

Evaluation of ICT4Democracy in East Africa Network: assessing its success in improving citizen participation, realisation of human rights and the level of transparency and accountability of government in Kenya, Tanzania and Uganda

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Acronyms

BAKE	Bloggers Association of Kenya
CBOs	Community Based Organisations
CHRAGG	The Commission for Human Rights and Good Governance
CIPESA	Collaboration on International ICT Policy for East and Southern Africa
CSOs	Civil Society Organisations
IEC	Information, Education and Communication Materials
HRD	Human Rights Defender
HURINET	Human Rights Network
ICT4Democracy	Information and Communication Technology for Democracy
KHRC	Kenya Human Rights Commission
MDA	Ministries, Departments and Agencies
MISA	The Media Institute for Southern Africa
RBF	Results Based Framework
Sida	Swedish International Development Cooperation Agency
Spider	Swedish Program for ICT in Developing Regions
TIU	Transparency International Uganda
ToC	Theory of Change
ToroDev	Toro Development Network
VSACs	Voluntary Social Accountability Committees
VACs	Voluntary Accountability Committees
WOUGNET	Women of Uganda Network

Executive summary

The ICT4Democracy in East Africa Network is a coalition of organisations that harness information and communication technologies (ICTs) with the overall goal to increase citizen participation in governance and the realisation of human rights; and to improve transparency and accountability of governments in Kenya, Tanzania and Uganda. The Network was established in 2013 with the objective of enhancing communication between citizens and duty bearers at a regional and national level in these countries by advancing the right to seek, receive and impart information that supports civic empowerment and good governance.

This document presents an evaluation of the Networks' activities in achieving its outcomes, and examines the challenges and successes it has experienced during the implementation of these activities. An external agency was commissioned to conduct the evaluation of activities carried out between May 2016 and April 2019, and provided a qualitative evaluation of the Network from the perspective of its partners. The evaluation consisted of in-depth literature review of the Network's documentation to assess its performance against the results matrix for the evaluation. A total of 20 interviews were also carried out with partner staff members and beneficiaries in the Network, and six site visits made to partners between March and May 2019.

The evaluation presents a review i) the validity and relevance of the logic model ii) the effectiveness of the Network at achieving outcomes and impact iii) the benefits of the Network to its partners, and iv) the sustainability of the Network. In supporting the evaluation, key criteria within each of these areas were scored by the following grades:

- A. **Very Strong** – The ICT4Democracy Network performed well against the criteria and no changes were required.
- B. **Strong** – Network performed well against the criteria, but some changes could be considered.
- C. **Satisfactory** – Adequate performance against the criteria, however changes should be prioritised to ensure good performance.
- D. **Weak** – the Network did not perform adequately and significant changes are required to ensure the Network can perform as expected.

Summary of the results findings

The findings from the evaluation are presented under the following themes:

i) Validity and relevance of the Network – Within this area three key criterion were assessed, namely the relevance of the Network's Theory of Change (ToC) and Logic Model, The Network's Results Based Framework (RBF) and Monitoring and Evaluation (M&E) approach, and the Relevance of the Network's design. Against each of these criterion the following scores were assigned.

- **The Network's ToC and Logic Model** - B (Strong). The Network's logic model has the strength of being developed in a participatory fashion, a clear articulation of target groups, objectives and activities which were holistic in addressing outcomes and impacts. However, the outcomes listed within the programme logic often reflected impacts, in part as the Network's logic is attempting to serve the purpose of a ToC. The documented programme logic does not sufficiently differentiate between citizens and civic groups as a target group and implies outcomes against civic groups as applicable to citizens; which reduced its coherence in reaching its intended impact of increased citizen participation.
- **Monitoring and evaluation and the results-based framework** – the approach undertaken by the Network was scored C (Satisfactory). M&E conducted by the Network is working effectively in terms of management and accountability. There is also good use of insights made by partners for learning, but potential was identified for the Network to gain more insights in terms of what was working between partners, and evaluate more effectively. The RBF itself; has some strengths in its comprehensiveness and identification of risks and mitigation measures. However,

the lack of strong approaches for verifying outcomes and the mixing between outputs and targets means it could be improved to support evaluation and learning more effectively.

- **Relevance** - the Network was assigned a score of A (Very Strong). Here, three areas were reviewed, in which the Network excelled in all. In terms of relevance to partners, the Network was viewed as being part of their mainstream work, as it gave them flexibility in designing their own approaches, while they were able to still maintain focus on the Network's intended impacts. Within the wider East African context, the Network showed high alignment to country context, and at an activity level partners made good use of formative research, ensuring alignment to the populations they serve. Finally, the relevance to vulnerable populations was also investigated, and here partners demonstrated a considered approach in accounting for their needs.

ii) Effectiveness on outcomes - against this criterion, overall the Network was assigned a B+ (Very Strong), with consideration of minor changes. In this assessment five short term outcomes were assessed, alongside the Network's impacts; primarily through site visits. Here reliable evidence was identified against each of these areas, excluding outcome 5. While the impact of the Network was apparent; the Network fell short of an A grade. This reflected the use of anecdotal evidence primarily being collected by partners, meaning overall while partners were able to provide a reliable account of impact, the evidence for some specific activities was less robust. The evaluation was in such instances unable to determine if lack of evidence resulted from a lack of effectiveness, or simply that evidence was not collected systematically.

iii) Benefits of the Network – against this criterion, the Network was awarded a score of A (Very Strong). Network partners regarded their involvement in the Network as positive, and learned a great deal from other partners and CIPESA. The two areas where partners felt was the greatest value of being part of the Network was around opportunities to collaborate with similar organisations, as well as accessing resources that helped them design effective ICT approaches maximising their impact within their country context. Within this criterion the added value of the Network was reviewed. The network was seen as adding particular value in supporting partners in coordinating their work, and strengthening their capacity in doing this; alongside improving their learning in ICT for democracy, supporting them with the establishment of internal and external relationships with government, and bolstering partners credibility.

iv) Sustainability – Within the final category, the ICT4Democracy in East Africa Network was graded as B; (Strong). The Network's approach to improving partners' organisational capacity to collaborate with multiple stakeholders, which include local governments, other governance actors and citizen groups, and ensuring that resources were allocated to support these collaborations was reviewed to determine their performance on sustainability. Partners appeared to be taking cost-effective measures to manage their resources following their involvement in the Network, and were eager to build their capacity to collaborate. At the same time however, there was a lack of success with diversifying funding sources.

Recommendations and implications

Following the completion of the evaluation, six key recommendations were made based on the implications of the results of the evaluation. Split between short term and long term; these are:

- | Short term 6 months to 1 year | Long term 2+ years |
|---|---|
| 1. Develop a strategic focus to the Network | 1. Refine the Network strategy and theory of change |
| 2. Promote the identity of the Network | 2. Improve the M&E framework and reporting process for partners |
| 3. Improve communication and shared learning between partners | 3. Improve fundraising activities |

Introduction

Project background

ICT4Democracy in East Africa is a three-year project (May 2016 to April 2019) with the overall goals to increase citizen participation in governance and the realisation of human rights through ICT and improve transparency and accountability of governments through ICT. The project is implemented in three East African countries; Kenya, Tanzania and Uganda. It aims to achieve these goals through imparting information on service delivery, and human rights violations using a mix of Information and Communication Technology (ICT) such as mobile platforms (SMS and voice-based reporting), social media and discussion format radio and community out-reach. The ICT4Democracy Network also aims to ensure leaders are accountable to citizens and fight corruption, enhance communication, by using civil society organisations, media, citizen groups and local governments to support this, in addition to the aforementioned platforms. Actors within the Network also provide capacity building, and technical support to facilitate these groups' use of ICT and work within human rights and good governance. The Network logic can be viewed as therefore leveraging Information and ICT, providing support and facilitation, capacity and Network building and the use of research and advocacy in order to increase different governance actors' skills and knowledge to report on human rights, service delivery and participate in governance. Engagements have a particular focus on vulnerable, and marginalized populations such as women and the rural poor in order to activate them and other citizens that connect and engage with leaders, and play a role in decision-making. In achieving impact, the Network can be seen as working through eight objectives:

1. Grow the capacity (access, skills and knowledge) of civic groups, human rights defenders and media to use ICT effectively.
2. Foster transparency and accountability through interactive citizens and leaders' engagements using a mix of ICT tools and traditional media.
3. Support the implementation of civic participation and complaints systems for monitoring and reporting on service delivery challenges and human rights violations.
4. Improve stakeholders' (media, ICT innovators, activists and duty bearers) understanding of the commitment to democratisation and human rights.
5. Research, document and publicise the utility and effectiveness of ICT in promoting good governance, communication between and among citizens and leaders.
6. Monitor and report on online rights including hate speech and incitement, affronts to rights of bloggers and state abuse of citizens' right to privacy.
7. Engage duty bearers through evidence-based advocacy on the need for responsiveness, public consultation and supportive policies on ICT, human rights and democratic governance.
8. Expand the Network of wider ICT4Democracy actors in the region to enable knowledge and learning, collaboration and shared expertise between partners on open governance and human rights.

The evaluation has reviewed the current Network funding period from the 1st of May 2016 to April the 30th 2019. For this period, the total funding for the Network, by the Swedish International Development Cooperation Agency (Sida), was 14.3 Million Swedish krona. CIPESA was the direct recipient of these funds and sub-granted to implementing partners (core and non-core). In addition to financial control, CIPESA coordinates partners' activities. The current funding period represents the second funded by Sida. The Network has previously been supported with funding from the Swedish Programme for ICT in Developing Regions (Spider), meaning since 2011, partners have been collaboratively using ICT to enhance human rights and democratic governance in the focus countries.

About the Network partners

The Network works with seven core partners and a wide range of non-core partners in implementing a highly diverse number of activities in an attempt to reach its impacts. This section provides an overview of each of the core partners and then presents a brief overview of non-core partners.

Seven Core partners

The Collaboration on International ICT Policy in East and Southern Africa (CIPESA): Based in Uganda and established in 2004, CIPESA is a leading centre for the research and analysis of ICT related policy and information. Through its work, policy makers and various stakeholders are better informed in decision making related to ICT. This core partner provides learning, design, convening and coordination leadership across the ICT4Democracy in East Africa Network, in addition to financial management and reporting to the Network's funder.

Transparency International Uganda (TIU): The Uganda national chapter of the global anti-corruption movement Transparency International (TI) which was founded in 1993. Under the Network, it is a core implementing partner operating within Lira and Oyam districts in Northern Uganda. The partner operates a toll-free line (0800 100 189), for health service delivery monitoring, supported with the use of local broadcast through radio talk shows, and promotions. TIU works closely with VAC's and implements community outreach through barazas. TIU also uses social media for further outreach, engagement and information dissemination.

The Women of Uganda Network (WOUGNET): Was established by a group of women's organisations in 2000 with the aim of promoting the use of ICT by women and women organisations. Within the ICT4Democracy in East Africa Network, WOUGNET implements "M-Omulimisa" monitoring platform within five districts in Northern and Eastern Uganda. The monitoring platform uses SMS Short code, alongside other platforms such as Twitter, and Facebook for reporting on service delivery. The platform enables registration of citizens, and duty bearers, and direct interaction between the two on concerns raised via the platform. In addition to the monitoring platform, WOUGNET works with Community Based Organisations (CBOs) and Voluntary Social Accountability Committees (VSACs), to monitor service delivery and follow up on reports. In ensuring accountability, WOUGNET also makes use of local radio, community barazas, and works to capacity build CBOs, VSAC and duty bearers in ICT for citizen journalism, engagement, and access to information, among others.

The Toro Development Network (ToroDev): Established in 2005 to mobilise, sensitise and train marginalised communities in Uganda on the role of ICTs for self-sustainability. ToroDev thematically focuses on improved service delivery using an SMS polling, reporting and E-participation platform called Me and My Leader (MML) covering eight districts in Uganda's Rwenzori region. This is supplemented with partnerships with 15 rural accountability forums; and the Rwenzori Journalists Forum that has established reporting clusters in health, education, water, infrastructure and economic development to facilitate information sharing and follow-up. ToroDev also uses local radio talk shows; that along with the accountability forums ensures accountability and resolution of challenges highlighted on the MML platform.

The Commission for Human Rights and Good Governance (CHRAGG): Is a government Commission established in 2001 in Tanzania. It provides two roles of a human rights commission and an ombudsman. Under the ICT4Democracy project, CHRAGG focuses on youth, women and minority groups, and investigates human rights violation reports shared by citizens via SMS. The SMS and case handling platform have been long established, running since 2011. The Commission also works with Civil Society Organisations (CSOs) and learning institutions to promote human rights and the reporting of violations through its SMS service. CHRAGG has a national focus, makes use of national radio and TV to create public awareness campaigns that advocate for human rights.

Kenya Human Rights Commission (KHRC): KHRC is a premier and flagship Non-Governmental Organization (NGO) in Africa that was registered in Kenya in 1994. The KHRC is committed to its mandate of enhancing human rights-centered governance at all levels. Towards its mandate, KHRC ensures the governance of the societal affairs in the public and private spheres specifically at the county

and national, and to some extent at the regional and global levels are undertaken within processes and outcomes that respects, protects and promotes human rights for all. KHRC maintains an SMS platform for citizens and CSO's to report violations. The SMS platform is complemented by other avenues for reporting. Cases can be submitted to the KHRC website, via email and social media. KHRC also makes use of media monitoring to identify violations. In working to investigate and resolve violations, KHRC uses of consultations, advocacy including through national and local media, and legal action. They have also provided training and skills building for Human Rights Network (HURINETS) across the country.

iHub research (iHub): Based in Nairobi, Kenya; has expertise in qualitative and quantitative research in technology use and capacity in the East African region. Their main areas of research include governance and technology; innovation and entrepreneurship and lastly mobile and web research. Within the Network they have worked to deliver several research studies, prototyping in order to show how government ICT services can be improved, and offering training to CSO's, youth groups and duty bearers in three rural districts. As a tech-based organisation directly working with technologists, iHub has provided an important convening role in the Network.

Non-core partners

The Network has also worked with a number of non-core partners at various points and for varying durations between 2016 to 2019. The activities implemented by non-core partners are varied. For example, E-society Kasese in Western Uganda operates as a resource centre where citizens access, share and disseminate information on local governance and service delivery issues. The centre carries out a number of activities similar to core Network partners such as use of radio, community outreach and training in civic participation. Others namely OutBox and Buni hub represent innovation hubs; who worked toward convening technologists, in Tanzania and Uganda respectively, on civic and social tech. Pollicy based in Uganda, developed multi-media content to disseminate information on online privacy and security, in order to inform citizens about their roles and responsibilities and achieve perception change and increase engagement within this area. The Bloggers Association of Kenya (BAKE), worked to provide training to content creators (online, bloggers podcasters, influencers) in order to engage these groups in lobby for democracy matters. The Media Institute for Southern Africa (MISA), in Tanzania also provided training under the Network, to journalists for areas such as recent changes to media laws in the country as well as research and capacity building related to access to information.

About the Evaluation

Research questions

This report presents a narrative based impact evaluation that addressed the following four research questions:

- 1) Has the ICT4Democracy in East Africa Network improved citizen participation through information and communication technology?
- 2) Has the ICT4Democracy in East Africa Network programme improved the level of transparency and accountability of governments through ICT?
- 3) What are the key factors that may have influenced results?
- 4) What is the added value of the Network in supporting partners in reaching improved citizen participation and transparency and accountability of governments through ICT?

To respond to the first three questions the evaluation examined how the Network is achieving the above impacts by examining stories of change, collected from beneficiaries and assessing the reliability of evidence held by partners, in achieving these impacts, and outcomes as redefined within a simplified programme logic.

In order to respond to the fourth research question this evaluation assesses the Network's validity and relevance; benefits of the Network approach for partners and its sustainability. Each of these areas were reviewed in relation to specific criterion; as defined within the evaluation matrix (Appendix 1), which was agreed with CIPESA during the project inception. Each criterion was then scored.

Scoring Criteria

Each criterion was provided with a specific rating score using a 4-point rating scale from A to D, numerically ranging from 4 to 1. Each category was scored independently by the evaluators, and then these results averaged. Each category meant the following:

- A. **Very Strong** – The ICT4 Democracy Network performed well against the criterion and no changes were required
- B. **Strong** – Network performed well against the criterion, but some changes could be considered
- C. **Satisfactory** – adequate performance against the criterion; however, changes should be prioritised to ensure good performance
- D. **Weak** – the Network did not perform adequately; significant changes are required to ensure the Network can perform as expected.

As results were compared across a team of evaluators who gave independent scores, at times averages will not result in whole units. When this variation is apparent then a "+" score, is provided - reflective of averaging between ordinal scale items. For example, if one evaluator assigned a score of '4' (A) and the second evaluator assigned score of '3' (B) then the final score would be a B+, which should be interpreted as very strong but with some minor changes to be considered.

Evaluation methodology

To address the research questions, the research team carried out a qualitative evaluation to capture a subjective account of the Network's performance from the perspective of its partners. The evaluation was carried out in three phases:

1. **Phase 1: Literature review** – the research team assessed all of the Network’s partner activities, results framework and logic model. By carrying out a literature review of their organisational documents, and evaluation reports, enabling identification of the activities carried out between 2016 and 2019 and develop a clearer evaluation framework to evaluate the impact of the Network.
2. **Phase 2: Data collection from partners and beneficiaries** – the research team carried out data collection directly from ICT4Democracy in East Africa partners and their beneficiaries through a series of interviews, and site visits. In doing so, we were able to examine perspectives and experience with the Network, and identified benefits and challenges faced in implementation and in the partnership. In this phase, we also examined how the ICT4Democracy in East Africa Network has performed against the outcomes in the revised programme logic.
3. **Phase 3: Analysis** – In this phase, we triangulate the research findings from the literature review with the findings from our interviews and site visits and pull out overarching themes to address the research questions and aims listed above.

Further detail on the three methods used to inform the evaluation:

Review of literature

The team carried out a review of the Network’s literature, and systematically assessed documentation to determine if the evaluation is feasible, justified and likely to produce useful information. It also helped in determining the approach the evaluation would take. This approach was agreed with CIPESA, through an inception report. The initial review determined an evaluation was justified, considering.

- **Activities planned have been achieved** – Sufficient progress against outputs and targets was found to justify the evaluation
- **Clarity of the program logic** – The program logic, is closer to a ToC, meaning its logic model has numerous outcomes reflective of the pathways to impact. Therefore, intended outcomes of the Network often represented impacts, and were too numerous to assess through the field work. As part of the evaluation process a simplified logic model was developed, providing outcomes to guide the evaluation.
- **Performance and outcome data for the Network** – It was identified that overall challenges with the program logic have resulted in outcome indicators not measuring the impact of activities, but rather assessing if activities had been carried out. Moreover, the high number of activities, use of informal assessment of outcomes and a dearth of data meant that the evaluation focused on rating partners evidence against outcomes within the simplified logic model. To achieve this, we employed a Grid Impact approach to the evaluation. This involved working with partners to list key activities, assessment of the revised outcomes addressed by these activities and rating the reliability of evidence partners had, alongside additional evidence collected through stories of change provided by beneficiaries and staff.

While the literature review was carried out at the beginning of the evaluation, it was iterative, and continued through the course of the study, to verify data collected, guide key informant interviews and site visits and inform the assessment of the programme logic, its RBF and the relevance of the Network’s design. During the evaluation a total of 35 documents were reviewed (Appendix 4).

Site visits

The purpose of the site visits was to review the findings from the literature review with partner staff. The site visits were carried out over the month of April 2019; and conducted in Uganda and Kenya amongst core partners, and one non-core partner. Each site visit was attended by a single evaluation team member with expertise in monitoring and evaluation, governance and media for development. Attendees included partner staff; Managing / Executive Directors, Programmes and M&E personnel. Appendix 3

provides the stimulus slides used for data collection. Table 1 provides the number of staff; alongside the number and types of beneficiaries attending each of the six site visits.

Table 1 breakdown of staff and types of beneficiary attending site visits:

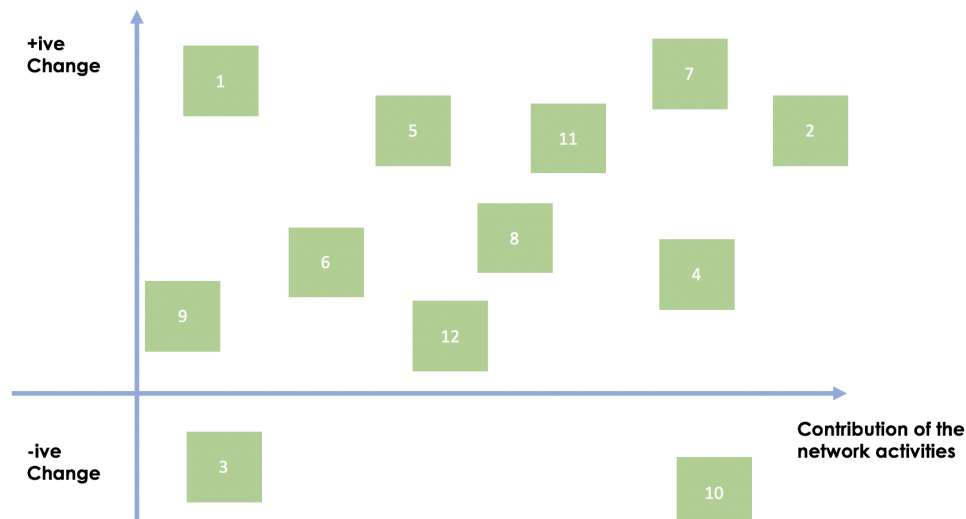
Partners	Country	Staff members	beneficiaries	Beneficiary type
KHRC	Kenya	3	4	1 X HURINET 3X Citizens
ToroDev	Uganda	4	2	1 X Journalist 1 X Duty bearer (District Officer)
E-society	Uganda	5	2	1 X Fisheries Officer 1 X Volunteer
WOUGNET	Uganda	8	5	3 X VSAC's 1 X Duty Bearer (Coordinator) 1 X Gender Analyst
Transparency International	Uganda	5	4	2X Duty Bearers (Senior Assistant Secretary; District Health Officer) 2X VAC's
iHub	Kenya	3	3	1 X Youth Group Leader 1 X CSO Leader 1 X Duty Bearer (Local Chief)
Total		27	20	-

The site visits consisted of three main components:

- **Focused Group Discussion:** Discussion topics with probes were outlined covering the following areas.
 - Partner overview – an introduction to the partners and their activities under the Network
 - The Network approach – partners' views of the Networks' goals and approach, and the value and challenges working within the network
 - Sustainability of the Network – partners' views of the sustainability of their outcomes, sustainability of the Network and how it has supported them in attracting funding
- **Logic model co-creation:** core partner staff were provided with the revised logic model outcomes; they were then asked to define their key activities, and target groups against these areas. This was used to validate the updated programme logic, and enable core partners to define their key activities under the Network
- **Impact Grid:** this method was employed with both core partner staff and beneficiaries; to understand the effectiveness of partner activities funded under the ICT4Democracy in East Africa Network, addressed the outcomes in the revised programme logic, and assess the robustness of the evidence in addressing these, through rating the consistency of evidence that different partners had. This was achieved through 5 steps.
 - Step 1: Identify changes in relation to the situation before the Network
 - Step 2: Assess the significance of identified changes and the contribution made by the Network.

- Step 3: Identify stronger and weaker evidence for partner activities.
- Step 4: Analyse linkages
- Step 5: validation and capturing all information

Figure 1 example of an impact grid:



All interviews and conversations carried out during the site visits were recorded and transcribed for analysis and review of insights to inform recommendations. These were recorded only after consent was given by participants.

Key Informant Interviews (with Partners and Beneficiaries)

The evaluation team carried out interviews with selected officials and associated stakeholders from a total of seven partner organisations, across the three focus countries. The purpose of the interviews was to get direct feedback from key informants in the Network and assess their understanding of the objectives of the programme, and its progress.

All interviews were carried out either on Skype or face to face with participants, and responses were made anonymous. Once the data was gathered it was kept confidential and protected throughout the analysis and reporting stage of the research.

The interviews explored the participants' experience with the Network, as well as their conceptual understanding of its objectives to improve citizen participation and human rights through ICT. Participants were asked to provide stories where they feel they saw positive changes made to outcomes as a result of their involvement in the Network, giving an illustration of impact on outcomes that may not have been mentioned in the site visits. The interview guides are provided in Appendix 5 & 6. The sample consisted of Network partner staff and beneficiaries. The sample is listed in table 2 below:

Table 2 breakdown of key informant interviews:

Partners	Country	Interviews	Interviews with beneficiaries
CIPESA	Uganda	1	
MISA	Tanzania	1	
BUNI HUB	Tanzania	1	
BAKE	Kenya	1	
Pollicy	Uganda	1	
KHRC	Kenya	1	1
ToroDev	Uganda	1	2
E-society	Uganda	1	1
WOUGNET	Uganda	1	1
Transparency International	Uganda	0	1
CHRAGG	Tanzania	1	4
Total		10	10

Analysis approach

The analysis took a deductive approach, whereby data was collected and reviewed to validate our research hypothesis. All the data was entered into an analysis framework and analysed against the research questions.

A thematic analysis was then carried out to identify the key themes emerging within each of the data sets (interviews, site visits and literature reviews). These were then triangulated to validate the findings across the different sources.

Limitations of the research

The following limitations of this evaluation were considered when carrying out the analysis and putting together the recommendations:

1. **Data collected is limited to core partners** – most data was collected from core Network partners. Beneficiaries came from this group, with non-core partners providing staff interviews only. Furthermore, most literature provided only covered core Network partners.
2. **Language** – All of the research carried out for this evaluation was in English and excluded data from partners who only used local languages.

Ethical Considerations

During the data collection and analysis phases of the evaluation, the research team ensured they maintained high ethical standards when engaging with participants throughout the study. These consisted of:

1. **Informed consent** – Ahead of all the interviews and discussions held with key participants, an explanation of the research was provided, and their informed consent was collected.
2. **Confidentiality** – All of the data collected was kept anonymous and the name and title of individual informants was removed from transcripts. Reporting of quotes are split between core and non-core partners to ensure organisations cannot be identified.

3. **Data protection** – Once the data was collected it was stored onto a shared drive that could only be accessed by the researchers in the study. Following the completion of the study, the data will be permanently deleted.

Research Findings

This section presents the research findings from the evaluation in the following four sub-sections:

- **Validity and Relevance** - drawing from ICT4Democracy in East Africa project documentation and interviews with partners we examine the validity of the Network's ToC and logic model, and Results-Based Framework; and the Relevance of the Network's Design.
- **Effectiveness and Impact on Outcomes** – we present an analysis of the Network's key activities identified by core partners, their challenges and strengths and identify how these feed into Outcomes and provide ratings of reliability of evidence that partners provided.
- **Benefits of the Network for Partners** – the perceived added value of the Network for partners, and their reasons for maintaining their partnership within the Network, pulling out key themes from the site visits and interviews.
- **Sustainability of the Network** – we review the Network's plans for sustainability and efforts to maintain its relationship with its partners in the region, again pulling out key themes from field work.

In our analysis, we have identified areas that can be improved by the Network; outlining them within the conclusion and recommendations.

Validity and relevance

In this section, we examine the Network's logic and ToC. We do this by reviewing the appropriateness of the Network's ToC, the outcomes the Network is working towards, the target groups and following this we review the Results Based Framework, and M&E approach. Finally, we review the relevance of the ICT4Democracy in East Africa Network to the East African context; to partners and to vulnerable groups.

Network's theory of change and logic model

In this section we review the Network's conceptual clarity. Namely its use of a ToC vs use of a logic model, the clarity and coherence of its outcomes leading to the Network's impacts defined as:

- Increased citizen participation in governance and the realisation of human rights through ICT
- Improved transparency and accountability of governments through ICT.

We also then go on to review the Network's target groups and how activities and outcomes have been organised within these. Finally, we suggest potential approaches to improve the clarity of the ICT4Democracy in East Africa's logic model.

Appropriateness of ToC: The Network's model was developed in collaboration with partners, however it is important to clarify it has both elements of a ToC and Logic Model. Logic Models and ToC are often used interchangeably; but there are important differences to note¹ for the Network and this evaluation.

- **ToC** – Attempt to be causal and explanatory and holistic. It provides the why & how desired change can come about, and the necessary pre-conditions to achieve this. Often used for interventions where complex social, economic and political process are needed for impact to take place.

¹ Bisits, P. Theory of Change vs Logical Framework – what's the difference? [Accessed from <http://www.tools4dev.org/resources/theory-of-change-vs-logical-framework-whats-the-difference-in-practice/> - 4th of March 2019]

- **Logic models** – Focused on the programme’s implementation; they are descriptive, covering only parts of a ToC which would be addressed directly by activities, to demonstrate why the program has the key components for the impacts stated².

Clarity between ToC and Logic model is important for the Network to understand; as the model provided within the programme’s documentation straddles both functions, not fully achieving either. This has resulted in challenges with how outcomes have been defined for activities.

Network’s outcomes: In partly fulfilling the role of a ToC, the outcomes within the Network’s logic model attempt to highlight the causal order of how change can lead to impact. In doing so outcomes are specified as short; medium and long term, to also represent the level of *risk* in achieving them. While this is useful for articulating how impact can be reached, or being tracked for impact evaluation, their inclusion into the Network’s logic model means that long and medium-term outcome statements sit at the impact level. As outcomes are dependent on external actors (such as CSO’s and the media) and are outside of the direct control of partners, these are thus a difficult test of the project success, challenging to substantiate, and provide insensitive indicators of performance.

In addition to the outcomes within the logic model being split into three levels, they are also specific to the Network’s eight target groups. This has resulted in 18 outcomes in total. The Network’s logic then goes on to make use of eight key objectives. While these are well defined and relevant to the Network’s impacts, as activities and outcomes are then re-ordered by these, there are numerous activities which are leading straight to medium term and long-term outcomes. These areas in particular are missing statements of activities results. This was not lost on a number of core partners. With one partner putting the difficulty succinctly:

“The outcomes which are in the RBF, are overclaiming, i.e. they miss important low-level results and because they are hard to measure, what is captured does not reflect the impact of our work” **Core partner**

The Network’s target groups and activities: The multitude of outcomes reduces the logic model’s coherence. While the Network activities are clearly articulated within the projects documentation, the logic model’s coherence is further reduced as these activities are ordered by both numerous outcomes and objectives. Inhibiting clarity over which activities affect what outcomes for whom.

This is not a result of having poorly defined target groups, overall the ICT4Democracy documentation provides a clear description of the different target groups that they seek to engage with and are aligned closely to the activities. These are:

1. **Civic groups** – citizen lead community groups in rural and urban areas
2. **Human rights defenders** – grassroots and national organisations involved in promoting human rights issues (gender, equality, free speech and right to information)
3. **Innovators** – innovation hubs, youth groups and universities in rural and urban areas
4. **Media** – community media, social media and mainstream national media (print, broadcast and online)
5. **Policy makers** – members of parliament and committees of parliament in the three focus countries
6. **Duty bearers** – public service providers, leaders at local government level and the relevant Ministries, Departments and Agencies (MDAs)
7. **Other Network partners** – outside of the ICT4Democracy network - like-minded actors and organisations in the region.

However, “citizens” outside of civic groups are missing from this list. Because of this there were also no outcomes measuring informed citizenry. There are, however, several partners’ activities going towards this group, and during field work partners outlined citizens in general as a key target group. Furthermore,

² McLaughlina, A. & Jordan, G. (1999) Logic models a tool for telling your programs performance story, Evaluation and Program Planning 22, 65-72

as no outcomes were measured against them, this curtailed the intervention’s ability to logically connect activities to the impact of increased citizen participation.

A strength in the ICT4Democracy in East Africa Network’s approach is it aims to achieve impact holistically through multiple levels, creating demand, providing services, and building an enabling environment and works through intermediaries to achieve these. This means the Network approach is complex using numerous activities, which also reflect the different thematic focus, contexts and conditions of partners. This complexity provides challenges in disentangling direct and indirect outcomes, especially when considering that activities are often addressing more than one outcome area. Take for example community radio; this can work towards civic education and demand generation³, but also accountability.

A clear and simplified set of outcomes and more coherent ordering by activities would support in reducing this complexity. While it is good that the Network has attempted to articulate how change is being brought about, splitting the Network’s logic model from the ToC and focusing on tangible short-term outcomes would prove beneficial. Another potential solution to reduce the number of outcomes the Network is trying to evidence is rather than having outcomes for each target group is to position the Networks Logic in a framework. Some frameworks overtly account for the multiple levels which the Network operates at such as a socio ecological approach⁴. Therefore, clustering outcomes and activities within its levels could also provide clearer guidance on how different activities can work to bring about change. An example of how this could be achieved is provided in table 3 below.

Table 3: Network’s target groups by socio ecological levels

Level	Individual	Community & Institutional	Government
Target group	Citizens	Advocacy stakeholders	Duty bearers
Interest group	<ul style="list-style-type: none"> ● Women ● Youth ● Rural poor ● Other vulnerable groups 	<ul style="list-style-type: none"> ● Civic groups ● HRD's ● Media ● Innovators ● Other Network partners 	<ul style="list-style-type: none"> ● Public service providers ● Policy makers ● Government departments and agencies

During the evaluation we used these two solutions in a revised Network logic (Appendix 2). This provides nine outcomes which are more closely tied to activities and ordered in the above levels. At the site visits, it was validated by asking staff to review the outcomes wording and if they represented the impact of their work. In doing this, one partner (iHub) suggested an alteration to the wording of outcome 5⁵, which was taken up. Overall partners reported the revised outcomes were a good reflection of their work, with no other significant changes suggested.

From the above description against the criterion of the Network’s ToC and Logic Model we have assigned a score of B (Strong). The Network’s logic model has the strength of being developed in a participatory fashion, having clear articulation of target groups, objectives and activities. The holistic nature of activities are also a considerable strength. There are however, several areas for improvement in its framing, namely using only objectives or outcomes to order activities and better representing citizens outside of civic groups. Outcomes should be given particular attention, in reducing their number and ensuring that all types of activities lead to verifiable short-term outcomes. Splitting the ToC from the Network’s logic model and trying to group approaches and outcomes by level will facilitate the Network in achieving this.

³ Here we mean both increasing citizens expectation of improved governance; and increased awareness and interest in the monitoring platforms for reporting poor service and human rights violations.

⁴ Stokols, D., 1992. Establishing and maintaining healthy environments: Toward a social ecology of health promotion. *American Psychologist*, 47(1), p.6.

⁵ The original wording used was; “*ITC4D network and their stakeholders partners are able lobby effectively against the shortcomings of existing and draft laws using articulated evidence and rights based position*”, the revised wording in presented in appendix 2.

Monitoring and evaluation, and the results-based framework

Here we review the Network's Results Based Framework (RBF), and more broadly its M&E approach. In doing this we draw from key documents overviewing the network's RBF⁶, reports to Sida, and partners' views on the utility of M&E. In guiding the review, we suggest an effective RBF and M&E approach should deliver the following 3 functions:

- 1) **An accountability and management function** – ensuring that activities have been carried out by Network partners as planned.
- 2) **A learning function** - informing the Network of what is working and not working, enabling refinement of activities.
- 3) **An evidence function** - providing assessment if the activities have been able to create change in the project's outcomes.

Coordination of M&E takes place through partners having reporting obligations (narrative and financial) which are submitted to CIPESA on a monthly, bi-monthly and annual basis. This reporting provides opportunity for partners to give updates on progress in delivering activities; success stories and challenges, in addition to capturing learnings. The RBF aims to provide a reporting structure from which each partner develops work and M&E plans. However, on reviewing core-partners' work plans these are highly variable; with similar activities placed under different objectives between partners and those listed within the RBF.

In 2016, the Network introduced a new results-based framework that was designed to evaluate the impact of its logic model and the outcomes it wanted to achieve. As the Network's logic model forms the basis of the RBF, challenges there have translated into the monitoring framework. Namely; that outcomes are too numerous and often represent impacts. This has resulted in their means of verification not demonstrating if activities have created change. Across the indicators the RBF would benefit by harmonizing to the following definitions.

- **Outputs** – The number of activities carried out as planned, i.e. the number of trainings carried out by partners or the number of radio shows broadcast
- **Targets** - Indicators for performance of certain outputs, such as the reach of the broadcast or ICT platforms or gender balance being maintained during training.
- **Outcomes** – Indicators for the effects of the outputs. Typically, an RBF prioritises those at an individual level, which are short term. Such as, the increase in skills as a result of training, or a change in demand due to promotions.

Longer term outcomes, such as campaigning by different advocacy actors; and impacts such as improved services are clearly important to understand the effect of the ICT4Democracy in East Africa Network. These could fall under impact evaluation and be placed outside the RBF. Not trying to verify these outcomes, at least across the Network would simplify the framework.

While the Network's RBF is comprehensive, we are suggesting it could be improved further through simplification and ensuring indicators more closely match the above definitions. As currently the output indicators do not detail the amount of activities sufficiently⁷. Instead this is done within the target indicators, however there are also a number of target indicators as defined above. Meaning in order for the Network to better track the performance of different activities these two types of indicators should be separated. As outlined within the section above, as the outcomes within the Network's logic often represent impacts, this has proved difficult for the Network to verify them. It is apparent this has resulted in output measures and targets being predominantly used as the means of verifying outcomes.

The RBF does have an accompanying Risks & Risk Management matrix; identifying the possible risks and contextual conditions that may affect the initiatives and their impact, and strategies to mitigate them,

⁶ Updated Results Framework October 2016 & The results target table, November 2016.

⁷ For example: "Civic groups – VSACs, VACs and rural forums supported in ICT for service delivery monitoring and promoting free expression in Uganda through round table engagements, field visits, radio debates, barazas and talk shows at local government level addressing public accountability and service delivery challenges, and strategies to address those challenges"

this is very comprehensive and considered. We now in relation to the Network's results framework briefly consider M&E in relation to the three functions above.

An accountability and management function: Partners reported coordination with CIPESA was useful in keeping them on track and ensuring that activities were carried out as planned. Views of partners also triangulate with reports to Sida; in which completion of activities is well covered; show they are delivered to time and when variance is experienced this is also well documented. Partners viewed the log frame as supporting them in achieving this.

"Logframes are there to keep us on track and to make sure that target groups are considered in the work" **Core partner**

While the Network appears to be using the RBF to manage effectively, as outlined above ensuring a clear split between outputs and targets would make this easier. Considering a significant amount of effort is spent on coordination, and this was reported burdensome by both CIPESA and Partners. For partners the workload for monthly financial and activity monitoring was reported as being too high, with smaller partners struggling with resources to deliver on this. CIPESA staff also reported it being a challenge in capturing information across the diverse partners and activities, which was also hampered by skills gaps amongst some non-core partners.

A Learning function: From the site visits it was clear partners were constantly using insights and shared knowledge amongst the Network to design activities. The Network M&E approach is providing a strong learning function for knowledge management, ensuring that partners flag successes and approaches within activities they are implementing. As reported by one non-core partner.

"It was a good platform to learn and experience in terms of knowledge management. I know in terms of sessions and activities; a lot of people were able to gain that knowledge." – **Non-core partner**

However, there was considerably less knowledge about which activities and approaches were most effective at driving desired behaviours and other types of outcomes across activities, in order to prioritise and replicate success. The Network also tends to try and tackle a wide range of different approaches. If the M&E was better able to inform which of these were making the biggest contribution, then some areas could be narrowed in focus, doing more of less in order to improve effectiveness.

In order for the Network to achieve this however; its RBF would need to provide an improved split between outputs and targets, to enable it to inform when activities have excelled in areas. It would also need to provide outcome measurement which is more geared to assessing the impact of work. This could be done through employing some low-cost approaches systematically across partners. For example, consistently employing pre/post-test to interrogate if training resulted in changes in skills; or exploring the use of push surveys within the ICT monitoring systems to understand where those reporting had found out about them, thus evaluating promotions.

An evidence function: Strengthened outcome measurement is clearly critical for this in demonstrating the value add of the Network and understanding how activities funded have contributed to impacts. Improved verification of short term outcomes will support with this, as it would allow the Network to build a simple narrative for the benefit of activities, i.e. the direct benefit of training, or the change in perceptions of duty bearers. This cannot be achieved with the current output monitoring which was understood by the majority of partners interviewed. For example:

"I'll be honest. There was a lot of monitoring questions asking us where we were, and the calls we made. But it wasn't scientific. It was missing the theory of change, asking about outputs, and objectives etc. It didn't have any sense of an evaluation of impact. They didn't even look at impact on outcomes, but they monitored the activities." – **Non-core partner**

Consistently, partners when outlining the benefit of their work talked in terms of impacts, such as its role in achieving policy change or having tangible benefits on communities, like improved services. While the Network often has a hand in these achievements, it is also not the only influence. Rather it is a contributing factor; thus measuring the direct outcomes of activities will again enable the Network to more effectively articulate its role. It may also be worth the Network formally evaluating the intermediate steps outlined as medium and long term outcomes in its model; using contribution analysis such as outcome mapping to test and validate these outcomes, and understand the role in creating impacts. This type of insight could also work to further support development of the Network strategy.

In conclusion we rate the monitoring, evaluation and RBF criterion as C, (Satisfactory). The approach the Network has undertaken is working effectively in terms of management and accountability, there is also good use of insights made by partners for learning. The RBF itself has some strengths in its comprehensiveness and identification of risks. However, the lack of strong approaches for verifying outcomes and the mixing between outputs and targets means there is room for improvement. Strengthening the RBF in this way would support with more strategic learning across the Network, alongside evaluating the impact of activities. The identification of the role of longer term outcomes, and how the Network has influenced these would benefit from formal evaluation, rather than attempting to understand this within the monitoring framework.

Relevance of design

The relevance of design for the ICT4Democracy in East Africa Network has been assessed in three ways. The perceived relevance of the Network to core and non-core partners. How well the design of the Network is informed by research and learning both at an activity and overall level, and therefore its relevance to beneficiaries and the East African context. Finally, the project's consideration of vulnerable groups through the lens of Equality and Non-Discrimination, if the project design and implementation considered the needs, priorities and constraints of women, the rural poor and other discriminated groups.

Relevance of the Network to core and non-core partners: the Network was viewed by partners as part of their mainstreaming work, i.e. sharing objectives and outcomes, tied to their organizational values and approaches, and thus provided good alignment. This is likely in part due to the vast majority of partners feeling that the Network gave them the flexibility to develop their own activities and work plans.

“It was open collaboration and we had a lot of autonomy and the role of CIPESA is pulling rather than pushing”. **Non-core partner**

Core partners during the site visits were asked to outline the overall aim of the Network; here they provided consistent responses, reflecting the Network's impacts, mentioning transparency, accountability and participation of citizens. This indicated high alignment of the partners to the Network's goals. For example.

“The overall aim of the Network is to increase the participation of citizens in decision making at the local level of their community through the use of ICT tools to improve service delivery – service delivery should be transparent and accountable”. **Core partner**

Project being effectively grounded in research in the focal regions: One area which the Network excels at is the use of formative research to support its design of projects and partners' activities, and provide learning to those aiming to initiate activities within the Network. Furthermore, partners also reported consistently that they used formative research in the design of large-scale activities such as that of their monitoring platforms

“Selection of the platforms was informed by research, and experience from the previous projects” **Core partner**

This worked to ensure that the Network is relevant to the populations it is aiming to serve. Furthermore, at the macro level the Network's activities and the objectives are well informed by the current state of play within the three focus countries, and an assessment of the needs and drivers to promote government transparency, accountability and respect for human rights. Also, as found by the previous evaluation⁸ these areas are aligned to national priorities within democratization, governance and fighting corruption in each of the focal countries. This is in part as the Network approach was informed by a number of research studies, and landscape analysis within Tanzania, Kenya and Uganda⁹, ensuring the Network is highly relevant to the context in which it operates.

Projects consideration of vulnerable groups: Overall vulnerable groups have been well considered within the project design. The Network's approach can be seen as both static and flexible in their consideration. The Network static focus is that of women and rural populations. The flexible focus is defined as minority groups where Network partners then focused on a range of different groups such as sexual minorities, youth, the elderly and persons with disabilities; based on need and the organisations

⁸ Kivunike, N & Kyeyune A, 2015. Evaluation Of The Project: Ict for Democracy in East Africa: Promoting Open Government, Human Rights, Right to Information and Civic Agency: Evaluation report, Cipesa.

⁹ <https://ihub.co.ke/ict4gov/>; Tanzania, http://www.cipesa.org/?wpfb_dl=205; Kenya, http://www.cipesa.org/?wpfb_dl=200; Uganda, http://www.cipesa.org/?wpfb_dl=199

focus¹⁰. This approach is strong as it enables partners to better represent the context in which they work.

Three of the Network's core partners have an organizational focus on different minority groups. Within the Network, approaches to addressing the needs of vulnerable populations can be viewed in the following ways.

1. Increasing their voice. The use of community outreach, and grass-root groups and CSO's to promote dialogue and participation.
2. Awareness, knowledge and skills building of vulnerable groups. In the targeting of training, use of more traditional media to inform these groups.
3. Educating and training others on these vulnerable groups' needs and rights; especially for those in power and delivering services.
4. Ensuring accountability for human rights amongst marginalized and minority groups, through Network partners who have a thematic focus on this area.

It is important to note here that partners who monitor services, are offering universal provision, to improve governance for all in a community. Meaning that the impact of this work is not tied to vulnerable populations specifically. Rather, they are working with vulnerable groups in areas 1,2 and in some cases 3. For these areas, the Network has a 40% target for participation for women, across its broadcast platforms and ICT platforms, which as of 2018 the Network was well on its way to meeting this target overall; and in a number of cases it had exceeded this target. Rural populations are targeted through the majority of areas in which Network partners work. Core implementing partners in Uganda work within rural locations. Outside of Uganda, iHub, KHRC and CHRAGG specifically target rural locations with activities, such as training and use of radio.

Partners' monitoring platforms, all require access to mobile either for SMS or calling in, and other routes for reporting require internet access. There is of course an inherent conflict here, with mobile accessibility being under-represented in both women and rural populations. Overall there is a well-considered drive amongst partners to supplement ICT platforms with use of community, CSO's and voluntary groups to increase participation. Partners reported specific examples to increase engagement of vulnerable groups. One particularly noticeable example was ToroDev changing their approach, in consultation with WOUGNET and going to directly speak and record women within their debates, for broadcast on their radio shows. A number of partners were able to report how their work had increased engagement of women. For example, one partner explaining:

"Women have been noted to increase their usage of the SMS platform compared to men in conservative sub-counties". **Core partner**

Addressing vulnerable groups can also be seen as the focal work for those working within human rights. Here, CHRAGG has taken specific design steps for their SMS platform to improve human rights violations case processing for sexual minorities. Staff and beneficiaries for these core partners were able to report a number of impacts within such minority groups.

Against the criterion of relevance, we have assigned a score of A (Very Strong). In summary, the Network performed very well against each area assessed; relevance to partners, country context and the population they serve including vulnerable groups. The score mirrors partners feeling the Network gave them flexibility in designing their own approaches, while they were able to still maintain focus on the Network's intended impacts. The Networks design overall showed high alignment to the East African context, and at an activity level, partners made good use of formative research. The design of the Network was also relevant to vulnerable groups; with flexibility for partners to identify such groups based on need, and partners putting in a range of provision for these citizens, in particular to ensure they can access ICT services and governance and human rights engagements.

¹⁰ Across partners Youth, LGBTI, The Elderly, sex workers, Prisoners, Personswith disability, drug users are quoted as Minorities

Effectiveness, outcomes and impact

This section presents a review of the ICT4Democracy in East Africa partners' performance against the five outcomes outlined in the revised Network logic.

The evaluation intended to examine the impact of the programmatic activities across core and non-core partners in the Network. However, being that the activities vary greatly in their approach, and are numerous, an evaluation of the direct impact of all activities on outcomes was out of scope of this evaluation

To address this challenge, we chose to focus on the activities of the Network's core partners as determined by them, during the site visits. This section therefore provides a brief overview of these activities in order to determine broad learnings for the Network. We then go on to assess evidence which partners have against outcomes and impact overall.

There appeared to be three categories of activities being offered by Partners within the Network:

1. Promoting e-participation and public access to information
2. Raising awareness through the media
3. Enhancing social accountability through CSO's and duty bearers

Promoting e-participation and public access to information

Public access to information was regarded as an important activity for all partners, and an essential part of the ICT4Democracy in East Africa Network. Most partners defined public access as the opportunity to make information that is legally public; equally available to citizens. Furthermore, most core partners used monitoring systems which fall within e-participation. These approaches varied in the type of platforms used, and participation was ensured (with some supplementing these platforms with community-based approaches, whereas others relied more heavily on reporting through CSO's and voluntary groups).

Of the five core Network partners that hosted monitoring platforms, three partners are based in Uganda: ToroDev, Transparency International and WOUGNET. They use the platforms to increase civic participation in monitoring local services. The remaining two, KHRC and CHRAGG, use their platforms to monitor human rights violations nationally in Kenya and Tanzania. All aim to provide citizens with the opportunity to voice concerns about governance.

Each of the Partners provided their target beneficiaries with opportunities to report via platforms either through using social media, SMS services or for Transparency International a toll-free telephone line, alongside opportunity to engage in discussion forums and communicate their concerns and voice any opinions they may have around governance. WOUGNET and ToroDev also enable duty bearers to directly respond to concerns raised by citizens across these platforms. All partners, however, ultimately bring these concerns to the attention of governments, and the media.

EVALUATION OUTCOMES

Outcome 1: Citizens have the knowledge, skills and efficacy to participate in reporting of governance and human rights issues through ICT.

Outcome 2: Accessible ICT platform's which are effective at detecting, preventing and following up on corruption, human rights and increase connection between leaders' and citizens.

Outcome 3: Civic Groups, Media, HRD's and Innovators have the knowledge, skills and ability to use ICT monitoring and reporting of service usage, governance and human rights issues.

Outcome 4: Duty bearers have the knowledge skills and intention to utilize ICT to communicate with citizens and advocacy stakeholders.

Outcome 5: ITC4Democracy Network and partners collect and disseminate relative information on ITC and governance and convene effectively to support advocacy groups to change local and national decisions on the basis of evidence and best practice

Partners reported varying rates of engagement for their monitoring platforms by citizens, with some partners receiving as many as 700 reports a month, and others receiving as low as 15 verified reports per month. Difference in partners' thematic focus and catchment areas makes direct comparison challenging though those who had reported higher engagement generally used a toll-free service and had a more focused promotions strategy. Partners who focused on human rights made use of SMS platforms within the Network, namely CHRAGG and KHRC highlighted challenges with a high number of reports received being junk, and indicated quality of information provided via SMS to often be low.

A consistent challenge faced by all partners, with the exception of WOUGNET¹¹, was the low level of resolution rates for cases submitted to the platforms, with partners showing signs that the success of these monitoring platforms through reach had outstripped their capacity to resolve cases. This was particularly apparent for SMS platforms which monitor human rights violations, who reported resolution rates of around 20% or under over the duration of the project. Whereas resolved cases are an ultimate success, having citizens actively engaged and reporting, and some cases reaching the desks of responsible parties, or the rights holder and duty bearer getting to somehow engage on an issue, are primary successes on which partners have a direct influence. Nonetheless, with over 80% of cases flagged to these systems not being resolved, this will have a negative effect on user experience. As highlighted by one such core partner

“Citizens are happy about the acknowledgement of complaints but are not happy about how complaints are resolved and processed” **Core partner**

This may be reflective of high citizen participation, but as human rights monitoring is much more issue-specific than service monitoring, and considering the Network's goal of accountability, concerted effort needs to be made in supporting partners in the resolution of cases. Challenges were attributed to several factors such as the process of working with government departments who did not use ICT, insufficient funding and the high work load when resolving reports using legal and advocacy routes. As a result, while these platforms were able to improve citizen participation in voicing human rights violations, they fell short in resolving cases.

Human rights focused partners had tested a number of approaches to address resolutions. For example, in Tanzania, as part of efforts to promote the right to health, CHRAGG developed a specific database for sexual minorities within its existing SMS platform, specifically targeting medical practitioners and local ward officials, and set up authentication /fast response units in order to quickly filter complaints and prioritise responses. Despite these efforts, however, resolution rates remain low with d some cases resulting in simple consultation and referral, and others taking much longer using media and legal advocacy. As one partner working within human rights put it:

“On the SMS platform then the problem is the wheels of justice are often slow, meaning we often have problems with resolving cases” - **Core partner**

In addition to strengthening support for partners achieving resolutions, it will be beneficial if the Network is able to distinguish between different types of resolution achieved in future M&E, reflecting variability in the level of effort required.

Raising awareness and achieving accountability through the media

One of the key forms of communication used by partners to engage, educate citizens and achieve accountability is radio, and other broadcast media is also used to raise awareness. In 2018, the Network appeared to have high reach figures across all of its East African Partners, with an estimated audience of 9.6 million radio listeners and over 400,000 TV viewers across Tanzania and Kenya and an additional 6.5 million radio listeners in Uganda.

¹¹ WOUGNET of September 2018 with 98% of reports being classified as resolved; CHRAGG As of February 2018, 19% percent were resolved; KHRC as of February 2018 20% of cases were resolved; TIU as of September 2018, 39% calls were reported resolved; ToroDev data not reported.

The discussion formats provided by radio talk shows were particularly appealing to Network partners as they help raise the voice of citizens, and help them hold duty bearers to account at a local level. It was also viewed as an opportunity to increase the confidence of citizens to participate in local governance decision-making. And acted as an accountability function for them to monitor the responses of leaders in addressing citizens' concerns.

The function of radio differed between partners in the Network, particularly between those that focused on service provision, versus those that focused on human rights. Three of the core Network partners interviewed (TIU, ToroDev, and WOUGNET) explained how they made use of community level radio shows by hosting local leaders, and making space for citizens to voice their concerns directly to them, or have them respond directly to the information collected through the various monitoring platforms. Whereas partners that focused on human rights used the radio as a means for bringing attention to violations, which may have included local leaders; or even the violators. These were primarily to bring attention to issues, and thus promoting accountability less directly. Both approaches appear efficacious. Using local radio to bring attention to human rights managed to support positive outcomes in a range of areas. For those monitoring services in Uganda partners were able to articulate how local talk shows were used to follow up cases identified through monitoring, for example one core partner explained how radio helped improve accountability:

“Radio is used because of its influence on advocacy, perception change, used to share evidence and research ... We hosted a number of duty bearers both political and technical ... the demand for radio is increasing for them to give them accountability (with citizens)” **Core partner**

Partners could also provide examples of increased demand from government officials and duty bearers to attend local radio shows in order to understand their citizens better and be seen to be representing them effectively.

“I have seen the LC5 Kabarole, minister for gender and culture and councillors come to the radio station to inquire if they can also respond to the citizens' issues after listening to the Orukurato program and the poll question on MML” **Core partner**

This was also experienced among non-core partners who felt that radio was being used to improve accountability.

“There is improved face to face interaction between the community and leaders through community dialogue and radio programmes” **non-core partner**

One of the biggest challenges with relying on radio to increase citizen participation however is the high cost of securing media space. Some partners reported this as being particularly high and not sustainable.

“One of the challenges on the broadcast media is the problem of paying for media” **Core partner**

While the radio shows appear to have high reach, some partners indicated that data on radio participation was not always reliable. Because this reach data was estimated, and information on who had participated in radio talk shows was not always available, this should be investigated further by the Network to ensure radio is worth its high cost.

Most Network partners used social media as a means of reaching audiences and to complement their existing ICT platforms. Three partners in particular explained how they used social media to create awareness among their audiences, but also to raise their profile with donor agencies; these are Transparency International, WOUGNET and KHRC. For some partners however, the use of social media was perceived to be an inefficient way of reaching citizens and grassroots organisations as Internet costs are high, and access to them was particularly low among rural communities.

“Challenges in using social media is that it’s not a priority platform for the rural community – only staff post although it brings the organization closer to the donors and high-level leaders” **Core partner**

Social media was, however, reported as highly useful for communication and organisation between CSO’s, grass root organizations and other advocacy stakeholders, or between partners and these organizations. The platforms were also used for monitoring by some partners. Review of select Facebook pages listed within the project documentation revealed mixed results. As of March 2019, three of the pages appeared highly variable in their use and moderation, with some pages not appearing particularly active and/or having on topic discussions¹².

Partners also promoted their monitoring platforms to increase their reach through use of radio jingles, and radio drama shows to promote and raise awareness of human rights issues and service challenges, while others created promotional materials such as literary brochures and booklets to communicate to audiences off air. However, despite these educational materials appearing in four partners’ work plans, only two outlined them as activities¹³; and none reported any evidence of their impact. For awareness raising, two partners¹⁴ were able to provide evidence on how promotion increased uptake of their monitoring platforms, through observed increases in reporting over time, however none were able to isolate what activities increased this. One option to be considered in order to better understand the role of promotions could be that of push surveys sent out to those reporting to monitoring platforms to understand the channels that informed them. This said, for those partners who are experiencing large differences between the number of reports submitted and number of these which gain resolution; namely, TIU and in particular CHARGG and KHRC, strategically the use of promotions is questionable, without a strategy for improving resolution rates.

Enhancing social accountability through CSO’s and duty bearers

A key objective of the Network is to ensure that social accountability measures are taken by CSOs and duty bearers in response to demands put forward by citizens on the ICT platforms. Network partners engage in community outreach activities that consist of the facilitation of community meetings between citizens and local leaders, as well as the training of CSO and duty bearers to respond to the demands put forward by citizens.

The community meetings held by all Network partners which monitored services, aimed to provide opportunities for citizens to raise challenges outside of monitoring platforms, and provide a means for duty bearers to follow up on issues raised. Attendees present their issues publicly and collectively put together an action plan for how best to address these concerns with the local leaders. One partner explained:

“Community meetings are more successful as community members prefer to discuss openly and they are able to provide more information than they would if they sent a text message on the phone... The complaints in the community engagement meetings have made leaders make more informed decisions and take appropriate actions to address the issues raised – for example the change of procedures of gold mining investors”. **Core partner**

Two partners of the Network in Kenya piloted developing formal community groups in order to support local level advocacy, by strengthening relationships between the various actors such as local government, duty bearers and CSO’s. With partners providing a mentoring, convening and leveraging

¹² The first Ntoroko Concerned Citizens had a lot of junk / advertng posts which were off topic; it had over 3,00 member and the last post was in March, but many posts were mostly advertising, https://m.facebook.com/groups/412201668844656/?_tn=C-R (accessed 13/03/2018). The second Stop Health Workers’ Absenteeism was much more on topic, however the last post was September 2018 with had 467 followers; <https://www.facebook.com/StopAbsenteeism/> (accessed 13/03/2018). Finally, The Rwenzori Journalists Forum Facebook Page had posts during February 2019 with a mix of on topic and off topic posts and 782 members, appeared the best performing out of the three; https://www.facebook.com/groups/412831748727208/?ref=br_rs (accessed 13/03/2018)

¹³ KHRC and ToroDev.

¹⁴ ToroDev, and TIU

support to these groups. In Kenya, KHRC has conducted community forums within ten counties. These are primarily focused on gaining increased media attention to improve advocacy but include a wide range of stakeholders. KHRC staff also provide capacity building and training to support these community forums with the aim that this will continue to decrease as they become more established. iHub research has also piloted the development of communities of practice in three counties which also aim to improve advocacy at a local level, but with a focus on ICT based solutions. Staff viewed this a progression of their long-term skills building work. Both partners reported these groups as self-sustaining, and enabling local actors to develop relationships in order to create change in their communities.

“So we try to do these as capacity building, in a way which empowers and they can self-sustain. So we do not spend all of the time trying to solve their issues. We provide capacity, we help them to process” **Core partner**

A number of Network partners that focus on service delivery have developed and work with voluntary groups, such as VAC/VSAC that follow up on proposals made at community meetings, and the reports developed from monitoring platforms. They thus ensure that concerns raised are addressed. Once created, and trained these voluntary groups go on to play an active role by facilitating between the needs of citizens and community leaders, and in some cases directly monitoring services. They also work to train citizens and ensure that they use the existing media platforms such as the SMS platforms provided by the partners to communicate between their stakeholders, and educate citizens in their communities.

“The Volunteer Accountability Committees (VACs) interface with the ordinary people on the ground, visit health facilities to collect information on service challenges” **Core partner**

In addition to working with citizen groups, partners report providing training services to CSOs and duty bearers in the community on how to follow up on demands raised by citizens and improving communication with citizen groups, use of ICT and advocacy. The trainings are also directed at journalists who play an important role in raising the awareness of community concerns and advocating on behalf of citizens. As a result, partners also support and build the capacity of journalists alongside providing them with content, but also improve their reporting skills.

“Some media houses cause public debates using our reports, re-share our posts online and tag us on different platforms based on service delivery” - **Core partner**

All the core partners reported they felt that the training provided was important to engage community stakeholders, and the media, and will ultimately improve accountability of local leaders. To this end many of the core partners also provided skills training to duty bearers, covering the use of ICT and resources available. Throughout all types of training all partners provided training on their ICT platforms.

Overall, the trainings provided by the Network partners were believed to be positive and created increased capacity for CSOs and duty bearers. Beneficiaries of the trainings reported positive reactions to the skills building workshops provided by partners and shared a number of success stories, stating they believed they received the knowledge and skills to improve their work.

The key challenges that most partners felt they faced with providing training to any group was the high costs, it being a long-term process and the need for continued re-training meaning it required significant investment to be sustainable. Some partners also reported not having sufficient resources devoted to meet the need. For duty bearers in particular, staff turnover and delegation between staff meant trainings impact was less sustained.

“Duty bearers are rotated and transferred and this creates a gap and need for training new ones posted. There is a lot of delegation of responsibility to junior staff like secretaries by duty bearers who have been trained and this creates an information sharing gap” - **Core partner**

Four of the six core partners implementing training indicated low or variable skills amongst trainees as a challenge. Some partners viewed this as reason to build long and sustained relationships with those trained. When training duty bearers, this approach may be less viable. Options could include, tightening the inclusion criteria for those trained; and more routine use of need assessments to inform content, which was only being used by some core partners. Partners did use curriculums to deliver training, and the majority used a train the trainer approach, which maximised impact and reach.

Achievement against outcomes and impacts

A strength of core partners' activities funded under the Network is that most work towards more than one outcome. However, as the Network collects anecdotal evidence against outcomes, identifying the impact of activities is challenging to isolate. Through use of the grid impact sessions, partners and beneficiaries provided examples of the types of evidence they have against five short term outcomes. Facilitators then rated the reliability of this evidence. We provide the results of this here, summarising which key partner activities contribute to which outcomes, and the quality of evidence against these achievements. In doing this we also draw from the stories of change data collected from beneficiaries and staff, and provide the following overall ratings for different activities within outcomes.

- **Anecdotal¹⁵ evidence:** when evidence comes from only a few sources and/or has been inconsistently outlined between partners. These are typically provided by the partners as stories of change
- **Supporting evidence:** when individual partners provide evidence from a range of sources, or lower quality evidence is consistently reported between partners.
- **Reliable evidence:** When the evidence provided by partners is reliable and consistent.

Outcome 1: Citizens have the knowledge, skills and efficacy to participate in reporting of governance and human rights issues through ICT.

Partners identified a number of activities feeding into this outcome, both directly and indirectly. Directly through radio talk shows, promotions and Information, Education and Communication Materials (IEC), and indirectly training of duty bearers and advocacy stakeholders were also identified as working towards this outcome. Radio talk shows were seen as promoting the ICT monitoring platforms due to their high visibility within the talk shows, and also potentially leading to perception change in citizens.

“Radio talk shows have showed great impact among the locals. They report corruption using ICTs” – Core partner

While this impact was stated by a number of core partners, the evidence supporting came only from a few examples, meaning we classify the Network having some supporting evidence that radio talk shows informed and created perception change amongst citizens. Considering the high level of broadcast reach, the Network should consider collecting evidence on this outcome. Core partners also used promotions to raise awareness of their platforms, and the thematic areas which they focus on, in addition to using IEC materials to increase knowledge. Here, ToroDev, and TIU did provide reliable evidence on how promotions increased uptake of their platforms, but others did not. Meaning we classify evidence for their effectiveness as supportive. Finally, there was no evidence provided by partners on how IEC materials built knowledge and skills of citizens, meaning this was not classified. If the Network continues with the use of IEC materials it should look to evaluate these.

Indirect effects on training others, namely VACs/VSCA, CSO's, duty bearers, was consistently reported by partners from a range of sources that it worked to increase community members' skills and use of ICT platforms, partners also felt these effects were substantial. Thus, we classified the evidence overall as reliable and the Network can be confident in this activity contributing to outcome one. For example:

¹⁵ While the majority of evidence collected by partners is anecdotal; this reflects a classification of the reliability of this evidence. Therefore, an anecdotal classification represents inconsistent anecdotal evidence which comes from a limited number of sources.

“VSACs and the Media have continued to train the public on registration and sending messages through the SMS platform, this has led to motivated communities that trust the platform and engage with it more” **Core partner**

Outcome 2: Accessible ICT platforms which are effective at detecting, preventing and following up on corruption, human rights and increase connection between leaders' and citizens.

In addressing this outcome, we are not just interested in monitoring systems, but also the role of other activities in increasing accountability in ensuring challenges flagged are followed up. To this end partners included ICT monitoring platforms, radio talk shows, community outreach and work with CSO's and grassroot organisations in achieving this. The ICT monitoring systems implemented by the five core partners, were highlighted as making the largest contribution. Individual partners' data was consistently reliable coming from a range of examples and sources in demonstrating impact, meaning evidence for the monitoring systems effect on this outcome is rated as reliable.

“Yes policy makers no longer do what they want or what they feel but also take note of different voices through ICT platforms to change their priorities based on the contribution from citizens” **Core partner**

This said, KHRC was an outlier; viewing the usefulness of their SMS platform as much more limited. Reflecting this, they also provided little evidence of how the SMS platform had supported outcome two.

Radio talk shows, community outreach and work with CSO's, accountability forums and VAC/VSCA were also seen as being extremely important in addressing outcome two; by ensuring accountability for challenges raised in the monitoring systems.

For the radio talk shows, partners working within human rights were able to provide a number of examples of how radio exposure has provided pressure for violators to improve, such as reducing sexual harassment and improving employment terms. Coequally, partners' monitoring services also provided multiple examples from a range of different sources of how discussion format programming had increased accountability. Radio programmes were also rated equally significant or second only to the monitoring platforms in achieving this outcome. Thus, evidence for radio in achieving outcome 2 has been rated as reliable, meaning we have confidence in its effect.

“We have hosted a number of duty bearers both political and technical the demand from radio is increasing them to give accountability” **Core partner**

Community barazas and outreach could be seen as serving the same accountability function as radio talk shows. For the three core partners WOUGNET, TIU and ToroDev who used community outreach the evidence provided for their impact in achieving this was less robust and we have classified it as supportive. However, use of VACs/VSCA, CSO's for following up by partners was consistently evidenced and was seen as highly impactful, and was documented with multiple examples and from multiple sources. Meaning their impact is classified as reliable overall.

“VSACs are confident and have raised more issues of poor service delivery in their meetings, this improved monitoring and reporting of poor service delivery issues by the community – enabled increased access to the information by leaders and positive response to address the different community concerns”
Core partner

Outcome 3: Civic Groups, Media, Human Rights Defenders (HDR's) and Innovators have the knowledge, skills and ability to use ICT monitoring and reporting of service usage, governance and human rights issues

All partners provided training to these advocacy stakeholders¹⁶. Across partners, training was seen as highly effective and impactful. It was also measured in a range of ways including success stories and qualitative evaluation and in one case quantitative measures of participant's perceptions. Thus, the evidence for the Network in addressing this outcome was classified as reliable, and the Network can be confident that its training is creating improvement in this area

"Trained civic groups to access and use MML e-participation system to report on issues of service delivery e.g. advocacy forums and reports submitted by civic groups demonstrate that they can monitor programs with knowledge and skills as acquired from trainings". Core partner

Furthermore, from the stories of change; one beneficiary outlined how they were trained by a core partner to develop skills that helped them improve their communication with journalists following media training. This helped them to explore working with radio programmes, and improve their direct communication with citizens to inform them of existing human rights violations in their community.

Outcome 4: Duty bearers have the knowledge skills, and intention to utilize ICT to communicate with citizens and advocacy stakeholders.

Most partners had also provided training for duty bearers¹⁷, these were ranked as less impactful than that of training advocacy stakeholders, due to a number of partners reporting challenges in engaging with this group. Though across partners, as with outcome three, evidence was consistently ranked as reliable meaning the Network can be confident in creating change against this outcome.

Furthermore, partners indicated duty bearers' participation in radio talk shows were important in increasing their intention to use ICT and their responsiveness. Partners also highlighted the reports produced from the platforms worked towards duty bearers' seeing the advantage of ICT. Evidence from these areas in addressing this outcome reflected partners' instincts, rather than being substantiated. This paired with only being suggested by three of the core partners meant it was rated as anecdotal.

Outcome 5: ICT4Democracy Network and partners collect and disseminate relative information on ICT and governance, and convene effectively to support advocacy groups to change local and national decisions on the basis of evidence and best practice

Under this outcome, a few partners outlined specific activities during the site visits. iHub, included holding and hosting events; development of a tax prototype website; and dissemination of their research activities. KHRC placed their Quality Human Rights and Mapping Tool, which informed bi-annual and annual reports, they also listed their website. CIPESA and TIU referred to contributing to national level policy engagements and policy briefings under the Network.

While not providing activities, ToroDev and WOUNET did give examples of impacts, such as the passing of local bylaws; and grants being made available under this outcome and though KHRC, iHub and TIU listed activities, they did not articulate outcome evidence. However, two stories of change from interviews did provide evidence against this outcome outside of the site visits.

One non-core partner provided a story of change in which a hackathon was created with support from the Network that enabled citizens to propose ideas to address challenges with using ICT for public information dissemination. Citizens and CSOs came together to suggest ideas and help develop coding solutions to enable CSOs to communicate to the public through the Internet. The hackathon was successful in bringing a range of people together over a common cause, and demonstrated how local practice could be changed based on best practice when convening different groups.

¹⁶ A wide range of those conducting advocacy were trained by Network partners; namely Civic groups, VSACs, VACs and CSO's, school management committees; HURINETS, HRD's media representatives such as bloggers; journalists; and representatives of vulnerable and marginalized populations such as LBGT; sex workers and youth.

¹⁷ Also a number of different duty bearers we also trained by Network partners, such as local government, Chiefs; local ICT staff, and administrative staff; health workers and other government officials.

A CHRAGG staff member was also able to recount a story of change where they were able to successfully engage government officials in raising awareness around the lack of public access to information online. Here they were also able to carry out a survey online that captured public opinions about the lack of available information. The results of the survey were captured in a report, and were disseminated in a workshop that included government information officers and civil society organisations. They reported how the government officials who chose to attend were highly engaged with the public opinions shared in the report and workshop, and chose to share it with their administration. This relationship continued following their engagement, and the partner was able to maintain positive ties with them and supporting them to use more ICT services to keep public information available online.

In Uganda, policy analysis and input as well as engagements with parliamentarians by CIPESA on the access to information law, data protection bills and open data policy, among others, was said to have led to consideration of submissions in revisions/onward drafts. Furthermore, this had positioned the organisation as a thought leader in the ICT and governance policy space, leading to more invitations to make submissions during government consultative processes.

Despite these stories of change, we classify the evidence against this outcome as anecdotal. This is because amongst those partners whom listed activities against this outcome were unable to provide evidence of their achievements, and the impacts listed by two partners during the site visits were not tied to specific activities.

Impact by core partners

Core partners were able to report on the impact of their work within implementing communities. When asked about impact however, the partners gave tangible examples, rather than mentioning the two impact statements of the Network. Namely amongst service monitoring partners, increased accountability and responsiveness amongst duty bearers had resulted in impacts such as improved performance of health staff, reduction in absenteeism and improved staffing. And improved infrastructure, such as local dispensaries, gender appropriate separated toilets being provided at schools and use of placenta pits at hospitals, changes in the behaviour of gold mining investors, and improved behaviour of duty bearers such as reduction of extortion of money, or harassment of patients. Furthermore, partners working within human rights monitoring provided a number of impacts particularly for marginalized communities, such as gaining land rights; better employment terms, especially for injured workers; reduced sexual harassment of female staff; stopping mistreatment of resident population such as beating and bullying by company security guards and police brutality; improved service delivery; and getting accountability and compensation for those whom had been effected by a dam collapsing.

One impact provided by KHRC was getting stateless citizens within Kenya recognised as residents. The activity around this impact had been taking place since 2014, with the majority of activity happening within the Network's previous funding period, which is demonstrative of the level of time and investment partners need to make to see changes. These types of impact also demonstrate the role that other actors, such as external CSO's which are not directly funded by the Network play in creating impact. Similarly; training CSO's and youth groups, and duty bearers seemed to result in specific impacts such as bridges being constructed in the local community, water tariffs being reduced, and improving livelihoods of farmers and fishermen in the community. In reviewing the two impact statements listed in the Network's logic, namely

- **Impact 1** - Increased citizen participation in governance and realisation of human rights through ICT
- **Impact 2** - Improved transparency and accountability of governments through ICT.

The impact examples supplied by core partners are indicative of the two impact statements detailed in the Network's logic; particularly, realisation of human rights and improved accountability. For transparency; amongst core partners the primary route within their work appear to be that of

responsiveness of duty bearers, here partners were able to show some supportive evidence against outcome three. While responsiveness was not directly assessed through grid impact as it was not a short-term outcome, staff did highlight duty bearer's involvement in radio programmes; the information provided by monitoring platforms, increasing opportunity for communication and follow up by advocacy stakeholders was consistently increasing their responsiveness.

"Leaders have responded positively by attending to the complaints raised by the local citizens because these ICT tools expose them to accountability questions which affect their political ambitions if not addressed" **Core partner**

In relation to accountability as an impact; this was assessed under outcome two. Partners were able to provide consistent and reliable evidence, indicating the monitoring platforms, follow up by advocacy stakeholders and radio talk shows worked to achieve this. Community outreach also appeared to be important in achieving accountability, but this was less consistently evidenced. For achieving civic participation core partners' activities give opportunity for this directly; through reporting and participation in radio talk shows, community outreach and joining voluntary groups. Outside of these channels; the train the trainer format is driving participation in the community. However less evidence was apparent for promotions, or IEC materials in driving participation. Radio talk shows appear to be driving participation by increasing perception change, but this was evidenced less consistently. The activities funded under the Network, in many cases only have a partial role in achieving these impacts statements, or the tangible examples which partners listed. This said, across the assessment of outcomes, and tangible impacts listed by partners the following areas of Network approaches present themselves as critical for achieving these:

- Increasing citizen's propensity to act as watch dogs in reporting human rights and service violations
- Providing the opportunity for citizens to report on these through a range of appropriate channels, such as SMS/call centres, community outreach, and to CSO's /volunteer groups
- Increasing duty bearers' receptiveness; through building relationships, training, providing increased connectivity between them and citizens and visibility on their actions
- Alongside having strong systems for follow up and ensuring accountability; such as voluntary monitoring groups, and public forms of accountability either broadcast or hosted within communities

In conclusion the number of impacts which partners provided; and each outcome assessed excluding outcome five; have at least one activity supported with reliable evidence in achieving these, meaning the Network can be confident it is addressing these outcomes. In light of this we have provided scoring against this criterium of a B+ (Strong). Curtailing the top score, was the use of only anecdotal evidence in demonstrating change against outcomes and impact. Due to the lack of systematic data collection, for activities without as much evidence we are unable to conclude if this is due to activities not being able to create change or simply reflects an inadequacy of data collected. Furthermore, the Network could benefit from formal contribution analysis such as outcome mapping to understand how activities funded under the Network are contributing to its impact statements or the more tangible examples of impact provided by partners. Again, this would also be supported by stronger measurement of outcomes and intermediary steps to these impacts.

Overall, activities appear to be performing well, and as summarised above are feeding into outcomes and impacts. In their implementation, however, results indicated some specific areas which the Network should consider further, namely: revisiting the utility of SMS platform's for those addressing human rights. The low-resolution rates, high number of unfilterable junk messages and insufficient quality of information delivered through SMS based service, means these platforms are not performing as well as they could be, particularly for KHRC. Promotion for these platforms should also be considered; in light of low-resolution rates. For promotions and IEC materials, there was a lack of data on their performance that the Network should aim to address. Training, while seen as highly impactful, registered a number of challenges including variability in ICT skills, need for re-training and turnover of duty bearers in particular. This resulted in partners seeing this as a significant investment and viewing training as a long-term

process. Thus, the Network should consider expanding approaches which appear to formally build long-term relationships; such as the training of forum members, voluntary groups or community of practice approaches used by iHub and KHRC, which showed potential to be particularly sustainable.

Benefits of the Network for Partners

The following section explores the benefits of the partnership for core and non-core partners within the ICT4Democracy in East Africa Network. We examine the value of the Network from the perspectives of the Partners themselves, and explore whether it has enabled them to achieve their outcomes, and how the Network has added value to their work.

Learning, sharing and collaboration

All the Partners, both core and non-core interviewed spoke of the benefits of learning from each other within the Network. Their exposure to resources, the activities and projects of other Partners working in the same field but from different countries was extremely helpful as it gave them practical knowledge and skills on the development of ICT platforms aimed at influencing political contexts. This enabled them to compare themselves with a diverse set of organisations working on similar projects, and share their experiences. For example, two partners commented.

“The Network has helped partners to Network and share experiences and ideas which is one of its biggest strengths”. **Core partner**

“We had a lot of access to a lot of resource materials both online and offline. And human expertise. We would ask for help and they would work with us. Even in terms of access and resourcing questions”. **Non-core partner**

Amongst non-core partners, this benefit was especially felt due to their inclusion into the Network within this funding period. A number of partners had reported it enabled them to build systems and become better organised, appreciating the relationship with CIPESA in delivering this. With one core partner commenting

“We do learn a lot, from CIPESA skype calls. They have reduced in number but were pretty much every month” **Core partner**

During the site visits and interviews, partners provided numerous examples of their collaboration with others in the Network, and explained this helped them support each other on specific tasks. This was facilitated through workshops and events that were hosted and supported by the ICT4Democracy in East Africa Network. For example, KHRC worked directly with BAKE in creating a Network for their journalists to focus on specific issues and topics relating to human rights abuses.

At the same time however, many explained that their meetings with others in the Network did not happen enough over the last year, and was slowly coming to an end, and partners felt they were no longer as familiar with each other’s work as before. One core partner explained:

“The Network has really changed, with work of partners being much more internal. No real sharing. In this sense we do have the odd meet up, but Network members are working in silos with internal objectives and activities”
Core partner

A number of partners felt they could have benefited from more exposure to other partners within the Network, particularly from those with experience in developing training materials for vulnerable groups, and from those with technical skills in the development of ICT platforms.

Network activities

Partners expressed feeling autonomous in their own identity within the Network, and were able to maintain the delivery of their own activities. Partners felt they were not under pressure to retro-fit their existing activities into a structured approach that was being enforced by the Network, but rather that they could maintain their own approaches to ICT in their country contexts. This was seen as both an advantage by most partners and also a slight drawback by others who expressed a desire to see a more

structured approach to managing their activities, and collaborate more effectively around them. For example;

“One of the challenges is this is a very loose Network. This is a good thing in a way, in that no one is overbearing. But also, because it is loose it means that it is not structured and approaches can fall through the cracks. So we need to find a better way to inform each other, to share information and collaborate, more effectively. The value of ICT is clear now, so it is the case of collaborating effectively on this”.

Core partner

A number of core partners reported that the activities being carried out by all the Network partners were wide in scope, and felt that the Network lacked a universal strategic link that might tie them together. Having a universal approach to designing activities based on evidence on what types of activities are working most effectively across partners appears to be one area the Network could capitalise on in the future. Through identifying activities which are making the biggest contribution, and narrowing focus to doing more of less in order to improve effectiveness. As mentioned previously; the outcome measurement used within the Network’s M&E would need to be strengthened to achieve this. However, the current diverse number of activities is a challenge for learning from what works, due to their multiplicity developing a clear results based framework which can track, evaluate and show impact on outcomes for all of this is challenging. The Network may wish to focus on understanding the effectiveness of efforts on a number of key activities; such as training; broadcast; and monitoring platforms for example.

Furthermore, in some cases the Partners expressed feeling unclear about the ways in which they were expected to collaborate with each other to deliver on their own monitoring and evaluation results, and communicating with the other Network Partners to do the same. One core partner commented:

“Are we a load of individual actors or are we a Network? As even the planning was not so much joint. Now there is opportunity for joint planning” **Core partner**

Credibility and exposure

Many of the partners explained they felt that their involvement in the Network exposed them to a diverse range of funding sources, and improved their credibility with funders, who appear to have more confidence in them. This ultimately improved their presence at a local level as well.

“We are getting invited to certain tables, due to our experience. So this may be an opportunity for us to take an advisory role with government based on what we have done before, within certain countries”. **Core partner**

Partners explained how they were increasingly being invited by other organisations and donors to attend and showcase their work at conferences in Africa on ICT and Journalism for Democracy. This helped them gain exposure outside of the Network, with other organisations in different countries, and increase their leverage.

“The Network model makes it easy to engage government, regulators, the public sector as the governments respond to the Network faster than individual partners” **Core partner**

The Network was also viewed as exposing some partners to new ideas, and to new ways of working, in effect pushing them to maximise their impact.

“We were pushed by the Network to better involve the media through the community engagement meetings rather than paying for more media space with funds. We started working at this differently” **Core partner**

The Added Value to the Network

The Network approach has been reported by partners as adding value to their work through coordination, learning, relationships, and credibility. A strength of the Networks M&E approach was coordination, here partners reported this work as keeping them on track with activities and ensuring consideration of the projects target groups and objectives. Translating into alignment of partners to the Networks impacts and the governance context in the three focal countries.

The Network was cited by partners as providing strong learning and knowledge resource in designing ICT approaches, that also allowed them to maintain flexibility to their context, thematic focus, and work with vulnerable groups. This has meant initiatives have made good use of best practice and the existing knowledge within the Network. Formal training was also provided to partners covering areas, such as proposal writing and M&E and was perceived as beneficial for their organizational capacity. Furthermore, for non-core partners participation within a large grant was cited as improving their capacity through planning and reporting commitments.

The Network approach reported by partners as adding value through the establishment of relationships both internally and externally. Partners viewed internal relationships as established, and would be maintained outside of the Network. These relationships between partners resulted in collaborations that increased impact, such as using others experience to improve inclusion, or CSOs working with one partner adopting a different partner's monitoring platform. All partners also reported their learning was strengthened through collaboration and exposure to others conducting similar projects.

Partners also reported the development of external long-term and collaborative relationships with government and other democracy actors transpired due to the Network. A number also saw the network providing increased exposure to funders, through opportunities to showcase their work and promote their organization. In addition to increased exposure; increased credibility was reported as a key benefit provided by Network membership. Increased credibility was viewed as the project allowing partners to develop expertise, and justification of this expertise by association with the Network itself. This was reported by a number of partners as important in improving their sustainability.

The Network has been graded an A (Very Strong) for its performance against this criterion. It has ensured that partners engage with the benefits of the Network and its added value to their work. The partners' responses and engagement with the Network has been entirely positive, and helpful to them. This was especially demonstrated in terms of coordination of partners activities, their learning, establishment of relationships, and their credibility. As always there are some areas which the ICT4Democracy in East Africa Network could consider to add further benefit to partners work. These are developing a universal strategic link across partners' activities, and attempting to focus these based on evidence of what works. The Network should also ensure that the collaboration and learning reported by partners is maintained, and possibly extended. One way of achieving this could be through identifying thematic lead partners to support others in the Network within areas partners highlighted as challenging such as working with vulnerable groups and skills to improve ICT platforms.

Sustainability of the Network

This section examines how the Network has performed against the criteria of sustainability set for the evaluation; first, it examines the Network's efforts to ensure partners maintain their relationships with each other beyond the commitments of the Network. Second, it looks at whether the Network has contributed towards diversifying its funding sources, and supported partners to gain further funding for their activities. Finally, it examines whether the Networks' identity is clear to an external audience and has the potential for increasing sustainability within the countries it operates in.

Collaboration and promoting sustainable networks

Collaborating with multiple stakeholders such as donors, governments, local administrative bodies, NGOs, citizens as well as other democracy actors is part of the ICT4Democracy in East Africa Network's primary objectives. Following their engagement with the Network, most partners stated they felt that they had established positive relationships with a range of stakeholders that allowed them to continue maintaining their activities outside the Network. For example, a staff member from the e-society partner stated they felt that they were able to secure funding from their local governments to continue supporting them.

"The society is incorporated now as a department in the district administration and the government is trying to open similar centres in other districts as well; so the society is incorporated in the district budget and an annual budget"

Non-core partner

Other partners also discussed how they were able to secure continued support from governmental bodies to ensure they maintained their activities outside the Network. These relationships would ensure that partners maintain their presence locally.

"We now have government funds for authenticating units of first response team, if internet costs are paid, the system would continue"

Core partner

A number of core partners also reported feeling hopeful the relationships they established with governments will be sustained, and might outlive the presence of the Network itself. Other partners felt that the relationships established with local media, and specific duty bearers were also sustainable and long lasting.

"Relationships, duty bearers have been engaged and will continue to be, and they may still be accountable"

Core partner

Core and non-core partners also reported that learning gained from involvement with the Network will also continue to resonate with them

"Even when the Network is not there we shall continue because we have streamlined certain activities and the Network model has allowed us to do this. It has empowered us, how to plan, we have learned how to develop work plans and we are at another level"

Non-core partner

When asked about the sustainability of their individual outcomes; the implementing partners stated they believed that their direct beneficiaries were engaged and empowered enough to continue to take action towards improving transparency and exploring the use of ICT to improve accountability among governments, even after the funding sources had come to an end.

"Effects continue because the communities were empowered... the skills we built stay on and citizens and stakeholders continue to use them even if the

project is over (e.g. awareness of laws helps communities to continue demanding for improved service delivery)” **Core partner**

Some partners also reported that citizens had perceived improvements in their community as a result of the Network, which ultimately created a greater demand for more services from the Partners. In Uganda for example, WOUNET specifically explained that women’s groups felt they had an opportunity to raise their concerns and make their voices heard permanently through their activities, and ultimately this forced political leaders to respond to their demands, even if changes in government were to happen. Another partner explained:

“Organisation has moved much more to community engagement. Enabling the people to recognise the problems and giving them the power and the tools to address issues at their level. This is very sustainable for us” **Core partner**

Access to a diverse funding network

Almost all partners described the benefits of the Network in providing them with access to fundraising resources, and capacity training to help them find opportunities to support their work outside of the Network. These trainings have successfully helped build the individual sustainability plans for each partner, and provided them with a skill set to seek out support. As explained:

“Looking at sustainability not in terms of dollar signs but being seen as a resource for doing this type of work. This [Network] has been really instrumental” **Core partner**

Fundraising training included proposal writing, networking with different donors as well as invitations to international fundraising conferences. These provided partners with exposure to a broader fundraising community with a diverse range of funders. At the same time however, when asked if the Network had succeeded in supporting partners with funding, overall partners felt that directly raising funds through the network was not successful. This was especially uniform amongst non-core partners. For example, one non-core partner was highly critical of the Network’s fundraising activities:

“The staff of the Centre are not aware of the fundraising activities of the Network, we have not been supported in attracting other funding” **Non-core partner**

Only one partner reported being able to successfully secure direct funding from an external donor through support from the Network, however their success with fundraising had declined in recent years:

“Previously calls for proposals would be allotted within the Network e.g. SIDA call CIPESA was fronted as a lead. Proposals were completed together but discussions on calls for proposals have slowed down compared to 2-3 years ago there was a lot of discussion” **Core partner**

Therefore, inclusion in the Network had enabled partners to attract more funding through leveraging opportunities made available, such as exposure to donors, raising awareness of their work, but more could be achieved by directly targeted fundraising activities. As summed by this staff member:

“In terms of raising funds with CIPESA, that didn’t work well, but we were able to raise our portfolio it helped us leverage funding, we were able to raise funds” **Non-core partner**

The credibility of being associated with the ICT4Democracy in East Africa Network provided to their organisations also supported partners’ individual funding opportunities through increased credibility

“This is a product that you are running and you have these different partners in other countries it gives you more credibility. We have this work that spans across borders and our ability to collaborate with people.” **Core partner**

Fundraising activities were focused primarily on supporting the Network as a whole, rather than supporting individual partners to continue their work independently. Some partners reported that the Network did not enforce partners to develop their own individual contingency plans that might help them raise funds should their funding come to an end, and this would have helped them think about sustainability plans following their engagement with the Network. This has implications for the Network’s fundraising plans moving forward and is referenced in the recommendations section of the report.

External network identity

Partners expressed feeling autonomous in that they had maintained their own identity within the Network and were able to promote themselves and their work individually. At the same time however, many felt the Network lacked a coherent identity that partners believed they shared. This is problematic because it does not provide partners with a unified approach to addressing ICT and democracy in their countries. Non-core partners in particular struggled with the communication of what the ICT4Democracy identity was for different stakeholders, and turned to promoting themselves instead.

“For visibility, to some extent, not so much. The Network allowed partners to use their own names as brands, so partners have promoted themselves and not the ICT4Democracy Network” **Core partner**

The lack of visibility of the Network was an issue that a number of core partners felt needed to be addressed collectively, whereby partners would come together and propose a joint approach. Some partners saw that development of a visible Network identity would support in the Network becoming a more sustainable entity. Partners also reflected that such an identity may help with increased ability for the Network to collectively address policy challenges that affect their work; such as the social media tax in Uganda.

“I think it would be great if we were viewed as a Network, where we weighed in on issues around ICT and Democracy. I do not think we have that position in the region, right. We are well known at a local level, but even at this level we are not really recognized as a Network” **Core partner**

Furthermore, partners suggested this could be an opportunity to improve the Network, if there is the next phase of funding. With one core partner commenting:

“Perhaps we should look at this as the formative phase, and the next phase is when we get to the visibility and sustainable. And we start thinking about visibility and sustainability” **Core partner**

In conclusion, against the criterion of sustainability the Network was rated a B (Strong). This grade reflects the Network achieving its plans to maintain its relationships and demonstrate endurance in the effect of the Network, and the activities it has funded. Particularly its positive performance in maintaining relationships between its partners and ensuring they continue to collaborate and build their capacity around improved ICT for Democracy. However, the Network has not been entirely successful in securing funding for partners moving forward, which has been a slight setback.

Conclusion and recommendations

The following section presents a summary of the recommendations for the Network to improve on to ensure the future of the project is secured.

Lessons learnt

1. **Revise the Network's logic model** – Provide outcome statements that are more closely tied to partners' activities, and easier to validate and track through M&E. Consider other approaches to simplify the Network's activities and target groups.
2. **The Network is highly relevant for Partners and the governments they are targeting** – The Network is based on a strong theoretical and research grounding, it is also viewed as relevant to partners' work, in part as it is perceived as giving them flexibility to tailor the approach to their different contexts.
3. **Revisit the Network's results-based framework** – The results-based framework will need significantly reviewing ahead of the next funding period. This should be done alongside revision of the Network's logic, and outcomes. The RBF should make better use of outputs for activities, targets when there is an aim for activities, and outcome measures to verify at least key outcome indicators, and specify these by each partner.
4. **Partner activities** – the number of activities being carried out by the Network partners is vast and can be challenging to monitor, and determine which ones are having the strongest impact on outcomes. The Network might consider streamlining the number of activities carried out by all the partners in order to make them more manageable. Alternatively, the Network could also consider focusing on a limited number categories of activities that Network Partners can report on collectively. This might make it possible to review the nature of the activities being carried out.

Recommendations in the short-term (6 months – 1 Year)

1. **Develop a strategic focus to the Network** – there are advantages in the Network being a loose collection of ICT for Democracy actors. However, in some areas the Network should attempt closer integration to refine the Network's activities. Namely; build strong M&E functions, identify thematic leads for work, and replicate the most effective approaches across partners and build an evidence narrative.
2. **Promote the identity of the Network** – The Network's sustainability could be improved by having a more coherent external identity. This could also be seen to support partners in addressing policy challenges in the countries in which they work. A stronger external identity would also work in helping non-core partners in communicating the Network's benefit to external actors.
3. **Improve communication and shared learning between partners** – Building on this strength of the Network, in continuing to ensure partners are communicating and learning from each other. This could be built on further by identifying thematic leads amongst partners and giving these partners more of a formal capacity building role. For example, iHub for technology; WOUUNET for gender and vulnerable groups.

Recommendations for the long term (next 2+ years)

1. **Refine the Network strategy and theory of change** - have a universal strategy that includes a logic model and outlines less activities for achieving outcomes and development of a specific ToC which articulates how outcomes lead to impact. This will help to improve monitoring and evaluation of activities.
2. **Improve the M&E framework and reporting process for partners** - Develop a more robust M&E framework with indicators that are linked to outcomes, and can provide a narrative on impact, rather than on performance of activities.

-
3. **Improve fundraising activities** – engage partners to develop fundraising strategies and contingency plans that are directed at supporting them individually, but also at supporting the Network as a whole. A fundraising strategy for the Network that focused on both the Network and helped to develop individual partner plans would ensure that resources were directed to each partner’s activities, but also to the activities around collaboration within the Network.

Appendices

List of appendices

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- Appendix 2 Refined Network Logic
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Appendix 1 Results Matrix

Results framework	Methods				
	Site assessments		KII's		Review of Key literature
	Impact Grid	Co-creation workshop	Stakeholder interviews	Stories of change	Literature review
Validity & Relevance:					
1.1 Network's ToC and logic model		X			X
1.1.1 Appropriateness of the programs Theory of Change (ToC):		X			X
1.1.2 Networks outcomes:		X	X		X
1.1.3 The networks target groups		X	X		X
1.2 Results based framework (RAF/RBM)		X	X		X
1.2.1 Appropriateness of targets		X			
1.2.2 Appropriateness of project output and outcomes indicators		X	X		X
1.2.3 Appropriateness M&E approach		X	X		X
1.3 Relevance of design		X			X
1.3.1 Project concept being the mainstream work of all the network partners;		X			X
1.3.2 Project concept being the effectively grounded research in the focal regions		X			X
1.3.3 Project design consideration of vulnerable groups		X			X
Effectiveness and impact on outcomes					
2.1 Effectiveness of key partners activities		X	X		X
2.1.1 e-participation and public access to information		X	X		X
2.1.2 Raising awareness and achieving accountability through the media		X	X		X
2.1.3 Enhancing social accountability through CSO and duty bearers		X	X		X
2.2 Achievement against outcomes and impacts	X			X	X
2.2.1 Citizens have the knowledge, skills and efficacy to participate in reporting of governance and human rights issues through ICT	X			X	
2.2.2 Accessible ICT platform which are effective at detecting, preventing and following up on corruption, human rights and increase connection between leaders and their citizens, including offline follow up and accountability	X			X	
2.2.3 Civic Groups, Media, HRD's and Innovators have the knowledge, skills and ability to use ICT monitoring and reporting of service usage, governance and human rights issues.	X			X	
2.2.4 Duty bearers have the knowledge skills and intention to utilise ICT to communicate with citizens and advocacy stakeholders	X			X	
2.2.5 ITC4Democracy network and partners collect and disseminate relative information on ITC and governance and convene effectively to support advocacy groups to change local and national decisions on the basis of evidence and best practice	X			X	
2.2.6 Impacts	X			X	
Benefits of the Network for Partners					
3.1 Benefits of the Network for partners		X	X		X
3.2 The Network is centrally lead or partner lead and befits of both		X	X		X
3.3 ICT4Democracy in East Africa partners share knowledge, reflect and collaborate towards joint learning and fundraising		X	X		X
Sustainability:					
3.1 How has the project performed against:		X	X		X
3.1.1 Democracy in East Africa is a visible and sustainable network of actors with partners with complementary expertise ICT4Democracy in East Africa partners share knowledge, reflect and collaborate towards joint learning		X	X		X
3.1.3 ICT4Democracy in East Africa partners collaborate with likeminded organizations to expand network of civil society organizations using ICT to advance human rights and democratization		X	X		X
3.4 Networks efforts and success to diversify funding for the network			X		X
2.4 Sustainability of project results beyond the implementation period.		X	X		X

Appendix 2 Refined Network Logic Model

Impact	<p>Impact 1 - Increased citizen participation in governance and the realisation of human rights through ICT</p> <p>Impact 2 - Improved transparency and accountability of governments through ICT.</p>				
Long term outcomes	<p>Outcome 6 - Increase use of ICT tools by citizens to report service usage, governance and human rights issues.</p>	<p>Outcome 7 - Increase use of ICT tools by Civic Groups, Media, HRD's and Innovators for the monitoring and reporting of service usage, governance and human rights issues.</p>	<p>Outcome 8 - Increased responsiveness of Duty Bearers to citizens' human rights violation reports and service delivery complaints through ICT</p>	<p>Outcome 9 - Increased engagement of policy makers and duty bearers and influence over policies on ICT, human rights and democratic governance</p>	
Short term outcomes	<p>Outcome 1 - Citizens have the knowledge, skills and efficacy to participate in reporting of governance and human rights issues through ICT</p>	<p>Outcome 2 - Accessible ICT platform which are effective at detecting, preventing and following up on corruption, human rights and increase connection between leaders and their citizens, including offline follow up and accountability</p>	<p>Outcome 3 - Civic Groups, Media, HRD's and Innovators have the knowledge, skills and ability to use ICT monitoring and reporting of service usage, governance and human rights issues.</p>	<p>Outcome 4- Duty bearers have the knowledge skills and intention to utilise ICT to communicate with citizens and advocacy stakeholders</p>	<p>Outcome 5 - ITC4Democracy Network and partners collect and disseminate relative information on ITC and governance and convene effectively to support advocacy groups to change local and national decisions on the basis of evidence and best practice</p>
Level	Individual		Community & Institutional	Government	
Target group	Citizens		Advocacy stakeholders	Duty bearers	
Interest group	<ul style="list-style-type: none"> • Women • Youth • Rural poor Other vulnerable groups		<ul style="list-style-type: none"> • Civic groups • HRD's • Media • Innovators Other Network partners	<ul style="list-style-type: none"> • Public service providers • Policy makers Government departments and agencies	

Appendix 3 site visits stimulus materials

Stimulious slides are available from the following link:

<https://drive.google.com/file/d/1WmakQiZvkvBSDEQceWgei2YL1ZkLx5KX/view?usp=sharing>

Appendix 4 List of documents reviewed

Type	Doc no	Document name
Partner result framework	1	Annex 1 ToroDev ICT4Democracy in EA Partner Results Framework
	2	Annex 1 ICT4Democracy in EA Partner Results Framework 2018-2019 - iHub V3.docx
	3	Annex 1_KHRC- ICT4Democracy in East Africa Partner Workplan Submission 2018- 2019.docx
	4	Annex 1_TIU Results FrameWork December 2018 April 2019.doc
	5	Annex 1_WOUGNET _ ICT4Democracy in EA Partner Results Framework_ Period Dec 18-April 2019.doc
	6	Annex I ICT4Democracy in EA Partner Results Framework_CHRAGG_Jan 2019.doc
Network proposal & results framework	7	CIPESA Proposal to Sida ICT4Democracy in EA January 2016.pdf
	8	CIPESA Proposal to Sida ICT4Democracy Revised RAF_Oct 2016.doc
	9	ICT4Dem Results Targets Table_Oct 2016_Nov 20.docx
	10	ICT4Democracy in EA Year 2 Workplan July 2017-Aug 2018_Revised_March 2018.docx
	11	Workplan for the 14 months beginning May 2016_updated Oct 2016.docx
Reports to Sida	12	CIPESA_Sida Narrative Report April 2017_Final.docx
	13	CIPESA_Sida Narrative Report April 2018_Final Submission.docx
Sample contracts	14	Amendment to agreement CIPESA_CHRAGG.pdf
	15	Annex I ICT4DemEA Partner Budget Template for Sida 2016-2017-CHRAGG-July 29_Revised March 2017.xlsx
	16	Annex I ICT4Democracy in EA Partner Results Framework 2016-2017-CHRAGG-July 29 Version-Revised March 2017.doc
	17	Annex 1 ToroDev ICT4DemEA Partner Budget for Sida 2017:2018_Final.xlsx
	18	Annex 1 ToroDev ICT4Democracy in EA Partner Results Framework 2017_2018.doc
	19	ICT4Dem EA CIPESA-Partner Grant Agreement 2017-ToroDev.pdf
Work plans	20	CHRAGG Workplan 2018-2019
	21	iHub Workplan 2018-2019
	22	KHRC Workplan 2019
	23	TIU Workplan 2018-2019
	24	ToroDev Workplan 2018-2019
	25	WOUGNET Workplan 2018-2019
	26	Buni Hub/SaharaVenturesProposal_CIPESA
	27	BAKE and CIPESA Partnership Concept
	28	Copy of eSociety_Kasese Work Plan March 2018
	29	MISA Tanzania Concept Note 2018
	30	OutBox Concept Note March 2017
	31	Pollicy Concept Note 2018
Other	32	EVALUATION OF THE PROJECT: ICT FOR DEMOCRACY IN EAST AFRICA: PROMOTING OPEN GOVERNMENT, HUMAN RIGHTS, RIGHT TO INFORMATION AND CIVIC AGENCY
	33	Strategy for Sweden's development cooperation in the areas of human rights, democracy and the rule of law 2018-2022
	34	CIPESA THEMATIC LOGICAL FRAMEWORKS-formatted - NOVEMBER 24 2017
	35	CIPESA THEMATIC M&E FRAMEWORK NOVEMBER 24 2017

Appendix 5 KII for org discussion guides

Key Informant Interview Guide

Overview

The following interview is divided into four sections, with a total of **19** questions. The first section explores the **objectives** and outcomes of the partnership. The second examines the **sustainability of the Network**, we then move on to specific questions which cover *Partners and the Network and Monitoring and evaluation*.

*** INTERVIEW STARTS ***

Estimated duration: 45 mins to 1 hour

A) Introduction [about the project]:

[For the interviewee: This section explores how the partnership is working with the Network, and includes the good and bad experiences. Please be sure to probe for examples]

1. Can you please summarise the overall **objectives of the Network**? And how long has it been going?
2. And what **outcomes** are they trying to achieve?
 - *(Check to see if they make a distinction between longterm and short term outcomes)*
3. Who do you think are the Network's key **target groups**? And why have these groups been chosen?
4. If you were to describe 5 key **activities** that the Network does, how would you describe them, and what would they comprise of?
5. What external (or internal) **factors** do you believe may have influenced the results of the project / outcomes? If you don't feel there were, please say.

B) Technical questions about the ICT4D Network

6. Can you please describe if any **knowledge systems** and experiences of that have been shared between partners in the Network over time? How is learning shared between partners?
7. Can you describe some of the Network's **fundraising** activities? And why you engaged (or did not engage) in them.
8. What do you think will happen to the project **after the funding has completed**? Are there any sustainability plans following your current funding?
 - Do you think any activities will be particularly long-lasting in their effects?
 - Do you think any activities will be particularly short-lasting in their effects?
9. What **communication challenges** have CISPA had in-terms of managing the Network, and building a centralised narrative over such a diverse range of partners?
10. Do you feel the Network has been **centrally lead or partner lead**?
 - By centrally lead, we mean the Network has ensured partners align to its objectives and outcomes
 - By partner lead we mean the Network objectives and outcomes have accommodated partners work
11. How would you sum up the **benefits of the Network** model? What do you think is the value ad of the Network?
12. Any other **challenges** you may have faced in the Network?

C] Monitoring and Evaluation

13. How have you **monitored** the development of the Network? can you please describe why you took this approach?
14. Could you give us an overview of the nature of the **evaluative data** (i.e. data concerned with change)? What type of data has been collected for the Network?
15. What would you suggest represents a **"resolved case"** for ITC platforms when indicated in the programmes results framework? Can you please give examples?

D] Sustainability

16. "Can you describe some of the Network's fundraising activities?"
17. "What do you think will happen to the project after the funding has been completed?"
18. "What do you think about the sustainability of your work past the Networks funding cycle"?
19. Do you think the Network has achieved this outcome?

Appendix 6 KII for beneficiary discussion guide

Key Informant Interview Guide for Beneficiaries & Partners

Introduction [Please read aloud to the interviewee]

“We are carrying this interview to better understand the impact of the ICT4D Network at improving citizen participation. We’re particularly interested in examining your relationship with the ICT4D partner, and how the partnership works. So any information you provide is useful, and will be used for our assessment”.

The interview is divided into three sections, with a total of 14 questions.

- A) The first section explores your **understanding of the partnership**.
- B) The second examines a few details about your **experience with the Network**
- C) The final section explores **stories of change**

If you consent to taking this interview, we would like to ask you a few questions and make note of your responses. Your responses will remain anonymous, and your identity will not be revealed to anyone during or after the interview. The responses will be analysed by us, and entered into a report that we will share with the ICT4D Network.

[Consent Needs to be Given]

*** INTERVIEW STARTS ***

Estimated duration: 45 mins to 1 hour

A] Experience of the ICT4D partnership

[This section explores your experience with the partner within the Network, and includes the good and bad experiences. Please be sure to probe for examples]

1. How would you describe the partnership?
2. Can you please give an overview of the types of outcomes you believe the partnership is trying to achieve?
3. What do you think success looks like in this project?
4. Name 5 key activities you have come across with this partner

B] Your experience with the Network

5. Can you describe the **quality of the work** carried out within the Network?
6. What was the nature of the **training carried out** by the partnership? (if there were none, please say)
7. How would you sum up the **benefits of the Network** model? What do you think is the value ad of the Network?
8. Any other **challenges** you may have faced in the partnership?
9. How has your work been **monitored** by the partner? can you please describe why you took this approach?
10. What would you suggest represents a **“resolved case”** for ITC platforms when indicated in the programmes results framework? Can you please give examples?
11. How have you typically **communicated** with the partner in the Network? And how regular was this form of communication?

C] Stories of change

12. 16. Can you give us an example of an activity you worked on to improve an outcome?
13. 17. What do you believe led to this change?
14. 18. What do you feel hindered it?

Appendix 7 Terms of Reference for Evaluation

The ToR for this evaluation is available through the following link:

<https://drive.google.com/file/d/1T3Uj545rx2-N6EwOCKiYMK1y0x-fatrC/view?usp=sharing>

Appendix 8 Consultant Resumes

The resumes for the evaluation team are available through the following links.

David Jodrell Lead Evaluator:

https://drive.google.com/file/d/1HriUNRMsWu-26J_TspbCM-ScClwboRcF/view?usp=sharing

Dwan Kaoukji Technical specialist:

https://drive.google.com/file/d/1yqliqx7hCbY7ea_V4ltwMj_top6ASly9/view?usp=sharing

David Musiime Local Evaluator:

<https://drive.google.com/file/d/1dKwZapXZZSyDTby5DeQRBPpSgnaZjnm/view?usp=sharing>