture, photocopiers (2), Audio Cassette Recorder, TV set, VCR (Video Cassette Recorder),Fax Machine, Scanner, Multimedia Personal Computers (6 pcs), Multimedia Personal Computers (10 pcs). Others are Notebook Computers Mmx, LAN Sarver, Modems, Color Laser Printer, on-Color Laser printer, UPS (6) and Regulator (4), UPS (10) and regulators (4), Digital Camera, Air condition and Back-up Generator, Digital Video Camera (DVD), Vehicle and bicycle.

5.2   Telecentre Staffing

The Telecentre has contract and volunteer staff on board so far: one manager, two trainers, one secretary, one cleaner, and two security guards. The system administration and network technical functions of the Telecentre have been taken care of by Walter Minja; one of the IT network and systems specialists of the Commission for Science and Technology. An Information Assistance who would double as the Public Relations person, who was to be enrolled as a contribution of the Tanzania Library Services has not been available so far. The Telecentre Manager who reported for duty in March 2001 is in charge of the Telecentre and undertakes training activities, technical repairs and sensitization of the community groups. The support staff of the Telecentre was hired from the local community. They are all on contract terms.

It is apparent however that there is need for another senior trainer to help with planning the development of training and seeing it through while the manager did other things. The available

trainers aged 24 and 28 years had minimal training, one of them had Advanced Computer Certificate and the other Certificate of Attendance in computer training. Furthermore, the challenges at this stage of development would require the manager presently displays broader management competence and greater vision than.

5.2 Telecentre Services

5.2.1 Training in Computer Courses

Computer training that begun in January 2001 at the temporary premises (FDC) has been quite attractive and already there are trainees not only from inside Sengerema and the neighbouring districts but also from neighboring regions of Shinyanga and Kagera). However, the training needed to be tested against other training centers so as to assess its standard and to issue corresponding certificates, which were requested by former and current trainees.

a) Sensitization Courses

The Telecentre regularly conducts one-week core user sensitization courses; these courses have provided to be of great assistance in creating community awareness about the project objectives, its role in the community and service available. These sensitization courses have given the community a chance to learn about both ICT equipment and computer based telecommunication. The course is conducted free of charge. Participants are requested to register giving names with addresses gender and age besides place of residence. Generally the enrollment has been careful to give women equal opportunity with men.

The sensitization trainees were given seminars that covered: Project history and objectives, targeted groups, scope and ownership of the project. Also history of computer machinery, advantages of computer technology, computerization process, orientation to Computers and the importance of telecommunication, e-mail and Internet facilities. During the months of May to October 2001 for example, a total of 140 people went through the sensitization programme: The gender proportion was 81 male against 49 female participants.

Number of trainees in the Sensitization Courses: May to October 2001

Serial No:	Male	Female	TOTAL	Remarks
May	16	13	39	Mixed group/students, Local government officials, teachers, and villagers
June	16	18	34	Mixed group/students, Local government officials, teachers, and villagers
July	26	1	27	Students from Sengerema Secondary School
August	10	3	13	Mixed group/students, Local government officials, teachers, and villagers
September	7	8	15	Mixed group/students, Local government officials, teachers, and villagers
October	6	6	12	Mixed group/students, Local government officials, teachers, and villagers
TOTAL	**81**	**49**	**140**	

Going by the above example there had been a declining trend in the number of people going through the sanitization programme.

b) Core Courses:

The Telecentre conducts a five-course computer-training programme, which includes
(a) Introduction
(b) Core user sensitization courses
(c) Intermediate
(d) Advanced
(e) software & hardware Installation.

Between January 2001 and April 2002, a total of 514 people were trained at different levels in the core courses. Apart from these courses the Telecentre provides an in-built English course to enhance student comprehension.

Number of trainees in the core courses: January 2001 –April 2002

Serial No:	Month/ Course	Introduction	Intermediate	Advanced	Software & Hardware installations	Total
1	January 2001	-	-	-		
2	February 2001	34	-	-	-	34
3	March 2001	11	27	-	-	38
4	April 2001	7	7	-	-	14
5	May 2001	8	7	-	-	15
6	June 2001	12	6		-	18
7	July 2001	15	12	10	-	37
8	August 2001	19	17	10	-	46
9	September 2001	14	10	15	-	39
10	October 2001	7	14	10	7	38
11	November 2001	9	5	6	-	20
12	December 2001	20	9	6	-	35
13	January 2002	12	15	7	-	34
14	February 2002	19	12	12	6	49
15	March 2002	13	18	13	4	48
16	April 2002	14	11	15	9	49
	Total	**214**	**170**	**104**	**26**	**514**

5.3.2   Other Telecentre Services

The other expected services of the Telecentre included telephone, secretarial services, printing, e-mail and Internet, photocopying, fax, scanning and radio. It was expected however that by this time the MCT equipment would be fully operational. At the time of the evaluation the Telecentre had **15 computers** of which 13 were functioning.

At the time of the visit most services were not yet in place. Apart from the computers and accessories and telephone, a fax machine had just been acquired. The dominant services available therefore were computer training (described above), and secretarial services. Contrary to expectations the Telecentre did not conduct commercial telephone services, which could have helped to offset its rather high telephone bill. No fax services were available yet. E-mail and Internet services did not exist because of weak signals provided by TTCL, when signals are improved the available 10 computers will be able to offer a good amount of services.

There was a secretary and free computers for customers who wanted secretarial services, the demand of which seemed high. However, secretarial services could not be delivered in full because of lack of a photocopier. Although according to the Centre their typing and printing charges compared with elsewhere, people interviewed claimed the Centre charged almost half of the cost elsewhere in town. This gives the impression they were not operating commercially in this field too.

Table: 4   Services as at March 2002.

Services available	Services not a Available
Telephone	E-mail & Internet
Computer Training	Fax
Printing	Secretarial Services
	Photocopy
	Scanning
	Radio
	Library

5.4   Local Stakeholders

Ideally the term stakeholders refers to individuals, groups, institutions and firms that have relationship with a project. These may be beneficiaries, from t project, implementers, or people jeopardized by the project. They either have an interest in the project as beneficiaries of victims.

Thus it was a good idea for the Sengerema MCT project to invite and involve interested stakeholders, and especially the potential beneficiaries from the services of the centre. A total of 23 individuals and institutions so far consisted of the stakeholders. To mention but a few these included Sengerema Development Trust Fund,(SEDET), Sengerema District Council, Folk Development College, Sengerema Secondary school, Teachers Resource Centre, etc

The stakeholders had been asked to make pledges to support the centre. And al together their total pledge amounted to Tshs. 74,000,000 equivalent USD 78,000 for the project, and so far it is claimed over Tshs. 10,000,000 or equivalent to USD 10,300 has been realized. It is significant that the District Commissioner and Regional Commissioner have shown an interest to step in to assist in mobilizing local contribution. The Mwanza TTCL Commercial Manager chairs a fund-raising committee. Further, local community involvement in financing the Telecentre is also evident through Local Government that has given in Tshs. 20,000,000 or (equivalent USD 21,000) with further commitments to undertake fencing and construction of storm water drainage at the new building site.

In future when the center's services are in full swing this manner of inter-relationship will also help the Telecentre to get important feedback on its service delivery. This can help toward strengthening of her services and meeting customers demand.

But if not carefully managed this inter-relationship raises its own problems too. The "stakeholders" through the Local Steering Committee already behave as if the Telecentre is their property although most of them have not made good their financial pledges so far. Furthermore, there doesn't seem to be enough transparency about the Telecentre project, a complaint that was being echoed even among District Heads of Department in the local Government. Regrettably individuals clearly interested in the project became excluded by being asked to contribute prohibitive sums of money although most of the current so-called stakeholders had paid nothing so far. Thus the term stakeholders is misconstrued.

Amongst the local stakeholders were two closely related CBOs namely: Sengerema Development Association (SEDEA) and Sengerema Development Trust (SEDET), the latter being a splinter from SEDEA Some of the interviewees expressed suspicion of the motives of SEDET with regard to future ownership of Sengerema MCT

On the other hand Sunsep was happy that with the MCT, all sets of communication media would conveniently be in one place and hoped that communication problems they were facing would be eased and especially that their environmental activities would have a place in the MCT through the radio programme.

5.5 Community Awareness and Reception

By community we distinguish here between two groups, namely various well educated officials in the district offices, secondary schools, hospital, business, etc. and the less educated ordinary people.

The study found out that most people had heard about the Telecentre one way or the other. First this was through the "mock Radio Sengerema" broadcast by the Telecentre and secondly, through curiosity and inquiring about the on-going construction of the permanent offices of the Telecentre right in the center of town and quite conspicuous. Other people had attended the few awareness campaign meetings organized by the center, had heard from local officials or somehow, had heard about its computer-training programme.

In general any detailed awareness about the center was quite low – very few people knew about its intended broad-based functions, its ownership, organization, its temporary location, etc. It appeared that so far the centre was not being introduced to the community and as such people did not seem to know who controlled it or what they needed to do to qualify as "Stakeholders".

The people were vividly thrilled about the idea of Internet service or "mtandao" as they called it, being available in Sengerema and the communication opportunities this will bring with it. A women group of Tabaruka village for example looked forward to better communication relating to their crops prices and business and private communication. Tupendane Group of Nyampulikano village, made up

largely of veterinarians and their spouses, believed the Telecentre would liberate the local community from ignorance and facilitate information opportunities for professional and business development.

Both the Regional Commissioner and District Commissioner seemed highly committed to its development. "I will see to it that the centre survives the various problems facing it, and that it expands and serves the rural community" said the RC, Mr Mashishanga emphatically. The District Commissioner had asked Divisional Officers to sensitize the community about it and stood firmly behind local fund raising efforts. The speed at which the construction of permanent site for the center was progressing also seemed to give a lot of hope. The community had even refused the simple roofing initially proposed for the center and were prepared to raise money for a more "befitting" roofing, using hurdle tiles".

5.6 International Stakeholders' and National Partners

Although a multipurpose community centre should as much as possible rely on the community's resources and minimal external assistance to become sustainable, during the initial development phase sometimes it is necessary to make use of external assistance. This is especially true where construction of new buildings is involved and in order to meet initial equipment and running costs as the community gets used to the idea about the center.

For Sengerema MCT, the International Stakeholders' and national partner's financial contributions were stipulated in the Memorandum Of Understanding signed between the international stakeholders and COSTECH, which is the Project Executing Agency. National partners will make both monetary and material support to the project. A revised Project budget has clearly outlined all the financial requirements of the Telecentre and possible sources of financing.

TCC had undertaken a telecommunication connectivity assessment of Sengerema and Geita Districts that may help to solve connectivity problems that so far have plagued the Telecentre.

National and International partners seemed to lag behind, seemingly trying to make sure to receive information about progress and local commitment before they went ahead. However, interest and support seem alive as some of the partners have expressed satisfaction with progress so far

5.7   TTCL and Tanesco Services

Sengerema as is with most other rural areas in Tanzania lack access to basic telephone services not to mention more advanced Teleservices. The variety of services available is limited. There are only two individuals with one PC each who provide secretarial services without photocopying and binding facilities. Telephone services provided only by TTCL reaches less than 2% of the population. Cellular telephone applications are just taking root. About 0.5% of the population can afford to buy cellular telephones.

The Sengerema MCT has been centrally located in the growing township. The telecentre will be easily accessible to the general public, many of them at just a walking distance. There has been demonstrated enthusiasm by the community, which is backed, by local government and community

leaders. This is a big potential to the sustainability of the Telecentre. There is also promise that the elite have a possibility to extend this service to home villages and the smaller townships.

The connection of Sengerema to the national electricity grids as well as the support by TTCL **that has promised to upgrade the telecommunication system in Sengerema through the installation of digital exchange** has provided adequate infrastructure for development of the Telecentre. These infrastructural developments set an ideal base for competitively priced Telecentre services, which are guided by the interest to sustain the operations of the Telecentre as well as the financial capacity of the community

5.8   Management and Administration

5.8.1 Governing Committees/ Stakeholders and Partnerships

The Sengerema MCT pilot project is managed through a three-tier collaborative management structure that involves the local community, national stakeholders and international partners. At the local level the project is managed through a Local steering Committee (LSC) while at the national level activities of the project are under a Project Management Committee (PMC). The establishment of the management systems followed intensive negotiations and site visits that culminated with the development and completion of a project document, signing of agreements and staff appointments.

The establishment of the Project Management structures began with the signing of the Project Document by both national Stakeholders and international partners on 4th May 2000. The signing ceremony was followed with the appointment of a Project Coordinator. The Tanzania Commission for Science and Technology as the Project executing Agency identified Mr. T.E. Mlaki as the Project Coordinator.

5.8.2 Project Management at the local level

The Telecentre manager is responsible for the day to day running of the Centre and overseeing the progress of the ongoing construction, which has been contracted out**.** He constantly consults with the Local Steering Committee and COSTECH. However at this Project development phase one would have expected a more visionary, decisive and assertive management rather than merely an expert in IT, although of course the expertise is important in content development. Failure to follow-up collection of financial pledges and to make adequate follow-ups with Local Government (DED and District Engineer) and COSTECH in order to settle outstanding claims of the contractor claims were amongst quickly noticeable shortcomings. A befitting and less casual environment also needs to be created for the training.

5.8.3 Representation at the local level

i) Local Steering Committee (LSC): Composition
The following institutions are represented in the LSC:: Sengerema Development Trust (SEDET), Folk Development College, Sengerema Secondary School, District Commissioners Office, MP for Sengerema and MP for Buchosa, The Tanzania Telecommunications Corporation Mwanza Zonal Office, Teachers Resource Centre, Sengerema Development Association, Women's Craft Cooperative (of Busisi), Farmer's Cooperative, Sengerema District Council, Business community and Tanzania Commission for Science and Technology.

ii) LSC Responsibilities

The LSC is responsible for the promotion of the project objectives, buildings and assets of the project, human and financial resources of the project; it elects its chairman and deliberates on monthly reports as presented by the Telecentre Manager. The LSC receive and adopt quarterly budget and operations reports of the Telecentre, create linkages between the LSC and the PMC and the people of Sengerema.

iii) LSC Meetings

The LSC has so far met four times and has effectively positioned itself in a vantage position on all matters of the project. At its 1st sitting on the 27th April 2001 the LSC deliberated on the community role in the project, community contributions, and election of new members into the LSC and elected Mr. Felician Ncheye as Chaiman.

During the 2nd meeting of the LSC which was held on 10th July 2001 the LSC deliberated on further fundraising strategies to meets local obligations to the project, project action plan and building of the new Telecentre in the fourth meeting of the LSC held on 27th December 2001 the main issue dealt with were fundraising and supervision as well as improvements on the new Telecentre building. A fundraising committee has since been formed. Detailed fundraising strategies have been completed and will soon be affected.

5.8.4 Management Committee at the National level

i)   Project Management Committee (PMC).
At the national level several institutions with an interest in the MCT project, are represented on a Project Management Committee (PMC). The institutions are: Tanzania Commission for Science and Technology (chair and secretariat), UNESCO National Commission, The open University of Tanzania,   Tanzania Telecommunications Corporation Ltd. (Dar es Salaam) and Tanzania Telecommunications Commission. Others are Institute of Adult Education, Tanzania Library Services Board,Prime Minister's Office andThe President´s Office Regional Administration and Local Government. Also   Tanzania Chamber of Commerce Industry and Agriculture (TCCIA),

International Communications Union (ex officio),UNESCO (ex officio), Chairperson of the Sengerema MCT steering Committee and the Telecentre Manager (ex officio).

ii) Responsibilities of the PMC

The national partners and international stakeholders that form the project Management Committee are responsible for **the promotion** of the project objectives at the international and national levels. The PMC is responsible for the provision of guidance and expertise for the success of the project including mobilization of technical skills, equipment and resources for the project. The PMC is also responsible for the development of applications evaluation and monitoring.

The membership of the Project Management Committee is open to other international and national institutions that may come to be involved in the project, which shall enter into an Executing Agreement with the Tanzania Commission for Science and Technology (COSTECH) to undertake the implementation of the Sengerema MCT project.

iii) Meetings of the PMC

The PMC has so far met four times in different capacities twice as full PMC, once as a Planning Meeting and twice as special Committees one for recruitment and another for the appointment of the Telecentre building contractor. The next meeting of the PMC, which will take place will be held in Sengerema. It was scheduled for April 2002.

The PMC has so far deliberated on a Project action plan, several plans for the Telecentre including a staff plan, a training and services plan, a plan for financing Telecentre activities, a plan for the Telecentre building and community mobilization and participation plan. This is important as it has great bearing on the exit strategy. COSTECH is responsible to develop tools for testing a qualified agent.

5.9 Gender

The project staff has tried hard to reach both men and women in the community. Available data from the MCT show that registration of trainees at the center for computer training is about 50% men and 50% women. Evidence in the training rooms also supported this claim.

The manager and the two training staff were men, in future staff strengthening with better-qualified staff there is need to consider the gender ratio. Only the head of the Folk Development Centre was a woman on the LSC, more women in the district who could serve on the LSC committee.

However, the evaluation team noted with appreciation that the sensitization groups involved with the center activities reflected a fair mix of men and women. For example the head of UNDP´s Capacity 21 was a great resource and this together with the District Education Inspector and the District Administrative Secretary could be quite resourceful. There were 41 people altogether in the three groups as follows:

Table: Gender Composition of Sensitization Groups

	Men	Women	Total
Bantu	6	3	9
SOT	11	3	14
Lele Mama	1	17	18
Total	18	23	41

The Tabaruka Women Group and some of the market women selling food products were aware of the Telecentre (Mtandao/Mawasiliano). They thought the centre could help to alleviate communication problems and contribute to increased income. They looked forward to improved telephone services although they doubted their ability to afford its use. A class in progress at the Telecentre with 3 men, 2 women and 2 girls commented, „The project is very helpful and we are very happy about it. Teaching is very good". Two women trainees made a deliberate comment to the effect that women were more inclined to learn than men. „… Women come here to learn with pride. After work we come to be trained. We pay for ourselves. Our husbands trust themselves too much so they go to drink. We are just too happy and the cost of the computer course is low, only 15,000Tshs…"

6.0   AN ASSESSMENT OF SUSTAINABILITY
6.1   Priority of Services

The Telecentre was found to be a most welcome development. In that case some people (urban) have also taken time to assess the priority services. From various interviews 3 services were rationalized as priority respectively. The mock radio was seen as a uniting service between development facilitators and the people. Because this facility touches everybody it was seen as top priority. The other important service was computer training. The rationale was that people couldn't appreciate the Telecentre unless there were a reasonable number of people in the district who were computer literate even at the level of sensitization. For that reason quite a good number of applicants were filing training applications.

The third important priority was e-mail and Internet services for communication, information and education purposes. The Telecentre sensitization content showed what the community stands to gain by accessing e-mail and Internet services. Until this service is functional people do not know clearly how to gain from it.

6.2   Management and Staff

An effective management with vision, drive and stature to handle the variety of functions involved at the early development phase of the project is vital. Similarly, a combination of more senior and mature trainer with the less qualified trainers is necessary, perhaps with some rationalization of the number and qualifications of the junior trainers**.**

6.3   Active Community Involvement

Significant effort has been made to involve local stakeholders and the community and sensitization seems to be heading the right direction. So far the District Commissioner and Local Government have become involved and it is correct to have a Local Steering Committee comprising largely of major potential beneficiaries and that cuts across District Government administration (DC and Local Government), business, education and councilors, etc.

6.4   Ownership

From the discussions above about local community's monetary contributions and active participation in decision making it is clear that so far there has been strong local interest to participate and own the facility. A very clear example is also their challenge against the designed roofing and decision to have hurdle tiles and raise the additional funds implied by that decision.

Different views were heard on the kind of suitable ownership of the telecentre in future although there appeared to be some hidden agendas about that, as demonstrated in on-going struggles within and between the two Trust organizations, SEDET and SEDEA. According to most groups and individuals interviewed, the Telecentre should not be owned nor controlled by Local Government, although it was healthy for LG to have enough interest in order to secure the goals its primary goal. It

appears a private-public partnership would work best, whereby private individuals, institutions and LG could join together in the ownership.

6.5   Financing and Development

So far the financing and development of the project enjoyed substantibve support from international and national partners. However, it is significant that the local leadership and government machinery lent a lot of support without overtaking the role of the Local Steering Committee. The planned fund-raising should be implemented soon in order to be able to gauge the real extent of local support and commitment. COSTECH will need to continue to help with co-ordination of national and international support in finalizing construction, supplying equipment, development of content and initial functioning. However both have to withdraw gradually to leave the centre to local ownership and control.

6.6   National Stakeholders

While the Telecentre is widely known to local community of Sengerema, surprisingly few people outside the district are aware of it, except for Sengeremans and specially members of SEDEA or SEDET based in Dar es Salaam or other towns. The national stakeholders, including TTCL, Open University, Institute for Adult Education and Tanzania Library Services whose services will be strongly boosted by the centre need to get involved more. So are such other institutions like Pamba Board, Nyanza Cooperative. Efforts should be made to also contact the nearby mines in Geita and Kahama too who can support further and benefit from the centre´s training and the other services.

Strangely, there has been no attempt whatsoever to draw any linkage between the modern Telecentre training and the traditional training of the Folk Development Centre where it is temporarily housed. Some of the students enrolled in FDC would benefit from opportunity for a few modules of computer training.

6.7   Costing of Services

Costing of services has not yet followed any realistic criteria. Expert costing is therefore needed to take into account community needs and the Centre's need to break even. The radio facility will need a licence, payment for airtime, recording progammes and outreach services so that all people can have access. This and other services need proper costing. Several people who assessed the cost were from institutions and business or groups. As such they did not find the cost being prohibitive. Individuals however found some of the costs prohibitive for example paying Tshs. 1,500 for typing and printing one page was a high price. This was like offering no service at all.

6.8 Constraints to Service Delivery

(a) Power cuts

The power cut to the Sengerema district has become a normal thing and one may experience three to four times frequency of power cuts per day. The reaction given by the Manager of TANESCO is that there is a problem with the Nyakato station (over loading and shorts). For the case of power fluctuation, the TANESCO Manager said and admitted that there is a problem with the National Grid. Sometimes there are external interferences (spur kind of fluctuation). One of the proposed way to avoid this is for the Telecentre to have (purchase) their own electrical transformer and a standby Generator.

(b) Telephone and Internet Connectivity

There is a problem with telephone connection because of limited telephone lines to Mwanza. Internet connectivity is limited by weak signal, but the Regional TTCL Manager assured the evaluation that this problem will soon be overcome after installing a digital facility.

c) Technical and Software

Lack of software for repair and maintenance, lack of antivirus for virus control, lack of technical person for servicing the computers and network as they hire from outside. One of the trained in technical issues could be helpful.

(d) Transport

The Telecentre has no vehicle for running official business. Sometimes they hire cars from local people for official matters. Several stakeholders raised transport lack of as a problem. They see rural mobilization work, administration and visitors needing transport. The provision of a vehicle should be weighed against its justification. Over time if the center is going to deliver and sustain all the planned activities, a vehicle is likely to be a necessity rather than luxury.

e) Potential of future competition
Presently, business people can use Internet elsewhere in Mwanza. In future there is nothing to prevent use of such services outside the MCT in Sengerema

6.9 Capacity Needs

- A need for the trainers to be trained for technical issues including installation of software, networking and troubleshooting, repair and maintenance etc for optimization of the project. Right now there is no such services.
- A need for more computers for the enrolment of more students as this will eliminate problems of two students per one computer during training. This will create and bring up a more time exposure to computer for practice.
- The Local Steering Committee needs to be a capable technical group. It could be even made up of people from FDC, Sengerema Secondary School, Capacity 2001, TRC and Tupendane

Professionals.   Right now the Committee is made up of people who are just there because they are there. The Committee has not yet planned for sustainability after take over.

- The project needs an automatic standby generator to be used in absence of electricity (TANESCO). More again the project need to have its own transformer to avoid the spur kind of fluctuation.
- The project needs licenses for the softwares (antivirus, operating system, application etc.) to avoid the illegal matters/issues.
- The project depends very much on the TTCL Infrastructure (plant) for the Internet service provider (ISP) connectivity to the project for the e-mail and internet services. But up today there is weak signals with the TTCL to Sengerema that cannot sustain the Bandwidth to be provided by ISP, and we think there is no easy short cut. In due case we think again a negotiation should be done to recover the vacuum.

6.10   Demand for Services

Using criteria namely demand, supply, financial and SWOT following was observed.

- Sustainability trend was assessed positively based on available data. From the demand criteria, it was noted that a record of 664 people who enrolled for different stages of training was an active demand/a good indication of supply mix. A good number of these same trainees were demanding Internet and e-mail. At the same time educated interviewees besides trainees, requested for Internet and e-mail services. From the project forecast (2000), more trainees had applied than predicted. This is a good indicator of an income source enough to pay a salary.

- Using the financial/ output criteria, it was found that one could not make a definite statement now until other service facilities like fax, photocopy, radio, telephone, internet and e-mail were operational. A positive indication showed that training had gone beyond projection by 169.3% higher. Secretarial and other services hit a 76% performance, which was also quite good given the MCT temporary location 1 km away from town (uphill). So the total projected expenditure budget of the MCT was only satisfied by 15.5%. Therefore there was no magic to predict what it would have been if all the services were functioning and good records maintained accordingly.

- It has been argued that the telephone use and car hire were also expenditures requiring financial discipline.

- There was also an observation on the fact that the costs of the center were not yet computed. This sum would help us to compare whether or not the 15.5% fund generated was actually satisfactory. The center is still operating with a minimum budget especially because complex activities are not yet undertaken. The uses of transport and maintenance have not been added to cost although such services are hired and charged.

- Various people did not see sustainability as a problem if the project adopts a character of a community project and service-cum-business undertaking. The project write up suggested linking up the MCT with the business community and a business manager.   The team observed that the second year review should be a better eye opener into the sustainability issue. This is because

better ways of keeping logbooks will be in place and the nature of the services will have changed, picked up momentum and magnitude as well as being conscious of competition.

6.11 MCT Boundaries

Some members of the LSC argued that there was urgent need to advertise the project beyond Sengerema. However other Stakeholders thought the project should be complete first, and then it should expand as far as it can go. Others proposed that it should be extended to impact on other Mwanza districts. This was not a problem because customers were needed and the objective of the MCT was to create awareness.

Sengerema is an up-coming township with a population estimated at 50,000. Due to the proximity to Geita Mines (about 40 km away) the second largest gold mine in Africa and Kahama Gold mines as well as being along a transit route to transit passengers for Geita, Biharamulo, Ngara, Kigoma, Bukoba, Karagwe, Rwanda, Burundi, Uganda and Democratic Republic of Congo, the township' marketing opportunities are enormous. Additionally, extensive mobilization by international partners and the local steering committee, which has resulted into a substantial enthusiasm from farmers, businessmen, school children, institutions and other economic activities, have activated the market for information and communication activities. Right now the Telecentre has an average of 36 computer trainees each month and the trend is on the increase as reported later in this report.

The Sengerema MCT intends to reach out to neighboring villages through telephone booths or normal telephones that can be connected to the computer modems. Outreach possibilities are through the proposed community radio. There are also possibilities of satellite technology for the down-link element of the data service. While deploying the already installed system for outgoing data and all voice communication services.

6.12 Planning for Transition to Local Control

- So far plans for the takeover of the project from pilot phase (under the support of COSTECH and international partners) to local community ownership were unclear. However, the good news is that the MCT has become a permanent agenda of the Local Council (to meet obligations and assist with mobilization for supports) The local financial pledges have so far not been realized. and the initiatives to secure them are not firm enough.

7.0 LESSONS, CONCLUSIONS AND RECOMMENDATIONS

7.1 Reception of the Idea of Multipurpose Community Telecentre

The idea of a multipurpose community Telecentre in Sengerema seems to have been received and appreciated by the community of Sengerema, local leadership and Government. Sengerema has serious communication setbacks, which limits communication with family members, and official and business communication. Access to telephones, e-mail and community radio will facilitate social capital, which is very important in poor communities, reduce business transaction costs and strengthen governmental and non-governmental services. Availability of library and internet services will boost distant education and professional advancement. Already many youth and officials are taking computer classes. In general people are thrilled by the MCT existence in Sengerema

Although it is too soon to pass judgement about sustainability of Sengerema MCT, the Evaluation Team believes that other areas in the country should be assisted to initiate their Telecentres although not by replicating everything in Sengerema MCT. e.g. a modern construction or radio.

7.2 Progress of the Telecentre

- Since it was launched officially on December 2000 Sengerema MCT has made steady progress although rather slowly in a number of the perceived components. It was a good idea to be linked with FDC where it is temporarily placed although one would have expected a more meaningful relationship between the two institutions.

- Unesco assistance was quite crucial to kick-start the center's activities and COSTECH´s co-ordination role continues to be essential. It is significant that the Local Steering Committee and District authorities have worked rather smoothly with COSTECH and appreciated its rapid response and respect to local decisions.

- Construction of the permanent building has progressed very rapidly which has contributed to raising interest and confidence amongst both the local community and national and international partners. Active involvement of the LSC, Local Government and COSTECH to supervise the contractor's activities seems to have contributed. External missions such as UNESCO, IDRC, and evaluations such as this one and TCC´s have undoubtedly been an inspiration to the local initiatives.

- A range of the proposed components of the Centre have not begun at the temporary premises nor do adequate preparations seem to exist. Furthermore, the existing services being provided by the Telecentre do not seem to be conducted in a commercial manner that can lead to self-sustainability. Even though construction is not finished, planning for some activities such as the radio and library should proceed so that equipment can be installed and new services begin soon as the building is competed.

7.3 Visions and Mission of the Centre

- A clear vision of the Telecentre in terms of key functions, future ownership and sustainability of the project calls for urgent attention in order to allow for gradual withdrawal of support and create early enough the basis for future self-sustainability. While computer training, internet cafes and public telephone services are common concepts, the idea of these functions being linked and offered together with library, local radio and possibly website services (as was being proposed by many) by a single institution is new. This calls for careful planning.

7.4 Human Resources

- A review of human resources capacity, including the need to have a stronger manager with greater vision, business outlook and public relations and better-qualified trainers is urgent. There is also need for an IT Technician on the site.

- Back-up services may be considered either from COSTECH or other national and if necessary international sources to develop the content of services and provide periodic review and advise. But they must also be oriented to building capacity and should explicitly provide mechanisms and monitoring to that end.

7.5 Local, National and International Stakeholders

- It was a good idea to identify and involve local stakeholders, but the door should be kept open for any new interested persons. However their role should be clearly defined and be made known to them in order to avoid misconceptions, unfounded expectations and to avoid unnecessary politicking.
- Although attempts have been made to reach out to the community to inform on the project, there were still many groups and individuals that felt this was not adequate and transparent enough. . The easiest way is to use social groups specific, livelihood groups, institutions that reach the grassroots like UNDP Capacity 21, NGOs, Hesawa, Community development and education sector among others.

- The much-awaited fund raising campaign has yet to take place including follow-up to collect the pledges already made by Sengerema based "stakeholders." This should be taken up quickly by the committee created for that purpose with the help of high authorities, such as the Regional Commissioner who has shown interest in the project and promised to help.

- The national stakeholders need to be appraised much more about the centre and their stake in its range of services. COSTECH should organize a one-day workshop of the national stakeholders (which could also involve people from Sengerema based in Dar es Salaam). The Telecentre should send out periodic briefs. TCC being the performance monitoring institution in terms of equipment standards and accessibility rural telecommunication should appraise the project and members of Management Committee with its evaluation report.

- The international stakeholders need also to be constantly appraised of developments and progress reports as well as being provided promptly with all information they request in order for them to be able to fulfill their commitments. If as it appears some of them have lagged it is probably because this was not forthcoming.

7.6 Business Plan

The Business Plan for the Telecentre needs to be revised in view of developments since it was first produced. More importantly the management and staff of the Telecentre must pursue a business attitude although this has to be carefully balanced with its social development role.

8.0   **REFERENCES**

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        VETA Regional Office, September 1997

iii)   Sengerema District Health Sector Report. 2002.

iv)   UNESCO. Community Multimedia Centers An international Programme addressing the digital
        divide in some of the poorest communities of the developing world by integrating modern and
        traditional information technologies for community development.

v)   Tupendane 99. A Brief Report. March 2002

vi)   Sengerema District Agriculture Sector Abstracts 2002.

vii)   Sengerema District Countil, HESAWA Programme Progress Report Fy 2001/2002.

viii)   SANSEP report. April 2000.

ix)   Sengerema District Council Department of Community Development. A 5 year Report 1995 –
2000.

x)   Whyte, A. (for Acacia Initiative, IDRC), Assessing Community Telecentres: Guidelines for
        Researchers. Internatonal Development research Centre. Ottawa. 2000.

Appendix 1

PROJECT DETAILS

Project Name: Sengerema Multipurpose Community Telecentre
Street Address: Junction of Kamanga-Geita and Busisi-Geita roads.
Plot No. 33 service industry
Sengerema Township

Postal Address: P.O. Box 399, Sengerema –Mwanza-Tanzania
Telephone Number: 255-028-2590146
Fax: 255-028-2590146, 255-028-2590152

Email address: Sengerema@africaonline.co.tz.

Contact: The Project Coordinator
Tanzania Commission for Science & Technology
P.O. Box 4302 Dar es Salaam

Tel: 255 022 2700745/9, Fax: 255 022 2775313/4

Appendix 2

Sengerema Multipurpose Community Telecentre evaluation

Planned Study of Sengerema Telecentre March 1st to 6th 2002

Background

      The evaluation visit was initially conceived to be baseline study. Later on communication between IDRC and COSTECH seemed to refer to it as mid-term evaluation. It has become evident that now that what the team is going to do is between these two.

The evaluation team would like to:

1. Understand what the project is all about: The objectives, key
   activities, various stakeholders, process, organization, funding and developments to date.

2. Establish the relevance of the project: community needs and expectations and other beneficiaries vis-à-vis services rendered by project

3. Consider "ownership" of project

4. Find the manner of project processes especially involvement of key stakeholders at each stage

5. Establish capacity building needs for the project (e.g. ICT capacity)

6. Find out possible problems encountered by the project so far

7. Establish the status of key developmental socio-economic indicators (health, education, water, housing, household incomes, gender, environment,

Evaluation members include:

      The planned evaluation team will include members from
COSTECH and the IDRC; however there are indications that the IDRC may be unable to join at this stage. The last time we wrote to IDRC I proposed the need for a fourth person on the team. This is particularly important given the size of the work and the fact that there will not be an IDRC official.

      There is need to generate some important base-line data and do as much as possible during this visit. When the IDRC official is available one member of the team can join her for a brief visit.

The methodology will include:

1. Travel Dar-Sengerema (one day)

2. Basic preparations including talking to key officials, visiting relevant project sites, developing checklist (one day)

3. Visit to key offices and institutions in Sengerema District to collect basic data (one day)

4. Stakeholders' workshop (project staff, officials, few local Government leaders and officials, community members, target groups members, COSTECH, etc.) to
5. Raise interest and collect views (one day)

6. Focus Group discussions (with target groups and community members, including women groups) (one day)

7. One to one semi-structured interviews (one day)

8. Travel Sengerema-Dar (One day)

Budget

A revision should be done on the budget. There are costs for Stakeholders' workshop, report writing days (4 days), report production, one extra team member (If we should keep to seven days we will need this person)

1. Air Travel 4 team members
   plus COSTECH official @255,000   Tshs. 1,275,000
2. Road (hire) Mwz to Sengerema- Return @60,000   120,000
3. Road: Local (hire) @ 5 days 20,000   100,000
4. Per Diem(Team Leader) 5days @45,000   225,000
5. Per Diem (Other 3 members plus COSTECH off.) @45,000   80,000
6. Fee: Team Leader 5 field plus 4 report
   writing days) @ 120,000   1,080,000
7. Other 3 members (7 field plus 4 writing
   days)@100,000   3,330,000
8. Workshop: Lunch 45 people   450,000
9. Report Production: Stationery plus Secretarial services,   200,000
10. Contingency

                                        Total   7,760,000

Appendix 3

SENGEREMA MCT EVALUATION WORKPLAN 7-14 March 2002

DAY	ACTIVITY	TARGET GROUP	DURATION	RESPONSIBLE PERSONNEL
Wednesday: Morning Wed: Afternoon	Travel: I. Arrival in Mwanza Town ii. Interviews iii. Arrival in Sengerema. iv. Visit to Telecentre and construction site	Open University, Adult Education, Kahunga Communication MCT management	1 day	Whole evaluation Team

Appendix 4
Members of the Local Steering Committee

1. Mr.. Felician Ncheye (Chair) representing SEDET

2. Ms Rose Mattu Principal Folk Development College

3. Mr. Mpemba, Headmaster Sengerema Secondary School

4. Hon. M. S. A. Magalula, District Commissioner

5. Hon. Dr. W. Shija MP for Sengerema

6. Hon. Samwel Chitalilo MP for Buchosa

7. Mr. Rashid M.I Mwanyoka Tanzania Telecommunications Corporation Ltd. (Mwanza Zone Manager)

8. Mr. F. A. Mchomvu Teachers Resource Centre

9. Secretary Sengerema Development Association

10. Women's Craft Cooperative (Busisi)

11. Farmer's Cooperative

12. Mr.. S. A. Masso   The Executive Director, Sengerema District Council

13. Mr.. Dickson Magiri- Business Representatives

14. Mr.. Peter Shayo -Business Representatives

15. Mr.. T.E. Mlaki, Tanzania Commission for Science and Technology (ex officio)

16. Habby Bugalama, Telecentre Manager, Secretary (ex officio)

Appendix 5

Members of the Project Management Committee:

1. Mr. Theophillus E. Mlaki Project Coordinator representing the Tanzania Commission for Science and Technology (Chair)

2. Eng. P.S. Gundula alternate Eng. J. M. Kilaba Tanzania Communications Commission (TCC)

3. Mr. F. J. Manongi, Tanzania Telecommunications Co. Ltd (TTCL)

4. Mr. H.B. Maganja, Director of Human Resource Development Tanzania Library Service Board (TLS)

5. Dr. S.T. Mahenge, The Open University of Tanzania

6. Mrs. Niwael Kilato, Senior Resident Tutor Institute of Adult Education (IAE)

7. Mr. Andrew S. Nyumayo, Director/Coordination of Government Business Office of the Prime Minister (PMO)

8. Mr. George A. Mwakyandali – Presidents Office Ministry of Regional Administration and Local Government (MR.ALG)

9. Mr. Edwin Mwenda representing The Chairman, (TCCIA) Tanzania Chamber of Commerce, Industry and Agriculture

10. Mr. Marcelino Tayob, International Telecommunications Union (ITU) (ex officio)

11. Mr.L.J. Shuma, Programme Officer UNESCO National Commission (UNACOM)

12. Ms Gladys Githaiga, International Development Research Centre (IDRC) Nairobi

13. Ms Cathreen Sekwao , representing UNESCO Office in Dar es Salaam

14. Ms Mona Dahms Chair, Danish TAG/ UNESCO

15. Mr. Habby Bugalama, Telecentre Manager (ex officio)

16. Mr. Felician Ncheye, Telecentre Local Steering Committee Chairman

Appendix 6
Local community Stakeholders' and their pledges in Tanzanian Shillings

1. Hon.Dr. William F. Shija   5,000,000/=

2. Masueta W. Sanka   2,000,000/=

3. Mr. Dickson Magiri   2,000,000/=

4. Mr.. Itanga L. Masai   7,500,000/=

5. Mr.. Peter Shayo   2,000,000/=

6. Mr.. Pascal Ncheye   2,000,000/=

7. Mr. Hamisi Mwagao   2,000,000/=

8. Mr. Ally Mlela   1,000,000/=

9. Mr. Christopher John   400,000/=

10. Ms Rose Mattu   2,000,000/=

11. Mr. Benedict Masanga   1,000,000/=

12. Mr. Joseph S. Masanja   2,000,000/=

13. The Secretary, Sengerema

    Development Trust Fund (SEDET)   15,000,000/=

14. Mr.. S.A. Masso, The Executive Director,

    Sengerema District Council   10,000,000/=

15. Nugaji Holding Limited   5,000,000/=

16. Katani Traders   3,000,000/=

17. Dominion Traders   2,000,000/=

18. Kahunda Communications & Secretarial Bureau   1,000,000/=

19. The Principal Sengerema School of Nursing   100 Tons

20. The Headmaster Sengerema Secondary School   100 T

21. Roman Catholic Diocese of Geita   100 T

22. Pyramid Investments   10,000,000/=

23. The Principal, Folk Development College   100 T

    TOTAL   **74,000,000/=**

Appendix 7

List of People and Groups Interviewed

1. Mr. Felician Ncheye, Chairman Local Steering Committee and Secretary, The Sengerema Development Trust (SEDET)
2. Hon. A. Magalula, The District Commissioner, Sengerema District
3. The Coordinator, Teachers Resources Centre
4. Hon. Dr. William F. Shija (MP), MP for Sengerema Constituency
5. Hon. Dickson Magiri, Councillor for Nyamatongo Ward, Representative of the Local businessman community
6. Ms. Rose Mattu, Principal, Folk Development College
7. Mr. R.M.I Mwanyoka, Regional Manager, TTCL-Mwanza
8. Mr. S.A. Masso, The District Executive Director, Sengerema District Council
9. Mr. Habby Bugalama, Manager Sengerema Telecentre Project
10. Mr. Peter Shayo, Representative of the Local businessman community
11. Mr. Joseph Mashinji, Chairman, Nyamililo Farm Tool Markers Two Representatives of the business community
12. Mr. T. E Mlaki, Project Coordinator, Sengerema Telecentre project, Director Information and Documentation Tanzania Commission for Science and technology
13. Fadhil Manongi Member Project Management Committee representative of TTCL Director General
14. University Aalborg Ms Mona Dahms Chair, Danish Technical Advisory Group/ UNESCO
15. Mr P. Kilawe Regional Town Planning Officer Mwanza
16. Hon Stephen Mashishanga Regional Commissioner Mwanza Region
17. Tanesco Regional Manager Mwanza
18. Open University of Tanzania, Mwanza Zonal Office
19. Mrs V. Bundala Regional Librarian Mwanza Library
20. Assistant District Planning Officer, Sengerema
21. Mr. Sagenge, District Agricultural Office
22. Mr. Igakamba, District Education Office
23. Dr. Mahizo, District Medical Office
24. Tupendane Group, Nyampulikano Village
25. Tabaruka Women Group, Tabaruka Village
26. Youth Performing Groups – SOTI and Bantu
27. UNDP's Capacity 21, Sengerema District
28. Upendo Secretarial Bureau, Sengerema
29. M.J. Secretarial Bureau, Sengerema
30. Tabasamu Bureau, Sengerema
31. Teachers and High School Students, SESECO
32. SANSEP Environmental Group, Sengerema

Promotional brochure (kiswahili)

Sengerema Multipurpose community Telecentre

Faida za mradi

Wafanyabiashara, Wakulima, Wafugaji, Wavuvi

- *Kufahamu mbinu za kuboresha mazao yao*

- *Kupata uwezo wa kushauriana na wanunuzi wa mazao yao hatimae kuuza kwa bei nzuri*

- *Kutangaza mazao na bidhaa zao katika soko*

Idara za serikali, Makampuni na Viwanda

- *Kupata takwimu muhimu kwa ajili ya mipango na shughuli zao*

- *Kutoa Elimu kwa wafanyakazi wake*

- *Kupata ushauri wa kitaalamu kuhusu ICTS.*

- *Kurahisisha mawasiliano baina yao na nje ya maeneo yao.*

- *Kutangaza bidhaa na shughuli zao.*

- *Ushauri wa kitaalamu katika nyanja za habari na mawasiliano.*

Walimu na wanafunzi

- *Maktaba ya kisasa*

- *Elimu kwa njia ya Mawasiliano*

- *Kupata notisi mbalimbali kwa njia ya Internet*

- *Kuunganishwa shule moja na shule nyingine*

Mratibu wa Mradi

Sengerema Multipurpose Community Telecentre Project

Tanzania Commission for Science and Technology (COSTECH)

S.L.P. 4302 DAR ES SALAAM - TANZANIA

Simu Na: 255-022– 2700749, 2700745 Fax 22 2775314

Email: tmlaki@hotmail.com ,matthiasmasawe@yahoo.co.uk

TELECENTRE

Tupo chuo cha maendeleo ya wananchi Sengerema katika ofisi za muda

Meneja
Mradi wa Habari na Mawasiliano
P.O. Box 399 Sengerema
Simu: 255-028-2590146, Fax: 028 2590152
Fax: 255-028-2590152

Email: habbyb@hotmail.com
        sengerema@africaonline.or.tz

TELECENTRE

MRADI WA HABARI NA MAWASILIANO

Tupo chuo cha maendeleo ya wananchi Sengerema katika ofisi za muda