

## Innovation Dialogues Europe Africa D4D Hub Project



# Methodology M&E Framework Monitoring & Evaluation

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## COVER PAGE

Deliverable D2.5

Methodology for Monitoring, Learning and Evaluation

Work Package 2: Pooling of challenges and engaging stakeholders

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Leader: betterplace lab

Author: Isabel Gahren (betterplace lab)

## Contributors

Name, Organisation
Isabel Gahren, betterplace lab gGmbH

## Revision History

Version	Date	Reviewer	Modifications
1.0	August 2022	Lucrezia Biteete	Incorporating feedback of the consortium partners
2.0	October 2022	Consortium	Adapted after the Innovation Days in Mozambique
3.0	November 2022	Lucrezia Biteete	Incorporating Feedback after draft 2.0

*The IDEA D4D Hub project is funded under the Horizon 2020 Programme. With a duration of 22 months starting in December 2021, it seeks to strengthen the capacity of civil society organisations and academia in Africa to participate in a meaningful dialogue around inclusive digital transformation. It is implemented by 5 partners: betterplace lab, Enabel, Expertise France, GIZ and Smart Africa Secretariat.*

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# Introduction

This report sets forth the methodology of the Work Package 2 task: Monitoring of the activities and their evaluation. The methodology suggests a mixture of qualitative and quantitative methods to gather data and relevant information about the acceptance and success of this project.

The monitoring and evaluation of the project has the following objectives:

1. Measure the impact of the activities undertaken under the project
2. Gather lessons learned on the approach, methodology and other lessons, in particular on work with civil society and academia, the innovation ecosystems, human centric digital transformation as well as Europe-Africa collaboration

The IDEA D4D Hub project aims to strengthen the capacities of a specific stakeholder group, civil society and academia, in order to enable their participation in the digital transformation in their country and beyond. In addition, it aims to establish Europe-Africa collaboration and jointly co-create solutions to digital transformation challenges. During the course of the 22 month login project, a series of activities will be conducted that aim to create the desired impact.

As this is a pilot project, the implementing consortium is constantly developing and reiterating approaches, as piloting and prototyping the methodology is in itself a goal of the project. It will be tested in 4-5 countries that have ecosystems of very different levels of maturity, and that are located in different regions and speak different languages (Mozambique, Burkina Faso, Tunisia, Morocco, Uganda).

This also means that impact indicators that have been established prior to the project would need to be reevaluated if the impact indicators are helpful to determine the success of the project or whether they are actually considering the results and success desired by the stakeholders of the different countries. For instance, the current political climate in one country might make it necessary to reconsider collaboration with certain European organisations or institutional bodies.

Therefore, we aim to keep a bottom up and needs based approach to what the civil society and academia stakeholders in the different countries actually consider worthwhile for their digital inclusion. This might not change the way we monitor the activities. However, it might need to make it necessary to reassess and reformulate certain impact indicators, as the consortium has tried to come up with in the Chapter dealing with the Impact Indicators on page 17.

As the task per original proposal would have foreseen to monitor the activities in WP2 only, referring to the Innovation Days, the consortium decided to also monitor the activities of WP1 (workshops). The monitoring of communication and dissemination activities are not included in this report, as key results are captured in the EU Portal

# Overall Objectives of the Project Innovation Dialogues



The IDEA D4D HUB project supports digital transformation processes in Africa with the aim to ensure that this digital transformation is based on values, needs and expectations of the society and ensure that key challenges hindering a human-centred digital transformation are addressed through joint multi-stakeholder research and innovation. To achieve this, the project follows a multiple stakeholder approach engaging civil society, academia, and puts special emphasis on strengthening the capacities of civil society and academia in Africa. The set of activities, giving special attention to the engagement of female participants, consists of:

- 1) Capacity building activities for civil society and academia incl. workshops;
- 2) Pooling of challenges and the joint development of corresponding innovation at so called Innovation Days with all relevant stakeholders (private and public sector, civil society, academia, think tanks);
- 3) Creating synergies with other **EU support activities**, like the Digital for Development (D4D) Hub and other ICT58 projects as well as D4D Hub related activities under INTPA A2 and F5.

The following two tables outline the content on M&E that were included in the original proposal for the IDEA D4D Hub Project:

**Sub-objective 1 (WP1):** To strengthen the capacity of civil society to participate in the development of an inclusive and sustainable digital economy and human-centric digital transformation that safeguards democratic values and rights in the interaction between citizens and technology.

Outputs:

- Identification of relevant civil society / academia topics;
- Organisation of 4 topic-specific workshops;
- Strengthening the participation of African civil society and academia on related topics.

**Sub-objective 2 (WP2):** To pool the challenges that society is facing in digital transformation to tackle them in the process of ICT research and innovation, and to facilitate practical collaborations between key stakeholders of the digital economy and society to boost the development of new strategic partnerships and collaboration for joint digital social innovation.

Outputs:

- Screening of different intercontinental stakeholders that include civil society, academia, private- and public sector;
- Selection of the most outstanding societal challenges in digitalisation;
- 4 Innovation Days with 280 participants in total;
- Monitoring of the activities.

**Sub-objective 3 (WP3):** To maximise the impact of the project by disseminating the results, promoting the multiple stakeholders and their ICT and digital economy and society related initiatives to the wider public, as well as to promote different cooperation and financing opportunities.

Outputs:

- Development of a dissemination and communication strategy and toolkit.
- Raising awareness about the project, its activities, cooperation and financing opportunities.
- Attracting participants and engaging stakeholders.
- Disseminating the project results and results of similar AU and EU support initiatives.
- Creating synergies between the initiatives to ensure the sustainability of the ideas developed in WP2.
- Creating a sustainability and exploitation strategy for the project.

**Sub-objective 4 (WP4):** To ensure the smooth overall project management (costs, time, results) with an emphasis on meeting the EC requirements (concerning reports, formal reviews).

Outputs:

- Administrative and financial project management.
- Internal communication and quality assurance.

This table shows the overall IDEA D4D Hub actions and its indicators for achieving the impact.

Expected scope		IDEA D4D HUB actions and indicators for achieving the impact		Impacts
<b>Scope:</b> Boost inter-African and African-European multi-stakeholder dialogue and collaboration in the digital economy through a) supporting and strengthening the role of stakeholders, more precisely civil society and academia, to engage actively in the dialogues on digital transformation; b) supporting the development of innovative and multi-stakeholder digital innovations as a response to societal challenges arising through the digital transformation.				
Operational objectives	Actions	Output indicators	Impacts	
<b>WP1 Capacity building</b> Strengthen the capacity of civil society and academia to participate in the development of an inclusive and sustainable digital economy and human-centric digital transformation that safeguards democratic values and rights in the interaction between citizens and technology.	Identify <b>relevant civil society topics</b> and organise <b>topic-specific workshops to strengthen capacities. Initiate intra-community debate</b> for positioning which will help to <b>strengthen the participation of African civil society</b> in European-African dialogue on digital transformation. Supporting and strengthening the role	Organisation of 4 topic-specific workshops in selected African countries with up to 20 participants each (up to 80 participants in total) to strengthen the capacity of African civil society to participate in European-African initiatives	<ul style="list-style-type: none"><li>• 40 CSO and/or academia representative are engaged and participating in societal debates for human-centric digital transformation</li><li>• 16 new ICT multiple-stakeholder and/or transcontinental (EU-Africa) research innovation initiatives collaboration aiming for inclusive human-centric</li></ul>	

	of stakeholders, more precisely civil society and academia, to engage actively in the dialogues.		
<b>WP2 Engage and monitor</b> Identify the societal challenges that stakeholders are facing in digital transformation (e.g. affordability, digital rights, closing the digital gender divide, etc.) and facilitate practical ICT research and innovation by bringing together key stakeholders of the digital economy through the organisation of Innovation Days partnerships to boost the development of new strategic partnerships and collaboration ideas for digital social innovation.	<b>Map the stakeholders</b> and launch an open call to <b>identify ICT-related challenges nationally and regionally</b> , based on which, <b>Innovation Days</b> will be organised to co-create and ideate potential <b>solutions to these challenges</b> and <b>foster national, regional and transcontinental cooperation between stakeholders</b> to launch these initiatives. <b>Monitoring</b> of the impact of these activities	Open Call to identify the most pressing ICT/digitalisation challenges in African societies.  4 Innovation Days with 280 participants in total each to engage civil society and academia together with other digital economy key stakeholders, find mutual interests, foster collaboration and tackle societal challenges  Dissemination and communication activities to promote the D4D and Africa Connect activities and ICT-58 Innovation Action project.	digital solutions considering societal challenges and deploying digital technologies (as a result of Innovation Days); <ul style="list-style-type: none"> <li>• 5 joint EU-Africa Horizon Europe project applications submitted as a result of the activities;</li> <li>• The 5 most pressing challenges identified by the project will be followed up by the D4D Hub partners including Enabel and GIZ at the upcoming D4D Hub activities (such as workshops) that will contribute to the implementation of human-centred digital transformation;</li> <li>• 10 strategic, institutional partnerships between African and European organizations are established;</li> <li>• Equal engagement of all stakeholders including gender balance where possible.;</li> <li>• At least 5 EU-Africa collaboration initiatives to further enhance the participation of African women in ICT/digitalisation research and innovation;</li> <li>• Synergies between EU-Africa initiatives (D4D, Africa Connect, ICT-58 IA project).</li> </ul>
<b>WP3 Disseminate and sustain</b> Maximise the impact of the project by disseminating the results, promoting the multiple stakeholders and their ICT and digital economy related initiatives to the wider public, as well as promoting different cooperation and financing opportunities.	Develop a dissemination and communication strategy to <b>raise awareness about the project, cooperation and financing opportunities</b> and <b>create synergies</b> . Develop <b>exploitation strategy</b> .		

Table : Idea D4D Hub actions and indicators for achieving the impact, Project Proposal, P. 24,ff.

# Objectives of WP1

The objective of WP 1 is to strengthen the capacities of civil society. As civil society organisations are critical stakeholders in the development of digital society, WP1 of the project is concentrating on strengthening the capacity of civil society and academia to participate in the development of an inclusive and sustainable digital economy and society and human-centric digital transformation that safeguards democratic values and rights in the interaction between citizens and technology.

Four workshops on relevant civil society topics will be organised in four different African countries (Mozambique, Burkina Faso, Uganda, Morocco/Tunisia), e.g. digital rights, the gender digital divide, fair and competitive digital / data economy, etc. Prior to these workshops, topics of relevance will be enquired via a survey from civil society organisations, universities, research centres and think tanks, to align the workshop content to local needs and to prepare participants for the project activities and allow early engagement.

## Specific objectives:

1. To **strengthen the capacity of civil society** to participate in the development of an inclusive and sustainable digital economy and human-centric digital transformation
2. The **development** of an **inclusive** and **sustainable digital economy** and **human-centric digital transformation**
3. To ensure that this **digital transformation** safeguards **democratic values** and **rights** in the interaction between **citizens and technology**.

## This includes the following tasks as per original proposal:

- 1.T1.1.Identify relevant civil society topics and organise topic-specific workshops to strengthen capacities.
2. T1.2. Initiate intra-community debate for positioning which will help to strengthen the participation of African civil society in European-African dialogue on digital transformation.
3. T1.3. Supporting and strengthening the role of stakeholders, more precisely civil society and academia, to engage actively in the dialogues.

This work package is led by Expertise France and supported by betterplace lab (BPL).

# Objectives of WP2

The objective of WP2 is to pool the challenges that civil society is facing in digital transformation to tackle them in the process of ICT research and innovation, and to facilitate practical collaborations between key stakeholders of the digital economy and society to boost the development of new strategic partnerships and collaboration for joint digital social innovation.

## Specific objectives:



1. To ensure that digital transformation serves the public interest by putting values, needs and general interests of society at the centre of the digital transformation.
2. To ensure that key challenges hindering a human-centred digital transformation (e.g. unequal access to digital opportunities, human rights risks, digital gender gap, etc.) are addressed through multi-stakeholder co-created research and innovation initiatives.
3. To facilitate practical collaborations between key stakeholders of the digital economy and society to boost the development of new strategic partnerships and collaboration for joint digital solutions.

The WP is led by Enabel, with the implementing support of betterplace lab (BPL) in the first and last activities. The main output of WP2 is that “Key challenges for human-centric digital transformation in the partner countries have been identified and innovative solutions have been co-created”.

This includes the following tasks as per original proposal:

1. T2.1: Stakeholders Identification: Stakeholders active and relevant in value driven, human centred digital transformation have been identified
2. T2.2: Selection of challenges: Challenges towards a value-driven, needs-based and human-centred digital transformation are selected
3. T2.3: Methodology of the Innovation Days
4. T2.4: Innovation Days: 4 hybrid Innovation Days with AU and EU participants (Morocco, Burkina Faso, Uganda, Moz)\*
5. T2.5: Monitoring of the Innovation Days

The Expected Impact of the project is to **foster coordination between actions taken in Africa and the EU by boosting inter-African and African-European multi-stakeholder dialogue and collaboration in the digital economy and society.**

## Expected Impact

**The expected impacts of the project are:**

- Strengthening cooperative research and innovation linkages;
- Reinforced international dimension of the ICT and Innovation aspects of Horizon 2020 and contribution to the implementation of the EC Digital for Development strategy;
- Reinforcement of strategic partnerships between EU and Africa in ICT areas of mutual interest;

**Further impacts:**

- The co-creation of human-centric digital and innovative solutions through engagement of civil society and academia in responsible ICT/digitalisation research

and innovation incl. affordability of telecommunication, fare ICT conditions, digital inclusion, data protection, human rights; digital gender divide;

- Strengthen the capacities of civil society and academia on ICT issues and societal challenges for digital transformation to ensure a stronger role of these key actors and the national, regional and transcontinental dialogue on digital transformation;
- Innovative partnerships and cooperation between multiple European and African stakeholders that will contribute to solving current societal, economic and ecological challenges;
- Sustainable national and international research and innovation actions that last beyond the lifetime of the project.

## Methodology proposed for monitoring and evaluating the impact of the project



Source: Phineo, social impact navigator,

<https://www.social-impact-navigator.org/planning-impact/defining-social-impact/>

To be able to evaluate the impact and success of this project, this report suggests a methodology consisting of a variety of methods that can respond to both outputs and outcomes. The impact measurement is not at the focus of this M&E Methodology, yet it is important to monitor and evaluate if any societal changes stem from the implementation of this project. By achieving the impact indicators of this project, we can assume that the desired societal changes will come into effect eventually. For this to happen, it is important that the project has a sustainable effect by fostering and enhancing the long lasting collaborations that this project seeks to initiate.

Our approach of the impact evaluation will implement a set of qualitative and quantitative data collection methods, such as questionnaires, individual and experts interviews, as well as focus group interviews to analyse whether our project has achieved its goals. Quantitative data will be collected primarily via surveys and shorter questionnaires, as well as the determining the number of participants of the implemented activities. Through monitoring the activities and collecting the data for evaluation with the above described methods, we aim to evaluate the project in a formative and summative way. With the iterative methods used for data collection past any activity we hope to improve the subsequent activity or the similar activity in another country. The formative approach can help us focus on the processes of our program and developing and reiterating them with the feedback incorporated. The summative evaluation at the end of our intervention and activities in one country will allow us to focus on the project's outcome for the concluded cycle in the specific country.

Even though the intended impact indicators and outcomes are already described, we still argue for an open approach, also known as “developmental evaluation” that recognizes that outcomes will emerge and change as the program moves forward. Assuming that predefined outcomes might limit our vision, this developmental approach will support our ability to respond to accounts that are beyond or out of our project's control. It enables us to quickly adapt and to respond strategically. This is already the case when we implement learning from the project cycle in Mozambique with all three planned activities recently concluded.

The feedback gathered at the Innovation Day in Mozambique as well as the results of the collaboration between participants from EU and Africa enabled us to adapt the concept of the Innovation Day in the following country, Burkina Faso. This approach allows us to respond with adapted strategies. So for instance, the comparatively low ratio of women's participation at the workshop in Mozambique led to different stakeholder selection and invitation management for the Innovation Day in Maputo that resulted in a higher ratio of women's participation at the Innovation Day. Also, the approach was adapted in the next country of the activities, Burkina Faso where already more women (40% compared to 10% in Mozambique) visited the workshop for CSOs in Ouagadougou.

Last but not least, we intend to use a blend of “outcome harvesting” and a ‘developmental evaluation’ approach as a possible way to evaluate any new emerging outcomes that might or might not have been foreseen and intended. If we detect any further or different outcomes to the ones foreseen that have occurred we will analyse how the programme contributed to those changes. We will gather the information by reviewing reports, evaluations, press releases or through interviews, surveys and any other relevant sources.

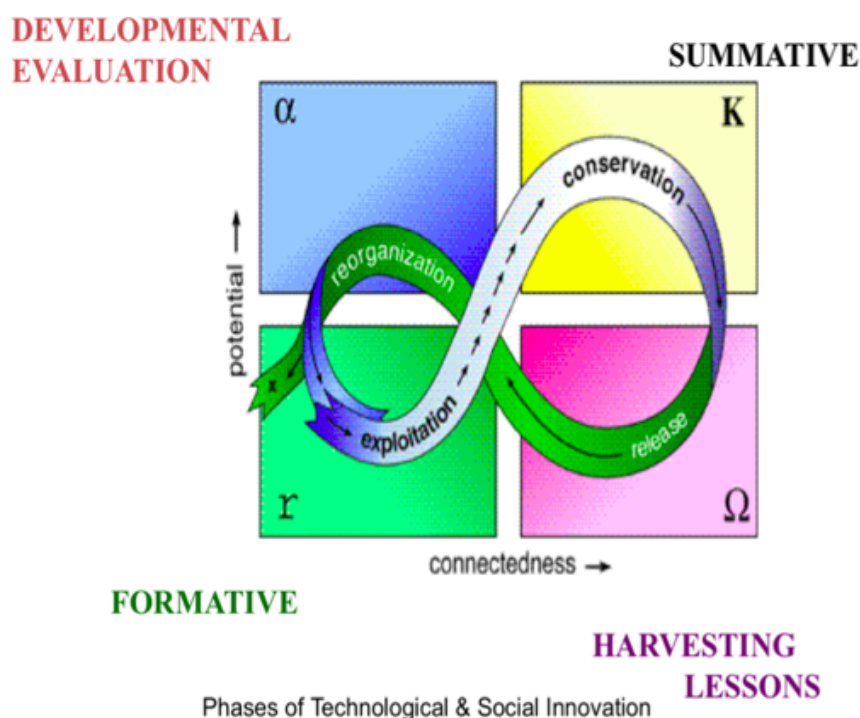
As written in the Introduction, our project is of a piloting character with constant incorporating feedback that leads to reiterating and developing new approaches. Outcome Harvesting as well as Developmental Evaluation allows us to learn and incorporate changes quickly, seeking to respond strategically.

This also means that impact indicators that have been established prior to the project would need to be reevaluated if the impact indicators are helpful to determine the success of the project or whether they are actually considering the results and success desired by the stakeholders of the different countries. For instance, the current political climate in one country might make it necessary to reconsider collaboration with certain European organisations or institutional bodies.

Michael Quinn Patton explains the concept of Developmental evaluation for further understanding and describe its characteristics:<sup>1</sup>

- Complexity-based, supporting innovation and adaptation
- Provides feedback, generating learning and direction changes in real time
- Evolves as new measures and monitoring mechanisms are developed as goals emerge and change
- Captures system dynamics, interdependencies, and emergent interconnections
- Aims to develop context-specific understandings to inform ongoing innovations
- Draws from innovators' values and commitment to learning as a key to accountability
- Enhances ability to respond to things out of program control, stay in touch with developments on the ground, and to respond strategically

Developmental evaluation differs from formative or summative evaluations in that the aim is not program improvement or to demonstrate that a program has been impactful at the closure of a program. Instead, developmental evaluations serve an integral leadership function, which includes a results- and learning-oriented approach to testing programs or organisational realities. Other names commonly used include real time, emergent, action, or adaptive evaluation. See graph below.”



## Task as per original proposal

“The task is dedicated to the monitoring of the WP 2 activities and ICT-related initiatives of the targeted stakeholders of the project. For that an evaluation questionnaire will be

<sup>1</sup> Patton, Michael Wuinn (2012): “Developmental Evaluation: Applying complexity concepts to enhance innovation and use”, <https://edepot.wur.nl/216077>

prepared to assess the impact caused by the WP 2 activities and attitudes towards the multi-stakeholder approach in ICT research and innovation process. The questionnaires will be filled in by the participants shortly after the Innovation Days. As all stakeholders are related to various ICT initiatives also beyond the current project the questionnaires are a valuable source of information to understand also the challenges the stakeholders have beyond the project activities.”

## Monitoring of the activities of WP 1

### 1. Workshops

However, the consortium discussed the inclusion of monitoring the activities from WP 1 as this could provide more insight into the development of the program and how it fits to the selected participants needs.

The first important deliverable is the stakeholder identification, which leads to the indicator:

- 40 CSO and/or academia representative are engaged and participating in societal debates for human-centric digital transformation (see attached Monitoring Matrix, column H, line 10/11)

Prior to the workshops, at least 20 CSOs per country are identified and invited to participate in the topic-specific workshops, which leads to the output indicator:

- Organisation of 4 topic-specific workshops in selected African countries with up to 20 participants each (up to 80 CSOs & academia in a total of five countries) to strengthen the capacity of African civil society to participate in European-African initiatives

The workshops are an important part of strengthening the capacities of CSOs by identifying their challenges with regard to an inclusive digital transformation.

To understand their needs and interests, as well as challenges, the identified civil society organisations, as well as academia are asked to fill out a survey as the first step of the involvement of the project that gives already certain information about hurdles and obstacles with regard to an inclusive and human centred digital transformation and hence, possible topics to be addressed at the workshops with CSOs and academia. From this, a list of workshop topics is compiled which are to be further developed in the course of the workshops and the following capacity building activities.

The workshops are tackling important issues for CSOs to take part in the digital transformation. To gather important information about their feedback, and to determine whether the methods used serve their progress and specific purpose, a questionnaire will be developed and sent out to the workshop participants after the workshop within approximately a few days to a week after the workshop. Failing to send out the survey in time might lead to a low response rate of the participants and hence, losing them in the process of engagement with regard to the innovation days. Alternatively, if a low response rate is already anticipated (e.g. if the response rate prior to the workshop was low) a feedback form could also be provided at the workshop directly.

The advantage of sending out the feedback questionnaire after the workshop would allow it to include questions about the topics and needs identified in the workshop. It would also allow to set a baseline to evaluate the skills of CSOs before and after the capacity building activities.

Please see Annex No. 3 for a set of possible questions to evaluate the workshops.

## 2. Capacity Building

During the workshop it will be addressed how the IDEA D4D Hub project can strengthen the capacities of the CSOs directly in taking part in the digital transformation. Already at the workshop, activities are defined which support the increase of knowledge and the importance of the role civil society plays in the digital transformation. The next step after the workshop and to meet the outcome of supporting and strengthening the role of stakeholders, more precisely civil society and academia, to engage actively in the dialogues, is to develop adequate capacity building activities, such as field and research trips, activities to sustain the organisation's role and importance in the (digital) ecosystem of the country.

The output indicator to this deliverable is to organise a minimum of at least two capacity building activities and or community building activities per country following the workshops, that strengthen the organisations role in taking part in the digital transformation and that are tackling one or more of the topics identified at the workshops to which all of the participants will be invited.

To monitor the effectiveness and the success of the capacity building, follow up activities – a questionnaire and /or focus group interviews – will be conducted. The survey is currently being developed. Focus group interviews will be conducted after the consortium decides on the way forward with the follow up activity of the winning teams to ensure the sustainable development of the pitched projects at the Innovation Day.

### **Active and engaged: communication of stakeholders between workshops and innovation days**

As a part of the engagement of stakeholder per country, country-specific groups will be created that allows the participants to communicate about topics very easily and directly. In Mozambique as well as Burkina Faso we have created groups of the workshop participants on the messenger service WhatsApp to allow easier exchange and the creation of a community centred around their needs and to allow them to participate in social debates for human-centric digital transformation.

This also supports the indicator:

- 40 CSO and/or academia representatives are engaged and participating in societal debates for human-centric digital transformation.

The indicator is achieved when in 4 country specific communication groups at least 10 of their participants are active and engaged. This will also be translated to the number of posts in the group. Engaged means up to three posts per group and participant (up to 10).

### 3. Innovation Days

Under the work package (WP) 2, **Engage and monitor**, there are several actions planned.

#### **The identification of societal challenges:**

- This deliverable consists of identifying the societal challenges that stakeholders are facing in digital transformation (e.g. affordability, digital rights, closing the digital gender divide, etc.) which was initiated already in WP 1 through the survey and the workshop.

#### **Bringing together key stakeholders of the digital ecosystem to initiate innovative solutions**

This objective aims to bring together key stakeholders of the digital ecosystem through the organisation of Innovation Days

- 4 Innovation Days with 280 participants in total each to engage civil society and academia together with other digital economy key stakeholders, find mutual interests, foster collaboration and tackle societal challenges
- Launch an open call to **identify ICT-related challenges nationally and regionally**, based on which, **Innovation Days** will be organised to co-create and ideate potential **solutions to these challenges** and **foster national, regional and transcontinental cooperation between stakeholders** to launch these initiatives.

Create a number of partnerships to boost the development of new strategic partnerships and collaboration ideas for digital social innovation, as well as to facilitate practical ICT research initiatives. This is represented by the indicators

- 10 strategic, institutional partnerships between African and European organisations are established;
- 16 new ICT multiple-stakeholder and/or transcontinental (EU-Africa) research innovation initiatives collaboration aiming for inclusive human-centric digital solutions considering societal challenges and deploying digital technologies (as a result of Innovation Days);
- 5 joint EU-Africa Horizon Europe project applications submitted as a result of the activities;

These indicators represent the indicators developed in the project proposal submitted under the call ICT-58-2020. Due to the nature of this pilot project and the learning character of IDEA D4D Hub, some indicators need to be adapted according to what has been implemented and tested during the first implementation of the project in Mozambique.

Lastly, the **Monitoring and Evaluation** of the impact of these activities, which this methodological concept is part of.

## Outputs of the Innovation Days

The outputs of the Innovation Days can be concretized under the following types of project proposals:

- Policy: Guide on digital practices or recommendation for policy framework  
Diagnosis and mapping of existing experiences to learn from lessons and capitalise on successes, in connection with policies and strategies already in place, collective or individual initiatives, programs of other TFPs...  
**=> This output might be later piloted and scaled up by policy regulators/makers.**
- Cooperation development: Proposals for joint research project  
Proposals might be related to the issue of governance and methods of creating synergies between different actors to create a favourable context for a human-centric digital transformation, in terms of legislation, territorialization, flexibility of local administrations...  
**=> This output might later be piloted and scaled up by EUD, governmental agencies, EU development agencies.**
- Business: Innovative business (model) solutions  
Business-oriented project proposals to solve an ICT-related challenge  
**=> This output might later be piloted and scaled up by investors, financing actors (both from EU or AU countries), and DIHs.**

It is expected that, as a result of the project's activities, the target groups will have gained necessary knowledge on the societal challenges in the digitization process, and increased skills to tackle them.

Last, through communication activities, the Innovation Days will enhance the visibility and awareness of cooperation opportunities at a pan-African and European level, enhance women-led initiatives, and foster South-South cooperation.

To monitor the progress of the solutions developed at the Innovations Days, follow up interviews within the range of 3 and 6 months past the Innovation Days will be conducted.

To gather qualitative data, the interviews will follow a standardised interview format and questions. All winning teams will be selected to participate in the interviews of the following up, as it is expected that they will have continued to work on their proposals.

## After the Innovation Days

### Assessment form

Feedback is gathered at the end of the Innovation Day using the “4L” method (Liked, Learned, Lacked, Leave Out), which is used often in Human Centred Design approaches.



Letting the participants fill out the 4L- sheet (in a form of a Flipchart paper or digitally, depending on needs of participants, as well as internet connectivity and own devices) allows for a quick and dynamic form of feedback gathered directly at the end of the event. This ensures that a minimum of viable feedback is already gathered, especially when follow up surveys or forms are low in their response rate.

The most important findings will be summarised in the deliverable of the final report on monitoring the activities in 2023 (WP 2, Task 2.5).

In order to understand the outcome of the Innovation Days and, specifically, of the multi-stakeholder approach adopted, a standardised questionnaire will be prepared by betterplace lab with support from Enabel sent to participants after the Innovation Days to gather quantitative and qualitative data.

This questionnaire could also assess the upcoming challenges participants might foresee in the future. As part of the learning curve, lessons learnt from the Innovation Days may be drawn from the results of the assessment forms and capitalised on for the next Innovation Days.

## Follow Up

To determine the progress and success of their developed proposals, the awarded teams will be followed up by the work package leader (WP2 ENABEL). The interview questions will focus on gathering qualitative data. Furthermore, the Consortium partners will actively develop a sustainability strategy to ensure that project proposals are effectively shared and supported over time. Outcomes of the proposals will not be measured since their implementation is expected to be at a later stage and might not be finished within the duration of this project.

## Impact Indicators

*“You cannot impose developmental goals from a western point of view - it will fail because it is not what generates from the community.”*

*Susanna Krüger, former CEO of Save the Children, Germany in “Preserving Purpose”, Podcast about Ronald Heifetz’s book “Leadership without Easy answers”, Harvard University*

The impact indicators for this project have been made on the assumption that EU-Africa collaboration lies in the interest of the stakeholders from Europe and the five African countries where this project is being implemented.

However, piloting and testing this project in the first country, Mozambique, has already shown that active involvement of European stakeholders across all sectors is not easy to generate, especially when there isn’t a business opportunity for the private sector, when there is a language barrier, and when the digital ecosystem of Portuguese organisations is not really focused on Mozambique and vice versa.

The consortium foresees that with the current political climate in Burkina Faso, EU involvement and EU-Africa partnership might be hard to achieve.

Other Indicators, like the Impact Indicator No.3 suggest the development and submission of joint proposals from EU and Africa for the EU Horizon Europe. However, the current period with the application process ending in Jan 2023 has no fitting call for grants/proposals that match our project. We propose to adapt the output indicator after new calls are issued.

## EU-Africa involvement and pan-African exchange

The consortium also discussed how to ensure a pan-African exchange, since some CSOs have expressed an interest in learning from another and that this would be very beneficial for especially the French speaking countries and especially countries whose digital ecosystems are less developed. However, this is not part of our indicators. Our objectives and indicators instead focus on EU involvement and partnerships EU-Africa. We also discussed EU participation in the innovation days. Quite a number of stakeholders in the EU were identified, but finally it was too difficult to make them participate, even if it was only virtually for 45 minutes. It was also very difficult to convince Europeans in Mozambique to attend, since two days is a lot of time and the value proposition for them was difficult to articulate. Several ideas were discussed on how to create better links between Africa and Europe. According to Enabel, focus should be on engaging European stakeholders in the countries. Another suggestion is to encourage the CSOs that have participated in the IDEA activities to join an existing umbrella organisation, that in turn can become members of the D4D Hub CSO Advisory Group.

The following table suggests adapting indicators and already proposes the corresponding output. The second table suggests instruments for measuring and verification.

	Indicators as per original proposal	indicators adapted and with output
1	40 CSO and/or academia representative are engaged and participating in societal debates for human-centric digital transformation	<p>40 % of the CSOs participating in the workshop take part in at least 1 capacity building activity</p> <p>70% of the CSOs that participated in the workshop is engaged, actively participating and exchanging in the country-specific whatsapp group</p> <p>50% of CSOs that participated in the workshop, the capacity building sessions apply to participate at the innovation day</p>
2	16 new ICT multiple-stakeholder and/or transcontinental (EU-Africa) research innovation initiatives collaboration aiming for inclusive human-centric digital solutions considering societal challenges and deploying digital technologies (as a result of Innovation Days);	<p>Research Innovation Initiatives are defined as the outputs (e.g. project proposals) of 16 stemming from collaborations of different:</p> <ul style="list-style-type: none"> <li>- either ICT Multi-Stakeholder</li> <li>- and / or EU-African initiatives</li> <li>- and / or cross-countries/pan-African initiatives</li> </ul>

		that have a focus on research or have a research part in their developed project proposal at or after the Innovation Days.
3	5 joint EU-Africa Horizon Europe project applications submitted as a result of the activities;	The indicator will need to be adjusted to 5 project proposals or project applications will be submitted to EU funding mechanisms in general, e.g. Horizon Europe, but also to other EU funding bodies, like EUDs or EU funded initiatives like D4D Hub, Team Europe Initiatives and others.
4	The 5 most pressing challenges identified by the project will be followed up by the D4D Hub partners including Enabel and GIZ at the upcoming D4D Hub activities (such as workshops) that will contribute to the implementation of human-centred digital transformation;	5 key topics/challenges identified have been discussed at other D4D Hub events, such as the annual Multi-stakeholder Forum, pan-African dialogues and national dialogues.
5	10 strategic, institutional partnerships between African and European organizations are established;	At least 10 local CSOs have joined national, pan-african or international umbrella organisations and/or have become part of a Multinational Civil Society Advisory Group (e.g. D4D Hub Project Advisory Group).
6	At least 5 EU-Africa collaboration initiatives to further enhance the participation of African women in ICT/digitalisation research and innovation;	At least 5 of the above research innovation initiatives, project proposals or ICT multi stakeholder collaborations are focussing on empowering African women in ICT/digitalisation, research and innovation.

	<b>Indicators as per gannt chart and/or adapted</b>	<b>Instruments and verification</b>
1	40 CSO and/or academia representative are engaged and participating in societal debates for human-centric digital transformation	<ul style="list-style-type: none"> <li>- signatures and photos / sheets of attendance for the Workshop</li> <li>- signatures and/or photos at Capacity Building activity</li> <li>-photos and signatures of attendance for the Innovation Day</li> <li>- participant of the whats app group with minimum 1 post</li> </ul>

		- survey after the Workshop
2	16 new ICT multiple-stakeholder and/or transcontinental (EU-Africa) research innovation initiatives collaboration aiming for inclusive human-centric digital solutions considering societal challenges and deploying digital technologies (as a result of Innovation Days);	See Annex No. 4 (Survey of the Innovation Day) <ul style="list-style-type: none"> <li>- Follow up with Individuals and Groups</li> <li>- Focus Group Interviews</li> <li>- up to three month after the Innovation Day</li> <li>- Partnership Agreements, MoUs, Submitted Proposals, NDAs, Press Releases</li> </ul>
3	5 joint EU-Africa Horizon Europe project applications submitted as a result of the activities;	<ul style="list-style-type: none"> <li>- follow up to 5 project proposals or project applications have been developed and submitted to EU bodies and/or EU funded initiatives</li> </ul>
4	The 5 most pressing challenges identified by the project will be followed up by the D4D Hub partners including Enabel and GIZ at the upcoming D4D Hub activities (such as workshops) that will contribute to the implementation of human-centred digital transformation;	<ul style="list-style-type: none"> <li>- session outlines for the workshops/sessions or Session/workshop reports lists outcomes and the further recommendations.</li> <li>- report that lists the particular sessions at which event/ with a short session outline / links --&gt; until the end of project 2023</li> </ul>
5	10 strategic, institutional partnerships between African and European organisations are established;	This indicator is achieved when at least 10 local CSOs have joined national, pan-african or international umbrella organisations and/or have become part of a Multinational Civil Society Advisory Group (e.g. D4D Hub Project Advisory Group). A membership list of the D4D Hub (for instance, or other multinational Advisory Groups) that lists CSOs and academia will provide the verifying instrument for this indicator.
6	At least 5 EU-Africa collaboration initiatives to further enhance the participation of African women in ICT/digitalisation research and innovation;	Five of the concepts included in point 2 and the aforementioned collaborations, project proposals, research innovation collaborations have a focus on empowering women. This will be monitored through already emphasised on the Innovation Days and the development of the project proposals.

# ANNEX

Please see the annexed Table of M&E actions points (Annex 1) and the M&E Matrix (Annex 2) for further information on how they will be monitored. Both documents will also be living documents to easily adapt to any changes occurring, as well as keeping track of the progress made.

**Annex 1 : Monitoring Table IDEA D4D Nov 2022**

**Annex 2: Monitoring and Evaluation Matrix IDEA D4D Nov 2022**

**Annex 3: English version of the survey to monitor and evaluate the impact of the workshops.**

**Annex 4: Survey after innovation days**

# Annex 1: Monitoring Table IDEA D4D Nov 2022

Methodology: Monitoring and Evaluation	Mozambique PLAN	Mozambique IST	BKF PLAN	BPK IST	Morocco/Tunisia PLAN	Morocco / Tunisia IST	UGANDA Plan	Uganda IST
<b>Stakeholder Identification</b>								
a survey has been sent out to identified and selected stakeholder to identify needs and challenges	date							
number of stakeholders identified per country	No.							
number of stakeholders of selected EU counterparts	No.							
Numbers: 50 (20 CSOs, 30 other sectors) Africa + 20 EU for each Innovation Day / 70 in total	No.							
all organisational forms met and represented: cso, academia, universities, innovation hubs, public sector, private sector involved in digital economy	No.							
an introductory call explains the project and the next steps	date							
<b>Topics</b>								
at last three challenges of CSOs with the digital transformation have been identified prior to the workshops								
the first challenge								
the second challenge								
the third challenge								
<b>Workshops</b>								
number of participants identified per country								
Number of CSOs have been selected and invited for the workshops	40	20	35	20				
number of participants joining the workshops								
at least 3 topics / challenges have been identified and concretised								
Following up: a standardised questionnaire is developed for following up								
Following up: The teams / individuals will be interviewed (in focus groups/ as individual/ as a winning team)								
<b>Capacity Building activities</b>								
number of participants taking part in the Capacity Building								
at least 2 capacity building activities have been taking place								
the first one is:								
the second one is:								
Following up: a standardised questionnaire is developed for following up								
Following Up: The teams / individuals will be interviewed (in focus groups/ as individual/ as a winning team)								
<b>Topics:</b>								
Open call for challenges								
open call sent to identify ICT/digitalisation challenges with agenda of the innovation day								
design challenges are formulated meeting the needs of participants and selected by the consortium								
List of selected challenges								
<b>Innovation Days</b>								
Number of identified stakeholder to send the open call to								
Number of applicants registering online via the open call								
Number of attendees of the Innovation Day								

key stakeholders are involved; stakeholders are encouraged to appear as multi-stakeholder teams								
mixed stakeholder groups are brought together during the event, applying human-centered design methods								
Innovative business models: civil society teaming up with digital economy stakeholders for increased affordability								
Number of developed proposals (in total)								
Number of developed proposals (innovative business solution)								
Number of developed proposals (policy framework)								
Number of developed proposals (research project / cooperation development)								
Number of selected and awarded proposals from the Jury								
Feedback gathered at Innovation Day through 4 L's (Liked/ Learned/ Leaved out/ Lacked)								
<b>2. Survey after innovation days</b>								
<i>set of possible questions</i>								
Overall experience rated								
individual challenges identified								
organisational challenges identified								
systemic challenges identified								
ideas to solve larger issues in the countries								
more visibility for your organization								
Output and/or outcomes of Innvoation Day as expected?								
Space provided to find partners								
Networking, meeting new partners,								
exchange among participants in your country								
exchange with participants from the EU								
Developed concept notes for innovative projects								
Grade of Innovation of concept notes								
How satisfied are you overall with innovation days?								
How can you be supported in the future?								
What can we do better in general?								
<b>Follow Up after Innovation Day</b>								
a standardised questoinnaire is developed for following up								
The teams / individuals will be interviewed (in focus groups/ as individual/ as a winning team)								
Numer of Teams followed up								
Number of teams finishing and delivering their proposal								
Number of proposals selected by institutional partners, etc. for further development/implementation								

## Annex 2 Monitoring & Evaluation Matrix IDEA D4D Nov 2022

[illegible]



**Annex 3: English version of the survey to monitor and evaluate the impact of the workshops.**

***Dear Participant,***

***Thank you very much for participating in our workshop on July 12th in Maputo.***

***Please help us to improve. We would appreciate it if you could take the time to respond to the following questions. Thank you.***

**Feedback on our Workshop**

Please indicate

- your gender (f/m/other)
- age group 18-25, 26-31, 32 -37, 38 -43, 44-49, 50-55, 56-61, 61 and over
- where you are based \_\_\_\_\_

Overall experience today

- How was your overall experience today? Please rate from 1 - 5 (poor - excellent).
  - Would you like to tell us why?
- Did you learn anything new?
  - If so, would you like to tell us what?
- Did you meet new people that are relevant to you or to your work? (yes/no)
- What have you been inspired by?
- What would you like to continue to follow up on? (field)

Content of the workshop (yes/no; if not, why)

- Agenda: was it clear and easy to understand?
- Was the content understandable and suited to your needs?
- Did you feel heard and understood in your comments or with your particular challenge?
- Did the methods proposed give you orientation and guidance?
- Were you able to participate in the topics and work sessions?

Capacity-building

How useful would you find the following activities as a follow-up of the project? Please rate from 1 - 5 (poor - excellent).

- Capacity-building and training programmes to gain knowledge in digital skills
- Informative webinars on specific themes (e.g. digitisation of public or financial services)
- Law revision on digitisation
- Field visits to institutions that have an advanced level of digitisation

- *Learn about using useful and dynamic digital tools for the development of my organisation (e.g. data-collection tools, learning management system)*

*Challenges identified*

*How great an obstacle do you consider each of the identified challenges CSOs are facing with digitalisation in general? Please rate from 1 - 5 (not significant - very significant)*

- *Digital inclusion*
- *Lack of access*
- *Infrastructure*
- *Costs and affordability*
- *Lack of digital skills, and*
- *Lack of digital literacy, such as lack of skills to verify misinformation*
- *(Digital) gender divide*
- *(Digital) urban-rural divide*
- *Lack of political priority*
- *Lack of a regulatory digital policy framework*
- *Lack of digital security*
- *Resistance to changes*

*Process before the workshop*

- *Survey: how do you rate the survey handed out prior to the workshop? (1 poor - 5 excellent)*
  - i. *Were the questions understandable?*
  - ii. *Were they easy to answer?*
  - iii. *Was there anything missing?*
- *How do you rate the invitation management? (1 poor - 5 excellent; why?)*
- *How do you rate the calls prior to the workshop? (1 poor - 5 excellent)*
  - i. *Were they helpful in understanding the objectives of the workshops? (yes/no, why?)*

*Is there anything else you would like to add?*

*(blank Field)*

*END*

## Annex 4: Survey after innovation days

### Feedback on the innovation days

#### Please indicate

- your gender (f/m/other)
- age group 18-25, 26-31, 32 -37, 38 -43, 44-49, 50-55, 56-61, 61 and over
- where are you based \_\_\_\_\_
- field of work (academia, civil society, private sector, government, ...)

#### Overall experience today

- How did you hear about the innovation days?
  - was contacted; other organizations in MOZ; found through the internet; ...
- What was your motivation to participate?
- How was your overall experience? Please rate from 1 - 5 (poor - excellent).
  - Would you like to tell us why?
- Did you already have connections to the civil society in Mozambique before the innovation days? If yes, what kind of connections?
- Did you meet new people that are relevant to you or to your work? (yes/no)
- What have you been inspired by?
- What would you like to continue to follow up on? (field)

#### Content of the workshop (yes/no; if not, why)

- Agenda: was it clear and easy to understand?
- Was the content understandable and suited to your needs?
- Were you able to share your own experiences/knowledge with the other participants?
- Did the methods proposed give you orientation and guidance?
- Were you able to participate in the topics and work sessions?
- Did you get inspiration on how you and your company can help the civil society in Mozambique with their digital transformation? If yes, what are your ideas?
- 

#### Development of your project:

- How do you envision continuing working on your project developed at the Innovation Day?
- what would you need from us to be able to develop your project ?
- what else would be beneficial to continue the development?