

**International Development Association (IDA)  
e-Sri Lanka Development Project (Cr. 3986 CE)  
Information and Communication Technology  
Agency of Sri Lanka (ICTA)**

**OUTCOME EVALUATION SURVEY FOR e-  
SOCIETY DEVELOPMENT INITIATIVE  
RFP No.: ICTA/CON/LCS/P1/420**

**SURVEY FINAL REPORT  
(ORIGINAL)  
VOLUME I – MAIN REPORT  
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## ABBREVIATIONS & ACRONYMS

AESAW	-	Association of <i>e-Swabhimani</i> Award Winners
CAP	-	Community Assistance Programme (under eSDI)
CAPs	-	Projects implemented under CAP
CD	-	Compact Disk
CDS	-	Community Development Society
CBO	-	Community Based Organization
CSO	-	Civil Society Organisation
CSR	-	Corporate Social Responsibility
e-SDI	-	e-Society Development Initiative
e-SF	-	e-Society Fund (established under eSDI)
GoSL	-	Government of Sri Lanka
ICT	-	Information and Communication Technology
ICTA	-	Information and Communication Technology Agency of Sri Lanka
IDA	-	International Development Agency
MA	-	Managing Agent
MIS	-	Management Information System
MS	-	Microsoft
NA	-	Not Applicable
NGO	-	Non Government Organisation
NR	-	Not Relevant
O&M	-	Operation and Management
PAP	-	Partnership Assistance Programme (under eSDI)
PAPs	-	Projects implemented under PAP
PM&E	-	Participatory Monitoring & Evaluation
PWC	-	PriceWaterhouseCoopers
LKR	-	Sri Lankan Rupee
RAP	-	Replication Assistance Programme (under eSDI)
RAPs	-	Projects implemented under RAP
R&D	-	Research and Development
sCAP	-	Sustainability Grants Programme (under eSDI)
sCAPs	-	Projects implemented under sCAP

In this Report, Project Type refers to either CAP, sCAP, RAP or PAP.

## EXECUTIVE SUMMARY

This report presents the findings of the **Outcome Evaluation Study**, undertaken during last quarter of 2011 by the **GreenTech Consultants (Pvt) Ltd** for **ICTA**, of the **e-Society Development Initiative (e-SDI)** presently being implemented under **e-Sri Lanka Development Project**.

The eSDI aims to facilitate access to ICT amongst the less advantaged and vulnerable groups in Sri Lanka and to ensure that the benefits of ICT flow to these groups. e-SDI is being implemented through **e-Society Fund (e-SF)** by financing **four (4) types of grant mechanisms** – the **Community Assistance Programme (CAP)**, the **Partnership Assistance Programme (PAP)**, **Replication Assistance Programme (RAP)** and **Sustainability Grants (sCAP)**. The CAP is intended to help rural and disadvantaged communities by means of financing and implementing projects aimed at improving their daily lives through the use of ICT. The PAP seeks to encourage and facilitate the development and deployment of innovative ICT applications that would impact on disadvantaged communities. RAP is being implemented since end of 2008 to replicate successful initiatives under CAP and PAP beyond the communities in which they were piloted. The deserving CAP projects are being provided with support to guide them to achieve success and sustainability under the sCAP; which is operating since May 2010.

The **overall goals of the e-SDI** are;

- (1) to promote innovative use of ICT amongst the most vulnerable groups in Sri Lanka,
- (2) assist in closing the development divide between urban and rural areas,
- (3) help integrate post conflict regions,
- (4) promote greater local content in Sinhalese and Tamil languages, and
- (5) pilot innovative applications of ICT to improve the quality of life.

The assignment aimed to undertake a **comprehensive outcome evaluation survey** which includes identification of necessary variables, collection of appropriate data, and generation of a comprehensive analysis report on progress of achieving the objectives of the eSDI programme.

On the basis of four standard evaluation criteria -- **relevance, effectiveness, efficiency, and sustainability** -- the Outcome Evaluation Design Matrix presented in **Appendix 1** was developed at the outset. The indicators to (i) assess aspects such as **replicability** and **scalability** as well as (ii) to evaluate “**content**” (that have been developed by the relevant projects) in terms of availability, relevance, quality, and usage were also been incorporated in the Design Matrix. The Design Matrix provided a road map to develop the rest of the study methodology by guiding identification of (i) **sources of information**, (ii) **data collection tools**, and (iii) **data collection methodology**.

As a result of gaining deeper understanding of the TOR and ICTA requirements, the main study was extended and undertook **two sub-studies**. First sub-study evaluated the “content” referred above; as a desk study by evaluating the websites, DVDs/CDs and etc. developed by the projects in the sample. In the second sub-study, the contributions that (have been) are being made by the ICTA organized much valued **e-Swabimani National Award**

**Scheme** towards achieving the overall goal of e-Society development were evaluated; by means of interviewing a cross-section of award winners of **e-Swabimani Award Scheme**. A mix of both quantitative and qualitative data collection approaches was used.

A total sample of **69 projects** was selected and surveyed. The distribution of the sample by type of project is given in **Table 2.2**. Accordingly, 24 CAPs, 16 sCAPs, 15 RAPs and 14 PAPs had been surveyed. Overall sampling fraction amounted to 32% and by type it was as follows: CAP 19%; sCAP 89%; RAP 38%; and PAP 42%. The district-wise distribution of individual projects surveyed is given in **Appendix 2**. Among the sample of 69 projects surveyed, there were 21 projects which happened to be surveyed in the Evaluation Study - 2009; they are also identified in Appendix 2 and break-down by project type given in **Table 2.3**.

It was concluded that the achievement of PAD Indicators, by all four types of projects, namely CAPs, sCAPs, RAPs and PAPs, on the overall is satisfactory. As per data reported in **Table 7.1** for each project type, there is significant achievement under each (old) indicator.

### **Synthesized Conclusions**

With a greater degree of success, more than half (57%) of the CAP projects surveyed scored partially successful rating compared with 6% among sCAPs, 7% among RAPs and none among PAPs. Overall, around majority (83%) of the projects scored the rating of either highly successful or successful whereas less than fifth (17%) scored partially successful rating.

It was observed that the rural farming community is slowly adapting to the new technology introduced to them and there is high potential to scale up the services and replicate the project in other areas.

e-SDI projects are operating in diverse physical and social environments and, therefore, different scenarios, sometimes tailor-made strategies, need to be advocated among project owners to achieve success.

Overall sCAP, RAP and PAP projects have performed successfully while the current performance of CAP projects is relatively less satisfactory. The outcomes of CAP projects though satisfactory at the end of the implementation periods, they are currently relatively weak. The contributory factors for the success of the former group of projects and the reasons for weaknesses of CAP projects have already been identified and listed in **Chapter 5**.

### **Recommendations to Improve Performance in Future Programming**

1. The capacity building programme for project owners should be spread from inception to the completion of the project with a range of **Modules** covering subject areas which include, but not limited to, the following:
  - i. Needs Assessment, Location Suitability Verification and Market Analysis;
  - ii. Time Management;

- iii. Results-Based Management;
- iv. Theory of Change and Results-Based Participatory Monitoring & Evaluation;
- v. (Transparent) Financial & Accounting Mechanisms;
- vi. Economic-Social-Environmental Sustainability;
- vii. Conflict Analysis & Resolution;
- viii. Peaceful Coexistence in a Multi-Ethnic & Multi-Religious Society.

### **Recommendations for Cost-effective Future Programming Strategies**

1. e-SDI projects are operating in diverse physical and social environments and, therefore, different scenarios, sometimes tailor-made strategies, need to be advocated to achieve success.
2. Encourage projects owners to maintain databases covering not only physical/capacity building outputs but also achievements, outcomes, good practices, and lessons learned.
3. Project owners should be made aware to resolve by networking the national issues arising from use of content developed such as 'making compatibility of sign language to avoid difficulties (limited signs) faced when deaf students learn modern subject'.
4. Establish sustainable mechanism to generate fellowship among eSDI Project owners and share success stories, good practices, and lessons learned.
5. There is a need for popularization of many of the contents available in the projects for wider use among the public on which ICTA is being already successfully engaged with it.

### **Recommendations for Enhancing the Outcomes of eSDI**

1. The ICTA should develop a group insurance scheme to insure project related assets against foreseeable risk factors such as floods, fire, robbery, looting, and etc.
2. For scaling up and replication of nationally important products/processes developed by projects, there is a need to go beyond RAP and launch apex bodies under government legislations [P001, P007, P011, P018].
3. Establishment of flexible copyright laws to accommodate/synchronize Digital Talking Books (DTBs) [P001]
4. There is need for further improvement in maintaining project specific records of numbers served etc [sC04]
5. The Project owners should be made aware of implications of web maintenance to ensure continuity of websites developed by external web-developers. [sC04]
6. Need of encouraging relevant Project owners to seek alternative funding sources to ensure uninterrupted service delivery. [C019, C109]
7. Capacity building and continuous training of instructors in basic operating systems, web based updating procedure, internet e-mail techniques and special software used for disabled persons is required [C019]

### **Recommendations from Assessment of Content of eSDI Projects**

1. It is recommended that a comprehensive follow up study to be carried on the web-based projects that have been completed but found to be not available or in active (i.e. not been updated) at present. The study should focus on identifying the major



contributing factors to the current state of these projects and the remedial actions required to re-activate them and to prevent similar situations on future projects.

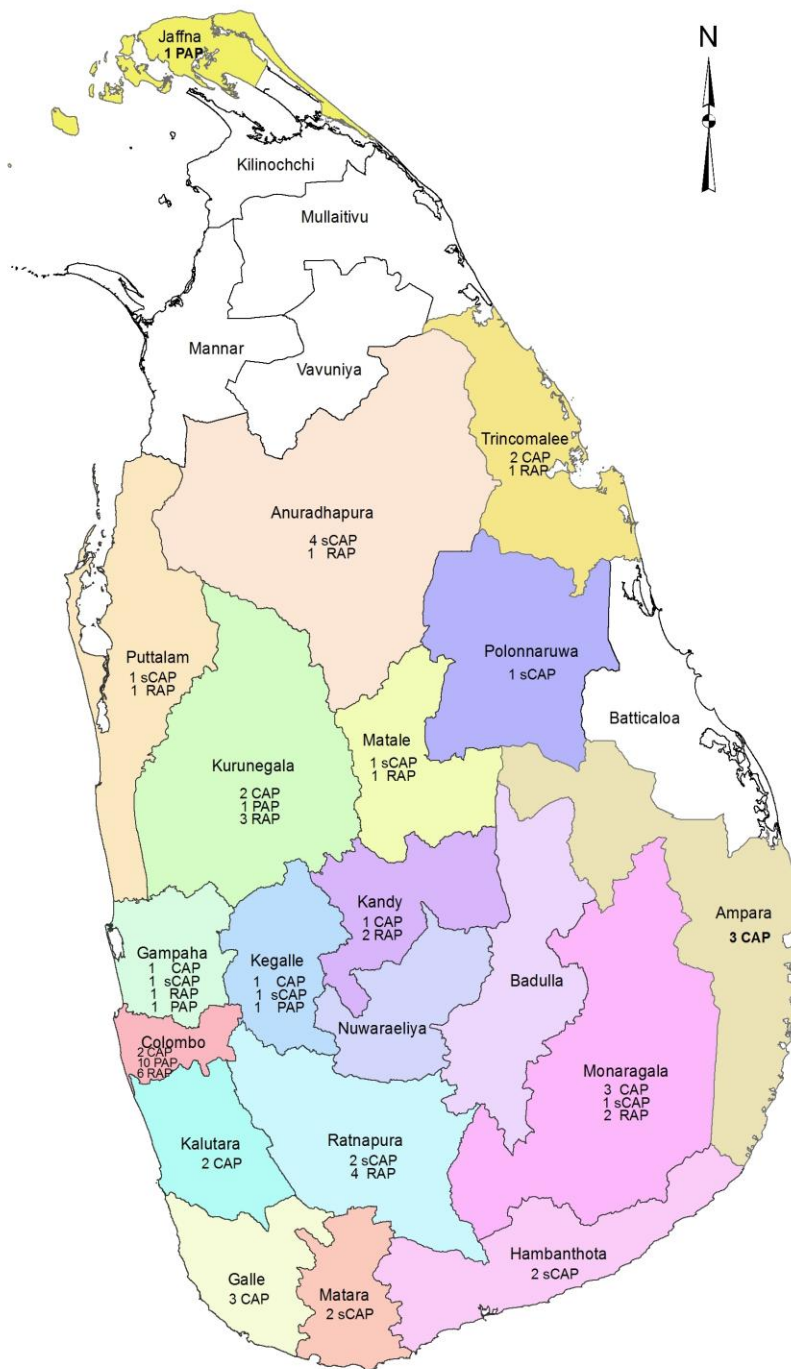
2. It is recommended that a continuous monitoring mechanism to be implemented to ensure post completion activeness of the eSDI projects. The monitoring scheme must collect data on the key parameters such availability, updates and usage of the project outputs on a regular basis so that early corrective action can be taken for projects showing decreasing values for such parameters. The monitoring scheme can also implemented as partly and automated solution with necessary technical additions to the web sites.
3. It recommended for the ICTA to develop standard guidelines for usability aspects of websites developed under the eSDI projects. These guidelines can be based on common standards for usability assessments and customized to the local requirements on technical and localization aspects. The developers of new project can thereafter be provided with such guidelines for their interfaces.
4. It is recommended that the developers of eSDI projects to be provided with guidelines to ensure the support of monitoring and assessment tools (visitor counters, user registration and tracking etc.) within their website.
5. It is recommended that a long term plan to support the sustainability fo service projects (i.e. projects that are not oriented for revenue generation), especially those related to the dissemination of localized and traditional information. This support can also be provided in non-monitory forms such as provision of hosting server space, access bandwidth etc to any additional support on the maintenance of their content.

### Recommendations for *e-Swabhimani* Award Programme

1. There are a number of applications/products that have been developed by award winners which are beneficial for application in public sector. As a stepping-stone for reaching the public sector, ICTA could play a catalytic role towards establishment of an “**Association of e-Swabhimani Award Winners (AESAW)**” for networking among them which in turn could develop modalities to negotiate/reach the public sector and follow-up. Such an Association will be able to; (i) provide information to winners on expansions and advancements of their innovative applications and seek financial investments elsewhere by needy winners for such developments, and (ii) evolve a mechanism to monitor the products/applications of the winners, provide facilities for expansion and approach for financial investment for needy winners



## MAP : District - wise Distribution Number of the CAP, sCAP, RAP, & PAP Projects (Sample) Visited



MAP showing, District – wise distribution number of CAP, sCAP, RAP, and PAP projects (Sample) visited

## 1. INTRODUCTION

### 1.1 Background

**Information and Communication Technology Agency (ICTA)** (<http://www.icta.lk>) of the Government of Sri Lanka commissioned the **GreenTech Consultants (Pvt) Ltd**, Colombo in September 2011 to undertake an **Outcome Evaluation Survey of the e-Society Development Initiative**. Total duration of the assignment was 14 weeks. This Volume together with Volumes 2 & 3 constitute the **Outcome Evaluation Study Report**.

Prior to present assignment, **ICTA** engaged **GreenTech Consultants** in two occasions to evaluate the eSDI; in December 2007 and in February 2009,. The understanding and experience earned as well as the familiarity gained with eSDI projects during the above assignments have been useful in undertaking the present study.

On the Outcome Evaluation Survey, the ICTA has piggybacked the conducting of **Baseline Survey in Northern and Eastern Provinces** to help measure the results of eSDI interventions in future in these regions. The **Report of the Baseline Survey** has been documented and presented as a stand-alone Volume.

### 1.2 e-Sri Lanka Development Programme and e-Society Development Initiative

**e-Society Development Initiative (eSDI)** is one among the six components of the **e-Sri Lanka Development Programme (eSLDP)**; being implemented by the ICTA since 2005 with lead financial support from the World Bank. eSLDP adopts a comprehensive approach that aims to bridge the digital divide, bringing the benefits of the global knowledge economy to both the urban centres and rural poor of Sri Lanka

The eSDI aims to facilitate access to ICT amongst the less advantaged and vulnerable groups in Sri Lanka and to ensure that the benefits of ICT flow to these groups. e-SDI is being implemented through **e-Society Fund (e-SF)** by financing **four (4) types of grant mechanisms** – the **Community Assistance Programme (CAP)**, the **Partnership Assistance Programme (PAP)**, **Replication Assistance Programme (RAP)** and **Sustainability Grants (sCAP)**. The CAP is intended to help rural and disadvantaged communities by means of financing and implementing projects aimed at improving their daily lives through the use of ICT. The PAP seeks to encourage and facilitate the development and deployment of innovative ICT applications that would impact on disadvantaged communities. RAP, originating from a recommendation of eSDI Evaluation Study - 2007, is being implemented since end of 2008 to replicate successful initiatives under CAP and PAP beyond the communities in which they were piloted. The deserving CAP projects are being provided with support to guide them to achieve success and sustainability under the sCAP; which is operating since May 2010 adopting following criteria are:

- The panel of e-Society Subject Matter Experts would evaluate the proposals received and select 20 projects based on specific criteria which would include the following:
  - Project concept and relevance to Society
  - Number of beneficiaries current and potential

- Services provided
- Services that can be provided
- Grantees own initiatives in taking project forward

The overall goals of the e-SDI are;

- (1) to promote innovative use of ICT amongst the most vulnerable groups in Sri Lanka,
- (2) assist in closing the development divide between urban and rural areas,
- (3) help integrate post conflict regions,
- (4) promote greater local content in Sinhalese and Tamil languages, and
- (5) pilot innovative applications of ICT to improve the quality of life.

For individual assistance the projects under CAP would fund up to an average of LKR 500,000 with recipient communities contributing 5% in cash and 20% in kind, (such as labour or materials). The assistance to projects under PAP on average is expected to be LKR 5,000,000. Assistance to projects under RAP and sCAP are being decided on individual case basis.

The **Thematic Areas** being covered under CAP, sCAP, RAP and PAP are presented in **Table 1.1**. The **Expected Results, Benefits, and Outcomes** of eSDI are listed in **Table 1.2**.

**Table 1.1: Thematic Areas of CAP, sCAP, RAP, and PAP**

Thematic Area	CAP	sCAP	RAP	Thematic Area	PAP
1. Training & Capacity Building	✓	✓	✓	1. Capacity Building	✓
2. ICT Access to Learning	✓	✓	✓	2. e-Services	✓
3. ICT Access to Services	✓	✓	✓	3. General Innovation	✓
4. ICT Income Generation	✓	✓	✓	4. Innovative Communication	✓
5. ICT for the Disabled or Elderly	✓	✓	✓	5. Local Content Local Language	✓
6. Peace	✓	-	✓		
7. Environment and Conservation	✓	✓	-		
8. Indigenous Knowledge	✓	✓	✓		

**Table 1.2: Expected Results, Benefits, and Outcomes of eSDI**

Expected results	Expected benefits	Expected outcomes
<ul style="list-style-type: none"> <li>❖ ICT services to meet priority needs for a specific community;</li> <li>❖ Local content, local languages and local radio programmes;</li> <li>❖ Training opportunities for women and youth;</li> <li>❖ Social entrepreneurship opportunities for local communities;</li> <li>❖ A communication platform for cultural dialogue;</li> <li>❖ Utilizing community capacity to implement projects and meet local needs.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Increased awareness among disadvantaged groups on how ICT can benefit their lives;</li> <li>❖ Increased participation at the grassroots level in developing villages and rural localities;</li> <li>❖ Development of partnerships between communities, civil society, public and private sectors;</li> <li>❖ Increased economic opportunity and equity through wide use of ICT in agriculture, health, education ;</li> <li>❖ Empowerment of women and youth.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Increased awareness among rural and urban poor of how ICT may benefit their lives;</li> <li>❖ Improved community capacity to implement projects and utilize ICT to meet local needs;</li> <li>❖ Increased economic opportunity and equity through wide use of ICT in agriculture, tourism, health, and education;</li> <li>❖ Empowerment of women and youth;</li> <li>❖ Support for peace and environmental management; and</li> <li>❖ Mobilization of indigenous knowledge.</li> </ul>

## 1.3 Terms of Reference of the Assignment for the Outcome Evaluation Survey

### 1.3.1 Objectives and Purpose

The purpose of this assignment is to undertake a comprehensive outcome evaluation survey which includes identification of necessary variables, collection of appropriate data, and generation of a comprehensive analysis report on progress of achieving the objectives of the eSDI programme.

The outcome evaluation is expected to assess how and why an outcome is or is not being achieved in a given context, and the role that ICTA has played. These outcome evaluations should also help to clarify underlying factors affecting the situation, highlight unintended consequences (positive and negative), recommend actions to improve performance in future programming, generate lessons learned and document best practices.

Specifically, the outcome evaluation aimed to assess the following: (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 relevance of and progress made in terms of the eSDI outputs (including an analysis of both project activities and soft-assistance activities), and (iii) *output-outcome link* - what contribution e SDI has made/is making to the progress towards the achievement of the outcome (iv) *future intervention strategies and issues*. Most importantly, the evaluation report should be forward-looking by making recommendations on future programming strategies and issues.

The evaluation is also to support ongoing managerial decision making process. The primary users of the evaluation would be World Bank task team leaders and ICTA programme and project managers.

### 1.3.2 The Scope

The outcome evaluation focuses on CAP, PAP, RAP and Sustainability Grants. The data to be collected through a quantitative survey augmented by qualitative methods to capture perceive changes at the community level. As part of the survey design, an appropriate sampling plan to be developed to cover all the relevant variables, thematic areas and geographical regions. Identifying all the primary and secondary data sources are also part of the evaluation design. The respondents for the outcome evaluation component will be the project owners, and direct and indirect beneficiaries of the eSDI projects.

Many of the eSDI projects involved in developing digital contents, different software applications, and conducted training and capacity building programmes. These services, digital contents, software applications generated through eSDI projects was/is being disseminated to target groups / beneficiaries through various means including websites, e-channelling centres, Nenesala centres and marketing and information centres etc. Therefore, the evaluation criteria to be designed such a way that outcome of all these interventions are appropriately covered.

## 2. STUDY METHODOLOGY

In presenting the methodology adapted during the present outcome evaluation, this chapter covers the following: outcome evaluation design matrix; data collection methodology; selection procedure of samples of different types of projects (CAP, sCAP, RAP and PAP); outlines of field operations, data recording, analysis, and reporting; and survey experience together with study limitations. While developing the study methodology, the GreenTech Study Team had several consultative meetings with eSDI staff and M&E staff of ICTA which resulted better understanding of the dimensions of the assignment so as to address different stakeholders' requirements. This chapter is supported by **Appendixes 1, 2 and 3**. The methodologies adopted in undertaking the two-sub studies (see below) have been presented (in chapter 4) together with the findings of the studies.

### 2.1 Outcome Evaluation Design Matrix

On the basis of four standard evaluation criteria -- **relevance, effectiveness, efficiency, and sustainability** -- the Outcome Evaluation Design Matrix presented in **Appendix 1** was developed at the outset. The indicators to (i) assess aspects such as **replicability** and **scalability** as well as (ii) to evaluate "**content**" (that have been developed by the relevant projects) in terms of availability, relevance, quality, and usage were also been incorporated in the Design Matrix. The Design Matrix provided a road map to develop the rest of the study methodology by guiding identification of (i) **sources of information**, (ii) **data collection tools**, and (iii) **data collection methodology**.

As a result of gaining deeper understanding of the TOR and ICTA requirements, the main study was extended and undertook **two sub-studies**. First sub-study evaluated the "content" referred above; as a desk study by evaluating the websites, DVDs/CDs and etc. developed by the projects in the sample. In the second sub-study, the contributions that (have been) are being made by the ICTA organized much valued **e-Swabimani National Award Scheme** towards achieving the overall goal of e-Society development were evaluated; by means of interviewing a cross-section of award winners of **e-Swabimani Award Scheme**.

### 2.2 Survey Data Collection Methods, Tools, and Coverage

A mix of both quantitative and qualitative data collection approaches was used as presented in **Table 2.1**; which provides evidence that both "informal & less-structured methods" as well as "formal & more-structured methods" have been employed during the data collection for the Outcome Evaluation Survey. As Table 2.1 presents a range of data collection tools have been used.

### 2.3 Samples of CAP/sCAP/RAP/PAP Projects Surveyed

A total sample of **69 projects** was selected and surveyed. The distribution of the sample by type of project is given in **Table 2.2**. Accordingly, 24 CAPs, 16 sCAPs, 15 RAPs and 14 PAPs had been surveyed. Overall sampling fraction amounted to 32% and by type it was as follows: CAP 19%; sCAP 89%; RAP 38%; and PAP 42%. The district-wise distribution of individual projects surveyed is given in **Appendix 2**. Among the sample of 69 projects

surveyed, there were 21 projects which happened to be surveyed in the Evaluation Study - 2009; they are also identified in Appendix 2 and break-down by project type given in **Table 2.3**.

**Table 2.1: Survey Data Collection Methods, Tools, and Coverage of the Outcome Evaluation**

Relative Level of Data Collection	Data Collection Method	Data Collection Tool	Data Collection Coverage
<i>Informal &amp; less-structured methods</i>	❖ Conversation with concerned individuals	➤ Discussions with relevant ICTA and PWC personnel.	• Relevant officials of eSDI & M&E Divisions of ICTA and officials of PWC.
	❖ Field visits	➤ Visits to projects in the sample.	• 69 projects consisting of 24 CAPs, 14 PAPs, 15 RAPs and 16 sCAPs
	❖ Review of official records	➤ Data Collection Sheets to obtain basic data from (i) ICTA and (ii) PWC.	• (i) eSDI & M&E Divisions of ICTA and (ii) PWC.
	❖ Key informant interviews (KIIs)	➤ Data Collection Sheet for KIIs with each project owner.	• Each project owner of 69 projects surveyed.
	❖ Focus group discussions (FGDs)	➤ List of Questions for FGDs conducted with beneficiaries & project staff.	• FGDs conducted with about 3 male & 3 female beneficiaries and about 5 staff members at each project.
<i>Formal &amp; more-structured methods</i>	❖ One-time survey / Questionnaires	➤ Direct observations	• Observation of project operations & content outputs during visit to each project
		➤ Structured Questionnaire for Beneficiaries.	• Face-to-face interview of 12 (6 male & 6 female) beneficiaries at each project where they are accessible.
		➤ Structured Questionnaire for Project Staff.	• Face-to-face interview of about 5 staff members at each project.

**Table 2.2: Distribution of the Total Sample by Type of Project**

	Type of Project				Total
	CAP	sCAP	RAP	PAP	
Number of projects funded under e-SDI	125	18	40	33	216
Number of projects in the sample	24	16	15	14	69
<b>Sampling fraction</b>	<b>19%</b>	<b>89%</b>	<b>38%</b>	<b>42%</b>	<b>32%</b>

**Table 2.3: Number of Projects in Sample which happened to be surveyed in Evaluation Study – 2009 by Type**

	Type of Project				Total
	CAP	sCAP	RAP	PAP	
Number of projects surveyed in 2009	10	7	-	4	21
Non-surveyed projects (in 2009)	14	9	15	10	48
Number of projects in the sample (2011)	24	16	15	14	69

The thematic area-wise distribution of each type of sample indicates reasonable representation of each thematic area within each type of project, as per **Table 2.4**. For each project type, **the samples were selected on proportional basis across the relevant thematic areas while ensuring reasonable geographical distribution among Districts**. Thematic area-wise individual projects surveyed by type is presented in **Appendix 3**.

**Table 2.4: Thematic Area-wise Distribution of each Type of Sample**

	Training & Capacity Building	ICT Access to Learning	ICT Access to Services	ICT Income Generation	ICT for the Disabled or Elderly	Peace	Environment & Conservation	Indigenous Knowledge	Total
<b>CAP</b>									
Number of projects funded under CAP	13	30	27	32	6	3	3	11	125
Number of projects in the sample	2	5	3	8	1	2	1	2	24
Sampling fraction (%)	15	17	11	25	17	67	33	18	19
<b>sCAP</b>									
Number of projects funded under sCAP	3	3	6	2	2	-	1	1	18
Number of projects in the sample	3	3	5	1	2	-	1	1	16
Sampling fraction (%)	100	100	83	50	100	-	100	100	89
<b>RAP</b>									
Number of projects funded under RAP	9	9	11	5	4	1	-	1	40
Number of projects in the sample	4	5	1	3	2	-	-	-	15
Sampling fraction (%)	44	56	9	60	50	0	-	0	38
<b>PAP</b>									
	Capacity Building	Local Content Local Language	e-Service	ICT for Peace	Innovative Communication	Gender	Total		
Number of projects funded under PAP	7	11	9	-	5	1	33		
Number of projects in the sample	2	4	4	-	3	1	14		
Sampling fraction (%)	29	36	44	-	60	100	42		

## 2.4 Field Operations

The field operations of the survey were conducted during November – December 2011. Depending of the target group of the project surveyed, the beneficiaries consisted of school children, school leavers, disabled children, youth, farmers, teachers, entrepreneurs, general public and so forth. The attention was paid to attain – to the extent possible – the gender balance among the interviewees and the participants at the FGDs.

A Field Operations supervised by the Study Team was in place during the data collection phase. The overall work was coordinated and monitored by an experienced Field Operations Manager working from GreenTech Head Office. The entire field exercise was assigned to 8 Field Teams; each consisting of a senior enumerator (as captain of the team) and two (or sometimes three) enumerators. The Field Teams were provided with an intensive training; both in the class room and in the field. In addition to the data collection tools, the following



documents specifically prepared for the Study, were used during training programme as resource materials and copies made available to them:

1. Manual of Instructions for Field Staff engaged in Outcome Evaluation Survey
2. Guidelines for Conducting Focus Group Discussions (FGDs)
3. Guidelines for Conducting Key Informant Interviews (KIIs)
4. Guidelines for Preparation of “Project Profiles” of CAP/PAP/RAP/sCAP Projects
5. Sample of Projects selected for the Survey
6. Information Materials on e-Sri Lanka and ICTA

The Field Teams were mobilized in the field to fit the physical distribution of projects surveyed. While the Team Captain conducted the interview with project owner and made arrangements to conduct the FGD with the assistance of one facilitator, two enumerators and a note taker. The other two (or three) enumerators conducted individual interview with project staff and beneficiaries. Each Field Team was responsible for conducting and recording (electronically as well as script writing) of the proceedings of FGDs.

The Field Teams visited each project with pre-assigned dates to suit the project staff and beneficiaries. Overall, the project ‘owners’ were very cooperative and there was a sense of enthusiasm among them to assist the Field Team in conducting the survey. Both, the project staff members and the beneficiaries, were generally keen to provide answers during the questionnaire interviews. Adequate numbers of beneficiaries, with gender balance, were generally available for these interviews. However, there were few projects in which representative samples of beneficiaries for the interviews were not available due to absence of operations or the unsatisfactory status of the projects. The quality of responses received for the questionnaire survey was judged as satisfactory.

The FGDs were generally well attended and managed to conduct in cordial manner. It was observed that the participants were generally willing to share their experience and they deliberate freely on the topics discussed. On returning to field office, the FGD proceedings and the understanding gained by individually interviewing the project owner, project staff and the beneficiaries were consolidated by each Field Team to document a profile for each project as per guidelines provided.

## **2.5 Data Recording, Analysis and Reporting**

After editing and coding of the filled survey questionnaires received at GreenTech Head Office, the data were entered in a pre-developed database. Subsequent to cleaning of the database, the required statistical tables were generated using SPSS. These tables are presented in **Part 1 of Volume 2**.

As already mentioned in section 2.4, a **Project Profile** was developed in respect of each project surveyed. The Project Profiles highlight, among other matters, ‘observations and comments’, ‘issues’, ‘overall rating’ and ‘recommendations’ in respect of each of Project. The Project Profiles that have been developed were brought together and presented in **Part 2 of Volume 2**.

Aimed at triangulation, the consistency checks and alternative measures of key variables were integral part of the data analysis and reporting. The alternative measures resulting from the surveys of project staff and beneficiaries and FGDs were used both as consistency checks and as a means of obtaining a deeper understanding of the variables being studied.

## 2.6 Survey Experience and Study Limitations

Overall, the owners/chairmen/presidents of organizations/projects visited expressed high appreciation of the efforts taken by the ICTA to promote IT in rural Sri Lanka. They were very positive on the task entrusted and also acknowledged the follow-up programme conducted by the ICTA. This aspect had helped to build rapport between the project management and the stakeholders. Managers and the staff members of majority of the organizations highly appreciated their e-SDI project. They had good understanding about their project and a comprehensive knowledge about the project implementation. They further highlighted the positive side of it.

- The new experience gained through implementing eSDI projects.
- Staff and coordinators gained lot of experience.
- The projects also gave recognition to the parent organizations.
- Organizations also got opportunity to contribute toward the community/society.
- Supplementing the ICTA funds received, the organizations spent its funds to achieve project success and serve beneficiaries better.

Most of the owners/project managers and the staff are very committed to the project activities and they have a great desire for the sustainability of the project. Presently, some of the eSDI projects sustain well. The project owners/organizations are keen to continue the project. Aimed at ensuring continuity, they are currently interested to find financial or other assistance from external sources.

According to the Field Teams, the survey questionnaires were convenient to handle with all categories of beneficiaries; gender-wise, age-wise and with able/differently able persons. Almost all the project owners/organizations extended cooperation, responded to the survey requirements well and conducted friendly discussions. Specially, they were with open mind and expressed their views frankly. The problems and constraints encounter by the projects and the actions taken to solve them were explained freely. During the interviews, most of them contributed effectively and provided responses well. Most respondents gave genuine viewpoints and suggestions for the improvement of their projects. Most of the beneficiaries who participated at FGDs were keen to response and were uninfluenced by the presence of the project staff who was sitting together.

Generally, there was appreciation and satisfaction about the survey among the project owners/managers, project staff and beneficiaries. Many of the project owners/managers understood the importance of evaluating their projects and they learnt how to evaluate their projects in future through survey tools of similar nature to those used during the present survey. Few managers took photocopies of the (unfilled) survey questionnaires for their professional improvements.

Some organizations requested the Field Teams to give a preliminary awareness before conducting the survey programme; which they willingly undertook by making pre-visit to those organizations.

The letters of introduction provided by the ICTA to the Field Teams had, in most cases, facilitated in building a good rapport and trust between them and the project management.

In some projects that had been completed sometime ago (e.g. in 2008 or 2009), the required information on project detail were not easily available. In some of these projects the staff involved with the project had left. In these, the Field Teams have to spent time and energy to locate the staff (those who are presently no longer with the project) for interview and pursued to attend FGDs.

Notwithstanding the above issues and constraints encountered, the Field Teams have managed to overcome almost all of them and conducted the survey utilizing some extra time than anticipated initially.

In analyzing the data, only **exploratory analysis** was attempted. Any deeper (i) quantitative analysis employing such statistical techniques as usage of confidence intervals, multivariate analysis, time series analysis and (ii) qualitative analysis using content analysis of FGDs findings using software were beyond the scope of the study. Further, a gender analysis (beyond reporting figures on males and females) was also not attempted due to time constraints although the findings of such an exercise will be useful for future expansion of e-SDI, for example, to Northern and Eastern Provinces<sup>1</sup>.

A lesson learned is the importance of educating the project owners/manages about the mandatory requirement of evaluation of implemented projects and the types of benefits that results; further that an evaluation is not fault finding exercise.

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<sup>1</sup> Nevertheless, the data covering all questions such as age, gender, and etc. of the respondents, that were collected, have been entered into the database and made available to ICTA making way for further analysis at a latter stage.

### 3. ACHIEVEMENT OF e-SDI IMPLEMENTATION PROGRESS

#### 3.1 Output Level Achievements of e-SDI

The presentation of the **geographical distribution of different types of projects** funded under e-SDI is a difficult exercise. Except for projects under CAPs, many of the projects under sCAP, RAP, and PAP are not confined to a district or province; they multi-service locations. Accordingly to **Table 3.1**, majority of the projects are serving districts predominantly with rural areas. The number of projects from Northern Province is very low due to civil disturbances prevailed till May 2009.

**Table 3.1: Geographical Distribution of Different Types of Projects funded under e-SDI**

Province	District	No. of CAP Projects	No. of sCAP Projects	No. of RAP Projects	No. of PAP Projects
Western	1. Colombo	8			
	2. Gampaha	5			
	3. Kalutara	5			
Central	4. Kandy	3			
	5. Matale	3			
	6. Nuwara Eliya	2			
Southern	7. Galle	10			
	8. Matara	7			
	9. Hambantota	6			
Northern	10. Jaffna	-			
	11. Kilinochchi	-			
	12. Mannar	-			
	13. Vavuniya	1			
	14. Mulativu	-			
Eastern	15. Batticaloa	3			
	16. Ampara	6			
	17. Trincomalee	5			
North Western	18. Kurunegala	7			
	19. Puttalam	5			
North Central	20. Anuradhapura	8			
	21. Polonnaruwa	4			
Uva	22. Badulla	5			
	23. Moneragala	11			
Sabaragamuwa	24. Ratnapura	18			
	25. Kegalle	2			
	Multi-locations	1	18	40	33
<b>Total</b>		<b>125</b>	<b>18</b>	<b>40</b>	<b>33</b>
			<b>216</b>		

Source: ICTA

**Thematic Area-wise distribution** of e-SDI projects funded under CAP, sCAP, RAP and PAP is compared with the planned distribution in **Table 3.2** and illustrated in **Figures 3.1 to 3.4**. In respect of projects under CAP, the thematic area-wise achievement when compared with the appraisal target varies from 64 percent to 123 percent. Although the lowest achievement proportion of 64 percent is in respect of "ICT Income Generation," it has the

highest number of projects, numbering 32, out of a total of 125 projects. Compared with the appraisal target of 140 CAP projects, the overall achievement is 89 percent.

**Table 3.2: Thematic Area-wise Different Types of Projects funded under e-SDI compared with Appraisal Targets (as of September 2011)**

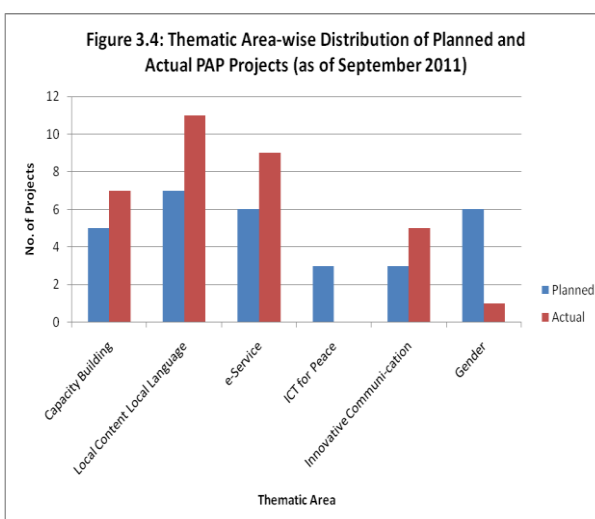
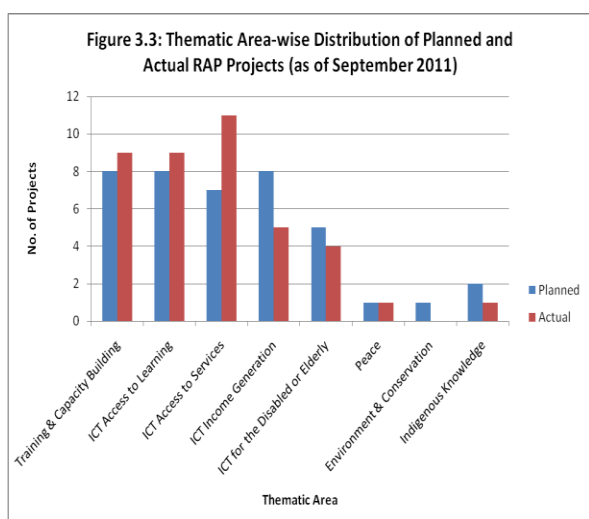
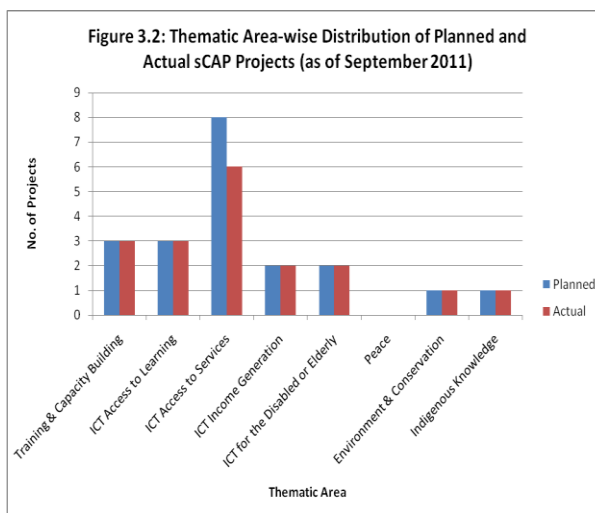
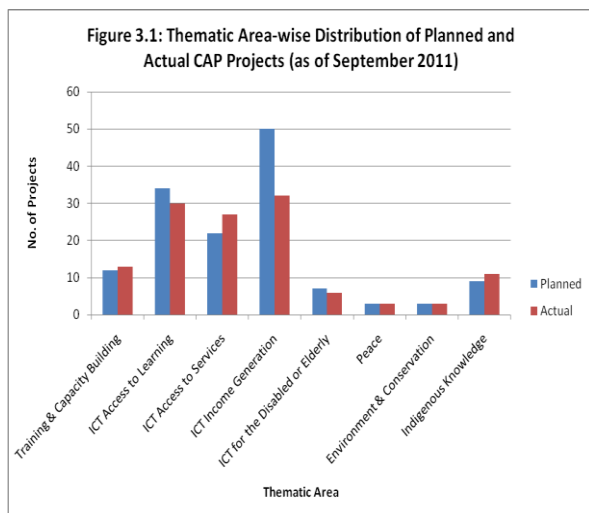
Thematic Area >	Training & Capacity Building	ICT Access to Learning	ICT Access to Services	ICT Income Generation	ICT for the Disabled or Elderly	Peace	Environment & Conservation	Indigenous Knowledge	Total
<b>CAP</b>									
Planned	12	34	22	50	7	3	3	9	140
Actual	13	30	27	32	6	3	3	11	125
% Achievement	108	88	123	64	86	100	100	122	89
<b>sCAP</b>									
Planned	3	3	8	2	2	-	1	1	20
Actual	3	3	6	2	2	-	1	1	18
% Achievement	100	100	75	100	100	0	100	100	90
<b>RAP</b>									
Planned	8	8	7	8	5	1	1	2	40
Actual	9	9	11	5	4	1	-	1	40
% Achievement	113	113	157	63	80	100	0	50	100
<b>PAP</b>									
Thematic Area >	Capacity Building	Local Content Local Language	e-Service	ICT for Peace	Innovative Communication	Gender	Total		
Planned	5	7	6	3	3	6	30		
Actual	7	11	9	-	5	1	33		
% Achievement	140	157	150	0	167	17	110		

Source: ICTA.

In respect of projects under sCAP, the thematic area-wise achievement when compared with the appraisal target varies from zero percent to 100 percent while recording 100 percent achievement in 6 thematic areas out of 8 areas. Compared with the appraisal target of 20 sCAP projects, the overall achievement is 90 percent.

In respect of projects under RAP, the thematic area-wise achievement when compared with the appraisal target varies from zero percent to 157 percent. However, the appraisal target of 40 RAP projects has now been achieved with the overall achievement of 100 percent.

In respect of projects under PAP, the thematic area-wise achievements when compared with the appraisal targets vary from zero percent to 167 percent. There are no projects under the themes of "ICT for Peace" and there is only one project under "Gender." Notwithstanding the above, the appraisal target of 30 PAP projects has now been exceeded and the overall achievement is 110 percent.



### 3.2 Follow-up Actions on Recommendations of the eSDI Evaluation Study - 2009

According to ICTA eSDI Division, all the recommendations made in eSDI Evaluation Study - 2009 have been implemented by ICTA.

## 4. ASSESSMENT OF CONTENT OF e-SDI PROJECTS

The chapter presents an Assessment of Content of e-SDI Projects Outputs in section 4.1 and the Outcomes of the National Best e-Content (*e-Swabhimani*) Awards in section 4.2.

### 4.1 Assessment of Content of Outputs of eSDI Projects

This assessment -- in view of its complexity -- was undertaken as a sub-study whose report is in **Volume 3**. This section is limited to a presentation of its summary.

#### 4.1.1 Assessment of Online Content

A summary of the qualitative assessment in overall usability in the online content supported by eSDI is presented in **Table 4.1**. Accordingly, a significant portion of the websites has not been updated during the past 12 to 18 months. This was mostly seen for sites that were not of commercial nature nor were generating income for sustainability. A mechanism through which these websites be support on a continuous basis would definitely help in maintaining these sites alive with more accurate information and regular updates. This conclusion is also supported by the site availability. For instance, the sites that were supported under sCAPs and RAPs showed 100% availability compared to those under CAPs and PAPs. The owners of these projects can also be facilitated with training and technical support on these aspects which would lead to more useable content and presentations. A usable website or offline material always has a better potential of being popular, sustainable and updated compared to a material which not accepted by the target clients due to difficulties in the usability.

**Table 4.1: Overall Qualitative Assessment of Usability in Websites by Project Type**

Characteristic	CAP	sCAP	RAP	PAP
Sample size (under review)	11	4	1	17
Site availability	3	4	1	12
Layout & Appearance	High	Average	Excellent	High
Navigation	High	Average	Excellent	Average
Content & Accuracy	High	Below Average	High	High
Use of Content Elements	High	Average	Excellent	High

#### 4.1.2 Assessment of Offline Content

The list of content under review included several “offline” materials that were expected to be included in compact disc (CD) storage media. However, in reality available material included 28 CDs that belong to 6 different projects. Content included in the CDs were in diverse formats and were directed towards different application areas. This prevented a uniform and comprehensive criteria being develop for the analysis of content included in the material. Instead the analysis was carried using a generic properties of rich multimedia content that included, type of content, linearity, interactivity, nature of information and the appropriate use of audio and visual material. **Table 4.2** provides an outline of the materials that were under review.

**Table 4.2: Outline of the Materials under Review**

Project Ref	Organization / developer	Nature of content
PAP 001	Daisy Lanka Foundation	<p><b>Objective:</b> To provide accessibility for visually impaired through electronic reading books (DAISY books).</p> <p><b>Content:</b> Two sample DVDs included a large collection of audio files in mp3 format related to the audio reading of the printed books. Content is organized according to the chapter / page indexes of the printed book. The DVD format is playable on computers only.</p>
PAP 003	eFusion	<p><b>Objective:</b> Development of interactive educational content with illustrations, photos, audio and video related to the school curriculum to facilitate self learning. Includes content for the visually impaired.</p> <p><b>Content:</b> Content of the CD include a number of commonly available content viewing applications, manuals and tutorials on PDF format, digital audio recordings and some web based content. The CD does not provide any installation instructions nor a setup programme. This prevents a non technical user from installing and using the contents.</p>
PAP 004	Gateway Educational Service	<p><b>Content:</b> Number of DVDs in video format providing skills development in general English language. Intended to be used on domestic DVD players or similar devices. Excellent presentation and content layout with DVD menu based interactivity.</p>
PAP 009	Plantation Human Development Trust (PHDT)	<p><b>Objective:</b> To improve health conditions of estate women and children through local language content creation &amp; participatory capacity building</p> <p><b>Content:</b> A set of 15 compact disks each addressing one of the following topics.</p> <ul style="list-style-type: none"> <li>• Waste management in the estate</li> <li>• Nutrition of pregnant and breast feeding mother</li> <li>• Acceptable things with pregnancy</li> <li>• Nutrition of children</li> <li>• Toilet and sanitation</li> <li>• Nutrition problems in the estate</li> <li>• Vaccination for preventable disease</li> <li>• First aid</li> <li>• Importance of home gardening</li> <li>• Indoor air pollution</li> <li>• Food and nutrition</li> <li>• Pure drinking water</li> <li>• Unprotected bottle lamp</li> <li>• Home gardening</li> <li>• Happy family</li> </ul> <p>All material follows a uniform layout and format that consist of a series of topic wise picture slides. In some instances the slides are supported with basic animations and text information. The content is organized as a reference rather than an active formation delivery platform. Most topics feature content obtained from Internet that has less relevance to the target audience.</p> <p>The CDs are designed to be viewed in a PC platform. It is also noted that the nature of the content be better presented in documentary format on a video based delivery platform.</p>
PAP 022	RNH Info Tech (Pvt) Ltd	<p><b>Objective:</b> Develop and disseminate e-learning material to support Small and Medium scale Enterprises on areas of corporate law, accounting and business English.</p> <p><b>Content:</b> Text based presentation of general information on taxation, legal accounting and business English. Topics can be selected from a subject wise index. Formatted and presented as a CBT reference material.</p>
CAP 109	Sanka Foundation	<p><b>Objective:</b> To provide training to students on 2-D animations and link them with advertising companies. History and society related topics will be used to create animations.</p> <p><b>Content:</b> Contained media files (in MPEG movie format)</p>



Project Ref	Organization / developer	Nature of content
		portraying locally developed 2-D cartoon based short films. No tutorials or training materials on development of animations are included. The disc contains only the output exported into movie format.
CAP 147	Nenasala Thanamalvila	<b>Objective:</b> Create localized handbooks for GNU CASH accounting package and provision of training to SMEs. Handbook is developed in Sinhala and Tamil. <b>Content:</b> The CD contains GNU CASH software application and manuals in local languages. Provides an excellent source to learn and use the software application for those who are less literate in English language.
sCAP 03	Human Rights Community Education Centre	<b>Objective:</b> Establishing an e-learning centre for low skilled children <b>Content:</b> Contains animated Computer Based Training material that assist in the enhancement of basic reading skills in the Sinhala language. Format of the content supports instructor guided learning. Content have been formatted to suit slow learning audiences and are supported with instructor material.

The last item (developed by “Azim Premsi Foundation”) was not included in the content analysis since it was not possible to install the propriety / customized viewer software due to the failure in the setup program. Similarly the compact disc relating to PAP-11 (LakApps) was also not included in the evaluation as multimedia material since the media contain only different types of software applications rather than information content. The subsequent materials were evaluated based on general feature parameters of rich multimedia content which included those listed in **Table 4.3**. Developed on the basis of it, the evaluation results of the material belonging to the five different projects are summarized in **Table 4.4**. A higher rating indicates a rich and interactive multimedia material while a lower score indicate a passive, non interactive content.

**Table 4.3: Description of Characteristics being Measured**

Type of content	Linearity	Interactivity	Appropriate use of audio & video material
The nature of material presentation such as video clips, animations, documentary, interactive multimedia content, passive linear content etc.	A measure on how flexible for the user to access required material on the content. A linear content does provide any indexing and therefore the user is forced to retrieve the information on a pre-determined sequence (such as a TV broadcast). A truly non-linear material on the other hand allow the user to access the media content randomly and quickly navigate to the required information using some indexing mechanism	A measure on the degree of interaction between the user and the material. A rich interactive material gets the user involved in the dissemination process and thereby allows the user to interact with the material through different tools such as indexes, information search and feedback channels (e.g. automated questions etc.). A non interactive material on the other hand pushes the user into a passive listening mode.	The appropriateness in using audio and video components based on the nature of the content and its organization.

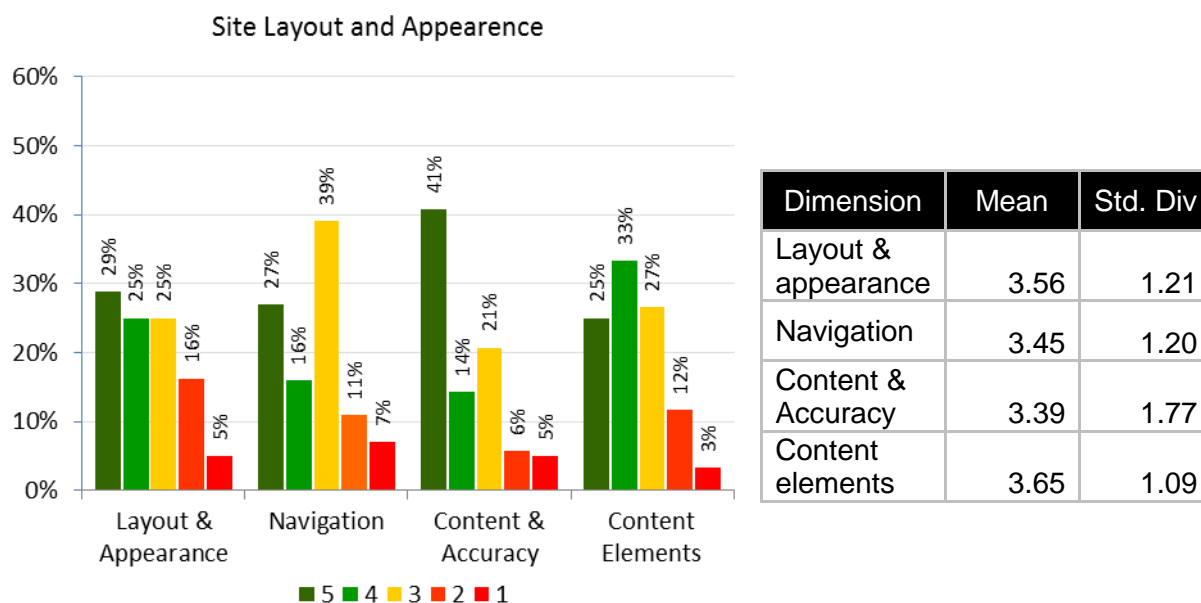
**Table 4.4: Assessment of Content in Off-line Multimedia Materials Developed by Four Projects**

	CAP 88	CAP 109	CAP 117	RAP 03
Type of content	Video clips & still images	Animated Movie	Slide shows with text animation & images	Movie clips
Linearity	Moderate	High	High	High
Interactivity	Absent	Absent	Absent	Absent

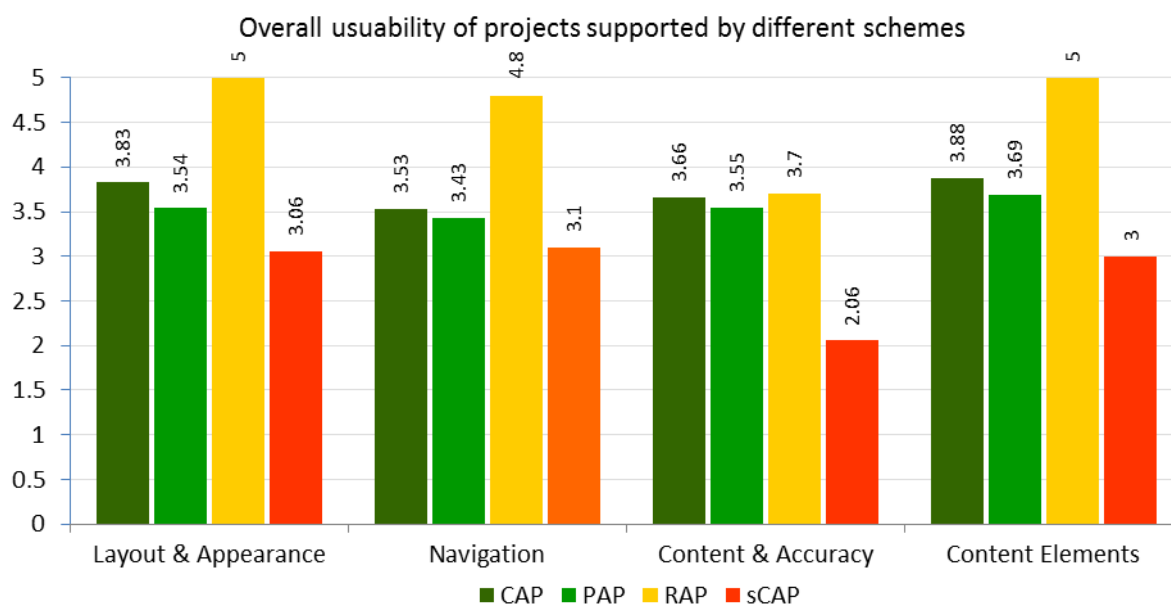
	CAP 88	CAP 109	CAP 117	RAP 03
Appropriate use of audio & video materials	High	High	Low	High

### 4.1.3 Overall evaluation of websites on major dimensions of usability

Provided below are the overall evaluation results of websites in each category based on the vertical average of responses received for measurement parameters belonging to major dimensions of usability as described in **Error! Reference source not found.**



**Figure 4.1: Assessment of overall site layout and appearance in websites**



**Figure 4.2: Average score on overall usability dimensions for websites maintained under different grant schemes**

#### 4.1.4 Interpretation of survey findings

In general the 20 websites evaluated scored reasonably in all indicators. Some of the scores were slightly biased depending on the nature and the technologies used to present information. For instance the use of a content management system imposed certain restrictions on the way that the information is organized and presented on some of the websites. However at the same time, the use of such technology also ensured the consistency and proper layout of the content elements across all sections of the website.

It was observed that common cause for the relatively lower scores in the websites was mostly due to the presence of large decorative elements that provided little information nor functionality. These elements in most instances occupied a larger portion of the usable space thereby leaving less screen space for functional elements and the useful content. There were also instances where technology and animation was used in decorative element without paying any attention their appropriateness of the usability. These elements often clutter the user's visible space and make it difficult to separate the useful information from the decorative content.

Some sites depended extensively on multimedia content, especially video based material in presenting their information. These videos were hosted outside the site domain and as a result were not within the total control of the website. The delay in loading and previewing such content affected the overall usability of the site and often required to keep the user waiting until multiple video previews are loaded into the page. A better approach for this would be to include a static content with basic information and refer to the off-site media on the request from the user.

A good navigational structure is one of the primary requirements that make a website more usable to visitors, especially for those with lower levels of computer literacy. Use of proper navigational aids will allow the user to determine where he is at present and then to seamlessly navigate vertically to different areas of the current topic as well as horizontally to different topics in the site without using the browsers' navigational buttons (i.e. back / forward buttons). Web usability guidelines recommend to achieve this by having a common set of elements (e.g. menus, navigation bars etc.) across all pages of the site placed in a prominent and consistent location within each page. Display of the current page position of within the site structure and having a direct link to the root (home) page are also recommended as best usability practices. While majority of the websites examined during the study were seen complying to the basic navigational requirements a significant portion lacked some of the detailed compliance. Few sites have chosen to use popup browser windows to display different content areas. However such approach significantly limits the sites navigational capabilities since the popup window would only support navigation within its own sub category. A frame based approach on the other hand would have provided better navigational capabilities and would also be more Browser friendly against tools such as "popup blockers" which are commonly used.

#### 4.1.5 Evaluation of the CD based (offline) content

The content provided included number of compact disks developed under 8 different projects. These content were aimed for offline usages where no Internet connectivity is

available or required. It was also noted that, at the initiation the developers of these content were not required to follow any standard template for presentation platforms. Thus the content included in the CDs were in diverse formats and were aimed at different application areas. A general evaluation on the nature/type and application area of the content is illustrated in Table 4.5 below.

Due to the diverse nature of the content and their presentation formats & techniques it was not possible to define a uniform assessment criterion for the evaluation of the offline material. Therefore, the analysis was carried using a generic property of rich multimedia content; that included the type of content, linearity, interactivity, nature of information and the appropriate use of audio and visual material. The basis for these evaluation criteria is presented below in **Table 4.5**.

**Table 4.1: Feature measurements used in the evaluation of offline material**

Feature Parameter	Description
1	Type of content The nature of material presentation such as video clips, animations, documentary, interactive multimedia content, passive linear content etc.
2	Linearity A measure on how flexible for the user to access required material on the content. A linear content does provide any indexing and therefore the user is forced to retrieve the information on a pre-determined sequence (such as a TV broadcast). An truly non-linear material on the other hand allow the user to access the media content randomly and quickly navigate to the required information using some indexing mechanism.
3	Interactivity A measure on the degree of interaction between the user and the material. A rich interactive material gets the user involved in the dissemination process and thereby allows the user to interact with the material through different tools such as indexes, information search and feedback channels (e.g. automated questions etc.). A non interactive material on the other hand pushes the user into a passive listening mode.
4	Appropriate use of audio and video material The appropriateness in using audio and video components based on the nature of the content and its organization.

The evaluation results of the material belonging to the five different projects are summarized in **Table 4.6**. A Higher rating indicates a rich and interactive multimedia material while a lower score indicate a passive, non-interactive content.

**Table 4. 2: Summary of content evaluation in offline multimedia material**

Project Ref	Type of content	Linearity	Interactivity	Appropriate use of audio and video formats
PAP 001	Audio file in MP3 format	Non-linear (index by topic/page)	Moderate	Moderate
PAP 003	Audio files / Text and manuals in	Non-linear	Moderate	Moderate

Project Ref	Type of content	Linearity	Interactivity	Appropriate use of audio and video formats
	PDF format			
PAP 004	Video based training material	Non-linear (DVD menu based)	Not applicable	Excellent
PAP 009	CBT Material on different topics	Non-linear	Moderate	Moderate
PAP 022	Text based CBT material	Non-linear	Moderate	Low
CAP 109	2-D animated cartoons	Highly linear	Not required	High
CAP 147	Manuals for software application	Not applicable		
sCAP 03	Narrated / animated slide show	Non-linear	Moderately present	Moderate

#### 4.1.6 Conclusions

A summary of the qualitative assessment in overall usability in the online content supported by different grant schemes is illustrated below in **Table 4.3**.

**Table 4. 3: Overall qualitative assessment of usability in websites supported by different grant schemes**

Parameter	Financial grant scheme			
	CAP	PAP	RAP	sCAP
Site availability*	3 / 11	12 / 17	1 / 1	4 / 4
Layout & Appearance	High	High	Excellent	Average
Navigation	High	Average	Excellent	Average
Content & Accuracy	High	High	High	Below average
Use of content elements	High	High	Excellent	Average

Site availability is presented as (number of websites available on-line) / (number of web sites forwarded for evaluation).

In general it can be concluded that the websites created and supported under ESDI project have paid their expected dividends to a greater extent. This was commendable with respect to the generation and localization of local and community base information. Almost all the sites met their expectation in relation to the localization and multilingual support of the

content. The use of new media tools and modes of information delivery were within the acceptable norms. Multimedia have been used effectively even though in certain instances their effectiveness has been affected due to technical issues such as lower bandwidth availability and longer loading times.

A successful website that achieves its intended objective of information dissemination and provision of an active platform for community interaction is always characterized by the active participation of its users. The active participation in general is indicated by the regular number of visits (hits), repeated visits by the same user, time spent on the website and the level of networking via the website. In order to facilitate these features and measure their effectiveness the site's technical and presentation architecture too must incorporate certain features such as hit counters, user tracking mechanisms and user interaction / feedback channels such as memberships, forums etc. However, among the sample of websites evaluated in this investigation such features were not commonly available. This to a greater degree prevented an accurate measurement on the usefulness and user participation on the website because there were no means of tracking the users and their visits.

It was observed that a significant portion of the websites have not been updated during the past 12- 18 months. This was observed in sites with relatively static content (i.e. websites providing stationary / static information that does not require frequent updates to existing content (e.g. [www.shanthikarma.org](http://www.shanthikarma.org)) as well as for some websites that are almost totally based on dynamic content (e.g. e-commerce sites related to the general and agricultural trade sectors). It was observed that e-commerce websites were offering products that were not updated for more than 12 months appearing in the initial page and thus creates serious doubts on the users regarding the trustworthiness of the items offered. On the other hand few websites on the "Job Bank" category were updated with recent information.

From the survey findings it is visible that issues related to financial sustainability has contributed negatively to regular content updates and maintenance most of the websites. This was mostly seen for sites that were not of commercial nature nor were generating income for sustainability. A mechanism through which these websites be support on a continuous basis would definitely help in maintaining these sites alive with more accurate information and regular updates. This conclusion is also supported by the site availability presented in Table under different financial support schemes. For instance the sites that were supported under RAP and sCAP, the schemes that were intended to replicate pilot studies and provide maintenance support for successful projects under previous grants showed 100% availability compared to other two types of grant schemes which were more towards new initiatives.

#### **4.1.7 Lessons Learned**

In general it is non-disputable that the eSDI project has contributed positively to the e-Sri Lanka development objectives. The project has resulted a considerable extent of localized web content and material that are of important to the local society, culture and economies. Moreover it has captured localized knowledge on diverse subject areas such as cultural traditions, agricultural methods and techniques etc into digital formats that can be shared and disseminated across the society in modern effective information technologies. These projects have also created great opportunities for cross cultural knowledge sharing and

interaction while providing opportunities for younger generations to participate actively in such activities. However in spite of these benefits, this analysis also found few instances where the outcome would have even better if the following improvements and modifications were made.

In terms of the content presentation, many of the websites were not following common accepted norms for improved usability of the site. In some of the sites the graphics such as backgrounds and animations have been used as since “they were available” rather than based on the context or the appropriateness of such components. Some websites featured animation based menus that were hardly readable due to the inappropriate use of colour and fonts. These drawbacks could be avoided if the following are provided as part of the project implementation parameters.

- Provide detailed design guidelines to the developers. The guidelines must include appropriate templates for static page contents (such as page headers, contact information etc), guidelines on appropriate use of colour, graphic and other decorative elements and related norms guidelines for usability of the web content. The guidelines must also be customized based on the expected user group considering the age, demography and ICT skill levels that required for the effective use of the site.
- Wherever possible provide training for the developers on the expected outcome of the end product in terms of the community usability. The training should cover the usability standards of content presentation and the requirements of the target user communities.

In any project the monitoring of the expected outcomes throughout the implementation and post implementation periods play a major role towards the overall success of the initiative. In terms of content development projects such monitoring can be facilitated by adhering to certain technical features and standards. For instance, in a web development having a visitor counter and a mechanism to monitor repeated visits can provide use full information on the community acceptance and usefulness of the site. The same technique can also be extended to monitor the types of information within the web site that are frequently accessed indicating their demand by the users. Additional tools such formation of user groups, memberships, discussion forums etc can assist in networking among the users. Such networks are bound to enhance the objectives of these social initiatives such providing a platform for dialog and sharing of opinions and information. However in the websites investigated during this study these features were rarely found to be deployed. It will be beneficial if the guidelines on using such features to be provided to the developers at the time of initiating the projects.

It was also observed that some of the websites supported by the eSDI project were no longer in operation while some others have not been updated for a longer period of time. In contrast to these were the Replicated Projects for which have been continuously updated with new information. The lack of maintenance was more clearly visible on projects that were not oriented towards generating revenue for their own sustainability of providing valuable information to the society and helps in building links across different communities.

It would be useful of the eSDI project could provide some mechanism to support the sustainability of these good initiatives on a longer term basis.

## 4.2 Outcomes of the National Best e-Content (e-Swabhimani) Awards

### 4.2.1 Background

The National Best e-Content Award, as called in Sinhala, *e-Swabhimani* Award (<http://eswabhimani.lk>), aimed at recognizing the creativity and innovation of the country's developers of digital content and applications. Recognizing the fact that the disparities in accessing information and communication technologies that exist in our society today stem not only from inadequate infrastructure but also from the lack of appropriate content, the ICTA initiated the e-Swabhimani Award in 2009, as an annual event. The aim of this Award is to encourage and incentivize local developers to come up with innovative applications and digital content that will impact on society as a whole. The design and development of good quality content and applications require creative imagination, engineering know-how as well as financial resources. Moreover creation of content and applications for societal use is often not addressed by commercial software developers since it does not generate much profit. It is therefore recognized that there is a need to incentivize and facilitate content creation.

The World Summit on the Information Society (WSIS) recognized this need as far back as 2003 and introduced the World Summit Award (WSA), a global initiative to select the world's best e-content and innovative ICT applications. The WSA encourages member countries to organise national awards and the ICTA, as the apex body responsible for setting ICT policy direction in the country and implementing the e-Sri Lanka Initiative, came to the fore with the e-Swabhimani Award, the National Award for the country's best digital creations. The e-Swabhimani is conducted along the lines of the WSA which ensures transparency and fairplay. All applications are reviewed by a Grand Jury comprising eminent experts chosen from different subject areas. All e-Swabhimani winners will be eligible for consideration as the National nominees to the WSA where each country can submit only one nomination for a given category out of WSA's eight categories.

The achievements under e-Swabhimani, since inception in 2009 and up to current year 2011, are presented in **Tables 4.2.1** and **4.2.2**. While Table 1 presents the numbers related to entries, winners and etc., Table 2 lists the award categories in each year.

According to ICTA, e-Swabhimani has served to unearth the hidden talent in developing content and application which will continue to benefit society. Through the e-Swabhimani Awards, ICTA recognizes the creativity and skills of developers of digital content in Sri Lanka. ICTA termed the e-Swabhimani Award as "the coronation of the digital content creators in Sri Lanka."

**Table 4.2.1: Achievements under e-Swabhimani: 2009 - 2011**

Parameter	2009	2010	2011
❖ No. of Award categories	8	11	9
❖ No. of Districts from which entries received	18	13	15
❖ No. of Entries	137	163	150
❖ Winners	27	26	20



Parameter	2009	2010	2011
❖ Merit Awards	7	7	12
❖ Youth Encouragement Award	N/A*	N/A*	1
❖ Jurors' Distinctions	1	3	2
❖ Certificate of Appreciations	N/A**	11	20

\* Youth Engagement Award was introduced in 2011

\*\* Certificate of Appreciation was introduced in 2010

**Table 4.2.2: Award Categories: 2009 - 2011**

2009	2010	2011
1. e-Business and Commerce	1. e-Business and Commerce	1. e-Business & Commerce
2. e-Culture & Heritage	2. e-Culture and Entertainment	2. e-Culture & Heritage
3. e-Entertainment & Games		3. e-Entertainment & Games
4. e- Learning and Education	3. e-Learning and Education	4. e-Learning & Education
5. e-Science and Technology	4. e-Science and Environment	5. e-Science and Technology
6. e-Government & Institutions	5. e-Governance	6. e-Government & Institutions
7. e-Health & Environment	6. e-Health	7. e-Health & Environment
8. e-Inclusion & Participation	7. e-Inclusion	8. e-Inclusion & Participation
	8. m-Content	9. m-Content
	9. e-Enterprise and Livelihood	
	10. e-Localisation	
	11. e-News	

As per TOR, an assessment of the outcomes of e-SA was undertaken by interviewing a cross section of the winners (around 80% of winners and half of merit awards) in all 9 categories available in 2011; using a semi-structured interview guide.

#### 4.2.2 Results of the Assessment

The basic results are presented in **Table 4.2.3**.

**Table 4.2.3 – Responses for Interview questions**

Indicator		Great extent		Average extent		Little extent		Not at all		Not applicable		Total	
		#	%	#	%	#	%	#	%	#	%	#	%
Overall Goal of the e-SDI	A1 Extent to which the project contributed pilot innovative applications of ICT to improve the quality of life	21	88	-	-	-	-	-	-	3	12	24	100
	A2 Extent to which the project promoted greater local content in Sinhalese and Tamil languages	18	75	-	-	-	-	3	13	3	12	24	100
	A3 Extent to which the project assisted in closing the development divide between urban and rural areas	20	83	-	-	1	4	2	8	1	5	24	100
	A4 Extent to which the project facilitated access to ICT amongst the most vulnerable groups in Sri Lanka	5	21	-	-	-	-	7	29	12	50	24	100
	A5 Extent to which the project helped integrate post conflict regions	15	63	1	4	2	8	5	21	1	4	24	100
ut c	B1 Extent to which the project increased awareness among rural and urban	15	63	3	13	2	8	4	16	-	-	24	100

Indicator	Great extent		Average extent		Little extent		Not at all		Not applicable		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
poor of how ICT may benefit their lives												
B2 Extent to which the project improved community capacity to utilize ICT to meet their local needs	14	58	3	13	1	4	1	4	5	21	24	100
B3 Extent to which the project increased economic opportunity and equity through wide use of ICT in agriculture, tourism, health, and education	16	67	-	-	-	-	-	-	8	33	24	100
B4 Extent to which the project contributed to the empowerment of women and youth	18	75	-	-	3	13	1	4	2	8	24	100
B5 Extent to which the project supported peace and environmental management	04	17	-	-	1	04	2	8	17	71	24	100
B6 Extent to which the project mobilized indigenous knowledge	7	29	1	4	-	-	5	21	11	46	24	100

The views of the winners are detailed below.

#### A. Assessment of e-Swabhimani in reaching the overall goal of the e-SDI

- 1.1. 88% winners are of the view that their ICT applications are intended to improve the quality of life of the citizen to a great extent. It includes the saving of time and cost, getting the job done at any ones convenience, speedy service. According to winners that they have received positive feed backs in terms of these benefits.
- 1.2. 75% winners have stated that the innovative applications have promoted local content in English and Sinhala. However, most of the winners have already taken action to initiate the Tamil version in the very near future. Few technological field needs to maintain their applications only in English.
- 1.3. 83% winners are of the view that their applications have a wide coverage and they assist in closing divide between urban and rural areas. They state that the usages in rural areas are satisfactory.
- 1.4. 63% winners have expressed that their applications have the coverage in the North and East, whilst the majority of balance winners are initiating their presence in the post conflict regions in the near future.

Assessment in reaching the overall goal of the eSDI is 77%.

#### B. Assessment of e-Swabhimani in reaching the expected outcome of the e-SDI

- a. 63% winners are in opinion that their project has increased awareness among rural and urban poor of how ICT may benefit their lives to a great extent. Their promotional programs have highlighted the user friendliness of their applications.

- b. 58% winners believed that their project has improved the community capacity to utilize ICT to meet the local needs. However, they state that poor computer literacy level among rural and urban poor and non availability of access to computers had negative impact on the utilizing capacity of the ICT.
- c. 67% winners observed that their product to a large extent has increased economic opportunities and equities through wide use of ICT in agriculture, tourism, health and education. There have been widely used web applications and mobile applications in these fields have been very popular.
- d. 75% winners said that their project has contributed to empower women and youth through the use of ICT. In fact the entertainment sector has encouraged in the participation of women and youth to a large extent.

Assessment in reaching the expected outcome of the e-SDI is 66%.

### **C. Contributory factors to receive e-Swabhimani Awards**

There are clear guidelines, rules and regulations and selection criteria for awards have been established for the e-Swabhimani Awards. The eminent expert panel has been involved in the entire process from the selection for participation to the selection of the final winners. However, the winners are in the opinions that the following are the reasons for awarding e-Swabhimani Award to them.

- They have submitted the innovative ICT applications, ideas or concepts.
- The product content, which covers the full system of applications.
- It is an innovative product/application with a total system which does not require any other sub systems or manual work.
- The citizen could use the product/application at a low cost or no cost.
- It is a product/application for the use of the public for their convenience.
- The product/application is heavily meant for rural areas.
- The product/application is available in all 3 languages and it is user friendly.
- The product/application is with comprehensive information for new thinking, education, innovations and productive thinking. It is a product that can create a knowledge based society.
- Use of local content to preserve the Sri Lankan heritage.
- It provides great entertainment which is an innovative thinking.
- The product/application has a wide coverage for the potential users.
- It is a product/application that can be used by the citizens for their convenience and economic reasons.
- The product/application is a service to the nation/society/rural people/section of the society/specific field.
- It uses for large commercial web application.

### **D. Benefits for the winners derived from the award of e-Swabhimani**

The ICTA expected that the e-Swabhimani shall produce some valuable benefits to the ICT industry as a whole, which includes the winners to get the recognition from the local and

international forum of ICT, opportunity for best innovations to represent Sri Lanka and South Asia at the World Summit Awards and other international awards, opportunity to network to create business alliances and collaboration amongst participating companies, governments and NGOs, creation of a platform for benchmarking products and services and exposure to investment opportunities and investors are some of them.

However, the winners expressed the following benefits have been derived as a result of winning an award at the e-Swabhimani.

- Their product/application/organization is well recognized in the society. In fact, when the cash transactions are involved in the application the customer have well trusted the product/application/company because of the e-Swabhimani Award is published in the web site.
- Winners use the “e-Swabhimani Award” as a marketing tool for business development. They use the e-Swabhimani logo in their web sites as a result the potential users have given the recognition for the application/organization.
- Some of the winners had the opportunity to participate in the international competitions. Few of them have participated in “Manthan Award”.
- The winners in the public sector are of the view that there are no benefits derived for them; no incentives for ICT innovative; but only personal satisfaction.
- Some winners were really motivated from the award and they take further steps to strengthen their further innovations and encourage for better products/applications. The award has made them a path way to innovative advanced ICT applications.
- Some innovations have been invented by University students or students in secondary education. According to them and Jurors’ evaluations, these products/applications are extremely usable in the society to improve efficiency through ICT. However, they are unable to proceed further due to the lack financial investments.
- The winners in the government sector organizations are of the view that their products/application has re-engineered the government services. It was possible to create efficient public service.
- It is a very good experience and a challenge in participating in the e-Swarbhimani Award whilst ICTA grants have helped them for such innovative products.
- The winners have a self satisfaction and pride as they are able to make available comprehensive information for knowledge based society for sharing information. In fact there have been considerable good feedbacks from the respective users.
- Some winners introduce their product to vibrant markets and producing good profits as they are very profitable commercial ventures.

#### **E. Comments and observations of the winners of the e-Swabhimani**

- The participants have highly appreciated the e-Swabhimani initiative by ICTA, which has tremendously helped the young innovators to come forward and compete in a highly competitive event. They said it is a great event in Sri Lanka.
- There is no mechanism to follow-up to expand the product submitted to the competition.
- Some participants stated that they do not have financing for further improvements of the product/application; which should be assisted by ICTA.
- It is necessary for the ICTA to closely monitor the performance of these products and provide assistance for advancement.
- It is suggested that ICTA should create a mobile platform as mobile application are innovating very fast and they become popular day by day.
- It is said that e-Swabhimani Awards has given a good opportunity for the beginners to come up in the ICT field.
- The participants have admired the Jury; they are impartial and highly eminent.
- Some government organizations are unable to implement the product/application due to the lack of hardware.
- The winners of the view that there should be a “Forum of the Winners”, so that they can network for knowledge sharing and to improve the innovations.
- Some said that the private sectors role in e-Swabhimani is not adequate; they should play a bigger role in this event.

#### **F. Comments of the Non-winners of the e-Swabhimani**

In addition, it was felt necessary to obtain the comments and views of the non-winners of the e-Swabhimani Award contest, so that a balance opinion could be derived on the overall performance of the e-Swabhimani Awards. As usual the non-winners were not shown any keenness in the interviews; hence it was limited to few. However, those who were responded shown positive thoughts on the e-Swabhimani Program and their views are stated below.

- E-Swabhimani Program is a novel event for the Sri Lankan environment and appreciated very much on ICTA initiatives on such an event.
- Non-winners have felt that they are competing in an international contest.
- They are of the view that all the participants are unable to get an award and the awards have been awarded to the best innovative applications.

- The non-winners are highly appreciated the impartialities of the panel who are very much eminent in the respective fields.
- This event is an encouragement for the participants to compete with others with best applications useful for the society.
- Some non-winners said that they have encouraged to participate in the e-Swabhimani until they win an award.
- The non-winners are of the view that the selection for participation in such a professional event is an achievement by itself.
- They are well understood that the award winners have offered applications much more advanced than non-winners applications.
- Some non-winners suggest that at least certificate of participation would be issued by ICTA for the recognition of their participation at e-Swabhimani.
- Initially, the time frame was not enough for the creation of the ideas and development of products to be presented at the event and suggest more themes from ICTA.
- Overall, non-winners were generally satisfied with the conduct of e-Swabhimani Award, for the up comers of the ICT industry.

#### **4.2.3 Conclusions**

ICTA's initiative of launching e-SA has been welcomed by the winners as well as the non-winners. Both of the above categories highly appreciate the impartialities of the panel of jury. Some of the winners had the opportunity to participate in the international competitions; few of them have participated in international "Manthan Award."

#### **4.2.4 Lessons Learned**

By following the international development in the sector and application of world recognized practices, ICTA can play an outstanding role for the benefit of the eSDI.

## 5. OUTCOME LEVEL ACHIEVEMENTS

The chapter presents the outcome level achievements of e-SDI projects surveyed; under type of project. The **salient features** of these projects are in **Appendix 4** (of **Volume 1**, this document) and the **Project Profiles** of each of them in **Part 2 of Volume 2**. The chapter has been developed on the basis of these Profiles. To recall (from section 2.3), the composition of the 69 projects surveyed by type is as follows; 24 CAPs, 16 sCAPs, 15 RAPs, and 14 PAPs.

At the completion of the field survey operations and while documenting the project profiles, taking into consideration the performance of each project the same was (subjectively) assessed and allocated one of the following ratings: highly successful, successful or partially successful. While analysing the projects in this chapter (and subsequently), frequent reference is made to these ratings. The distribution of the projects by type and rating is presented in Table 5.8 (in section 5.5).

Each of forthcoming sections 5.1 to 5.4, in respect of projects surveyed by type (CAP, sCAP, RAP, and PAP), presents an analysis consisting of the background, characteristics of highly successful and partially successful projects, issues related to them, and lessons learned from them. Finally, section 5.5 presents a summary.

### 5.1 Overview of CAP Projects Surveyed and Issues

#### 5.1.1 Background

The thematic area-wise distribution of the 24 (19%) CAP projects surveyed is presented in **Table 5.1**. Accordingly, the number of projects among the eight thematic areas varies from 8 to 1. The implementations of all these projects have now been completed. By performance rating, 6 (25%) projects are highly successful, 5 (21%) successful, and 13 (54%) partially successful.

**Table 5.1: Thematic area-wise Distribution of CAP Projects Surveyed**

Training & Capacity Building	ICT Access to Learning	ICT Access to Services	ICT Income Generation	ICT for the Disabled or Elderly	Peace	Environment & Conservation	Indigenous Knowledge	Total
2	5	3	8	1	2	1	2	24

Source: Table 2.4

According to Appendix 2, 10 CAP projects in the sample had been evaluated previously in 2009. A comparison of the overall ratings of each of those 10 projects as of 2009 survey and present survey is given in **Table 5.2**. Accordingly, there is weakening of the overall ranking levels of the 10 CAP projects; due to several contributory factors.

The **prominent contributory factors** for the above negative situation are listed below:

- (i) Weakening of the cash flow and fund situation; thereby being unable to maintain the service centre together with computers/equipment and upgrade software;
- (ii) As a result, inability to retain the experienced staff by offering reasonable monthly remuneration;

- (iii) Consequent deterioration of quantity and quality of services provided;
- (iv) Around some projects, the growth in the availability of similar services in the neighbourhood at competitive rates;
- (v) As an outcome, the gradual reduction of the goodwill of the centre and the diminution of the number of clientele;
- (vi) In some projects, the inability to charge a reasonable (cost-recovery) fee for services provided due to the low income status of the beneficiaries;
- (vii) Above (v) and (vi) result the vicious circle – low clientele population, reduced income and deteriorated cash flow.

**Table 5.2: Comparison of the overall ratings of 10 CAP projects in the sample which had been surveyed in 2009 and 2011**

2009 Evaluation	2011 Outcome Evaluation			Raw Total
	Highly Successful	Successful	Partially Successful	
Highly Successful	C088, C121		C019	3
Successful	C016	C072, C041, C053	C025, C116	6
Partially Successful		C064		1
<b>Column Total</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>10</b>

### 5.1.2 Characteristics of highly successful and partially successful CAP Projects

The **contributory factors for successful achievements of a CAP project** are as follows:

- (i) Strong and visionary leadership, commitment, and dedication of the owner [C119];
- (ii) Possession of a comprehensive technical knowledge of the subject of the project by the owner and staff;
- (iii) Good support receive from the community and assistance and partnership extended by the local level officials and various government and non-governmental organizations in the area [C121];
- (iv) Location of a centre with easy accessibility to all types of beneficiaries; young, old, differently able persons and females [Contrast between C119 and C069];
- (v) Availability of micro finance facilities from the parent organization to the beneficiary entrepreneurs [C119].
- (vi) Strong parent organization capable of piggybacking the project; thereby ensuring the sustainability [C072, C080, C093, C109, and C119].

#### **Story of highly successful C119 project:**

The manager, Green Life Sri Lanka said that their e-SDI project had a great impact on the organization to enhance its capacities. Through the e-SDI project, the organization received more acceptance and recognition from the rural community members. They have placed their trust and reliability on the organization and the number of beneficiaries has soared throughout the past few years at an increasing rate.

#### **The reasons for partial success of CAP projects:**

- (i) Absence of adequate cash-flow and financial support (possibly due to inability to charge at least cost-recovery fees for services provided because of low income beneficiaries),
- (ii) Lack of skilful and dedicated staff due to financial problems,



- (iii) Low satisfaction of the beneficiaries on the content of project products and services provided, thereby, resulting reduced patronage,
- (iv) Reduction in range of service provision due to (a) break-down of many of initially procured computers, (b) lack of proper maintenance of computers and equipment, (c) non-update of the range of software available, and (d) absence of separate building space and basic facilities for the convenience of the beneficiaries,

The situations in some of the projects with “partially successful” rating are as follows:

- The e-channelling centre is totally dormant in action while the premises where the centre was originally located is presently being used as a hardware (building materials) shop [C025];
- For income generation and bridge the financial deficit, project planned to sell the software for English language teaching and videos produced by the project [C043];
- Organization has no capacity to continue the e-learning centre and the temporarily appointed computer instructor is unqualified for ICT teaching [C069].

### 5.1.3 Issues related to CAP Projects

- Computer hardware problems were prominent in many centres; due to absence of troubleshooting ability among the staff at the Centre and lack of maintenance agreement with vendors [C109].
- Many websites developed by the projects are not presently accessible [C119, C121, C147, and etc.], as analysed in section 4.1, in Chapter 4.]

### 5.1.4 Conclusions from CAP Projects

- ❖ During project implementation as well as on completion, the sharing of information between projects is beneficial to gain an understanding as how to rectify and resolve difficulties and problems thereby achieving project success.

### 5.1.5 Lessons Learned from CAP Projects

- ❖ The need for strong capacity building among the project owners on project/business management including monitoring and evaluation, financial management and conflict resolution.
- ❖ The project owners should be made to understand the need to be proactive and innovative so as to steer their projects to success without blaming the circumstances.

## 5.2 Overview of sCAP Projects Surveyed and Issues

### 5.2.1 Background

The thematic area-wise distribution of the 16 sCAP projects surveyed is presented in **Table 5.3**. Accordingly, the number of projects among the eight thematic areas varies from 5 to 0; under “Peace” thematic area there was no sCAP project in the sample. The implementations have now been completed in all the projects surveyed. Among the 16 projects, 6 (38%)

projects received highly successful ranking, 9 (56%) got ranking as successful, and 1 (6%) partially successful.

Seven sCAP projects in the sample had been evaluated previously in 2009. A comparison of the overall ratings of each of them as of 2009 survey and present survey is given in **Table 5.4**. Accordingly, six projects have maintained its ranking status of 2009 while one project has improved its ranking from “partially successful” to “successful”. Overall, there is improvement in the status of ranking of these projects.

**Table 5.3: Thematic area-wise Distribution of sCAP Projects Surveyed**

Training & Capacity Building	ICT Access to Learning	ICT Access to Services	ICT Income Generation	ICT for the Disabled or Elderly	Peace	Environment & Conservation	Indigenous Knowledge	Total
3	3	5	1	2	-	1	1	16

Source: Table 2.3

**Table 5.4: Comparison of the overall ratings of 7 sCAP projects in the sample which had been surveyed in 2009 (as CAPs) and 2011**

2009 Evaluation	2011 Outcome Evaluation			Raw Total
	Highly Successful	Successful	Partially Successful	
Highly Successful	sC03(=C022) sC06(=C037)	-	-	2
Successful	-	sC07(=C065), sC08(=C068) sC16(=C125)	-	3
Partially Successful	-	sC11(=C078) sC18(=C015)	-	2
<b>Column Total</b>	<b>2</b>	<b>5</b>	<b>-</b>	<b>7</b>

Overall, whilst consolidating the services being provided by CAP projects, the Sustainability Grant had helped to procure hardware, software and/or other equipment including furniture, improve the capacity (sometimes moving into spacious premises), scope of activities, and the quality of services provided by the projects [sC06, sC07, sC11, sC15].

### 5.2.2 Characteristics of highly successful and partially successful sCAP Projects

As in CAP projects, **successful achievements in sCAP projects** also depend on contributory factors stated therein. These include,

- Strong and visionary leadership, commitment, and dedication of the owner [sC17];
- Possession of a comprehensive technical knowledge of the subject of the project by the owner [sC17];
- Good support receive from the community and assistance and partnership extended by the local level officials and various government and non-governmental organizations in the area [sC17];
- Location of the centre with easy accessibility [sC06, sC07];

The success of a project can be increased by undertaking supplementary activities such as empowerment of women [sC05], and working with a marginalized group as well as standing for their Rights that provide significant impact on the beneficiaries [sC06].

Success could also be achieved by gaining high level of satisfaction of the project activities among the beneficiaries, improve method of delivery of the services, and quality of trainings provided [sC01, sC19].

**Story of highly successful sC04 (originally CAP027) project:**

This is a case of a “successful” CAP project for “Establishing an e-marketing network” that has been scaled-up with the Sustainability Grant which helped to expand the scope of the original project and achieve “highly successful” ranking. Under CAP project which is located in a convenient premises in Ratnapura town, it received an award for Best Business Idea (3<sup>rd</sup> place), from the Department of Business Administration of University of Sri Jayawardanapura in 2009.

The Sustainability Grant has been utilized to (a) purchase a computer and software with internet connection, (b) improve physical resource base and capacity of the centre, (c) expand market linkages, and (d) conduct capacity building workshops in modern farming techniques. Subsequently, supported by trained and committed staff, the outcomes expanded to achieve:

- Comprehensive, better quality and up to date marketing information to farmers;
- Enhanced knowledge on new technological trends in producing traditional products among clients;
- Improved knowledge in English language among the children and youth.

**Story of highly successful sC17 (originally C148) project:**

The manager stated that the project is boomed its services with the sustainable grant received from ICTA. This grant has made it possible for the centre to acquire more computers and educational software, so that it could facilitate teaching to a greater number of children in computer based learning. According to the manager the sustainable grant was one of the great sources of encouragement to them. After receiving the sustainable grant, wide publicity was given about the services provided by the centre through posters and distributing hand bills and leaflets among the general public.

**Story of successful sC11 (originally C078) project:**

The sCAP grant has mainly used to buy computer software and multimedia projector. Subsequent to receiving the sCAP grant the outcomes expanded as follows:

- Improved English language and computer literacy among the children of the farmers and low income groups in Madagama area other than the Nagala area.
- Enhanced knowledge in new technological trends in producing traditional crops
- Enhanced knowledge in organic fertilizer usage and other environmental friendly production techniques
- Comprehensive knowledge in agricultural practices

If not for the sCAP grant, the above improvements would have not been a reality.

There was only one project which was partially successful among the 16 sCAP projects surveyed. **The reasons for partial success of this sCAP project** [sC009] are;

- (i) Incompetency of the management concomitant with lack of sound managerial skills, and absence of foresight,

- (ii) Failure to generate income to ensure cash flow to pay salaries for staff and undertake maintenance,
- (iii) Unavailability of building space to conduct operational activities,
- (iv) Lack of telephone and broadband facilities to access/use the internet and the project developed web site; to meet project objectives,
- (v) Inability of the parent organization to financially support the project.

### **Story of partially successful sC09 (originally C071) project:**

Under the CAP project an e-marketing centre was established, bought a computer for the centre and developed a website to find marketing opportunities for cinnamon products. By utilizing above facilities, the e-marketing centre conducted awareness programs and collaborated with government institutes, for the benefit of cinnamon farmers.

The Sustainability Grant was provided to promote income generating activities through the e-marketing centre with the aim to sustain the centre. The Grant was utilized to purchase 4 desktop computers and a laptop and launched two computer training programmes. The plans to launch English language teaching using the e-learning system and provision of internet facilities did not materialised. Lack of internet and telephone facilities prevented access/use the project developed web site.

Presently, the main income generating activities are the computer courses conducted by the e-marketing centre. As most of students come from low income families they unable to pay fees on time and some of them do not pay course fees at all making the financial situation of the centre unsound.

During the period of ICTA intervention, four society members worked on the project and were paid with ICTA funds. Currently no one is employed on full-time basis at the centre, due to insufficient income.

Due to the incompetency of the management together with lack of sound management skills, and absence of foresight, concomitant with inability of the parent organization to financially support the project, the project is unlikely to be sustained.

### **5.2.3 Issues related to sCAP Projects**

- Discontinuation of the CAP project initiated basic computer course during sCAP due to financial issues and paying more importance to the profitable Kitul products venture [sC05].
- Failure of the project to meet the demand for ICT related services due to limited resources such as computers, computer printers, dongles etc.; thereby denying the training opportunities for many children [sC07].
- Insufficient operational and management skills of the parent organization [sC08].
- The successfully performing eco-tourism promoting service centre which got recently destroyed by fire needs rehabilitation phase to reconstruct [sC13].
- Inability to enhance the cash flow to strength/enhance service activities [sC15].

## 5.2.4 Conclusions from sCAP Projects

- ❖ Receipt of the Sustainability Grant has been appreciated by the project owners as well as the project staff and the beneficiaries.

## 5.2.5 Lessons Learned from sCAP Projects

- ❖ Provision of the Sustainability Grant has paved way for improvement of performance of the respective CAP projects and enhance project outcomes.
- ❖ Development of management and business skills of project owners is important while providing the Sustainability Grant.
- ❖ Need of ensuring project owners insure their assets before they are provided with Sustainability Grant by ICTA.

## 5.3 Overview of RAP Projects Surveyed and Issues

### 5.3.1 Background

Thematic area-wise, the 15 RAP projects surveyed are distributed as in **Table 5.5**. Accordingly, the number of projects among the eight thematic areas varies from 5 to 0. There were no RAP projects in the sample under 3 thematic areas, namely, Peace, Environment & Conservation, and Indigenous Knowledge owing to the fact that the original RAP programme had no projects in Environment & Conservation and only one project each in peace and indigenous knowledge. The implementations have now been completed in all the projects surveyed. Among the 15 projects, 6 (40%) projects belong to highly successful category, 8 (53%) to successful category, and only 1 (7%) to partially successful category.

**Table 5.5: Thematic area-wise Distribution of RAP Projects Surveyed**

Training & Capacity Building	ICT Access to Learning	ICT Access to Services	ICT Income Generation	ICT for the Disabled or Elderly	Peace	Environment & Conservation	Indigenous Knowledge	Total
4	5	1	3	2	-	-	-	15

Source: Table 2.3

**RAP projects could not be included in the 2009 survey as they have been recently commenced at that time.** However, a CAP project [C003], which was highly successful at the time and happened to survey in 2009, has been scaled up under RAP [R015] and has been surveyed during the present study; it has also achieved highly successful rating.

Generally, RAP projects have been able to achieve the intended objectives and attain social sustainability. As these projects are operating in diverse physical and social environments, each project should individually address its economic sustainability. Some projects have benefitted from external funding in addition to that of ICTA [R011]. Even some projects were able to reach a wider spectrum of beneficiaries than initially planned. [R03 initially targeted students with hearing impairment and sign language teachers while in addition reached the parents and siblings of their families as well. The potential for further replication of most RAP projects exist.

### 5.3.2 Characteristics of highly successful and partially successful RAP Projects

As in CAP projects, **successful achievements in RAP projects** also depend upon contributory factors stated therein. These include;

- Strong and visionary leadership, commitment, and dedication of the owner [R015],
- Availability of dedicated staff [R015],
- Good supports receive from the community [R015].

The **additional characteristics of highly successful RAP projects** are as listed below.

- Adoption of systematic and unbiased procedure for the selection of participants for training programmes [R05].
- Production of content of outputs that are acceptable and useful to the beneficiaries.
- Learning from good practices of other e-SDI projects [R011] and sharing of content developed in such projects [R015].
- Undertaking of supplementary tasks such as income generating activities for beneficiaries [R015].

#### **Story of highly successful R05 project:**

The project focused on improving knowledge and skills of youth in IT based graphic design via 3D movie making software. The course had been highly accepted in the job market as very few had the qualification at that time. It had created employment to about 80% of the students within the country and overseas whilst some are self employed. Thus, the project has facilitated in improving the quality of life through a knowledge-based society.

#### **Story of highly successful R015 project:**

A CAP project (C003) which has been scaled-up with a RAP grant resulted further consolidation of the services provided by CAP. RAP grant had helped to improve the capacity, scope and the quality of services provided by the ICT centre to improve IT & English language knowledge of the villages. The DVDs produced by Gateway Educational Services [a PAP project] are also used for English language course.

#### **Story of highly successful R024 project:**

This project is a link between the community and the university. The project which provides English language learning through e-learning delivers its benefits to the surrounding villagers and addresses a major requirement of the society. Therefore the social sustainability of this project is high. This community work is highly appreciated by its beneficiaries. There is high potential to scale-up and diversify the services provided by this project and replicate this project in other universities.

The **characteristics of partially successful RAP projects** are as listed below. There was only one partially successful project among those surveyed under RAP [R027] and, therefore, only limited characteristics are there to be highlighted.

- Overlooking of importance of adequate training of beneficiaries for efficient use of newly introduced software packages to them [see Box on R027 & R028 below].

- Failure to share good practices from successful projects to overcome implementation shortcoming to achieve success [see Box on R027 & R028 below].

### 5.3.3 Issues related to RAP Projects

- It is unclear whether ICTA has shared at the initial stage the experience, lessons learned and good practices available from previously completed projects with the project owners of RAP projects so that the latter could “leapfrog” in achieving success.
- Inability of the project owners to obtain the due ICTA fund instalments in a timely manner by fulfilling agreed milestones [R01].
- Difficulty to get students and teachers to participate in the training programmes and workshops due to refusal of the Principals to allow them attend without approval from higher authorities [R02].
- Demand for enhanced services such as computer training on hardware maintenance from projects which have not initially planned for the same [R03].
- Turnover/leaving of competent staff who were well trained by the projects add constraints on projects.

### 5.3.4 Conclusions from RAP Projects

- ❖ Some of the projects under RAP have demonstrated the potential for further replication as well as scaling-up and diversification of the services [R015, R024].
- ❖ The project owners should be made to understand, without blaming the circumstances, the need to be proactive and innovative so as to steer their projects to success (such as borrowing funds from outside till due ICTA instalment is received to continue activities uninterrupted, formation of “E-Samaja Shakthi” organization with the beneficiaries to sustain activities) [R01/R02].

### 5.3.5 Lessons Learned from RAP Projects

- ❖ It is beneficial for projects to select participants for training programmes in a systematic and unbiased procedure.
- ❖ Comprehensive needs analysis of the customers’ should be carried out prior to introducing software such as accounting package. Further, intensive training should be provided when introducing such software package, particularly to new users (see Box below).
- ❖ The importance of making awareness among the project owners to resolve by networking the national issues arising from use of content developed such as ‘making compatibility of sign language to avoid difficulties (limited signs) faced when deaf students learn modern subject’ and ‘educating general public on sign language’ [R01].
- ❖ The importance of sharing good practices between project owners so that the short comings in project implementation could be rectified where such deficiencies exist [Box on R027 & R028].
- ❖ With the choice of appropriate ICT facilities, the capabilities of even differently able persons could be enhanced. [Under R011, students of deaf & blind school sent

emails to staff/colleagues using Braille key board & internet and read newspapers using the software provided.].

### Story of contrasting experiences from two projects [R027 & R028] in using identical accounting software package

There are contrasting experiences from two projects in using an accounting package named GNU CASH (FOSS) among entrepreneurs & SMEs. In R027 (partially successful), SMEs had concerns with regard to the above accounting package. They reported that in comparison with the other accounting packages available in the market, it had limited features. The package has been discontinued and highly unlikely to revive. However, there had been an attitudinal change in the staff of SMEs towards computerised of accounts. As a result, some of the SMEs have computerised their accounts using alternate computer packages. End result was the project became partially successful. In contrast, there were no specific issues relating to the implementation of GNU CASH in “Provision of training and awareness to SMEs on use of accounting package and business material” [R028, successful] and achieved project success. An analysis of the set back in the former project revealed that the expectations of the beneficiaries in it were higher compared to those in the latter project concomitant with insufficient training provided to them.

## 5.4 Overview of PAP Projects Surveyed and Issues

### 5.4.1 Background

Thematic area-wise distribution of 14 PAP projects presented in **Table 5.6** indicates that the number of projects among the six thematic areas vary from 4 to 0; there was no PAP project in the sample under “ICT for Peace” thematic area.

Among the 14 PAP projects surveyed, implementations of all have been completed except one. Further, 5 (36%) projects belong to highly successful category while 9 (64%) are in successful category and none is in the partially successful category.

**Table 5.6: Thematic area-wise Distribution of PAP Projects Surveyed**

Capacity Building	Local Content Local Language	e-Service	ICT for Peace	Innovative Communication	Gender	Total
2	4	4	-	3	1	14

Source: Table 2.3

Four PAP projects in the sample had been previously evaluated in 2009. A comparison of the overall ratings of each of these 4 projects as of 2009 and present survey is given in **Table 5.7**. Overall, there is slight improvement of the overall ranking levels of them during the intervening period.

**Table 5.7: Comparison of the overall ratings of 4 PAP projects in the sample which had been surveyed in 2009 and 2011**

2009 Evaluation	2011 Outcome Evaluation (Present Study)			Total No. of Projects
	Highly Successful	Successful	Partially Successful	
Highly Successful	P001, P011	-	-	2
Successful	-	P005	-	1
Partially Successful	-	P007	-	1
<b>Total No. of Projects</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>4</b>



## 5.4.2 Characteristics of highly successful and partially successful PAP Projects

### Characteristics of highly successful PAP Projects:

- (i) Availability of high level of technical know-how and skilled and dedicated staff for project management [P001, P025].
- (ii) Capability to obtain from outside institutions/agencies, during implementation period, financial support and cooperation to work for the benefit of the beneficiaries [P01].
- (iii) Concern for sustainability and possessing of capability to obtain sponsorship even from overseas organizations to start a subsequent phase [P011].
- (iv) Capacity to obtain support from the parent organization [P011, P025].
- (v) Conducting of process monitoring using variety of techniques such as regular meetings, site visits, and communication by phone calls, e-mail, web forum, and feedback forums [P011].

**Characteristics of partially successful PAP Projects** cannot be identified due to the absence of any partially successful project among those surveyed.

### 5.4.3 Issues related to PAP Projects

- Inadequacy of equipments such as computers, CD players (e.g. to listen to Talking Books [P001]) and etc. required by the beneficiaries to maximise the use content of products developed by the projects.
- A project that had been operating highly successful for more than three years had been discontinued due to lack of financial support [P001].
- In “Development of a low cost maintenance free solution for environmental disaster mitigation through text display of messages transmitted via FM radio”, although the project has completed its main tasks, the permission from TRC (Telecommunications Regulating Commission) had not yet been granted for official broadcasting; a situation that was prevailing since 2009 evaluation. TRC is not showing interest on this activity [P007].
- Lack of awareness among the Science stream students throughout the island, about e-learning projects such as *Vidunena* Project “Uploading of the entire Advanced Level Science Syllabus on a new website” [P018].
- Technical inadequacies such as malfunctioning computers, low network speed, and system errors which negatively affect project developed initiatives [P036].
- Lack of interest and enthusiasm by the new management that got elected in the parent organization is negatively affecting the performance of highly successfully completed project [P031].
- Inclusion of components that require granting of technical permission to share SMS communication facilities of a commercial mobile telephone network which failed to materialise, forced to abandon that component in the project [P029].
- Some websites developed by the projects are not presently accessible [P018 & etc.].

### 5.4.4 Conclusions on PAP Projects

- ❖ Importance of creating awareness among the beneficiaries and wider audience of the content developed under e-SDI projects [S/P018].
- ❖ There are more projects under PAP that are beneficial for replication as well as wider distribution of content (CDs) developed. [P009].
- ❖ Absence of uninterrupted cash flow after project completion will result in gradual termination of activities even in initially highly successful project [P001].

- ❖ Dependency on ICTA funds syndrome for continuation of completed projects should be eliminated; by educating the project owners from the initial stages of implementation of the project [P005].
- ❖ Even a project that was completed highly successfully could deteriorate unless the new management that get elected in the parent organization lacks interest and enthusiasm to maintain the performance at least at previous standard [P031].

#### 5.4.5 Lessons Learned from PAP Projects

- ❖ Provision of new software and/or upgrade of the existing software should to be considered a social obligation for the sake of impaired (blind and deaf) students, even though such task is expensive; the knowledge gained by the students cannot be measured with financial terms [P010].
- ❖ Importance of upgrading ICT facilities such as computers, network speed, etc. by the parent organization to maximize benefits of services made available by project interventions [P036].
- ❖ For scaling up and replication of nationally important products/processes developed by projects, there is a need to go beyond RAP and launch apex bodies under government legislations [P001, P011], or entrust to existing state institutions [P036].
- ❖ Project proposals which include components that require technical permission to share communication facilities of a commercial mobile telephone network should be approved by ICTA only with the assurance of feasibility of implementation of such components [P029].

### 5.5 Summary

The distribution of the projects by type and performance rating is presented in **Table 5.8**. Accordingly, more than half (57%) of the CAP projects surveyed scored partially successful rating compared with 6% among sCAPs, 7% among RAPs and none among PAPs. Overall, around three-fourths (83%) of the projects scored the rating of either highly successful or successful whereas around one-fourth (17%) scored partially successful rating.

It was observed that the rural farming community is slowly adapting to the new technology introduced to them and there is high potential to scale up the services and replicate the project in other areas. [HS/sC17]

e-SDI projects are operating in diverse physical and social environments and, therefore, different scenarios, sometimes tailor-made strategies, need to be advocated among project owners to achieve success.

The basic data for computation of beneficiary satisfaction rates (as required for Results Indicator 1, in Chapter 7) is in **Table 5.9**.

**Table 5.8: Distribution of the Projects Surveyed by Type and Current Performance Rating**

Type of Project		Current Performance Rating			Total
		Highly successful	Successful	Partially successful	
CAP	No.	8	6	10	24
	%	33	25	42	100
sCAP	No.	6	9	1	16
	%	38	56	6	100
RAP	No.	6	8	1	15
	%	40	53	7	100
PAP	No.	5	9	0	14
	%	36	64	0	100
Total	No.	25	32	12	69
		57		12	
	%	36	46	17	100
		83		17	

**Table 5.9: Distribution of the Projects Surveyed by Type, Thematic Area and Beneficiary Satisfaction Rates (\*)**

NR = Not Relevant, NA = Not Available

Thematic Area	CAP					sCAP				RAP					PAP					
	<50%	50-70%	>70%	NR	NA	<50%	50-70%	>70%	NR	<50%	50-70%	>70%	NR	NA	<50%	50-70%	>70%	NR	NA	
A1. Training & Capacity Building	0	0	2	-		-	-	3	-	-	-	4	1		-	-	-	-		
A2. ICT Access to Learning	-	-	5	-		-	-	3	-	1	-	3	-		-	-	-	-		
A3. ICT Access to Services	-	-	3	-		-	-	5	-	-	-	-	-	1	-	-	-	-		
A4. ICT Income Generation	-	-	7	-	1	-	-	1	-	1	-	1	-	1	-	-	-	-		
A5. ICT for the Disabled or Elderly	-	-	1	-		-	-	2	-	-	-	2	-		-	-	-	-		
A6. Peace	-	1	1	-		-	-	-	-	-	-	-	-		-	-	-	-		
A7. Environment & Conservation	-	-	-	1		-	-	1	-	-	-	-	-		-	-	-	-		
A8. Indigenous Knowledge	-	-	1	-	1	-	-	1	-	-	-	-	-		-	-	-	-		
B1. Capacity Building	-	-	-	-		-	-	-	-	-	-	-	-		-	-	2	-		
B2. Local Content	-	-	-	-		-	-	-	-	-	-	-	-		-	-	2	1	1	
B3. e-Services	-	-	-	-		-	-	-	-	-	-	-	-		-	-	3	1		
B4. Innovative Communication	-	-	-	-		-	-	-	-	-	-	-	-		-	-	1	1	1	
B5. Gender	-	-	-	-		-	-	-	-	-	-	-	-		-	-	1	-		
Total	No.	0	1	20	1	2	0	0	16	0	2	0	10	1	2	0	0	9	3	2
	%	0	4	83	4	9	0	0	100	0	13	0	67	7	13	0	0	64	21	15
		4	83	4	9	0	100	0	13	67	7	13	0	64	21	15				
	No.	24					16				15					14				

(\*) % indicates the proportion of beneficiaries satisfied (among those surveyed) with the services provided by the project.

Source: Appendix 5

## 6. LEVEL OF ACHIEVEMENT OF RESULTS BY THEMATIC AREA

The chapter presents the outcome level achievements of results of e-SDI projects surveyed by thematic area and type of project. It has been developed on the basis of (i) the **Statistical Tables of the Projects** in **Part 1 of Volume 2** and (ii) the **Project Profiles** in **Part 2 of Volume 2**.

Each of sections 6.1 to 6.4 below, in respect of projects surveyed by type, presents for each thematic area, (i) an overview of achievements of project results that has been derived from the relevant statistical tables of the projects, (ii) an listing of the outcomes achieved by each project, and (iii) the resulting findings and conclusions. Finally, section 6.5 presents a summary.

In this chapter, when a project number is stated for the first time, its performance rating is also mentioned using one of the abbreviations HS, S or PS; to convey whether the project is highly successful, successful or partially successful.

### 6.1 Achievement of Outcomes of CAP Projects by Thematic Areas

#### 6.1.1 Thematic Area: Training & Capacity Building

Among the CAP projects surveyed, two [C072/S & C147/PS] belong to Training & Capacity Building thematic area. The services provided by these projects are relevant to the needs of the beneficiaries and they were equally accessible to all. Beneficiaries were able to increase their family income and savings as results of the project and economic activities in the community improved as well. The beneficiaries were familiar with the government provided e-services. Catalytic effects were present in both projects. They are sustainable, with good potential to continue into the future. The model of the project is scalable and can be replicated elsewhere.

Project	Outcomes Achieved
C072	<ul style="list-style-type: none"> <li>➤ Grass-root level civil society members, social activists and journalists (30) in Colombo and Kurunegala Districts are aware and competent in computer skills, web based communication skills, use of Unicode fonts and newsletter writing.</li> <li>➤ Improved knowledge about concepts of “Social Activism” and “Citizens Journalism” among the beneficiary group (youth 75% and elders 25%) and they act as “Citizens Reporters”.</li> <li>➤ Easy access to information via 24 hour broadband internet facility.</li> <li>➤ Developed positive attitudes on using internet.</li> <li>➤ Enhanced awareness and interest on use of ICT for social movement in support of peace and reconciliation.</li> <li>➤ A dialogue has been formed regarding importance of peace and reconciliation among communities.</li> </ul>
C147	<ul style="list-style-type: none"> <li>➤ Availability of Account handbook (Ganu Cash booklet) and software for SMEs.</li> <li>➤ Trained SMEs who have improved their income.</li> <li>➤ Knowledgeable and trained school teachers, advanced level students and school leavers on Ganu Cash software.</li> <li>➤ Services and trainings provided through trained school teachers (25)</li> </ul>

Project	Outcomes Achieved
	<p>regarding Ganu Cash software for SMEs in Monaragala and Hambanthota Area.</p> <ul style="list-style-type: none"> <li>➤ Improved practical knowledge on IT and English language among students (subsequently higher marks were scored in their school examinations).</li> <li>➤ Job opportunities for beneficiaries (30) in private sector as Account Assistants</li> <li>➤ Launched and successfully carrying out self businesses (05) such as ICT based communication centres.</li> </ul>

### 6.1.2 Thematic Area: ICT Access to Learning

Among the CAP projects surveyed, five [C002/PS, C016/HS, C019/PS, C043/PS & C069/PS] belong to ICT Access to Learning thematic area. The relevance of the project to the needs of the beneficiaries and their community was mixed. C002 and C069 were not very relevant, whereas the others were more pertinent. Overall, the beneficiaries were satisfied with the project services. C043 helped improve family income and savings, while positively impacting the economic activities of the community through the creation of ICT related job opportunities. The beneficiaries were overall aware of the government e-services and believed the projects contributed towards inter-communal harmony. Catalytic effects were present in three projects – C002, C019 and C043. In terms of future viability – three of the projects are sustainable and scalable (C016, C019, C043) whereas the others are less so.

Project	Outcomes Achieved
C002	<ul style="list-style-type: none"> <li>➤ Improved basic ICT knowledge among school children (25% of total beneficiaries) in Giradurukotte.</li> <li>➤ Improved knowledge on Mathematics, Science and English language among students</li> <li>➤ Availability of CDs and booklets on Computer Science and English Grammar.</li> <li>➤ Increased school attendance of the children of low income families.</li> <li>➤ Increased income of farming community (50% of total beneficiaries) with the agricultural information provided through the project by updating the notice board on weekly prices of crops, fertilizers, seeds etc.</li> <li>➤ Job opportunities in Government sector for school leavers due to improved English and ICT knowledge.</li> </ul>
C016	<ul style="list-style-type: none"> <li>➤ Improved computer application skills and ICT knowledge among students (80% children and 20% youth) in Passara in Monaragala.</li> <li>➤ Improved English language skills among students.</li> <li>➤ Enhanced knowledge on website development and CD and DVD development among students.</li> </ul>
C019	<ul style="list-style-type: none"> <li>➤ Availability of IT centre for the disabled children and youth attached to the Surekuma Foundation in Kegalle District.</li> <li>➤ Availability of variety of software (learning materials, songs, games, stories etc) which were specially designed for physically and mentally disabled persons.</li> <li>➤ Motivated disabled children and youth, through giving specific mental therapy and entertainment.</li> <li>➤ Easy access to ICT services such as Internet and email and computer training for employees, school leavers and school children in the area as well as parents and the guardians of disabled children (50% youth, 25% children</li> </ul>

Project	Outcomes Achieved
	<p>and 25% adults).</p> <ul style="list-style-type: none"> <li>➤ Enhanced awareness among general public through website (<a href="http://www.surekuma.org">www.surekuma.org</a>) about disabled children and youth who need special attention.</li> <li>➤ Developed positive attitudes among general public regarding disabled persons and the usage of ICT in project implemented area.</li> <li>➤ Commenced and carrying out successful self employment ventures by the beneficiaries.</li> </ul>
C043	<ul style="list-style-type: none"> <li>➤ Availability of teaching material and course guide to be used in ICT and English language trainings.</li> <li>➤ Enhanced English and ICT knowledge among school children (80), school leavers and job seekers (20) and jobholders (10) in Trincomalee District.</li> <li>➤ Enrollment for overseas employments and higher education by some of the beneficiaries.</li> </ul>
C069	<ul style="list-style-type: none"> <li>➤ Enhanced ICT and English knowledge among adults, school children, job seekers and school leavers (60% children, 23% youth and 17% adults) in Kottukachchiya in Puttalam District.</li> <li>➤ Availability of ICT facilities such as Internet and e-mail for the rural community.</li> <li>➤ Improved awareness among general public and NGO officers about the facilities provided by the centre.</li> </ul>

### 6.1.3 Thematic Area: ICT Access to Services

Among the CAP projects surveyed, three [C046/HS, C064/S & C084/PS] belong to ICT Access to Services thematic area. The projects were relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries were satisfied with the projects which have helped increase the family incomes and savings. The projects also had a positive impact on the economic activities of the community. The beneficiaries were familiar with the government e-services and believed the projects contributed towards inter-communal harmony. Catalytic effects were present only in one project – C084. In terms of sustainability, both C046 and C064 are sustainable while C046 and C084 has the best potential for scalability and be replicated elsewhere

Project	Outcomes Achieved
C046	<ul style="list-style-type: none"> <li>➤ Reduced information gap between employers and employees</li> <li>➤ Opportunities are available for unemployed beneficiaries to find jobs through the job bank in Monaragala District.</li> <li>➤ Opportunities are available for employers to find a suitable person for the vacancy.</li> </ul>
C064	<ul style="list-style-type: none"> <li>➤ Reduced channeling cost and saved time for beneficiaries (5% children, 35% youth, 40% adults, 20% senior adults) in Opatha in Galle.</li> <li>➤ Improved good health practices among beneficiaries after attending health awareness meetings</li> <li>➤ Reduced the incidences of dengue after health awareness meetings.</li> </ul>
C084	<ul style="list-style-type: none"> <li>➤ Improved awareness on cultural, religious and environmental values among the community.</li> <li>➤ Improved ICT literacy among the community</li> <li>➤ Developed tourism industry in Pothupitiya village with the introduction of Web Site which consisted of Sri Lankan travel details by project.</li> <li>➤ Improved the accessibility to market information for local coir producers.</li> <li>➤ Emerged new job ventures based on the domestic industries.</li> </ul>

#### 6.1.4 Thematic Area: ICT Income Generation

Among the CAP projects surveyed, eight [C025/PS, C053/S, C080/HS, C088/HS, C093/S, C109/HS, C119/HS & C142/PS] belong to ICT Income Generation thematic area. The projects were relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries were satisfied with the services of the project and most of them helped increase the family income and savings, as well as improve the economic activities of the community. Awareness of ICT related aspects of the beneficiaries were lacking in C025 and C093. Most of the projects contributed towards inter-communal harmony. Catalytic effects were present in all projects except C053. In terms of sustainability, apart from C025 and C142, other projects show strong viability to continue, as well as scale up and replicate.

Project	Outcomes Achieved
C025	<ul style="list-style-type: none"> <li>➤ Trained staff on ICT.</li> <li>➤ Availability of e - channeling center with equipments.</li> <li>➤ Improved knowledge on health care and e – channeling facility among the community members (children 30%, youth 20%. 10% adults and 40% senior adults) in Balangoda.</li> <li>➤ IT facilities are available for community members.</li> </ul>
C053	<ul style="list-style-type: none"> <li>➤ Beneficiaries are knowledgeable on environmental friendly new Agriculture technologies.</li> <li>➤ Availability of agricultural market information for farmers.</li> <li>➤ Increased demand for organic products.</li> <li>➤ Availability of basic ICT facilities such as Internet, email, telephone, Fax and photocopy for beneficiary community (10% Children, 40% youth, 45% elders and 5% senior elders) in Wanduramba in Galle District.</li> </ul>
C080	<ul style="list-style-type: none"> <li>➤ Availability of farmer network to use of agriculture information optimally (E.g. Current market prices of seeds, crops &amp; fertilizer, Cultivation Techniques)</li> <li>➤ Farmer network, government officers and Agricultural and non-Agricultural private companies are properly linked in order to get ICT based agriculture services and e-consultation through Skype.</li> <li>➤ Improved IT and English knowledge among the youth group (80% of total beneficiaries) in Embilipitiya.</li> <li>➤ Improved income level of farmers due to ICT based Agriculture information.</li> </ul>
C088	<ul style="list-style-type: none"> <li>➤ Successful self employments such as hardware relate occupations; concrete door frames production and improved market linkages in Delwala village and other three villages.</li> <li>➤ Improved knowledge and skills among community members (75% adults and 5% senior adults) in chosen livelihoods, eco-friendly agriculture techniques, home gardening and business development.</li> <li>➤ Improved IT knowledge among children and youth (10% children and 10% youth of total beneficiaries).</li> </ul>
C093	<ul style="list-style-type: none"> <li>➤ Availability of low cost technologies for farmers to reduce post harvest losses.</li> <li>➤ Enhanced the number of opportunities for buying and selling for farmers.</li> <li>➤ Availability of data bank on all agriculture related activities.</li> <li>➤ Enhanced interrelationship among village communities.</li> <li>➤ Improved knowledge on agriculture productivity, improved seed varieties, low cost inputs and crop diversification among the farming community in Maeliya.</li> <li>➤ Improved ICT knowledge among adults and youth.</li> </ul>
C109	<ul style="list-style-type: none"> <li>➤ Enhanced ICT knowledge and English language skills among students,</li> </ul>

Project	Outcomes Achieved
	<p>school leavers and adults (64% children, 21% youth and 15% elders) in nine villages in Wariyapola.</p> <ul style="list-style-type: none"> <li>➤ New job opportunities for some of the school leavers and youth as graphic designers and web designers</li> <li>➤ Availability of an e-society for children below 12 years to enhance their ICT knowledge and computer skills.</li> </ul>
C119	<ul style="list-style-type: none"> <li>➤ Improved computer application skills and ITC knowledge among school children in Muruthalawa &amp; surrounding areas.</li> <li>➤ Availability of information on new self-employment opportunities, market and raw materials for beneficiaries.</li> <li>➤ Availability of information for women entrepreneurs to enhance their businesses in 10 selected GN Divisions in Yatinuwara DS Division (through the website developed by the project).</li> <li>➤ Availability of information centre which provides necessary information to women entrepreneurs.</li> <li>➤ Easy access to ICT services such as Internet and email and computer training for employees, school leavers and school children in the area (20% children, 30% youth, 40% elders and 5% senior elders).</li> </ul>
C142	<ul style="list-style-type: none"> <li>➤ Strong interrelationship and better understanding among Muslim and Tamil SMEs in eastern Province through information uploaded on 100 SME's on the website developed by the project.</li> <li>➤ Successful SMEs clusters (15) and their new business ventures in Eastern Province.</li> <li>➤ Strong relationship with Middle East migrants (Eastern Sri Lankans) through the website and increased new investments in the villages by Middle East Migrants.</li> <li>➤ Livelihood opportunities for marginalized SMEs (widows who affected from war) to increase their savings through manufacturing domestic product.</li> </ul>

### 6.1.5 Thematic Area: ICT for the Disabled or Elderly

Among the CAP projects surveyed, only one [C034/S] belongs to ICT for the Disabled or Elderly thematic area. The project was relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries were satisfied with the services of the project. Awareness and familiarity with government e-services was lacking and the project did not have any catalytic effects. It is sustainable, and can be scaled and replicated in the future.

Project	Outcomes Achieved
C034	<ul style="list-style-type: none"> <li>➤ Availability of online health advice and medical services to patient in remote areas.</li> <li>➤ Accessibility for advices from medical superiors in the Colombo medical faculty</li> <li>➤ Improved health condition among the people in the remote areas.</li> </ul>

### 6.1.6 Thematic Area: Peace

Among the CAP projects surveyed, two [C041/S & C110/PS] belong to Peace thematic area. The projects were generally relevant to the beneficiaries and it was equally accessible to all. Beneficiaries of C110 were satisfied with the services of the project; beneficiaries in C041 were only marginally satisfied. The projects have had a positive impact on family income/savings, and helped improve the economic activities of the community. The



beneficiaries were familiar with the government e-services. Catalytic effects were present only in one project – C041.C110 is more likely to be sustainably and be replicated, whereas this is unlike in C041.

Project	Outcomes Achieved
C041	<ul style="list-style-type: none"> <li>➤ Emerged job opportunities (small scale construction projects, small scale farms etc) for unemployed youth in Samanthurei.</li> <li>➤ Enhanced awareness on cultural values among ethnic and religious groups in the area.</li> <li>➤ Improved communication and interrelationship among Sinhala, Tamil and Muslim school teachers and pre-school teachers due to language classes.</li> <li>➤ Generation of new employment opportunities (internet cafes).</li> </ul>
C110	<ul style="list-style-type: none"> <li>➤ Improved interaction among communities in Pulmuddai and surrounding areas due to Tamil &amp; Sinhala language classes.</li> <li>➤ Improved ICT knowledge among beneficiaries (400 direct beneficiaries).</li> <li>➤ Generation of ICT based new employment opportunities in project implemented area.</li> <li>➤ Easy accessibility to school curriculum through website developed under the project.</li> <li>➤ Emerged and improved trading activities between communities in Pulmudai and Padavisripura areas.</li> </ul>

#### 6.1.7 Thematic Area: Environment & Conservation

Among the CAP projects surveyed, only one [C116/PS] belongs to Environment & Conservation thematic area. This project had catalytic effects but is neither sustainable nor scalable

Project	Outcomes Achieved
C116	<ul style="list-style-type: none"> <li>➤ Availability of environmental information for school children, youth and teachers.</li> <li>➤ Improved attitudes about environment among school children in Passara in Monaragala.</li> </ul>

#### 6.1.8 Thematic Area: Indigenous Knowledge

Among the CAP projects surveyed, two [C121/HS & C135/HS] belong to Indigenous Knowledge thematic area. Beneficiaries of C135 believe the project was relevant to their needs and was satisfied with the services of the project. The project was equally accessible to both men and women, as well as marginalized groups. Both projects had catalytic effects. They can be sustained, and can be scaled and replicated in the future.

Project	Outcomes Achieved
C121	<ul style="list-style-type: none"> <li>➤ Improved knowledge on traditional Ayurvedic treatments &amp; Astrology among general public and students (80% youth and 20% elders) who interested on Ayurvedic Medicine.</li> <li>➤ Successfully commencement and functioning of own ventures in traditional Ayurvedic treatments and Astrology by some of beneficiaries.</li> </ul>
C135	<ul style="list-style-type: none"> <li>➤ Advisory services for farmers are available at the door step</li> <li>➤ Availability of data bank and digital method to maintain animal history sheets for dairy farmers</li> <li>➤ Availability of marketing channels for dairy farmers</li> <li>➤ Reduced animal health care cost and promotion cost of farmer's products</li> </ul>

Project	Outcomes Achieved
	<p>and services</p> <ul style="list-style-type: none"> <li>➤ Farmer groups are formed and functioning well in order to share information on livestock and improve knowledge on ICT.</li> <li>➤ Availability of information exchange system to improve the productivity of 500 dairy farmers, 25 livestock development officials and 50 service providers in Kalutara District.</li> </ul>

## 6.2 Achievement of Outcomes of sCAP Projects by Thematic Areas

### 6.2.1 Thematic Area: Training & Capacity Building

Among the sCAP projects surveyed, three [sC06/HS, sC07/S & sC11/S] belong to Training & Capacity Building thematic area. The projects were relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries are satisfied about the projects. Beneficiaries of sC06 and sC07 reported positive impact of the project on economic activities in their community. The projects have improved the awareness of ICT related aspects among the beneficiaries and also contributed towards inter-communal harmony. Catalytic effects were present in sC07 and sC011. All three projects are sustainable and can be scaled when required.

Project	Outcomes Achieved
sC06	<ul style="list-style-type: none"> <li>➤ Enhanced knowledge and awareness on women's Rights, health and hygiene, child Rights, child abuse, domestic violence and gender base violence among plantation women in Daraniyagala area (Kegalle District).</li> <li>➤ Availability of facilities for getting birth certificates, national identity cards, marriage certificates, death certificates for the estate community in the area.</li> <li>➤ Improved linkages with most of government and non government officers to get required services for beneficiary group.</li> <li>➤ Trained plantation women in different income generating activities.</li> <li>➤ Commencement and successful carrying out of own small businesses by trained plantation women.</li> <li>➤ Enhanced knowledge on environmental pollution and duties and responsibilities in protecting environment among plantation community (20% adults, 40% children and 40% youth).</li> <li>➤ Improved computer and ICT knowledge among school children and youth due to computer training classes.</li> <li>➤ Availability of more spacious centre with improved facilities (more computers, new furniture).</li> <li>➤ Trained staff who have high sense of responsibility and job satisfaction.</li> </ul>
sC07	<ul style="list-style-type: none"> <li>➤ Availability of more computer and internet facilities at the centre for beneficiaries (90% school children, 05% youth and 05% adults) in Parakaduwa area in Ratnapura District.</li> <li>➤ Availability of educational CDs (5) for grade five school children, based on their school curriculum (school children received 500 copies of those CDs)</li> <li>➤ Enhanced knowledge on English language and IT among school children.</li> <li>➤ Emergence of a social network due to the ICT project among beneficiaries.</li> </ul>
sC11	<ul style="list-style-type: none"> <li>➤ Improved English language and computer literacy among the children (137) of low income farmer families in Nagala and Madagama area in Bibila.</li> <li>➤ Availability of better ICT facilities to the community (53% children, 32% youth, 10% elders, 5% senior elders)</li> <li>➤ Enhanced knowledge on new technological trends in producing traditional crops, organic fertilizer usage and other environmental friendly production techniques among farming community (82 farmers) in the area.</li> </ul>

Project	Outcomes Achieved
	<ul style="list-style-type: none"> <li>➤ Enhanced a comprehensive knowledge on agricultural practices among the farming community in the area.</li> </ul>

### 6.2.2 Thematic Area: ICT Access to Learning

Among the sCAP projects surveyed, three [sC08/S, sC18/S & sC19/HS] belong to ICT Access to Learning thematic area. The projects were relevant to the beneficiaries and it was equally accessible to all. The beneficiaries are satisfied about the projects. Beneficiaries of sC019 were able to increase their family income and savings due to the project. The projects have improved the awareness of ICT related aspects among the beneficiaries and also contributed towards inter-communal harmony. All projects had the presence of catalytic effects. Only sC008 and sC018 are sustainable, while all projects are scalable

Project	Outcomes Achieved
sC08	<ul style="list-style-type: none"> <li>➤ Enhanced ICT knowledge and English language skills among children (60), school leavers and job seekers (15) and adults (7) in Anamaduwa in Puttalam District.</li> <li>➤ Establishment of e-society for younger generation.</li> <li>➤ Successfully maintained revolving fund at the centre (revolving fund is used for maintenance of the centre).</li> <li>➤ Availability of Internet and a network system at the centre.</li> <li>➤ Improved interrelationship among villages through extended ICT service.</li> <li>➤ Improved positive attitudes towards e-society among the community members.</li> </ul>
sC18	<ul style="list-style-type: none"> <li>➤ Availability of ICT facilities for rural communities in Eppawala (6 villages)</li> <li>➤ Availability of more opportunities for ICT based learning for children (75%) and youth (25%) in Eppawala</li> <li>➤ Improved the ICT literacy among the beneficiary group.</li> <li>➤ Availability of CDs for self learning for children and youth.</li> </ul>
sC19	<ul style="list-style-type: none"> <li>➤ Children (50%) and adults (50%) are facilitated with free downloading of study materials (past papers, exam focused lessons, model questions and answers) and government acts and regulations which are available on web site (<a href="http://www.lankaexaminhelp.com">www.lankaexaminhelp.com</a>) created by the project.</li> <li>➤ Enhanced social reputation due to the successful services provided by web site.</li> </ul>

### 6.2.3 Thematic Area: ICT Access to Services

Among the sCAP projects surveyed, five [sC01/HS, sC03/HS, sC04/HS, sC05/S & sC17/HS] belong to ICT Access to Services thematic area. The projects were relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries are satisfied about the projects, which had helped increase the family income/savings while economic activities in their community improved as well. The projects have increased awareness of ICT related aspects and the beneficiaries were generally familiar with government e-services. Catalytic effects were present in all projects except sC017. The projects are sustainable and can be scaled when required

Project	Outcomes Achieved
sC01	<ul style="list-style-type: none"> <li>➤ Improved of ICT knowledge and computer applications among children (30%), youth (30%), adults (30%) and senior adults (10%).</li> <li>➤ Availability of ICT services for village communities in Sooriyawewa.</li> </ul>
sC03	<ul style="list-style-type: none"> <li>➤ Developed skills of marginalized low skilled children (10%) and youth (30%) in Polonnaruwa.</li> <li>➤ Improved ICT knowledge among adults (30%) and senior adults (10%).</li> <li>➤ Improved knowledge of new farming techniques among the farming community in the area.</li> <li>➤ Improved co-existence among beneficiary group through listening to CDs on religious discussions.</li> </ul>
sC04	<ul style="list-style-type: none"> <li>➤ Improved computer literacy and English language skills among the children (20%), youth (60%) of marginalized low income farmer families in Sripada and Sinharaja forest reservoir villages in Ratnapura district.</li> <li>➤ Availability of better ICT facilities for the community (20% children, 60% youth, 15% actual beneficiaries and 5 % senior adults).</li> <li>➤ Easy accessibility for marketing information for farmers and improved market linkages with buyers.</li> <li>➤ Adoption of organic fertilizer usage and other environment friendly production techniques by the farmers.</li> <li>➤ Enhanced knowledge in new technology on producing traditional products among farming community.</li> </ul>
sC05	<ul style="list-style-type: none"> <li>➤ Improved knowledge on kital products and the quality of products among Kithul products manufacturers in Atakalampannawa, Ratnapura District.</li> <li>➤ Improved access to latest marketing information on Kithul products via ICT from established e-marketing Network and Information Center.</li> <li>➤ Enhanced livelihood opportunities for village community (20% youth, 40% adults, 40% senior adults).</li> <li>➤ Enhanced awareness on ICT among youth (20%) in the area.</li> <li>➤ Improved attitudes to overcome cultural barriers among the target community.</li> </ul>
sC17	<ul style="list-style-type: none"> <li>➤ Availability of Short Message Service (SMS) to get to know about market prices of crop production in advance for farmer group (884 farmers) in Galewela area.</li> <li>➤ Availability of specially designed learning software for children (58 children who attend to the centre) in assisting their education.</li> <li>➤ Availability of SMS service to other clients as well (such as politicians during the election period for their canvassing).</li> </ul>

#### 6.2.4 Thematic Area: ICT Income Generation

Among the sCAP projects surveyed, only one [sC09/PS] belongs to ICT Income Generation thematic area. The project was relevant to the beneficiaries and it was equally accessible to all. The beneficiaries are satisfied about the project. It has helped increase the family income/savings while economic activities in their community improved as well. The project has contributed towards inter-communal harmony. It had no catalytic effects, and is likely to be sustainable. However the project is not scalable.

Project	Outcomes Achieved
sC09	<ul style="list-style-type: none"> <li>➤ Availability of market information and agricultural extension service for cinnamon growers in Pahuleella area in Matara District.</li> <li>➤ Improved ICT knowledge among children (80%) in the area.</li> </ul>

### 6.2.5 Thematic Area: ICT for the Disabled or Elderly

Among the sCAP projects surveyed, two [sC14/S & sC16/S] belong to ICT for the Disabled or Elderly thematic area. The projects were relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries were satisfied with the services of the project. sC014 helped increase the family income and savings, as well as improve the economic activities of the community. The beneficiaries were familiar with government provided e-services. Catalytic effects were present in sC014. Both projects are sustainable and scalable.

Project	Outcomes Achieved
sC14	<ul style="list-style-type: none"> <li>➤ Enhanced social mobilization of marginalized low skilled children in Nochchiyagama area.</li> <li>➤ Availability of skill development centre for low skill children.</li> <li>➤ Developed ICT skills among children (50%) and youth (50%).</li> </ul>
sC16	<ul style="list-style-type: none"> <li>➤ Availability of communication facilities for deaf people (80% children, 10% youth, 5% adults, 5% senior adults) in Walgama area in Matara.</li> <li>➤ Improved ICT skills among deaf students.</li> <li>➤ Availability of opportunities for the target group to learn sign language and Sinhala through the computer.</li> </ul>

### 6.2.6 Thematic Area: Environment & Conservation

Among the sCAP projects surveyed, only one [sC13/S] belongs to Environment & Conservation thematic area. The project was relevant to the beneficiaries and it was equally accessible to all. The beneficiaries are satisfied about the project. It has helped increase the family income/savings while economic activities in their community improved as well. The project has improved the awareness of ICT related aspects among the beneficiaries and also contributed towards inter-communal harmony. Catalytic effects were present and the project is sustainable (once recovered from the damaged caused due to the fire in August 2011) and can be scaled when required

Project	Outcomes Achieved
sC13	<ul style="list-style-type: none"> <li>➤ Availability of a web site to create awareness among locals and foreign tourists about the Sri Lankan historic places and wildlife sanctuaries</li> <li>➤ Enhanced awareness on cultural, religious and environmental values among beneficiary group (youth 60%, children 20%, adults 15% and senior adults 5%) in Colambageara in Embilipitiya.</li> </ul>

### 6.2.7 Thematic Area: Indigenous Knowledge

Among the sCAP projects surveyed, only one [sC15/S] belongs to Indigenous Knowledge thematic area. The project was relevant to the beneficiaries and it was equally accessible to all. The beneficiaries are satisfied about the project. It has helped increase the family income and savings. The project also improved the economic activities in the community and contributed towards inter-communal harmony. No catalytic effects were present. The project is sustainable and scalable.

Project	Outcomes Achieved
sC15	<ul style="list-style-type: none"> <li>➤ Further developed and diversified content on cultural items i.e. Gam Madu,</li> </ul>

Project	Outcomes Achieved
	<p>Sahal Mangalya, Devol madu, Bali and Shanthi Karama on the web site (<a href="http://www.shanthikarma.org">www.shanthikarma.org</a>) for information seekers.</p> <ul style="list-style-type: none"> <li>➤ Improved ICT knowledge among beneficiary group (children 40%, youth 35%, adults 20% and senior adults 5%) in Gampaha district.</li> <li>➤ Availability of learning materials (subject based CD's) and computer games for children to familiarize with computer application.</li> <li>➤ Enhanced ICT services from the center for beneficiary group.</li> </ul>

### 6.3 Achievement of Outcomes of RAP Projects by Thematic Areas

#### 6.3.1 Thematic Area: Training & Capacity Building

Among the RAP projects surveyed, five [R002/S, R004/S, R005/HS, R008/S & R016/HS] belong to Training & Capacity Building thematic area. The projects were generally relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries are satisfied about the projects. Of these, R004 and R005 helped increase the family income and savings by the services of the project. These two projects also helped improve the economic activities in the community. The projects have contributed towards inter-communal harmony. Catalytic effects were present, and the projects are sustainable. Except R005, all other projects are scalable.

Project	Outcomes Achieved
R002	<ul style="list-style-type: none"> <li>➤ Improved knowledge and practical skills among beneficiary group (540 persons- 55% children, 35% youth and 10% adults -O/L and A/L school children, school teachers, Nenasala trainers/ Coordinators-) in 16 Divisional Secretariat Divisions in Matara District, on open office package in local language.</li> <li>➤ Availability of a developed Web site in Sinhala with information relevant to open office package (<a href="http://www.computerland.lk">www.computerland.lk</a>).</li> </ul>
R004	<ul style="list-style-type: none"> <li>➤ Improved knowledge on computer applications, web based communication and newsletter writing among the beneficiary group (members of 4 selected CBOs in Kandy and Nuwara Eliya Districts- 70% youth and 30% adults).</li> <li>➤ Improved basic knowledge on concepts of Citizens Journalism among the beneficiary group.</li> <li>➤ Encouraged and active beneficiary group as Citizens Reporters (they write news and feature stories on issues pertaining to their communities to web based blogs).</li> <li>➤ Availability of free and easy access to computers/internet for the beneficiary group.</li> <li>➤ Enhanced knowledge in maintaining an effective media strategy for respective organisations among beneficiaries.</li> </ul>
R005	<ul style="list-style-type: none"> <li>➤ Enhanced skills in graphic design using 3D movie making software among beneficiaries (86 children and youth in 3D animation and 40 children and youth in 3D art) in Trincomalee District.</li> <li>➤ Enhanced employment opportunities locally as well as overseas.</li> <li>➤ Employed beneficiary students (4) at the Centre.</li> </ul>
R008	<ul style="list-style-type: none"> <li>➤ Improved ICT knowledge among the beneficiary group (15 Buddhist monks, 50 children and 10 youth) in Watakeyawa in Makandura.</li> <li>➤ Availability of well established e-learning Centre with needed ICT facilities.</li> <li>➤ Availability of the services of trained computer Instructors (2).</li> <li>➤ Availability of teaching material (CDs, printing material etc) for the beneficiary group.</li> </ul>

Project	Outcomes Achieved
R016	<ul style="list-style-type: none"> <li>➤ Improved knowledge on using software in local language (Tamil) among children and youth (193) from schools and universities of Eastern Province.</li> <li>➤ Installed Tamil software, keyboards and applications in five sites in Batticaloa and Kalmunai.</li> <li>➤ Availability of trained coordinators in each site.</li> <li>➤ Availability of user guide and training material for beneficiaries.</li> <li>➤ Availability of Server for users (for 5 schools and 1 Nenasala Center).</li> </ul>

### 6.3.2 Thematic Area: ICT Access to Learning

Among the RAP projects surveyed, four [R009/S, R011/HS, R015/HS & R024/HS] belong to ICT Access to Learning thematic area. The projects were generally relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries are satisfied about the projects. The projects R009 and R015 have helped improve the economic activities in the community. The beneficiaries are generally familiar with the e-government services. The projects have contributed towards inter-communal harmony. Catalytic effects were primarily present in two projects – R009 and R015. All projects are sustainable and can be scaled when required.

Project	Outcomes Achieved
R009	<ul style="list-style-type: none"> <li>➤ Improved computer knowledge and English language skills among beneficiary students (200 per annum) in Passara.</li> </ul>
R011	<ul style="list-style-type: none"> <li>➤ Increased accessibility for internet and e mail and information, including wide range of literature for vision and hearing impaired children and youth at Kumbukkana deaf and blind school.</li> <li>➤ Improved educational opportunities at GCE O level for children and youth with disabilities.</li> <li>➤ Enhanced awareness among the family members on the role of ICT to support disabled children and youth.</li> <li>➤ Developed skills suitable for employment among disabled youth and improved employment opportunities for them.</li> <li>➤ Improved awareness of different abilities among the beneficiary group (children 62% children, 20% youth and 18% adults- teachers).</li> </ul>
R015	<ul style="list-style-type: none"> <li>➤ Enhanced ICT knowledge and English language skills among beneficiary group (40% children, 35% youth, 20% adults and 5% senior adults) in Doonagaha in Gampaha District.</li> <li>➤ Easy accessibility to computers for children and youth through e-society.</li> <li>➤ Availability of diversified and advanced ICT services for the beneficiaries.</li> <li>➤ Enhanced income through improved quality of livelihood activities</li> <li>➤ Enhanced knowledge on agriculture practices and environmental and health practices among beneficiary group.</li> <li>➤ Improved interrelationship among villagers.</li> </ul>
R024	<ul style="list-style-type: none"> <li>➤ Marked qualified people who are confident in working in English medium (60 jobseekers and 30 jobholders).</li> <li>➤ Asserted job seekers to find respective jobs in local and abroad in higher salary.</li> <li>➤ Improved ICT among the beneficiary group to develop their carriers.</li> <li>➤ Enhanced positive relationship between ELTU of Wayamba University and community in Makadura to learn ICT and English.</li> </ul>

### 6.3.3 Thematic Area: ICT Access to Services

Among the RAP projects surveyed, only one [R025/S] belong to ICT Access to Services thematic area. The presence of catalytic effects in this project is not clearly established. It is sustainable and scalable.

Project	Outcomes Achieved
R025	<ul style="list-style-type: none"> <li>➤ Enhanced employment opportunities for job seekers by linking employers and job seekers through the internet via Island wide Nenasala Centres and registered internet cafes.</li> </ul>

### 6.3.4 Thematic Area: ICT Income Generation

Among the RAP projects surveyed, three [R013/S, R027/PS & R028/S] belong to ICT Income Generation thematic area. Of these projects, R027 was not relevant to the needs of the beneficiaries or their community. The projects were equally accessible to both men and women, as well as marginalized groups. Beneficiaries were not satisfied with R027, whereas R028 was more satisfactory. R028 helped increase the family income and savings by the services of the project and also helped improve the economic activities in the community. Catalytic effects were present in R027 and R028, but absent in R013. However R013 and R027 are sustainable while R028 is not. All projects are scalable.

Project	Outcomes Achieved
R013	<ul style="list-style-type: none"> <li>➤ Reduced information gap between employers and employees</li> <li>➤ Enhanced opportunities for unemployed rural persons (80% youth, 20% adults) to find job through the job bank via Nenasala centres and Samurdhi officers in Monaragala District.</li> </ul>
R027	<ul style="list-style-type: none"> <li>➤ Established and successful usage of accounting software in SMEs (30) in Kurunegala District.</li> <li>➤ Improved practical knowledge among the beneficiary group (15 manufactures, 5 traders, 5 importers, 5 exporters and 100 prospective users) on accounting software through trainings</li> <li>➤ Availability of CD ROMs for beneficiaries for e Learning.</li> </ul>
R028	<ul style="list-style-type: none"> <li>➤ Improved knowledge and practical skills on operating accounting package among beneficiaries (46 SMEs- 80% youth, 20% adults) in Kandy District.</li> <li>➤ Maintained accounts through computers by the target group.</li> <li>➤ Arrived financial decisions quickly based on real time information.</li> <li>➤ Improved accuracy of financial reports.</li> <li>➤ Saved time and reduced operational cost in accounting work.</li> </ul>

### 6.3.5 Thematic Area: ICT for the Disabled or Elderly

Among the RAP projects surveyed, two [R001/HS & R003/S] belong to ICT for the Disabled or Elderly thematic area. The projects were generally relevant to the beneficiaries and it was equally accessible to both men and women, as well as marginalized groups. The beneficiaries are satisfied about the projects. The projects have not had an impact on improving the family savings or income. The projects have contributed towards inter-communal harmony. Catalytic effects were not present in either of the projects. Both of them are sustainable, and can be scaled when required. The outcomes achieved are listed below.



Project	Outcomes Achieved
R001	<ul style="list-style-type: none"> <li>➤ Increased opportunity to communicate with parents and friends for hearing impaired persons (300 persons- 5% children, 25% youth and 70% adults in 15 District Associations of Deaf people).</li> <li>➤ Increased opportunity to learn standard sign language for deaf people and their family members</li> <li>➤ Improved capacities to improve life styles among the beneficiary group.</li> <li>➤ Enhanced awareness among the community including officers and family members of beneficiary group on ICT for disabled people.</li> <li>➤ Improved knowledge on ICT and modern technologies among the target group.</li> <li>➤ Developed communication skills among the target group which will enhance their employability.</li> </ul>
R003	<ul style="list-style-type: none"> <li>➤ Improved knowledge among school teachers to provide special education for hearing impaired children in 5 selected schools and centres (Sandagala Special School, Uhumeeya, Sri Sudarshi Deaf &amp; Blind School, Bandarawela, Senkadagala Blind and Deaf School, Kandy ,Sri Chandrasekera School for the Deaf, Horethuduwa ,Nuffield School for the Deaf and Blind, Kaithadi, Jaffna).</li> <li>➤ Improved ICT knowledge among the target group (70% children and 30% adults).</li> <li>➤ Improved the knowledge on Sign Language among family members of the hearing impaired children.</li> </ul>

#### 6.4 Achievement of Outcomes of PAP Projects by Thematic Areas

##### 6.4.1 Thematic Area: Capacity Building

Among the PAP projects surveyed, two [P011/HS & P016/S] belong to Capacity Building thematic area. The services provided by these projects are relevant to the needs of the beneficiaries whose knowledge on ICT had somewhat improved subsequently. The beneficiaries are satisfied about the projects. The projects are equally accessible to men and women as well as marginalized groups and have contributed towards inter-communal harmony. Due to the type of outcomes in the two projects, all beneficiaries of P016 reported that their family income and savings increased as a result of the use of project services but none in P011; Usage of the government e-services is popular among the beneficiaries in P011 but relatively weak in P016. The expected outcomes have been successfully achieved in both projects as listed below. The catalytic effects were present in P011 but absent in P016. Both projects are sustainable and there is potential for scale up and replicate.

Project	Outcomes Achieved
P011	<ul style="list-style-type: none"> <li>➤ Availability of localized open source software (Mozilla Fox web browser, Thunderbird, e mail client, e Sri Lanka mail (squirrel mail), client, Joomla content management system and Moodle learning management system) for beneficiary group (school children and teachers, Nenasala Coordinators and users), enabled them to learn and access to the Internet through local language.</li> <li>➤ Availability of user guide (in CDs) for above software for the beneficiary group and potential users.</li> <li>➤ Trained beneficiary group in using computer in Sinhala or Tamil application of above software.</li> </ul>
P016	<ul style="list-style-type: none"> <li>➤ Empowered producers (farmers and micro/small enterprises in 5 low income</li> </ul>

Project	Outcomes Achieved
	<p>rural agricultural communities in Weeraketiya, Galnewa, Warakapola, Ruwanwella and Bandaragama) due to web based e-Learning (<a href="http://www.efarms.lk">www.efarms.lk</a>) with content in Sinhala and Tamil covering planned subject areas to make informed decisions when selecting planting materials, growing cycles and investment requirements.</p> <ul style="list-style-type: none"> <li>➤ Improved value chain integration by directly linking producers with markets and support agencies.</li> <li>➤ Financial empowerment of the beneficiaries (70% youth and 30% adults) resulting improved quality of life.</li> <li>➤ Winner of the e-Swabhimani 2010 award for best e-Content Applications under category of "e-Enterprise and Livelihood."</li> </ul>

#### 6.4.2 Thematic Area: Local Content

Among the PAP projects surveyed, four [P001/HS, P009/S, P018/S & P022/S] belong to Local Content thematic area. The beneficiaries were generally satisfied about the projects; particularly P022 demonstrated high satisfaction levels. The projects were equally accessible, and the majority of the beneficiaries were youth and adults. P001 and P009 had the presence of catalytic effects whereas they were absent in P018 and P022. Knowledge about ICT were not significantly improved as a result of these projects, although beneficiaries of P022 demonstrated strong awareness of services provided by the project and knowledge of government e-services. Beneficiaries of P022 also indicated an improvement in the family income (and to a lesser extent, family savings) due to the services of the project. P001 is not sustainable, whereas the rest of the projects are most likely sustainable. The outcomes achieved in these projects are listed below.

Project	Outcomes Achieved
P001	<ul style="list-style-type: none"> <li>➤ Improved computer literacy among the impaired children of the blind school.</li> <li>➤ Availability of better ICT opportunities for blind persons in society (20% children, 70% youth and 10% adults).</li> <li>➤ Increased literacy rate among the blind students.</li> </ul>
P009	<ul style="list-style-type: none"> <li>➤ Developed and available of easy to use communication materials in worker-friendly language which include CDs and illustrated flip books on 15 themes in all three languages (Sinhala, Tamil, and English) to enhance health conditions of estate community.</li> <li>➤ Improved awareness on health among 3,000 estate community members (20% children, 40% youth, 30% adults, 10% senior adults).</li> </ul>
P018	<ul style="list-style-type: none"> <li>➤ Availability and easy access to GCE A/L syllabuses in three main science subjects (Chemistry, Physics, and Combined Mathematics) in <a href="http://www.vidunena.lk/">http://www.vidunena.lk/</a> to promote ICT knowledge in e-Learning.</li> <li>➤ Benefitted around two-thirds of A/L students who sat A/L examination in the Science stream.</li> <li>➤ Potential for scale-up by including A/L streams such as Commerce and Arts and diversify the services provided.</li> </ul>
P022	<ul style="list-style-type: none"> <li>➤ Availability and satisfactory usage of e-learning materials on business/accounting related subjects and including Corporate Law in all three languages by small and medium entrepreneurs in Ampara, Galle, and Gampaha Districts using online (web based) and offline (CDs, DVDs) and either for develop or launch their enterprises.</li> <li>➤ Transferred knowledge to interested parties through Nanasala centers and SME participants.</li> </ul>

### 6.4.3 Thematic Area: e-Services

Among the PAP projects surveyed, four [P010/S, P029/S, P031/HS & P036/HS] belong to e-Services thematic area. Beneficiaries indicated that the services provided by these projects were relevant to both communal and personal needs. The projects are equally accessible to men and women as well as marginalized groups and have contributed towards inter-communal harmony. Overall, less than half of the beneficiaries were aware about e-government services. The beneficiaries were satisfied with the services provided by the projects. Beneficiaries of P031 had been able to increase their family income and savings as a result of the services of the project. P010 and P036 show viable signs of continuing into the future, while all projects are sustainable and scalable. The outcomes achieved in these projects are listed below

Project	Outcomes Achieved
P010	<ul style="list-style-type: none"> <li>➤ Improved computer literacy and keenness to use the computers to develop knowledge among hearing and visual impaired children of the deaf and blind school in Ratmalana.</li> <li>➤ Availability of better ICT opportunities for hearing and visual impaired children in their career development.</li> <li>➤ Improved English language skills among the hearing and visual impaired children.</li> </ul>
P029	<ul style="list-style-type: none"> <li>➤ Availability of Wilgamuwa Agriculture Entrepreneurship Centre and developed prototype digital video content management system.</li> <li>➤ Establishment of network of organic farmers, enabling them to use mobile telephones and communicate with SMS messages on farming activities.</li> <li>➤ Enhanced awareness among government agents, association heads, and village heads and (low income) farmers on organic farming techniques, usage of IT for marketing/pricing, etc.</li> </ul>
P031 (On-going)	<ul style="list-style-type: none"> <li>➤ Usage of touch screen computer network with internet access by beneficiaries (dairy farmers, dairy and livestock development officers, other service providers) in Narammala area.</li> <li>➤ Availability of on time services and advice at the door steps for dairy farmers.</li> <li>➤ Reduced animal health care cost and promotional cost for farmer's products and services.</li> <li>➤ Maintenance of history sheet of animals by farmers.</li> <li>➤ Availability and usage of market linkages for buying and selling of dairy/livestock products.</li> <li>➤ Maintenance of data bank on all dairy related activity of 400 farmers very useful to shareholders.</li> <li>➤ Availability of e- Marketing opportunities for farmers.</li> </ul>
P036 (On-going)	<ul style="list-style-type: none"> <li>➤ Electronic Patient Recording System (EPRS) in Karawanella Base Hospital (of Kegalle District) that has contributed to achieve efficient and effective operating system in the OPD; in contrast manual system that was in operation.</li> <li>➤ An EPRS that can be expanded in scope and scaled up as well as sustainable and replicable in the other hospitals.</li> </ul>

### 6.4.4 Thematic Area: Innovative Communication

Among the PAP projects surveyed, three [P007/S, P021/S & P025/HS] belong to Innovative Communication thematic area. Majority of the beneficiaries believed the services provided by the projects were relevant to their needs and agreed the program was equally accessible

to all. P025 has good viability of continuing into the future. None of the projects had any catalytic effect. Beneficiaries of P025 were familiar with the government e-services provided. The projects are scalable and replicable. P021 and P025 projects are sustainable, however P007 is not. The outcomes achieved in these projects are listed below.

Project	Outcomes Achieved
P007	<ul style="list-style-type: none"> <li>➤ Availability of user friendly and low operating cost Audio/Visual message broadcasting system that is capable of broadcasting simultaneously without interrupting the audio broadcasting schedule as well as does not overlap with any other transmissions.</li> <li>➤ Experienced company staff in achieving the above outcome.</li> </ul>
P021	<ul style="list-style-type: none"> <li>➤ Improved knowledge in IT and English language among students in Ketawatta School in Badulla District.</li> <li>➤ Opportunities for students to use low cost laptops and online counseling with 50 expatriate Sri Lankan professionals who function as mentors.</li> <li>➤ Opportunity for replication to provide benefit to students/community in other locations.</li> </ul>
P025	<ul style="list-style-type: none"> <li>➤ Availability fully integrated sexual and reproductive health information and counseling service termed “Happy Life” supported by website <a href="http://www.happylife.lk">www.happylife.lk</a> (with content in Sinhala and Tamil) and its services which are successfully popularized among youth and adults.</li> <li>➤ Developed prototypes of the internet based information and support portal.</li> <li>➤ Increased users of website, call centre, SMS, E-mail chat and voice chat regarding sexual and reproductive health information and counseling services.</li> <li>➤ Increased attendance at the clinics.</li> </ul>

#### 6.4.5 Thematic Area: Gender

Among the PAP projects surveyed, only one [P005/S] belongs to Gender thematic area. The beneficiaries utilized the services of the project almost daily, and agreed that it was equally accessible to all. Self-employment and new employment opportunities in the community was improved as a result of the project. The beneficiaries were knowledgeable on ICT and were aware of the government e-services provided. Catalytic effects were present as result of this project and it is sustainable. It is scalable and can be replicated. The outcomes achieved in this project are listed below.

Project	Outcomes Achieved
P005	<ul style="list-style-type: none"> <li>➤ Improved awareness about gender based violence as a human right violation and to disseminate information regarding women’s rights and other related information among community members (50% youth, 30% adults, 10% senior adults and 10% children) in Jaffna District.</li> <li>➤ Enhanced women’s participation in the development process.</li> <li>➤ Improved capacities among women to advocate and participate in political affairs and activities in social justice and women’s equality.</li> <li>➤ Accessibility to information for women by strengthening the communication network among women, women’s groups and institutions.</li> <li>➤ Built capacities among the women’s organizations on ICT.</li> </ul>

#### 6.5 Summary

The distribution of the projects surveyed by type, thematic area and current performance rating (**Table 6.1**) indicates that overall sCAP, RAP and PAP projects have performed

successfully while the performance of CAP projects is relatively less satisfactory. The contributory factors for the success of the former group of projects and the reasons for weaknesses of CAP projects have already been identified and listed in Chapter 5.

**Table 6.1: Distribution of the Projects Surveyed by Type, Thematic Area and Current Performance Rating (\*)**

Thematic Area	CAP			sCAP			RAP			PAP			
	HS	S	PS	HS	S	PS	HS	S	PS	HS	S	PS	
Training & Capacity Building	-	1	1	1	2	-	2	3	-	-	-	-	
ICT Access to Learning	1	-	4	1	2	-	3	1	-	-	-	-	
ICT Access to Services	1	1	1	4	1	-	-	1	-	-	-	-	
ICT Income Generation	4	2	2	-	-	1	-	2	1	-	-	-	
ICT for the Disabled or Elderly	-	1	-	-	2	-	1	1	-	-	-	-	
Peace	-	1	1	-	-	-	-	-	-	-	-	-	
Environment & Conservation	-	-	1	-	1	-	-	-	-	-	-	-	
Indigenous Knowledge	2	-	-	-	1	-	-	-	-	-	-	-	
B6. Capacity Building	-	-	-	-	-	-	-	-	-	1	1	-	
B7. Local Content	-	-	-	-	-	-	-	-	-	1	3	-	
B8. e-Services	-	-	-	-	-	-	-	-	-	2	2	-	
B9. Innovative Communication	-	-	-	-	-	-	-	-	-	1	2	-	
B10. Gender	-	-	-	-	-	-	-	-	-	-	1	-	
<b>Total</b>	<b>No.</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>9</b>	<b>0</b>
	<b>%</b>	<b>33</b>	<b>25</b>	<b>42</b>	<b>38</b>	<b>56</b>	<b>6</b>	<b>40</b>	<b>53</b>	<b>7</b>	<b>36</b>	<b>64</b>	<b>0</b>
		<b>58</b>	<b>42</b>	<b>94</b>	<b>6</b>	<b>93</b>	<b>7</b>	<b>100</b>	<b>0</b>				
	<b>No.</b>	<b>24</b>	<b>16</b>	<b>15</b>	<b>14</b>								

(\*) Performance Ratings HS, S and PS denote 'highly successful', 'successful' and 'partially successful'.

## 7. OVERALL CONCLUSIONS, LESSIONS LEARNED, AND RECOMMENDATIONS

This concluding chapter covers the following: Achievement of Results Indicators; Conclusions; Lessons Learned; and Recommendations.

### 7.1 Achievement of Results as per PAD Indicators

While Chapters 5 and 6 presented in detail the achievement of results indicators by type of project and thematic area, an attempt has been made here in **Table 7.1** to consolidate the findings and indicate the overall achievement of results indicators by computing both old PAD indicators as well as new PAD indicators.

Accordingly, it can be concluded that the achievement of PAD Indicators, by all four types of projects, namely CAPs, sCAPs, RAPs and PAPs, on the overall is satisfactory.

#### 7.1.1 Achievement of Results as per Old PAD Indicators

As per data reported in **Table 7.1** for each project type, there is significant achievement under each (old) indicator.

**Table 7.1: Achievement of Results as per Old PAD Indicators**

PAD Indicators	Achievement				Comments
	CAPs	sCAPs	RAPs	PAPs	
<b>Old Indicator 1:</b> % increase over baseline in (i) utilization and (ii) satisfaction with services established as a result of e-SF financial assistance	(i) 94% of the beneficiaries are using facilities / services satisfactorily.	(i) 99% of the beneficiaries are using facilities / services satisfactorily.	(i) 91% of the beneficiaries are using facilities / services satisfactorily.	(i) 100% of the beneficiaries are using facilities / services satisfactorily.	Either 'highly satisfied' or 'satisfied'. Q. 17 of Beneficiary Qr.
	(ii) More than 83% of the Staff members are satisfied with services established	ii) 100% of the Staff members are satisfied with services established	ii) 91% of the Staff members are satisfied with services established	ii) 95% of the Staff members are satisfied with services established	Either 'highly satisfied' or 'satisfied'. Q. 13 of Staff Qr.
<b>Old Indicator 2:</b> 70% of population in target communities is (i) aware of ICT opportunities and (ii) has access to the services provided under e-SF	89% of the beneficiaries are satisfactorily aware.	95% of the beneficiaries are satisfactorily aware.	89% of the beneficiaries are satisfactorily aware.	96% of the beneficiaries are satisfactorily aware.	Either 'Fully' or 'Partly'. Q. 15 of Beneficiary Qr.
	(i) 74% of the beneficiaries are using facilities/services satisfactorily.	(i) 82% of the beneficiaries are using facilities/services satisfactorily.	(i) 92% of the beneficiaries are using facilities/services satisfactorily.	(i) 52% of the beneficiaries are using facilities/services satisfactorily.	More than 'once a week'. Q. 16 of Beneficiary Qr.

## 7.1.2 Achievement of Results as per New PAD Indicators

### New PAD Indicator 1 - Beneficiary Satisfaction Rates

The basic data towards estimation of beneficiary satisfaction has already given in Table 5.9; from which **Part 1 of Table 7.2** has been derived. Accordingly, **the beneficiary satisfaction rates** (BSRs) for CAPs, sCAPs, RAPs exceed the benchmark value of 70%. Before presenting the BSR for PAPs an explanation is in order. The Study Team strongly feel that the BSR should be project type specific for use in a study of this nature. There are projects where the tracing of the beneficiaries is beyond the scope of study (e.g. PAP 02). Therefore, the BSR of 64% reported in Table 7.2 should be treated as figure that exceeds benchmark value of 70% on the basis that some of the beneficiaries had not relevant/not available categories included.

### New Results Indicator 2 - Replication Location Index: 2010-2011

The basic data towards estimation of the per cent increase in number of replication locations is in **Appendix 5**; from which **Part 2 of Table 7.2** has been derived. Accordingly, there is no increase in the replication locations during 2010 and 2011; due to the fact that replication of projects had been completed by end 2010. While synchronizing the ideas of ICTA M&E Division with that of ours, the Study Team decided to designate **data pertaining to 2010 in Table 7.2 as baseline data for replication location index.**

**Table 7.2: Achievement of Results as per New PAD Indicators**

PAD Indicators	Value	Achievement				Comments
		CAPs	sCAPs	RAPs	PAPs	
<b>New Indicator 1 - the beneficiary satisfaction rates:</b> "User satisfaction with applications established under the e-society grant mechanism with a satisfaction rate of 70%".	More than (>) 70%	87	100	80	64	See text. Source: Table 5.9
	Not relevant (NR)	4	-	7	21	
	Not available (NA)	9	-	13	15	
	Total	100	100	100	100	
<b>New Indicator 2 –the Replication Index:</b> Per cent increase in number of replication locations (for each of telecentres, government / private sector institutions and development partners) using application developed under the eSDI. Formula given below was used.	<b>Project Category</b>	Not applicable	Not applicable	<b>2010</b>	<b>2011</b>	Not applicable
	Tele-centers	do	do	4	4	do
	Government Institutions	do	do	3	3	do
	Private Institutions	do	do	21	21	do
	Development Partners	do	do	-	-	do
	NGOs	do	do	12	12	do
	Total	do	do	40	40	do

#### **New Indicator 2 -Replication Location Index:**

$$\frac{[\text{# of replication locations (\# of telecenters) of eSDI applications in year X}] - [\text{# of replication locations (\# of telecenters) of eSDI applications in year X - 1}]}{[\text{# of replication locations (\# of telecenters) of eSDI applications in year X - 1}]} \times 100\%$$

## 7.2 Conclusions by Project Types

### 7.2.1 Conclusions from CAP Projects

- ❖ During project implementation as well as on completion, the sharing of information between projects is beneficial to gain an understanding as how to rectify and resolve difficulties and problems thereby achieving project success

### 7.2.2 Conclusions from sCAP Projects

- ❖ Receipt of the Sustainability Grant has been appreciated by the project owners as well as the project staff and the beneficiaries.

### 7.2.3 Conclusions from RAP Projects

- ❖ Some of the projects under RAP have demonstrated the potential for further replication as well as scaling-up and diversification of the services [R015, R024].
- ❖ The project owners should be made to understand, without blaming the circumstances, the need to be proactive and innovative so as to steer their projects to success (such as borrowing funds from outside till due ICTA instalment is received to continue activities uninterrupted, formation of “E-Samaja Shakthi” organization with the beneficiaries to sustain activities) [R01/R02].

### 7.2.4 Conclusions from PAP Projects

- ❖ Importance of creating awareness among the beneficiaries and wider audience of the content developed under e-SDI projects [S/P018].
- ❖ There are more projects under PAP that are beneficial for replication as well as wider distribution of content (CDs) developed. [P009].
- ❖ Absence of uninterrupted cash flow after project completion will result in gradual termination of activities even in initially highly successful project [P001].
- ❖ Dependency on ICTA funds syndrome for continuation of completed projects should be eliminated; by educating the project owners from the initial stages of implementation of the project [P005].
- ❖ Even a project that was completed highly successfully could deteriorate unless the new management that get elected in the parent organization lacks interest and enthusiasm to maintain the performance at least at previous standard [P031].

### 7.2.5 Conclusions from the Assessment of Content of Outputs of eSDI

- ❖ In general it can be concluded that the websites created and supported under ESDI project have paid their expected dividends to a greater extent. This was commendable with respect to the generation and localization of local and community base information. Almost all the sites met their expectation in relation to the localization and multilingual support of the content. The use of new media tools and modes of information delivery were within the acceptable norms. Multimedia have been used effectively even though in certain instances their effectiveness has been affected due to technical issues such as lower bandwidth availability and longer loading times.



- ❖ A successful website that achieves its intended objective of information dissemination and provision of an active platform for community interaction is always characterized by the active participation of its users. The active participation in general is indicated by the regular number of visits (hits), repeated visits by the same user, time spent on the website and the level of networking via the website. In order to facilitate these features and measure their effectiveness the site's technical and presentation architecture too must incorporate certain features such as hit counters, user tracking mechanisms and user interaction / feedback channels such as memberships, forums etc. However, among the sample of websites evaluated in this investigation such features were not commonly available. This to a greater degree prevented an accurate measurement on the usefulness and user participation on the website because there were no means of tracking the users and their visits.
- ❖ It was observed that a significant portion of the websites have not been updated during the past 12- 18 months. This was observed in sites with relatively static content (i.e. websites providing stationary / static information that does not require frequent updates to existing content (e.g. [www.shanthikarma.org](http://www.shanthikarma.org)) as well as for some websites that are almost totally based on dynamic content (e.g. e-commerce sites related to the general and agricultural trade sectors). It was observed that e-commerce websites were offering products that were not updated for more than 12 months appearing in the initial page and thus creates serious doubts on the users regarding the trustworthiness of the items offered. On the other hand few websites on the "Job Bank" category were updated with recent information.
- ❖ From the survey findings it is visible that issues related to financial sustainability has contributed negatively to regular content updates and maintenance most of the websites. This was mostly seen for sites that were not of commercial nature nor were generating income for sustainability. A mechanism through which these websites be support on a continuous basis would definitely help in maintaining these sites alive with more accurate information and regular updates. This conclusion is also supported by the site availability presented in Table under different financial support schemes. For instance the sites that were supported under RAP and sCAP, the schemes that were intended to replicate pilot studies and provide maintenance support for successful projects under previous grants showed 100% availability compared to other two types of grant schemes which were more towards new initiatives.

#### **7.2.6 Conclusions from the National Best e-Content (e-Swabhimani) Awards**

- ❖ ICTA's initiative of launching e-SA has been welcomed by the winners as well as the non-winners. Both of the above categories highly appreciate the impartialities of the panel of jury.
- ❖ Some of the winners had the opportunity to participate in the international competitions; few of them have participated in international "Manthan Award.

### 7.3 Synthesized Conclusions

With a greater degree of success, more than half (57%) of the CAP projects surveyed scored partially successful rating compared with 6% among sCAPs, 7% among RAPs and none among PAPs. Overall, around majority (83%) of the projects scored the rating of either highly successful or successful whereas less than fifth (17%) scored partially successful rating.

It was observed that the rural farming community is slowly adapting to the new technology introduced to them and there is high potential to scale up the services and replicate the project in other areas.

e-SDI projects are operating in diverse physical and social environments and, therefore, different scenarios, sometimes tailor-made strategies, need to be advocated among project owners to achieve success.

Overall sCAP, RAP and PAP projects have performed successfully while the current performance of CAP projects is relatively less satisfactory. The outcomes of CAP projects though satisfactory at the end of the implementation periods, they are currently relatively weak. The contributory factors for the success of the former group of projects and the reasons for weaknesses of CAP projects have already been identified and listed in Chapter 5.

### 7.4 Lessons Learned

#### 7.4.1 Lessons Learned from CAP Projects

- ❖ The need for strong capacity building among the project owners on project/business management including monitoring and evaluation, financial management and conflict resolution.
- ❖ The project owners should be made to understand the need to be proactive and innovative so as to steer their projects to success without blaming the circumstances.

#### 7.4.2 Lessons Learned from sCAP Projects

- ❖ Provision of the Sustainability Grant has paved way for improvement of performance of the respective CAP projects and enhances their outcomes.
- ❖ Development of management and business skills of project owners is important while providing the Sustainability Grant.
- ❖ Need of ensuring project owners insure their assets before they are provided with Sustainability Grants by ICTA.

#### 7.4.3 Lessons Learned from RAP Projects

- ❖ It is beneficial for projects to select participants for training programmes in a systematic and unbiased procedure.
- ❖ Comprehensive needs analysis of the customers' should be carried out prior to introducing software such as accounting package. Further, intensive training should

be provided when introducing such software package, particularly to new users (see Box below).

- ❖ The importance of making awareness among the project owners to resolve by networking the national issues arising from use of content developed such as 'making compatibility of sign language to avoid difficulties (limited signs) faced when deaf students learn modern subject' and 'educating general public on sign language'.
- ❖ The importance of sharing good practices between project owners so that the short comings in project implementation could be rectified where such deficiencies exist.
- ❖ With the choice of appropriate ICT facilities, the capabilities of even differently able persons could be enhanced.

#### **7.4.4 Lessons Learned from PAP Projects**

- ❖ Provision of new software and/or upgrade of the existing software should to be considered a social obligation for the sake of impaired (blind and deaf) students, even though such task is expensive; the knowledge gained by the students cannot be measured with financial terms.
- ❖ Importance of upgrading ICT facilities such as computers, network speed, etc. by the parent organization to maximize benefits of services made available by project interventions.
- ❖ For scaling up and replication of nationally important products/processes developed by projects, there is a need to go beyond RAP and launch apex bodies under government legislations, or entrust to existing state institutions.
- ❖ Project proposals which include components that require technical permission to share communication facilities of a commercial mobile telephone network should be approved by ICTA only with the assurance of feasibility of implementation of such components.

#### **7.4.5 Lessons learnt from Assessment of Content eSDI Projects**

- ❖ In general it is non-disputable that the eSDI project has contributed positively to the e-Sri Lanka development objectives. The project has resulted a considerable extent of localized web content and material that are of important to the local society, culture and economies. Moreover it has captured localized knowledge on diverse subject areas such as cultural traditions, agricultural methods and techniques etc into digital formats that can be shared and disseminated across the society in modern effective information technologies. These projects have also created great opportunities for cross cultural knowledge sharing and interaction while providing opportunities for younger generations to participate actively in such activities. However in spite of these benefits, this analysis also found few instances where the outcome would have even better if the following improvements and modifications were made.
- ❖ In terms of the content presentation, many of the websites were not following common accepted norms for improved usability of the site. In some of the sites the graphics such as backgrounds and animations have been used as since "they were available" rather than based on the context or the appropriateness of such components. Some websites featured animation based menus that were hardly readable due to the inappropriate use of colour and fonts. These drawbacks could be

avoided if the following are provided as part of the project implementation parameters.

- ❖ Provide detailed design guidelines to the developers. The guidelines must include appropriate templates for static page contents (such as page headers, contact information etc), guidelines on appropriate use of colour, graphic and other decorative elements and related norms guidelines for usability of the web content. The guidelines must also be customized based on the expected user group considering the age, demography and ICT skill levels that required for the effective use of the site.
- ❖ Wherever possible provide training for the developers on the expected outcome of the end product in terms of the community usability. The training should cover the usability standards of content presentation and the requirements of the target user communities.
- ❖ In any project the monitoring of the expected outcomes throughout the implementation and post implementation periods play a major role towards the overall success of the initiative. In terms of content development projects such monitoring can be facilitated by adhering to certain technical features and standards. For instance, in a web development having a visitor counter and a mechanism to monitor repeated visits can provide use full information on the community acceptance and usefulness of the site. The same technique can also be extended to monitor the types of information within the web site that are frequently accessed indicating their demand by the users. Additional tools such formation of user groups, memberships, discussion forums etc can assist in networking among the users. Such networks are bound to enhance the objectives of these social initiatives such providing a platform for dialog and sharing of opinions and information. However in the websites investigated during this study these features were rarely found to be deployed. It will be beneficial if the guidelines on using such features to be provided to the developers at the time of initiating the projects.
- ❖ It was also observed that some of the websites supported by the eSDI project were no longer in operation while some others have not been updated for a longer period of time. In contrast to these were the Replicated Projects for which have been continuously updated with new information. The lack of maintenance was more clearly visible on projects that were not oriented towards generating revenue for their own sustainability of providing valuable information to the society and helps in building links across different communities. It would be useful if the eSDI project could provide some mechanism to support the sustainability of these good initiatives on a longer term basis.

#### **7.4.5 Lessons Learned from the National Best e-Content (e-Swabhimani) Awards**

- ❖ By following the international development in the sector and application of world recognized practices, ICTA can play an outstanding role for the benefit of the eSDI.

## 7.5 Recommendations

### 7.5.1 Recommendations to Improve Performance in Future Programming

The capacity building programme for project owners should be spread from inception to the completion of the project with a range of **Modules** covering subject areas which include, but not limited to, the following:

- ix. Needs Assessment, Location Suitability Verification and Market Analysis;
- x. Time Management;
- xi. Results-Based Management;
- xii. Theory of Change (\*) and Results-Based Participatory Monitoring & Evaluation (\*\*);
- xiii. (Transparent) Financial & Accounting Mechanisms;
- xiv. Economic-Social-Environmental Sustainability;
- xv. Conflict Analysis & Resolution;
- xvi. Peaceful Coexistence in a Multi-Ethnic & Multi-Religious Society.

(\*) Linda G. Morra Imas & Ray C. Rist (2009). *The Road to Results: Designing & Conducting Effective Development Evaluation*. World Bank, Washington DC.

(\*\*) Marelize Gorgens & Jody Zall Kusek (2009). *Making Monitoring and Evaluation Systems Work: A Capacity Development Toolkit*. World Bank, Washington DC

### 7.5.2 Recommendations for Cost-effective Future Programming Strategies

1. e-SDI projects are operating in diverse physical and social environments and, therefore, different scenarios, sometimes tailor-made strategies, need to be advocated to achieve success.
2. Encourage projects owners to maintain databases covering not only physical/capacity building outputs but also achievements, outcomes, good practices, and lessons learned.
3. Project owners should be made aware to resolve by networking the national issues arising from use of content developed such as 'making compatibility of sign language to avoid difficulties (limited signs) faced when deaf students learn modern subject'.
4. Establish sustainable mechanism to generate fellowship among eSDI Project owners and share success stories, good practices, and lessons learned.
5. There is a need for popularization of many of the contents available in the projects for wider use among the public on which ICTA is being already successfully engaged with it.

### 7.5.3 Recommendations for Enhancing the Outcomes of eSDI

1. The ICTA should develop a group insurance scheme to insure project related assets against foreseeable risk factors such as floods, fire, robbery, looting, and etc.

2. For scaling up and replication of nationally important products/processes developed by projects, there is a need to go beyond RAP and launch apex bodies under government legislations [P001, P007, P011, P018].
3. Establishment of flexible copyright laws to accommodate/synchronize Digital Talking Books (DTBs) [P001]
4. There is need for further improvement in maintaining project specific records of numbers served etc [sC04]
5. The Project owners should be made aware of implications of web maintenance to ensure continuity of websites developed by external web-developers. [sC04]
6. Need of encouraging relevant Project owners to seek alternative funding sources to ensure uninterrupted service delivery. [C019, C109]
7. Capacity building and continuous training of instructors in basic operating systems, web based updating procedure, internet e-mail techniques and special software used for disabled persons is required [C019]

#### **7.5.4 Recommendations from Assessment of Content of eSDI Projects**

1. It is recommended that a comprehensive follow up study to be carried on the web-based projects that have been completed but found to be not available or in active (i.e. not been updated) at present. The study should focus on identifying the major contributing factors to the current state of these projects and the remedial actions required to re-activate them and to prevent similar situations on future projects.
2. It is recommended that a continuous monitoring mechanism to be implemented to ensure post completion activeness of the eSDI projects. The monitoring scheme must collect data on the key parameters such availability, updates and usage of the project outputs on a regular basis so that early corrective action can be taken for projects showing decreasing values for such parameters. The monitoring scheme can also be implemented as partly and automated solution with necessary technical additions to the web sites.
3. It is recommended for the ICTA to develop standard guidelines for usability aspects of websites developed under the eSDI projects. These guidelines can be based on common standards for usability assessments and customized to the local requirements on technical and localization aspects. The developers of new projects can thereafter be provided with such guidelines for their interfaces.
4. It is recommended that the developers of eSDI projects to be provided with guidelines to ensure the support of monitoring and assessment tools (visitor counters, user registration and tracking etc.) within their website.
5. It is recommended that a long term plan to support the sustainability of service projects (i.e. projects that are not oriented for revenue generation), especially those related to the dissemination of localized and traditional information. This support can also be provided in non-monitory forms such as provision of hosting server space, access bandwidth etc to any additional support on the maintenance of their content.

### 7.5.5 Recommendations for e-Swabhimani Award Programme

There are a number of applications/products that have been developed by award winners which are beneficial for application in public sector. As a stepping-stone for reaching the public sector, ICTA could play a catalytic role towards establishment of an “**Association of e-Swabhimani Award Winners (AESAW)**” for networking among them which in turn could develop modalities to negotiate/reach the public sector and follow-up. Such an Association will be able to; (i) provide information to winners on expansions and advancements of their innovative applications and seek financial investments elsewhere by needy winners for such developments, and (ii) evolve a mechanism to monitor the products/applications of the winners, provide facilities for expansion and approach for financial investment for needy winners



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**Appendix 1**

**eSDI Outcome Evaluation Design Matrix**

Evaluation Criteria/	Evaluation Questions	Indicators/ Information Required	Source(s) of Information	Data Collection Tool	Data Collection Methodology
Relevance	<ul style="list-style-type: none"> <li>■ Are objectives in line with needs, priorities and partner government policies?</li> <li>■ Is the intervention in line with the livelihoods strategies and cultural conditions of the beneficiaries?</li> <li>■ Is the design of the intervention relevant to the context?</li> <li>■ Is the timing of the intervention relevant from the point of view of the beneficiaries?</li> <li>■ Do proposed interventions have a potential for replication?</li> </ul>	• Beneficiaries / Project staff view whether the intervention has addressed their needs and priorities	Beneficiaries	Appendix 1	Questionnaire Interview
			Project staff	Appendix 2	Questionnaire Interview
		• Beneficiaries view whether the intervention is in line with their livelihood strategies and cultural conditions	Beneficiaries	Appendix 1	Questionnaire Interview
		• Is the timing of the intervention relevant from the point of view of the beneficiaries	Beneficiaries	Appendix 1	Questionnaire Interview
		• Project owners opinion on level of replicability	Project Owner	Appendix 4	KII
		• Project owners opinion on level of scalability	Project Owner	Appendix 4	KII
		• Percentage (%) of projects which are replicable	Analysis of data		
		• Percentage (%) of projects which are scalable	Analysis of data		
Effectiveness	<ul style="list-style-type: none"> <li>■ To what extent have the agreed objectives been achieved?</li> <li>■ Are the successfully achieved activities sufficient to realize the agreed outputs?</li> <li>■ To what extent is the identified outcome the result of the intervention rather than external factors?</li> <li>■ What are the reasons for the achievement or non-achievement of outputs or outcomes?</li> <li>■ What could be done to make the intervention more effective?</li> </ul>	• Extent to which Project services have benefited in day to day life of target groups (Impact)	Beneficiaries	Appendix 1	Questionnaire Interview
		• Improvement in level of awareness on benefits of ICT due to the intervention that have helped to enhance the day to day lives of the beneficiaries effectiveness	Beneficiaries	Appendix 1	Questionnaire Interview
		• Improvement in level of access to services due to the intervention. Eg. Online agriculture extension information, health services etc. on line effectiveness	Beneficiaries	Appendix 1	Questionnaire Interview
		• Increase in access to ICT skills training due to the intervention effectiveness	Beneficiaries	Appendix 1	Questionnaire Interview
		• Percentage (%) increase in population using computers regularly due to the intervention effectiveness	Project Owner	Appendix 4	KII
		• Percentage (%) increase in population using Internet regularly due to the intervention effectiveness	Project Owner	Appendix 4	KII
		• Gender composition and inclusion of less representative societal groups – extent of serving vulnerable groups	Beneficiaries	Appendix 1	Questionnaire Interview
			Project Owner	Appendix 4	KII
			Project Staff	Appendix 2	Questionnaire

Evaluation Criteria/	Evaluation Questions	Indicators/ Information Required	Source(s) of Information	Data Collection Tool	Data Collection Methodology
					Interview
		<ul style="list-style-type: none"> <li>70 percent of population in target communities is aware of ICT opportunities and has access to the services provided under e-SF</li> </ul>	Beneficiaries	Appendix 1	Questionnaire Interview
		<ul style="list-style-type: none"> <li>Bottom up approach – extent of adhering to demand-driven basis</li> </ul>	Project Owner	Appendix 4	KII
			ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>Growth in % of good quality, acceptable proposals</li> </ul>	ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>Transparency – extent of openness of selection of sub-projects; extent of uniformity in following operational guidelines</li> </ul>	ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>80 percent of the project recommended by e-SF for funding were accepted by other donors, scaled up or replicated</li> </ul>	ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>Proportion of projects that are run with e-SF and Owner Funds</li> </ul>	Project Owner	Appendix 4	KII
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>What measures have been taken during the planning and implementation phase to ensure that resources are efficiently used?</li> <li>To what extent have the development components been delivered as agreed?</li> <li>Could the intervention have been done better, more cheaply or more quickly?</li> <li>Could an altogether different type of intervention have solved the same problem at a lower cost?</li> </ul>	<ul style="list-style-type: none"> <li>Extent to which the resources are used in the best possible way</li> </ul>	Project Staff	Appendix 2	Questionnaire Interview
			Beneficiaries	Appendix 1	Questionnaire Interview
		<ul style="list-style-type: none"> <li>Fair competition – extent of equal opportunity offered in selection of sub-projects</li> </ul>	ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>Percent increase over baseline in utilization and satisfaction with services established as a result of e-SF financial assistance</li> </ul>	ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>Level of completion for community grants measured by ratio of applications to grants awarded</li> </ul>	ICTA	Appendix 5	KII
		<ul style="list-style-type: none"> <li>Level of completion for partnership grants measured by ratio of applications to subsidies awarded</li> </ul>	ICTA	Appendix 5	KII
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>To what extent does the positive impact justify continued investments?</li> <li>Are the stakeholders willing and able to keep facilities operational and to continue activities on their own?</li> <li>Is there local ownership?</li> </ul>	<ul style="list-style-type: none"> <li>Can Project generate enough revenue to cover costs? (Financial sustainability)</li> </ul>	Project Owner	Appendix 4	KII
		<ul style="list-style-type: none"> <li>Is Project accepted by their user community? (Social sustainability)</li> </ul>	Beneficiaries	Appendix 1	Questionnaire Interview
		<ul style="list-style-type: none"> <li>Is the Project's ICT simple, flexible, durable and</li> </ul>	Project staff & Beneficiaries	Appendix 3	FGD

Evaluation Criteria/	Evaluation Questions	Indicators/ Information Required	Source(s) of Information	Data Collection Tool	Data Collection Methodology
	<ul style="list-style-type: none"> <li>• Did partner country stakeholders participate in the planning and implementation of the intervention to ensure local engagement from the start?</li> <li>• Do relevant partner country institutions possess sufficiently strong governance structures and professional capacity to sustain the activity?</li> <li>• Is the technology utilized in the intervention appropriate to the economic, social and cultural conditions in the partner country?</li> <li>• Is the intervention harmful to the environment?</li> </ul>	maintainable? (Technological sustainability)			
		• Do key stakeholders buy in to the idea of the Project and legitimize its existence? (Institutional sustainability)	Project Staff	Appendix 2	Questionnaire Interview
		• Does the Project have the necessary resources on an ongoing basis; these include money, skills, data and technology? (Capacity)	Project Staff	Appendix 2	Questionnaire Interview
		• Will the Project have the ability to continuously meet the needs of at least some stakeholders? (Utility)	Project staff & Beneficiaries	Appendix 3	FGD
		• Has the Project become "institutionalized" -- embedded in the rules and norms, culture and values of its society? (Embedding)	Project staff & Beneficiaries	Appendix 3	FGD
<b>Overall</b>		• Factors leading to the most successful versus least successful projects	Project staff & Beneficiaries	Appendix 3	FGD
		• Environmentally sustainable practices due to the intervention	Project Owner	Appendix 4	KII
		• Availability of computer at home	Beneficiaries	Appendix 1	Questionnaire Interview
		• Outcomes on a national level	Analysis & synthesis of above collected data		

**Appendix 2**

**District-wise Distribution of the Samples of Projects Surveyed by Type:  
CAP, sCAP, RAP and PAP**

Notes: (1) Project numbers indicated in bold & in italic font represent those Projects that happened to be surveyed during the Evaluation Study - 2009;

(2) The original Project Number of each sampled sCAP Project is given within parentheses.

District	Project Type				No. of Sampled Projects
	CAP	sCAP	RAP	PAP	
1. Colombo	C034, <b>C072</b>	-	R001, R002 R003, R011 R025	<b>P007</b> , P009, P010, <b>P011</b> , P016, P018, P021, P022, P025, P029	17
2. Gampaha	<b>C088</b>	S15 (C117)	R015	<b>P001</b>	4
3. Kaluthara	C084, C135	-	-	-	2
4. Galle	<b>C053, C064 C116</b>	-	-	-	3
5. Matara	-	<b>S16 (C125)</b> S09 (C071)	-	-	2
6. Hambanthota	-	S19 (C101) S01 (C150)	-	-	2
7. Kandy	C119	-	R028, R004	-	3
8. Matale	<b>C121</b>	S17 (C148)	-	-	2
9. Nuwara Eliya	-	-	-	-	-
10. Kegalle	<b>C019</b>	<b>S06 (C037)</b>	-	P036	3
11. Rathnapura	<b>C025</b> , C080	S04 (C027) S05 (C028) <b>S07 (C065)</b> S13 (C099)	-	-	6
12. Kurunegala	C093, C109	-	R008, R024 R027	P031	6
13. Puttalam	C069	<b>S08 (C068)</b>	-	-	2
14. Anuradhapura	-	S14, (C114) <b>S18 (C015)</b>	-	-	2
15. Polonnaruwa	-	<b>S03 (C022)</b>	-	-	1
16. Badulla	-	-	-	-	-
17. Moneragala	<b>C016</b> , C046, C147	<b>S11 (C078)</b>	R009, R013	-	6
18. Trincomalee	C043, C110	-	R005	-	3
19. Batticaloa	-	-	R016	-	1
20. Ampara	C002, <b>C041</b> C142	-	-	-	3
21. Jaffna	-	-	-	<b>P005</b>	1
22. Vavuniya	-	-	-	-	-
23. Mullativu	-	-	-	-	-
24. Manna	-	-	-	-	-
25. Kilinochchi	-	-	-	-	-
Sample size under each Project Type	24	16	15	14	69
Above samples consist of the following:					
<b>Not-surveyed in 2009</b>	14	9	15	10	48
<b>Surveyed in 2009</b>	<b>10</b>	<b>7</b>	-	<b>4</b>	<b>21</b>

**Appendix 3**

**Surveyed 69 Projects by Thematic Area and Type: CAP, sCAP, RAP, and PAP**

Thematic Area	No. of Projects	Projects in the Sample	
Training & Capacity Building	2	C072	To help grassroots CSOs avail themselves of advancements in IT to strengthen activism, expand reach, augment longevity and impact of their projects and assist in the formulation of related initiatives.
		C147	Creating localised handbooks for GnuCash accounting package and provision of training to SMEs.
	3	sC06	Establishing an information center for empowerment of women
		sC07	e - Education centre to create learning opportunities for street children. English language skill development being the main focus.
		sC11	e-Learning Centre – Training English using ICT
	5	R002	Local language multimedia training for Open Office, Matara District
		R004	Teaching CBOs to publicise their initiatives in Unicode via newsletters locally and web globally in Tamil
		R005	Use of 3D movie making software
		R008	Provide e-learning facilities and training in English and IT based graphic design via 3d movie making software
R016		Installing Tamil language software (including www.LAKapps.lk) with applications (developed under PAP 011) and training of coordinators to operate and maintain the software at each of 5 selected sites in Eastern Province	
ICT Access to Learning	5	C002	Establishing an e-learning centre to enhance the education of children especially in English and ICT
		C016	Establishing an e-education centre and conducting programs for school children
		C019	Establishing a special education centre for disabled people in the area
		C043	Establishing an e-education centre to develop ICT and English language skills
		C069	e-Learning centre for school children and knowledge centre for farmers and general public
	3	sC08	e-Learning centre for school children and knowledge center for farmers and SMEs
		sC18	Establishing an e-education centre
		sC19	Development of a self learning web site on government exams held for recruitment & promotions.
	4	R009	Set up centres at Lunugala Colony e-Society & Miyanakandura e-Society
		R011	Partnership project with the special school. Training of teachers and sharing of learning through a workshop, visits and seminars and visit by local schools and teachers to the school.
		R015	Training in open office and use of English learning software
		R024	The English Language teaching Unit of the Wayamba University is situated in Makandura
	ICT Access to Services	3	C046
C064			e-Channelling centre to facilitate appointments with medical specialist while providing information to upgrade health of community
C084			Use of ICTs in improving markets for local coir products. Enhancing tourism industry through improving ICT literacy of community engaged in tourism and in developing websites for small hotels/ rest houses
5		sC01	Mobile ICT center
		sC03	Establishing an e-learning centre for low skilled children
		sC04	Establishing an e-marketing network
		sC05	Establishing an e-marketing network and information center for kithul producers
1		sC17	SMS information service
		R025	To promote Sri Lanka Job Bank (originated from a CAP project) in collaboration with Jobstreet.lk through existing collaboration with set of registered coordinators who are either Nenasala centres or internet cafes in most parts of the country.
ICT Income Generation		8	C025
	C053		Set up agricultural information centre for growers of tea, cinnamon, rubber, and livestock farmers
	C080		To create an Agricultural data base and strengthen the agricultural extension services

Thematic Area	No. of Projects	Projects in the Sample	
		C088	Upgrading product quality and improving market linkages through ICTs
		C093	To provide information on improved seed varieties, low cost inputs and crop diversification
		C109	To give training to students on 2-D animation and to link them up with advertising companies.
		C119	Training for women entrepreneurs and documenting success stories
		C142	Web catalogue on 100 SMEs
	1	sC09	E-Marketing Center for Cinnamon Growers.
	3	R013	Online Job Bank to be promoted among Nenasalas and Samurdhi Officers in Anuradhapura, Badulla, Matale, Nuwara Eliya and Polonnaruwa Districts
		R027	Establishment of accounting package in 30 business entities
		R028	Provision of training and awareness to SMEs on use of accounting package and business material. Targeting approximately 40 SMEs
ICT for the Disabled or Elderly	1	C034	Remote medical consultation
	2	sC14	To train disabled youth & children to use basic ICT applications, using HAL technique, digital talking books & other disability products.
		sC16	To strengthen communication among the deaf through video conference facilities
	2	R001	Use of sign language dictionary and learning software for hearing impaired.
R003		ICT for people with hearing impairment: 5 schools for the hearing impaired	
Peace	2	C041	Establishing an e-education & information centre to promote peace through information sharing.
		C110	To develop bi-lingual web site for students, employees & elders to promote Tamil-Sinhala language learning while building peace.
Environment & Conservation	1	C116	To support students to conduct environment projects and develop environment related content.
	1	sC13	A website will be developed to promote eco-tourism in the area.
Indigenous Knowledge	2	C121	To conserve traditional technique of Ola leaf writing. "Veda Poth", "Yanthra-Manthra" in ancient contents will be digitized.
		C135	Conventional dairy management info centre & telephone exchange service for the dairy farmers.
	1	sC15	Launching of Website ( <a href="http://www.shanthikarma.org">www.shanthikarma.org</a> ) & establishment of ICT Centre to provide IT & English knowledge to villagers
Capacity Building	2	P011	Facilitate wider access to the Internet through a local language enabled, user friendly interface
		P016	Establishing Sustainable Kitul, Rice and Jak Production Communities Through Innovation and Integrated use of ICT.
Local Content	4	P001	Information accessibility for the print disabled through the production of digital talking books.
		P009	Improving health conditions of estate women & children through local language content creation & participatory capacity building
		P018	Vidunena Project aims to put the entire A/L science syllabus on the web.
		P022	SME Empowerment Develop and disseminate e-learning materials in online (web based) and offline (CD/DVD).
e-Services	4	P010	Development of computer aided teaching methods for impaired children including Sinhala language text to Braille software
		P029	Agricultural Entrepreneurship Center.
		P031	Creation of content related to dairy/livestock farming, deployment of content through a network of touch screens and an SMS enabled farmer support/monitoring system.
		P036	Electronic Patient Record System
Innovative Communication	3	P007	Development of a low cost maintenance free solution for environmental disaster mitigation through text display of messages transmitted via FM radio
		P021	Creating an online mentoring network.
		P025	Happy Life: Fully integrated sexual & reproductive health information & counselling service
Gender	1	P005	Documenting incidences of violence against women and empowering women using ICT
ICT for Peace	0	-	-

**Appendix 4**

**Salient Features of Projects Surveyed by Type**

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
<b>CAP</b>						
C002	Shri Mathula Raja Maha Viharaya, Pahala Rathkinda, Giradurukotte	School children	Ampara District, Giradurukotte	ICT Access to learning	Establishing an e-learning centre to enhance the education of children especially in English and ICT. It is believed that the project will be able to effectively transform traditional teaching patterns. (01.09.06-01.06.08)	Project completed. E-Learning center established and operating successfully. Facilities for e-learning provided for English, Maths, Science and IT.
C016	"Aruna " Computer Society, Hingurukaduwa, Passara	School children and youth	Monaragala, District, Passara	ICT Access to learning	Establishing an e- education centre and conducting programs for school children and youth (05.12.06-05.09.08)	Project complete. Website developed for English learning (www.lankaenglishforum.com) and specifically for kids (www.punchipanchi.com)
C019	Surakum Foundation, Diyagama, Hiriwadunna, Kegalle	Disabled people in the area	Kegalle District, Diyagama, Hiriwadunna	ICT Access to learning	Establishing a special education centre for disabled people in the area. (05.12.06- 05.09.08)	Project complete. Center established and services provided for the disabled
C025	"Mihikatha Mithuro" Environment study & Development Society, Medabadda, Balangoda	Rural Remote communities	Rathnapura District, Balangoda	ICT Income generation	Establishing an e-channeling centre (05.12.06- 05.04.09)	Project complete. Awareness program held on health issues. Over 170 appointments made for echanneling.
C034	Human Genetic unit	Patients	Colombo District	ICT for disabled or elderly	Remote medical consultation (12.01.07- 30.11.09)	Ongoing issues regarding obtaining nenasala commitment and obtaining patients. Workshop was held successfully on the 22nd of June. currently doing consultations.addendum prepared to change milestones
C041	Social Service Development Society, Sammanthurai	Rural Remote communities	Ampara District, Sammanthurai	Peace	Establishing an e-education & information centre to promote peace through information sharing. (29.01.07- 31.05.09)	Project completed
C043	Social Educational Language & Development Association, Kuddikarachi, Kinniya-05	School children & Youth	Trincomalee District, Kinniya-05	ICT Access to learning	Establishing an e - education centre to develop ICT and English language skills. (29.01.07- 30.11.09)	Project completed.
C046	Best Job opportunities Job bank, Sevanagala	Unemployed youth	Monaragala District , Sevanagala	ICT Access to services	To create a job bank that would collate information on job seekers and act as facilitator. (21.03.07- 30.06.08)	Project complete. Job bank website developed in local language and being implemented successfully <a href="http://www.srilankajobs.net/">http://www.srilankajobs.net/</a>
C053	Lelwala Tea Small Holdings Development Society, Pahala Lelwala, Waduramba	Farmers	Galle District, Wanuraba	ICT Income generation	Set up agricultural information centre for growers of tea, cinnamon, rubber, and livestock farmers. (28.06.07- 31.012.09)	Project completed. <a href="http://www.lelwalaagro.com">www.lelwalaagro.com</a>
C064	Opatha Tea Small Holdings Development Society, Opatha, Galle	Community	Galle District, Opatha	ICT Access to services	e-channeling centre to facilitate appointments with medical specialist while providing information to upgrade health of community (28.06.07- 30.04.09)	Project completed. Development of CDs completed. E-channeling activities being completed. Workshops conducted
C069	Dangahawela Rural Development Services Society, Dangahawela, Kottukachchiya	School children and farmers	Puttalam District, Kottukachchiya	ICT Access to learning	e-Learning centre for school children and knowledge centre for farmers and general public. (28.06.07- 30.06.09)	Project completed. Awareness activities conducted. General public and NGO officers made aware of ICT. Training ongoing
C072	CPA , Colombo - 07	Community	Colombo District, Colombo	Training and Capacity Building	IT training for grassroot CSOs. Newsletters to be developed by the community using unicode (20.06.07- 29.02.08)	Project complete. Newsletters developed by the community using unicode

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
C080	Nanasala Pilot Rural Knowledge Center, Pallegama, Embilipitiya	Farmers	Rathnapura District, Embilipitiya	ICT Income generation	To create an Agricultural data base and strengthen the agri. extension services (05.12.07- 31.05.09)	Project completed. Center launch and awareness complete. Have completed the training for the 20 extension officers complete . 100% of info collected in print, audio and video format. .
C084	Woman & Child Development Foundation, Kuda Waskaduwa, Waskaduwa	Community	Kaluthara District, Waskaduwa	ICT Access to services	Use of ICTs in improving markets for local coir products. Enhancing tourism industry through improving ICT literacy of community engaged in tourism and in developing websites for small hotels/ rest houses (05.12.07- 30.04.10)	Awareness activities completed. Website developed - www.preview.wcdf-sl.org.have shifted the website to another hosting company(srilankan company) www.wcdfsl.org
C088	Delwala SANASA, Delwala, Kithalawalana, Mirigama	Community	Gampaha District, Meerigama	ICT Income generation	Women's lifeskills development center Upgrading product quality and improving market linkages through ICTs (05.12.07- 31.012.09)	Workshops on milk and agriculture completed. Handouts created.Awareness activities complete.Workshop on handicraft complete
C093	Rambe Siri Perakum SANASA, Rambe, Ma-eliya	Farmers	Kurunegala District, Me-eliya	ICT Income generation	To provide information on improved seed varieties, low cost inputs and crop diversification (05.12.07- 30.11.09)	Data collection complete. Information being provided on crops through use of CDs.Project Completed
C109	Sanka Foundation - Nenasala e-library (Kolombagama Nenasala), Kolombagama, Kanaththe Wewa	Students	Kurunegala District, Kanaththe Wewa	ICT Income generation	To give training to students on 2-D animation and to link them up with advertising companies. Animations will be created on historical and socially relevant topics and published on a web. (01.06.08- 31.08.10)	training completed.research completed.Cartoons preparation completed. Only dubbing has to be done.1 CD has been sent.
C110	Social Development Foundation (Pulmoddai Nenasala)	Students and elders	Trincomalee District, Pulmoddai	Peace	To develop bi-lingual web site for students, employees & elders to promote Tamil-Sinhala language learning while building peace. (19.06.08- 31.012.09)	awareness activities conducted.linkages built with other institutions.Website to be completed.http://www.itmaas.com/peace/# website provider is postponing the work
C116	Ecocare Center for Environmental Education & Conservation "Mihithurula"	Students	Galle District, Fort	Environment conservation	To support students to conduct environment projects and develop environment related content (01.09.08- 30.09.09)	Environment related VHS tapes selected for conversion. Website completed.www.mihithurula.org .doing the completion report
C119	Green Life Srilanka	Women	Kandy District, Kiribathkumbura	ICT Income generation	Training for women entrepreneurs and documenting success stories (01.09.08- 31.12.09)	Awarness activities completed. Workshops complete.website complete
C121	Rangiri Thakshana Piyasa	Community	Matale District, Dambulla	Indigenous knowledge	To conserve traditional technique of ola leaf writing. "Veda poth", "Yantra-Manthra" in ancient contents will be digitized. (01.09.08- 30.09.09)	Content uploading to the www.danuma.lk website completed. Awareness activities completed on ola leaf writing. CD developed.
C135	Community Oriented Resource Exchange (CORE), Wedawatte, Meegahathenna	Farmers	Kaluthara District, Meegahathenna	Indigenous knowledge	Conventional dairy management info center + telephone exchange service for the dairy farmers. (01.11.08- 30.11.09)	Database completed. Project activities completed.
C142	Supporters Dot Com	Small Business	Ampara	ICT Income generation	Web catalogue on 100 SMEs (01.12.08- 30.06.09)	Project activities completed. Website uploading completed www.eastbiz.org/index.php. Project completed
C147	Nenasala Thanamalvila, Thanamalvila	SMEs	Monaragala and Badulla District, Thanamalwila	Training and Capacity Building	Creating localised handbooks for GnuCash accounting package and provision of training to SMEs (01.12.08- 30.11.09)	Sinhala and Tamil handbooks created.200 CDs produced http://www.dahamsayura.org/gnu cash.workshops completed.
<b>sCAP</b>						
sC014	Praja-Swashakthi Wardana Foundation		Anuradhapura	ICT Access to services	Income generating tourist information centre to provide information on the area's historical heritage (01.05.10 - 30.04.11)	
sC015	Irusara Computer Society		Anuradhapura	ICT Access to learning	Establishing an e-education centre (01.07.10 - 30.06.11)	



	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
sC022	Human Rights Community Educational Center		Polonnaruwa	ICT Access to services	Establishing an e-learning centre for low skilled children (01.05.10 - 30.04.11)	
sC027	Sabaragamuwa Peoples Forum		Ratnapura	ICT Access to services	Establishing an e – marketing network. (01.05.10 - 30.04.11)	
sC028	Peoples Development Foundation		Ratnapura	ICT Access to services	Establishing an e – marketing network and information center for kithul producers (01.05.10 - 30.04.11)	
sC037	Plantation Women's Development Society		Kegalle	Training and Capacity Building	Establishing an information center for empowerment of women (01.05.10 - 30.04.11)	
sC065	Environment & Community Development Information Centre		Ratnapura	Training and Capacity Building	e - Education centre to create learning opportunities for street children. English language skill development being the main focus. (01.05.10 - 30.04.11)	
sC068	Dimuthu Community Based Organisation		Puttalam	ICT Access to learning	e-Learning centre for school children and knowledge center for farmers and SMEs. (01.05.10 - 30.04.11)	
sC071	Dewalamulla Sarvodaya Shramadana Samithiya		Matara	ICT Income generation	E Marketing Center for Cinnamon Growers (01.06.10 - 31.05.11)	
sC076	Rajarata Nenasala		Anuradhapura	ICT Income generation	Project completed. Web site completed. Product information to be included. Uploading of products and awareness sessions ongoing through other locations <a href="http://www.smallbizlanka.com/">http://www.smallbizlanka.com/</a> (01.07.10 - 30.06.11)	
sC078	Wellassa Development Foundation		Monaragala	Training and Capacity Building	(01.09.10 - 01.11.10)	
sC099	Associated Global Network (Thimbolketiya Nenasala )		Ratnapura	Environment conservation	A website will be developed to promote eco-tourism in the area. Content on environment conservation also will be up loaded. (01.06.10 - 31.05.11)	
sC101	Nenasala IT Institute (Meegahajedura Nenasala)		Hambantota	ICT Access to learning	Development of a self learning web site on government exams held for recruitment & promotions. (01.07.10 - 30.06.11)	
sC114	Sahana Association		Anuradhapura	ICT for disabled or elderly	To train disabled youth & children to use basic ICT applications, using HAL technique, digital talking books & other disability products. (01.06.10 - 31.05.11)	
sC117	Sanskruthika Kala Nirmana Sansadaya		Gampaha	Indigenous knowledge	(01.07.10 - 30.06.11)	
sC125	Sumaga Ruhunu Shrawana Uunatha Sansadaya		Matara	ICT for disabled or elderly	To strengthen communication among the deaf through video conference facilities (01.06.10 - 31.05.11)	
sC148	Digi.Divi Foundation		Matale	ICT Access to services	SMS information service (01.07.10 - 30.06.11)	
sC150	Sooriyawewa Nenasala		Hambantota	ICT Access to services	Mobile ICT center (01.05.10 - 30.04.11)	
<b>RAP</b>						
R001	Sri Lanka Central Federation of the Deaf	Deaf Youth	Colombo, Kalutara, Galle, Matara, Ratnapura, Badulla, Ampara, Batticaloa, Anuradhapura	ICT for the disabled or elderly	Use of sign language dictionary and learning software for hearing impaired. Targeting member association of Colombo, Kalutara, Galle, Matara, Ratnapura, Bandarawela, Ampara, Karthankudi, Kegalle, Anuradapura, Gampaha, Ja-Ela, Deaf Youth Association, Deaf	Equipment purchased and handed over to the associations. Training for trainers at each association complete. 15 Associations and 300 Persons benefited 100% completed

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
			, Gampaha, Kegalle		Women Association (30.03.09- 30.09.09)	
R002	Computerland International (Pvt) Ltd	School children	Matara	Training and Capacity Building	Local language multimedia training for Open Office, Matara District (30.03.09- 30.09.09)	Training for nenasalas and schools complete
R003	International Centre for Peace and Development	hearing and sight impaired children	Kurunegala, Jaffna, Badulla, Kandy, Kalutara	ICT for the disabled or elderly	ICT for People with Hearing Impairment in 5 schools for the hearing impaired. Total hearing and sight impaired beneficiaries – 566 (30.03.09- 31.12.09)	Equipment purchased. Installation and training in schools complete. Expecting to have a competition in Jan 2010 to test students knowledge gained (outside this contract).  644 direct beneficiaries (students and teachers) and 206 indirect beneficiaries (parents and siblings)
R004	Centre for Policy Alternatives (Guarantee) Limited	CBO	Kandy, Nuwaraeliya	Training and Capacity Building	Teaching CBOs to publicize their initiatives in Unicode via newsletters locally and web globally in Tamil (30.03.09- 30.09.09)	Project complete Workshops held for CSOs and newsletters developed 38 beneficiaries(24 F and 14M, 29 Tam + 9 Sin)  <a href="http://vikalpa.org/">http://vikalpa.org/</a>
R005	ENET Information Technology Systems	School children and youth	Trincomalee	Training and Capacity Building	Models : Use of 3D movie making software (30.03.09- 31.12.09)	Training obtained fro trainer in 3D movie making. Training for students ongoing. Training for 1st batch of 45 students ongoing. Training for second batch of 45 students ongoing.
R008	Siripathi Social Development Foundation	School children and youth	Kurunegala	Training and Capacity Building	Provide e-learning facilities and training in English and IT based graphic design via 3d movie making software (30.03.09- 31.12.09)	Center opened. Training for students ongoing
R009	Lak Aruna Foundation,	School children & youth	Badulla	ICT Access to Learning	Set up centers at 1. Lunugala Colony e-Society 2. Miyanakandura e-Society, (30.03.09- 30.09.09)	2 Centers established. Training ongoing. Over 100 students trained 4 workshops held for team leaders and students Planning to conduct online training for the students in forthcoming weeks
R011	Development with Disabled Network	hearing and sight impaired children	Moneragala	ICT Access to Learning	Partnership project with the special school. Training of teachers and sharing of learning through a workshop, visits and seminars and visit by local schools and teachers to the school. School for the Deaf and Blind, Moneragala, (01.05.09- 30.09.09)	Selection of students complete. Training of trainers complete at Kumbukkana School for the Deaf & the Blind Equipment purchased and setup Cross visit to share experience with Matara Rohana School carried out on 28 Sep 09 90 deaf and blind students benefited (20 directly at the school)
R013	Best Job Opportunities	Nenasalas and Samurdhi Officers.	Anuradhapura, Badulla, Matale, Nuwaraeliya and Polonnaruwa	ICT Income Generation	Online Job Bank to be promoted among Nenasalas and Samurdhi Officers. Anuradhapura, Badulla, Matale, Nuwaraeliya and Polonnaruwa districts (01.05.09- 30.09.09)	Awareness for Nenasalas and Samurdhi associations complete. Uploading of CVs to site continuing. Applicants being directed to jobs. Samurdhi recipient applicants directed to jobs notified to Samurdhi Authority
R014	Consortium of Humanitarian Agencies (CHA)	School children	Ranmuthugala (Girls') Certified School & Makola (Boys') Certified School)	ICT Access to Learning	Implementation of Shilpa Sayura and English teaching software in 02 schools for children in conflict with the law who are being detained in legal institutions Ranmuthugala (Girls') Certified School & Makola (Boys') Certified School (01.05.09- 30.09.09)	Purchased and setup of equipment complete. Training of trainers of both schools complete. Use of software by students at both schools ongoing

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
R015	Swarnadeepa Foundation,		Gampaha	ICT Access to Learning	Training in open office and use of English learning software Induragara, Gampaha (01.05.09- 30.09.09)	Part of equipment purchased and setup. Training module developed. Training ongoing www.swarnadeepa.com
R016	Uni-Consultancy Services, University of Moratuwa.	School children & teachers, University students, Nenasala Co-coordinators	Ampara, Batticaloa, Trincomalee	Training & Capacity Building	Installing Tamil language software (including www.LAKapps.lk) with applications (developed under PAP 011) and training of coordinators to operate and maintain the software at each of 5 selected sites in Eastern Province. (01.05.09 – 30.04.10)	Project completed. Installation of software, provision of User Guide and Training materials as well as server to each of 5 schools & Nenasala centre.
R024	English Language Teaching Unit, Wayamba University of Sri Lanka,	School leavers, Small hold entrepreneurs, Mankanbura villagers	The University, Makandura, Gonawila	ICT Access to Learning	The English Language teaching Unit of the Wayamba University is situated in Makandura. The project is to expand the existing e-learning center and to carry out an English teaching programme. The center will be open to school leavers, small hold entrepreneurs, and the community in the vicinity of Makandura premises. (22.07.09- 21.12.09)	Initial work commenced. Coordinator appointed Workshop to select teaching methods held. 50 students selected (23 F and 27 M, 30 working and 20 non-working)
R025	BeyondM (Pvt) Ltd	Unemployed	Not localised	ICT Access to Services	To promote Sri Lanka Job Bank (developed through a CAP project) in collaboration with Jobstreet.lk through existing collaboration with set of registered coordinators who are either Nenasala centres or internet cafes in most parts of the country. A revenue sharing model where job vacancies would be obtained from hSenid and published to Sri Lanka Job Bank site would be implemented. (01.08.09- 31.12.09)	MoU signed with Sri Lanka Job Bank. Awareness of Job Bank, including sponsorship and street promos complete
R027	Industrial Services Bureau	Business	Kurunegala, Matale, Anuradhapura	ICT Income Generation	Establishment of accounting package in 30 business entities. Educational materials in at least three management fields will be provided and awareness created among the prospective users (approx 100 nos.). Beneficiaries will provide infrastructure Kurunegala, Dambulla, Thambuthhegama (01.08.09- 31.12.09)	30 SMEs selected. Initial awareness done at each SME. Installation of software package at 15 SMEs complete. Will complete balance by end Nov. 2 day training will be done for all afterwards.  Due to limitations of package in not having billing and stock mgt components, other software included and presented with the package to ensure acceptance by the SME
R028	Institute of Business Management Consultancy (Pvt) Ltd	SMEs	Kandy	ICT Income Generation	Provision of training and awareness to SMEs on use of accounting package and business material. Targeting approximately 40 SMEs Kandy, (01.08.09- 31.12.09)	Ongoing training for total of 48 SMEs. Accounting package being customised to suit the organisation requirements
R032	D. C. S. Computer System (Parakrapamapura Nenasala)	Farmers	Anuradhapura	ICT Access to Services	Information dissemination to farmers in the area through SMS. Anuradhapura (01.08.09- 31.12.09)	Database of farmers complete. SMSs being sent regularly on agricultural information
<b>PAP</b>						
P001	Daisy Lanka Foundation	Visually impaired / print disabled community	Gampaha	Local Content	Information accessibility for the print disabled through the production of digital talking books. Project anticipates a sizeable collection of DAISY books, an up and running dedicated website for the print disabled, necessary dedicated hardware/software and trained personnel to ensure continuation of project. Website - <a href="http://www.dlf.org.lk">http://www.dlf.org.lk</a> <a href="http://www.youtube.com/watch?v=ToAc4WGTfBA">http://www.youtube.com/watch?v=ToAc4WGTfBA</a>	Project complete. 500 English digital talking books completed. 230 digital talking books in local language completed (226 Sinhala + 4 tamil). 5 English textbooks complete for grade 6, 7, 10, 11, and A/L Website developed and uploaded with book list

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
					(01.03.06 - 31.05.09)	
P003	eFusion	Rural children	Colombo	e-Services	Development of interactive educational content with illustrations, photos, audio and video, related to school curriculum to facilitate self learning. 15- 20% of content for Visually impaired. Content is to be deployed through the Nenasala network. <a href="http://www.shilpasayura.org">www.shilpasayura.org</a> (01.03.06 - 10.12.08)	Project complete. Content collection on illustrations, photos, audio and video, related to school curriculum to facilitate self learning complete. Content is being deployed through Nenasalas.
P005	Center for Women and Development	Women	Jaffna	Gender	Documenting incidences of violence against women and empowering women using ICT. Web portal to be designed for collecting data and reporting incidents of violence and linked to enforcement agencies <a href="http://www.vawjaffna.org">www.vawjaffna.org</a> (01.03.06 - 31.12.08)	Project complete. Database of information collected. Grantee intends to share the summarized data gathered from the project with UNDP, GBV group, HUDEC and other organizations that have requested the data. 21 articles have published this far to create awareness of the project. It has been identified that the frequency of reporting on incidents has increased with women taking advantage of CWD's free legal aid unit as well.
P007	CEL Lanka	Rural communities	Colombo	Innovative Communications	Development of a low cost maintenance free solution for environmental disaster mitigation through text display of messages transmitted via FM radio (15.11.06 - 30.06.09)	Production of 40 units complete. Web interface system developed 124.43.169.90/Rtfeeder User : ICTA. Password : ICTA
P009	Plantation Human Development Trust	Plantation workers, especially women and children	Colombo	Local Content	Improving health conditions of estate women & children through local language content creation & participatory capacity building (29.06.07 - 31.12.09)	15 content CDs developed. 20 awareness workshops completed in Nuwaraeliya and Hatton on Maternal and reproductive health, Nutrition, Home gardening, social problems Replication of CDs and distribution to ICTA nominated centers ongoing
P010	Ceylon School for the Deaf and Blind	Visually impaired communities	Colombo	e-Services	Development of computer aided teaching methods for impaired children including Sinhala language text to Braille software <a href="http://www.youtube.com/watch?v=XKU_8Ds43tM">http://www.youtube.com/watch?v=XKU_8Ds43tM</a> <a href="http://www.youtube.com/watch?v=TDZ5Kg76itc">http://www.youtube.com/watch?v=TDZ5Kg76itc</a>  Total beneficiaries - approx 176 blind and 234 deaf (01.07.07 - 30.06.09)	Project complete Children in Matara/Ratmalana schools are using the software and tools. Training for other schools to use software is ongoing. 240 words associated with pictures and incorporating voice developed to improve vocabulary of hearing impaired Sinhala to Braille software developed and demonstrated use of the software to read Sinhala text from the web - Conversion of text books to Braille complete Adaptation of Braille displays to convert Sinhala print to Braille complete
P011	Uni Consultancy Services	All communities	Colombo	Training and Capacity Building	Facilitate wider access to the Internet through a local language enabled, user friendly interface <a href="http://www.lakapps.lk">www.lakapps.lk</a> (29.06.07 - 28.06.09)	Project complete Have completed Joomla Tamil, Moodle S/T teacher/student guides, OO video training, Sinhala / Tamil typing tutor, Tamil version of Web mail (based on eSL e-mail), set up content server, installed software and provided training at 7 locations
P016	TEAMS (Pvt) Ltd	Rural communities involved in production of Rice, Jak,	Colombo	Training and Capacity Building	Establishing Sustainable Kitul, Rice and Jak Production Communities Through Innovation and Integrated use of ICT. To improve the production & decision making capabilities, market prospects,	Have completed course curricula and topic list for web based training and reference resources in 5 priority areas for rice, kitul and jak crops and selected

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
		and Kithul.			income levels and quality of life of poor rural agriculture communities using approximately 10,000 Kitul, Rice & Jak producers as the pilot target groups  www.efarms.lk - username : snt_officer@vidatha password: snt_officer@vidatha (15.02.08 - 28.02.11)	locations of Vidatha centers. Applications prototype developed. Installed at ITI new servers Local Installation of the applications & training of Vidatha staff at 2 centres (Warakapola and Galnewa) completed on 20th June. The MOST has signed the agreement for the provision of ADSL to its vidhata centres. Training of master trainers complete called on 26-may 2011-will submit by 1st week of June
P018	Felidae	Rural A/L students, Hearing impaired A/L students, Visually impaired A/L students, Rural teachers.	Colombo	Local Content	Vidunena Project aims to put the entire Advanced level science syllabus on the web. The web solution will include animated lessons with audio and video. Lessons covering all of the advanced level syllabus will be made available online and free of charge. In addition, online exams will also be available to enable students to assess their level. www.vidunena.lk (15.02.08 - 30.04.10)	100% content completed Final content management system based website developed and demonstrated. Awareness for Nenasala, students and teachers complete. Launch held at National School, Pannala on 29th May 09. 2nd launch to be scheduled username - vidunena password – admintemp
P021	SLIIT	Village children	Colombo	Innovative Communications	Creating an online mentoring network. Low cost laptops will be given to families in the selected village with shared single central internet connection to allow the children in the village to communicate with selected Sri Lankan expatriate mentors. (13.06.08 - 31.12.09)	Mentoring website complete and launched in Oct 09. Laptops obtained and handed over to the school in Ketawatte.  http://www.gunanenadiyriya.lk User name: std Pass word: teststd
P022	RNH Info Tech (Pvt) Ltd	Rural SMEs and institutions supporting SMEs.	Colombo	Local Content	SME Empowerment Develop and disseminate e-learning materials in online (web based) and offline (CD/DVD). The related subjects are business management techniques, corporate law, accounting and business English. <a href="http://www.smeguide.lk">www.smeguide.lk</a> (01.07.08 - 30.04.10)	SME survey complete. Content development is ongoing in English and Sinhala and Tamil (direct translation). 100% content completed in all three languages - being quality reviewed Website developed - to be launched Admin Account Username : smeadmin Password : demo Lecture Username: smelecturer password : demo Normal User Username:smeuser Password: demo Awareness activities complete
P029	Saaraketha	Agricultural farmers	Colombo	e-Services	Agricultural Entrepreneurship Center. To build a network of Organic producers who are able to cater to the local as well as international markets at a competitive price. These farmers will be certified through Control Union as Organic farmers and the market for them to sell the produce will be created by SPL. The Digital Green Concept and the concept of a Mobile Farmer Network will be implemented (14.10.08 - 31.03.11)	List of farmer clusters and farmer leaders identified Prototype for digital video content management system developed. Mobile enabled farmer database prototype pending Local youth of Wilgamuwa recruited as Entrepreneurship Catalysts for the project Special awareness conducted for over 90 government agents, association heads and village heads. Initial awareness for 100 farmers complete. Registration of 50 farmers obtained  url: <a href="http://saarakethaaginfo.com/">http://saarakethaaginfo.com/</a>

	Organization	Target group	Location	Thematic Area	Project (Start & End Dates)	Status
						un: spladmin pw: spladmin
P031	Dambadeniya Development Foundation	Dairy / Livestock farmers	Kurunegala	e-Services	Creation of content related to dairy/livestock farming, deployment of content through a network of touch screens and an SMS enabled farmer support/monitoring system. All transactions through main server. The centers will have connectivity similar to GPRS  Narammala, Alawwa, Dambadeniya <a href="http://www.edairy.lanka.lk/">http://www.edairy.lanka.lk/</a> <a href="http://names.dyndns.info/">http://names.dyndns.info/</a> <a href="http://www.edairy.lanka.blogspot.com">www.edairy.lanka.blogspot.com</a> (14.10.08 - 31.12.09)	Final version demonstrated, including touch screen layout. Digital content developed. E-learning course development ongoing. Launch held
P036	Office of the Regional Director of Health Services		Kegalle		(10.03.11 - 01.12.11)	

Appendix 5

**Projects Surveyed by Thematic Area, Type and Beneficiary Satisfaction Level**

Abbreviations: HS = Highly satisfied; S = Satisfied; LS = satisfied

Thematic Area	Projects in the Sample		HS (1)	S (2)	LS	% Satisfied (1)+(2)
Training & Capacity Building	C072	To help grassroots CSOs avail themselves of advancements in IT to strengthen activism, expand reach, augment longevity and impact of their projects and assist in the formulation of related initiatives.	75	25	0	100
	C147	Creating localised handbooks for Gnucash accounting package and provision of training to SMEs.	0	100	0	100
	sC06	Establishing an information center for empowerment of women	89	0	11	89
	sC07	e - Education centre to create learning opportunities for street children. English language skill development being the main focus.	75	25	0	100
	sC11	e-Learning Centre – Training English using ICT	58	42	0	100
	R002	Local language multimedia training for Open Office, Matara District	NR	NR	NR	NR
	R004	Teaching CBOs to publicise their initiatives in Unicode via newsletters locally and web globally in Tamil	33	67	0	100
	R005	Use of 3D movie making software	0	100	0	100
	R008	Provide e-learning facilities and training in English and IT based graphic design via 3d movie making software	0	100	0	100
	R016	Installing Tamil language software (including www.LAKapps.lk) with applications (developed under PAP 011) and training of coordinators to operate and maintain the software at each of 5 selected sites in Eastern Province	50	42	8.3	92
ICT Access to Learning	C002	Establishing an e-learning centre to enhance the education of children especially in English and ICT	0	83	17	83
	C016	Establishing an e-education centre and conducting programs for school children	83	17	0	100
	C019	Establishing a special education centre for disabled people in the area	100	0	0	100
	C043	Establishing an e-education centre to develop ICT and English language skills	17	83	0	100
	C069	e-Learning centre for school children and knowledge centre for farmers and general public	0	100	0	100
	sC08	e-Learning centre for school children and knowledge center for farmers and SMEs	0	100	0	100
	sC18	Establishing an e-education centre	50	50	0	100
	sC19	Development of a self learning web site on government exams held for recruitment & promotions.	0	100	0	100
	R009	Set up centres at Lunugala Colony e-Society & Miyanakandura e-Society	100	0	0	100
	R011	Partnership project with the special school. Training of teachers and sharing of learning through a workshop, visits and seminars and visit by local schools and teachers to the school.	33	67	0	0
	R015	Training in open office and use of English learning software	100	0	0	100
	R024	The English Language teaching Unit of the Wayamba University is situated in Makandura	58	42	0	100
ICT Access to Services	C046	To create a job bank that would collate information on job seekers and act as facilitator	42	50	8	92
	C064	e-Channelling centre to facilitate appointments	42	58	0.0	100

Thematic Area	Projects in the Sample	HS (1)	S (2)	LS	% Satisfied (1)+(2)
	with medical specialist while providing information to upgrade health of community				
	C084 Use of ICTs in improving markets for local coir products. Enhancing tourism industry through improving ICT literacy of community engaged in tourism and in developing websites for small hotels/ rest houses	50	50	0	100
	sC01 Mobile ICT center	25	75	0	100
	sC03 Establishing an e-learning centre for low skilled children	25	75	0	100
	sC04 Establishing an e-marketing network	33	67	0	100
	sC05 Establishing an e-marketing network and information center for kithul producers	50	42	8	92
	sC17 SMS information service	55	45	0	100
	R025 To promote Sri Lanka Job Bank (originated from a CAP project) in collaboration with Jobstreet.lk through existing collaboration with set of registered coordinators who are either Nenasala centres or internet cafes in most parts of the country.	NR	NR	NR	NR
ICT Income Generation	C025 Establishing an e-channelling centre	0	83	17	83
	C053 Set up agricultural information centre for growers of tea, cinnamon, rubber, and livestock farmers	25	75	0	100
	C080 To create an Agricultural data base and strengthen the agricultural extension services	67	33	0	100
	C088 Upgrading product quality and improving market linkages through ICTs	60	40	0	100
	C093 To provide information on improved seed varieties, low cost inputs and crop diversification	17	58	25	75
	C109 To give training to students on 2-D animation and to link them up with advertising companies.	25	75	0	100
	C119 Training for women entrepreneurs and documenting success stories	100	0	0	100
	C142 Web catalogue on 100 SMEs	NR	NR	NR	NR
	sC09 E-Marketing Center for Cinnamon Growers.	33	67	0	100
	R013 Online Job Bank to be promoted among Nenasalas and Samurdhi Officers in Anuradhapura, Badulla, Matale, Nuwara Eliya and Polonnaruwa Districts	NR	NR	NR	NR
	R027 Establishment of accounting package in 30 business entities	0	0	67	0
	R028 Provision of training and awareness to SMEs on use of accounting package and business material. Targeting approximately 40 SMEs	8	92	0	100
ICT for the Disabled or Elderly	C034 Remote medical consultation	67	33	0	100
	sC14 To train disabled youth & children to use basic ICT applications, using HAL technique, digital talking books & other disability products.	25	75	0	100
	sC16 To strengthen communication among the deaf through video conference facilities	42	58	0	100
	R001 Use of sign language dictionary and learning software for hearing impaired.	17	83	0	100
	R003 ICT for people with hearing impairment: 5 schools for the hearing impaired	33	67	0	100
Peace	C041 Establishing an e-education & information centre to promote peace through information sharing.	0	50	50	50
	C110 To develop bi-lingual web site for students, employees & elders to promote Tamil-Sinhala language learning while building peace.	0	100	0	100
Environment & Conservation	C116 To support students to conduct environment projects and develop environment related content.	NR	NR	NR	NR



Thematic Area	Projects in the Sample		HS (1)	S (2)	LS	% Satisfied (1)+(2)
	sC13	A website will be developed to promote eco-tourism in the area.	17	83	0	100
Indigenous Knowledge	C121	To conserve traditional technique of Ola leaf writing. "Veda Poth", "Yanthra-Manthra" in ancient contents will be digitized.	NR	NR	NR	NR
	C135	Conventional dairy management info centre & telephone exchange service for the dairy farmers.	25	75	0	100
	sC15	Launching of Website ( <a href="http://www.shanthikarma.org">www.shanthikarma.org</a> ) & establishment of ICT Centre to provide IT & English knowledge to villagers	92	8	0	100
Capacity Building	P011	Facilitate wider access to the Internet through a local language enabled, user friendly interface	17	83	0	100
	P016	Establishing Sustainable Kitul, Rice and Jak Production Communities Through Innovation and Integrated use of ICT.	33	67	0	100
Local Content	P001	Information accessibility for the print disabled through the production of digital talking books.	NR	NR	NR	NR
	P009	Improving health conditions of estate women & children through local language content creation & participatory capacity building	8	92	0	100
	P018	Vidunena Project aims to put the entire A/L science syllabus on the web.	NR	NR	NR	NR
	P022	SME Empowerment Develop and disseminate e-learning materials in online (web based) and offline (CD/DVD).	75	25	0	100
e-Services	P010	Development of computer aided teaching methods for impaired children including Sinhala language text to Braille software	17	83	0	100
	P029	Agricultural Entrepreneurship Center.	NR	NR	NR	NR
	P031	Creation of content related to dairy/livestock farming, deployment of content through a network of touch screens and an SMS enabled farmer support/monitoring system.	0	100	0	100
	P036	Electronic Patient Record System	33	67	0	100
Innovative Communication	P007	Development of a low cost maintenance free solution for environmental disaster mitigation through text display of messages transmitted via FM radio	NR	NR	NR	NR
	P021	Creating an online mentoring network.	NR	NR	NR	NR
	P025	Happy Life: Fully integrated sexual & reproductive health information & counselling service	100	0	0	100
Gender	P005	Documenting incidences of violence against women and empowering women using ICT	0	100	0	100
ICT for Peace	-	-				

Appendix 6

**RAP Projects Analysis for Replication Location Index: Basic Data  
(i) As of 31 December 2011**

Project Code	Project Nature (see Table below)	Tele-centre	Government Institutions	Private Institutions	Development Partners	NGOs
R001	1					X
R002	2			X		
R003	1					X
R004	3			X		
R005	4			X		
R006	5			X		
R007	6					X
R008	6					X
R009	7					X
R010	8			X		
R011	1					X
R012	9			X		
R013	10			X		
R014	5			X		
R015	5					X
R016	11			X		
R017	12			X		
R018	13			X		
R019	1					X
R020	9	X				
R021	5					X
R022	14			X		
R023	5					X
R024	6		X			
R025	10			X		
R026	15					X
R027	9		X			
R028	9			X		
R029	16			X		
R030	17			X		
R031	18	X				
R032	18	X				
R033	4			X		
R034	5			X		
R035	19			X		
R036	20	X				
R037	21			X		
R038	22			X		
R039	16			X		
R040	21		X			

Source: RAP Dashboard, ICTA

### (ii) Project Nature Code

Code	Project Type
1	ICT for Disable people (Hearing impaired, Blind, Deaf)
2	Local language multimedia training for open office
3	Provide training for CBOs to publicize their initiatives in UNICODE
4	Use of 3D movie making software
5	e-learning contents for students / young school leavers / public
6	Establishment of e-learning centre and Provide facilities and training
7	Set-up of e- society centres
8	Replication of impaired aid suite
9	Provide training on an accounting package for SMEs
10	Establishment of on-line job bank
11	Installing, training and operating of Tamil software, keyboards and applications
12	Using computer software for music composing and held music composing competitions
13	Awareness on the small bizlanka model among the rural SMEs and provide marketing assistance
14	Development of text display of messages via FM radio
15	Establishment of SMS based information centre for education development and livelihood enhancement
16	Re-purposing of eSDI content on to a model platform to increase accessibility
17	Open Office spreadsheets and SME business management content to SMEs
18	Information dissemination via SMS
19	Awareness on women's rights and online quiz competition
20	Usage of photosynth to create digital walk through of historical sites
21	Training on e-Art will be provided for students and organization competitions
22	Remote medical consultation

