

Concept on

# **Information, Communication Technology Staff Development Programme for YONECO**

Submitted By:

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## **Introduction**

Youth Net and Counselling as an organization has seen unprecedented growth in terms of numbers of projects that it implements in different areas in Malawi. The growth in terms of work has also resulted in an increase in use of information, communication technology (ICT) that is supposed to be used for effective delivery of programmes. The increased levels of programmes have also seen YONECO employing more staff who are supposed to use these ICT facilities that are available within the organization. In 2002, YONECO had 2 computers. In 2007, YONECO has over 15 computers with some laptops as well. YONECO has also recently been privileged to be one organization to start using Youth – Child Helpline and SMS for communication to young people on issues of HIV and AIDS and child rights and abuse. YONECO is currently working in partnership with HIVOS on the Virus Free Generation – which will use web based interaction between youth in the north and youth in the south in order to understand the dimensions of the epidemic in the south.

## **Problem statement**

YONECO has increased its capacity in terms of accessing hardware in form of computers. While acquiring more computers has been a positive step change for YONECO in terms of the way staff perform their work most, there has been an inherent challenge that these staff do not have necessary basic skills for handling such equipment. In Malawi, computer skills are a new set of skills that needs to be developed now. Most of the staff that are employed in YONECO now never had an opportunity to use a computer in secondary and colleges. Therefore most of the operations on the computers for the staff being faced with the availability of technology use trial and error mechanism to deal with the computers.

The result has been that most of the computers in the organization having been crashing frequently resulting in data loss which poses a great threat to the organization growth and sustainability. The crashing of computers have not only resulted in loss of data but also delays in doing the work as officers compete for the few resources or computers that

available at that present time. The inadequate skills of use of technology by staff pose threat that is two fold. In the first place, there is loss of data that could have been accumulated over a long period of time. This implies that staffs have to ensure that every time they keep some data in back ups and in the event that they didn't, then they have to labour to regain the data loss. Secondly, there is the imminent challenge of loss of equipment making the organizational growth stagnant. Thirdly, the organization loses a lot of resources for maintenance of the equipment which could have been used to expand the services to more people.

In addition to the above, ICT is supposed to add value to the process of organizational development. There is a lot of resource on the internet which if properly used would enhance staff and organizational capacity to deal with the challenges of life. However, most members of staff are not aware of this important resource and have ended wasting their time and resource downloading fancy things like music and pictures. It becomes imperative that staff have to oriented and directed in term of what they can do with the computer and internet and the importance of ensuring that they use the facility for the good of their organizational work.

YONECO realizes that maintaining the same level of capacity in her staff in terms of information communication technologies will be detrimental to the organizations ambitions of serving her beneficiaries better. YONECO will like therefore to propose for training for her staff in information communication technology focusing effective and efficient use of computers

### **Goal**

To increase the capacity of staff to effectively and efficiently use information and communication technologies at their disposal within the organization for effective programme and project implementation

### **Specific objectives:**

- To equip members of staff and volunteers in YONECO with technical skills on how to operate and manage a computer and its software;
- To train staff in commonly used applications/packages of the computer (Microsoft word, excel, publisher, PowerPoint, Microsoft Outlook Express etc)
- To enhance staff capacity in creating file folders and files for data storage on the computers and on the net and how to develop back ups for their work;
- To develop staff skills and capacity in creating a simple data base in using data base applications as access, excel and SPSS;
- To enhance staff skills and capacity on how to use different search engines to surface on the internet for use in the organization;
- To enhance effective communication using ICT through email, internet, skype, internet chats, messaging etc

### **Outputs of the activity**

- 50 officers and volunteers trained in basic computer usage and operations
- 50 officers and volunteers equipped with knowledge on how to use commonly used computer applications
- 50 officers and volunteers equipped with skills on how to use the internet and email effectively for personal and professional development
- Training report

### **Training outcomes**

- Reduced incidences of computer crashes as a result of inadequate skills from staff
- Increased ability of staff to source relevant materials on the internet
- Increased quality of documents produced by officers
- Reduce computer maintenance costs
- Increased and improved communication on email and internet for staff and volunteers

- Improved communication between YONECO volunteers and partners in the outside world on issues affecting young people in the world

### **Facilitation**

The facilitation of the training will be done by 2 independent persons supported by the KPN volunteers. The facilitators shall be Mr. Solomon Dindi – our IT consultant and Mr. Innocent Chindiko – a free lance consultant on issues of ICT in Malawi. The KPN volunteers will focus on use of Data Base and Internet Usage and other search engines. It is expected that the training will be long term preferable once every week for a period of 12 weeks while the KPN volunteers will take YONECO staff through an intensive 2 days session on databases management in between the training period. The capacity building sessions will start from March 1, 2007 with financial support from HIVOS under the STAR Programme. Mr. Masozi Mkandawire, Project Officer – Sports and Culture will coordinate these training sessions in this period.

### **Budget for the Capacity Building Sessions on ICT**

<b>Budget Item</b>	<b>No of units</b>	<b>Rate</b>	<b>No of days</b>	<b>Total</b>
Meals	50	500	12	300,000
Facilitation costs	2	10,000	12	240,000
Venue hire	1	2000	12	24,000
Fuel	50	170	12	102,000
Refreshments	50	200	12	120,000
Budget in MK				786,000
Budget in Euro				4,367