FINAL REPORT

Volume I: Telecenter Development Programme

ICTA ideas actioned

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அகில உலக அறிவு கிராமத்துக்கு
Towards a knowledge society

Information and Communication Technology Agency of Sri Lanka (ICTA)

e- Sri Lanka Development Project

Credit No: 5051 LK

Combined Telecentre and e-Society Final Evaluation

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Executive Summary

It is globally accepted that Information and Communication Technologies (ICTs) can play a pivotal role in reducing poverty by creating new sources of income and employment, improving health and education services, reducing inequalities and advancing economic growth. However, most of the people in rural, underserved communities remain isolated due to the lack of financial resources to purchase and maintain their own computers and internet and avail themselves to the ICT services. Sri Lanka's Telecentre (Nenasala) project was initiated by Information and Communication Technology Agency of Sri Lanka (ICTA) in 2005 to provide affordable ICT services and associated facilities to the rural communities of the country. As at November 2013 ICTA has established 741 Telecentres throughout Sri Lanka including the Northern Province. A typical Nenasala Telecentre is provided with few computers, printers, web cams, high speed internet connections, telephones, fax machines and photocopiers and is managed by well trained staff and also provides ICT literacy training.

The objective of the study was to generate evidence based knowledge on the effectiveness of the Nenesala project and access how and why these results were or were not achieved in a given context. The study also aims to understand the changes of the beneficiaries of the Telecentre project in terms of behavior, knowledge, attitude, skills and condition or status as a result of affordable access to ICT facilities provided by the centres. The study also attempts to examine whether the intended beneficiaries have utilized these services, and whether the services were affordable and competitive with the other telecenters in the neighbourhood.

The study methodology consisted of three face-to-face interviews involving Telecentre operators, Telecentre users and Telecentre catchment area residents. Stratified simple random sampling with proportionate allocation technique was adopted to select 210 Nenasala centres from all provinces of the island. In addition to the collection of primary data from the three surveys mentioned above, related documents were reviewed and interviews were held with ICTA officials to obtain an in-depth understanding of project implementation. The study methodology is detailed in Chapter 2.

The data collected from the questionnaires were quality checked; coded, entered and analyzed using SPSS software and the details of survey findings are given in Chapter 3. The survey found that ICTA had established centres in all the nine provinces and twenty five districts of Sri Lanka adopting several ownership models to suit the selected location. The selected sample consisted of Religious centres (35%) Community based organizations (28%) entrepreneurs (14%), public libraries (8%), government institutions (4%) security camps (4%) and other institutions (8%). The major findings of the surveys are as listed below.

1. The majority of 76% of Nenasala operators were young (below 40 years of age) and 61% had high level of IT knowledge and 77% had also undergone initial training by ICTA.

2. Almost 85% of the operators confirmed that there were no affordable ICT services available in the area before the establishment of Nenasalas.

3. Of the total centres surveyed only 50.6% had telephones and 37.2% had fax machines.

Also photocopying facility was found in only 52.4% of the surveyed Nenasalas.

4. Almost 87% of the Nenasals were found to be involved in conducting computer training classes for students and others. The most popular training module was the office package.

5. Nenasala centres had contributed immensely to improve the ICT literacy among the community especially among the youth. This was confirmed by 70% of the surveyed users and 76% of the operators.

6. It was found that 98% of the Nenasala users were computer literate and 54% had home computers as well. This shows that higher literacy leads to higher usage of Nenasala as they want to learn more in order to get the most out of their home facilities.

7. The availability of internet was found to be around 20% among the user respondents. The availability of convenient and economical 3G mobile broad brand connections should increase the connectivity in the near future.

8. It was also noted that almost 82% of the users surveyed were regular Nenasala users who at least visit the centre once a week.

9. Around 98% of the users had expressed their satisfaction with the services provided by Nenasala, although it is not all of the centres that offer all communication and office facilities to users.

10. Nenasala centres had also brought about positive behavioral changes in the community. For example 76% of the users had acknowledged that they use email and 'skype' facilities to communicate with their families and friends abroad or to do business effectively and speedily.

11. Internet facilities at the centres had contributed to improve the knowledge and skills of the users. 30% of the users had also mentioned that they use internet for entertainment purposes as well. The use of social networks to 'keep in touch' with their friends and share information of common interest was reported by 27% of the users.

12. The survey found that 15% of the users accessed online eGovernment services through Nenasala internet facilities. Although this figure may be small, it shows that people are changing their attitudes and are trying to obtain these services in a convenient manner.

13. It was also observed that 34% of the users had reported to be using internet to access latest news, information and read e-magazines from Nenasala.

14. The use of Nenasala internet facilities for accessing eCommerce and e-banking and other private sector facilities were only 5% and 2% respectively. Also only 4% had

reported that they had used internet to adopt new technologies to improve their businesses.

15. Around 46% of the users had reported that they prepare their letters and other documents (typesetting) using Nenasala computers. Further, 23% had mentioned that they prepare university assignments using these facilities.

16. The survey also found that 36% of the users had purchased computers/laptops and 14% had also obtained internet connections after associating with Nenasala services.

17. A percentage of 14 users had indicated that they were able to increase their income by using different Nenasala services while 3% had obtained employment as a result of training they received at the centre.

18. Also 84% of the users had assessed and valued the Nenasalas' contribution towards improving their ICT literacy as 'very high' or 'high'.

19. The community awareness (in the catchment area-5km radius) of the existence of Nenasala in their village was 76% but only 58% of those who were aware had actually used Nenasala facilities. The awareness is less as it goes further and further from the centre.

20. As expressed by 77% of the operators, their centres generate sufficient revenue to cover the operating cost. Some centres are funded by owning institutions or provided rent free office space, free electricity and sometimes staff salaries are paid by them. In fact most of these centres are providing services at highly subsidized prices or even free of charge to the users. Services are also offered free to needy or members of the institution as a social service.

21. Around 83% of the Nenasalas surveyed had conducted various awareness campaigns to popularize their services among the community. Most of them had targeted students who have completed their public exams and are awaiting results for training classes.

22. It was also found that there were some catalytic effects arising from the Nenasala project. One important effect is the conviction in the community, especially among the parents is that learning ICT is essential to their children's future and making every effort to provide them with training and equipment. It was also revealed that after the establishment of Nenasala more and more students are enrolling to take ICT as a subject for their public exams.

23. Another visible catalytic effect is the establishment of other Telecentres in the neighbourhood is to provide similar services to the public.

24. Lack of internet connections, fax machines, telephones and photocopiers were real impediments for smooth functioning of some Nenasalas as these equipment are essential to provide an efficient basic communication and office services.

25. Some Nenasalas were faced with the difficulty of retaining their trained staff without a proper career path and salary structure. Some centres were found temporarily closed down due to this problem.

The findings of the three surveys clearly indicate that the Nenasala project has contributed to high literacy levels in these communities and changes in the use of ICT tools to facilitate their daily activities. It was also evident that the Nenasala users had gained sufficient knowledge, skills and confidence in ICTs, leading them to invest in computers, laptops, internet connectivity, scanners and web cams. This indicates that the community has accepted the value and advantage of using ICTs to enhance their livelihoods and started to change their traditional ways of doing things with more convenient and cost-effectives technologies. They have changed the ways of communication with emails, skype and accessing of information, reading newspapers and improving knowledge keeping constant contact with friends, and entertainment through internet. However, facilities like e-health, e-commerce, e-banking and host of other services which are offered online and available at the touch of a few buttons are yet to popularize among the rural community.

In conclusion, it is evident that Nenasalas have slowly but surely empowered the rural societies in transforming their ways of doing things in an efficient, convenient and cost effective manner. It is true that there is a lot more to gain from this initiative in the future and the decision to expand the project to cover all the GNDs in the country is the correct decision to make so that the benefits of ICT are penetrated to the grass root level. The findings of this study suggest the following:

1. It is extremely beneficial if all the required basic communication and office services are made available at all Nenasalas so that they can be used as one-stop communication centres to the community. Provision of other related services such as duplicating and binding facilities should also be encouraged.

2. Apart from providing basic computer training, Nenasalas should also concentrate on providing other training where ever possible so that the required manpower could be provided to the expanding BPO sector. This may help to develop local businesses in the various fields.

3. Nenasalas need to attract more and more customers to ensure their sustenance and expansion in the long run. This needs the creating of awareness not only in the local environment but also island wide. In this regard ICTA can carry out an effective media campaign along with local Nenasalas promoting their own centres within the catchment area.

4. Some centres had been already shifted from original locations to more central places to attract more customers. If such relocations are conducive for their long term sustenance, such moves should be encouraged.

5. It was also found that most Nenasala are expecting state intervention to provide continuous support to buy required equipment and other facilities. This misconception needs to be corrected so that they develop their own strategies to achieve self sustainability.

6. Another concern is the difficulty of retaining trained staff due to financial reasons. They also do not see a long term career at these centres and always try to find better prospects elsewhere. Once the well trained staff leaves the untrained new comers find it difficult to offer the same quality of service to the users. This can seriously affect the user numbers and sustainability. A solution needs to be found to retain these trained staff.

Chapter1: Introduction

ICTA has commissioned GreenTech Consultants (Pvt) Ltd (GreenTech), Colombo to carry out the assignment "Combined Telecentre and eSociety- Final Evaluation (ICTA/AFC/CQS/305/60)" from September 2013. The assignment is expected to be completed by December 2013 and it is managed by the Monitoring and Evaluation Unit of the ICTA.

This chapter covers the background information of the survey and an introduction to e-Sri Lanka Development Program and its six components with special reference to the Telecentre Development Programme.

1.1 Background

It is universally accepted that information and communication technologies (ICTs) have a great potential to support economic, educational and social development of the communities through the use of appropriate digital technologies especially for the rural, underserved and marginalized populations. Most of the people in these communities lack the financial resources to purchase and maintain their own computers and internet access and thus remain isolated from rest of the society. Hence, the concept of shared affordable access emerged as a response to the perceived constraint that individual households in rural areas cannot afford such technologies. Therefore, the telecentres which are established in public places with computers, internet connections, and other digital technologies enable the people to access information, create, learn and communicate with others while developing their essential digital skills. These centres support economic, educational and social development, reduce isolation and remoteness, bridge digital divide, integrate communities and promote the creation of economic opportunities. They can also enhance livelihood by generating employment, providing information related to markets, better agricultural practices and employment opportunities. As a delivery point for e-government services, telecentres can support the delivery of citizens' services efficiently, effectively and economically.

1.2 Telecentre Development Programme

The Government of Sri Lanka (GoSL) launched e-Sri Lanka project, a national development initiative in November 2003, with the objective of enhancing growth and equity through: (1) improved access and use of information communication technology; (2) access to and use of public services on-line by businesses and citizens; and (3) enhanced competitiveness of the private sector and in particular of knowledge industry and SMEs. Specifically the project supports: (1) establishing an effective, citizen-centred and business-friendly government; (2) empowering the rural poor, disadvantaged groups, women and youth through increased and affordable access to information and communication tools (3) developing leadership and skills in ICT; and (4) creating employment in the ICT industry and ICT enabled services, and enhancing the competitiveness of user industries and services.

1) Re-engineering Government- which pursued improvements in GoSL's efficiency, transparency, effectiveness and quality of service delivery.

2) Common Enabling Environment and Integrated Communication -which aimed to enhance and develop necessary laws and policy to enable improved usage of ICT in all sectors of the economy.

3) Telecenters & e-Society - the component aims empower civil society through providing increased and affordable access to ICT and promoting relevant digital content and innovative ICT applications.

4) Improving IT/ITES sector competitiveness **-** which aims to promote local ICT products and services to the global market and promote Sri Lanka as an attractive location for global investment.

The telecentre programme is perhaps the most visible part of e-Sri Lanka initiative and is also the main interface between the project and ordinary citizens, particularly in rural areas. These telecentres in Sri Lanka, which are branded as 'Nenasalas'(arivakams) or 'Wisdom outlets' act as resource centres in villages to disseminate knowledge and share information through internet and other ICT tool . The aim of the Telecentre project in Sri Lanka is to empower the population in rural areas of South, North and East through affordable community access to information and communication technologies. The Nenasala initiative is reported to be one of the largest and most sophisticated programmes for supporting public access to ICTs in the world (Jensen 2007) and also is one of the few in the world that has addressed the key barriers to promote access in low income areas.

The Telecentre project was expected to produce following results for the target groups:

i. availability of affordable basic communication services (voice, fax, email and Internet access), office services (printing, copying, scanning) and community information in rural and disadvantaged areas;
ii. enhanced access and quality of social services (e.g. public services online, distance education);
iii. access to private sector and banking services online;
iv. e-Commerce, information on employment opportunities for improved entrepreneurship; (e.g. through online technical assistance, and expanded input and output market networks);
v. mobilization of local knowledge and support to local industry development;
vi. Empowerment of target groups through community driven development.

Since the establishment of the first Telecentre in January 2005 by end November 2013 around 741 telecentres were established throughout the country, covering all the 25 districts. Further, the initial target of 1000 centres had been increased to 14,000 Nenasals to cover all the Grama Niladhari Divisions (GND) of the country.

ICTA has been providing computers, software, other ICT equipment and internet connectivity to these centres so that related services could be offered at reasonable rates affordable to the serving community. Further effective awareness programmes had been carried out to educate the community about the benefits of ICT and services provided by the centres at the time of establishing Nenasalas. The locations were selected based on well-defined criteria developed by ICTA to ensure optimal impact and sustainability of the centres. To further enhance the prospects of sustainability vouchers for telecentre services were provided to selected poorest beneficiary groups to encourage the use of services offered by the Nenasalas. Around Rs. 53 million had been used for providing these vouchers to 170 Nenasala centres at the initial stages. This highly innovative voucher scheme focused on supporting needy groups with free access to Nenaslala and stimulating them to use ICT based services by the resident communities while generating an additional source of revenue for the centre.

The ICTA also carried out skill development training programmes and workshops for the benefit of Nenasala operators and staff to ensure that a high quantity of service is provided to the citizens. The initiatives funded under e-Society programmes that generated local content and services were to be delivered through these centers.
Types of Telecentres

After much testing of various models at pilot levels, the first Nenasala was established in January 2005, which was just five days after the tsunami disaster that devastated the coastal belt of Sri Lanka. Nenasalas were set up in tsunami rehabilitation camps as a means of providing opportunities in multiple ways. These centres provided access to disaster-related information on health and education other relevant content in local language. Since then several types of telecentres have been created throughout the country and one such telecentre was also established in Sri Lankan Embassy in United Arab Emirates for the benefit of Sri Lankans working there. These Nenaslas can be classified into four (4) different types depending on the complexity and the type of services that are being offered;

1. Rural Knowledge Centres,
2. e-Libraries,
3. Distance & e-Learning Centres
4. Tsunami Camp Computer Kiosks.

a) Nenasala: Rural Knowledge Centres

Running under the banner of "Nenasala" or "Arivahams" in Tamil meaning wisdom outlets , the key objective of this programme was to establish multi-service community information centres which provide access to internet, e-mail, telephones, fax, photocopy, computer training classes and other ICT services as well act as a hub of local, national and global information resources to provide an catalytic effect for the rural communities in poverty reduction, social and economic development and peace building while aiming at providing these services in a long-term, sustainable manner. Under one brand name 'Nenasala' several different operational and ownership models were tried out. These include telecentres established in religious centres, government offices, public libraries, security camps, community centres and individually owned business models.

b) e-Library Nenasalas

e-Library were a smaller version of the Rural Knowledge Centres but followed a community model where some services are provided free with a few paid services to maintain the sustainability of the centre. These centres have telephones and computers with high speed internet to access national, international and local information. Computer based training (CBT) media is available to use off-line in Sinhala, Tamil and English as well as a large e-library of books and periodicals for the use of students of all ages. These centres are established in the centre of village, mainly in places of worship, public libraries and community centers.

c) Distance & e-learning Centres (DeLs)

DeL centre have distance and e-learning services inclusive of all infrastructure facilities such as video conferencing room, multi-media computer laboratory and a playback room. The overall objective of the DeL Centre project is to provide new information sharing and learning opportunities to a large spectrum of users in the country, through the establishment of an interactive, multi-channel network linking to existing domestic e-learning networks, and global networks for distance and e-learning, such as the Global Development Learning Network. DeL centres aim at raising the skill levels of a broad spectrum of the population in key urban areas outside the Colombo area. Four DeL centres were established in Jaffna University and South Eastern University, Oluvil campus.

d) Tsunami Camp Computer Kiosks

As a special project, ICTA undertook to provide ICT facilities for tsunami victims by establishing small computer kiosks or Nenasalas in welfare camps where people who had been displaced due to the tsunami. This programme provided much needed information on health, education, and other relevant content in local languages and created a database of information on residents. All services to the camp residents were provided free of charge.

"Tsunami Voices" database contained information on camp residents, their livelihood, what they lost and what they needed to re-start their lives and also medical information on special ailments, treatments, etc. This database was immensely helpful to the government during their relief, rehabilitation and reconstruction phase and to donor agencies and well-wishers who were looking to provide assistance to these camps. This database also served as a single entry point to interested parties who were collecting information thus avoiding the creation of multiple databases.

Though the Tsunami Camp Nenasalas, created awareness amongst the people about ICT, its benefits and how it can make a difference. It also provided vocational training to those who wanted to look for alternative employment. Although the Project had only a 6-month lifespan, many continued to operate as normal Nenasalas.

1.3 Objectives of Nenasala Final Evaluation

1.3.1 Overall Objective

The objective of this final evaluation is to generate evidence based knowledge on the effectiveness of the Nenesala project and access how and why these results were or were not achieved in a given context. The Evaluation attempts to compare the planned and intended outcomes with the actual achievements and seek to clarify underlying factors affecting the situation. It is also expected to clarify underlying factors affecting the situation and recommend actions to improve performance in future programming, generate lessons learned and document best practices.

The study also aims to understand the changes of the beneficiaries of the Nenasala project in terms of behaviour, knowledge, attitude, skills and condition or status as a result of improved and affordable access to ICT facilities provided by the Nenasalas. The study also attempts to examine whether the intended beneficiaries have utilized these services, and whether the services were affordable and competitive with the other telecenters in the neighbourhood.

1.3.2 Specific Objectives

The specific objectives of the Nenasala final evaluation are to access the following components of Telecentre project;

i. outcome analysis - what and how much progress has been made towards the achievement of the outcomes (including contributing factors and constraints),
ii. output analysis – the progress of outputs in both components and its relevant towards achieving outcome, the relevance of achieving outcomes and impacts (including an analysis of both project activities and soft-assistance activities.
iii. output-outcome link – what contribution telecenter has made/is making towards the achievement of the outcome and overall e Sri Lanka results
iv. future intervention strategies and issues.

Chapter 2: Methodology

This section presents the methodological approach that was employed in the final evaluation of the Telecentre project. Sampling framework, methods of data collection and methods of data analysis and interpretation of data.

2.1 Final Evaluation: Concepts and Definitions

Outcomes are defined as significant and lasting changes in behavior, skills, attitudes and knowledge that the outputs or activities of the project initiative has helped to bring about in the target population. It is the likely or achieved short term - medium term effect of Telecentre projects' output. In other words these are the results achieved at the level of "purpose" in the project framework.

Evaluation involves assessing how and why the outcome has or has not been achieved in the current context. This outcome evaluation is understood to address the short and medium term results of the Telecentre project. It includes assessment of effectiveness, efficiency, sustainability and relevance of the project against its own objectives. The outcome evaluation helps to clarify the underlying factors that explain the achievement or lack thereof outcomes, highlight unintended consequences of interventions, and recommend actions to improve performance and generate lessons learned. The different features of outcome evaluation as understood by the Study Team are indicated below:

Table 1: Different Features of Outcome Evaluation

Feature	Description
Objective	To validate what results were achieved, and how and why they were or were not achieved.
Focus	Compares planned with intended outcome achievement. Focuses on how and why outputs and strategies contributed to achievement of outcomes. Focuses on questions of relevance, effectiveness, efficiency and sustainability.
Methodology	Evaluates achievement of outcomes by comparing the estimates of indicators before and after the intervention. Relies on primary data collected and monitoring data available from project proponents & ICTA. Undertake in-depth analyses of above.
Conduct by	External evaluators.
Use	Provides ICTA with possible strategy refinements and policy options. Generates lessons learned. Demonstrates accountability.

Source: Adopted from *Handbook on Monitoring and Evaluating for Results*, UNDP (2002), (p. 12).

2.2 Sample of Telecentres Surveyed

A two-stage process was adopted to determine the appropriate sample size and selection of sound sampling design. Statistical literature states that for a total population of 700 Nenasala centres the sample size with ±5% precision level, at 95% confidence interval and P=0.05 is 255. Accordingly the total sample of Nenasala to be surveyed under this assignment is taken as 255. However, considering the fact that some of the centres are not functioning at present, the sample size was adjusted to 210 centres.

On account that the Nenasalas are located across the country and to ensure that a survey sample gets distributed accordingly it was appropriate to stratify the total number of Nenasala by district. As the sampling design, it was proposed to use the stratified simple random sampling with proportional allocation of the total number of 210 Nenasala centres among strata (district). The detailed list 210 centres are given in table 2.

Table 2: Distribution of Nenasala Sample

District	No of Nensala in the sample (Proportional allocation)
Ampara	9
Anuradhapura	19
Badulla	11
Batticaloa	5
Colombo	4
Galle	10
Gampaha	8
Hambantota	8
Jaffna	12
Kalutara	6
Kandy	17
Kegalle	13
Kilinochchi	1
Kurunegala	14
Matale	7
Matara	10
Moneragala	10
Mullaithivu	2
Nuwara - Eliya	10
Polonnaruwa	10
Puttalam	6
Ratnapura	11
Trincomalee	8
Vauniya	0
Total	210

2.3 Final Evaluation Design Matrix for Telecentres

The Evaluation Design Matrix for Telecentres Developed on the basis of four standard evaluation criteria: **relevance, effectiveness, efficiency and sustainability** is presented in Annexure I.

2.4 Approaches to Data Collection

The final evaluation for telecentres was based on quantitative analysis of data collected from three questionnaire surveys designed for three identified target groups: Telecentre Operators, Users and the Respondents from Nenasala catchment areas (community). These surveys were carried out in the form of face-to-face interviews using semi–structured questionnaires.

The first survey was carried out with randomly selected 210 Nenasala operators and these interviews were more like Key Informant Interviews as the operator is the most knowledgeable person who could provide vital information regarding the operations of the centre. He is also the mediator between information technology and the user to overcome the barrier of low literacy and inadequate skills. ICTA had provided extensive training to them at the commencement of the centre considering the role that they have to play which determines the ultimate success of the centre. Hence, the first survey gathered answers to a wide range of questions related to relevance, effectiveness, efficiency, outcomes, sustainability, replicability, scalability, content and catalytic effects of Nenasala initiative.

The second survey was carried out by trained enumerators using a semi-structured questionnaire to gather information and data required to understand and access the outcomes of Nenasala services from their users since Nenasalas are unable to achieve any desired results without the patronage of their users. This survey helped to get an understanding about how various services and facilities offered by the centre had benefited

the users to improve their livelihoods and six respondents were selected from each centre for the survey.

The third questionnaire was completed from respondents selected randomly from Nenasala catchment areas, which covers a radius of 5Km from the selected Nenasala. These respondents consisted of Nenasala users as well as non-users and attempts were made to capture the awareness of the existence of the centre and reasons for visiting or not visiting the Nenasala regularly.

The evaluation criteria, evaluation questions, the indicators that were estimated, sources of data and methods of collection of these data are given in Annexure I.

Table 3:Characteristics of the Surveys carried out for Collection of the Quantitative Data

Characteristic	Survey 1	Survey 2	Survey 4
	Survey of Nenasala Operators (Owners)	Survey of Nenasala Users	Survey of community
(i) Basic unit of survey	Nenasala	Nenasala in Survey 1 sample	Nenasala in Survey 1 sample
(ii) Sample frame of basic units	List of Nenasalas (available with ICTA)	Nenasala users (available at the time of visit from each Nenasala)	Nenasala catchment area residents
(iii) Level of stratification	District	District and gender	District and gender
(iv) Sample design	Stratified simple random sampling; stratification with proportional allocation	In chosen Nenasala, users selected by simple random sampling	Random sampling
(v) Sample fraction (proportion) chosen	48%	Not available	Not available
(vi) Sample size	210 Nenasalas	1260 users at the rate of 6 users (3 male & 3 female) at each of selected 210 Nenasalas,	840 Nenasala catchment area residents at the rate of 4 non-users (2 male & 2 female) at each of selected 210 Nenasalas,
(vii) Method of data collection	Single visit face-to-face interview by an enumerator	Single visit face-to-face interview by an enumerator	Single visit face-to-face interview by an enumerator
(viii) Data collection instrument	Structured questionnaire	Structured questionnaire	Structured questionnaire
(ix) Respondent(s) / interviewee(s)	Nenasala operator	Nenasala users	Nenasala catchment area residents
(x) Types of data / information to be collected	Annexure II	Annexure III	Annexure IV
(xi) Minimizing of non-sampling errors	Methods of minimizing non sampling errors in the planned survey –See Table 4		
(xii) Method of data analysis	Using SPSS software package		

2.5 Review of Secondary Information

In addition to the collection of primary data from the three surveys mentioned above, the following related documents were reviewed to obtain an in-depth understanding of the Telecentre Development programme, its design and implementation carried out by ICTA.

1. From Envisioning to designing e-development; The Experience of Sri Lanka, Hanna Nagy K., the World Bank 2007

2. Project Appraisal document-e-Sri Lanka Development Project, The World Bank- August 2004

3. Project Paper on proposed Additional credit -e-Sri Lanka Development Project, The World Bank- January 2012

4. Nenasala-The Sri Lankan Telecentre experience, Basheerhamad Shadrach, Information and Communication Agency of Sri Lanka, February 2012

5. Nenasala review on behalf of the Word bank, Mike Jenson, November 2007

6. Nenasala Interim Survey, A survey carried out for ICT Agency of Sri Lanka, MG Consultants, March 2008

7. Outcome Evaluation Report of Nenasala Project, Skills International Private Limited, October 2010

Apart from the above documents which are directly related to the Sri Lankan Telecentre project, numerous other international reviews and evaluations were studied to get a better understanding of the global experiences of telecentre initiatives. Further discussions were held with the Nenasala implementing and monitoring and evaluation officers at ICTA head office who also shared relevant information.

2.6 Recruitment and Training of Field Teams

The Field Teams consisted of survey enumerators and survey supervisors who at least held a social science degree qualification, field experience and understanding of Nenasala operations.

They were provided with a 3-day extensive training workshop which included topics such as (i) interviewing techniques, (ii) role play, (iii) hands-on training in field interviewing, (iv) review of experience and lessons learned during (iii) above. The Training Workshop was supported by manuals/guidelines mentioned above. Resource persons for the workshop were drawn from ICTA and GreenTech Consultants (Pvt) Ltd and every participant had a field experience of visiting a Nenasala and carrying out an interview with an operator, user and community member.

2.7 Quality Management System of the Survey Operations

The following approaches were taken to ensure quality of quantitative data collected in questionnaire surveys with a view of minimizing the sampling and non-sampling errors. Towards minimizing the sampling errors, one of the most desirable sample designs had been chosen for sample selection as described in the Inception Report. To minimize non-sampling errors the following steps were followed. (Table 4)

Table 4: Methods for minimizing non-sampling errors in Surveys

Phase of Survey	Method of Ensuring Quality of Data
1. Questionnaire development	• Designed quality questionnaires with choice of accurate wording. • Pre-coding of as many questions as possible. • Ensured quality translation of questionnaires from English to Sinhala/Tamil. • Peer reviewed original questionnaires as well as translations for content and language.
2. Pre-testing of questionnaire	• Identified questions which need re-wording / fine-tuning. • Identified pre-codes to any remaining un-coded questions
3. Selection of	• Interviewed, selected and recruited adequate number of enumerators; with

Phase of Survey	Method of Ensuring Quality of Data
enumerators	gender balance, possessing at least a social science degree qualification, having field experience and work diligently.
4. Training of enumerators	• Provided 3 day extensive training to enumerators and survey supervisors covering topics such as (i) interviewing techniques, (ii) role play, (iii) hand-on training in field interviewing, (iv) review of experience and lessons learned.
5. Field operation	. • Continued thorough supervision of field interviewing during the whole operation by the survey supervisors. • On completion of the first 5 interviews and before proceeding, each enumerator submitted the filled questionnaire to the allocated survey supervisor. He/she scrutinized those questionnaires and provided instructions to the enumerator highlighting any errors and the manner in which to fine-tune interviewing and filling questionnaires in an error free style. • Subsequently, while enumerators continue field interviewing as per allocations, the Survey Supervisors will meet them in a random manner and check the field questionnaires filled by them to guarantee that they continuously adhere and maintain expected standards. • Survey Supervisors dispatched error-free filled questionnaires to GreenTech Head Office. • The performance of the enumerators as well as the Survey Supervisors was monitored by Survey Manager stationed at GreenTech Head Office.
6. Editing / coding of completed questionnaires	• To identify sets of codes in respect of each open-ended question a cross-section of completed questionnaires were perused. • On the basis of the above and in consultation with Survey Specialist and Team Leader, a Code List consisting of set of codes in respect of each open-ended question was developed. • Editing and coding (using the Code List) of completed questionnaires were carried out by few competent enumerators selected from those engaged in the field work.
7. Data entry	• While field operations were on-going, data entry structure(s) as required for SPSS software package were developed. • For purpose of data validation by the computer, edit-checks were incorporated. • On completion of data entry, accuracy of data entry was checked using a 5 percent of randomly selected sample questionnaires.
8. Data cleaning	• Cleaning of the data entered was undertaken following machine-aided procedure.
9. Data tabulation	• Prepared of well-designed set of dummy tables to guide data tabulation • Subjected machine generated tables for accuracy, validity and consistency checks.

Results of these qualitative analytical tools were interpreted, organized and presented to create the overall picture and specific details of the outcomes/ impact of telecentres on beneficiaries and other stakeholders, level of achieved target benefits, limitations, possible improvements etc.

2.8 Limitations of the Survey

- Due to temporary closures of certain selected Nenasala centres, alternate centres had to be selected for the surveys.
- In case of Nenasalas located within security camps, community surveys were not carried out since the community access to these centres were not available in most instances.
- In certain instances it was not possible to meet the intended variety of users or community members because of non-availability of such members at the time the enumerators visited the Nenasala.

- Because of the remoteness of the centres it was a tedious task for the enumerators to keep to their appointments with the operators. They were forced to make two visits to complete the questionnaires which caused unexpected delay in completing the survey.

2.9 Data Analysis and Reporting

Data was analyzed using SPSS and tabulated according to the requirements laid out in the outline of the Final Report. Required outcome indicators were calculated based on survey findings.

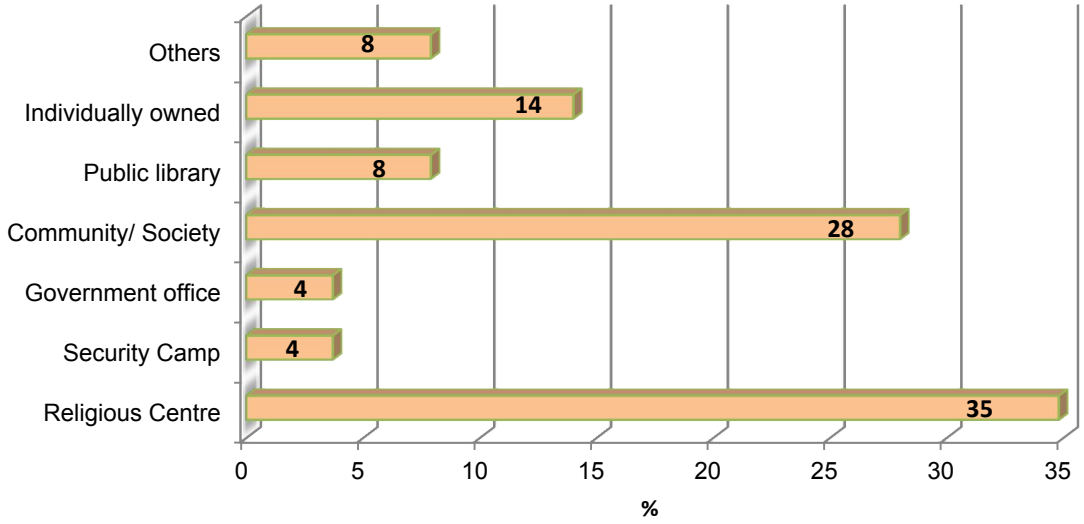
Chapter 3: Survey Findings

3.1 Analysis of Nenasala Operator Responses

Types of Nenasala

The Nenasala centers are established at different places depending on the requirement of the community and as a result several types of ownership models have emerged. The study sample included all the different types /models of telecentes and as depicted in Figure 1 Religious centre-based Nenasalas represented 34.8% while community/Society owned was 28%. The religious centres were not limited to temples but also covered kovils, mosques and churches. Traditionally temple was considered as the epicenter of knowledge which played a pivotal role in disseminating knowledge to the community. As such this approach was useful in taking ICT to the villages. The entrepreneur model was constituted 14% and public library-based centres which catered to the need of students consisted of 7.9% of the total sample.

Figure1: Type of Nenasala by Ownership



As observed from Figure 2, 76% of the Nenasala operators are young and below the age of 40 years and also 72% ofthem are males as depicted in Figure 3.

Figure 2: Age profile of the Nenasala operators

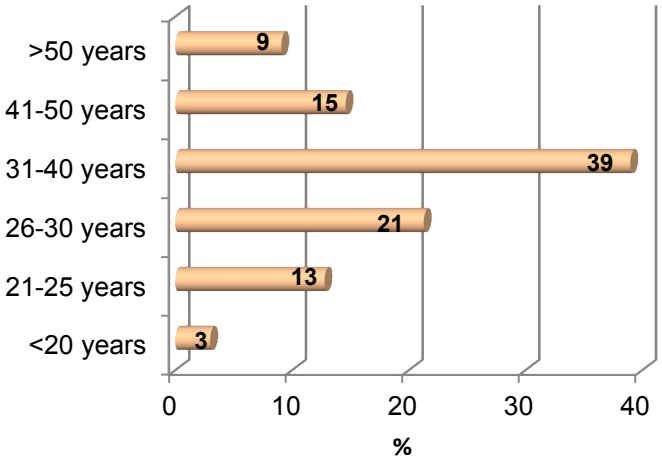
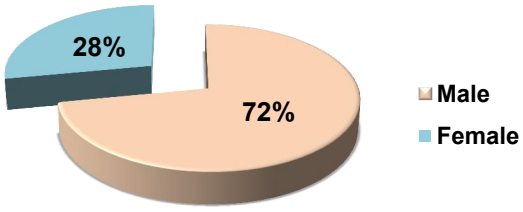
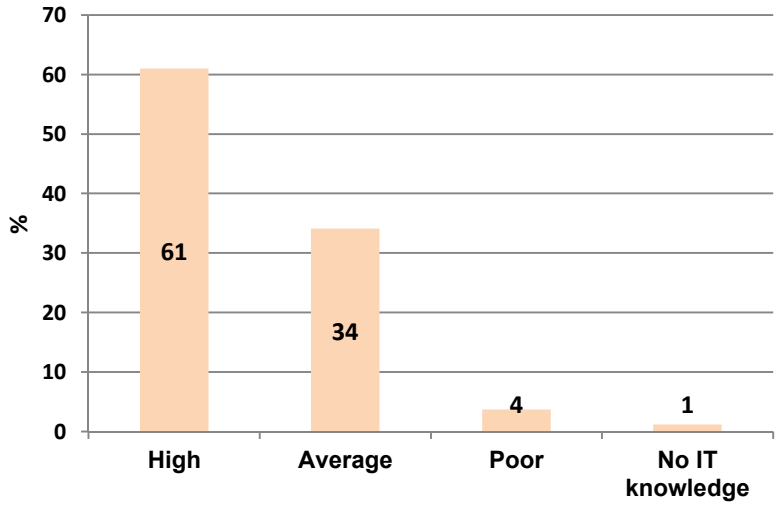


Figure 3: Gender distributions of the Nenasala operators



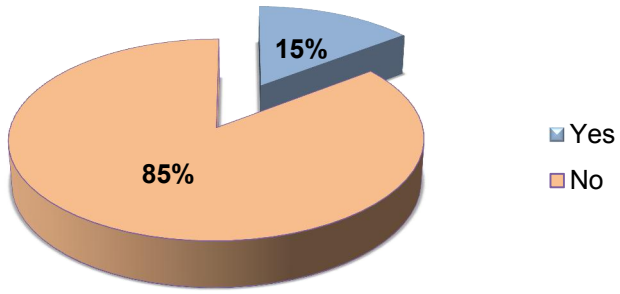
The survey also found out that the 61% of the Nenasala operators have a high level of IT knowledge with a degree or equivalent qualification while 34% are with average IT knowledge having a diploma or certificate level qualification (Figure 4).

Figure 4: IT knowledge of the Nenasala Operators



Out of the responses received for a query about the availability of affordable ICT services in the community, 85% of Nenasala operators have confirmed that there were no affordable ICT services before the establishment of Nenasala (Figure 5). This confirms that the objective of providing affordable services to the community has been achieved by setting up a Nenasala in the area. Only 15% had indicated that there were some NGO sponsored centres that provided computer training to the school children.

Figure 5: Availability of affordable ICT services to the community prior to the Establishment of Nenasala



The survey also found out that the Nenasala objectives were compatible with the ICT needs of the community and the responses received are summarized in Figure 6. Around 85% agreed that the Nenasala initiative had addressed the felt needs of the community.

Figure 6: Compatibility of Nenasala objectives with the felt needs of the community

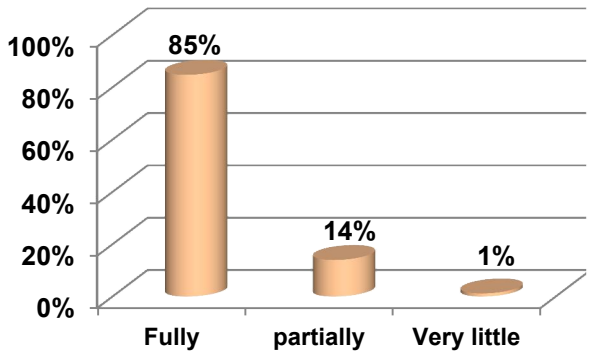
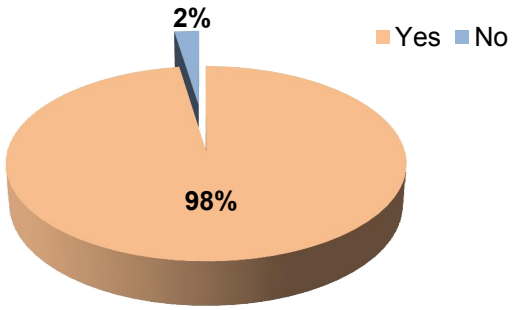


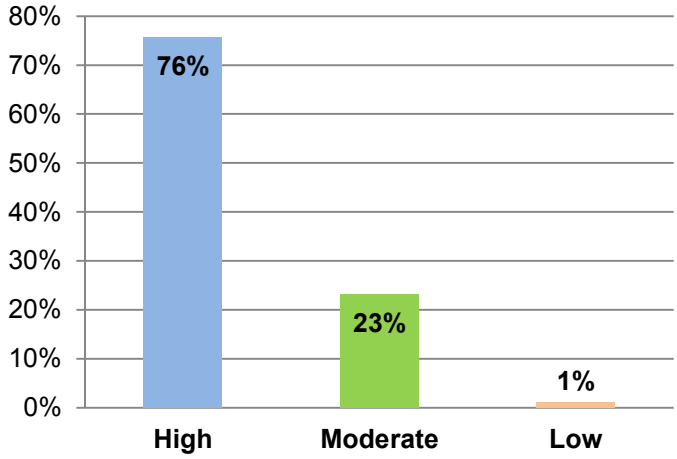
Figure 7: Social and Cultural acceptability of Nenasala Initiative



As seen from Figure 7, 98% of the respondents surveyed had indicated that Nenasala project was social and cultural acceptable to the rural community.

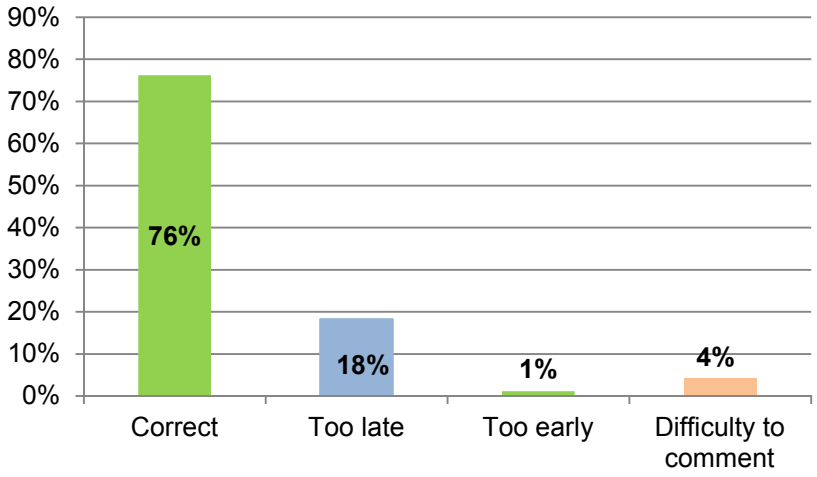
Also Figure 8shows the levels of acceptance of Nenasala initiative by the surveyed operators. It is observed from Figure 8that the design and operational procedures are acceptable to the majority of surveyed respondents

Figure 8: Level of Acceptance of Nenasala initiatives by the respondents



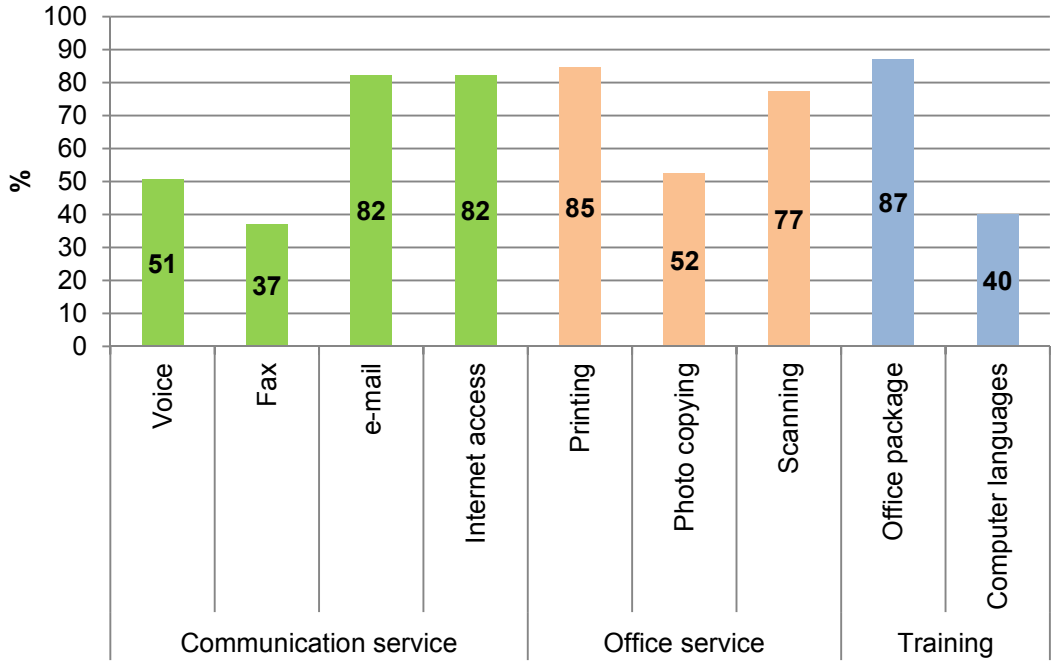
The majority of 76% (Figure 9) of the respondents had confirmed that the Nenasala project was established at the correct time as there was a big demand for ICT services in the country especially among the rural communities where such facilities were lacking. They had to travel to a nearby town to get these services whenever accessing of such facilities was needed. However, 18% of the respondents felt that had these facilities much were available earlier it would have helped the community to attain a higher level of computer literacy.

Figure 9:Timeliness of the Nenasala initiative



It is observed from Figure 10 that only 50.6% and 37.2% of the surveyed Nenasla centres had telephones and fax machines respectively. Also photocopying facility was found in only 52.4% of the Nenasalas. Almost 87% of the Nenasals were found to be involved in conducting computer training classes for students and others. The most popular training module was the office package which provided skills to gain employment or to get a promotion in case of employed persons. Around 40% of the surveyed centres had computer language training as well. Few centres were engaged in conducting other professional courses such as web designing, and Photoshop which were designed to provide professional skills.

Figure 10: ICT facilities available at the Surveyed Nenasala Centres



The data in Table 1provide the opinions expressed by the respondents regarding the achievement of designed objectives of the Nenasala initiative. As observed over 75% of the operators believe that Nenasalas are providing affordable communication and office services and had contributed immensely to increase the computer literacy among children and youth. Also 44.5% of the respondents had felt that Nenaslas have enabled rural communities to access government information and services online, while 33% had indicated that Nenasalas

have helped the youth to access information on employment opportunities. However, achievement of others objectives are found to be less than 22%.

Table 5: Level of achievement of Nenasala objectives as expressed by Respondent operators

Nenasala objective	Full	Partial	Very little	Not at all
1. Provision of affordable communication and office services to the community.	84.1%	8.5%	5.5%	1.8%
2. Increased computer literacy among children, youth and adults.	75.6%	19.5%	3.7%	1.2%
3. Enabled rural communities to accessgovernment information and services online.	44.5%	26.8%	17.1%	11.6%
4. Increased economic activity in rural communities through Nenasala services	21.3%	29.3%	34.1%	15.2%
5. Enhanced access and quality of social services e.g. health services online, distance education	20.1%	29.3%	31.1%	19.5%
6. Provision of access to private sector and banking services online.	11.0%	13.45%	31.1%	44.5%
7. Increased income through e-Commerce	9.1%	16.50%	37.8%	36.6%
8. Availability of information on employment opportunities.	32.9%	25.0%	29.9%	12.2%
9. Improved entrepreneurship; e.g. through online technical assistance and expanded input and output market network	15.9%	20.1%	37.8%	26.2%

The operators were asked about the efficiency of Nenasala operations (Figure 11) and a majority of 82% had expressed that resources are utilized efficiently and only 18.3% had expressed otherwise.

Figure 11: Efficiency of Resource utilization at the Nenasala

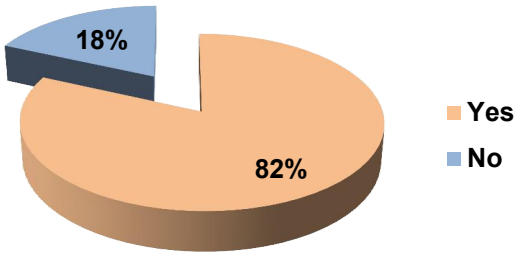
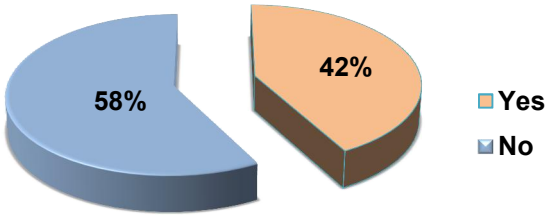


Figure 12: Composition of equipment to provide an efficient service to the users



As reasons for inefficiencies in the use of equipment available at the centres, the respondents have indicated the following reasons: (i) poor quality of some of the computers supplied (16.7%), (ii) non-availability of essential equipments (23.3%) eg. Fax machines, photocopiers (iii) frequent changes of qualified staff (10%).

As illustrated in Figure 112, only 58% were satisfied with the composition of available equipment at the Nenasala to provide an efficient service to the users. Lack of essential equipment such as fax machines, photocopiers and internet connection were listed as main reasons for this response.

Table 6: Nenasala operational procedures

Nenasala operational procedures are helpful for efficient functioning of Nenasala	Yes	84.1 %
	No	15.9 %

The respondent Nenasala operators were satisfied with the operational procedures adopted by the Nenasala management (Table 6) as conducive for smooth operations of the centres.

Table 7: Nenasala operator training provided by ICTA

Did you received Nenasala operator training provided by ICTA	Yes	77.4 %
	No	22.6 %

Nenasala operators were provided with useful training by ICTA at the commencement of Nenasala operations and as seen from Table 7only 77.4% had indicated that they received this training. The reason for this is that some of the operators who were trained by ICTA are no longer working at Nenasala. In fact during the survey, it was observed that some centres were temporarily closed due to this reason. This appeared to be a constraint to smooth operations of the centres.

Table 8: Usefulness of Nenasala training provided by ICTA to the operators

How usefulness was the training provided by ICTA for the successful operation of Nenasala?	Very useful	71.3 %
	Useful	7.9%
	Somewhat useful	20.8%
	No	0%

The views regarding the usefulness of these training modules for the operation of Nenasalas are given in Table 8 and 71.3% had found this training as 'very useful' for the running of Nenasala operations.

Table 9: Type of Nenasala users/beneficiaries

User type	percentage
a. School children	43.4%
b. University/others students	8.3%
c. Youth-unemployed	13.7%
d. Businessmen and self-employed entrepreneurs	5.1%
e. Farmers	2.8%
f. Housewives	3.6%
g. Office employees/teachers	12%
h. Marginalized people	1.1%
i. Others-Clergy, security personnel etc.	10%

The data in **Table 9** indicate that almost half of the users are either school children or students of a university or higher educational institutions. Also further 13.7% are unemployed youth. Hence, a total of 65% of the Nenasala users are youth. In few special purpose Nenasala centres, access was limited to the members of the institution or in some religious centres to its clergy.

Table 10: Maintenance of Nenasala equipments

Are the equipments appropriately maintained and are in working order at all times?	Yes	77.4%
	No	22.6%

The majority of responding Nenasala operators (77.4%) had indicated that equipments of the centre are maintained and are in working order. (Table 10). Also 97.6% confirmed that the management will continue the operations of Nenasala in the future (Table 11) as well.

Table 11: Continuance of Nenasala services for the future

Is the management willing and able to continue providing same services for the future?	Yes	97.6 %
	No	2.4%

Regarding the operational sustainability, 65.2% of the operators confirmed that the revenue generated form Nenasala activities is sufficient to meet all the operational expenses of the centre (Table 12).

Table 12: Operational sustainability of the Nenasala

Is the revenue generated form Nenasala activities sufficient to meet all the operational expenses of the centre?	Yes	65.2 %
	No	34.8%

However, only 56. 7% of the operators indicated that the revenue generated is not sufficient to meet the operational costs and also to meet the costs of replacements and/or addition of new equipment. Hence as indicated in Table 12 only 56.7% of the Nenasalas are fully sustainable.

Table 13: Full sustainability of Nenasala operations

Is the revenue generated form Nenasala activities sufficient to meet all the operational expenses and also to meet the costs of replacement and/or upgrading of equipment?	Yes	56.7%.
	No	43.3%

Table 14: Users' ability and willingness to pay increased rates for services

Are the users willing to pay higher rates for Nenasala services if it is required to do so to meet the operational costs?	Yes	50.6%.
	No	49.4%

The operators were asked about raising of charges for Nenasala services to meet the costs, and only 50.6% indicated that users will bear the increased rates (Table 14).

Table 15: Age of the surveyed Nenasala centres

Age of the Nenasala	Percentage
Less than 1 year	11.0
1-3	10.4
3-5	9.1
Over 5 years	69.5
Total	100.0

As seen from Table 15majority of Nenasalas (69.5%) had been in operation for over five years and this is an indication that sustainability is not a major issue in most instances. It was observed that most of these centres are operated by religious institutions, government offices, libraries or societies as a community service and funds from other activities or donations are utilized to meet major components of the operating costs.

Table 16: Awareness campaigns to popularize Nenasala services among the community

Have you organized any awareness programmes to popularize Nenasala servicesto the community	Yes	83.5%.
	No	16.5%

Apart from the initial awareness programmes carried out by ICTA at the commencement of these centres, 83.5% of the centres had carried out various programmes to create awareness among the community (Table 16) members, especially among the school children and youth. The most important types of campaigns are given inTable 17.

Table 17: Successful awareness programmes carried out by Nenasalas

Successful awareness programme	Response (%)
No response	62.8%
Distribute handbills, banners and poster in schools, offices andpublic places	15.2%
Take part in other community programmes	7.3%
Awareness programmes in schools for students whohave completed public exams and awaiting results	6.1%

3.2 Analysis of Nenasala user responses

The second survey was conducted with the Nenasala users by selecting six users from each of the selected Nenasala centres and the following tables and figures provided the summarized information.data form

Figure 13:Age Profile of the user Respondent

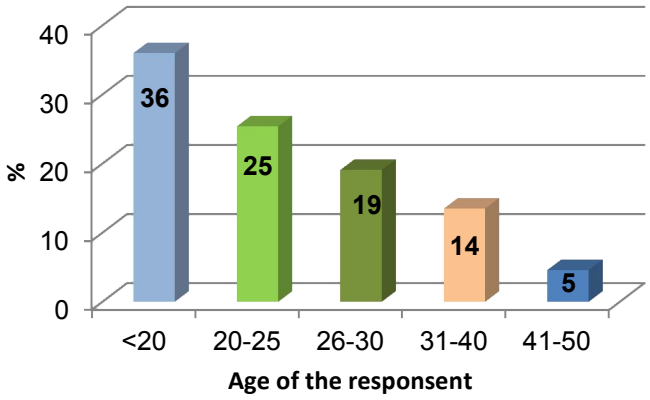


Figure 14: Gender profile of the Respondent

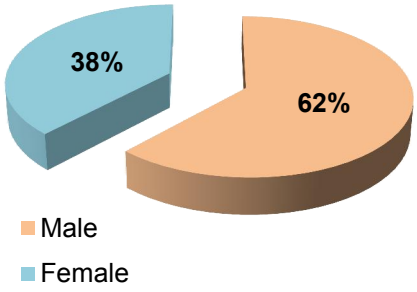
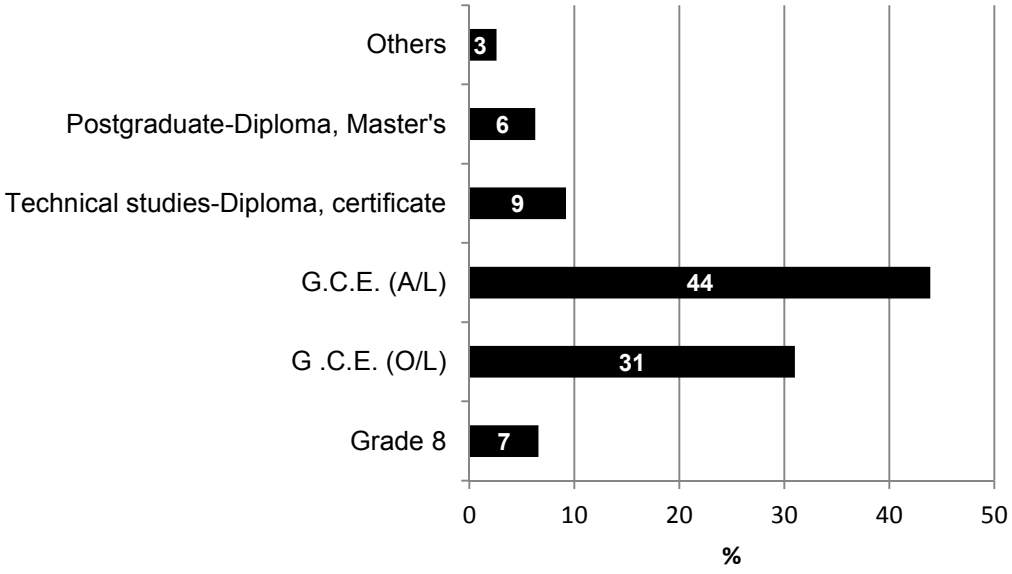


Figure 15: Educational qualification of the user respondent



It is observed from Figure 12that 36% of the user respondents were less than 20 years of age and of them 62% were males (Figure 13Figure 3.13). Also 75% of the respondents were G.C.E. (OL) and G.C.E. (advanced level) qualified persons (Figure 15).

The data in Table 18provide the employment status of the respondents and as depicted the users had been drawn from a wide range of employment categories. As expected largest category was school children followed by youth who await jobs.

Table 18: Employment Status of the user respondent

Employment Status	Percentage
Housewife (full time)	2.0
Student (school going)	23.8
Student(higher education)	10.6
Professional (doctor, engineer, etc.)	0.7
Pensioner	0.7
Public servant (executive)	1.0
Public sector (non-executive)	8.3
Security Forces/Police	10.6
Unskilled labour	1.7
Skilled labour	5.6
Self employed/small business	5.0
Employment seeking youth	15.8
Executive (private sector)	4.3
Non-executive(private sector)	7.3
Others	3.0
Total	100.0

Most of the respondents (43%) had not reported their income status and most of them are students and unemployed youth (Table 19).

Table 19: Income status of the user Respondents

Income status of the Respondent	Percentage
Upper income	3.0
Middle income	40.3
Lower income	10.2
Samurdhi recipient	3.3
not applicable	43.2
Total	100.0

Figure 16: Computer Literacy of the Respondent

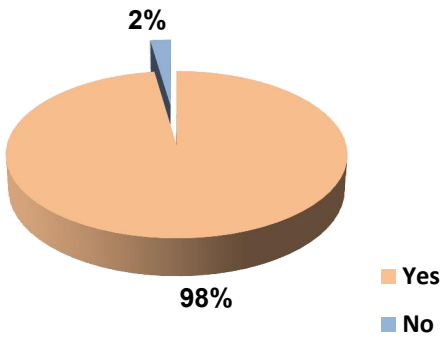
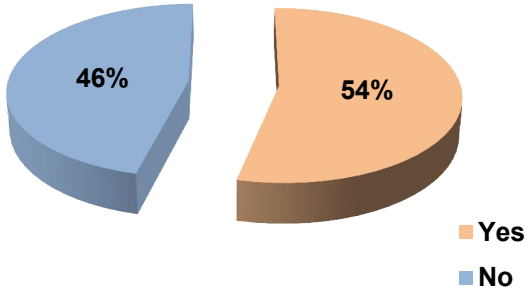


Figure 17: Computer ownership



As seen from Figure 3.15, 98% have the ability to operate a computer while 54% had computers at home (
Figure 17). However only 20% of the user respondents have internet connection at home (

Figure 17).

Figure 18:Availability of Internet connections at home

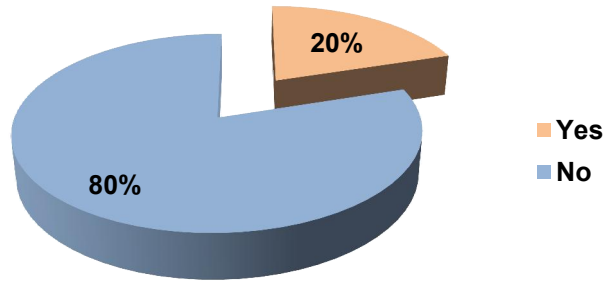


Table 20depicts how often these users visit the Nenasala and it is observed that nearly 82% of the users visit the Nenasala at least once a week. However only 49.2% had indicated that they are fully aware of the full range of services available at the centre (Table 21).

Table 20: Frequency of visiting Nenasala by user Respondents

Frequency of visiting Nenasala	Percentage
Daily	6.6
Few days a week	41.3
Once a week	33.7
Once in two weeks	10.6
Once a month	7.3
Others	0.7
Total	100.0

Table 21: Respondent's level of awareness of the range of services offered by Nenasala

Level of aware of the range of services and facilities available at the Nenasala	Percentage
Fully	49.2
Partially	50.2
Very little	0.7
Total	100.0

The levels of satisfaction of the Nenasala services as expressed by the user respondents are shown in

Figure 19and 38% had rated the services as highly satisfactory.

Figure 19: Level of satisfaction with the services of Nenasala

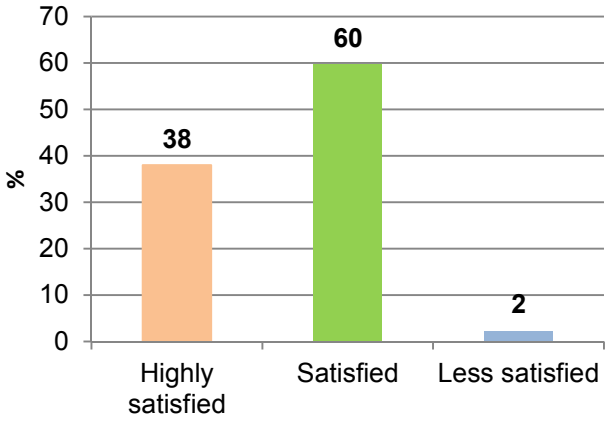


Table 22 provides the services the respondent users are obtaining from Nenasala. It is clear that single users obtain several varied services from Nenasala. Use of certain facilities such as photocopying, faxing and voice communication (Telephone) is low because such facilities are not available in all centres

Table 22: Useful services or facilities obtained by the user respondents from Nenasala centre

Service/ facility used	%
1 .Telephone	8.9
2. Photocopying	26.7
3.Fax	8.6
4. Computer Training to get a job	29.7
5. Improving work related skills	19.5
6. Access e-Government Services	19.8
7. Making online purchase	4.3
8. Entertainment	38.0
9. Typesetting documents- letters, CVs	45.9
10. Prepare university assignments	23.1
11. Accessing Stock market	1.0
12. Accessing Agriculture related information	5.9
13. Reading e newspapers and magazine	34.3
14. Use of VoIP	22.4
15. Emailing	42.9
16. Purchasing hardware items	7.3
17. Accessing Social Network	32.0
18. Accessing Distance Learning	9.6
19. Hardware repairs	3.6

Table 23 provided the users' opinion on the level of achievement of Nenasala objectives.

Table 23: Level of achievement of Nenasala objectives as opined by Respondent operators

	Full	Partial	Very little	Not at all
	%	%	%	%
1. Provision of affordable ICT Services to the community	83.5	11.2	2.0	3.3
2. Increased computer literacy among children, youth and adults	69.6	24.8	0.7	5.0
3. Enabled rural communities to access government Information and services online	25.7	33.0	14.9	26.4
4. Increased economic activity in rural communities	7.6	25.4	33.3	33.7
5. Enhanced access and quality of social services.	6.6	22.1	37.6	33.7
6. Provision of access to private sector and banking services online.	4.0	10.2	20.1	65.7
7. Promoted e-Commerce	4.3	11.9	15.5	68.3
8. Availability of information on employment	20.1	29.4	14.9	35.6
9. Improved entrepreneurship	8.3	26.1	27.4	38.3

As seen from Table 24, the users had acquired new ICT tools after associating with Nenasala.

Table 24: New ICT tools purchased after visiting Nenasala

ICT tool/equipment	Yes
	%
1. Computer/Laptop	36.0
2. Tablet PC	5.9
3. Smart Phone	5.9
4. Printer	5.9
5. Scanner	7.3
6. Web Cam	8.3
7. Internet Connection	13.9

The respondents also indicated the important outcomes in the society as a result of Nenasala project. The details are shown in Table 25.

Table 25: Important outcomes of Nenasala project as expressed by Nenasala users

	Yes
	%
1. Increased use of email, Skype, fax	75.9
2. Increased use of Online Government Service	15.0
3. Increased use of Internet for Entertainment	30.0
4. Use of online banking	2.3
5. Making online purchase e- commerce	5.0
6. Easy access to latest news and information	18.2
7. Adoption of new technologies obtained from internet to increase income	4.3
8. Increased accessing of latest education information –eg e-Learning	21.1
9. Use of new ICT tools to improve business eg. Photoshop	5.9
10. Health information and telemedicine	1.0
11. Expanded Social, Political and professional network	27.1
12. Enhanced computer skills eg. Word processing	54.1

As seen from Table 3.23 only 3% of the respondents had reported finding employment as a result of Nenasala training. Also14.3% had reported to have increased their income as a result of using Nenasala services (Table 26).

Table 26: Securing of employment with Nenasala training

Did you or any member of yourfamily secure employment as a result of Nenasala training?	Percentage
Yes	3.0
No	97.0
Total	100.0

Table 27: Impact of income

Were you able to increase your income by using any Nenasala services?	Percentage
Yes	14.2
No	85.8
Total	100.0

Table 28: Nenasala contribution to improving ICT literacy

What was the contribution of Nenasala towards increasing yourICT literacy?	Percentage
Very high	32.3
High	51.5
Moderate	11.9
Negligible	4.3
Total	100.0

The main contribution of Nenasala to the community appears to be its involvement towards increasing computer literacy among the users and 32.3% and 51.1% of the respondents had accessed this as ‘very useful’ and ‘useful’ as depicted in Table 28.

Table 29: Use of Online Government Services

Do you use online facilities to access government information and services from Nenasala	Percentage
Yes	35.0
No	65.0
Total	100.0

As seen from Table 29, 35% had used government online services but only 2% had used online banking and other private sector services from Nenasala (Table 30).

Table 30: Use of other online services

Do you use online banking and private sector facilities from Nenasala?	Percentage
Yes	2.0
No	98.0
Total	100.0

Table 31: Nenasala support to local Industry

Did Nenasala support the development of your industry?	Percentage
Yes	3.6
No	96.4
Total	100.0

3.3 Analysis of Nenasala Resident Community (Catchment area) Responses

The third survey was carried out to find the level of awareness in the community about Nenasala services and other related issues. From each surveyed Nenasala, four respondents were selected from its catchment area for this purpose. Given below are the summarized findings of the same.

Figure 20: Age Profile of the community Respondents

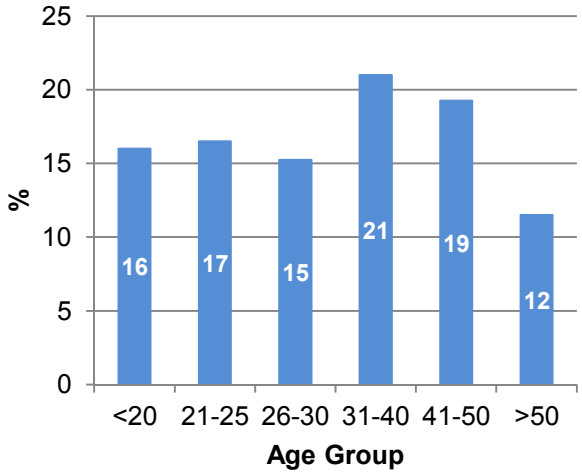


Figure 21: Gender profile of the Respondent

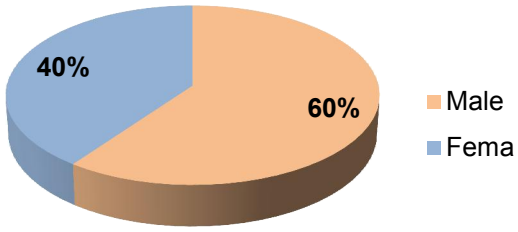


Figure 22: Educational qualification of the community respondents

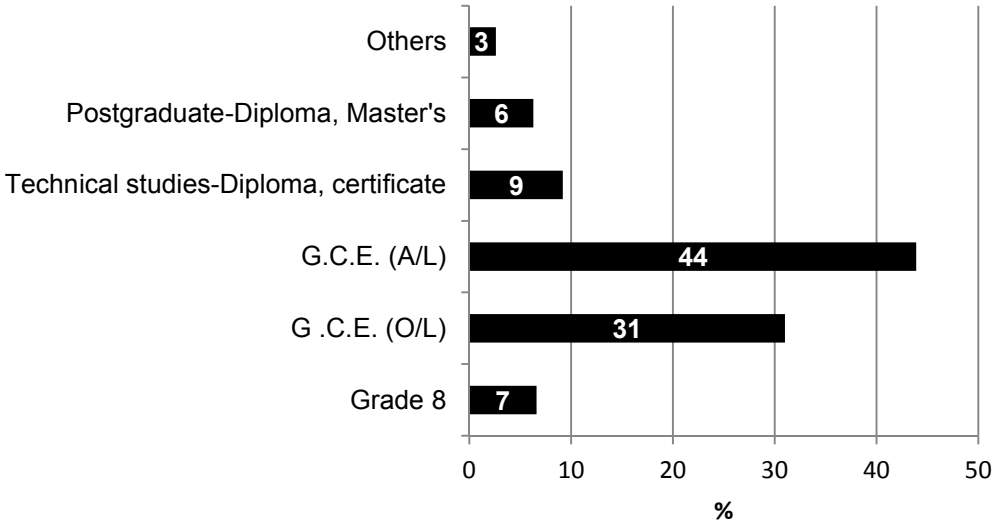


Table 32: Employment Status of the Community respondents

Employment Status	Percentage
Housewife (full time)	15.3
Farmer	7.8
Student(school going)	7.8
Unskilled labour	0.3
Student (Higher Education)	7.5
Skilled labour	4.3
Professionals	0.5
Self employed/small business	18.0
Pensioner	3.8
Employment seeking	7.8
Public servant (executive)	1.5
Executive Private Sector	0.5
Public sector (non-executive)	7.8
Non-executive(private sector)	9.5
Security Forces/Police	4.8
Others	3.3
Total	100.0

Table 33: Income status of the Community Respondents

Income status	Percentage
Upper income	1.0
Middle income	45.5
Lower income	28.3
Samurdhi recipient	7.8
not applicable	17.5
Total	100.0

Figure 23: Computer Literacy of the Community Respondent

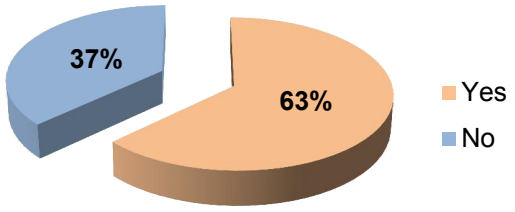


Figure 24: Computer ownership of the Community Respondent

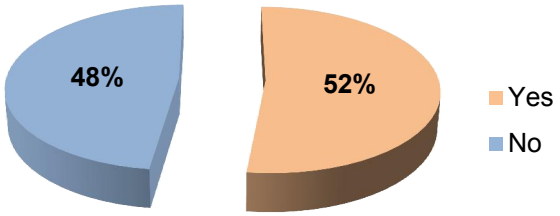


Figure 25: Internet connectivity of the Community Respondent

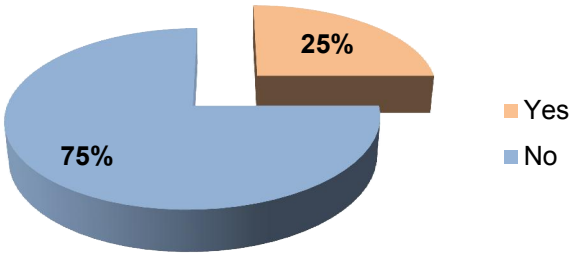


Table 34: Awareness about the existence of village Nenasala

Are you aware of the Nenasala in your village?	Percentage
Yes	76.5
No	23.5
Total	100

Table 35: Accessing Nenasala

Have you visited the Nenasala recently?	Percent
Yes	57.8
No	42.2
Total	100.0

Table 36: Distance to nearest Nenasala

How far do you have to travel in order to visit the Nenasala?	Percentage
Less than 500 M	32.2
500M-1 Km	25.4
1KM-1.5 KM	7.9
1.5KM-2 Km	9.6
2Km- 3Km	14.7
3km -5Km	10.2
Total	100.0

Table 37: Reasons given by respondents for being 'unaware' of the nearest Nenasala centre

	Yes	No	Total
	%	%	%
1. Lack of knowledge about the beneficial objectives of NenasalaProject	24.5	75.5	100.0
2. Lack of interest in ICT related activities	5.3	94.7	100.0
3. Nenasala services are not required	40.4	59.6	100.0
4. No effective awareness programmes to popularize Nenasala services	6.4	93.6	100.0

Table 38: Reasons for not visiting Nenasala

Reasons for visiting Nenasala	%
No response	44.4
Difficulty in reaching Nenasala because of its location	5.4
Availability of easily accessible alternate communication	2.3
Non availability of required equipment at the Nenasala	2.4
Poor standard of equipment and general maintenance.	0.5
Lack of internet facilities	1.1
Poor downloading speed.	0.3
Operating hours are not suitable	3.9
Lack of sufficient working space.	1.0
Lack of privacy when using internet and Skype	2.3
Use of home computer	5.9
Use of office computer	4.4
Personal dispute with the Nenasala owner/operator	0.5
Nenasala services not required	17.3
Others	9.1

Chapter 4: Evaluation of Outcomes of Telecentre Project

Outcome evaluation of Telecentre project attempts to measure the extent to which the telecentres have accomplished its immediate effects on the community in which they are established. Desired outcomes are the changes in knowledge, attitudes, skills and behaviours in the community as a result of Nenasala services. The survey focused on accessing the effectiveness of following desired outcomes of the project:

1. Provision of affordable communication and office services to the community.
2. Increased computer literacy among children, youth and adults.
3. Enabled rural communities to access government information and services online.
4. Increased economic activity in rural communities through Nenasala services.
5. Enhanced access and quality of social services.
6. Provision of access to private sector and banking services online.
7. Availability of information on employment opportunities.
8. Improved entrepreneurship.
9. Increased income through e-Commerce.

The outcome results are derived based on the results of three independent surveys carried out for the purpose and other supplementary information gathered during the study.

4.1 Provision of affordable basic communication and office services

The survey confirmed that Nenasalas provided affordable ICT services to the community that was not available before the establishment of these centres. Almost all the Nenasals had computers and over 80% the centres had printer and internet connections as well. However, only 50% of Nenasalas had telephones and photocopying services. Both Nenasala operators and users (84%) had confirmed that the objective of providing affordable communication and office services to the community has been fully achieved by Nenasals.

4. 2 Increased computer literacy among children, youth and adults

As expressed by 76% of Nenasala operators and 70% of users Nenasala project has contributed fully to the achievement of higher computer literacy among the children, youth and adults. On average each of the surveyed Nenasala centres had 64 computer trainees and assuming there could be 3 training batches per year a total 192 persons could be trained per year per. On this basis 533 operating Nenasalas throughout the country could provide training to 102,336 persons per year.
As expressed by Nenasala operators 87.2% were providing training on office packages while 40.2% also conducted computer languages as well. Only about 12% conducted other professional courses like web designing, Photoshop ect.

4.3 Enabled rural communities to access government information and services online.

Around 45% of the operators and 26% of the users had indicated that this objective has been fully achieved by Nenasalas. Also only 35% of the users had acknowledged that they have used this facility few times.

4.4 Increased economic activity in rural communities through Nenasala services.

As indicated by Nenasala operators, only 21% had indicated that this objective hand been fully achieved by Nenasala operations while only 7.6% of the users had agreed with the operators assessment.

4.5 Enhanced access and quality of social services

One of the outcomes expected of Nenasala project was the enhanced access to health services and distant learning. Although few Nenaslas are involved in providing telemedicine and e-channeling facilities this objective is yet to be fulfilled. Only 20% of Nenasala

operators and 4% of the users had acknowledged that Nenasalas have achieved this objective fully.

4.6 Provision of access to private sector and banking services online.

This objective is also waiting to be fulfilled as only 11% and 4% of Nenasala operators and users respectively had acknowledged that this objective has been fully achieved. However some users were using Nenasala for ebanking, e-buying and payment of utility bills. It was also observed that more and more people are using this facility in urban areas.

4.7 Availability of information on employment opportunities

As expressed by 33% of the Operators and 20% of users surveyed this objective has been fully achieved by Nenasals. However, it was observed that unemployed youth are now using Nenasala internet for searching for jobs through online government gazette and various websites. Over time this will become popular and help the community to access employment opportunities as anticipated.

4.8 Improved entrepreneurship

Nenasalas were expected to assist local entrepreneurs through online technical assistance and expanded input and output marketing networks. Although only 16% of the operators interviewed had acknowledged that their Nenasala have fully achieved this objective, only 8% of the users had made similar claims.

4.9 Increased income through e-Commerce.

Of the Nenasala operators only 9% had acknowledged that their Nenasalas had achieved this objective while 4.3% of the user respondents had expressed similar views. This facility is also popular among the urban users and rarely used by the rural folks.

4.10 Outcome of ICTA training to Nenasala operators

As a key component of Nenasala project all the selected Nenasala operators, owners and staff were given residential training on essential skills for better management of Nenasalas (5 days), technical skills (5 days) and use of local languages in computing and better use of internet (3 days Additionally periodic workshops had been conducted with the assistance of private sector organizations to upgrade, update and enhance their knowledge. The outcome expected was developing competent staff to deliver the ICT services to the rural community.

However the survey observed that only 77.4% of the current operators had received such initial training but 71.3% acknowledged that the training they received was ‘very useful’ in discharging their duties.

One of the crucial problems faced by most Nenasalas was the retaining of such competent and trained staff. In fact enumerators came across few centres that were temporarily closed down due to the resignation of the operator. Most Nenasala are faced with the difficulty of paying higher wages to retain them and developing secured career path for these operators.

4.11 Observed changes in behaviour of Nenasala beneficiaries.

The immediate outcomes of Nenasala project describes the significant behavioural changes that had taken place in the target population as a result of Nenasala initiative. The most important and visible change is the change of attitudes of parents towards ICT and how they are convinced that their children needs to gain required skills to make use of this technology. As a result of Nenasala association 36% of users had purchased computers/laptops and 14% had obtained internet connection as well.

Nenasala has contributed to the enhanced literacy level in these communities and the Nenasala catchment survey found out that 63% of the respondents were computer literate. This high literacy is definitely a positive outcome of Nenasala in the area.

Computer training is one of the important services provided to the community and 30% of the users had indicated training as one of the mostly use services they get from Nenasala. The training is received to enhance their chances of obtaining employment or improve their work related skills for better prospects in the job.

It is also seen from the survey results that 46% of the users had used computers for writing letters, tutorial or preparing their business promotional material like hand bills. In this regard Nenasala operator's role as a 'troubleshooter' is highly appreciated by the users.

Another outcome that has a positive impact the beneficiaries is the increased use of internet for numerous purposes. For example 43% of the surveyed users had indicated that they use email for communication and 22.4% use 'skype' to talk to their friends and relatives living or working 0verseas.further 32% had indicated that the use social networks very often to 'keep in touch' with their friend. Also 20% had indicated that they use online government services sometimes to access latest technical information on agricultural or plantation crops, animal husbandry, e-health or check fish prices or railway timetables. This is an important outcome of a positive behavioural change. It is also interesting to note that 38% of the users had reported to be using internet for entertainment purposes such as listening to music, watching movies and playing games.

It was also noted that 82% of the user respondents were regular visitors who had visited at leat once a week to Nenasala regarding the level of satisfaction, 38% of the users had indicated that the services are 'highly satisfied' while 60% had rated the services as 'satisfactory'.

4.12 Sustainability

The results of the operator survey found that 65% of Nenasalas generate revenue to cover the operating expenses while 50.6% had indicated that they are able to meet the capital costs as well. However most of them are still expecting ICTA to assist them with funds or equipments to sustain Nenasala operations. It was also found out that 70% of the surveyed Nenasalas are over 5 years and only 11% was under one year. This shows that sustainability of these Nenasalas fairly established.

Although the sustainability level appears to be on the high side, there are some other contributing factors for this high level of sustainability. Out of the total Nenasalas surveyed 35% are established with in religious institutions and their operating costs are minimal as most of them do not pay any rent or bear electricity costs. Even other costs are borne by the institution from the donation the institution receives. Another 28% of the Nenasalas are managed by community organizations who operate them as a social obligation or community service and common funds of the organization are used to pay salaries of the staff and most of the centres do not pay separate rent or electricity bills. This is also true for Nenasalas established in public libraries and security camps. In case of individually owned centres, the owners have added on so many other services such as selling phone cards, computer hardware, and stationary to generate additional revenue to maintain the operations. In extreme cases most of the non-viable centres would have been closed down and not included in the survey.

4.13 Telecentre awareness in the catchment area

For a Nenasala to continue it needs attract clients from its catchment area which may include 3-5 Grama Niladari Divisions. For this purpose the catchment area resident survey was conducted for each Nenasala. A random sample of 4 members of the community were

selected which included Nenasala users and non-users. It was customary for ICTA to conduct an intensive awareness campaign in the area before establishing a Nenasala. The campaigns include road shows, street dramas, posters, brochures, hoardings; newspaper articles television and radio talk shows etc.

The survey has found out that 76.5% of the respondents had heard about Nenasala in their village but only 57.8% of those who were aware of Nenasala had actually visited Nenasala. When compared to other studies this figure appears to be slightly high and the reason may be that almost 58% of the selected respondents were within 1km radius. As one would expect the awareness is high closer to the Nenasala. The reasons given by respondents who were unaware of the existence of Nenasala are;

- Lack of knowledge about the objectives of Nenasala
- Lack of interest in ICT
- Nenasala services not required

Of those who were aware of Nenasala, reasons were obtained for not using Nenasala services. Although most of them have not given a specific reason, some have cited the following reasons.

- they do not need any of the services offered by Nenasala
- difficulty in reaching Nenasala,
- using a home computer
- Operating hours not suitable.

Chapter 5: Outcome Indicators

The Project Appraisal Document for e-Sri Lanka Development Project of the World Bank has provided result framework for monitoring of the project and its different project components. It has provided results indicators and intermediate results expected of each component of the project.

The project development objective was to enhance growth and equity through (i) access to and use of means of information and communication. The relevant outcome indicator to measure and evaluate the effectiveness of intervention has been specified as 5,000 beneficiaries in target communities using Telecentre on a regular basis to improve their communication opportunities and access to services (health, education, employment and government services) with satisfaction rate of 70%.

The intermediate result expected of the Telecentre programme has been defined as the improved access and usage of ICTs by targeted low income communities particularly women and youth.

The relevant outcome indicators were:

- 200 telecentres established in four years, out of which 170 will be fully operational and 75 financially sustainable (income exceeds operation costs).
- 45% of Telecentre users are women, 70% youth (12-25 years).

An attempt was made to develop these indicators using survey findings.

Table 39: Calculation of Output Indicator

Description of the indicator	Indicator Data
Average no. of users per month per Nenasala center	403 (Table 39)
Percentage of Nenasal centres generating revenue to cover operating expenses(operating sustainability)	65.2% (Ref.Table 12)
No of Telecentre operating at present	533 (Table 40)
No. of Nenasala Centers financially sustainable (Income exceeds the operational cost	348 (65.2% *533)
Total No. of users per month for sustainable Nenasala Centers	140,244
Percentage of users using Nenasala Centers to improve their communication opportunities and access to govt. services (health, education, employment and govt. services)	31%**
No. of users using Nenasala Centers to improve their communication needs and access to govt. services (health, education, employment and gov. services)	**43,475**
Satisfaction rate of Nenasala Center users who are using Nenasala Centers to improve their communication opportunities and access to govt. services (health, education, employment and gov. services	**97% (refer below)**

Satisfaction rate for the health, education, employment and government services Refer Table 19				
Highly Satisfied	38%[1]			
Satisfied	59%[2]			
Less Satisfied	2.3%			
Not satisfied	0%			

Table 40: Average levels of different services used by beneficiaries of the surveyed Telecentre

Services accessed by users	Average number of users per month/ Nenasala		Male users	Female users	Youth (12-25years)
		%	Average %	Average %	Average %
a. Telephone calls (local)	13	3	50	50	60
b. Telephone calls(overseas)	8	2	55	45	35
c. VoIP/'Skype" calls	26	6	60	40	44
d. Fax	12	3	65	35	48
e. E mail	38	9	64	36	50
f. Internet –education, access online government nformation	38	9	67	33	77
g. Printing	41	10	66	34	38.5
h. Copying	58	14	58	42	39
i. Scanning	20	5	68	32	45
j. Typesetting –application letter	33	8	66	34	67
k. Other computer based activites	30	7	55	45	60
l. Computer training	64	16	51	49	83
m. Stationary sales	22	6	48	52	60
Total	403*	100	59.5	40.5	54.3

Calculation

1. Total percentage of regular Nenasala users using Nenasala facilities to improve their communication opportunities and access to services (health, education, employment and government services) (3(f)+2(b)+9(e)+9(f) +8(j)= 31%

Table 41: Summary status of established Nenasalas breakdown

District	Number of operational Nenasala centres	Number of non-operational or partially operational centres	Number of permanently closed Nenasala centers	Number of Nenasala centers established as of Nov 2013
Ampara	29	5	2	37
Anuradhapura	49	10	2	59
Badulla	30	12	8	45
Batticaloa	20	3	1	23
Colombo	13	2	1	15
Galle	27	4	1	34
Gampaha	20	0	2	20
Hambantota	22	9	3	31
Jaffna	4	1	2	29
Kalutura	20	3	1	23
Kandy	48	6	1	54
Kegalle	37	17	4	57
Killinochchi	2	0	0	6
Kurunegala	35	14	2	49
Mannar	0	0	1	6
Matale	12	8	0	20
Matara	28	5	2	33
Monaragala	25	12	1	37

District	Number of operational Nenasala centres	Number of non-operational or partially operational centres	Number of permanently closed Nenasala centers	Number of Nenasala centers established as of Nov 2013
Mullative	5	0	0	7
Nuwara – Eliya	22	4	4	26
Polonnaruwa	22	5	0	28
Puttalam	14	6	1	20
Rathnapura	26	17	4	43
Trincomalee	22	4	1	28
Vauniya	1	5	0	11
Grand Total	**533**	**152**	**44**	**741**

Source ICTA

As seen from above we can deduce the following conclusion about the Nenasala outcomes:

1. Around 62.5% of the4 surveyed Nenasalas have achieved are operating sustainability.

2. Total No. of users per month for sustainable Nenasala Centers =140,244

3. Satisfaction rate of Nenasala Center users who are using Nenasala Centers to improve their communication opportunities and access to govt. services = 97%

4. Women Telecentre users = 40.5%

5. Youth Telecentre users = 54.3%

Chapter 6: Conclusions and Recommendations

The study focused on generating substantive evidence based knowledge on the effectiveness of the Telecentre programmes implemented throughout the country with an objective of providing greater access and use of information and communication tools. In this regard three surveys involving Nenasala operators, Nenasala users and Nenasala catchment area residents were carried out and the detail results are given in Chapter 4. In order to draw conclusions, the salient findings of the surveys are summarized below.

6.1 Summary Conclusions

1. With the establishment of first Nenasala in January 2005 as at end November 2013, a total of 741 Nenasala centres were established throughout the country by ICTA. However, at least 44 centres had been closed down permanently and another 15% centres operate at sub optimal levels.

2. There are several ownership models and the most dominant models are established in religious institutions and community based organizations. Others are established by entrepreneurs, government institutions, and public libraries.

3. ICTA had provided equipment, training, subsidized internet connections and initially vouchers to support the Nenasalas to attract the potential users.

4. The owners had provided the office space, furniture, staff, electricity and internet rental charges.
5. The objective of Nenasala initiative was consistent with the felt-needs of the community where affordable ICT services being provided to the rural masses. This was confirmed by 85% of the Nenasala operators.

6. Data indicate that almost all of the Nenasalas had computers and 87% conducted computer training and 82% had internet access. However, telephones and faxing facilities were available only in 51% and 37% of the surveyed centres. Also only 52% of them had photocopying facilities as well.

7. Nenasala centres had contributed immensely to improve the computer literacy among the community especially among the youth. This was confirmed by 70% of the surveyed users and 76% of the operators.

8. As observed from the user survey, 75% of them had completed secondary level education (G.C.E. OL and AL) and 80% were below 30 years of age. Hence, it can be concluded that ICTs are being used mostly by the educated youth.

9. Around 51% of the users fell into the low and middle income categories and another 42% consisted of students or unemployed youth. This shows that Nenasalas are catering to the people who are unable to afford high costs of private internet cafes.

10. It was also found that 98% of the users were computer literate and 54% had home computers as well. This shows that higher literacy leads to higher usage of Nenasala as they want to learn more.

11. The availability of internet was found to be around 20% among the user respondents. The availability of convenient and economical 3G mobile broad brand connections should increase the connectivity.

12. It is interesting to note that almost 82% of the users surveyed, were regular Nenasala users who at least visit the centre once a week. However, only 49% had acknowledged that they are fully aware of all the facilities and services offered by the centre.

13. Around 98% of the users had expressed their satisfaction with the services provided by Nenasala, although it is not all the centres that offer all communication and office facilities to users.

14. Nenasala centres had also brought about positive behavioral changes in the community as expected when the project was initiated. For example 76% of the users had acknowledged that they use email and 'skype' facilities to communicate with their families and friends abroad or to do business effectively and speedily.

15. Internet facilities also had changed the knowledge and skills of the users. 30% of the users had also mentioned that they use internet for entertainment as well. The use of social networks to 'keep in touch' with their friends and share information of common interest was reported by 27% of the users.

16. One of the main objectives of Nenasala was to provide government information directly through online services. The survey found that 15% of the users accessed eGovernment services through Nenasala internet facilities. Although this figure may be small, it shows that people are changing their attitudes and are trying hard in obtaining these services in a convenient manner.

17. It was also a noteworthy observation that 34% of the users had reported to be using internet to access latest news, information and read e-magazines from Nenasala.

18. It is also observed that only 5% and 2% of the users had obtained eCommerce and e-banking and other private sector facilities respectively. Also only 4% had reported that they have used internet to adopt new technologies to improve their businesses.

19. Around 46% of the user had reported that they prepare their document (typesetting) using Nenasala computers. Further 23% had mentioned that they prepare university assignments using these facilities.
20. Another important outcome of the Nenasala initiative is that people's inclination towards investing in ICT tools. As found out from the survey, 36% of the users had purchased computers/laptps and 14% had also obtained internet connections. Although once they have these facilities at home they may not need to visit the centre anymore. However, from the country's point this behaviour is extremely positive as people are using ICT to their advantage.

22. A percentage rating of 14% of the users had indicated that they were able to increase their income by using Nenasala services while 3% had obtained employment as a result of training they received at the centre.

23. 84% of the users had accessed the Nenasalas' contribution towards improving their ICT literacy as 'very high' and 'high'.

24. The community awareness (in the catchment area-5km radius) of the existence of Nenasala in their village was 76% but only 58% of those who were aware had used Nenasala facilities. The awareness level appears to be high as 57% of the respondents were within 1km from the centre. The awareness is less as it goes further and further.

25. The initial training provided by ICTA to Nenasala operators and staff was extremely useful and contributed immensely to the successful functioning the centres. This fact has been endorsed by nearly 78% of the operators who has had this training.

26. Although this initial training provided by ICTA to all the operators at the commencement of operations, only 77% had mentioned that they had received this training. The reason for this is that some operators had left Nenasala service to take up more secured jobs elsewhere.

27. As expressed by 77% of the operators their centres generate sufficient revenue to cover the operating cost. Some centres are funded by owning institutions or provided rent free office space, free electricity and sometimes staff salaries are paid by them. In fact most of these centres are providing services at highly subsidized prices or even free of charge to the users. Services are offered to needy or members of the institution as a social service. Sometimes they are funded by donations received from the community.

28. 83% of the Nenasalas surveyed had conducted various awareness campaigns to popularize their services among the community. Most of them had targeted students who have completed their public exams and are awaiting results.

29. It was also found that there were some catalytic effects arising from the Nenasala project. One important effect is that conviction in the community, especially among the parents is that learning ICT is essential to their children's future and making every effort to provide them with training and equipment was important. It was also revealed that after the establishment of Nenasala more and more students are enrolling to take ICT as a subject for their public exams. It was also found that Nenasala centres conducting special training and classes for these students.

30. Another visible catalytic effect is the establishment of other Telecentres in the neighbourhood to provide similar services to the public.

31. Nenasala operators also had mentioned some difficulties they had encountered during the implementing period. Some of them need immediate attention for smooth functioning of the centres. Lack of internet connection, fax machines, telephones and photocopiers were real impediments for smooth functioning of Nenasalas as they constitute an integral part of basic communication and office services.

32. Another problem was the issuing of standard, uniform and recognized training certificate for all Nenasala trainees.

33. Some operators were also complaining of poor maintenance of equipment by the hardware suppliers and frequent breakdowns of computers.

34. The operators were also concerned about the lack of awareness and need for effective campaigns to popularize Nenasala services in schools, government and private offices and among entrepreneurs.

35. Nenasalas also find it difficult to retain their trained staff and some centres were found temporarily closed down due to this problem.

36 the survey also found out some 'good practices' followed by Nenasalas. Some centres offered scholarships to extremely poor children while others provided training at highly subsidized rates.

37 It was also noted that some centres provided courteous and efficient services to their customers irrespective of their social or political status.

38. Another 'good practice' was the provision of solution to user problems especially related to ICT.

39. Some centres had conducted valuable workshops and seminars for the students who were taking up public exams.

40. Nenasala centres had also helped other community development and awareness programmes such as eradication of dengue and other diseases prevalent in the area.

6.2 Conclusions

The findings of the three surveys clearly indicate that the Nenasala project has contributed high literacy levels in these communities and changes in the use of ICT tools to facilitate their daily activities. It was also evident that the Nenasala users had gained sufficient knowledge, skills and confidence in ICTs, leading them to invest in computers, laptops, internet connectivity, scanners and web cams. This indicates that the community has accepted the value and advantage of using ICTs to enhance their livelihoods and started to change their traditional ways of doing things with much convenient and cost-effectives technologies. They have changed the ways of communication with emails, skype and accessing of information, reading newspapers and improving knowledge keeping constant contact with friends, and entertainment through internet. However, facilities like e-health, e-commerce, e-banking and host of other services which are offered online and available at the touch of a few buttons are yet to popularize among the rural community.

In conclusion, it is evident that Nenasalas have slowly but surely empowered the rural societies in transforming their ways of doing things in an efficient, convenient and cost effective manner. It is true that there is a lot more to gain from this initiative in the future and the decision to expand the project to cover all the GNDs in the country is the correct decision to make so that the benefits of ICT are penetrated to the grassroot level.

6.3 Recommendations

1. It is extremely beneficial if all the required basic communication and office services are available at all Nenasalas so that they can be used as one-stop centres for the community. Other related services such as duplicating and binding facilities should also be encouraged.

2. Apart from providing basic computer training, Nenasalas should also concentrate on providing other training where ever possible so that the required manpower could be provided to the expanding BPO sector. This may help to develop local businesses in the various fields.

3. Nenasalas need to attract more and more customers to ensure their sustenance and expansion in the long run. This needs the creating of awareness not only in the local environment but also island wide. In this regard ICTA can carry out an effective media campaign along with local Nenasalas promoting their own centres within the catchment area.

4. Some centres had been already shifted from original locations to more central places to attract more customers. If such relocations are conducive for their long term sustenance, such moves should be encouraged.

5. It was also found out that most Nenasala are expecting state intervention to provide continuous support to buy required equipment and other facilities. This misconception needs to be corrected so that they develop their own strategies to achieve sustainability.

6. Another thorny issue is the difficulty of retaining trained staff due to financial reasons. They also do not see a long term career at these centres and always try to find better prospects elsewhere. Once the well trained staff leaves the untrained new comers find it difficult to offer the same quality service to the users. This can seriously affect the user numbers and sustainability.

Annexure I: Evaluation Design Matrix/Framework for Final Evaluation of Telecentre

Note: Survey 1: **Survey of Nenasala Operators (Owners);** Survey 2: **Survey of Nenasala Users;** Survey 3: **Community Survey**

Evaluation Criteria	Evaluation Questions	Indicators	Data Sources	Data Collection Methods
1. Relevance	1.1 Are objectives in line with needs, priorities and government policies?	○ Government policy on ICT	ICTA	Document Review
	1.2 Is the intervention in line with the livelihoods strategies and cultural conditions of the beneficiaries?	○ Level of acceptance of the technology by the Nenasala operators, users & non-users	Nenasala operators, users & community	Surveys 1, 2 & 3 with staff, users and community.
	1.3 Is the design of the intervention relevant to the context (especially in terms of languages)?	○ Level of acceptance of the context by the Nenasala operators, users & non-users	Nenasala operators, users & community	Surveys 1, 2 & 3 with staff, users and community.
	1.4 Is the timing of the intervention relevant from the point of view of the beneficiaries?	○ Opinion on the timing of establishment of Nenasala	Nenasala operators, users & community	Surveys 1, 2 & 3 with staff, users and community.
	1.5 Does the intervention have potential for replication?	○ Extent of replicability of Nenasala	Nenasala operators	Survey 1
2. Effectiveness	2.1 Has the development intervention achieved what it set out to do?	○ Extent of achievement of objectives.	Nenasala operators, staff, users & community	Surveys 1, 2 & 3 with staff, users and community
		○ Extent of achievement of results ○ 40% of telecentres users are women, 70% youth (12-25).	Nenasala operators, staff, users & community	Surveys 1, 2 & 3 with staff, users and community
	2.2 How have the conditions of the intended beneficiaries group changed since the beginning of the development intervention?	○ No. benefited by ICT training (M/F) ○ No. of ICT literates (M/F) ○ No. of employment created at Nenasala (M/F) ○ No. secured employment (M/F) ○ Increase in income (M/F) ○ Types of benefits received to users (M/F)	Nenasala operators & users	Surveys 1, 2 & 3 with staff, users and community
	2.3 How do these identified changes compare with the intended changes?			
	2.4 To what extent have the identified changes been caused by the development intervention rather than external factors?			
3. Efficiency	3.1 What measures have been taken during the planning and implementation phase to ensure that resources are efficiently used?	○ Implementation procedures adopted by ICTA	ICTA	Document Review and KII at ICTA
		○ Operational procedures adopted by Nenasala operators	Nenasala operators	Survey 1
	3.2 To what extent have the development	○ No. of Nenasala established	ICTA	Document Review

Evaluation Criteria	Evaluation Questions	Indicators	Data Sources	Data Collection Methods
	components been delivered as agreed?	○ Composition of equipment procured at Nenasala	Nenasala operators	Survey 1
	3.3 Could the intervention have been done better, more cheaply or more quickly?	○ Opinions of (i) the ICTA officials and (ii) Nenasala operators	(i) ICTA and (ii) Nenasala operators	(i) KII at ICTA and (ii) Surveys 1
	3.4 Could an altogether different type of intervention have solved the same problem at a lower cost?			
4. Outcome / Impact	4.1 How has the intervention affected the wellbeing of different groups of stakeholders?	○ No. of employment created at Nenasala (M/F) ○ No. secured employment (M/F) ○ Increase in income (M/F) ○ Types of benefits received to users (M/F)	As per 2.2 to 2.4 above.	Surveys 1, 2 & 3 FGD with staff & users
	4.2 What would have happened without the intervention?	○ Opinions of Nenasala operators, users & non-users	Nenasala operators, users & community	Surveys 1, 2 & 3 with staff, users and community
	4.3 What are the positive and negative effects?	○ Opinions of Nenasala operators and users	Nenasala operators & users	Surveys 1, 2 & 3 with staff, users and community
	4.4 Do the positive effects outweigh the negative ones?			
	4.5 What do the beneficiaries and other stakeholders perceive to be the effects of the intervention on themselves?	○ Opinions of Nenasala operators, users & non-users	Nenasala operators, users & community	Surveys 1, 2 & 3 with staff, users and community
	4.6 To what extent does the intervention contribute to capacity development and the strengthening of institutions?	○ Opinion of Nenasala operators	Nenasala operators & users	Surveys 1, 2 & 3 with staff, users and community
5. Sustainability	5.1 Is equipment appropriately maintained and managed?	○ Level of maintenance of equipment	Nenasala operators	Survey 1
	5.2 Is the operator willing and able to keep facilities operational and to continue activities on their own?	○ Willing and ability to keep facilities operational and to continue activities ○ Willingness & ability to pay for services by users	Nenasala operators & users	Surveys 1, 2 & 3 with staff, users and community
	5.3 Is there sufficient organizational capacity to implement activities to produce effects even after the cooperation has ended? (assignment of human resources, decision-	○ Opinion of Nenasala operators	Nenasala operators	Survey 1

Evaluation Criteria	Evaluation Questions	Indicators	Data Sources	Data Collection Methods
	making process, etc.)			
	5.4 Is there local ownership?	○ Operator ownership ○ Community acceptance	Nenasala operators, users & community	Surveys 1, 2 & 3 with staff, users and community
	5.5 Is the cash flow satisfactory for the services provided?	○ Opinion of Nenasala operators	Nenasala operators	Survey 1
	5.6 To what extent is the telecentre financially viable that means, does it generate sufficient revenue to cover cost?	○ Opinion of Nenasala operators	Nenasala operators	Survey 1
	5.7 Are there environmentally sustainable practices being used at the telecentre?	○ Use of environmentally sustainable practices	Nenasala operators	Survey 1
	5.8 Considering the above aspects as a whole, is the sustainability high or low?	○ Level of sustainability	Analysis of findings	
6. Replicability	6.1 Does the intervention used in the telecentre have potential for replication?	○ Ability for replicability	Nenasala operators	Survey 1
	6.2 If yes, what type of replication is possible; vertical replication, horizontal replication or both?	○ Features of replicability	Nenasala operators	Survey 1
7. Scalability	7.1 Is there an opportunity to expand in scope and scale up the activities of the telecentre on sustainable basis?	○ Features of scalability	Nenasala operators	Survey 1
8. Content	8.1 What was the overall usefulness of online and off-line contents developed by the telecentres?	○ Usefulness of online and off-line contents developed	Nenasala operators , users and community	Survey 1, 2 & 3
9. Catalytic Effects	9.1 Were there any catalytic effects as a result of the telecentre? If so, what were them?	○ Features of catalytic effects	Nenasala operator, users and community	Survey 1, 2 & 3
10. Connectivity	10.1 In respect of other components of e-Sri Lanka Development Programme, what were the achievements in the telecentre, (i) got connected, (ii) made use of, and/or (iii) benefited by services?	○ Features of connectivity	Nenasala operators, users & community	Survey 1, 2 & 3

Annexure II: Questionnaire for Telecentre Operator

Identification Code(For office use only)						

Information and Technology Agency (ICTA)

Combined Telecentre and eSociety - Final Evaluation

Telecentre Development Programme

Final evaluation (October/November 2013)

Questionnaire for Data Collection from each Telecentre (Nenasala) Operator

(Data to be obtained by Conducting face-to-face interviewing by an enumerator with the Nenasala operator , who is in charge of daily operations.)

Name of the interviewer		**Date**

Module 1: Basic Information

1. Name of Nenasala:……
2. Type of Nenasala [Please tick (✔) appropriate box]

Religious Centre	Security Camp	Government office	Community /Society	Public library	Individual-owned	Others

3. Web address: Yes[ ] No [ ] if 'Yes', the address……
4. Name of the Respondent:……..
5. Telephone No:……
6. Age and Gender of the Respondent: ……Years, Male [ ] Female[ ]
7. Level of IT knowledge [Please tick (✔) appropriate box]

High	Average	Poor	No IT knowledge

8. Supporting Staff: (Please indicate the number of staff under each category)

Full time IT staff	Full time Non-IT	Part time IT staff	Part time non IT staff

Module 2:. Relevance of Nenasala initiative with the Community needs

1. Did the community have access to affordable ICT services before the establishment of Nenasala?

Yes [ ] No [ ]

If 'Yes' explain briefly.

……
……
……

2 . To what extent Nenasala objectives are in line with the felt needs of the beneficiaries?

(i) Full [ ] (ii) Partially (iii) Very little [ ]

3. Is the design and implementation of Nenasala initiative is socially and culturally? acceptable to the community?

Yes [ ] No [ ]

4. What is your level of acceptance of the design of Nenasala initiative?

(i) High [ ] (ii) Moderate [ ] (iii) Low [ ]

5. What is your opinion on the timing of establishment of Nenasala in your community?

(i) Correct [ ] (ii) Too late (iii) Too early

Please briefly explain your response

……
……
……

Module 3.:Effectiveness of Services/facilities Provided by the Telecentre

Effectiveness measures the extent to which Nenasala has attained or expected to attain its major objectives efficiently in a sustainable manner.

6. To what extent Nenasala has achieved its objectives in relation to following?

[Please tick (✔) appropriate box.

(i) Provision of affordable basic communication services:

a. Voice [ ] **b.** Fax [ ] **c**. e-mail [ ] **d.** Internet access [ ]

(ii) Office services:

a. Printing [ ] **b.** Copying [ ] **c.** Scanning [ ]

(iii) Number of beneficiaries provided with ICT training:

Male [ ] Female [ ] Youth (12-25 years) [ ]

(iii) Number of employment created at Nenasala:

Please indicate the total numbers

Male [ ] Female [ ]

(iv) Types of Benefits received by the users

Type of benefit	Male (Nos)	Female (Nos.)

7. In your opinion to what extent your Nenasala centre has achieved the following objectives?

Please tick (✔) appropriate box

Objective	Fully	Partially	Very little	Not at all
1.Provision of affordable ICT services to the community				
2. Increased computer literacy among children, youth and adults				
3. Enabled rural communities to access government information and services online				
5. Increased economic activity in rural communities through Nenasala services				
6.Enhanced access and quality of social services eg. public services online, distance education				
7.Provided access to private sector and banking services online				
8. Promoted e-Commerce				
9. Provide information on employment opportunities				
10. Improved entrepreneurship;-eg. through online technical assistance, and expanded input and output market network				

Module 4. Efficiency of using Nenasala Resources

Efficiency measure of how economically resources/ inputs (funds,expertise, time, etc.) are converted to results.

8. Do you think the resources such as equipment, staff etc. at the Nenasala centre are used
Correctly and efficiently to get the maximum results?

Yes [ ] No [ ]

If 'No', please explain why?

……
……
……..
9. Do you think same results could have been obtained in a cheaper way by adopting a different approach?
Yes [ ] No [ ]
If 'Yes', please explain.
……
……
……..
10. Do you think the composition of equipment at Nenasala is sufficient to provide an efficient service to users?
Yes [ ] No [ ]

If 'No', please explain what other facilities are required for this purposes and why they Are nt available at present.

……

……

11. Are the operational procedures adopted by Nenasala are helpful for efficient and smooth functioning of the centre?

Yes [ ] No [ ]

If 'No', please explain what changes are required.

……

……..

Module 5 .Outcome of Services/facilities Provided by the Telecentre

13. **Usage of Nenasala Services by beneficiaries.**
Please provide average number and % of users under each category for a week.

Service	**Total number**	**Male %**	**Female %**	**Youth (12-25 yrs) %**
a. Telephone calls (local)				
b. Telephone calls(overseas)				
c. VoIP/'Skype" calls				
d. Fax				
e. E mail				
f. Internet browsing				
g. Printing				
h. Copying				
i. Scanning				
j. Typesetting				
k. Other computer based activities				
l. Computer training				
m. Stationary sales				
n.Others:……				

14. Type of users

Please provide the average percentage of users for a week.

User type	percentage
a. School children	
b. University/others students	
c. Youth-unemployed	
d. Businessmen and self-employed entrepreneurs	
e. Farmers	
f. Housewives	
g. Office employees/teachers	
h. Others:……..	

15. How many new employment opportunities were created at your Nenasala?
Male [……..] Female [……..…]

16. How many have secured employment as a result of Nenasala training or other services
provided by them?
Total……..

17. How many were able to increase their income as a direct or indirect outcome of Nenasala services? Eg. Through e-commerce, the employment as a result of computer training received at the centre.

Total No. ……..

18. What was the contribution of Nenasala towards increasing ICT literacy among the community? How many were trained by the centre?

Total number trained:……

19. How many have used online facilities to access government information and services
from Nenasala?

Total No. ……..

20. How many are using online banking and other private sector facilities from Nenasala?
Total number:……

21. Did Nenasala support the development of local industry? How was this done?
Please explain briefly.

……..

……..

22. To what extent did Nenasala contribute towards capacity development and strengthening of local institutions? Explain briefly.

……

……..

23. What are the positive behavioral changes of the community that you observed as an
outcomes of Nenasala project? lease explain briefly.

……

……

24. What are the negative behavioral changes in the community that you observed as an outcomes of Nenasala services? Please explain briefly.

……

……

Module 6. Sustainability of the Telecentre

Sustainability is concerned with the measuring whether the outcomes (benefits) of the Nenasala project are likely to continue for a long time after the withdrawal of donor or ICTA support.

25. Is the equipment appropriately maintained and are in working order at all times?

Yes [ ] No [ ]

If 'No' how do you manage to operate the centre successfully?

……

……

26. Is the Nenasala management willing and able to continue providing same services for the future ?

Yes [ ] No [ ]

If 'No' what action the management proposes to take?

……

……

27. Is the revenue generated from Nenasala activities sufficient to meet all the operating expenses of Nenasala?

Yes [ ] No [ ]

If 'No' how do you finance the deficit?

……

……

28. Is the revenue generated from Nenasala activities sufficient to meet all the operating expenses of Nenasala and meet the costs of replacement and/or upgrading of present equipment?

Yes [ ] No [ ]

If 'No' how do you propose to finance this?

……

……

29. Are the users willing and able to pay for their services if the rates are increased?
Yes [ ] No [ ]

30. Is the organizational capacity sufficient to implement activities to produce same outcomes even after ICTA cooperation has ended?
Yes [ ] No [ ]

Module 7. Replicability of Nenasal project

31. Do the interventions used in the Nenasala project have a potential for replication?
Yes [ ] No [ ]

Module 8. Scalability of Nenasal project

32. Is there an opportunity to expand the activities of Nenasala on sustainable basis?
Yes [ ] No [ ]
If 'Yes' please explain how you would do it.

……
……
….

Module 9. Content evaluation

33. What are the online contents (web based) developed by the Nenasala?
Please explain.

……
……
……
34. How useful are these online contents to the community ?

(i) Very useful [ ] (ii) Useful for some [ ] (iiI) Useful for very few [ ]

35. What are the offline contents (CDs/DVDs) developed by the Nenasala?
Please describe briefly the contents.

……
……
……
36. How useful are these offline contents to the community?

(i) Very useful [ ] (ii) Useful for some [ ] (iiI) Useful for very few [ ]

Module 10. Catalytic effect

37. Were there any catalytic effects as a result of Nenasala?
Yes [ ] No [ ]
If 'Yes' what were they? Please describe briefly.

……
……
….

Module 11. Connectivity with other e-Sri lanka projects

38. In respect of other components of e-Sri Lanka development programme, what were the achievements in Nenasala ?

(i) Got connected [ ] (ii) made use of [ ] (iii) Benefitted by services [ ]

Module 12. Good practices, Lessons Learned , Opinions and Suggestions

39. What were the 'problems', 'difficulties' and 'constraints' faced by Nenasala management that affected the smooth implementation of the project?

(i) ……..
(ii) ……
(iii) ……..
(iv) ……..
(v) ……..

40. What are your suggestions to overcome these problems and improve performance of Nenasala operations.

(i) ……..
(ii) ……
(iii) ……..
(iv) ……..
(v) ……..

41. What are the 'good practices' (if any) that have been followed and proved successful during Nenasala operations?

(i) ……..
(ii) ……
(iii) ……

42. What are the 'lessons learned so far' from the Nenasala operations?
A lesson learned is the knowledge gained from experience that is sufficiently well founded and can be generalized so that it has the potential to improve action.

(i) ……..
(ii) ……
(iii) ……

Annexure III: Questionnaire for Data Collection from Telecentre (Nenasala) Users

Identification Code(For office use only)						

Information and Technology Agency (ICTA)

Combined Telecentre and eSociety - Final Evaluation
Telecentre Development Programme
Final evaluation (October/November 2013)

Questionnaire for Data Collection from Telecentre (Nenasala) Users
(Data to be obtained by Conducting face-to-face interviewing by an enumerator with the Nenasala users.)

Name of the interviewer		**Date**

Module 1: Basic Information

1. Name of Nenasala:……
2. Name of the Respondent:……..
3. Telephone No:……
4. Age and Gender of the Respondent: ……Years, Male [ ] Female[ ]
5. Employment Status of the respondent

Occupation	[Please tick (✔) appropriate box.		
Housewife (full time)		Farmer	
Student (school going)		Unskilled labour	
Student(higher education)		Skilled labour	
Professional (doctor, engineer, lawyer, accountant)		Self employed	
Pensioner		Employment seeking	
Public servant(executive)		Executive (private sector)	
Public sector(non-executive)		Non-executive(private sector)	
Security Forces/Police		Others	

6. Income status of the Respondent

[Please tick (✔) appropriate box.

(i) Upper income	(ii) Middle income	(iii) Lower income	(iv) Samurdhi recipient	(v) not applicable

7. Can you operate a computer?

Yes [ ] No [ ]

If 'Yes', what activities you can perform without anybody's assistance?

[Please tick (✔) appropriate boxes.

a. Turn on/off the computer		Send/receive e-mails	
b. Install a software		Open a web page	
c. Type a letter(word processing)		Search for information	
d. Prepare a spread sheet		Access online services	
e. prepare a presentation		VoIP (skype)	

f. Operate a data base		Others.	

8. Do you have a computer at home?
Yes [ ] No [ ]
9. Do you have internet connection at home?
Yes [ ] No [ ]
10.How frequently do you visit Nenasala?
[Please tick (✔) the appropriate box]

(i) Daily		(iv) Once in two weeks	
(ii) few days a week		(v) Once a month	
(iii) Once a week		Others……	

11. To what extent are you aware of the services and facilities available at the Nenasala?
[Please tick (✔) the appropriate box

Fully	Partially	Very little

12 To what extent are you satisfied with the services provided by the Nenasala?
[Please tick (✔) the appropriate box]

(i) Highly satisfied	(ii) Satisfied	(iii)Less satisfied	(iv) Not satisfied at all

13. Are the Nenasla services equally accessible to women, men and children at all times with no restrictions?
Yes [ ] No [ ]
If 'No', reasons for
it……
……

14. Do the Nenasala services equally accessible to marginalized groups such as people with disabilities,
ethnic and religious minorities, older people, indigenous people, people in poverty etc. ?
Yes [ ] No [ ]
If 'No', reasons for
it……
……

15. What are the useful services or facilities you have obtained from Nenasala ?
[Please tick (✔) five mostly used services]

Service/ Facility		**Service /facility**	
(i) Telephone		(xi) Accessing stock market	
(ii) Photocopying		(xii) Accessing Agriculture related information	
(iii) Fax		(xiii) Reading e-newspapers and magazines	
(iv) Computer training to get a jobs		(xiv) Use of VoIP –eg Skype	
(v) Improving work related skills		(xv) E-mailing	
(vi) Access e-government services		(xvi) Purchasing hardware/software	
(vii) Making online purchases		(xvii) Accessing social networks. eg Facebook	
(viii) Entertainment-eg listening / watching videos		(xviii) Accessing distance learning programs	
(ix) Typesetting documents- tutorials, hand bills		(xix) Hardware repairs	
(x) Prepare university assignments/school work		(xx) Others……	

Module 2:. Relevance of Nenasala initiative with the Community needs

16. Did you have access to affordable ICT services before the establishment of Nenasala?

Yes [ ] No [ ]

If 'Yes' explain briefly.

……

17. To what extent are Nenasala objectives in line with the felt needs of the community?

(i) Full [ ] (ii) Partially (iii) Very little [ ]

18. Is the design and implementation of Nenasala initiative socially and culturally acceptable to the community?

Yes [ ] No [ ]

19. What is your level of acceptance of the design of Nenasala initiative?

(i) High [ ] (ii) Moderate [ ] (iii) Low [ ]

20. What is your opinion on the timing of establishment of Nenasala in your community?

(i) Correct [ ] (ii) Too late (iii) Too early

Module 3.:Effectiveness of Services/facilities Provided by the Telecentre

Effectiveness measures the extent to which Nenasala has attained or expected to attain its major objectives efficiently in a sustainable manner.

21. In your opinion to what extent your Nenasala centre has achieved the following objectives?

Please tick (✔) appropriate box

Objective	**Fully**	**Partially**	**Very little**	**Not at all**
1.Provision of affordable ICT services to the community				
2. Increased computer literacy among children, youth and adults				
3. Enabled rural communities to access government information and services online				
5. Increased economic activity in rural communities through Nenasala services				
6.Enhanced access and quality of social services eg. public servicesonline, distance education				
7.Provided access to private sector and banking services on line				
8. Promoted e-Commerce				
9. Provide information on employment opportunities				
10. Improved entrepreneurship;-eg. through online				

technical assistance, and expanded input and output market network				

Module 4. Efficiency of using Nenasala Resources

Efficiency measure of how economically resources/ inputs (funds,expertise, time, etc.) are converted to results.

22. Do you think the resources (such as equipment, staff etc.) at the Nenasala centre are used correctly and efficiently to get the maximum results?

Yes [ ] No [ ]
If 'No', please explain why?
……
……
……..
23. Do you think same results could have been obtained in a cheaper way by adopting a different approach?
Yes [ ] No [ ]
If 'Yes', please explain .
……
……
……..
24. Do you think the composition and numbers of equipment at the Nenasala is sufficient to
provide an efficient service to users?

Yes [ ] No [ ]
If 'No', please explain what other facilities are required for this purposes .
……
……

Module 5 .Outcome of Services/facilities Provided by the Telecentre

25. In your opinion what are the most important outcomes of Nenasala project?
Outcomes are overall behavioral changes occurred within the community that can be attributed, at least in part to the project outputs.
Please select five most important outcomes of your choice and tick (✔) appropriate boxes.

Outcome	Yes	No
(i) Increased use of email, skype and fax for real time communication		
(ii) Use of online government services and information		
(iii) Increase use of internet for entertainment		
(iv) Use of online banking and other private sector services		
(v) Making online purchases-e-commerce		
(vi) Easy access to latest news and information		
(vii) Increased productivity by adopting technologies obtained from internet		

(viii) Accessing latest educational information eg. e-learning		
(ix) Use of new ICT tools to improve businesses eg. Photoshop		
(x) Health information and telemedicine		
(xi) Expanded social, political and professional network eg. Facebook		
(xii)Enhanced computer skills		

26. Did you or any member of your family secure employment as a result of Nenasala training?

Yes [ ] No [ ]

27. Were you able to increase your income by using any Nenasala services?
Eg. Through e-commerce, by using improved technology accessed from internet
Yes [ ] No [ ]
If 'yes', by what percentage?
……%

28. What was the contribution of Nenasala towards increasing your ICT literacy?

(i) Very high [ ] (ii) High [ ] (iii) Moderate [ ] (iv) Negligible [ ]

29. Do you use online facilities to access government information and services from Nenasala?

Yes [ ] No [ ]
If 'yes' how often do you use this services?

(i) Very often [ ] (ii) Sometimes [ ] (iii) Never [ ]

30. Do you use online banking and private sector facilities from Nenasala?

Yes [ ] No [ ]
If 'yes' how often do you use this services?

(i) Very often [ ] (ii) Sometimes [ ] (iii) Never [ ]

31. Did Nenasala support the development of your industry?
Yes [ ] No [ ]

If 'yes' explain briefly how this was done..

……

……

32. What are the positive behavioral changes that you have acquired by visiting Nenasala?

Please explain briefly.

……
……

Module 6. Sustainability of the Telecentre

33. Are you willing and able to pay for Nenasala services if the rates are increased?
Yes [ ] No [ ]

Module 7. Replicability of Nenasala project

31. Do the interventions used in the Nenasala project have a potential for replication?
Yes [ ] No [ ]

Module 8. Content evaluation

32. How useful are these online contents (if available) developed by Nenasala ?

(ii) Very useful [ ] (ii) Useful for some [ ] (iiI) Useful for very few [ ]

33. How useful are the offline contents (eg. CDs/DVDs) to the community?

(ii) Very useful [ ] (ii) Useful for some [ ] (iii) Useful for very few [ ]

Module 9. Catalytic effect

Catalytic effects are enhanced third party results due the project.

34 . Were there any catalytic effects on you a result of Nenasala?
Yes [ ] No [ ]
If 'Yes' what were they? Please describe briefly.
……
……

Module 10. Connectivity with other e-Sri Lanka projects

38. In respect of other components of e-Sri Lanka development programme, what were your achievements because of Nenasala ?

(i) Got connected [ ] (ii) made use of [ ] (iii) Benefitted by services [ ]

Annexure IV: Questionnaire for Data Collection from Telecentre non Users

Identification Code(For office use only)						

Information and Technology Agency (ICTA)

Combined Telecentre and eSociety - Final Evaluation
Telecentre Development Programme
Final evaluation (October/November 2013)

Questionnaire for Data Collection from Telecentre nonUsers
(Data to be obtained by Conducting face-to-face interviewing by an enumerator with the Nenasala users.)

Name of the interviewer		**Date**

Module 1: Basic Information

1. Name of Nenasala:……
2. Name of the Respondent:……..
3. Telephone No:……
4. Age and Gender of the Respondent: …….. Years, Male [ ] Female[ ]
5. Employment Status of the respondent

Occupation	[Please tick (✔) appropriate box.		
Housewife (full time)		Farmer	
Student (school going)		Unskilled labour	
Student(higher education)		Skilled labour	
Professional (doctor, engineer, lawyer, accountant)		Self employed	
Pensioner		Employment seeking	
Public servant(executive)		Executive (private sector)	
Public sector(non-executive)		Non-executive(private sector)	
Security Forces/Police		Others	

6. Income status of the Respondent

[Please tick (✔) appropriate box.

(i) Upper income	(ii) Middle income	(iii) Lower income	(iv) Samurdhi recipient	(v) not applicable

7. Can you operate a computer?

Yes [ ] No [ ]

If 'Yes', what activities you can perform without anybody's assistance?

[Please tick (✔) appropriate boxes.

a. Turn on/off the computer		Send/receive e-mails	
b. Install a software		Open a web page	
c. Type a letter(word processing)		Search for information	
d. Prepare a spread sheet		Access online services	
e. prepare a presentation		VoIP (skype)	

f. Operate a data base		Others.	

8. Do you have a computer at home?
Yes [ ] No [ ]
9. Do you have internet connection at home?
Yes [ ] No [ ]

10. Where do you access the computer and internet related services?

	Mostly	Sometimes	Rarely	Never
Home				
School/university				
Office				
Nenasala				
Other communication centres				
Friend's house				
Any other……..				

11. Are you aware of the Nenasala in your village?
Yes [ ] No [ ]
If the response is 'No' go to question No. 13
12. If 'yes' what are the reasons for not visiting Nenasala?
Please tick (✔) five main reasons for not visiting Nenasala.

(i) Difficulty in reaching Nenasala because of its location	Yes
(ii) Easily accessible alternate communication centres are available	
(iii) Non availability of required equipment at Nenasala	
(iv) Poor standard of equipment and maintainance	
(v) Lack of internet facilities	
(vi) Poor downloading Speed	
(vii) Operating hours are not suitable	
(viii) Lack of sufficient working space	
(ix) Lack of privacy when using internet and skype	
(x) Lack of sufficient assistance from the staff/operator	
(xi) Poor training courses	
(xii) Higher charges compared to other communication centres	
(xiii) Use of home computer	
(xiv) Use of office computer	
(xv) Personal dispute with the Nenasala owner/operator	
(xvi) Nenasala services not required	
(xvii)Any other……	

13. The reasons for your 'unawareness' about the Nenasala are due to:
Please tick (✔) the most appropriate answers.

(i)Lack of knowledge about the beneficial objectives of Nenasala project	
(ii) Lack of interest in ICT related activities	
(iii) Nenasala services are not required	
(iv) No effective awareness programmes to popularize Nenasala services	
(v) Any other……..	

Module 2:. Relevance of Nenasala initiative with the Community needs

14. Did the you have access to affordable ICT services before the establishment of Nenasala?

Yes [ ] No [ ]

If 'Yes' explain briefly.

……

……

……

15. To what extent Nenasala objectives are in line with the felt needs of the community?
(i) Full [ ] (ii) Partially (iii) Very little [ ]

16. Is the design and implementation of Nenasala initiative is socially and culturally? acceptable to the community?

Yes [ ] No [ ]

17. What is your level of acceptance of the design of Nenasala initiative?
(i) High [ ] (ii) Moderate [ ] (iii) Low [ ]

18. What is your opinion on the timing of establishment of Nenasala in your community?
(i) Correct [ ] (ii) Too late (iii) Too early

Module 3.:Effectiveness of Services/facilities Provided by the Telecentre

Effectiveness measures the extent to which Nenasala has attained or expected to attain its major objectives efficiently in a sustainable manner.

19. In your opinion to what extent your Nenasala centre has achieved the following objectives?

Please tick (✔) appropriate box

Objective	**Fully**	**Partially**	**Very little**	**Not at all**	**Not aware**
1.Provision of affordable ICT services to the community					
2. Increased computer literacy among children, youth and adults					
3. Enabled rural communities to access government information and services online					
5. Increased economic activity in rural communities through Nenasala services					
6.Enhanced access and quality of social services eg. public servicesonline, distance education					
7.Provided access to private sector and banking services online					
8. Promoted e-Commerce					
9. Provide information on employment					

opportunities					
10. Improved entrepreneurship;-eg. through online technical assistance, and expanded input and input market network					

Module 4. Efficiency of using Nenasala Resources

Efficiency measure of how economically resources/ inputs (funds,expertise, time, etc.) are converted to results.

22. Do you think the resources (such as equipment, staff ect.) at the Nenasala centre are used correctly and efficiently to get the maximum results?

Yes [ ] No [ ]

If 'No', please explain why?

……
……
……

23. Do you think same results could have been obtained in a cheaper way by adopting a different approach?

Yes [ ] No [ ]

If 'Yes', please explain.

Module 5 .Outcome of Services/facilities Provided by the Telecentre

24. In your opinion what are the most important outcomes of Nenasala project?
Outcomes are overall behavioral changes occurred within the community that can be attributed, at least in part to the project outputs.
Please five most important outcomes of your choice and tick (✔) appropriate boxes.

Outcome	Yes	No
(i) Increased use of email, skype and fax for real time communication		
(ii) Use of online government services and information		
(iii) Increase use of internet for entertainment		
(iv) Use of online banking and other private sector services		
(v) Making online purchases-e-commerce		
(vi) Easy access to latest news and information		
(vii) Increased productivity by adopting technologies obtained from internet		
(viii) Accessing latest educational information eg.e-learning		
(ix) Use of new ICT tools to improve businesses eg.. Photoshop		
(x) Health information and telemedicine		
(xi) Expanded social, political and professional network eg. Facebook		
(xii)Enhanced computer skills		

25. What was the contribution of Nenasala towards increasing ICT literacy in the community?
(i) Very high [ ] (ii) High [ ] (iii) Moderate [ ] (iv) Negligible [ ]