FIGURE 1 - TELECENTRE IMPACT ASSESSMENT METHODOLOGY

PRE / START-UP

POVERTY REDUCTION

- INDUCED
- INDIRECT
- DIRECT

IMPACTS

PRIVATE SECTOR

- DIRECT
- INDIRECT
- INDUCED

SUSTAINABILITY

PRE / START-UP

IMPACT ASSESSMENT QUESTIONS:

- USERS / BENEFICIARIES
- MARKETS
- % OF WOMEN
- OUTREACH PROGRAMS
- VOLUNTEER SUPPORT PROGRAMS
- "TRAIN THE TRAINER" PROGRAMS
- % OF PRIVATE SECTOR CLIENTS
- PRIVATE SECTOR USES
- AWARENESS AND OUTREACH PROGRAMS
- AFFECT ON TELECOM.
- % OF COSTS FROM OPERATING REVENUE
- MILESTONES / GOALS
- STAKEHOLDERS
- NUMBER OF CLIENTS
- LOCAL GOVERNMENT ROLE IN PLANNING

- SECTORAL BENEFICIARIES
- GROUPS LEAST LIKELY TO BENEFIT
- "START-UPS" HATCHED
- CHANGE IN USAGE FOR BUSINESSES
- MOST USAGE PER SECTOR, FREQUENCY OF SERVICES
- EFFECTS OF PRIVATIZATION
- AFFECT ON TELECOM.
- % OF COSTS FROM OPERATING REVENUE / SERVICES GENERATING THE MOST REVENUE
- ADOPTION
- MOST / LEAST SUSTAINABLE SERVICES
- FUTURE SUSTAINABILITY
- LOCAL GOVERNMENT PARTICIPATION
- MANAGEMENT / OWNERSHIP AND FISCAL REGIME

- IMPACT ON POVERTY ALLEVIATION (CS)
- COMPARE TO ANOTHER COMMUNITY
- AFFECT ON OPERATING LIFE
- "START-UPS" ESTABLISHED
- AFFECT ON TELECOM.
- CONTINUATION
- LOCAL GOVERNMENT IMPACT

EARLY IMPACT	MEDIUM TERM IMPACT	LONG TERM IMPACT

TIME INTERVAL

IMPACT ASSESSMENT TOOLS:

- NEEDS ASSESSMENT
- FOCUS GROUPS
- KEY INFORMANT INTERVIEWS
- USER SURVEYS
- FILE REVIEW
- LEARNING SYSTEMS

- FOCUS GROUPS
- KEY INFORMANT INTERVIEWS
- FILE / SURVEY DATA ANALYSIS

- CASE STUDY
- MATCHED PAIR ASSESSMENT
- FILE REVIEW