

FACIL-ICT Ghana

Facilitating the Interaction between Citizens and Local Governments through Information Communication Technology (FACIL-ICT) - A Pilot project in the Nsawam/Adoagyiri and Suhum Municipalities in Ghana

Implemented by the Centre for Planning and Evaluation of Social Services (ZPE) in partnership with the Department of Social Informatics, University of Siegen, (Germany)

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Outline



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Objectives

- i. to assess the state of discourse of digitization in local governance, and civic participation to enhance the development of ICT tools to disseminate information in relation to health and social welfare services more broadly to rural communities
- ii. to collect and analyse data on the interactions between citizens and local government structures through Information and Communication Technology (ICT) in Ghana
- iii. to develop concrete possibilities for the use of ICTs tool in the field of social welfare and health services in dispersed rural communities in Ghana

Guiding Questions

- i. To what extent does empirical evidence reveal the impact of digitization on the decision-making process at the local level?
- ii. what evidence is available on the state of digitization of both the public and local governments in Ghana?
- iii. What opportunities and risks are associated with digital media possibilities concerning civic participation in local development and decision-making processes?

Project structure

The project is divided into three phases with the following timeframe, program, and task

Phases	Timeframe	Program	Task
Phase I	June 2021 -September 2021	Desk-based scoping and baseline study	Provide a comprehensive understanding of the subject, identify potential research gaps, and inform the detail, scope, and methodology of the project.
Phase II	October 2021 - June 2021	Stakeholder consultation, data collection, and validation workshops	Empirical studies - Collect and analyze data in Nsawam-Adoagyiri and Suhum municipalities through interviews, questionnaires, and focused group discussions.
Phase III	July 2022 - June 2023	Community workshops in Nsawam-Adoagyiri and Suhum municipalities	Conduct community workshops in Nsawam-Adoagyiri and Suhum municipalities to create awareness and to foster concrete possibilities for the use of ICTs in the field of social welfare and health services in the communities

Map of Ghana



The research setting

- | Pilot study in two municipalities – **Nsawam-Adoagyiri** and **Suhum** in the **EASTERN REGION** of Ghana
- | Nsawam-Adoagyiri is a peri-urban settlement while Suhum depicts a rural dispersed community
- | Although Nsawam-Adoagyiri is described as a peri-urban community, several rural settlements and hamlets are located within the municipality
- | Urban communities in Suhum municipality take 47.5% of the Municipal population against 52.5% for the rural areas making it generally a rural community in terms of population distribution.



Methodology

- **Approach:** Case study design with mixed methodological approach
- **Sampling Procedure:** Purposive
- **Targeted population:** Local government officials (coordinating director /assembly members, social welfare/ health officers, ICT coordinator),community-based organizations (CSOs) and heads of households.
- **Mode of data collection:** Stakeholder consultation, Questionnaire, Validation workshops (FGD)

Data Collection

- knowledge of the functioning of local government and the current discourse on e-governance and digital participation in the municipality
- Digital inclusion, general knowledge in ICT tools and usage
- Digital Literacy, internet connectivity, access and impact of digitization on the decision-making process at the local level
- Existing system, practices and recommendations
- Recommendations on effective use of ICT to facilitate two-way communication between rural communities and local government functionaries on health and social welfare services

Preview of Data

Questionnaire has been administered to 837 respondents in 24 rural communities within the two municipalities

433 respondents representing 51.7% are females whereas 404% representing 48.3% are males

Category of respondents

Category of repondents	Frequency	Percentage
Local government Officials	37	4.4
Heads of Households	151	18
Community based organizations (CSOs)	6	0.8
Members of the community	643	78.6

Thank you for your attention