

## **Indicator 6. Use and Maintenance**

The evaluation team will measure if the investments made by the programme are being used and/or maintained. Investigations will take place at the level of the “unit”. A unit could be anything from one hand pump if the activity in question is to install hand pumps or a unit could be one self-help group if the activity is to facilitate the formation of such groups. Definitively determining whether a unit is actually in use and/or being maintained is difficult, but reasonably accurate assessments can be made.

### **TEAM MEMBERS (NUMBER AND SKILLS)**

1. Social Scientist. The social scientist will tour the watershed, evaluating the units which have been installed.

### **NECESSARY TOOLS**

1. This indicator requires no special tools.
2. A representative of the NGO and/or the state department must take the social scientist to the various programme sites.

### **FREQUENCY OF USE**

The data for this indicator will be gathered through periodic evaluations. It makes little sense for such assessments to take place before a gap of three years.

### **TOTAL TIME REQUIRED TO USE INDICATOR**

This depends upon many factors including how difficult the terrain is. Most importantly, it depends upon the number of activities, and units in each activity. If there are many activities and if each activity has installed many units, this indicator can be extremely time consuming to implement. In order to conserve time, we tried to take samples such that we could survey one village per day.

### **SEQUENCE OF USE**

This indicator should be implemented at the same time as *Outsiders* and *Ground Water*, since all three require touring essentially the same large areas of the watershed. All indicators should be executed during the Field Study so that they can be discussed at the Participatory Sessions.

### **SAMPLING**

If an activity has only a very few units in the watershed, all of them should be surveyed. If this is not possible, only those units in the selected villages should be surveyed. For some activities, so many units existed that even this was not possible. In such cases, we attempted to visit units as randomly as possible.

### **PROCEDURES AND METHODS**

1. Obtain a complete list of all activities being implemented in the watershed. This should be obtained before arrival, or during the Gearing Up phase. Make certain to consult both the NGO and the state department.
2. For each activity, define a “heavily used”, “moderately used”, and an “under used” unit. Do the same in terms of maintenance. If possible, this should be done in consultation with the people who designed the activities.

3. Tour the watershed, visiting all the installed units.
4. Visually inspect units.
5. Take photographs of units which are being used and properly maintained, as well as those which are not.
6. Speak with available beneficiaries about the use and/or maintenance of units (see the questionnaire which follows).
7. Interview NGO and state department staff members about the findings (see the questionnaire which follows).
8. Discuss findings at the participatory sessions (see questionnaire below).

### DATA MATRIXES AND QUESTIONNAIRES

#### SAMPLE DATA TALLY

Activity:

DEFINITIONS	RATIO OF UNITS IN THIS CATEGORY
"heavy use":	
"light use":	
"disuse":	
"well maintained":	
"moderately maintained":	
"poorly maintained":	

\* Include photographic illustrations for each of the above.

### QUESTIONS FOR BENEFICIARIES

1. Who uses these units?
2. How often?
3. Under which circumstances?
4. Why is it not used any more? (to be asked if the unit isn't used)
5. Who is in charge of maintenance?
6. Who actually does the work?
7. What do they do?
8. How often?

### QUESTIONS FOR NGO AND STATE DEPARTMENT PERSONNEL

1. \_\_\_ percent of the units in \_\_\_ activity do not seem to be in use, or only in "light" use. Why?
2. [Discuss particular cases.]
3. Who is responsible for maintaining the units?
4. \_\_\_ percent of the units in the \_\_\_ activity do not appear to be well maintained. Why?
5. [Discuss particular cases.]

**QUESTIONS FOR THE PARTICIPATORY SESSIONS**

1. \_\_\_ percent of the units do not seem to be in use, or only in “light” use. Why?
2. Who uses these units?
3. How often?
4. Under which circumstances?
5. Why is it not used any more? (to be asked if the unit isn't used)
6. Who is responsible for maintaining the units?
7. \_\_\_ percent of the units do not appear to be well maintained. Why?
8. Who is in charge of maintenance?
9. Who actually does the work?
10. What do they do?
11. How often?

**DATA ANALYSIS**

Calculate percentages from the above data matrix.

**FINAL PRESENTATION AND ANALYSIS**

1. Present the data matrix, including percentages.

	Total units installed	Units in heavy use	Units in light use	Units in disuse	Units well maintained	Units moderately maintained	Units poorly maintained
Activity A							
Activity B							
Activity C							

2. The above matrix should be modified to show change when the evaluation is done for a second time.
3. Present the results of the questionnaire.
4. Discuss and illustrate with sample cases.