Design and Pilot of DTCI Impact Assessment Methodology

Digital Transformation Centres Initiative (DTCI)

Date: 11th June 2025
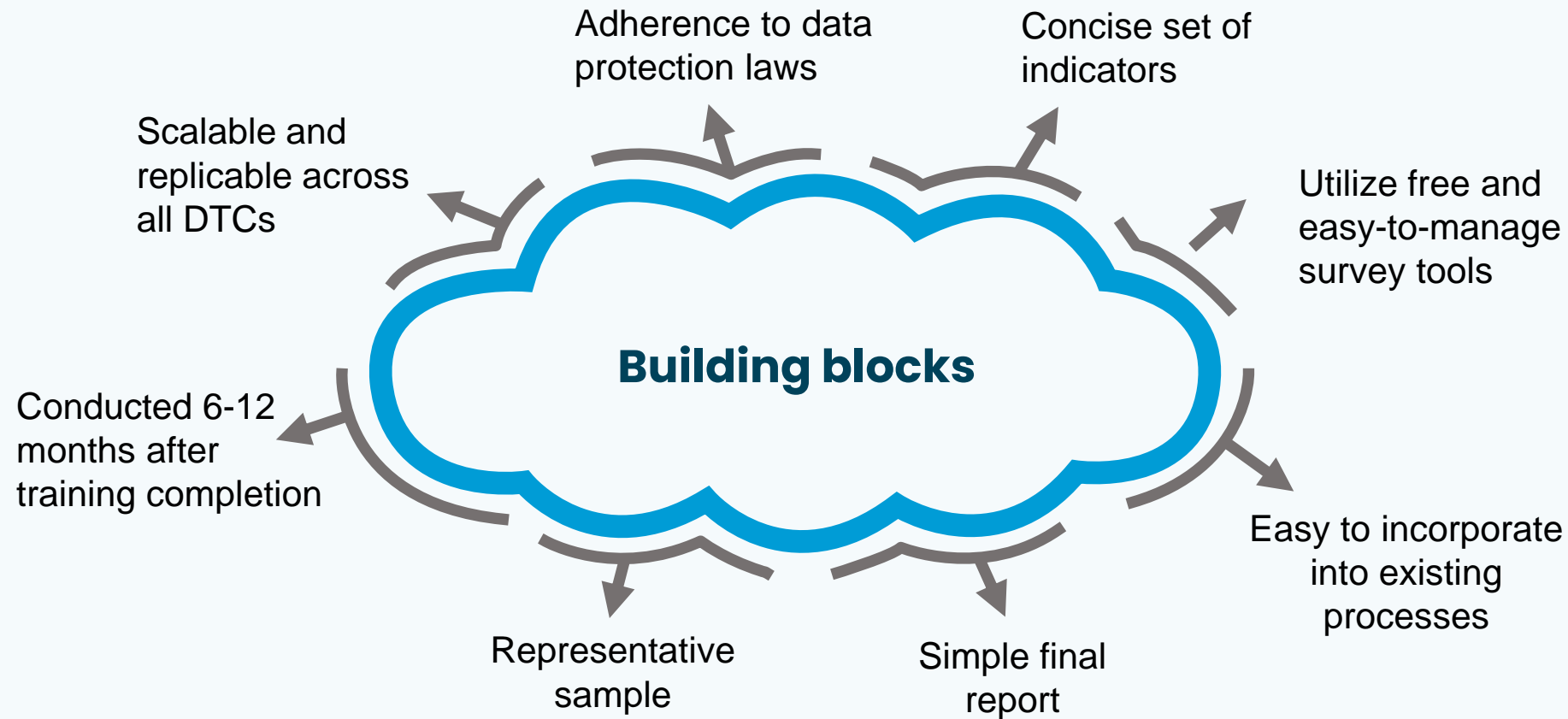
Context of the assessment

- There is limited information on training impact

- DTCs have requested for support to conduct follow-up impact assessments

- Initiative proposes support to DTCs to conduct low-cost, scalable impact assessments.

- UICT selected for pilot impact assessment in 2025.

Challenges to conducting follow-up impact assessments

- Focus on outputs rather than outcomes

- Cost of undertaking the assessment

- Low prioritisation of impact assessment

- Absence of standardised methodology and tools for DTCs

- Absence of standardised/recommended indicators for DTCs

Proposed methodology: Building blocks

Adherence to data protection laws

Concise set of indicators

Scalable and replicable across all DTCs

Utilize free and easy-to-manage survey tools

Building blocks

Conducted 6-12 months after training completion

Easy to incorporate into existing processes

Representative sample

Simple final report

Methodology Option 1: Enumerator-led surveys

✓ Involves trained enumerators conducting surveys (telephone interviews or face-to-face)
✓ Recommended for DTCs considering that some respondents may have difficulty understanding the questions or navigating an online survey platform independently
✓ To minimize costs, DTCs are encouraged to use their trainers

✅ High reliability and data quality due to enumerator guidance

✅ Better response rates

✅ Enumerators can clarify questions and ensure responses are complete

❌ Resource-intensive method as it requires significant human and financial resources

Methodology Option 2: Self-administered surveys

✓ Fully automated process
✓ Survey links are shared with respondents
✓ Respondents access the survey submit their responses without assistance

✅ Least expensive method for data collection

✅ Easy to deploy, especially for large participant pools

✅ Convenient for respondents to complete the survey at their own pace

❌ High potential for low response rates and incomplete responses

❌ Data quality may suffer if respondents do not provide accurate responses.

❌ Limited ability to reach participants who lack Internet access or the competency to complete a survey unaided

Methodology Option 3: Hybrid of assisted and self-administered survey

- ✓ Share survey link for respondents to complete the questionnaire independently
- ✓ Identify non-respondents
- ✓ Follow-up with non-respondents and provide targeted support

✅ Lower cost compared to fully enumerator-assisted surveys

✅ Improves response rates by targeting non-respondents

✅ Allows DTCs to allocate resources more strategically by focusing on non-respondents

❌ Data quality from self-administered surveys may be lower if respondents misunderstand

❌ Requires coordination and monitoring to track which participants need follow-up

❌ Time consuming

Key indicators

✓ Unemployment rate of respondents

✓ Proportion of respondents who transitioned from unemployment to employment or achieved better job opportunities post-training

✓ Proportion of respondents who, after completing the training, acquired additional digital skills through further training, education, or certifications.

✓ Proportion of individuals using the Internet by sex and age group

✓ Proportion of respondents reporting greater confidence in their ability to use digital tools and technologies effectively

Indicators for Digital Skills Competency Areas

Competency area	Number of indicators
Information and data literacy	3
Communication and collaboration	3
Digital content creation	3
Safety	2
Problem solving	3

Roles and expectations

ITU

→ Develop standardized survey tools, methodologies, and templates

→ Offer training support to DTCs

→ Provide independent review and feedback on the draft reports to improve objectivity

→ Organize knowledge-sharing sessions among DTCs to exchange best practices, challenges, and lessons learned

DTCs

→ Organize and implement the survey

→ Ensure adherence to standardized methodologies

→ Utilize local staff, trainers, and enumerators

→ Ensure compliance with data protection laws

→ Share outcomes with ITU and other DTCs

Work done and next steps

Complete the first pilot with UICT by June 30

Support at least 1 additional DTC to implement the assessment

Gather lessons from the all pilots

Refine methodology and tools

Share finalised methodology and tools with DTCs

Thank you!

Q&A