

Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh



Sonia Naznin

**Department of Information Science and Library Management
University of Dhaka
Bangladesh**

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**Information for Social Innovation: An Evaluation of Government and NGOs
Initiatives in Bangladesh**



The thesis submitted to the University of Dhaka, in partial fulfillment of the requirements for awarding the degree of Master of Philosophy (M.Phil).

By
Sonia Naznin
Reg. No. : 270

Supervisor
Professor Dr. Md. Shiful Islam

Department of Information Science and Library Management
University of Dhaka
Dhaka-1000, Bangladesh

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University of Dhaka



Certificate of Approval

This is to certify that the thesis entitled **“Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh”** is submitted by Sonia Naznin in partial fulfillment of the requirements for awarding the degree of Master of philosophy (M.Phil). This original and the unique research work as thesis done by her under my supervision.

Supervisor

Professor Dr. Md. Shiful Islam

December 2017

Declaration

I declare that the thesis entitled **“Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh”** is exclusively my personal research effort and research output for the degree of Master of Philosophy (M.Phil) in Information Science and Library Management, University of Dhaka. I am confident and hope that, it is a unique and standard one.

Sonia Naznin

M.Phil Researcher

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Dedicated to

My beloved parents, daughter

&

Respected supervisor

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This thesis is imperative for the fulfillment of the requirements for awarding the degree of Master of Philosophy (M.Phil), examination session 2012-2013, the researcher is gratified to all of those who have encouraged honestly for conducting the study.

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Abstract

Purpose

The modern development process cannot go far without digitalization and mutual cooperation between Government and Non-Governmental Organizations (NGOs). As part of the development process, both the organizations have set up a goal. For fulfilling this goal, the Government declared “Vision 2021” to build Digital Bangladesh, the demand of our time. That is why, the Government launched diversified innovative initiatives in Bangladesh through several projects. NGOs have also been playing an active and vital role in this regard since the beginning. This study is to identify various initiatives taken over the course of time by the participating organizations. The core objectives of those initiatives are to make information services available to the people at all levels, such as the people in Union Parishads. They established the service centers around the country from where people would get their needed information services from Government and NGOs. Therefore, the researcher attempted to evaluate the existence of the initiatives in terms of importance and popularity of services. This study evaluates the performance of the organizations’ initiatives by using SWOT analysis which would help to determine the extent, how far the objectives are being fulfilled.

Methodology

This is an evaluative study. Three methods and techniques were applied for the questionnaire-based survey, interview, and observation. This evaluation of the initiatives is based on primary data which have been collected using the two sets of a qualitative and quantitative questionnaire covering Union Digital Centers and NGOs service centers across Bangladesh. To enrich other parts of the study, especially literature review section, researcher reviewed relevant articles, thesis, books, booklet, reports and search websites. A sample of 102 participants, where 34 facilitators and 68 users’ opinion was collected from 34 different service centers across Bangladesh. A 7-point Likert scale was used to analyze the relevant collected data and rest of the data were analyzed by using simple MS Word, MS Excel, SWOT, etc. The analyzed data were represented in the thesis by the researcher using tables, charts, percentage, etc.

Major Findings

The findings of the study have explored how Government and Non-Governmental Organizations provide information services that contribute towards developing our society as well as social innovation in Bangladesh. It focused on identifying the current status of Government and NGOs initiatives in Bangladesh. A good number of people have been benefited from those initiatives. They can receive services from very close to their residence saving their money, energy and time. Parent organizations are trying to spread their initiatives at union parishad level. These efforts will help reduce the service gap and establish decentralization of services. The study also found that the majority of the participants do not know about the term 'social innovation'. The SWOT analysis reveals some mentionable points before us exploring the major strengths, weaknesses, opportunities, and threats. Finally, this thesis offers some suitable recommendations and suggestions which will encourage further research work.

Originality

This evaluative research creates a new horizon for the researchers. It is the first time attempt that has been made to evaluate the Government and NGOs initiatives in a single frame in Bangladesh. The results of the study and our proposed model could be used by the policy and decision makers, higher authorities of the respective organization will be able to improve, sketch and adopt new services for the greater interest of citizens, creating awareness as well as social innovation in Bangladesh.

Keywords

Information; Social Innovation; Evaluation; Government; NGOs; Initiative; Bangladesh.

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List of Acronyms

Acronyms	Elaborations
a2i	Access to Information
BD	Bangladesh
BRAC	Bangladesh Rural Advancement Committee
CRC	Community Resource Center
DAM	Dhaka Ahsania Mission
DB	Digital Bangladesh
GO	Government Organization
Govt.	Government
LGRD	Local Government Rural Development
MRQ	Major Research Question
M.Phil	Master of Philosophy
MSWord	Microsoft Word
NGO	Non-Governmental Organization
SI	Social Innovation
SRQ	Subsidiary Research Question
SPSS	Statistical Package for the Social Science
Std.	Standard
SWOT	Strengths, Weakness, Opportunities, and Threats
UDC	Union Digital Center

Chapter 1: Introduction

Introduction

Chapter 1

Introduction

This chapter provides a concise preface, statement of problems, aims, and objectives along with research questions, significance, and originality, research design and methodology of the study including research population, sampling and methods of data collection. Finally, it provides the definition of terminologies used in the study, and the outlines of the thesis.

1.1 Prelude

Bangladesh (BD) has gained the attention of the people globally for her over population and poverty. From the very beginning, the people of this country were not only economically poor but also poor regarding information gathering. We are unable to gather our desired information due to lack of easy access to information. Therefore, Bangladesh has been being identified as the information poor nation. But Information is an essential resource and can play a major role in the socio-economic development of a country like Bangladesh (Islam and Ahmed, 2012). A large number of population in our country still live in rural areas. Fewer initiatives have been seen to be taken in those rural areas to provide proper information services. When we will be able to ensure easy accessibility of information for those deprived people, only then development can be possible. In a developing country like Bangladesh, ensure proper and easy access to information system could be the driving force for any kind of development. Quick and easy access to the information is very important to the development of the rural community. An information gap hinders the free flow of information which directly affects the users. Dilli (1997) argued that the information gap between the source of information and the recipient has been widened. To reduce the information gap, we should develop an effective information dissemination system for right and target users. (Stevenson, 1978) identified the information may not reach the people who need it most. It has been argued that —there may be something wrong with the delivery system; that is the right information may be available but it is not getting channeled

to the people who need it. To be a developed country the Government and Non-Governmental Organizations (NGOs) should give more emphasis on the information delivery system at the doorstep of the people. Only well organized, updated, fast, full information can also solve many of our problems that prevail today in our country. Access to the right kind of information and possession of correct and relevant information can resolve various problems faced by individuals. Information plays a significant role in removing the hurdles of development. Lack of access to the exact information at the correct time deprives the rural people their right to development (Kumaresan and Chitra, 2003). Before planning any types of development projects, we must go through the correct and right information. An information access center of Bangladesh can play a very positive and vital role in this case. The social development, as well as social innovation (SI) of Bangladesh, depends on diversified and innovative handful initiatives taken and activated by Government and NGOs. The current government of Bangladesh pledged to convert Bangladesh into “*Digital Bangladesh*” by 2021, (Das and Jadab, 2017). NGOs also have a great contribution in launching such new windows. For the full activation of the initiatives based on information they established a huge number of information centers, (in Upazila, and District) and circumstances at a different time to satisfy diversified information needs. In order to reduce the information gap between rural and urban people, several initiatives have been already taken by the Government as well as NGOs to set up different types of information service center throughout the country. The main intention of such information service center is to ensure substantial information service by incurring rural and underprivileged people in one platform and make this information accessible to their doorstep as when they feel it necessary (Islam, Islam and Roy, 2015). Those are responsible for changing mass peoples’ life styles or standards and thus help in social innovation.

1.2 Statement of the problems

Information is an essential resource and can play a fundamental role in the socio-economic development of a country like Bangladesh (Islam, 2010). Information is considered as a vital resource in developed countries as well as developing countries.

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It has become an ingredient and part and parcel of every aspect of life. As a key factor to the socio-economic progress of a country, information has gained increasing importance (Mudhal, 1997).

The current study contains three problems which are as follows:

1.2.1 First problem

Information is an essential ingredient in capacity building process because access to information enables people to be better informed and as a result better able to influence and make decisions (Rasmussen, 2001). Thus receiving or getting access to proper information, in proper time is a very important issue in all aspects especially in case of any kind of decision making. Available or disseminated information is for all citizens, in all desired forms, which must be updated, fresh, fast and full. Therefore, information is considered as the core of any development process. The existing information service centers are responsible for supplying and organizing information that takes a part as a vital role in the development of our society. Currently, they face some major problems which are needed to be solved like: Insufficient budget, slow speed of internet bandwidth, electricity problem, lack of advanced training facilities, less cooperation of concern authority, lack of awareness etc. Information service centers of Bangladesh need to be updated in all respects. The researcher tries to identify the limitations and failure of provided information services and to recommend ways to improve such information services.

1.2.2 Second problem

Social Innovation (SI) is comparatively a new concept in Bangladesh. Social innovation through information is not yet focused on us in Bangladesh perspectives. The field of SI is broad and varied. In Bangladeshi context, we can use the term as parallel to social development. We explore in this research SI as to find new solutions to the challenges through provided information services facing our society. We have to measure how the provided information services impact or influence on changing mass peoples' lives and how they help in social innovation.

1.2.3 Third problem

So far our knowledge goes, there is no research on evaluation of the Government and NGOs existing initiatives in Bangladesh. This is why we have made an attempt to evaluate the current situation of existing initiatives by examining users, and facilitators perceptions based on provided information services.

1.3 Aims and objectives of the thesis

The aim of the study is to evaluate the Government and NGOs initiatives for social innovation through information services in Bangladesh. The more specific objectives are:

- a. To explore the provision of existing information services offered by Government and NGOs in Bangladesh.
- b. To assess how those initiatives create an impact on social innovation.
- c. To find out the satisfaction level of the users about rendered services.
- d. To identify the major obstacles faced by the facilitators in providing information services.
- e. To point out some possible recommendations and suggestions to overcome the constraints.

1.4 Research questions

Research questions are an important issue for conducting a successful research study and its logical improvements. This study poses one major research question and five subsidiary questions that guide the study.

1.4.1. One Major Research Question (MRQ)

MRQ: What techniques are being used to evaluate the Government and NGOs initiatives for social innovation through information services in Bangladesh?

1.4.2. Five Subsidiary Research Questions (SRQs)

SRQ1: What are the existing information services offered by Government and NGOs in Bangladesh?

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SRQ2: How do those initiatives create an impact on social innovation?

SRQ3: What is the level of users' satisfaction with the services received?

SRQ4: What is likely to be the major obstacles faced by the facilitators in providing information services?

SRQ5: What is likely to be possible recommendations and suggestions to overcome the constraints?

1.5 Significance and originality of the study

Information is a key contributor to the development of individuals and Communities (Moore, 2007). People need information to develop their potential through education and training, to succeed in business, to enrich their cultural experience, and to take control of their daily lives. Information is an indispensable resource for the socio-economic development of any community as it is needed and utilized by society for its development and prosperity. The rural communities have different needs for information depending upon their functions, responsibilities, and duties. Different community information centers are meeting up these demands through the provision of information services (Islam and Hoq, 2010). Information is a basic requirement, plays a significant role in our day to day life as well as for our social development. Nowadays people do not want to go to far place to receive their desired information services for their changing trends of information behavior. They are eager to receive information services near to their residence or localities. Many of the people do not know where they will go for required information services. Even they are not aware of how easily they can manage those information services. Though, today information service centers are not so far from our doors. In this thesis, the researcher tries to find out where and how provided information services prove beneficial for all citizens. That is why information service centers are gaining importance at this point. All credit goes to the Govt. and NGOs for their user-friendly diversified initiatives for all the citizens. This is a golden opportunity for both Govt. and NGOs to come close to mass peoples through providing improved information services. Therefore, they can play a vital role in SI through provided information services. This thesis is an endeavor to evaluate data through SWOT and propose a new model which nobody focused yet.

1.6 Research design and methodology

We used mixed method research approach to carry out the study.

1.6.1 Research site selection criteria (Government and NGOs)

Our research site was limited within Bangladesh. We chose our research site based on some criteria like- running or active project, diversified services, impact on social development, nationally and globally recognized; accelerate Digital Bangladesh vision, services for all citizens, manageability and easiness to collect data.

1.6.2 Selection of the research site of Government initiatives

1.6.2.1 Conducting pilot survey

First Attempt: We visited the two Union Digital Centers of Dhaka in the Month of March, 2017 and filled up the questionnaire. **Second Attempt:** Visited two City corporations' centers of Dhanmondi, Dhaka in the same month 2017 and filled up the questionnaire. **Survey result:** The city corporations' services were very different from Union Digital Center (UDC), though they met researchers' site selection criteria. In Bangladesh 4554 (a2i, 2017) UDCs are at in service. After consultation with the supervisor, the researcher decided to select 25 UDCs from different locations of Bangladesh to have vivid pictures across the country. There was no time limit that is why, City corporation from this survey was dropped.

1.6.2.2 Sample of the study (Government)

The following samples have been taken from UDCs of different divisions of Bangladesh.

Table 1.1: Selected research site of Government (Source: Field visit)

SL	Parent Organization	Name of Center or Initiatives	Division
1.	Access To Information (a2i)	Bhurungamari Union Parishad	Rangpur
2.	Local Government Rural Development (LGRD)	Burimari Union Digital Center	Rangpur
3.		Union Digital Center Chormocharia	Mymensingh
4.		Union Digital Center	Mymensingh

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5.		Charghat Union Parishad	Rajshahi
6.		Union Information and Service Center	Rajshahi
7.		Union Digital Center	Rajshahi
8.		Jhaluka Union Digital Center	Rajshahi
9.		Information and Service Center	Sylhet
10.		Union Digital Center	Sylhet
11.		Union Digital Center	Khulna
12.		Union Information and Service Center	Khulna
13.		Union Digital Center	Khulna
14.		Union Digital Center	Chittagong
15.		Union Information and Service Center	Chittagong
16.		Union Digital Center	Chittagong
17.		Union Parishad	Barisal
18.		Nishanbaria Union Parishad	Barisal
19.		Kanokdia Union Parishad	Barisal
20.		Vaduria Union Digital Center	Barisal
21.		Karundia Union Parishad	Mymensingh
22.		Dakhinkhan Adarsha Union Parishad	Dhaka
23.		Union Digital Center	Dhaka
24.		Boali Union Parishad	Dhaka
25.		Vatara Union Digital Center	Dhaka

1.6.3 Selection of the research site of NGOs initiatives

1.6.3.1 Conducting pilot survey

First Attempt: We conducted a pilot survey on Amader Gram started from March, 2017, we selected Amader Gram ICT project, but it was rejected because they are not service oriented, the researcher chose their Breast Care Centre in consultation with the concerned authority. **Second Attempt:** We visited Dhaka Ahsania Mission for getting informed about the service pattern, seeking permission to collect data, and so on. **Third Attempt:** After a long time communication via mail and cell, in the month of April, researcher visited BRAC. The service centers were outside of Dhaka, so took permission from the authority to collect the desired data. **Fourth Attempt:** During the pilot survey in March, researcher several times physically visited the main organization and communicated with the concern personnel, but

in the field visit we did not find some centers. As data will be evaluated with Govt. initiatives, two NGOs rejected to cooperate. **Survey result:** Though there are a total of 2479 NGOs (NGO Affairs Bureau, 2016) in Bangladesh. We only selected Bangladesh Rural Advancement Committee (BRAC), Dhaka Ahsania Mission (DAM), Amader Gram. The researcher selected Amader Gram: Breast Care Centre, which is not for all citizens, only lady users can receive service from there.

1.6.3.2 Sample of the study (NGOs)

The following samples have been taken from NGOs of different divisions of Bangladesh.

Table 1.2: Selected research site of NGOs (Source: Field visit)

SL	Parent Organization	Name of Center or Initiatives	Division
1.	Amader Gram	Amader Gram Breast Care Centre	Dhaka
2.	Amader Gram	Amader Gram Breast Care Centre	Khulna
3.	BRAC	Gonokendra	Tangail
4.	BRAC	Gonokendra	Tanggal
5.	BRAC	Gonokendra	Rangpur
6.	BRAC	Gonokendra	Barishal
7.	Dhaka Ahsania Mission	Community Resource Center (CRC)	Jamalpur
8.	Dhaka Ahsania Mission	Community Resource Center (CRC)	Jamalpur
9.	Dhaka Ahsania Mission	Community Resource Center (CRC)	Jamalpur

1.6.4 Selection of the population and sample of Government and NGOs initiatives

Since the population under the study was large in numbers, so we applied random sampling techniques. Therefore, the study has taken selected sites as a sampling of Govt. and NGOs initiatives have been illustrated in above table 1.1 and 1.2.

1.6.4.1 Selection of facilitators

Before visiting the center the researcher decided to contact with the head of the department but reality does not support. They were either busy enough to fill up the questionnaire or they might not found present at the time when the researcher and her

Introduction

representative visited. Even many of them were not eager to cooperate when we kept our question before them for filling it up. We select one facilitator (s/h) from every center who provides information services to users including the department head for filling up the questionnaire.

1.6.4.2 Selection of users

During the field visit, the researcher and her representatives found many people are coming and going to receive services. Focus was given only to them who were willingly ready to fillup the questionnaire after approach. As a result, two users (s/h) were considered enough from every center for fillingup the questionnaire.

1.6.5 Methods of gathering data

For getting the best results we have to choose the appropriate methodology which is very important to conduct a successful research. Here we used mixed research approach, for collecting required data.

As a data collection instrument, we used the **questionnaire**: a semi structured including the the open and close-ended question, both qualitative and quantitative methods were used for the study. **Observation**: direct observation at field visit, **interview**: in-depth interview using the questionnaire. **Sampling**: we used random sampling and finally chose 102 participants, from facilitators and users.

1.6.6 Data collection sources

Data collection the most challenging job was performed from the selected UDCs and NGOs of Bangladesh. The theoretical and textual information shared in this thesis were accumulated from both the primary and secondary sources of information.

1.6.6.1 The primary sources

The primary sources of data had been collected honestly from the facilitators and users through questionnaire survey and deep interview methods. Besides, the observation

method also applied. The researcher and her representatives visited the centers to execute and distribute: Core Questionnaire Set-A: For **Facilitators** (Government and NGOs); Core Questionnaire Set-B: For **Users** (Government and NGOs) and finally get the job done.

1.6.6.2 The secondary sources

The secondary sources of data were also collected honestly from published research articles, theses, project reports, relevant textbooks, seminar papers, video footage which are related to my topics. Google Scholar and online journals are one of the important sources of secondary data collection.

1.6.7 Structure of the questionnaire

Two sets of questionnaires were designed in consultation with the supervisor through a series of meeting in order to ensure an appropriate gathering of data for the study. The first set of questionnaire was for the information service center facilitators. The second set was designed for the user of information service center. The questionnaire was prepared based on time demand, research title, objectives, and research questions. The questionnaire consists of both open ended and close ended format. Qualitative and quantitative questions approach was also used. For answering alternatives we used: A 7-point Likert scale administrated ranging 7=Strongly Agree, 6=Agree, 5=somewhat agree, 4=Neutral, 3=somewhat disagree, 2=strongly disagree, 1= Disagree.

1.6.7.1 Improvement of the questionnaire

The conducted pilot survey helps the researcher to alter, reform and fix two sets of the questionnaire. After conducting the pilot survey, for the convenience and understanding of the respondents' (Facilitators and Users) researcher converted the questionnaire into the Bengali language. To bring reliability in the data collection process and to satisfy the supervisor researcher recorded the interview of respondents of Vatara UDC, Dhaka.

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1.6.8 Data analysis and presentation style

Microsoft office: a. MSWord – tables, figures, b. Excel – charts, bar, graphs. **Open-ended question analysis:** Description. **Close-ended question analysis:** Percentage analysis. The 7 Point Likert scale of Statistical Package for Social Science (SPSS) used to compute descriptive statistics, i.e., mean, and standard deviation (Std.). Findings and suggestions, SWOT in text format described in details. To ensure the anonymity of the participant, we have coded the participants as p1, p2, p3 to denote the participant 1, participant 2, and participant 3 etc in this study.

Research design and methodology at a glance

Sources of Primary data Field Visit, Filled up questionnaire, Interview from 25 UDCs and 3 NGOs 9 centers Of Bangladesh	Research Philosophy An evaluation of perceptions of Government and NGOs facilitators and users regarding the current initiatives towards social innovation	Research Area and Respondents Bangladesh Government and NGOs selected centers Total Respondents: 102 Government: 75 NGOs: 27 Respondent Types: Facilitators and Users
	Data Collection Methods and Techniques Questionnaire, Interview, Observation, Sampling	
	Data Analysis Techniques and Tools Thematically, Ms Word, Ms Excel, SPSS, SWOT	
	Research Question Design Both qualitative and quantitative approach used	

Figure 1.1: Overview of the research methodology applied in this study

1.7 Definition of terminologies used in the study

The terminologies which were used in this research study are briefly described below:

Information

Information is used to identify many concepts; hence, it is extremely difficult to define it precisely. Normally, information is a message, communicated by a communicator to the receiver. (Giggey, 1988). According to (Merriam-Webster Dictionary) Information is that which informs. In other words, it is the answer to a question of some kind. It is thus related

to data and knowledge, as data represents values attributed to parameters, and knowledge signifies understanding of real things or abstract concepts.

However, in this study information has been used to mean the main ingredient of social development as well as social innovation.

Social Innovation

Social Innovation as: innovative activities and services that are motivated by the goal of meeting a social need and that are predominantly developed and diffused through organizations whose primary purposes are social (Mulgan, 2006). A social innovation can be a product, production process or technology, but it can also be a principle, and idea, a piece of legislation, a social movement, an intervention or some combination of them (Phills et al., 2008, 39).

In this study, we used social innovation to denote the social development utilizing information.

Evaluation

Evaluation is a systematic determination of a subject's merit, worth and significance, using criteria governed by a set of standards. It can assist an organization, program, project or any other intervention or initiative to assess any aim, realizable concept/proposal, or any alternative, to help in decision-making; or to ascertain the degree of achievement or value in regard to the aim and objectives and results of any such action that has been completed (Staff, 1995-2012).

Evaluation has been considered as the driving force and measurement technique to judge the existing initiatives.

Information centers

Information centers are shared information and communication facilities that provide information with telephone, fax, and internet services as well as access to equipment such as cassette and video players, photocopiers and computers (Michiels, 2001).

For collecting core data Govt. and NGOs information centers were targeted.

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SWOT analysis (alternatively SWOT matrix)

Is an acronym for strengths, weaknesses, opportunities, and threats and structured planning method that evaluates those four elements of an organization, project or business venture. A SWOT analysis can be carried out for a company, product, place, industry, or person” (Humphrey 2005). According to (Marketing Teacher.com, 2017) A SWOT also can be used to audit the overall effectiveness of a business or organization.

SWOT analysis is the best way to explore the strengths, weaknesses, opportunities, and threats of any existing initiatives or systems.

Facilitator

A facilitator is someone who engages in the activity of facilitation. They help a group of people understand their common objectives and assist them to plan how to achieve these objectives; in doing so, the facilitator remains "neutral" meaning he/she does not take a particular position in the discussion (Bens, 2012). Another definition of facilitator as follows: A facilitator is an individual who enables groups and organizations to work more effectively; to collaborate and achieve synergy. She or he is a “content-neutral” party who by not taking sides or expressing or advocating a point of view during the meeting, can advocate for fair, open, and inclusive procedures to accomplish the group’s work. A facilitator can also be learning or a dialogue guide to assist a group in thinking deeply about its assumptions, beliefs, and values and about its systemic processes and context (Kaner and et al, 2007: xv). In the study, the facilitator has been used to mean those officials who help its user’s to get services in a convenient way and we choose them as respondents in this study.

1.8 Outlines of the thesis

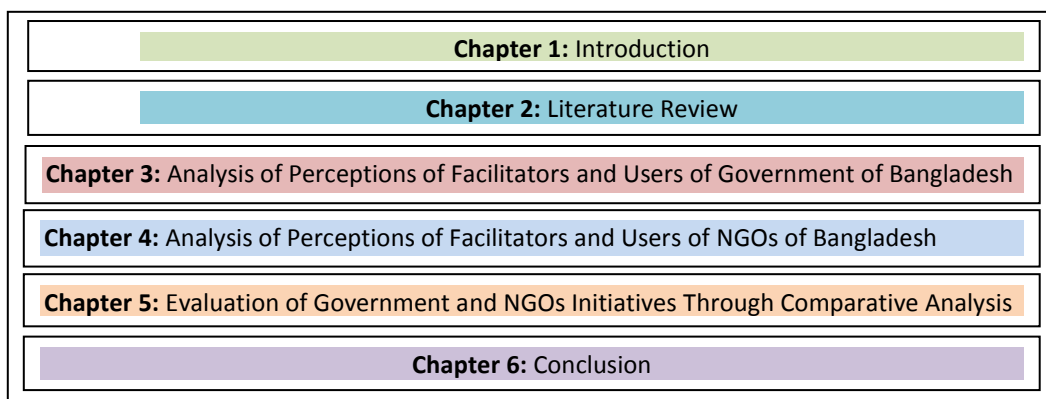


Figure 1.2: Overview of the outlines of the study

The study is structured into six chapters, which are enumerated below:

Chapter 1: Introduction

The introductory chapter discusses a concise preface, the statement of the problems, aims, and objectives, research questions, significance and originality of the study. Also discusses the detailed research design and methodology, the definition of terminologies used in the study, and finally ends with the outlines of this thesis.

Chapter 2: Literature Review

This chapter focuses on the concept of information, information center, social innovation, evaluation, SWOT, some earlier Government initiatives in Bangladesh and the world, some earlier NGOs initiatives in Bangladesh and the world. The researcher also focuses the research gap from existing reviewed literature and hopes to fill up the gap.

Chapter 3: Analysis of Perceptions of Facilitator and Users of Governments

In this chapter, we analyze perceptions of Government's facilitators regarding the existing initiatives like satisfaction, the idea regarding social innovation, obstacles, recommendations etc. We also discuss the perceptions of users analyzing their satisfaction, the impact of SI, obstacles and recommendations.

Introduction

Chapter 4: Analysis of Perceptions of Facilitator and Users of NGOs

In this chapter, we mainly analyzed the collected data from various points of views of facilitators and users of NGOs. Facilitators work experiences, working environment, training, satisfaction, the idea regarding social innovation, obstacles, recommendations, etc. The user's frequency of using service, motivation, the idea of social innovation, and level of agreement regarding the impact, satisfaction, obstacles, and recommendations also discussed.

Chapter 5: Evaluation of Government and NGOs Initiatives Through Comparative Analysis

This chapter has made a comparative analysis of Government and NGOs initiatives based on the perceptions of facilitators and users by using chart, tables, SWOT analysis techniques etc.

Chapter 6: Conclusion

This chapter has incorporated answer to all the research questions, which we added in the introduction chapter reflecting suggestions and recommendations. The limitations of the study also discussed in this chapter. We proposed a new and unique model for the Government organization that could be helpful to Government and NGOs to improve their existing information services. Conclusion chapter will also provide a direction for further research that will give researchers a new horizon to do further research.

Chapter 2: Literature Review

Chapter 2

Literature Review

This chapter provides a brief review of relevant literature. Concept of information, information center, social innovation, evaluation, SWOT analysis, and the role of information for social innovation, Government and NGOs initiatives in Bangladesh and Government and (NGOs) initiatives in the world. This review identified the research gap at the end of the chapter.

2.1 Introduction

A lot of closely related literature was reviewed. By searching the internet, researcher downloaded a large number of publications, thesis, articles, monographs, chapters etc. Then the researcher carefully chose for reviewing which were very much related and linked to the research work. In addition, researcher read many publications for gaining ideas and conception building but all of them were not included in the review chapter.

The literature review chapter carried out a selective review of relevant literature which closely relates to this research area. However, literature reviews were carried out under the following knowledge streams:

- Concept of information
- Perception regarding the information center
- Conceptual issues of the social innovation
- Concept of the evaluation
- SWOT analysis
- Role of information for social innovation or development
- Government and NGOs initiatives in Bangladesh
- Government and NGOs initiatives in world.

Finally, this chapter indicates the research gaps based on available reviewed literature and also hope this present study will be able to fulfill the gap.

2.2 Concept of information

Information is any input into the system that initiates a change of state (Vickery & Vickery, 1987). Information is vital to solve problem and decision-making (Annual Report, 2000).

Information is a global concept referring to any pattern of energy input you are exposed to (Myers and Myers, 1982). Information may be understood as the value attached or instantiated to a characteristic or variable returned by a function or produced by a process (Losee, 1998). (Cole, 1997a), defined information as that which modifies knowledge structure Rasmussen (2001) noted that information is an essential ingredient in capacity building process because access to information enables people to be better informed and able to influence make decision. Information is an essential resource and can play a fundamental role in the Socio-economic development of a country like Bangladesh (Islam, 2010).

2.3 Perception regarding the information center

‘Information Center’: This is regarded as similar to ‘one-stop shop, defined by Bostedt, G (1994p 8), and cited by Dawson (1995) as ‘an office which locally supplies the public with easily accessible service and information. The fundamental idea is to gather public information in one place and under one roof to make it conveniently accessible for citizens.

2.4 Conceptual issues of the social innovation

Social innovations are needed when the ordinary market fails, and there is a huge need for creating social value, rather than creating private value for entrepreneurs, investors and ordinary consumers. To generate social innovations that do not have dysfunctional effects, one should have a reflection about values that are involved in the innovation process (Gronhaug, 1988). Moulaert et al (2005) defined SI as a Theme in the theorizing of human development, empowerment and local development strategies. Mulgan (2006) Social innovations are defined as innovative activities and services that are motivated by the goal of meeting a social need. Nussbaumer and Moulaert (2007) described ‘SI can be macro or micro, structural or local; they are introduced by an entrepreneurial spirit and through

solidarity, either to improve the functioning of the organization or to transform the organization into a social enterprise, an enterprise with social objectives, an organization pursuing social objectives or to empower it with a more participatory governance system'. Pol and Ville (2009) reported that the term 'social innovation' has come into common parlance in recent years. Harris and Albury (2009) stated SI is innovation inspired by the desire to meet social needs which can be neglected by traditional forms of private market provision and which have often been poorly served or unresolved by services organized by the state. Pol and Ville (2009) suggested that an innovation is termed a social innovation if the implied new idea has the potential to improve either the quality or the quantity of life. Murray et al (2010) defined SI new ideas (products, services and models) that simultaneously meet social needs (more effectively than alternatives) and create new social relationships or collaborations. Franz, Hochgerner and Howaldt (2012) stated "we have to admit that SI currently is a term that everyone likes, but a precise and broadly accepted definition is still missing. de Bruin (2012) felt there is lack of a universally accepted definition of SI and ambiguity surrounds the term. Martinelli (2012) expressed "there is no single, exhaustive, or accepted definition of SI. Moreover, the recent success of the notion and its mainstreaming in policy discourse has paradoxically emptied it of its innovative dimension, exposing it to the concrete danger of becoming hollow – or, worse, instrumental – rhetoric. Harrisson (2012) identified SI is a term that is used prolifically and, increasingly, with no particular meaning attached to it. Hochgerner (2012) told 'despite the growing popularity of the topic, there is still widespread uncertainty regarding what SI are, how they come into being, and what can be expected of them'. He further told that SI might be considered any activity that expands the capability to act (of parts or the whole of society), and enables or leads to concrete action. Westley and Antadze (2012) identified SI is a complex process of introducing new products, processes or programs that profoundly change the basic routines, resource and authority flows, or beliefs of the social system in which the innovation occurs. Such successful social innovations have durability and broad impact.

2.5 Concept of the evaluation

Evaluation is an important tool for improving management. Through organizational assessment - commonly known as evaluation - the effectiveness of an organization is measured in terms of its functioning, problems and achievements from both the behavioral and social system points of view (Lawler, Nadler and Cammann, 1980). Organizational evaluation measures, compares and analyses the coherence between results and specific objectives and between specific objectives and general objectives of institutional projects, programmes or plans (Hernan, 1986).

Organizational Assessment Model is shown below



Figure 2.1: Institutional and Organizational Assessment Model (IOA Model)

(Source: Universalia Institutional and Organizational Assessment Model)

2.6 Role of information for social innovation or development

Information resembles light in that it enlightens people's lives and generally improves the functioning of society (Rahman and Bhuiyan, 2016). Everywhere information is now considered as the commodity and vehicle of development. According to Dilli (1997) Information is the driving force of a modern society. Over the last few decades, the

increased emphasis on information in every sphere of life has resulted in the increased use of information in every sector. Uddin (1999) stated Information is considered as an important component in the strategy for the promotion of economic and social development and for the improvement of the economic and social life of the rural community in Bangladesh. Similarly, Moore (2007) mentioned that Information is a key contributor to the development of individuals and communities. People need information to develop their potential through education and training, to succeed in business, to enrich their cultural experience, and to take control of their daily lives. In addition, Kamba (2009) focused Information is conceived as an important resource that contributes immensely towards the development of a nation. Ideally, information brings about knowledge, and a knowledgeable community is also an informed community. This signifies that a community cannot develop without knowledge, and a community can only become knowledgeable if they recognize and use information as their tool for development. According to Ngulube (2000), information is a prerequisite to raising educational standards, advancing democracy, participating in decision making, developing the economy and enhancing the quality of life.

2.7 SWOT analysis

The primary objective of a SWOT analysis is to help organizations develop a full awareness of all the factors involved in a decision. This method was created in the 1960s by Edmund P. Learned, C. Roland Christensen, Kenneth Andrews and William D. Book in their book "Business Policy, Text and Cases" (Irwin, 1969).



Figure 2.2: SWOT Stands for

(Source: www.mysterymoneyman.com/crush-money-goals-swot-analysis/)

SWOT analysis helps managers to select an appropriate strategy that matches their firm's resources and capabilities to the environment in which they operate (Johnson et al, 2009). SWOT analysis involves the collection and portrayal of information about internal and external factors which have, or may have, an impact on business (Pickton and Wright, 1998). Is a framework that allows managers to synthesize insights obtained from an internal analysis of the company's strengths and weaknesses with those from an analysis of external opportunities and threats (Rothaermel, 2012).

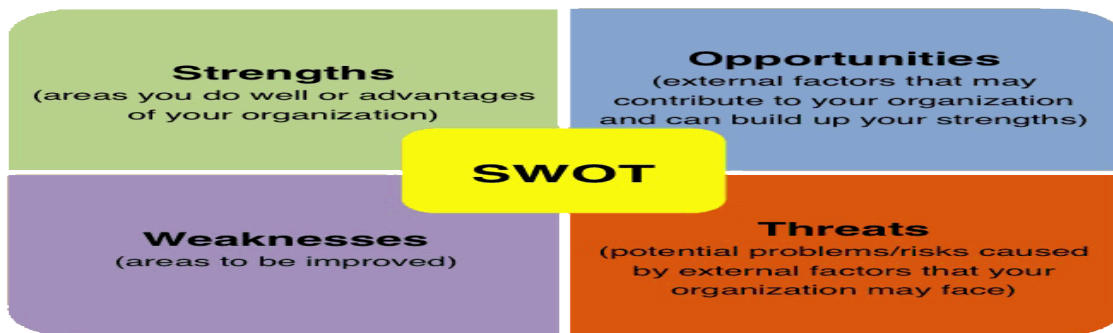


Figure 2.3: SWOT Analysis

(Source: <http://www.sixsigmatrainingfree.com/swot-analysis.html>)

2.8 Government initiatives in Bangladesh

Islam and Hasan (2009) discussed about multipurpose community information and knowledge centres (MCTs) and the telecommunication facilities in Bangladesh. Highlighted problems like poor literacy rate, language barrier, women clientele, lack of ICT skill, financial constrains, lack of coordinated government initiatives etc. They also, showed the prospects in rural areas of Bangladesh, of information access through the telecenters. Salam and Islam (2013) assessed the District E-services Centre (DESC) in Bangladesh and exposed DESC are not able to fulfilling the desire of Gob and the citizens in some contexts. There is a gap between the service provider and the receiver. Thus, DESC needs further developments in all aspects. Sushan et al. (2013) conducted a study explored how Union Information and Service Centre (UISC) was established in Bangladesh, its function, impact and contributes to the knowledge based economy. Like UISC they found community information centre, Multi-

purpose Community Telecenter (MCT), information based club etc. all most doing the same. Mahiuddin and Hoque (2013) identified limitations of UISCs that there no rigid office hours are continued, the cost of services are comparatively high, lack of resources like (computers, space, technical people), Lack of regulatory or legal framework, lack of availability of government information as well as services, lack of operator skills in searching and browsing information through the internet. Alam (2014) conducted a study and found people must be aware the provided services. He noted there was a technological problem, needed training facilities, low motivation and proper steps should be taken for improvements. Alam (2014) conducted a study on Sylhet Sadar Upazila to measure efficiency and effectiveness of UISC. Found entrepreneur problem, technological problem, communication problem etc. The majority of the people were found illiterate, conservative despite they are not satisfied with the existing centers. Islam, Islam and Roy (2015) conducted a survey in some elected Union Information and Service Centers (UISC) of the Rajshahi District of Bangladesh and disclosed how they helping to build knowledge based Society. They highlighted current provided services of the information centers, especially digital information service to rural people. In implementing of knowledge based society in Bangladesh. The barriers are facing: the slow speed of Internet, scarcity of sufficient funds, unconsciousness of the user should be solved for development. Saleheen (2015) submitted Master's thesis where he surveyed through the questionnaire on Narayanganj districts selected Union Digital Center (UDC). They discussed on the existing providing e-services to the general people which minimizes the gap between Govt. and them. It is a good sign of good governance in Bangladesh. Author gave emphasis on the increase of users' satisfaction level also for improving the infrastructure & logistic support.

2.9 Non Governmental Organizations (NGOs) initiatives in Bangladesh

Harun-ur-Rashid (1996) focused the Community Development Library (CDL) various services, like: reading circle, action research and publication, an audio-visual programme, Press clippings, current-awareness services, Development resource promotion. Also explored CDLs regional, district, and the local Rural Information Resource Centers in Bangladesh

provided services along with present constraints. Raihan (2007) classified the major constraints for telecasters in Bangladesh as technical constraints and sustainability problem. Besides there is the power supply problem, need secured infrastructure and proper connectivity problem exists. Islam and Hasan (2008) highlighted that Multipurpose community telecenters (MCT) initiatives in Bangladesh facing problems like the Poor literacy rate of customers, Language barrier, Lack of ICT skills, Financial constraints, Lack of coordinated government initiatives, Unconscious about new technology etc. Hasan et al. (2009) argued that some farmers or villagers confused about provided services, Most of them are illiterate, there exists electricity problem, and the shortage of skilled manpower, still requires delivering useful information to the farmers. Also, this study found some positive impacts have given services like Information centre are helping to remove the digital gap. Islam and Hoq (2010) explored the major roles and impact on Community Information Centre (CICs) and observed there is Lack of community Internet access points, Lack of regulatory framework, Unconscious of new technology, The need of arrangement for training programmes, Lack of Bangla standardization, Need to provide more services etc. Islam and Islam (2010) identified The problems of rendering the community information service in the course of public libraries in Bangladesh are the gap between provided services and the real information need, lack of Illiteracy and understanding, Information not reach people sometimes, absence of community information literacy, inadequate library education and operating training, Poor organizational structure, scarcity of educated and expertise manpower, logistics support, and lack of information service facilities. Besides Public librarians should play a lively role in providing proper library services to communities. Ashraf and Malik (2011) in their article presented a model of Gonokendra expected it will reduce the “information poverty” in rural Bangladesh. They also mentioned the background, formation, salient features, services and initiatives of Gonokendra. Ahmad and Ferdousei (3013) evaluated BRACs Multipurpose Community Learning Centers in Rural Areas of Bangladesh in their research monograph. In comparison with young girl low participation and use found among the general female. Reading the newspaper, books, and magazines found most used services and users were

generally satisfied with served services. It is observed that such kind of library plays a positive role specially for women empowerment. They indicated should increase the library, computer and training facilities etc. Akanda and Roknuzzaman (2013) conducted a study and found the service center need much attention from both Government of Bangladesh and NGOs side. There are accommodation facilities problems, skilled manpower should be appointed, Need uninterruptable power supply, for smooth operations need proper technological support. Alam (2014) in his paper described the starting of the Gonokendra or community resource center, its uniqueness regarding serving the community, diversified services specially learning. He also identified some major challenges and ways to move forward. Gonokendra” is a multi-purpose community access center (Ashraf and Malik, 2011).

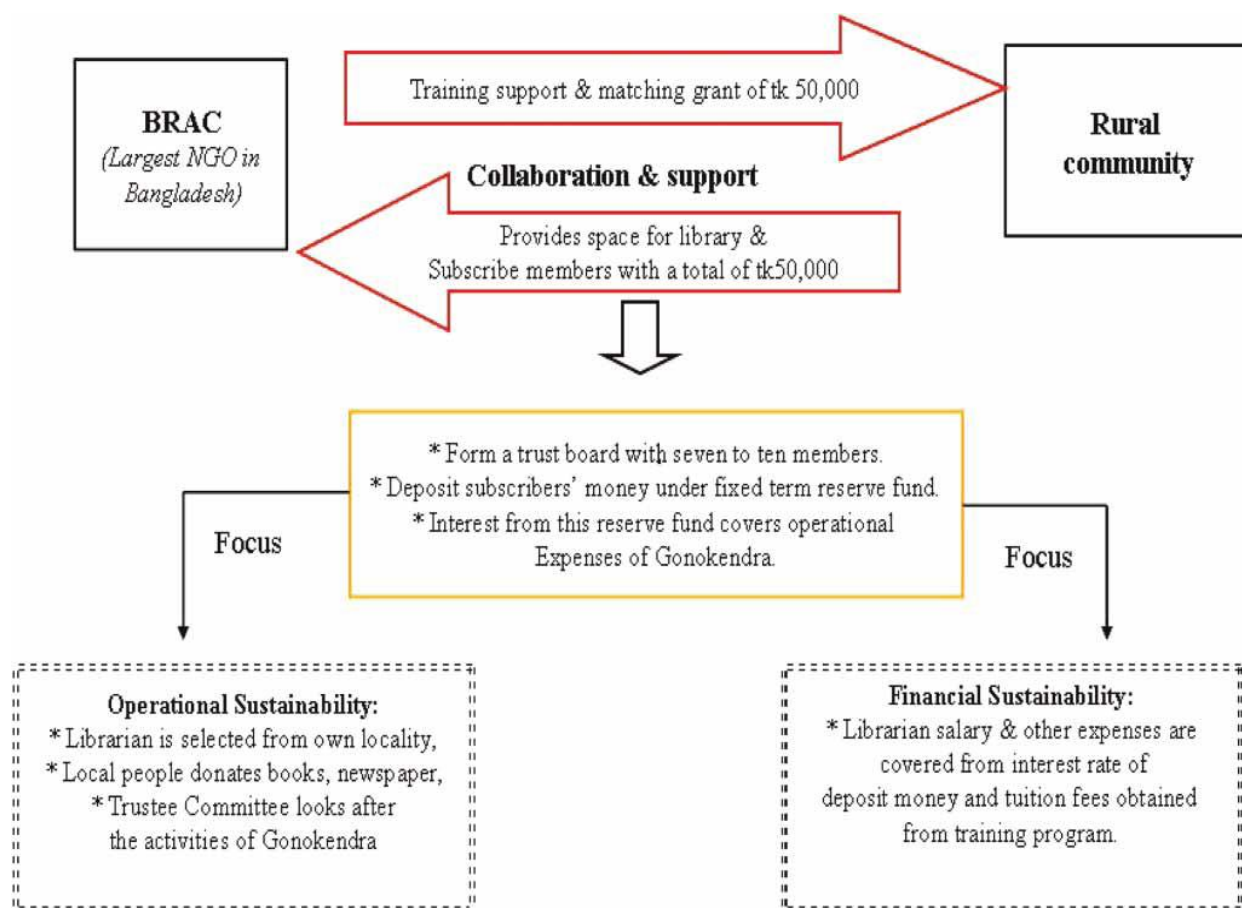


Figure 2.4: Process of the Gonokendra Model

(Source: Ashraf and Malik, 2011)

2.10 Government initiatives in World

Jacobs and Herselman (2006) experienced some problems that are in Multi-purpose Community Centre (MPCC) equipped with ICT and are listed that Insufficient telecommunications services, lack of knowledge, lack of skills, lack of awareness, insufficient training, inadequacy of technical infrastructure.

2.11 Non Governmental Organizations (NGOs) initiatives in World

McConnell (2001) examined two Ugandan telecasters and reported that management had failed to equip staff with the necessary technical and professional skills required for their positions to perform the job properly. Some challenges found regarding Introducing new technologies, illiteracy, training needs, etc. Bhutia and Martin (2007) noted in the year of 2003 UNESCO carried the generation of Nepal's first pilot Community Multi Media Centre (CMC) and in 2005 also set up a satellite telecaster. Both initiatives faced same challenges like irregular electricity supply, load shedding and low voltage; expensive internet connection, lack of trained technical staff etc. Rothschild (2008) Analyzed telecenters in 17 countries to better understood the present conditions that may lead to telecenter success or failure. They should be aware of the differing needs of individuals, needs monitoring and evaluation, train clients and staff, locally relevant content requirement, infrastructure, slow Internet connectivity, electricity problems, Involve local communities is a prerequisite. Ndinde and Kadodo (2014) focused on evolutions and purpose of the information center and benefit of such centers. The backdated rural people were mostly benefited from these initiatives. The proper use of rural-based information centers in Zimbabwe can bring economic and national development in a variety of ways. Harande (2009) expressed the rural communities in Nigeria were in the neglected position in getting update information. Their accessibility to the desired information became extremely difficult and impractical. Properly disseminated information service could resolve the problem to a great extent.

3. Summary

The above literature review revealed that some researchers conducted on Government and NGOs initiatives in Bangladesh separately or on a single point of view. But Government and NGOs joint evaluation on SI based on information there still remained a gap. There is no adequate literature on **Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh**. Therefore, the present study will explore the current situation, challenges, limitations, positive future prospects, possible recommendations, etc. Hopefully, this study will help the students, teachers, researchers, decision makers and those who are interested for further query regarding this issue.

Chapter 3: Analysis of Perceptions of Facilitators and Users of Governments

Chapter 3

Analysis of Perceptions of Facilitators and Users of Governments

This chapter presents an aclose examination of Governments initiatives by analyzing facilitators and users' perceptions. In this chapter participating facilitators perceptions and users' perceptions, were analyzed. We have analyzed the data by using the charts, percentage, SPSS, etc. In this analysis total participants were 75, where 50 users and 25 facilitators from the 25 Union Digital Centers of Bangladesh.

Analysis of the personal profile of facilitators

The personal profile of facilitator includes facilitator's gender, age group, last educational level and current designation or the working position of the facilitators.

3.1 Gender of participating facilitators

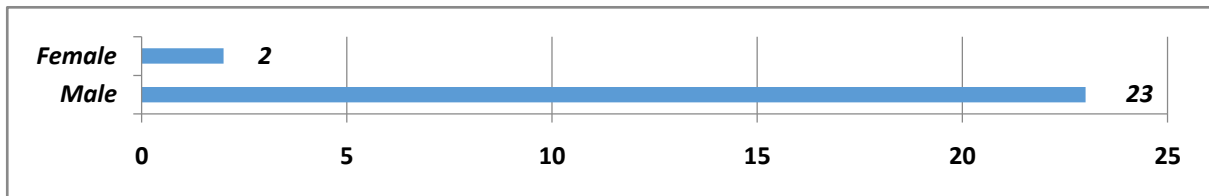


Figure 3.1: Gender of participating facilitators

Figure 3.1 illustrates that a big number represent male 23(92%) and a small number represent female 2(8%). This hints an inequity of male and female facilitators.

3.2 Age group of participating facilitators

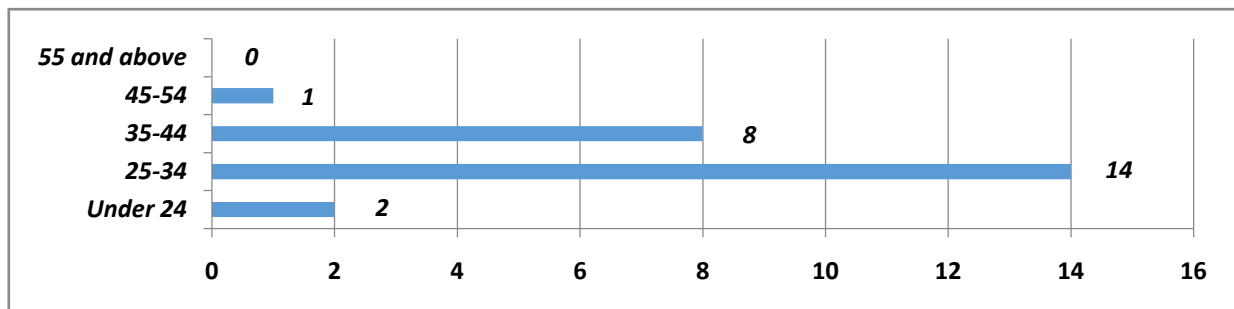


Figure 3.2: Age group of participating facilitators

Figure 3.2 demonstrates that 14(56%) participants from the age group of 25-34, 8(32%) from the age group of 35-44, 2(8%) from under 24 years age group, and 1(4%) from the age group of 45-54. And no participants found from the age group 55 and above.

3.3 Last educational level of participating facilitators

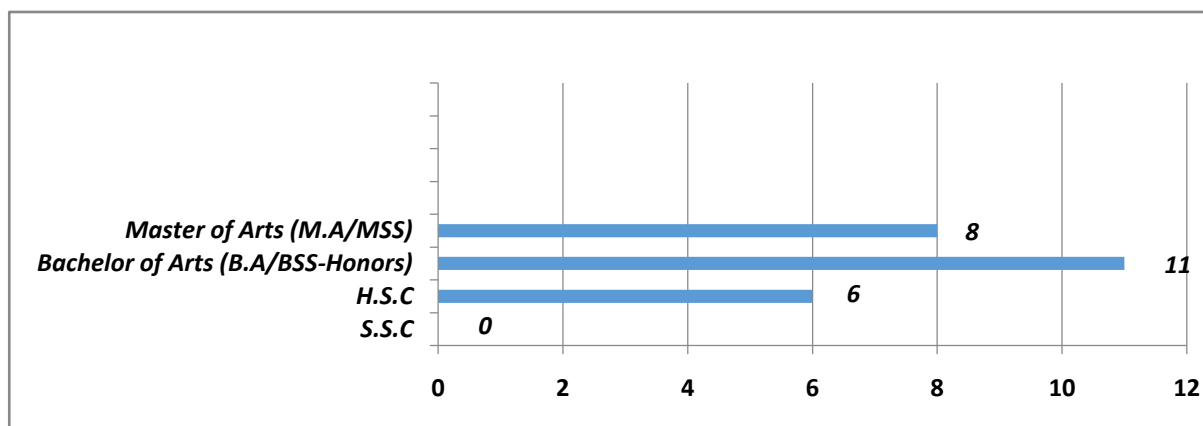


Figure 3.3: Last educational level of participating facilitators

Figure 3.3 points out that majority portion of the facilitators 11(44%) were Bachelor of Arts (B.A/BSS-Honors) degree holder, 8(32%) facilitator were Master of the Arts (M.A/MSS) degree, holder and rest of the participants' numbering 6 (24%) from H.S.C pass group.

3.4 Current designation or the working position of facilitators

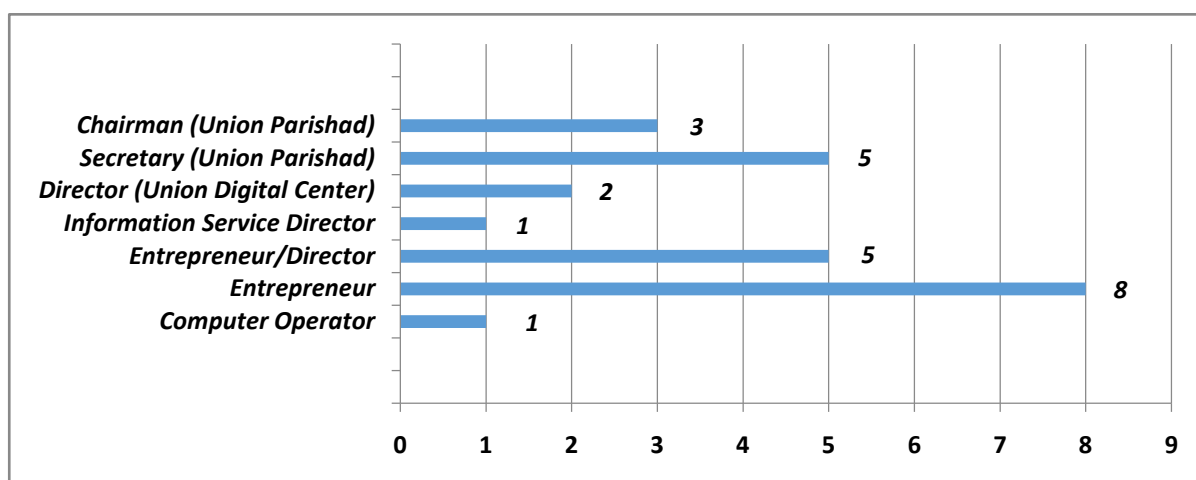


Figure 3.4: Current designation or working position of facilitators

Figure 3.4 proves the facilitators' current designation incorporated Chairman, Secretary, Director, Information Service Director, Entrepreneur/Director, Entrepreneur, Computer Operator etc. (32%) Entrepreneur represents the top level, (20%) Secretary and Entrepreneur/Director, (12%) Chairman, (8%) Director, (4%) Information Service Director and Computer Operator who assisted to fill up the distributed questionnaire.

Analysis of perceptions of the facilitators

3.5 Name of current parent organization, service center and category

From the table 3.1, it is clear that all the 25 participants of Governments organization belong to same parent organization LGRD-a2i.

Table 3.1: Parent organization, service center and category of organization

SL.	Parent Organization	Name of service center or initiative	Category
1	Access To Information (A2I) –Local Government Rural Development (LGRD)	Bhurungamari Union Parishad	Government Organization (GO)
2		Burimari Union Digital Center	
3		Union Digital Center Chormocharia	
4		Union Digital Center	
5		Charghat Union Parishad	
6		Union Information and Service Center	
7		Union Digital Center	
8		Jhaluka Union Digital Center	
9		Information and Service Center	
10		Union Digital Center	
11		Union Digital Center	
12		Union Information and Service Center	
13		Union Digital Center	
14		Union Digital Center	
15		Union Information and Service Center	
16		Union Digital Center	
17		Kalaiya Union Parishad	
18		Nishanbaria Union Parishad	
19		Kanokdia Union Parishad	

20	Vaduria Union Digital Center
21	Karundia Union Parishad
22	DakhinkhanAdarsha Union Parishad
23	Union Digital Center
24	Boali Union Parishad
25	Vatara Union Digital Center

3.6 Type of service center or initiative:

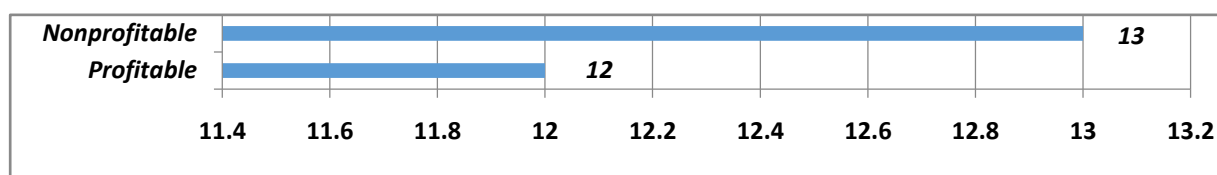


Figure 3.5: Type of service center or initiative

Figure 3.5 exposes that the majority 13(52%) undertaken initiatives were non-profitable, whereas 12(48%) were profitable.

3.7 Work experience in the current service center or initiative (in years):

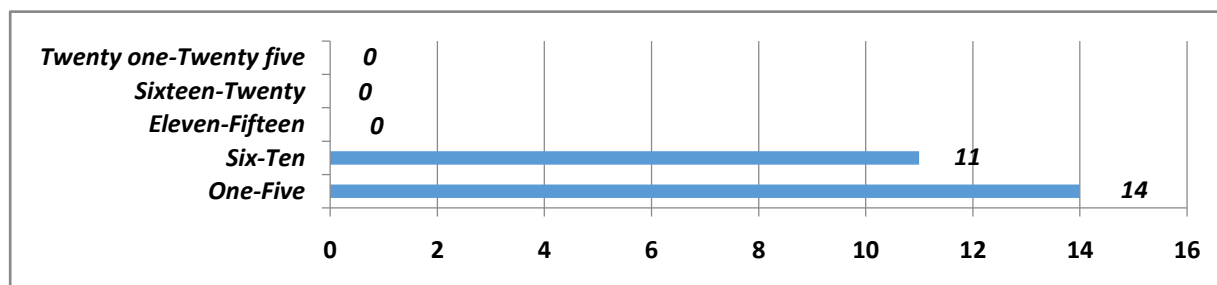


Figure 3.6: Work experience in the current service center or initiative (in years)

The figure 3.6 shows that 14 (56%) facilitators had 01-05 years work experience and 06-10 years work experiences belonged to 11(44%) of facilitators.

3.8 Current status of formal ICT training of facilitator

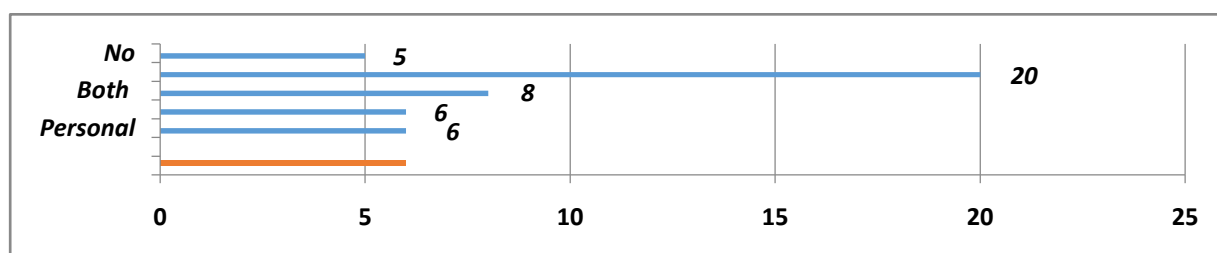


Figure 3.7: Current status of formal ICT training and financial support provider

Figure 3.7 represents that a large portion of the facilitators 20(80%) had obtained training, but 5(20%) did not get training. The participants who received training were asked who provided financial support for their ICT training. The responses obtained from them are incorporated in figure 3.7.

It also specifies that most of the facilitators 8(32%) got financial support from the option both, and 6(24%) of facilitators received training from the personal arrangement and another 6(24%) arrange their fund from the office.

3.9 Necessity of further training

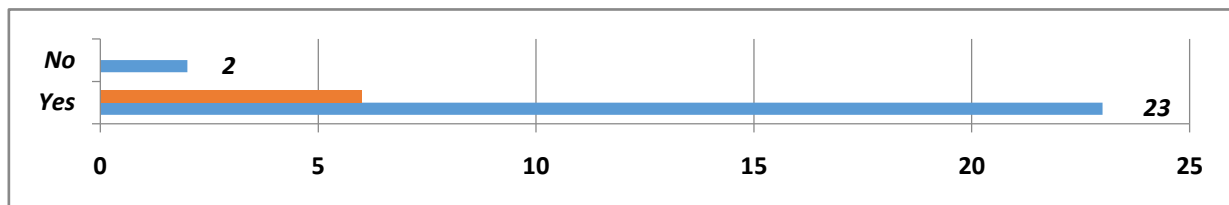


Figure 3.8: Necessity of further training

Figure 3.8 clearly indicates that the majority of the facilitators 23(92%) spontaneously agreed that they need further training and rest of the 2(8%) did not feel any necessity for further training.

3.10 An overall working environment of service center

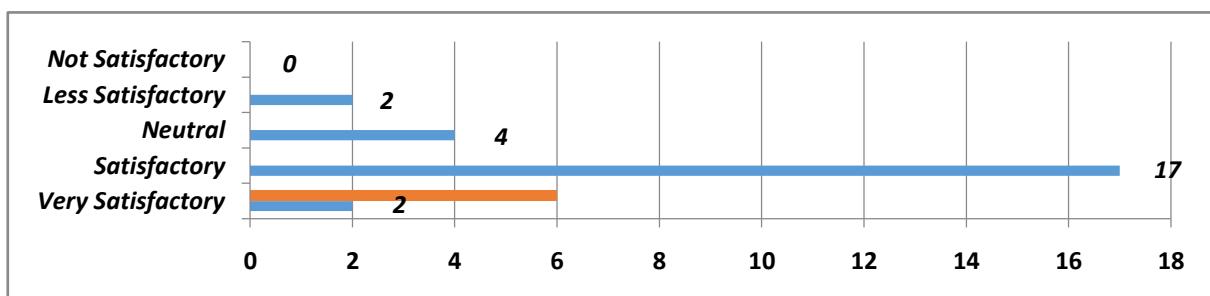


Figure 3.9: Overall working environment of service center or initiative

Figure 3.9 designates that majority of the facilitators 17(68%) were in the opinion that, the overall working environment was satisfactory, followed by 2(8%) less satisfactory, 4(16%) neutral position, another 2(8%) were very satisfactory.

3.11 Facilitator’s satisfaction with the current job

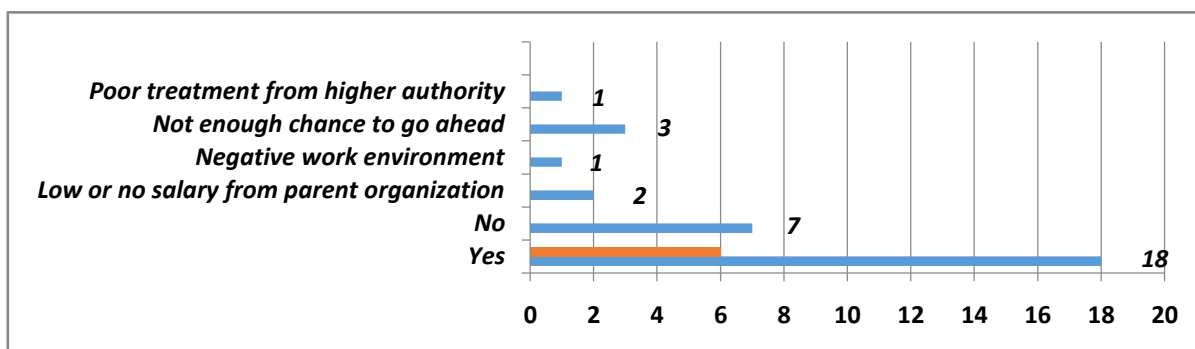


Figure 3.10: Facilitators satisfaction with the current job

According to the figure 3.10, the majority of the participants, i.e. 18(72%) showed their satisfaction on their current job, while 7(28%) of the facilitators specified that they were not satisfied with the current job. 3(12%) facilitators told that there was not enough chance to go ahead, 2(8%) expressed their dissatisfaction over low or no salary provision from the parent organization. The negative work environment stated by 1(4%) and poor treatment from higher authority as expressed by another 1(4%) of participants.

3.12 Services provided to the users from Union Digital Centers

Table 3.2: Diversified services of Government initiative

Factors	Services
Health	Health information, Height & weight measurement.
ICT and Commercial Services	Photocopy, Printing, Scanning, Laminating, Compose, Data entry, Video conference, CD Write, Project rent, Internet browsing & email, Video shows, Digital Camera, Photography, Phone call, Mobile ring-tone download, m-banking, Flexi load.
E-Citizen	Examination results, Online university admission, Government circulars & notices, Passport and visa processing, Law and human rights, Online birth registration, Population census data entry, Citizen character of Union Parishad, Citizenship certificate, Different types of government/application forms.
Training	Computer training.
Agriculture	Agricultural information, Soil, and water testing.
Environment	Disaster management, Sanitation.
Education	Education information
Varieties	Employment, Life insurance, Tourism, Recreational services, Transportation service.
NB.: Not all the centers provide all the services; it is cumulative services which render whole Bangladesh.	

3.13 Overall satisfaction of facilitators regarding services they provide to users

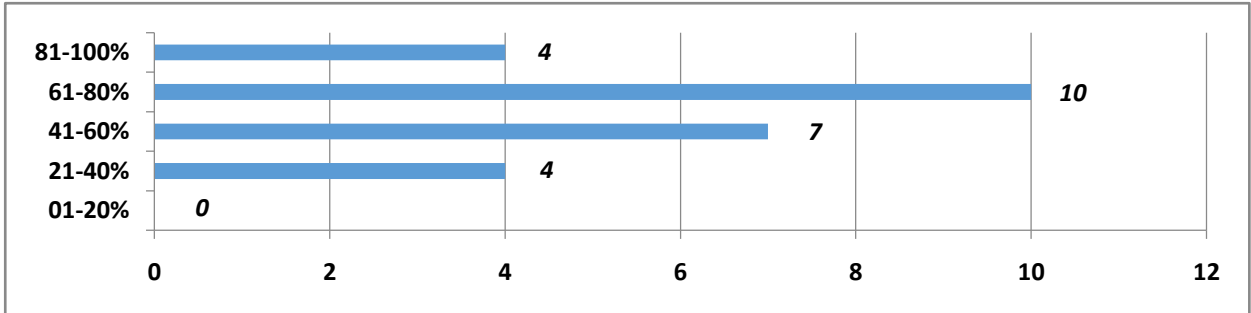


Figure 3.11: Overall satisfaction of facilitators regarding services

Figure 3.11 reveals that, the large portion 10 facilitators were 61-80% satisfied, 7 participants were 41-60% satisfied, followed by 4 facilitators who were 81-100% satisfied and another 4 facilitators were 21-40% satisfied regarding services provided by them.

3.14 Facilitator's idea regarding social innovation

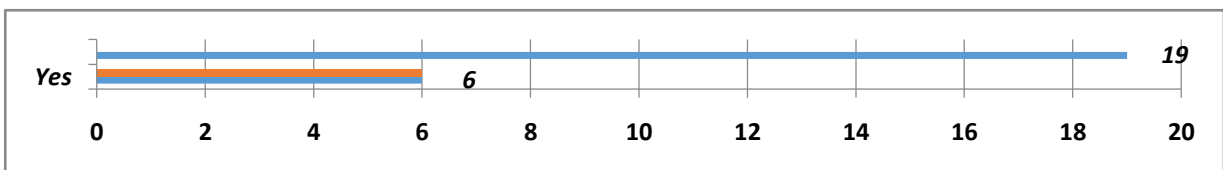


Figure 3.12: Facilitator's idea regarding social innovation

Figure 3.12 shows that, 19(76%) facilitators had the idea about the term social innovation, 6(24%) participants had no idea about the term social innovation. Though 19(76%) participant put tick marks on 'yes' option but surprisingly nobody articulated their understanding of the term social innovation.

3.15 Facilitators opinions regarding the evaluation of Government initiatives

Table 3.3 shows that, among all the statements “Increase of new technology” gained the highest score 6.08, the second highest score 5.96 goes for the statements “Enhance knowledge sharing”. Two statements got the third highest score 5.92 for the statements “Create knowledge-based society” and “Always ready to help the users cordially”. “Raise living standards” and “Makes communication easier” obtained score 5.88. “Equal chance for women entrepreneur” got score 5.84 where the statement “Launch new services” scored 5.80. Three statements “Ensure social innovation”, “service hours is convenient”, “Conservative mentality of people” obtained score 5.76. “Gets many services under one roof” “Performs task timely” “Fear of adoption in new services” statement got 5.72 score. 5.68 score obtained the statements, “Authority arranges training or not”, “All the services are user-friendly”, “ICT facilities makes competent”. “Creates new job opportunity” obtained the score 5.64. “Shortage of trained manpower”, “ICT facilities not enough”, “Shortage of trained manpower” statements obtained score 5.56. “Illiterate people hinder services” “Lack of appropriate infrastructure” got score 5.52. Statement “Broadcast upcoming events”, achieved mean score 5.48. This statement “Rate of user satisfaction” obtained score 5.44. “Ensures easy and multiple access” got the mean score 5.36. 5.32 score obtained by “User-friendly environment”. “Less privacy of information of users” got the score 5.20. The lowest score 5.00 gained the statement “Sustainability of service”, “Suitable work environment” got the second lowest score 5.04, “Lack of proper knowledge” statement achieved score 5.12.

Table 3.3: Facilitators opinions regarding the evaluation of Government initiatives

SWOT	Factors	Statements	N	Minimum	Maximum	Mean	Std. Deviation
Strengths	Location	Ensures easy and multiple access	25	2.00	7.00	5.36	1.28712
		Encourages research	25	2.00	7.00	5.12	1.45258
		Creates new job opportunity	25	2.00	7.00	5.64	1.18603
	Service hours	Service hours is convenient	25	3.00	7.00	5.76	.96954
	Environment	User friendly environment	25	2.00	7.00	5.32	1.14455
		Suitable work environment	25	2.00	6.00	5.04	1.27410

Analysis of Perceptions of Facilitators and Users of Governments

	Services	Gets many services under one roof	25	2.00	7.00	5.76	1.26754
		All the services are user-friendly	25	2.00	7.00	5.68	1.18040
	Competency	Performs task timely, cordially	25	2.00	7.00	5.72	1.17331
		Always ready to help the users	25	2.00	7.00	5.92	1.22202
		ICT facilities makes competent	25	3.00	7.00	5.68	1.14455
		Makes communication easier	25	3.00	7.00	5.88	.88129
Weaknesses	ICT	ICT facilities not enough	25	2.00	7.00	5.56	1.38684
	Infrastructure	Lack of appropriate infrastructure	25	2.00	7.00	5.52	1.32665
	Resources	Shortage of resources	25	2.00	7.00	5.56	1.32539
	Training	Shortage of trained manpower	25	3.00	7.00	5.56	1.22746
	Privacy	Less privacy of information of users	25	2.00	7.00	5.20	1.32288
	Knowledge	Lack of proper knowledge	25	1.00	7.00	5.12	1.64114
	Illiteracy	Illiterate people hinder services	25	1.00	7.00	5.52	1.44684
Opportunities	Innovation	Ensure social innovation	25	3.00	7.00	5.76	1.12842
	Knowledge	Enhance knowledge sharing	25	3.00	7.00	5.96	1.05987
		Create knowledge based society	25	3.00	7.00	5.92	1.11505
	Standard	Raise living standards	25	1.00	7.00	5.88	1.36382
	Advertisement	Broadcast upcoming events, news	25	1.00	7.00	5.48	1.53080
	Entrepreneur	Equal chance for women entrepreneur	25	1.00	7.00	5.84	1.37477
	Service	Launch new services	25	2.00	7.00	5.80	1.19024
Threats	Service	Sustainability of service	25	1.00	7.00	5.00	1.65831
	Satisfaction	Rate of user satisfaction	25	3.00	7.00	5.44	1.15758
	Training	Authority arranges training or not	25	1.00	7.00	5.68	1.43527
	Anxiety	Increase of new technology	25	3.00	7.00	6.08	.95394
		Fear of adoption in new services	25	2.00	7.00	5.72	1.33915
		Dropout rates of entrepreneurs	25	2.00	7.00	5.28	1.59478
		Conservative mentality of people	25	3.00	7.00	5.76	1.12842

3.16 Obstacles for providing services from facilitators end

Table 3.4 indicates that, statements “Require more innovative service “achieved the highest score 6.20, followed by statement “Speed of internet bandwidth” with a mean score 5.92, the third highest score 5.76 were for the statement “Fear of implementing innovative ideas”. “Require promotional activities” statements obtained 5.68 score, “Insufficient budget”, achieved 5.64, where the statements “Lack of infrastructure” got 5.52, “Lack of formal training and retraining” got 5.40, “Shortage of skills of facilitators”, and

“Sustainability of service” obtained score 5.20, “Lack of ICT facilities” got score 4.44. “Unawareness from both sides” achieved the lowest score 5.04, the second lowest score 5.20 belonged the statement “Unwillingness of peoples”.

Table 3.4: Obstacles for providing services from facilitators end

Statements	N	Minimum	Maximum	Means	Std. Deviation
Insufficient budget	25	1.00	7.00	5.64	1.52425
Lack of infrastructure	25	1.00	7.00	5.52	1.53080
Lack of ICT facilities	25	1.00	7.00	5.44	1.50222
Speed of internet bandwidth	25	1.00	7.00	5.92	1.49778
Shortage of skills of facilitators	25	2.00	7.00	5.48	1.38804
Lack of formal training and retraining	25	2.00	7.00	5.40	1.44338
Require promotional activities	25	2.00	7.00	5.68	1.14455
Fear of implementing innovative ideas	25	2.00	7.00	5.76	1.26754
Require more innovative service	25	4.00	7.00	6.20	.81650
Sustainability of service	25	2.00	7.00	5.48	1.44684
Unwillingness of peoples	25	1.00	7.00	5.20	1.75594
Unawareness from both sides	25	2.00	7.00	5.04	1.71950

3.17 Facilitator’s recommendations and suggestions for further developments

From the table 3.5 it is clear that, two statements “Speed of internet must be upgraded” and “Increase awareness from both sides” obtained the highest score 6.28. “Assure sustainability of service” got second highest score 6.24. Where three statements “Boost promotional activities”, “Implement innovative ideas” and “Need to introduce more services” gained mean score 6.20. “Should provide more ICT facilities” statement got 6.12, “Encourage people to come” and “Skillful facilitator should recruit” got score 6.08. “Arrange formal training and retraining” gained score 5.84. Statement “Allot sufficient budget” got lowest score 5.60. The second height score was 5.80 belonged to the statements “Makes sure appropriate infrastructure”.

Table 3.5: Facilitator’s recommendations and suggestions for further developments

Statements	N	Minimum	Maximum	Mean	Std. Deviation
Allot sufficient budget	25	1.00	7.00	5.60	1.60728
Makes sure appropriate infrastructure	25	2.00	7.00	5.80	1.15470
Should provide more ICT facilities	25	4.00	7.00	6.12	.66583
Speed of internet must be upgraded	25	4.00	7.00	6.28	.67823
Skillful facilitator should recruit	25	3.00	7.00	6.08	.95394
Arrange formal training and retraining	25	2.00	7.00	5.84	1.14310
Boost promotional activities	25	4.00	7.00	6.20	.70711
Implement innovative ideas	25	4.00	7.00	6.20	.70711
Need to introduce more services	25	4.00	7.00	6.20	.76376
Assure sustainability of service	25	4.00	7.00	6.24	.72342
Encourage people to come	25	4.00	7.00	6.08	.95394
Increase awareness from both sides	25	4.00	7.00	6.28	.73711

3.18 Additional comments

P5 from Rajshahi division expressed that each Union Parishad would have to provide the salaries of the entrepreneurs of Union Digital Center and recognition as the permanent employee. P7 from the same division also reported that, to improve the quality of services, we need to the nationalize of Union Digital Centers entrepreneurs.

P9 from Sylhet division expressed that, to maintain appropriate infrastructure, increase the speed of the internet and in case of new innovative thinking need training. P10 from the same division reported, to improve the quality of service of the centers, ensure electricity facilities and solve the slow speed of internet problem and seek cooperation from Union Parishad body.

Analysis of Personal Profile of Users

The personal profile of the users includes the user’s gender, age group, last educational level and current status of users.

3.19 Gender of users

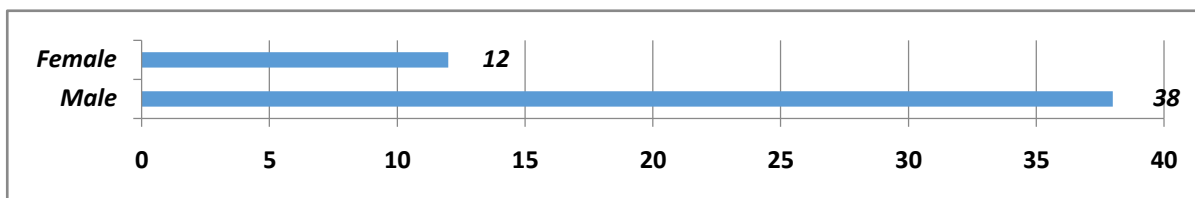


Figure 3.13: Gender of users

Figure 3.13 indicates that, among the participants large numbers 38(76%) were male and 12(24%) were found female. This put forwards a one-sidedness of male and female participants in serving services from UDCs.

3.20 Age group of participating users

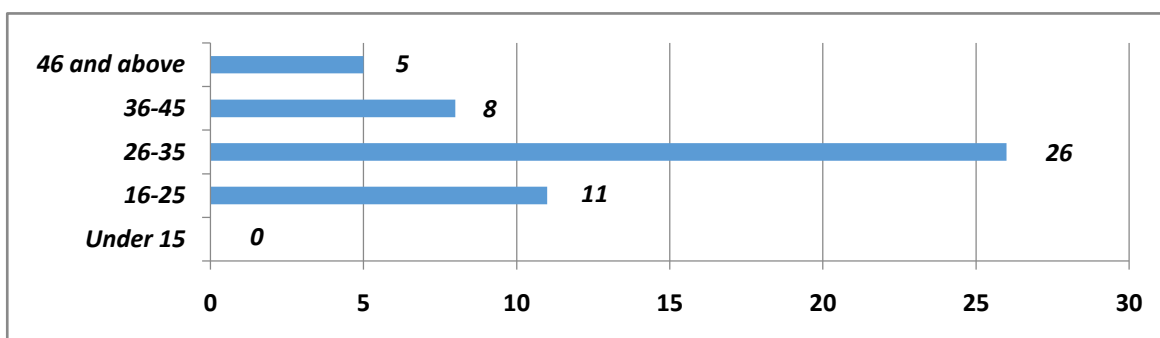


Figure 3.14: Age group of the participating users

Figure 3.14 depicts that, more than half of participants 26(52%) from the age group 26-35, 11(22%) were from the age group 16-25, 8(16%) were from the age group 36-45 and 5(10%) users were from age group 46 and above.

3.21 Last educational level of users

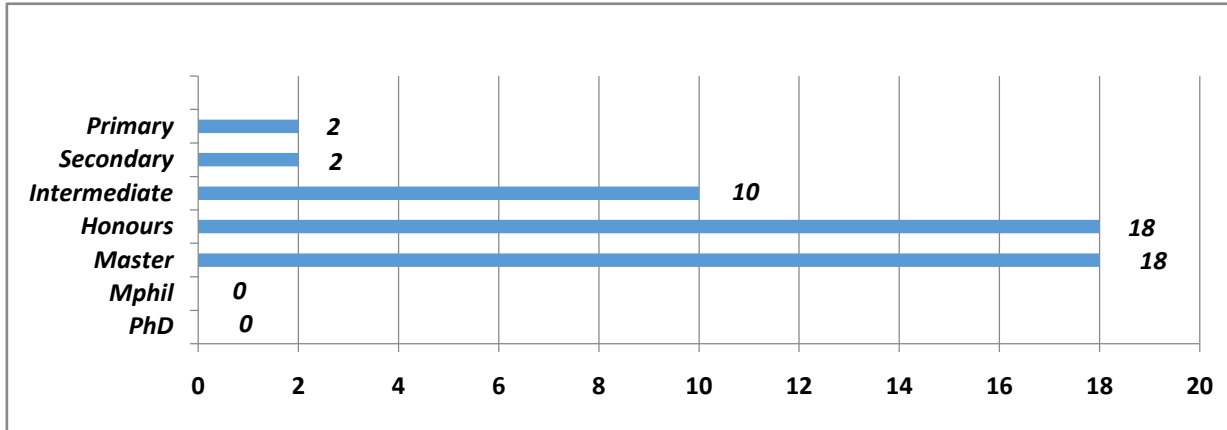


Figure 3.15: Last educational level of participating users

Figure 3.15 specifies that majority portion of the users 18(36%) were Master and Honors degree holders, Intermediate passed users were 10(20%), 2(4%) were secondary and primary passed.

3.22 Current status of users

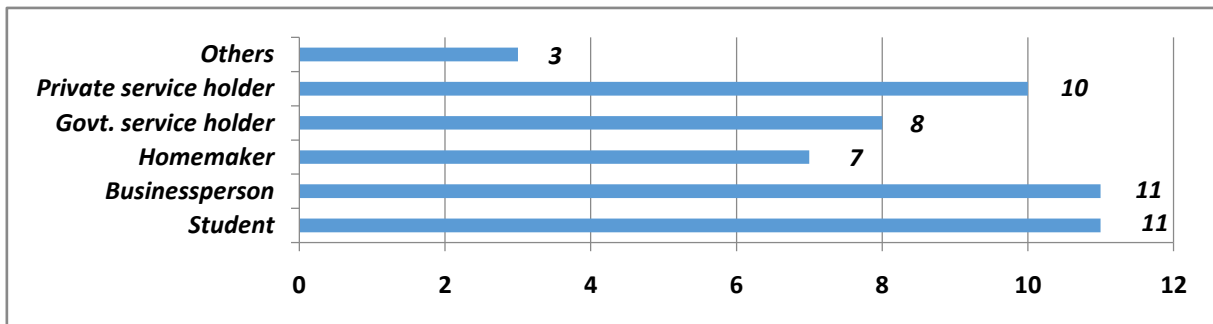


Figure 3.16: Current statuses of participating users

Figure 3.16 indicates that a large number of users 11(22%) were students and businesspersons, whereas 10(20%) private service holder, 8(16%) were Govt. service holder and 7(14%) users were homemaker. Rest of the participants 3(6%) belong to options 'others' Unemployed, Autonomous service holder, living by agriculture.

Analysis of Perception of Users

3.23 Division, District, Upazila and Union of participating users

Table 3.6 shows that, among 50 users, a large number of users (16%) were from Dhaka division, (16%) from Rajshahi division, (16%) users from Barisal division, (12%) from Mymensingh division, (12%) from Chittagong division, (12%) from Khulna division, comparatively less users (8%) from Sylhet and Rangpur division.

Table 3.6: Division, District, Upazila, and Union of users

SL.	Division	District	Upazila	Union	Users
1.	Rangpur	Kurigram	Bhurungamari	Bhurungamari	02
2.	Rangpur	Lalmonirhat	Patgram	Burimary	02
3.	Mymensingh	Sherpur	Sherpur	Chormocharia	02
4.	Mymensingh	Mymensingh	Muktagacha	Basati	02
5.	Rajshahi	Rajshahi	Charghat	Charghat	02
6.	Rajshahi	Naogaon	Sapahar	Shiranti	02
7.	Rajshahi	chapainobabgon	Bholahat	Jambaria	02
8.	Rajshahi	Rajshahi	Durgapur	Jhaluka	02
9.	Sylhet	Sunamganj	Derai	Rajanagor	02
10.	Sylhet	Sunamganj	SunamganjSadar	Rajanagor	02
11.	Khulna	Jhnaidah	Kaliganj	Kashtabangha	02
12.	Khulna	Kushtia	KushtiaSadar	Harinarayanpur	02
13.	Khulna	Satkhira	SatkhiraSadar	Labsa	02
14.	Chittagong	Noakhali	Begumganj	Eklashpur	02
15.	Chittagong	Feni	Chhagalnaiya	Pathannagar	02
16.	Chittagong	Chandpur	Chandpursadar	Rajrajeshwar	02
17.	Barisal	Patuakhali	Bauphal	Kalaiya	02
18.	Barisal	Barisal	Barguna	Nishanbaria	02
19.	Barisal	Patuakhali	Bauphal	Kanakdia	02
20.	Barisal	Bhola	Bhola Sadar	Vaduria	02
21.	Mymensingh	Mymensingh	Ishwardi	Karundia	02
22.	Dhaka	Dhaka	Dakhinkhan	Dakhinkhan Adarsha	02

Analysis of Perceptions of Facilitators and Users of Governments

23.	Dhaka	Tangail	Bhuapur	Falda	02
24.	Dhaka	Gazipur	Kaliakair	Boali	02
25.	Dhaka	Dhaka	Khilbarirtek	Vatara	02
From each UDCs we selected 02 participants					Total 50 (100%)

3.24 Frequency of using service by users

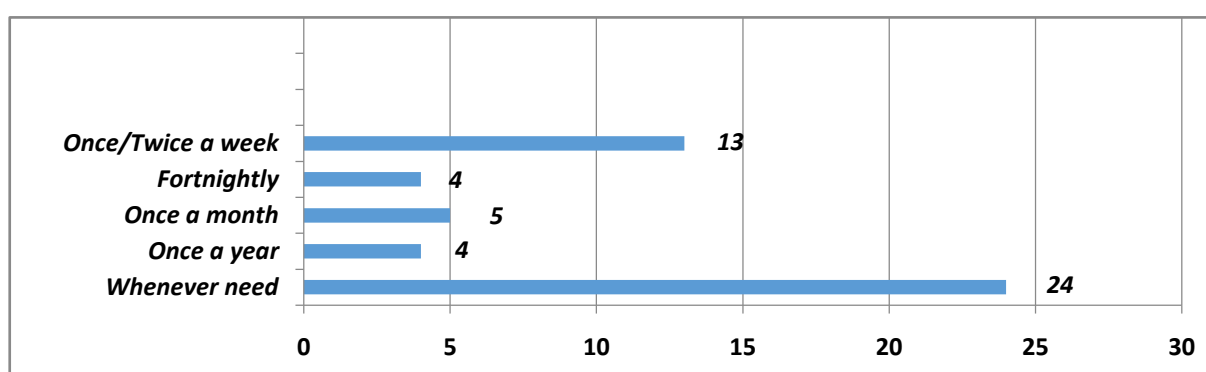


Figure 3.17: Frequency of using service by users

Figure 3.17 points out that majority of the users 24(48%) received service whenever need, 13(26%) users receive service once or twice a week, 5(10%) once a month, where 4(8%) receive fortnightly and another 4(8%) users receives service once a year.

3.25 Motivation of users to receive service

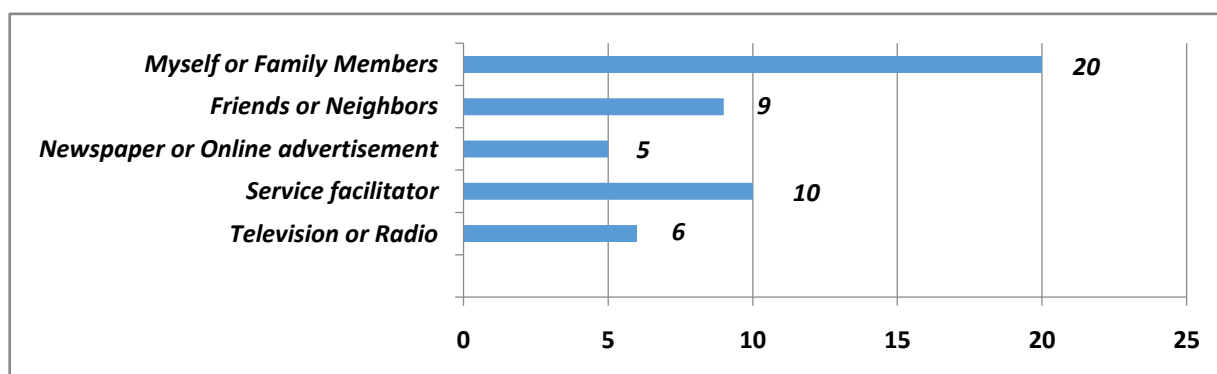


Figure 3.18: Motivation of users to receive service

Figure 3.18 indicates that, a large number of users 20(40%) were motivated to receive services by themselves or family members, service facilitators' were able to motivate 10(20%) users, 9(18%) users motivated by friends or neighbors. From radio and television, 6(12%) users got motivation; from reading a newspaper or online advertisement 5(10%) users were motivated.

3.26 Users' perception regarding idea of social innovation

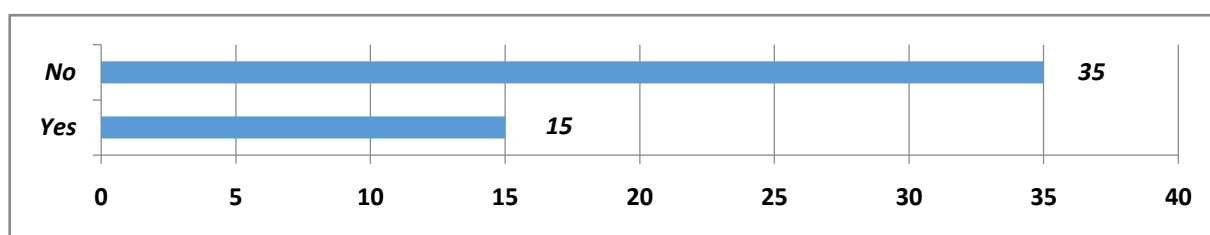


Figure 3.19: Users' perception regarding idea of social innovation

From the figure 3.19, it is observed that, 35(70%) user had no idea about social innovation and 15(30%) users knew about social innovation.

Users understanding about social innovation

Many participants put a tick mark on yes options of the questionnaire regarding the idea of social innovation but the definition or understanding portion was left blank. However, we were able to collect only one male and two female participants' viewpoints. P2 from Rangpur division expressed that the social innovation is the balanced development of all sectors in the society. P11 from Rajshahi division narrated that "in social innovation, sharing of knowledge possible which creates new job opportunities at home and abroad". Another P 50 from Dhaka division reported SI as "a new horizon, solution or idea of existing problem or project".

3.27 Impacts of using the service center in achieving social innovation

Participants were asked to explore their opinion regarding social innovation and their satisfaction on the following statements, where 1=strongly disagree, 2=disagree, 3=somewhat disagree, 4=neutral, 5=somewhat agree, 6=agree, 7=strongly agree. The researchers then carefully analyzed using an a7-point Likert scale of SPSS.

Table 3.7: Impacts of using the service center or service in achieving social innovation

Statements	N	Minimum	Maximum	Mean	Std. Deviation
Gets many services under one roof/arrangement	50	1.00	7.00	5.58	1.35662
Retrieval of desired, up-to-date information is easy	50	1.00	7.00	5.16	1.51671
Makes technological access easier to users	50	2.00	7.00	5.30	1.43214
Saves individuals valuable time, energy, money	50	2.00	7.00	5.82	1.17265
Creates new job opportunities for citizens	50	2.00	7.00	5.12	1.59898
Helps reduce poverty and raise living standards	50	2.00	7.00	5.48	1.26556
Helps overcoming language barrier	50	2.00	7.00	5.22	1.29819
Decentralized of services overcome service gap	50	2.00	7.00	5.56	1.07210
Knowledge sharing encourages knowledge-based society	50	2.00	7.00	5.62	1.06694
Ensures self-development and creates self-awareness	50	2.00	7.00	5.84	1.05676
Digital Bangladesh dream near to comes true	50	2.00	7.00	5.98	1.16916

From the table 3.7 it is clear that, the highest mean score was 5.98 for the statement “Digital Bangladesh dream near to come true”, and the second highest mean score was 5.48 for the statement “Ensures self-development and creates self-awareness”, followed by the statements “Saves individuals valuable time, energy, money” with a mean score 5.82.

“Knowledge sharing encourages knowledge-based society” got mean score 5.62. 5.58 mean score obtained by the statements “Gets many services under one roof/arrangement”. “Decentralized of services overcome service gap” obtained 5.56 mean score. “Creates new job opportunities for citizens” achieved 5.12 mean score which was the lowest mean score. “Helps reduce poverty and raise living standards” achieved 5.48 mean score. “Helps overcoming language barrier” got mean score 5.22. mean score 5.16 for the

Statement “Retrieval of desired, up-to-date information is easy” and “Makes technological access easier to users” got the score of 5.30.

3.28 Users overall satisfaction

Table 3.8 shows that, factors were location and statement “Location saves time, energy, money” achieved first highest score of 5.82. The second highest score goes for the statement “Provides easy access/multiple access” with factor accessibility and mean score was 5.60. 5.44 score for the statements where factors were Service quality and statements were “Quality of service is satisfactory”. The lowest score was 4.64 for the statement “ICT facilities are enough”. 5.06 score for the statement “Confidentiality of information is satisfactory”. “Service hours are convenient” statement achieved score 5.30. “Facilitator are competent enough” obtained score 5.22 and the mean score 5.16 got the statement “Pattern of delivery of service is prompt”.

Table 3.8: Users overall satisfaction

Factors	Statements	N	Minimum	Maximum	Mean	Std. Deviation
Accessibility	Provides easy access/ multiple access	50	3.00	7.00	5.60	.92582
Location	Location saves time, energy, money	50	4.00	7.00	5.82	.94091
Service hours	Service hours are convenient	50	2.00	7.00	5.30	1.37396
Service quality	Quality of service is satisfactory	50	2.00	7.00	5.44	1.45910
Service delivery	Pattern of delivery of service is prompt	50	1.00	7.00	5.16	1.59540
ICT	ICT facilities are enough	50	1.00	7.00	4.64	1.71143
Competency	Facilitators are competent enough	50	2.00	7.00	5.22	1.51577
Confidentiality	Confidentiality of information is satisfactory	50	1.00	7.00	5.06	1.71916

3.29 User's satisfaction level regarding provided services

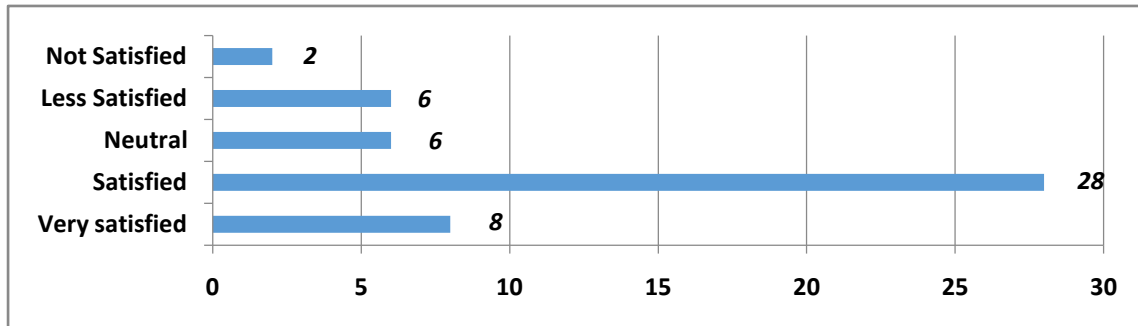


Figure 3.20: satisfaction levels regarding provided service

Figure 3.20 shows that all the 28(56%) users of UDCs were satisfied, 8(16%) users were very satisfied, 6(12%) were on neutral positions where another 6(12%) were less satisfied with currently provided services. Only 2(4%) participants found those were not satisfied as per statement laid down by them on the provided questionnaire.

3.30 Extent of fulfilling users requirements

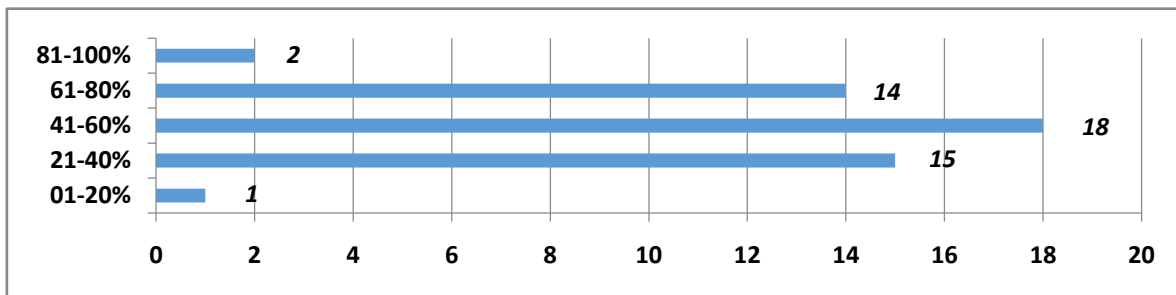


Figure 3.21: Extent of fulfilling users requirements

Figure 3.21 depicts that, 18 (36%) participants were 41-60% satisfied, where 15(30%) were 21-40% satisfied 14 (28%) users showed 61-80% satisfaction. Only 2(4%) users expressed their highest were 81-100% satisfaction and rest of the 1(2%) were found 01-20% satisfied.

3.31 Main obstacles for getting users desired services

Users identified some main problems which are as follows:

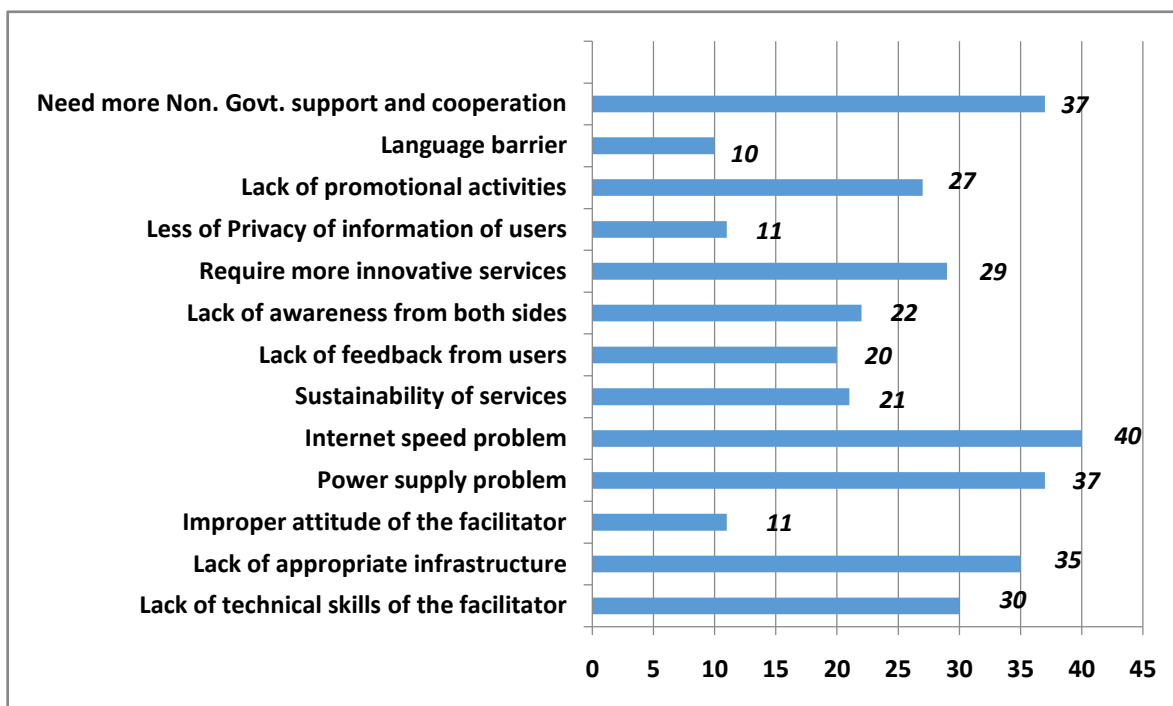


Figure 3.22: Main obstacles to getting users desired services

From the figure 3.22, it is obvious that, out of 50 participants 40 users identified internet speed problem as their main obstacle. Need more Govt. support and cooperation and power supply problem as second highest problem stated by 37 users. 35 participants reported that the appropriate infrastructure was the third highest problem. 30 users identified Lack of technical skills of the facilitator a major problem. Require more innovative service narrated by 29 users, 27 people identified Lack of promotional activities as a problem, Lack of awareness from both sides as narrated by 22 users, sustainability of services another problem as expressed by 21 users, and 20 users indicated Lack of feedback from users. The improper attitude of the facilitators and less privacy of information of users was identified by 11 participants. 10 users reported that language barrier also an obstacle.

3.32 Users' valuable recommendations and suggestions for further developments

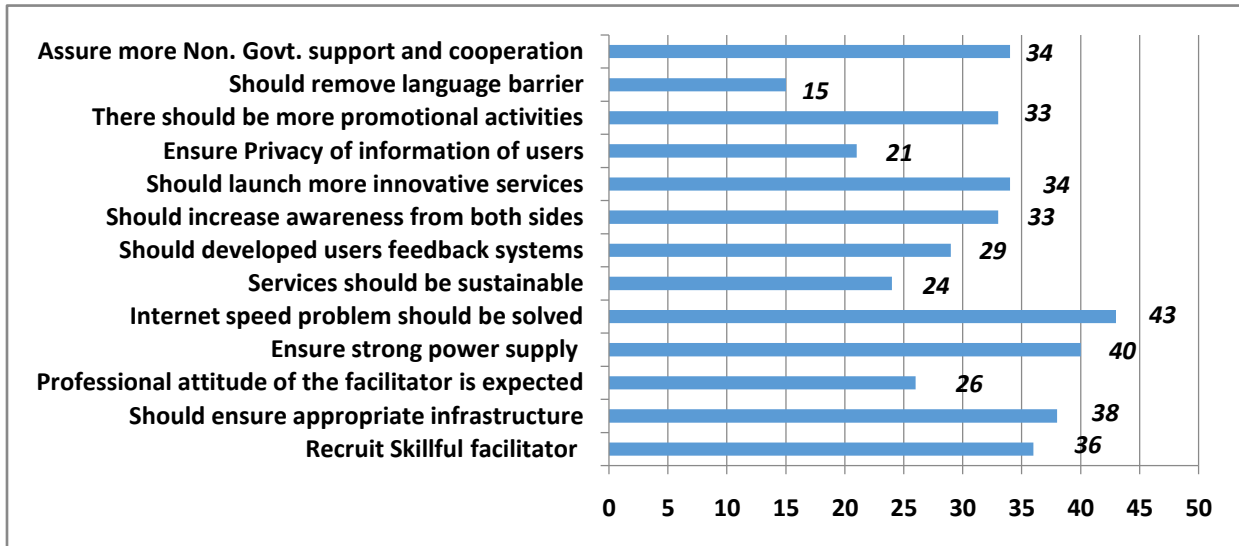


Figure 3.23: Users' valuable recommendations and suggestions for further developments

Figure 3.23 reveals that among the participating 43 users suggested that Internet speed problem should be solved. The second highest suggestion stated by 40 users to ensure strong power supply. 38 users recommended ensuring appropriate infrastructure. Recruit skillful facilitator told by 36 participants, where 34 users expressed the opinion of assuring should assure more in govt. support and cooperation should launch more innovative service. Authority should increase awareness from both sides and there should be more promotional activities recommended by 33 users. 29 users recommended that users' feedback systems should be developed. 26 users stated that the professional attitude of the facilitator always expected services should be sustainable as suggested by 24 participants.

4. Summary

This chapter analyzed perceptions of Government organizations, facilitators' and users'. This first section starts with an analysis of the personal profile of facilitators. We got (92%) male participants which show an imbalance in male and female ratio. And (56%) facilitators were from the group of 25-34. 44% facilitators possess the honors degree and (32%) were found the entrepreneur designated.

From the analysis, it is evident that majority of the UDCs were non-profitable. In the field visit, we found a large number of facilitators working experiences were ranging from 01-05 years. Among the participants, the rate of training obtained was very high (80%), where (32%) got financial support from personal and official arrangements. But out of 25 facilitators (8%) told they did not feel any necessity of further training. According to (68%) facilitators, the overall working environment was satisfactory. Though a majority (72%) told they were satisfied with the currently provided services, a small portion of them were not satisfied. The services they provide to the users in that case, (40%) participants were satisfied. Majority of the facilitators heard about the term SI, but we were unable to collect their perceptions in this regard.

In this chapter, we also analyzed the personal profile of users and found male users were (76%) and among all users (52%) users were from age group 26-35. Honors degree holders users were (36%) and Master degree holders users were also (36%). Among all the users' (22%) were students and businessperson also found (22%) in field visit.

From the analysis, we found (48%) users received services as well as visit the center when need service from centers. Users, they themselves or family members were the motivating person for (40%) users to receive services, (70%) users had no idea about SI, that's why only three expressed their understanding about SI. (56%) users were satisfied regarding the received services, where (4%) were not satisfied. When asked about the extent of fulfilling users requirements and in reply, we found (36%) participants were 41-60% satisfied. 40 users identified internet speed problem as major obstacles for getting their desired services. In contrast to the suggestion portion, 43 participants suggested that internet service problem should be solved. This chapter concludes with the recommendation of users.

Chapter 4: Analysis of Perceptions of Facilitators and Users of NGOs

Chapter 4

Analysis of Perceptions of Facilitators and Users of NGOs

This chapter provides an insight of NOGs initiatives as well as analyzes facilitators and users perceptions. It also analyses the participating facilitators' perception and users' perceptions. In this analysis total participants were 27, 18 users and 9 facilitators from 3 NGOs of Bangladesh. Data were analyzed by using 7 points Likert scale of SPSS, MSWord, MSEXcel, charts, percentage etc.

Analysis of Personal Profile of Facilitators

The personal profile of facilitator includes facilitator's gender, age group, last educational level and current designation or working position of facilitators.

4.1 Gender of participating facilitators

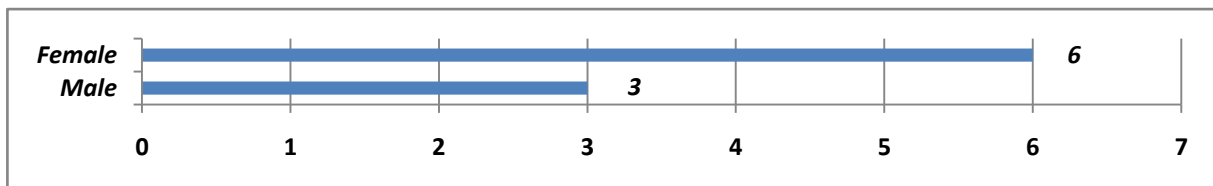


Figure 4.1: Gender of participating facilitators

Figure 4.1 shows that, total participants were 09, while large figure represented the female facilitators 6(66.67%) and a smaller figure were found male 3(33.33%). This suggests an imbalance of male and female participants. One of the reasons is that, Breast care centers facilitators are only female.

4.2 Age group of participating facilitators

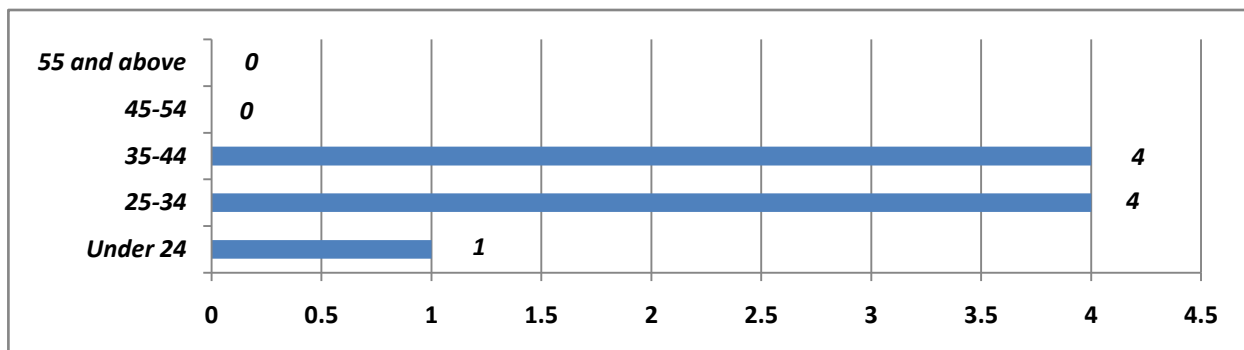


Figure 4.2: Age group of participating facilitator

Figure 4.2 shows that, among 9 facilitators of different NGOs, 1(11.11%) participant from the age group under 24, 4(44.44%) facilitators were from the age group 25-34; another 4(44.44%) facilitators were from the age group 35-44. Interestingly no participants found from the age group 45-54 and age group 55 and above. It reveals that function of facilitators are ICT based as a result young people are more interested where aged are not as they are not so familiar with ICT.

4.3 Last educational level of participating facilitators

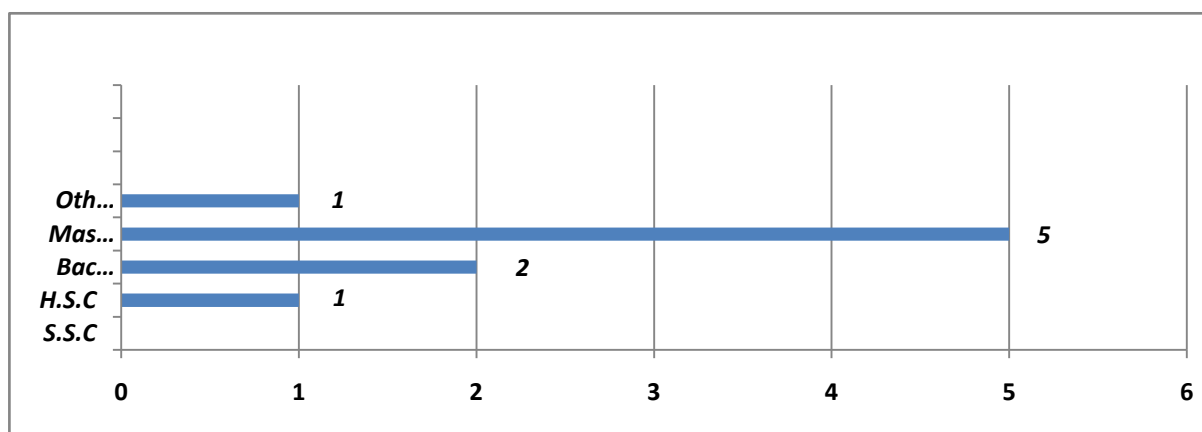


Figure 4.3: Last educational level of participating facilitators

Figure 4.3 indicates that, majority portion of the facilitators 5(55.55%) were Master of Arts (M.A/MSS) degree holders, 2(22.22%) belonged to Bachelor of Arts (B.A/BSS-Honors) degree. Only 1(11.11%), from H.S.C pass group and rest 1(11.11%) degree passed.

4.4 Current Designation or Working Position of facilitators

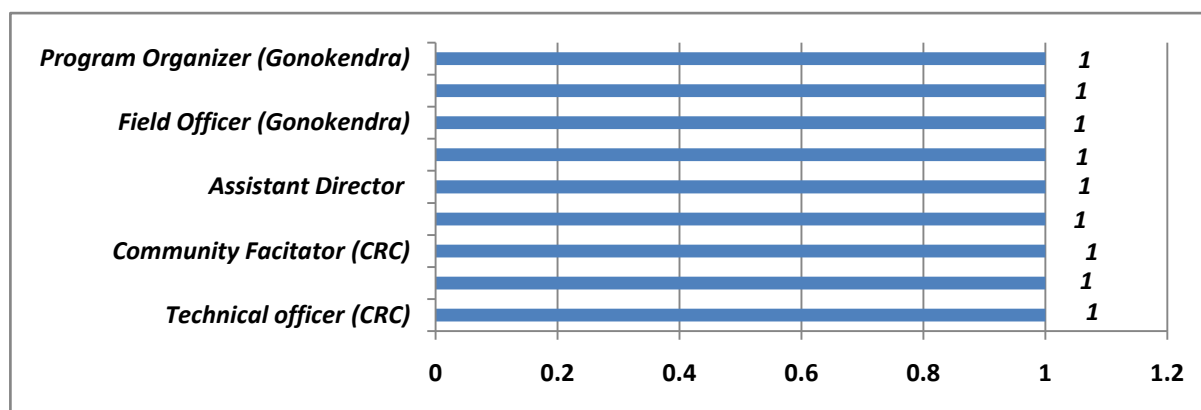


Figure 4.4 Current Designation or Working Position of facilitators

Figure 4.4 shows the participants current designation included Technical officer, Supervisor, Community Facilitator, Program Head, Assistant Director, Librarian, Field Officer, Field Organizer and Program Organizer.

There were (11.11%) Technical officer, (11.11%) Supervisor, (11.11%) Community Facilitator, (11.11%) Program Head, (11.11%) Assistant Director, (11.11%) Librarian, (11.11%) Field Officer, (11.11%) Field Organizer and (11.11%)Program Organizer.

Analysis of Perceptions of Facilitators

4.5 Name of current parent organization, service center and category

From the table 4.1, it is clear that, out of 9 participants of NGOs we found 2(22.22%) facilitators from Amader Gram, 3(33.33%) facilitators from Dhaka Ahsania Mission and a large number of facilitators 4(44.44%) were from BRAC.

Table 4.1: Parent organization, service center or in name, and category of organization

SL.	Parent organization	Name of service center or initiative	Category	Facilitator
1.	Amader Gram	Amader Gram Breast Care Center	Non Governmental	1
2.				1

3.	Dhaka Ahsania Mission	PingnaPaira CRC	Organization (NGO)	1	
4.		BahadurabadRajonigandha CRC		1	
5.		ChikajaniSetubandhon CRC, Jamalpur		1	
6.	BRAC	BRACBhuapurGonokendra		1	
7.		BRAC GonokendraPathagar		1	
8.		BRAC GonokendraPathagar,Ashrafgonj		1	
9.		BRAC FotheपुरGonokendra		1	
From each centers we took 01 participants				Total Facilitator 9(100%)	

4.6 Type of service center or initiative

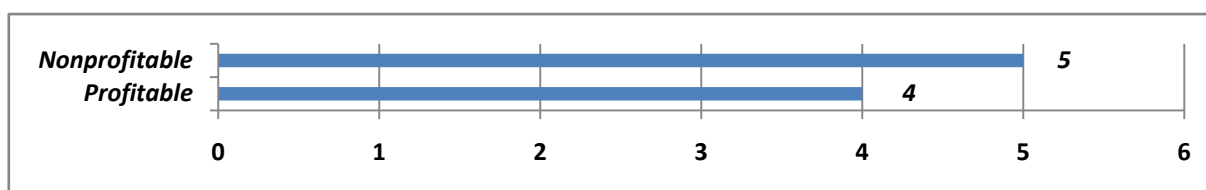


Figure 4.5: Type of service center or initiative

Figure 4.5 reveals that, the majority 5(55.56%), of the initiatives were non-profitable and 4(44.44%) were profitable.

4.7 Work experience in current service center or initiative (in years):

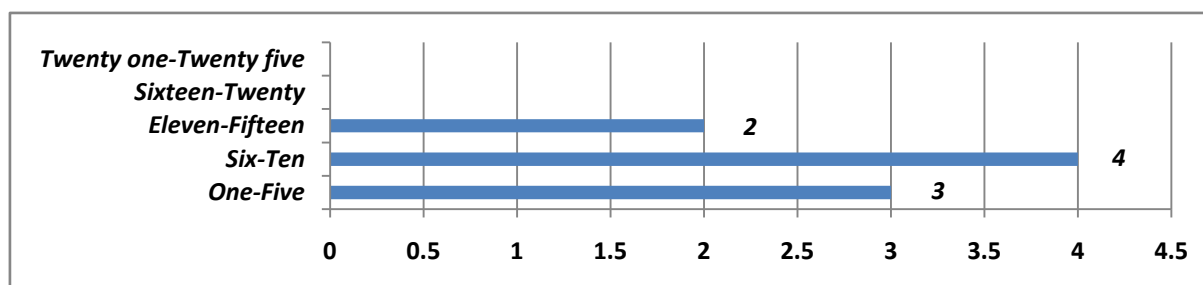


Figure 4.6: Work experience in current service centre/initiative (in years)

Figure 4.6, indicates that, 4(44.44%) facilitators had work experience of 06-10 years, whereas 11-15 years of work experiences belonged to 2(22.22%) facilitators and rest 3(33.33%) facilitators work experiences grouped from 01-05 years.

4.8 Current status of formal ICT training of facilitator

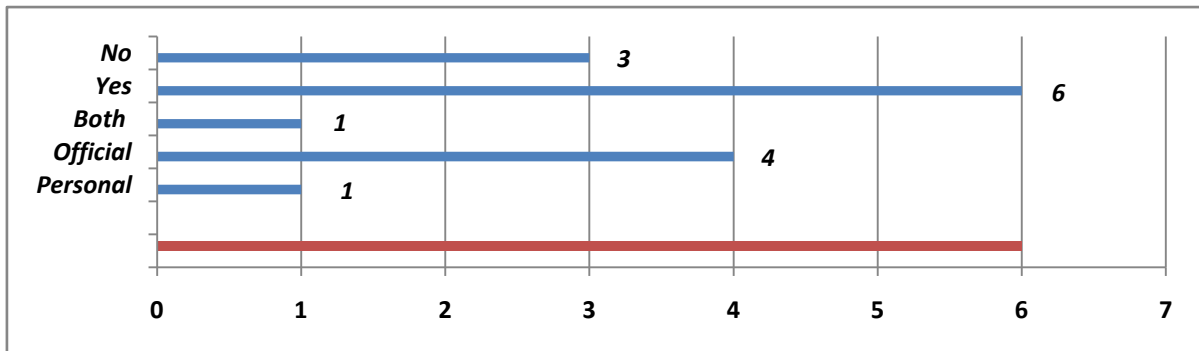


Figure 4.7 Current status of formal ICT training and financial support provider of facilitator

Figure 4.7 represents that, a large portion of facilitators 6(66.67%) were retrained, but 3(33.33%) were not trained. The facilitators who received the training were asked who provides financial support for your ICT training. The responses obtained from them are illustrated in figure 4.3. Figure 4.7 indicates that most of the facilitators 4(66.67%) got financial support from his/her office, 1(16.67%) facilitator received training from her personal arrangement and another 1(16.67%) arranged her fund from the both, option.

4.9 Necessity of further training of facilitator

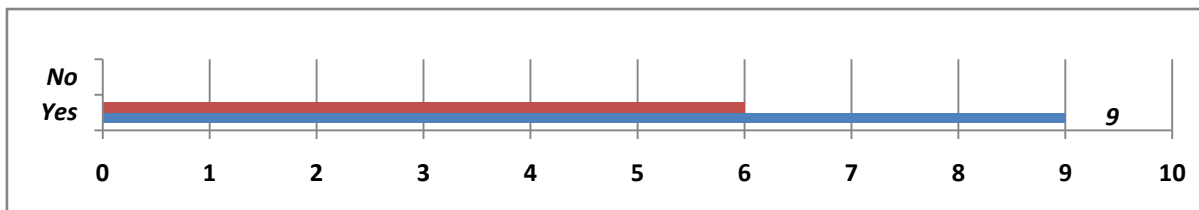


Figure 4.8: Necessity of further training

Figure 4.8 clearly shows that all of the facilitators 9(100%) strongly agreed that they need further training for their skill development to meet up the further challenge to be faced by them.

4.10 An overall working environment of service center or initiative

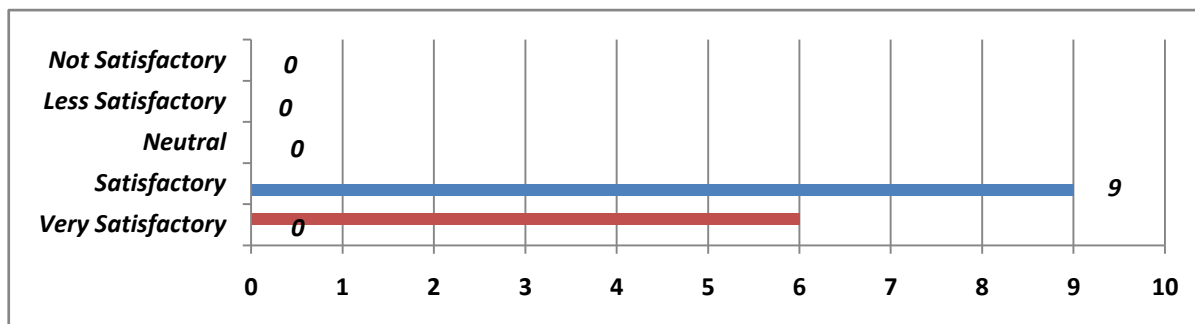


Figure 4.9 An overall working environment of service center or initiative

Figure 4.9 indicates that all the facilitators 9 (100%) were in opinion that overall working environment were satisfactory.

4.11 Facilitator's satisfaction with the current job

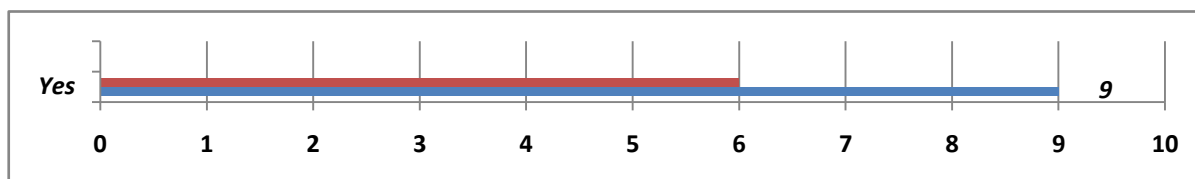


Figure 4.10 Facilitators satisfaction with the current job

According to the figure 4.10, all the participants 9(100%) expressed their satisfaction to their current job.

4.12 Services provided to the users from NGOs

Table 4.2: Diversified services of NGOs

SL.	NGO	Initiative	Factors	Services
1	BRAC	Gonokendra	Training	Computer training, Other skill development training
			Education	Education information, Children’s corner, Library service, Reader’s forum, Mobile library Service, Micro museum
			Recreational Services	Television service, Sociocultural activities, Otherrecreational services
2	DAM	CRC	ICT and Commercial Services	Photocopy, Compose, Data entry, Video show, Photography, CD write, Scanning, Internet browsing and email
			E-Citizen	Examination results, Online university admission, Government circulars and notices
			Training	Computer training
			Agriculture	Agricultural information
			Environment	Sanitation
			Education	Education information, Children’s corner
3	Amader Gram	AmaderGram Breast Care Center	Health	Electronic Medical Record (EMR), Ultra sound scanning, Treatment planning services, Medical oncology service, Detection of blood group, Blood pressure measurement, Height and weight measurement, Regular health checkup, Telemedicine Video consultation, Health information, Core biopsy
			ICT and Commercial Services	Printing, Video conference

4.13 Overall satisfaction of facilitators regarding services they provide to users

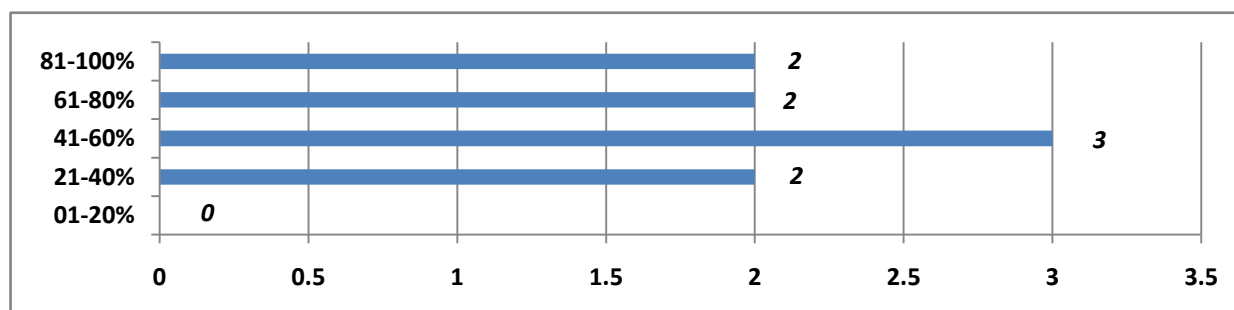


Figure 4.11: Overall satisfactions of facilitators regarding services

Figure 4.11 shows that 3(33.33%) facilitators were 41-60% satisfied, 81-100% satisfaction stated by 2(22.22%) facilitators, followed by 61-80% satisfaction by 2(22.22%) facilitators where another 2(22.22%) facilitators were less satisfied 21-40% regarding services as provided by them.

4.14 Facilitator’s idea regarding social innovation

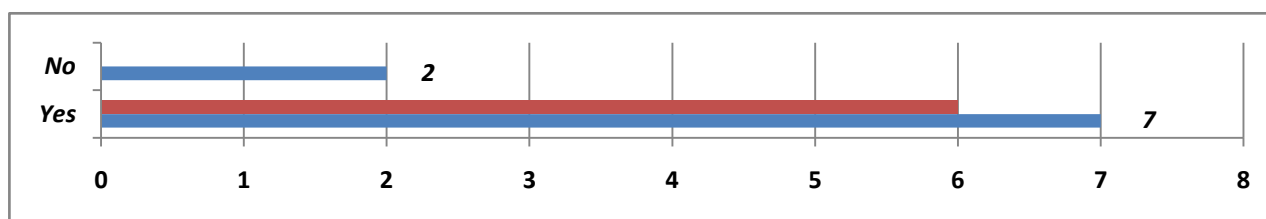


Figure 4.12 Facilitator’s idea regarding social innovation

Figure 4.12 indicates that 7 (77.79%) facilitators heard about the term social innovation (SI), 2(22.22%) participants had no idea about social innovation. 7 (77.79%) participants put tick mark on yes option but nobody expressed their understanding about social innovation, it was shocking.

4.15 Facilitators opinions regarding the evaluation of NGOs initiatives

Table 4.3 shows that, among all the statements “Create knowledge based society” achieved highest score 6.00. Followed by 5.89 score obtained for the six statements “Raise living standards”, “Broadcast upcoming events, news”, “Equal chance for women entrepreneur” Ensure social innovation”, Enhance knowledgesharing”and “Makes communication easier”. “Authority arranges training or not” “Increase of new technology”, “Makes communication easier”, “Performs task timely”, “Always ready to help the users cordially”, “ICT facilities makes competent” statements got score 5.78. This statement “Rate of user satisfaction” got 5.67 score. Followed by statements “Illiterate people hinder services”, “Gets many services under one roof” achieved score 5.56. “All the services are user friendly” obtained score 5.44. “Dropout rates of entrepreneurs” acquired the score 5.33. “Creates new job opportunity”, “User friendly environment”, “Suitable work environment” got score

5.22. Score 5.11 obtained the statements “Ensures easy and multiple access”, “Encourages research”. The lowest score 4.22 acquired by the statement “Less privacy of information of users”. The second lowest score 4.44 obtained by the statement “Shortage of trained manpower”. “Conservative mentality of people” statement obtained score 4.56.

Table 4.3: Facilitators opinions regarding the evaluation of NGOs initiatives

SWOT	Factors	Statements	N	Minimum	Maximum	Mean	Std. Deviation
Strengths	Location	Ensures easy and multiple access	9	3.00	6.00	5.11	.92796
		Encourages research	9	3.00	6.00	5.11	.92796
		Creates new job opportunity	9	3.00	6.00	5.22	.97183
	Service hours	service hours is convenient	9	3.00	6.00	5.00	1.11803
	Environment	User friendly environment	9	4.00	6.00	5.22	.66667
		Suitable work environment	9	4.00	6.00	5.22	.66667
	Services	Gets many services under one roof	9	5.00	6.00	5.56	.52705
		All the services are user friendly	9	4.00	6.00	5.44	.72648
	Competency	Performs task timely, cordially	9	5.00	6.00	5.78	.44096
		Always ready to help the users	9	5.00	6.00	5.78	.44096
ICT facilities makes competent		9	5.00	6.00	5.78	.44096	
		Makes communication easier	9	5.00	7.00	5.89	.60093
Weaknesses	ICT	ICT facilities not enough	9	2.00	7.00	5.00	1.80278
	Infrastructure	Lack of appropriate infrastructure	9	2.00	6.00	4.78	1.64148
	Resources	Shortage of resources	9	2.00	6.00	4.78	1.64148
	Training	Shortage of trained manpower	9	2.00	6.00	4.44	1.66667
	Privacy	Less privacy of information of users	9	2.00	6.00	4.22	1.48137
	Knowledge	Lack of proper knowledge	9	2.00	7.00	4.78	1.78730
	Illiteracy	Illiterate people hinder services	9	3.00	7.00	5.56	1.23603
Opportunities	Innovation	Ensure social innovation	9	5.00	7.00	5.89	.92796
	Knowledge	Enhance knowledge sharing	9	5.00	7.00	5.89	.92796
		Create knowledge based society	9	5.00	7.00	6.00	.86603
	Standard	Raise living standards	9	5.00	7.00	5.89	.78174
	Advertisement	Broadcast upcoming events, news	9	5.00	7.00	5.89	.78174
	Entrepreneur	Equal chance for women entrepreneur	9	5.00	7.00	5.89	.78174
	Service	Launch new services	9	4.00	6.00	5.44	.72648
	Service	Sustainability of service	9	4.00	6.00	5.44	.72648

	Satisfaction	Rate of user satisfaction	9	5.00	7.00	5.67	.70711
	Training	Authority arranges training or not	9	5.00	7.00	5.78	.66667
	Anxiety	Increase of new technology	9	5.00	7.00	5.78	.66667
		Fear of adoption in new services	9	5.00	6.00	5.44	.52705
		Dropout rates of entrepreneurs	9	4.00	6.00	5.33	.70711
		Conservative mentality of people	9	2.00	6.00	4.56	1.58990

4.16 Obstacles for providing services from facilitators end

Table 4.4 indicates that, statements “Require more innovative service “ and “ Sustainability of service” achieved the highest score 6.22, followed by statements “Require promotional activities” got 6.00 mean score, the third heights score 5.89 were for the three statements “Insufficient budget”, “Shortage of skills of facilitators”, “Fear of implementing innovative ideas”.5.44 score achieved for the statements “Lack of formal training and retraining” and 5.33 score obtained for the statement “Speed of internet bandwidth”. Statements “Lack of infrastructure” and “Lack of ICT facilities” got lowest score 5.00. Second lowest score goes for the statements “Unwillingness of peoples” and “Unawareness from both sides”.

Table 4.4: Obstacles for providing services from facilitators end

Statements	N	Minimum	Maximum	Mean	Std. Deviation
Insufficient budget	9	5.00	6.00	5.89	.33333
Lack of infrastructure	9	2.00	6.00	5.00	1.73205
Lack of ICT facilities	9	2.00	6.00	5.00	1.73205
Speed of internet bandwidth	9	2.00	6.00	5.33	1.32288
Shortage of skills of facilitators	9	5.00	6.00	5.89	.33333
Lack of formal training and retraining	9	2.00	6.00	5.44	1.33333
Require promotional activities	9	6.00	6.00	6.00	.00000
Fear of implementing innovative ideas	9	5.00	6.00	5.89	.33333
Require more innovative service	9	6.00	7.00	6.22	.44096
Sustainability of service	9	6.00	7.00	6.22	.44096
Unwillingness of peoples	9	2.00	7.00	5.11	1.69148
Unawareness from both sides	9	2.00	7.00	5.11	1.69148

4.17 Facilitator’s recommendations and suggestions for further developments

Table 4.5 shows that, 04 statements obtained the highest score 6.11 those were “Need to introduce more services”, “Assure sustainability of service”, “Encourage people to come”, and “Increase awareness from both sides”. While two statements gained second highest score 6.0 “Boost promotional activities” and “Implement innovative ideas”. Followed by mean score 5.89 acquired the statements “Allot sufficient budget”, “Makes sure appropriate infrastructure”, “Should provide more ICT facilities” and “Speed of internet must be upgraded”. Statements “Skillful facilitator should recruit” and “Arrange formal training and retraining” achieved lowest score 5.78.

Table 4.5: Facilitator’s recommendations and suggestions for further developments

Statements	N	Minimum	Maximum	Mean	Std. Deviation
Allot sufficient budget	9	5.00	7.00	5.89	.60093
Makes sure appropriate infrastructure	9	5.00	7.00	5.89	.60093
Should provide more ICT facilities	9	5.00	7.00	5.89	.60093
Speed of internet must be upgraded	9	5.00	7.00	5.89	.60093
Skillful facilitator should recruit	9	5.00	6.00	5.78	.44096
Arrange formal training and retraining	9	5.00	6.00	5.78	.44096
Boost promotional activities	9	6.00	6.00	6.00	.00000
Implement innovative ideas	9	6.00	6.00	6.00	.00000
Need to introduce more services	9	6.00	7.00	6.11	.33333
Assure sustainability of service	9	5.00	7.00	6.11	.60093
Encourage people to come	9	5.00	7.00	6.11	.60093
Increase awareness from both sides	9	5.00	7.00	6.11	.60093
Valid N (listwise)	9				

Analysis of Personal Profile of Users

The personal profile of the users includes user’s gender, age group, last educational level and current status of users.

4.18 Gender of participating users

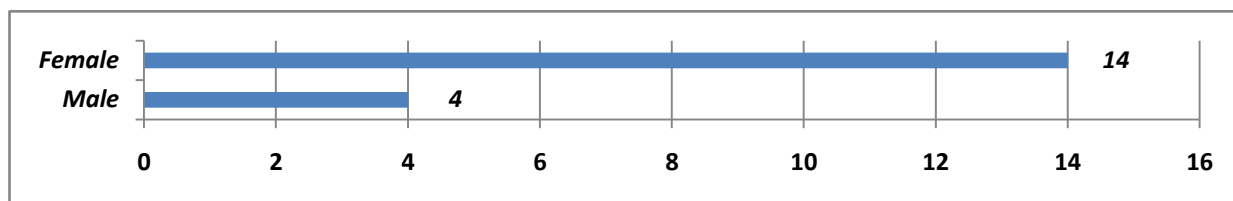


Figure 4.13: Gender of participating users

Figure 4.13 shows that, total participants were 18, where large numbers were female 14(77.78%) and a small number were found male 4(22.22%). This suggests an imbalance between male and female participants. One of the reasons is that, Breast care centres users only female group.

4.19 Age group of participating users

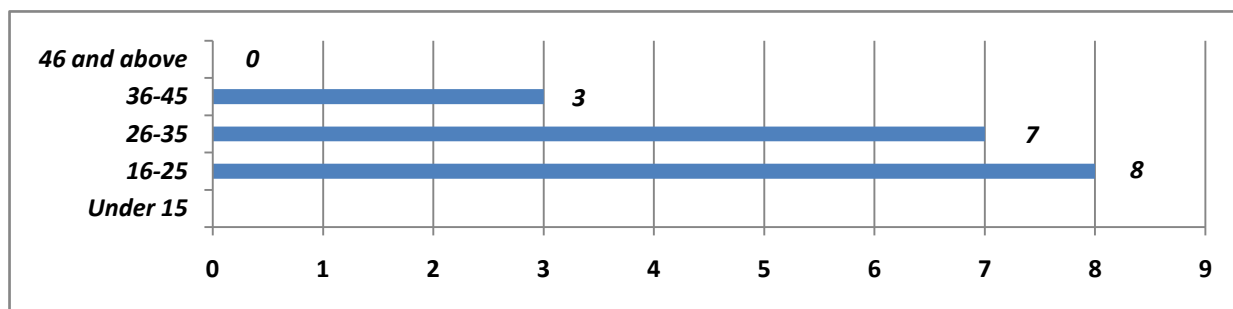


Figure 4.14: Age group of the participating users

Figure 4.14 shows that, among 18 users of different NGOs most of the users 8(44.44%) were from the age group 16-25, 7(38.89%) users were from the age group 26-35, comparatively less users 3(16.67%) were from the age group 36-45. Interestingly no users would be found from the age group under 15 and age group 46 and above.

4.20 Last Educational Level of participating users

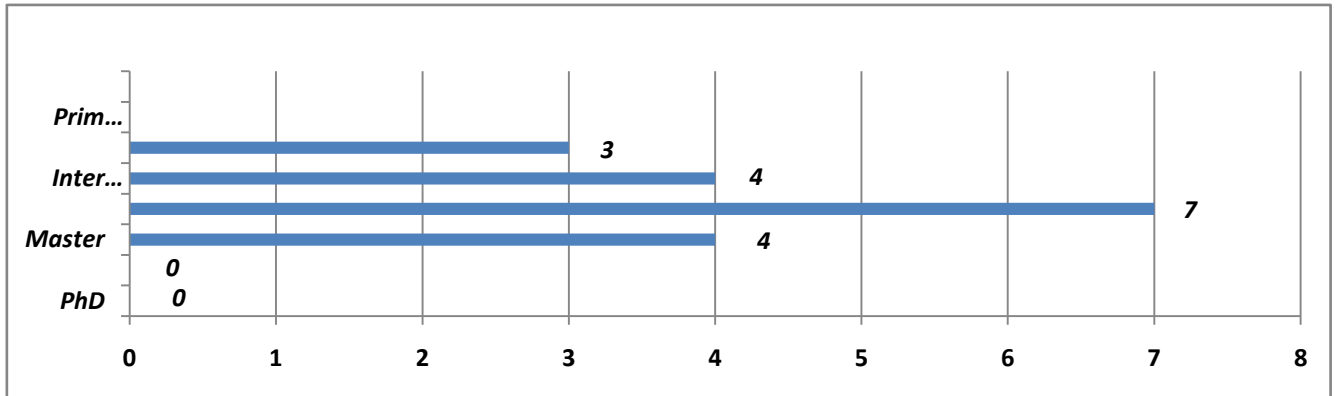


Figure 4.15: Last Educational Level of participating users

Figure 4.15 indicates that, majority portion of the users 7(38.89%) were Honors degree holder, Master degree holder 4(22.22%), Intermediate 4(22.22%), Secondary 3(16.67%). No users were found from primary, M.Phil or PhD holders level. Lower and higher educated person are not interested in such a job at present.

4.21 Current status of participating users

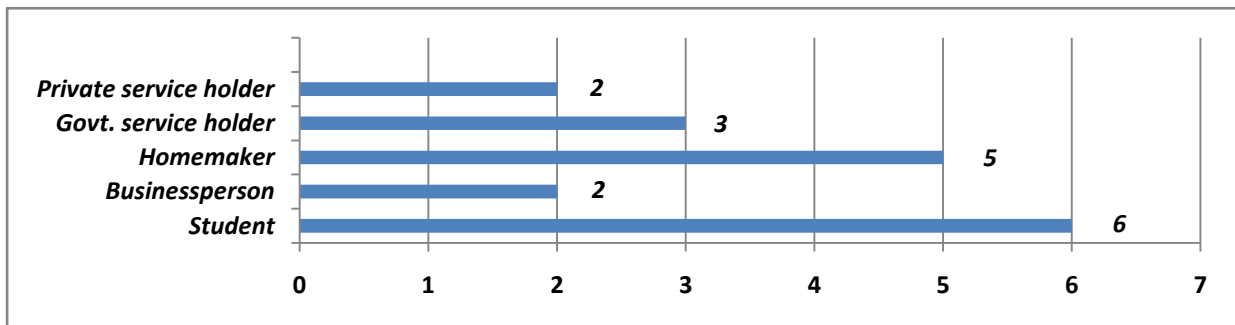


Figure 4.16 Current statuses of participating users

Figure 4.16 shows that, large number of users 6(33.33%) were student, where 5(27.78%) users were homemaker, govt. service holder users were only 3(16.67%), 2(11.11%) users were businessperson and another 2(11.11%) were private service holder.

4.22 Division, District, Upazila and Union of users

Table shows that, among 18 users, (22.22%) were from Dhaka division, (11.11%) users from Khulna Division, another (11.11%) users from Barisal division, (22.22%) users from Rangpur division and a large number of users (33.33%) from Mymensingh division.

Table 4.6: Division, District, Upazila and Union of users

SL.	Division	District	Upazila/Thana	Union/City Corporation	Users
1.	Dhaka	Dhaka	Mohammadpur	North City Corporation	04
2.		Tangail	Bhuapur	Bhuapur Municipality	
3.	Khulna	Khulna	Sonadanga	Khulna City Corporation	02
4.	Barisal	Patuakhali	Bauphal	Kanokdia	02
5.	Rangpur	Rangpur	Badarganj	Ramnathpur	04
6.		Rangpur	Rangpur Sadar	Sadyapushkarni	
7.	Mymensingh	Jamalpur	Dewanganj	Chikajani	06
8.		Jamalpur	Dewanganj	Bahadurabad	
9.		Jamalpur	Sharishabari	Pingna	
*From each union/city corporation/municipality we took 02 participants					Total 18(100%)

4.23 Frequency of using service by users

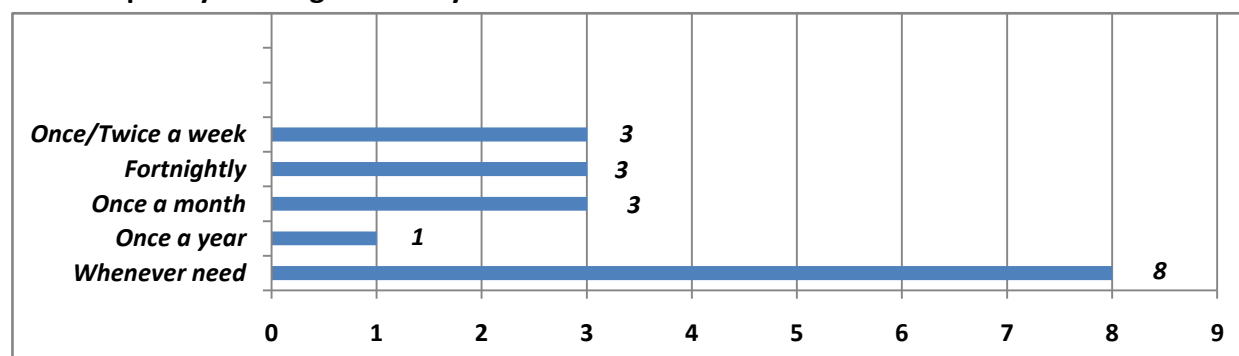


Figure 4.17 Frequency of using service by users

Figure 4.17 indicates that majority of the users 8(44.44%) receive services whenever need, 1(5.55%) user receive services once a year, Once/Twice a week service received by 3(16.67%) users, where another 3(16.67%) receive fortnightly and rest 3(16.67%) users receive services once a month.

4.24 Motivation of users to receive service

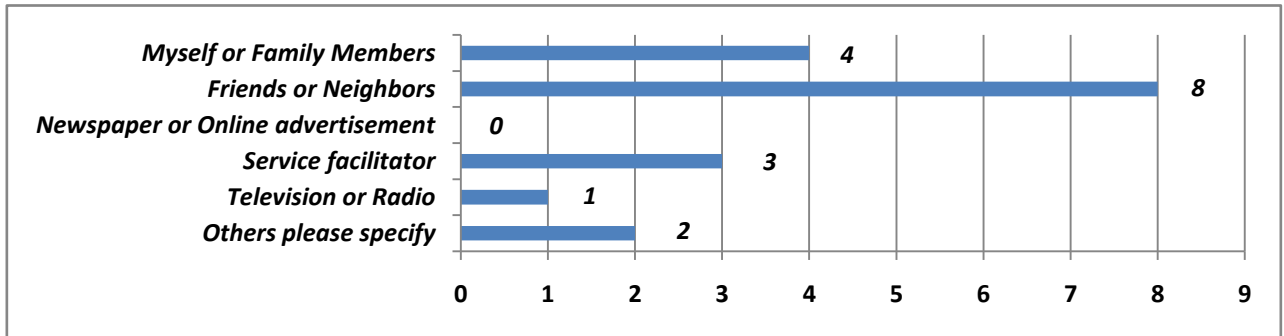


Figure 4.18: Motivation of users to receive service

Figure 4.18 represents that, a significant number of users 8(44.44%) were motivated by friends or neighbors, 4(22.22%) were motivated by themselves or family members, Nobody motivated by the newspaper or online advertisement. Service facilitators' motivated 3(16.67%) users to use the services, Radio and Television broadcasting could motivate only 1(5.56%) users, 2(11.11%) users were motivated from other source: monthly meeting of Gonokendra.

4.25 Users' perception regarding idea of social innovation

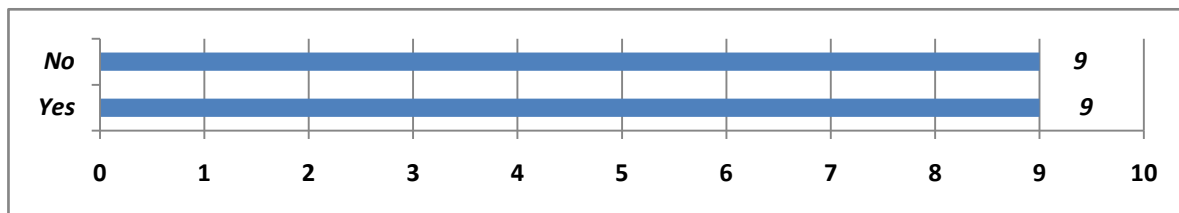


Figure 4.19: Users' perception regarding idea of social innovation

From the figure 4.19 it is clear that, 9(50%) users put tick mark on options 'no' and another 9(50%) users mark 'yes' regarding the idea of social innovation. No significant difference in perception of users regarding SI could be identified.

Users understanding about social innovation

Some people put tick mark on 'yes' option but they did not provide his/her understanding about social innovation. We got only (11.11%) users feedback: one user from Dhaka division, Breast care centre, expressed "it's a part of development process". Second user from Khulna division Breast care center articulated that "add new idea to existing one".

4.26 Impacts of using the service center in achieving social innovation

Participants were asked to express their opinion regarding social innovation and their satisfaction on the following statements, where 1=strongly disagree, 2=disagree, 3=somewhat disagree, 4=neutral, 5=somewhat agree, 6=agree, 7=strongly agree. Then the data was carefully analyzed by the researcher using 7-point Likert scale of SPSS.

From the table 4.7 it is clear that, the highest mean score was 6.33 for the statement "Digital Bangladesh dream near to come true", the second highest means score was 6.28 for the statements "Saves individuals valuable time, energy, money". Statements "Gets many services under one roof/arrangement", "Creates new job opportunities for citizens" and "Decentralized of services overcome service gap" achieved 6.22 mean score. 6.17 mean score for the statement "knowledge sharing encourages knowledge based society", where 6.17 mean score got the statement "Ensures self development and creates self awareness". Comparatively lowest mean score possessed by the "Helps reduce poverty and raise living standards" that was 6.00 and "Helps overcoming language barrier" got mean score 5.78. Lowest mean score 4.39 for two statements "Retrieval of desired, up-to-date information is easy" and "Makes technological access easier to users".

Table 4.7: Impacts of using the service center or service in achieving social innovation

Statements	N	Minimum	Maximum	Mean	Std. Deviation
Gets many services under one roof/arrangement	18	5.00	7.00	6.22	.73208
Retrieval of desired, up-to-date information is easy	18	3.00	7.00	4.39	1.09216
Makes technological access easier to users	18	3.00	6.00	4.39	.84984
Saves individuals valuable time, energy, money	18	5.00	7.00	6.28	.66911
Creates new job opportunities for citizens	18	5.00	7.00	6.22	.80845
Helps reduce poverty and raise living standards	18	4.00	7.00	6.00	.90749
Helps overcoming language barrier	18	3.00	7.00	5.78	1.16597
Decentralized of services overcome service gap	18	5.00	7.00	6.22	.64676
knowledge sharing encourages knowledge based society	18	5.00	7.00	6.17	.70711
Ensures self development and creates self awareness	18	4.00	7.00	6.11	.83235
Digital Bangladesh dream near to comes true	18	5.00	7.00	6.33	.68599

4.27 User's overall satisfaction

Table 4.8 indicates that, the highest mean score 6.06 obtained by the statement "Quality of service is satisfactory" under factor service quality and statements were with, Factor was location and statement "Location saves time, energy, money" got second highest mean score 6.00." Mean score 5.94 for the statement "Provides easy access or multiple access" with factor accessibility. "Confidentiality of information is satisfactory" statement achieved 5.83 score where factor was confidentiality. ICT facilities are enough where factors was ICT and score was 5.78. The second lowest score was 5.72 for the statements factors competency and statements "Facilitators are competent enough" with the factor competency. The lowest mean score achieved 5.67 where factors was service delivery, service hours having two statements "Pattern of delivery of service is prompt" and "Service hours is convenient".

Table 4.8: User's overall satisfaction

Factors	Statements	N	Minimum	Maximum	Mean	Std. Deviation
Accessibility	Provides easy access/ multiple access	18	3.00	7.00	5.94	.99836
Location	Location saves time, energy, money	18	3.00	7.00	6.00	.97014
Service hours	Service hours is convenient	18	4.00	7.00	5.67	1.02899
Service quality	Quality of service is satisfactory	18	4.00	7.00	6.06	.87260
Service delivery	Pattern of delivery of service is prompt	18	3.00	7.00	5.67	1.13759
ICT	ICT facilities are enough	18	4.00	7.00	5.78	.94281
Competency	Facilitators are competent enough	18	3.00	7.00	5.72	1.22741
Confidentiality	Confidentiality of information is satisfactory	18	4.00	7.00	5.83	1.15045
	Valid N (listwise)	18				

4.28 User's satisfaction level regarding provided service

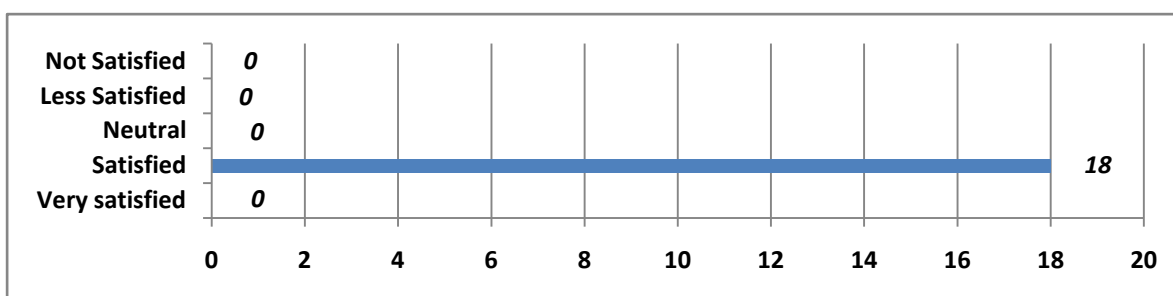


Figure 4.20: satisfaction levels regarding provided service

Figure 4.20 indicates that all the 18(100%) users of NGOs were significantly satisfied having being received the services from the NGOs service center.

4.29 Extent of fulfill users requirements

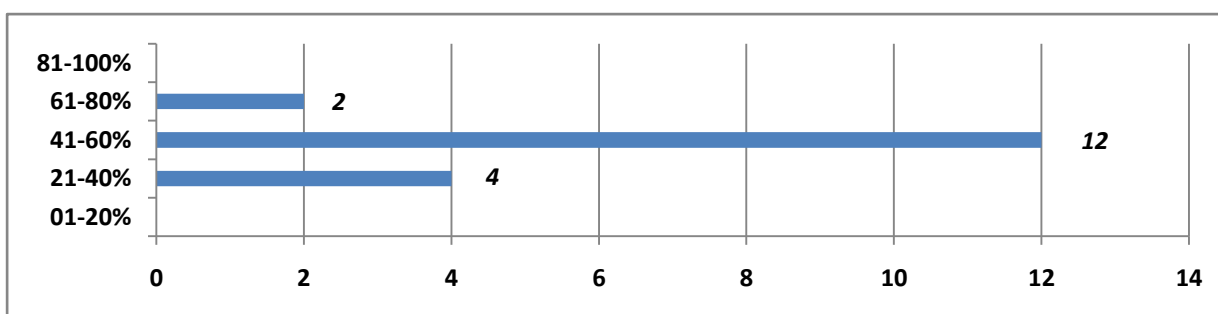


Figure 4.21: extent of fulfill users' requirements

Figure 4.21 reveals that, 12 (2.16%) participants were “41-60%” satisfied, where 21-40% satisfied 4(22.22%) users and rest 2 (11.11%) users showed 61-80% satisfaction. Here users satisfaction is less due to diversified requirement of the individuals.

4.30 Main obstacles for getting users desired services

Users identified some main problems which are as follows:

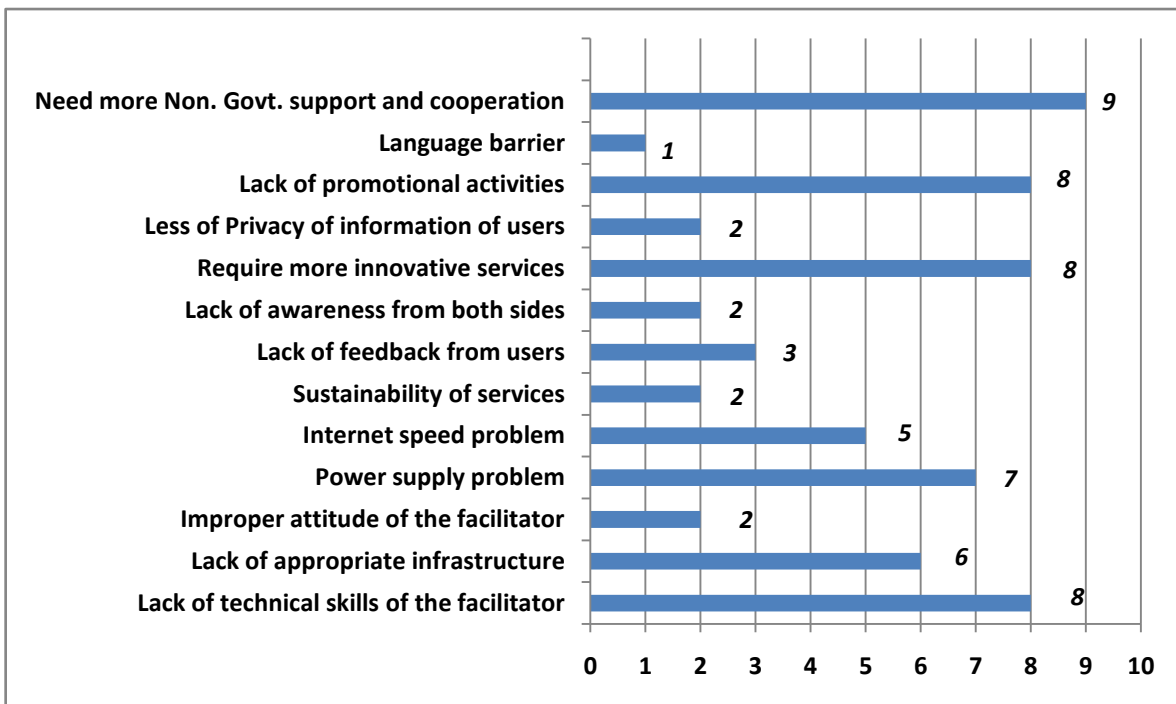


Figure 4.22: Main obstacles for getting users desired services

From the figure 4.22 it is evident that, out of 18 participants 9 users identified, “Need more Non. Govt. support and cooperation” as a major problem. From the table it is clear that, 8 users identified “Lack of technical skills of the facilitator”, “Lack of promotional activities”, “Require more innovative service” as main problems. Only 1 user expressed about “Language barrier”. Followed by 2 participants cited about “Improper attitude of the facilitators”, “Sustainability of services”, “Lack of awareness from both sides” and Less of privacy of information of users”. 5 users identified “Internet speed problem”. “Lack of appropriate infrastructure” is another problem stated by 6 users.

4.31 Users' valuable recommendations and suggestions for future developments

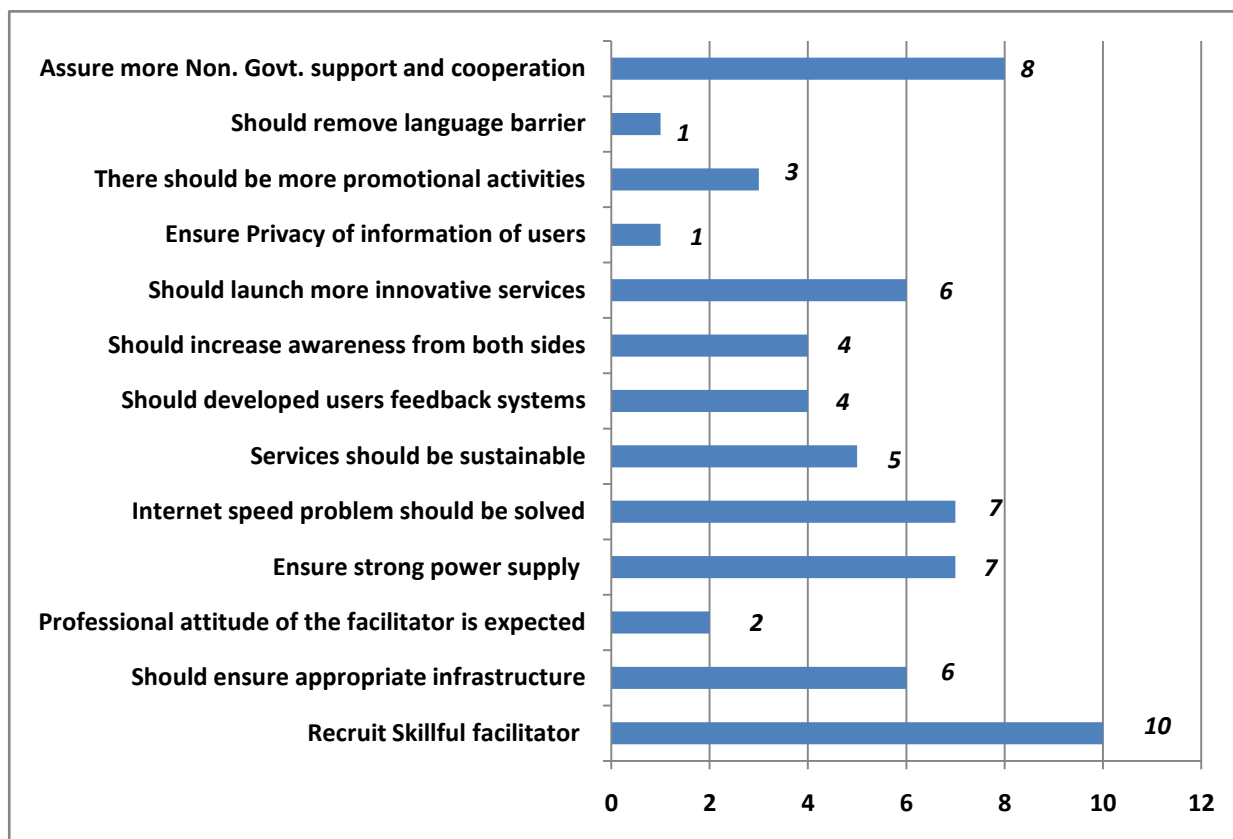


Figure 4.23: Users' valuable recommendations and suggestions for future developments

Figure 4.23 reveals that, among the participating users 10 suggested “Recruit skillful facilitator”, 8 users told about “Should assure more non govt. support and cooperation”. “Ensure privacy of information of users” and “Should remove language barrier” for future development. 4 users recommended “Should developed users feedback systems” and “Should increase awareness from both sides”. “Should ensure appropriate infrastructure”, “Should launch more innovative service” is an important factor identified by 6 users. “Ensure strong power supply”, “Internet speed problem should be solved” also recommended by 7 users.

4.32 Users' additional comments

Most of the participant out of 18 did not express any additional comments. Only 1 (5.56%) female user expressed that "NGOs should launch more user friendly services."

5. Summary

The core purpose of this chapter is to explore the NGOs facilitators and users perceptions regarding SI. This first section starts with the analysis results of facilitator personal profile where majority of the participants were female (66.67%). A large number of the facilitators were from age group under 24 and 25-34. Most of the facilitators (55.55%) were Master degree holders and all of them posses different designations under three NGOs.

Analysis shows that majority (55.56%) initiatives or Centers are nonprofit able. Most of the facilitators total work experience in the current job was 6-10 years. Findings reveal that (66.67%) participants received training and all of them are strongly agreed that they need further skill development training. Interestingly, all the facilitators were satisfied with the current job and overall work environment. Results indicate that only (33.33%) facilitators were 41-60% satisfied regarding diversified services they provide to users.

Most of them (77.79%) heard about the term social innovation, but nobody could express their understanding about social innovation. From the facilitators' opinions, it is clear that they all strongly agreed with the statement "Create knowledge based society" as a result it got highest score. Major obstacles identified by them were "Require more innovative service" and "Sustainability of service". They strongly agreed and suggested "Need to introduce more services", "Assure sustainability of service", "Encourage people to come", "Increase awareness from both sides" for future development.

The analysis of user's personal profile focuses that majority (77.78%) users were female. Most of the participants were from 16-25 age groups. Honors degree holders users were (38.89%) and a large number of users (33.33%) participant were students.

Majority (44.44%) of the users receive service whenever needed and they are motivated by friends and neighbors to receive services. Only (11.11%) users were able to define social innovation. They strongly agreed for the statement "Digital Bangladesh dream near to comes true" and got highest score as impact of using the service or service center in achieving social innovation. In case of user satisfaction, users showed their highest satisfaction for the statement "Quality of service is satisfactory" where factors are service quality. Though 2.16% participants were 41-60% satisfied with extent of fulfilling their requirements, all the participants were fully satisfied with current provided services. Users identify "need more Non.Govt.Support and cooperation" as a major problem. In suggestion portion users provided emphasis on "Recruit skillful facilitator".

Chapter 5: Evaluation of Government and NGOs Initiatives Through Comparative Analysis

Chapter 5

Evaluation of Government and NGOs Initiatives through Comparative Analysis

This chapter provides a brief evaluation of the Government and NGOs initiatives of Bangladesh. It includes facilitators and users perceptions evaluations about the findings existing initiatives through comparative analysis.

5.1 Prelude

In the academic research arena now in Bangladesh NGOs has achieved popularity for their diversified initiatives taken by them. We included the most familiar and reputed NGOs e.g. BRAC (Gonokendra), Dhaka Ahsania Mission (Community Resource Center or CRC) and Amader Gram (Amader Gram Breast Care Centre) etc which is recognized nationally and internationally. We have chosen twenty-five UDCs as our research arena sample which will represent the UDCs of Bangladesh.

5.2 Comparative analysis of Government and NGOs facilitators' perceptions

In this study, total Government facilitators were 25 from different UDCs and NGOs facilitators were 9 from different centers.

5.2.1 Relationship between the Government and NGOs facilitators working experiences (in years)

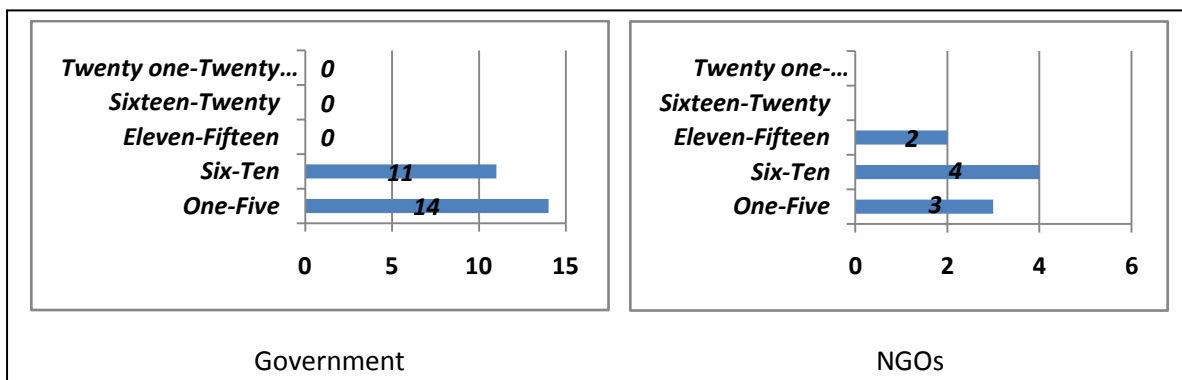


Figure 5.1 Facilitators working experiences

The figure 5.1 shows that, 11 Government facilitators had 06-10 years work experiences. Whereas 4 NGOs facilitators had 06-10 years experiences and 2 facilitators had 11-15 years work experiences.

5.2.2 Comparison of the present scenarios of facilitators training

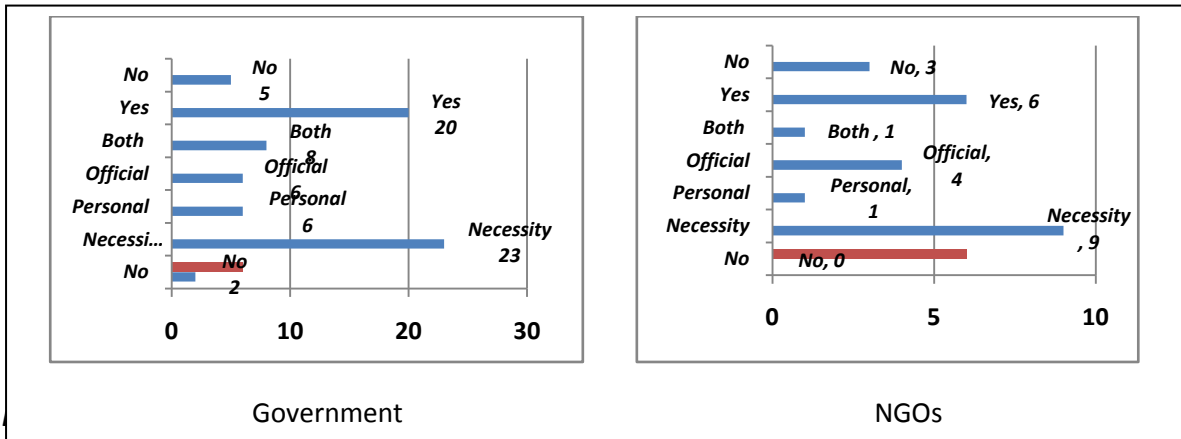


Figure 5.2: Facilitators training scenario

Figure 5.2 represents that, a large portion of the Government facilitators 20(80%) had obtained training, most of the facilitators 8(32%) got financial support from the option 'both', 6(66.67%) of facilitators of NGOs were trained and 4(67%) got financial support from the office.

The majority of the facilitators of Government 23(92%) spontaneously agreed that they need further training and all of the facilitators of NGOs 9(100%) strongly agreed that they need further training.

5.2.3 Distinction among the facilitator's overall satisfaction level

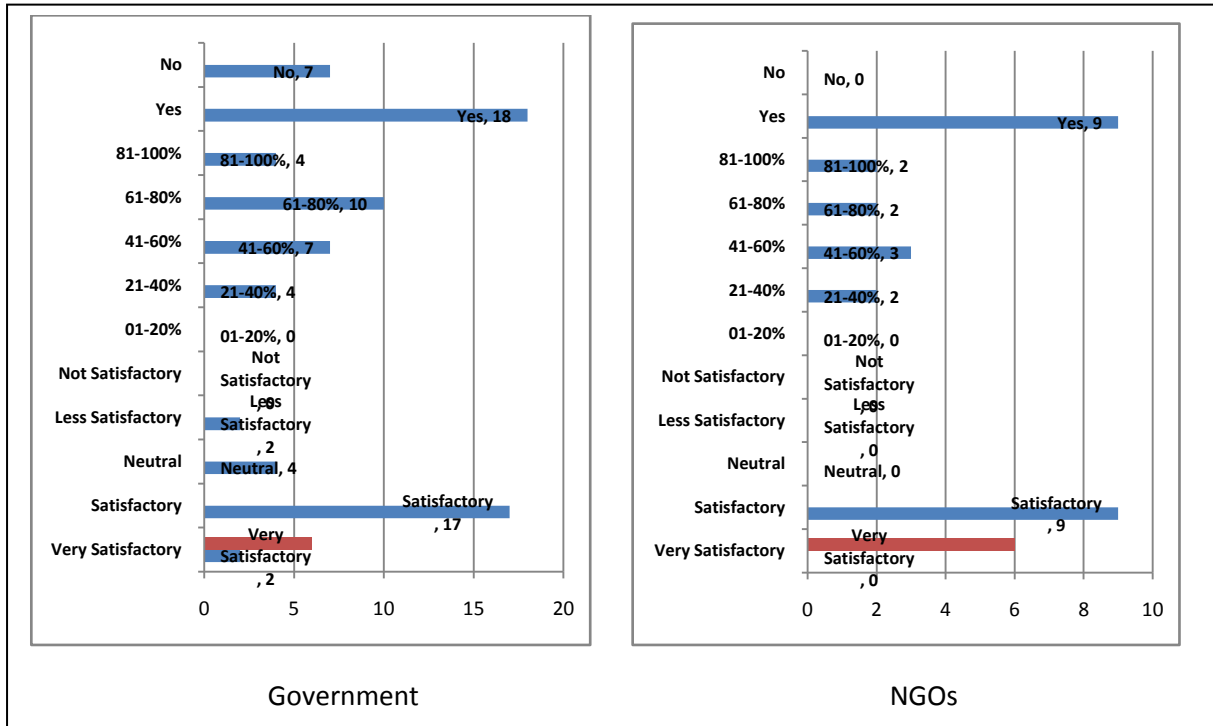


Figure 5.3 Satisfaction with the current job, working environment, and provided services

Figure 5.3 indicates that, the majority of the Government participants, 18(72%) showed their satisfaction on their current job and 17(68%) were in the opinion that, the overall working environment was satisfactory. Where, all the participants of NGOs 9(100%) were expressed their satisfaction with the current job and the overall working environment. 81-100% satisfied was Government 4(16%) facilitators and NGOs 2(22%) participants with the services they provide to the users.

5.2.4 Conceptual difference of facilitator’s idea regarding social innovation

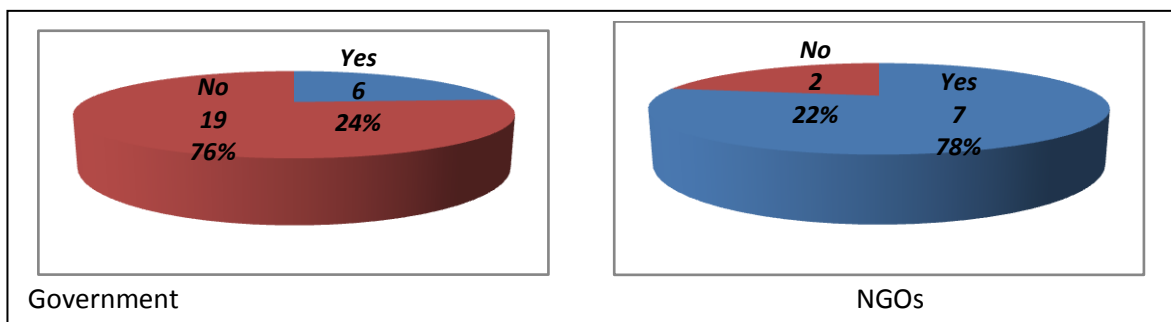


Figure 5.4: Facilitator’s idea regarding social innovation

Figure 5.4 shows that, 19(76%) facilitators of Government had the idea about the term social innovation, from NGOs 7(77.79%) facilitators heard about the term social innovation.

5.2.5 Distinction between major obstacles identified by facilitators

Government Facilitators Mean Score (N=25)	Statements (Table Source: 3.4 and 4.4)	NGOs Facilitators Mean (N=9)
5.64	Insufficient budget	5.89
5.52	Lack of infrastructure	5.00
5.44	Lack of ICT facilities	5.00
5.92	Speed of internet bandwidth	5.33
5.48	Shortage of skills of facilitators	5.89
5.40	Lack of formal training and retraining	5.44
5.68	Require promotional activities	6.00
5.76	Fear of implementing innovative ideas	5.89
6.20	Require more innovative service	6.22
5.48	Sustainability of service	6.22
5.20	Unwillingness of peoples	5.11
5.04	Unawareness from both sides	5.11

Table 5.1: Obstacles identified by facilitators

From the table 5.1, it is clear that, “Require more innovative service” was the major obstacles identified by the Government facilitators. “Require more innovative service” and “Sustainability of services” were the major obstacles stated by the NGOs facilitators.

5.2.6 Variation among the suggestions of facilitators

Government Facilitators Mean Score (N=25)	Statements (Table Source: 3.5 and 4.5)	NGOs Facilitators Mean (N=9)
5.60	Allot sufficient budget	5.89
5.80	Makes sure appropriate infrastructure	5.89
6.12	Should provide more ICT facilities	5.89
6.28	<i>Speed of internet must be upgraded</i>	5.89
6.08	Skillful facilitator should recruit	5.78
5.84	Arrange formal training and retraining	5.78
6.20	Boost promotional activities	6.00
6.20	Implement innovative ideas	6.00
6.20	Need to introduce more services	6.11
6.24	Assure sustainability of service	6.11
6.08	Encourage people to come	6.11
6.28	<i>Increase awareness from both sides</i>	6.11

Table 5.2: Suggestions by facilitator

From the table 5.2 it is clear that, two statements “Speed of internet must be upgraded” and “Increase awareness from both sides” were the most top suggestions from the Government facilitators side. According to the NGOs facilitators four statements obtained the highest score 6.11 those were “Need to introduce more services”, “Assure sustainability of service”, “Encourage people to come”, and “Increase awareness from both sides”.

5.3 Evaluation of Government and NGOs initiatives through SWOT analysis

For evaluating, the researcher chose SWOT analysis techniques. The major findings have been discussed are shown in chapter three and four in this study. Based on those results, the strengths, the weaknesses, the opportunities and the threats have enumerated in form of tables 5.3 to 5.10 from different points of views:

5.3.1 Strengths of Government initiatives

SL.	Statements	Mean Score Wise Position	Score Wise Position	Source Table
1.	Always ready to help the users	5.92	1	3.3
2.	Makes communication easier	5.88	2	
3.	Service hours are convenient	5.76	3	
4.	Gets many services under one roof	5.76	3	
5.	Performs task timely, cordially	5.72	4	
6.	ICT facilities makes competent	5.68	5	
7.	All the services are user-friendly	5.68	5	

Table 5.3: Strengths of Governments initiatives

From the table 5.3, the statement “Always ready to help the users” got the highest score 5.92; “Makes communication easier” achieved the second highest score 5.88. Two statements “Service hours are convenient” and “Gets many services under one roof” got third highest score 5.76. “Performs task timely, cordially” got score 5.72. Two statements “ICT facility makes competent” and “All the services are user-friendly” got 5.68 mean scores. “Creates new job opportunity” achieved score 5.64 where “Ensures easy and multiple access” got mean score 5.36. “User-friendly environment” gained score 5.32. Lowest score 5.04 obtained by the “Suitable work environment”, the second lowest score 5.12 got the statement “Encourages research”.

5.3.2 Weaknesses of Government initiatives

SL.	Statements	Mean Score Wise Position	Score Wise Position	Source Table
1.	ICT facilities not enough	5.56	1	3.3
2.	Shortage of resources	5.56	1	
3.	Shortage of trained manpower	5.56	1	
4.	Lack of appropriate infrastructure	5.52	2	
5.	Illiterate people hinder services	5.52	2	
6.	Less privacy of information of users	5.20	3	
7.	Lack of proper knowledge	5.12	4	

Table 5.4: Weaknesses of Government initiatives

From the 5.4 table, it is clear that, the three statements obtained highest score 5.56, those were “ICT facilities not enough”, “Shortage of resources”, “Shortage of trained manpower”. The second highest score achieved the two statements “Lack of appropriate infrastructure” and “Illiterate people hinder services”. “Less privacy information of users” gained score 5.20. The other statement “Lack of proper knowledge” got the lowest score 5.12.

5.3.3 Opportunities of Government initiatives

SL.	Statements	Mean Score wise position	Score Wise Position	Source Table
1.	Enhance knowledge sharing	5.96	1	3.3
2.	Create knowledge-based society	5.92	2	
3.	Raise living standards	5.88	3	
4.	Equal chance for women entrepreneur	5.84	4	
5.	Launch new services	5.80	5	
6.	Ensure social innovation	5.76	6	
7.	Broadcast upcoming events, news	5.48	7	

Table 5.5: Opportunities for Government initiatives

The above 5.5 table shows that, the statement “Enhance knowledge sharing” gained score 5.96, and statement “Create knowledge-based society” acquired score 5.92. “Raise living standards” got the mean score 5.88 where “Equal chance for women entrepreneur” statement got score 5.84. “Launch new services” got the score 5.80, another statement “Ensure social innovation” obtained score 5.76. The statement “Broadcast upcoming events, news” got comparatively less score 5.48

5.3.4 Threats of Government initiatives

Table 5.6 indicates that, “Increase of new technology” got highest mean score 6.08, where the second highest score 5.76 acquired by the statement “Conservative mentality of people”. The statement “Fear of adoption in new services” obtained score 5.72, and the two statements “Fear of adoption in new services” and “Authority arranges training or not”

acquired the mean score 5.68. The other statement “Sustainability of service” got the lowest mean score 5.00. “Rate of user satisfaction” obtained mean score 5.44 where “Dropout rates of entrepreneurs” got mean score 5.28.

Table 5.6: Threats of Government initiatives

SL.	Statements	Mean Score Wise Position	Score Wise Position	Source Table
1.	Increase of new technology	6.08	1	3.3
2.	Conservative mentality of people	5.76	2	
3.	Fear of adoption in new services	5.72	3	
4.	Authority arranges training or not	5.68	4	
5.	Rate of user satisfaction	5.44	5	
6.	Dropout rates of entrepreneurs	5.28	6	
7.	Sustainability of service	5.00	7	

5.3.5 Strengths of NGOs initiatives

SL.	Statements	Mean Score Wise Position	Score Wise Position	Source Table
1.	Makes communication easier	5.89	1	4.3
2.	ICT facilities makes competent	5.78	2	
3.	Always ready to help the users	5.78	2	
4.	Performs task timely, cordially	5.78	2	
5.	Gets many services under one roof	5.56	3	
6.	All the services are user-friendly	5.44	4	
7.	Suitable work environment	5.22	5	

Table 5.7 Strengths of NGOs initiatives

Table 5.7 depicts that, The statements “Makes communication easier” gained highest mean score 5.89, where the other three statements “ICT facilities make competent”, “Always ready to help the users”, “Performs task timely, cordially” acquired the second highest mean score 5.78. “Gets many services under one roof” obtained score 5.56, “All the services are user-friendly” got mean score 5.44. Three statements got score 5.22 those were

“Suitable work environment”, “User-friendly environment”, “Creates new job opportunity”. The second lowest score 5.11 got by the two statements “Encourages research” and “Ensures easy and multiple accesses”. The lowest score 5.00 acquired the statement “Service hours is convenient”.

5.3.6 Weaknesses of NGOs initiatives

SL.	Statements	Mean Score Wise Position	Score Wise Position	Source Table
1.	Illiterate people hinder services	5.56	1	4.3
2.	ICT facilities not enough	5.00	2	
3.	Lack of appropriate infrastructure	4.78	3	
4.	Shortage of resources	4.78	3	
5.	Lack of proper knowledge	4.78	3	
6.	Shortage of trained manpower	4.44	4	
7.	Less privacy of information of users	4.22	5	

Table: 5.8 Weaknesses of NGOs initiatives

Table 5.8 shows that, the statement “Illiterate people hinder services” achieved the highest score 5.56, where the statement “ICT facilities not enough” got score 5.00. Score 4.78 obtained by the three statements “Lack of appropriate infrastructure”, “Shortage of resources” and “Lack of proper knowledge”. “Shortage of trained manpower” got score 4.44 and 4.22 score by the statement “Less privacy information of users”.

5.3.7 Opportunities of NGOs initiatives

The table 5.9 indicates that, the first statement “Create knowledge-based society” got the highest score 6.00, the second highest score 5.89 obtained by the five statements “Enhance knowledge sharing”, “Raise living standards”, “Equal chance for women entrepreneur”, “Broadcast upcoming events, news” and “Ensure social innovation”. The statement “Launch new services” achieved the lowest score 5.44.

Table 5.9 Opportunities for NGOs initiatives

SL.	Statements	Mean Score Wise position	Score wise position	Source Table
1.	Create knowledge-based society	6.00	1	4.3
2.	Enhance knowledge sharing	5.89	2	
3.	Raise living standards	5.89	2	
4.	Equal chance for women entrepreneur	5.89	2	
5.	Broadcast upcoming events, news	5.89	2	
6.	Ensure social innovation	5.89	2	
7.	Launch new services	5.44	3	

5.3.8 Threats of NGOs initiatives

SL.	Statements	Mean Score Wise Position	Score Wise Position	Source Table
1.	Increase of new technology	5.78	1	4.3
2.	Authority arranges training or not	5.67	1	
3.	Rate of user satisfaction	5.67	2	
4.	Fear of adoption in new services	5.44	3	
5.	Sustainability of service	5.44	3	
6.	Dropout rates of entrepreneurs	5.33	4	
7.	Conservative mentality of people	4.56	5	

Table 5.10 Threats of NGOs initiatives

In the above 5.10 table, the first statement “Increase of new technology” got the highest score 5.78, the second highest score 5.67 got two statements “Authority arranges training or not” and “Rate of user satisfaction”. Two statements “Fear of adoption in new services” and “Sustainability of service” got third highest mean score 5.44. “Dropout rates of entrepreneurs” statement got score 5.33 where 4.56 score got the statement “Conservative mentality of people”.

5.4 Major strengths, weaknesses, opportunities, and threats of initiatives

From the tables 5.3 to 5.10, it is clear that, major strength identified by the Government facilitators was “Always ready to help the users” and NGOs facilitators were “Makes communication easier”. The major weakness were “ICT facilities not enough” which stated by Govt. facilitators the “Illiterate people hinder services” that stated by NGOs facilitators. Both types of facilitators pointed out that “Increase of new technology” was a major threat. Major opportunities recognized by the Govt. facilitators “Enhance knowledge sharing” whereas NGOs facilitators stated “Create knowledge-based society” considered as major opportunities.

Table 5.11: Major strength, weaknesses, opportunities, and threats of initiatives

Major Findings	Government Facilitators Perceptions	NGOs Facilitators Perceptions
Major Strengths	Always ready to help the users	Makes communication easier
Major Weaknesses	ICT facilities not enough	Illiterate people hinder services
Major Opportunities	Enhance knowledge sharing	Create knowledge-based society
Major Threats	Increase of new technology	Increase of new technology

5.5 Government and NGOs users’ perceptions comparative analysis

In this study, total Government user were 50 from different UDCs and NGOs facilitators were 18 from different centers.

5.6.1 Differences between frequencies of using service by users

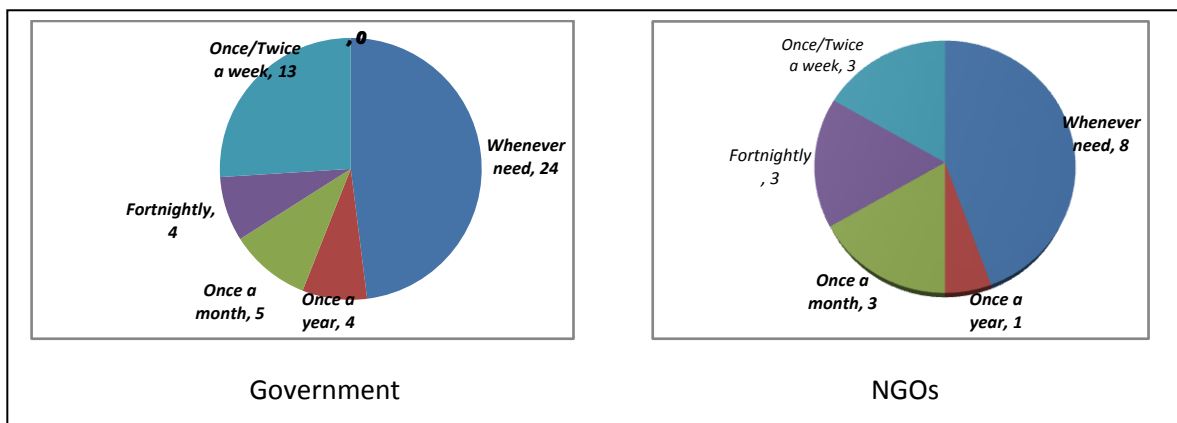


Figure 5.5: Frequency of using service by users

Figure 5.5 point outs that, majority of the Government users 24(48%) and NGOs 8(44.44%) users receive services whenever need.

5.6.2 Difference in motivation of users to receive service

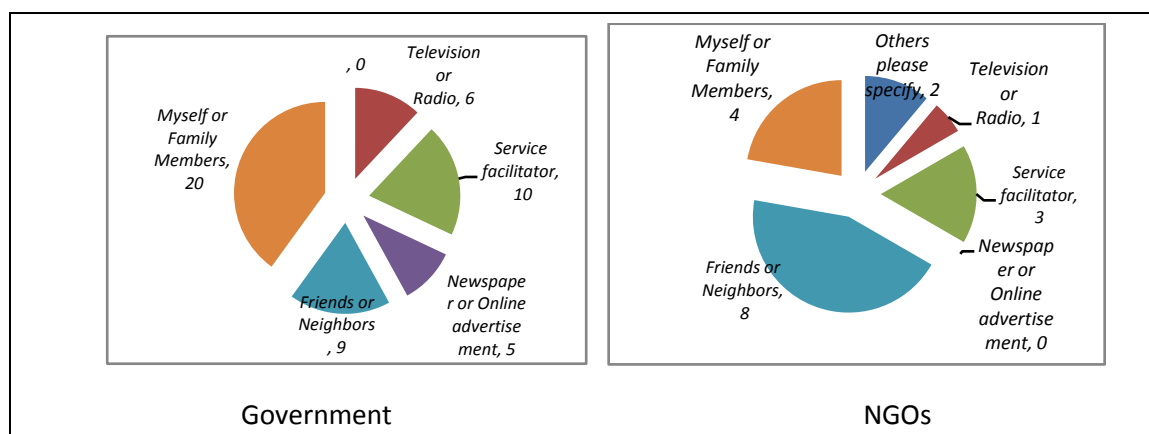


Figure 5.6: Motivation of users to receive service

Figure 5.6 indicates that, a large number of users of Government service receiver 20(40%) were motivated to receive services by themselves or family members, where 8(44.44%) were motivated by friends or neighbors from NGOs side.

5.6.3 Perception regarding idea of social innovation

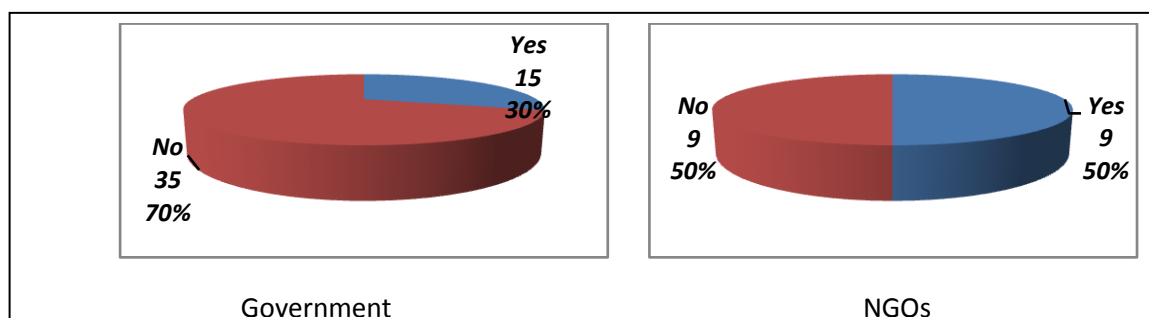


Figure 5.7: Perception regarding idea of social innovation

From the figure 5.7, it is observed that 35(70%) users of Government service receiver had no idea about social innovation and 9(50%) users from NGOs mark 'yes' regarding the idea of social innovation.

5.6.4 Comparison between impacts of using the service center

Government Users Mean Score (N=50)	Statements (Table Source: 3.7 and 4.7)	NGOs Users Mean (N=18)
5.58	Gets many services under one roof/arrangement	6.22
5.16	Retrieval of desired, up-to-date information is easy	4.39
5.30	Makes technological access easier to users	4.39
5.82	Saves individuals valuable time, energy, money	6.28
5.12	Creates new job opportunities for citizens	6.22
5.48	Helps reduce poverty and raise living standards	6.00
5.22	Helps overcoming language barrier	5.78
5.56	Decentralized of services overcome service gap	6.22
5.62	Knowledge sharing encourages knowledge-based society	6.17
5.84	Ensures self-development and creates self-awareness	6.11
5.98	Digital Bangladesh dream near to comes true	6.33

Figure 5.8: Impacts of using the service center

Figure 5.8 indicates that, the highest mean score was 5.98 for the statement “Digital Bangladesh dream near to come true”, from the Govt. users side in contrast NGOs users stated also the same statement with the mean score 6.33.

5.6.5 Difference between satisfaction level regarding provided services

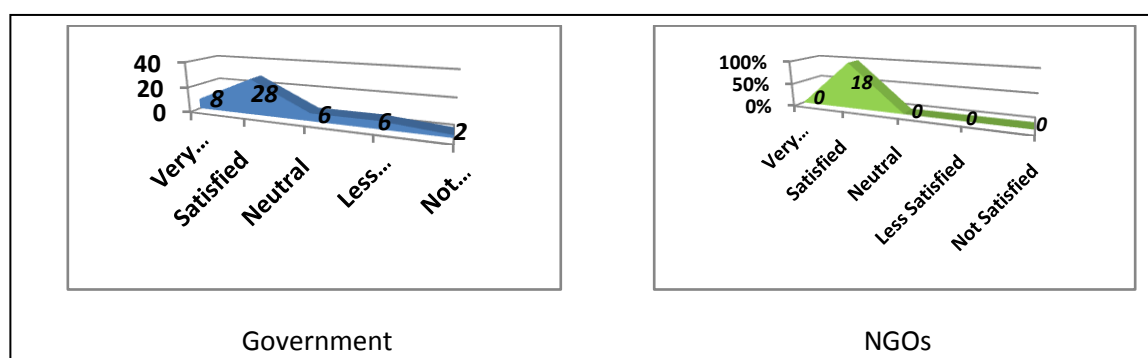


Figure 5.9: Satisfaction levels regarding provided service

Figure 5.9 shows that, among all the users of UDCs 28(56%) were satisfied where all the users 18(100%) of NGOs were significantly satisfied having being received the services from the NGOs service centers.

5.6.6 Comparison among major obstacles for getting users desired services

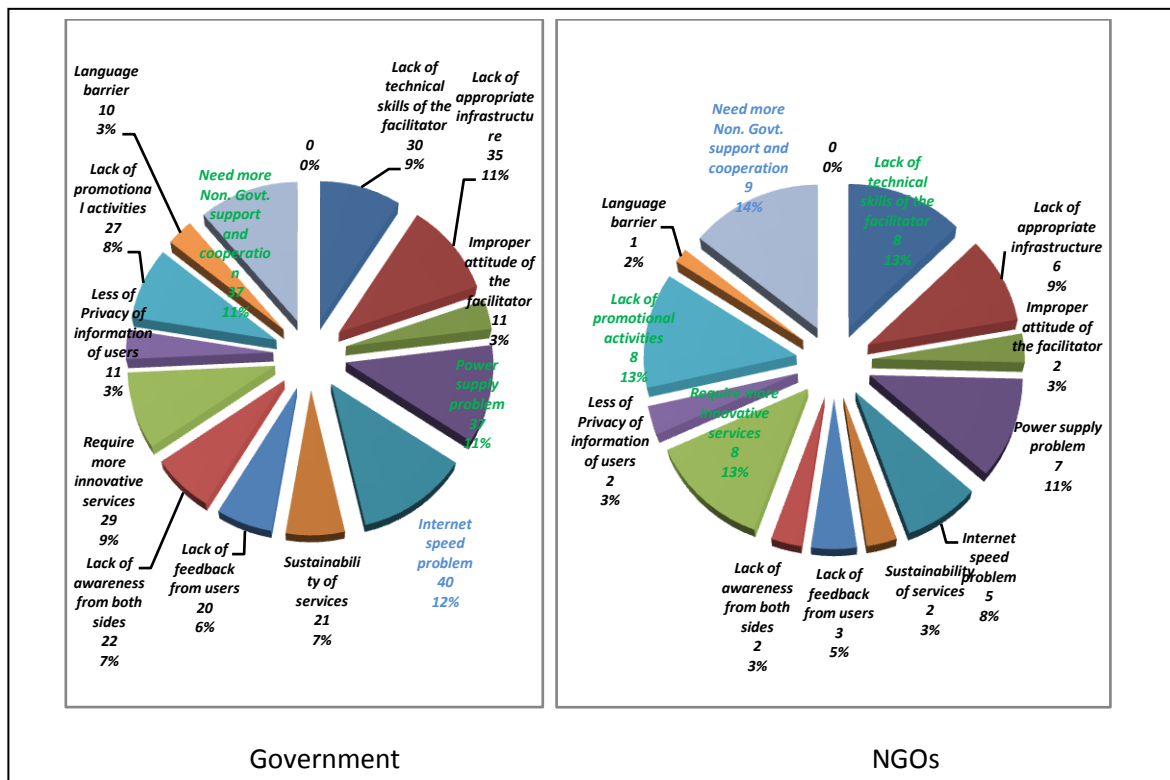


Figure 5.10: Main obstacles for getting users desired services of users

From this figure 5.10, it is clear that, 40 users identified internet speed problem as their main obstacle from Govt. side and 9 users identified, “Need more Non. Govt. support and cooperation” as the major problem.

5.6.7 Variation among suggestions of Users

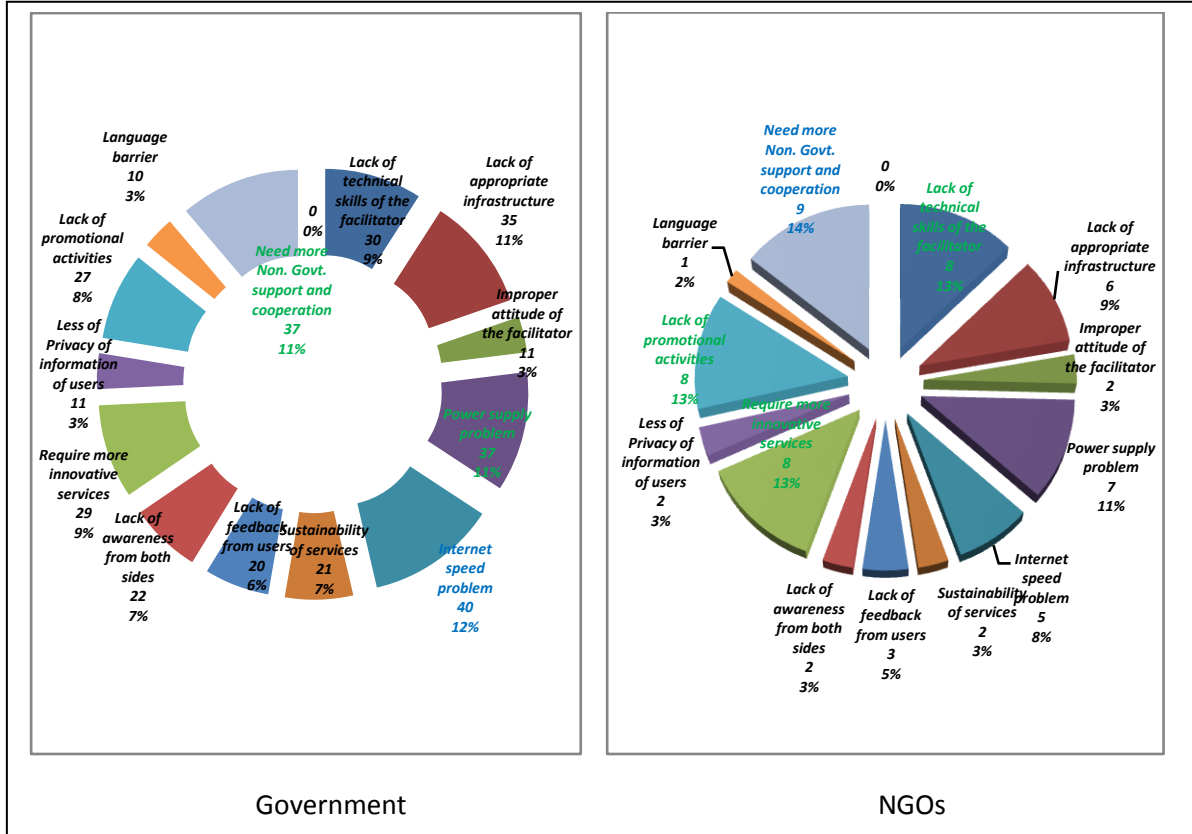


Figure: 5.11 Suggestions from users’ side

Figure 5.11 reveals that, among the participating 43 users suggested that Internet speed problem should be solved. 10 users from NGOs side suggested for “Recruit skillful facilitator”.

6. Summary

The main purpose of this chapter was to make a relationship between the perceptions of Government and NGOs facilitators. Maximum perceptions and views of Government and NGOs facilitators’ were almost the same and overlapping in some cases. Facilitators relatively have less satisfaction over the currently provided services which are needed to give special attention.

Chapter 6: Conclusion

Chapter 6 Conclusion

This final chapter explores a concise prelude, the major findings by answering the major research question along with five subsidiary research questions. In addition, theoretical and practical implications, limitations of the study and directions for further research also incorporated in this chapter.

6.1 Prelude

This final chapter focused on the general findings of this study. It discusses the major findings by analyzing the research questions which were formulated in chapter one. In particular, the major research question and five subsidiary research questions were answered. This also explained the implications of this study for researchers, facilitators, and users. The limitations of the study and some suitable directions for future research were also discussed in this chapter. Finally, the study proposed a **'Service Innovation Model for Union Digital Center'** that could be used in Bangladesh as well as the other developing country.

6.2 Research questions answers

Now the time to remember our research questions: One major research question (MRQ) and five subsidiary research questions (SRQs) from chapter one.

SRQ1: What is likely to be the existing information services offered by Government and NGOs in Bangladesh?

Services offered by Government (UDCs) in Bangladesh

From the table 3.2, it is clear that some Government organizations offer some services but that others do not provide at all. But we find some basic services are common to all organizations (UDCs). The table focuses overall services rendered in Bangladesh.

Health-related services: Health information, Height & weight measurement. **ICT and**

Commercial Services: Photocopy, Printing, Scanning, Laminating, Compose, Data entry,

Video conference, CD Write, Project rent, Internet browsing & email, Video shows, Digital Camera, Photography, Phone call, Mobile ring-tone download, m-banking, Flexi load. **E-Citizen:** Examination results, Online university admission, Government circulars & notices, Passport and visa processing, Law and human rights, Online birth registration, Population census data entry, Citizen character of Union Parishad, Citizenship certificate, Different types of government/application forms. **Training:** Computer training. **Agriculture:** Agricultural information, Soil and water testing. **Environment:** Disaster management, Sanitation. **Education:** Education information. **Varieties:** Employment, Life insurance, Tourism, Recreational services, Transportation service.

Services offered by NGOs in Bangladesh

From the table 4.2, it is evident that NGOs satisfy their users by serving diversified services. BRACs Gonokendra provides:

Training: Computer training, Other Skill Development Training. **Education:** Education information, Children's Conner, Library Service, Reader's forum, Mobile Library Service, Micro Museum. **Recreational services:** Television Service, Socio-cultural activities, other recreational services.

DAMs CRC provides:

ICT and Commercial Services: Photocopy, Compose, Data entry, Video shows, Photography, CD Write, Scanning, Internet browsing & email. **E-Citizen:** Examination results, online university admission, Government circulars & notices. **Training:** Computer training. **Agriculture:** Agricultural information. **Environment:** Sanitation. **Education:** Education information, Children's Corner.

Amader Gram Amader Gram Breast Care Centre provides:

Health: Electronic Medical Record (EMR), Ultrasound scanning, Treatment planning services, Medical Oncology service, Detection blood group, Blood pressure measurement, Height & weight measurement, Regular health checkup, Telemedicine Video Consultation, Health information, Core Biopsy. **ICT and Commercial Services:** Printing, Video conference.

SRQ2: How do those initiatives create an impact on social innovation?

Table 3.7 explores Government users' agreement regarding the impacts of using the service center or service in achieving social innovation. From the Table 4.7, we got NGOs users' agreement regarding the impacts of using the service center or service in achieving social innovation.

The highest mean score 6.33 and 5.98 were for the statement "Digital Bangladesh dream near to come true", both the Government and NGOs users, were strongly agreed with the statement. Figure 5.8 more clearly indicates that, the highest mean score was 5.98 for the statement "Digital Bangladesh dream near to come true", from the Govt. users side in contrast NGOs users stated also the same statement with the mean score 6.33.

The second highest mean score was 6.28 "Saves individuals valuable time, energy, money". Where NGOs users second height means the score was 5.84 "Ensures self-development and creates self-awareness". Government users' perceptions were like that: statements "Gets many services under one roof/arrangement", "Creates new job opportunities for citizens" and "Decentralized of services overcome service gap" achieved 6.22 mean score. 6.17 mean score for the statement "knowledge sharing encourages knowledge-based society", where 6.17 mean score got the statement "Ensures self-development and creates self-awareness". Comparatively lowest mean score 6.00 possess by the statements "Helps reduce poverty and raise living standards" and "Helps overcoming language barrier" got mean score 5.78. Lowest mean score 4.39 for the statement "Retrieval of desire, up-to-date information is easy" and "Makes technological access easier to users". NGOs users also showed their perceptions in the way 5.82 scores got the statement "Saves individuals' valuable time, energy, money". "Knowledge sharing encourages knowledge-based society" got mean score 5.62. 5.58 mean score got Statements "Gets many services under one roof/arrangement". Score 5.56 obtained "Decentralized of services overcome service gap". "Creates new job opportunities for citizens" and achieved 6.22 mean score. 6.17 mean score for the statement, where 6.17 mean score got the statement comparatively the lowest mean score 6.00 possess by the "Helps reduce poverty and raise living standards" and "Helps

overcoming language barrier” got mean score 5.78. The lowest mean score 4.39 for the statement “Retrieval of desired, up-to-date information is easy” and “Makes technological access easier to users”.

SRQ3: What is the level of user’s satisfaction with the services received?

Table 4.8 focuses NGOs User’s satisfaction level where table 3.8 focused the Government user’s satisfaction level. Where factors were service quality and statements were “Quality of service is satisfactory” and got highest mean score 6.06, Factors were the location and statement “Location saves time, energy, money” got second highest mean score 6.00.” Mean score 5.94 for the statement “Provides easy access or multiple access” with factor accessibility.

“Confidentiality of information is satisfactory” statement achieved 5.83 score where the factor was confidentiality. ICT facilities are enough where factors were ICT and score was 5.78. The second lowest score was 5.72 for the statements factors competency and statements “Facilitators are competent enough”. Where the lowest mean score achieved 5.67 where factors were Service delivery, service hours, statements “Pattern of delivery of service is prompt” and “Service hours is convenient”. Factors were location and statement “Location saves time, energy, money” score 5.82, which is the first highest score. The second, highest goes to the statements “Provides easy access/ multiple access” with factor accessibility and mean score 5.60. Score 5.44 for the statements factors were Service quality and statements were “Quality of service is satisfactory”. The lowest score was 4.64 for the statements “ICT facilities are enough”. Score 5.06 for the statements “Confidentiality of information is satisfactory”. “Service hours are convenient” statement achieved score 5.30. “Facilitators are competent enough” obtained score 5.22. Score 5.16 got the statement “Pattern of delivery of service is prompt”.

SRQ4: What is likely to be the major obstacles faced by the facilitators in providing information services?

Table 4.4 shows major obstacles for providing services from facilitators of NGOs where statements “Require more innovative service” and “Sustainability of service” achieved the highest score 6.22, followed by statements “Require promotional activities” got 6.00 mean score, the third highest score 5.89 were for the statements “Insufficient budget”, “Shortage of skills of facilitators”, “Fear of implementing innovative ideas”. 5.44 score achieved for the statements “Lack of formal training and retraining” and 5.33 score obtained for the statement “Speed of internet bandwidth”. Statements “Lack of infrastructure” and “Lack of ICT facilities” got lowest score 5.00. The second lowest score goes to the statements “Unwillingness of peoples” and “Unawareness from both sides”

Table 3.4 discloses the obstacles for providing services from facilitators of Government Statements “Require more innovative service” achieved highest score 6.20, followed by the statements “Speed of internet bandwidth” got 5.92 mean score, the third highest score 5.76 were for the statement “Fear of implementing innovative ideas”. “Require promotional activities” statements obtained 5.68 score, “Insufficient budget”, achieved score 5.64, where the statements “Lack of infrastructure” got 5.52, “Lack of formal training and retraining” got 5.40, “Shortage of skills of facilitators”, and “Sustainability of service” obtained score 5.20, “Lack of ICT facilities” got score 4.44. “Unawareness from both sides” got lowest score 5.04, the second lowest score 5.20 got the statement “Unwillingness of peoples”.

From the table 5.1, it is clear that, “Require more innovative service” was the major obstacles identified by the Government facilitators. “Require more innovative service” and “Sustainability of services” were the major obstacles stated by the NGOs facilitators.

SRQ5: What is likely to be possible recommendations and suggestions to overcome the constraints?

Table 4.5 discloses NGOs facilitators' recommendations or suggestions for future developments. From the afforested table, it is clear that 04 statements obtained the highest score those were "Need to introduce more services", "Assure sustainability of service", "Encourage people to come", "Increase awareness from both sides". Where 02 statements gained second height score "Boost promotional activities", "Implement innovative ideas". Followed by mean score 5.89 acquired the statements "Allot sufficient budget", "Makes sure appropriate infrastructure", "Should provide more ICT facilities" and "Speed of internet must be upgraded". Statements "Skillful facilitator should recruit" and "Arrange formal training and retraining" achieved the lowest score 5.78.

Table 3.5 exposes Government facilitators' recommendations or suggestions for further developments. From the table, it is clear that two statements obtained highest score 6.28 those were "Speed of internet must be upgraded" and "Increase awareness from both sides". "Assure sustainability of service" got second height score 6.24. Where three statements gained mean score 6.20 "Boost promotional activities", "Implement innovative ideas" and "Need to introduce more services". "Should provide more ICT facilities" statements got 6.12, "Encourage people to come" and "Skillful facilitator should recruit" got score 6.08. "Arrange formal training and retraining" gained score 5.84. Statements "Allot sufficient budget" got lowest score 5.60. The second height score was 5.80 "Makes sure appropriate infrastructure".

From the table 5.2 it is clear that, two statements "Speed of internet must be upgraded" and "Increase awareness from both sides" were the most top suggestions from the Government facilitators side. According to the NGOs facilitators four statements obtained the highest score 6.11 those were "Need to introduce more services", "Assure sustainability of service", "Encourage people to come", and "Increase awareness from both sides".

MRQ: What techniques are being used to evaluate the Government and NGOs initiatives for social innovation through information services in Bangladesh?

To evaluate the Government and NGOs initiatives researcher chose comparative and SWOT analysis techniques. Table 3.3 excels among all the statements “Increase of new technology” gained the highest score 6.08, the second highest score 5.96 goes to the statements “Enhance knowledge sharing”. Two statements got the third highest score “Create knowledge-based society” and “Always ready to help the users cordially” score was 5.92. “Raise living standards” and “Makes communication easier” obtained score 5.88. “Equal chance for women entrepreneur” got score 5.84 where the statement “Launch new services” scored 5.80. Score 5.76 got three statements “Ensure social innovation”, “Service hours is convenient”, “Conservative mentality of people”. “Gets many services under one roof”, “Performs task timely” “Fear of adoption in new services” got 5.72 scores. Score 5.68 got the statements Authority arranges training or not”, “All the services are user-friendly”, “ICT facilities makes competent”. “Creates new job opportunity” obtained the score 5.64. “Shortage of trained manpower”, “ICT facilities not enough”, “Shortage of trained manpower” statements obtained score 5.56. “Illiterate people hinder services” “Lack of appropriate infrastructure” got score 5.52. Statement “Broadcast upcoming events”, achieved mean score 5.48. This statement “Rate of user satisfaction” obtained score 5.44. “Ensures easy and multiple access” got mean score 5.36. Score 5.32 obtained by “User-friendly environment”. “Less privacy of information of users” got the score 5.20. Lowest score 5.00 got the statements Sustainability of service, “Suitable work environment” got the second lowest score 5.04, “Lack of proper knowledge” 5.12.

Table 4.3 explores all the statements “Create knowledge-based society” achieved the highest score 6.00. Followed by 5.89 score obtained for the statements “Raise living standards”, “Broadcast upcoming events, news” “Equal chance for women entrepreneur”

“Ensure social innovation”, Enhance knowledge sharing”. “Authority arranges training or not” “Increase of new technology”, “Makes communication easier”, “Performs task timely”, “Always ready to help the users cordially”, “ICT facilities makes competent” statements got score 5.78. This statement “Rate of user satisfaction” got 5.67 scores. Followed by statements “Illiterate people hinder services”, “Gets many services under one roof” achieved score 5.56. “All the services are user-friendly” obtained score 5.44. “Dropout rates of entrepreneurs” acquired the score 5.33. “Creates new job opportunity”, “User-friendly environment”, “Suitable work environment” got score 5.22. Score 5.11 obtained the statements “Ensures easy and multiple access”, “Encourages research”. The lowest score acquired by the statement “Less privacy information of users”. The second lowest score obtained by the statement “Shortage of trained manpower”. “Conservative mentality of people” statement obtained score 4.56.

From the tables 5.3 to 5.10, it is clear that, major strength identified by the Government facilitators was “Always ready to help the users” and NGOs facilitators were “Makes communication easier”. The major weakness were “ICT facilities not enough” which stated by Govt. facilitators the “Illiterate people hinder services” that stated by NGOs facilitators. Both types of facilitators pointed out that “Increase of new technology” was a major threat. Major opportunities recognized by the Govt. facilitators “Enhance knowledge sharing” whereas NGOs facilitators stated “Create knowledge-based society” considered as major opportunities.

6.3 Theoretical Implications

We have built a model (Figure 6.1) after examining the currently provided services of Government and NGOs initiatives. Then, we are trying to incorporate some new services which are the demand of time and accelerate Digital Bangladesh (DB) vision. For receives from the very beginning, we have to go the service centers. But in this proposed model some services we will be able to receive from our doorstep. Hassle free services are always welcomed by the mass people of BD.

Proposed model is illustrated below:

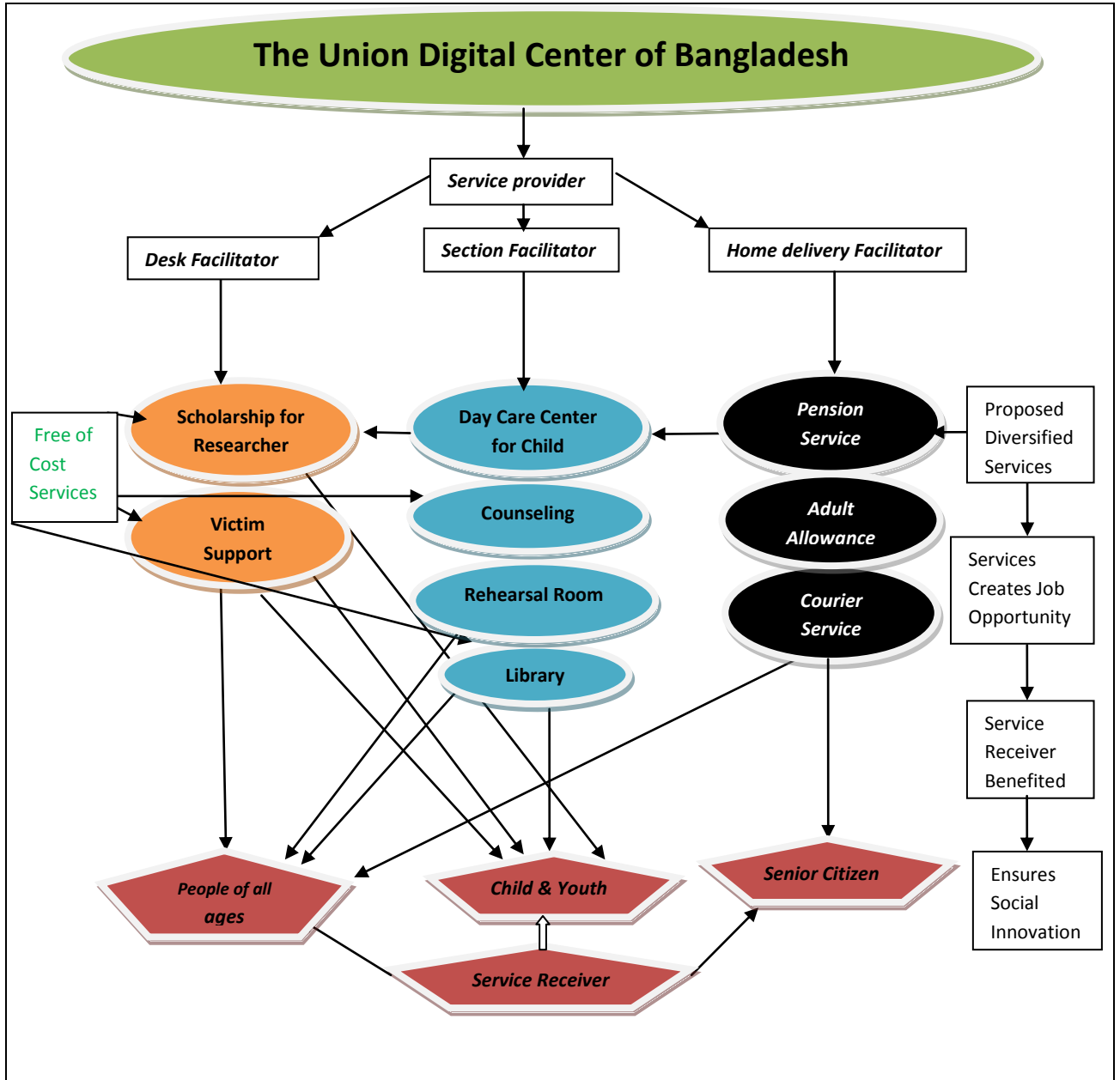
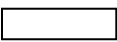






Figure 6.1: Service Innovation Model for Union Digital Center (SIMUDC)

The symbols and signs which were used in this model are explained below:

Sign or Symbol	Meaning
	All types of service providers (facilitator)
	All types of services
	Service Receiver (user)
	To create the link among (Facilitator, service, user)
	Results or outcomes towards social innovation

It is clear from the study that many UDCs give diversified services to satisfy their users. We think, it is high time to add new services on the existing one as well as for social innovation. This service innovation model is designed for the UDCs but NGOs also can adopt this model.

6.3.1 Facilitators

Facilitators are the right person to reach services to the concerned users. Facilitators may be three types of such organizations which are enumerated with examples. They should keep it mind that they are working for the wellbeing of humanity.

6.3.1.1 Desk Facilitator

Desk facilitators are those who provide service sitting on their respective desk only in a friendly manner.

Example: Victim support, scholarship for a researcher.

6.3.1.2 Section Facilitator

Section facilitators are those who will provide services within their office by rounding on respective sections and they generally work within their compound.

Example: Daycare center for the child, counseling, rehearsal room, Library.

6.3.1.3 Home delivery Facilitator

Home delivery facilitators are those who will render services outside of the UDCs at the door steps of people. Their attitude and services for the common people will be friendly and polite.

Example: Home delivery pension service, adult allowance, courier service.

6.3.2 Users

The users are to be considered those people who receive services from their convenient locations or UDCs without any hazard or any kind of cheating.

6.3.2.1 People of all ages

They are people from different ages (young, adult, aged) will receive service directly from the service centers which are situated in their locality not so far from their house.

6.3.2.2 Child & Youth

They are especially from the child and young group of people from Bangladesh.

6.3.2.3 Senior Citizens

Senior citizens have been used to indicate those people who are mainly aged or retired people and will receive service at their home.

6.3.3 Working procedure

6.3.3.1 Day Care Centre for Child

Working parents will drop their child at the UDCs child care center before starting their job and pick them up in the evening; they have to pay a certain amount of money every month. Some ladies will be recruited for taking care of the children having motherly affection attitude for the kids.

6.3.3.2 Counseling

Counseling facilities will be rendered at free of cost, to the young generations. UDCs may appoint psycho counselor, with a view to performing the job of counselling.

6.3.3.3 Rehearsal Room

Users can use the properly decorated spacious room as their practicing room for performing or rehearsing the song, dance, and presentation and so on. An instructor may be appointed and this service should be free of cost.

6.3.3.4 Victim Support

In case of any type of harassment, torture, mental or physical abused people or the victim will get mental support, suggestion, solutions from desk facilitator.

6.3.3.5 Scholarship for Researcher

Researcher especially M.Phil and PhD. researcher should get a scholarship from UDCs according to their merit. The desk facilitator may help them to get scholarship information from abroad.

6.3.3.6 Library

Every UDC should establish a library for their concerned stakeholders. UDCs may appoint a librarian or knowledge manager or information manager as section facilitator.

6.3.3.7 Pension Service, Adult Allowance and Courier Service

First of all, the retired people and adult will register their name in their respective UDCs of their own locality. Retired senior citizens will be able to collect pension, adult allowance from their home through homedelivery service, with a minimum service charge. Home delivery facilitator will give the service with proper documents. Courier service will be treated as home delivery service, which will be able to avail any age group of people, it is a payable service.

6.4 Scope or Practical implication of the study

6.4.1 Practical implication for Government and NGOs

The deep endeavor of this research thesis is to focus how available or provided information or service served by Govt. and NGOs bring a new horizon of the facility for the mass people as well as on our society in Bangladesh.

6.4.2 Practical implication for researcher

As the topic or thesis is a unique one and there is a chance to elaborate it by evaluating Govt. and NGOs initiatives. This will encourage the researcher for further research.

6.4.3 Implication for facilitators and users

There is an equal chance to express the perceptions of users and facilitators and also show the opinion using statistical analysis.

6.5 Limitations of the Study

The main limitation of the study was that the research area only confined within Bangladesh. In such kind of research, more population or sample size was expected to be explored where our sample size was small. Another limitation of the research work was mainly based on the perceptions of the facilitators and users of some selected Government and NGOs initiatives. After analyzing the data it was clear that due to administrative complexity, some participants were afraid of their opportunity and ultimately gave a biased answer regarding their job-related questions. From where in getting the exact scenario from them was in some cases might be missing. It was a lengthy process to take permission and maintain formalities from the NGO authority for data collection. As recording is a sensitive issue particularly in case of NGOs. We were unable to collect all the data in the recorded form. Some of the facilitator and users who were targeted had poor or zero knowledge about social innovation.

6.6 Directions for further research

This study offers directions for further research to conduct a comprehensive evaluation of Government and NGOs initiatives in Bangladesh. Further research also includes the adoption of the new model and more research can be conducted on the existing and proposed model. Additionally, it explained theoretical aspects should practically implement to verify the justifications of the proposed model.

We think close examination and continued research are badly needed. Research may be conducted within and outside Bangladesh. Where, the researchers will be able to large number of samples. Future research would be focused on other aspects of social innovations, information for all citizens.

7 Summary

This chapter discussed the answers to two types of research questions. Diversified services are focused on the Government and NGOs. Both types of facilitators have strongly agreed with the statements that digital Bangladesh dreams come true. Interestingly they have also identified the same problem that requires more innovative service. In expressing suggestion they identified increase awareness from both sides and sustainability of services are indeed. But users are quite happy with the currently provided services. Both the facilitators and users gave some suitable recommendations and they were optimistic about implementing innovative services for social innovation.

However, the study made attempts to evaluate the present situation of Government and NGOs who have already taken handful initiatives for influencing SI through information in Bangladesh. Efficiency of given information services, impact of initiatives for SI, users satisfaction, ways to upgrade the existing information services also reflect here. Existing initiatives are facing various challenges and are not achieved target especially in all areas yet. Therefore, the provided service pattern of some areas should be improved in all

Conclusion

positive and possible aspects. Bangladesh Government and NGOs initiatives are appreciable, they also have potential but for smooth running still, they need more furnishing. Hope in this age of information explosion and globalization one day we will be able to overcome all the existing and upcoming constraints. Also, innovators will introduce suitable service and obviously achieve the success that will bring revolutionary changes as well as social innovation one day in Bangladesh.

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Appendix-1

**Department of Information Science
& Library Management
UNIVERSITY OF DHAKA**



**তথ্যবিজ্ঞান ও গ্রন্থাগার ব্যবস্থাপনা বিভাগ
ঢাকা বিশ্ববিদ্যালয়**

27 March, 2017

.....
.....
.....
.....
.....

Subject: Letter of permission for data collection in academic research purpose.

Dear Sir,


This is to certify that Sonia Naznin, (Session 2012-13; Registration no. 270) an M.Phil. Researcher in the Department of Information Science and Library Management of the University of Dhaka. She is progressing with her thesis entitled "Information for Social Innovation: An Evaluation of Govt. and NGOs Initiatives in Bangladesh" under my supervision.

We select your organization.....as our research area. I would appreciate if you could kindly permit Ms. Naznin to collect the data from your organization through questionnaire. It is worth noting that the collected data will be exclusively used for academic and research purpose.

Your earnest collaboration makes the research successful. Please feel free to contact me if you need any more information about the research.

Thanking you

With best regards,


27/03/2017

Dr. Md. Shiful Islam
Professor
Department of Information Science and Library Management
University of Dhaka, Dhaka-1000
Email: shiful@du.ac.bd
Voice :01712754231

Appendix-2



Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh.

Participants

Information service center facilitator (who provides services) of Bangladesh.

Backdrop

I am an M.Phil researcher of the University of Dhaka and conducting research under the supervision of Professor Dr. Md. Shiful Islam, Department of Information Science and Library Management, University of Dhaka. We have selected your organization as my research area. We would like to request you to kindly fill up the questionnaire.

Outlines

There are two sets of questionnaire, set one is for service center facilitator and set two for service center user. The questionnaire set one consists of two sections: A and B. In section A: Evaluate the facilitator perception of initiatives as well as provided services including satisfaction, obstacles, suggestions etc. in section B: Brief personal profile of facilitator is included.

Most of the questions are multiple choice types, only few questions are narrative.

Confidentiality of Information

The answers given to these questions will be only used for academic research purpose, not for other purpose.

Contributions

We guess from this study LIS professionals, researchers, students; service centre authority will be benefitted after getting informed the present status of evaluation of Govt. and NGO's initiatives In Bangladesh and how Information interacts in social innovation.

Return of the filled up questionnaire

Please fill up the questionnaire and return its hardcopy to me or return it to my representative.

Your sincere cooperation will add a lot of value to the research and make the research a success.

Sonia Naznin

M.Phil Researcher

Department of Information Science and Library Management

University of Dhaka

sonia.naznin@yahoo.com

Appendix-3

Questionnaire for the Facilitator

(সেবা প্রদানকারীর জন্য প্রশ্নাবলী)

On

Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh.

সামাজিক ইনোভেশন/সামাজিক উন্নয়নের জন্য তথ্য: বাংলাদেশ সরকার ও এনজিওর উদ্যোগের মূল্যায়ন।

Section - A: General considerations including evaluation of Government and NGOs Initiatives, obstacles, suggestions etc. from facilitator perspectives.

সাধারণ বিবেচ্য বিষয়সমূহের মধ্যে রয়েছে সেবা প্রদানকারীর দৃষ্টিকোণ থেকে বাংলাদেশ সরকার ও এনজিওর উদ্যোগের মূল্যায়ন, প্রতিবন্ধকতাসমূহ, পরামর্শ ইত্যাদি।

1. A. Name of your current parent organization :(আপনার বর্তমান মূল প্রতিষ্ঠানের নাম লিখুন) :.....
B. Name of service center :(সেবা কেন্দ্রের নাম লিখুন) :.....
C. Category of the organization:(প্রতিষ্ঠানের ধরণ):
 Government Organization/সরকারি প্রতিষ্ঠান
 Non Governmental Organization (NGO)/বেসরকারি প্রতিষ্ঠান
2. Please specify the type of service center/initiative/সেবা কেন্দ্র / উদ্যোগের প্রকার/ধরণ নির্দিষ্ট করুন:
 Profitable/লাভজনক Nonprofitable/অলাভজনক
3. Work experience in current service centre/initiative (in years):(বর্তমান সেবা কেন্দ্র /উদ্যোগে কাজের অভিজ্ঞতা)(বছর অনুযায়ী):
 01-05/০১-০৫ 06-10/০৬-১০ 11-15/১১-১৫ 16-20/১৬-২০ 21-25/২১-২৫
4. Do you have any formal ICT training?(আপনার কি কোনো আনুষ্ঠানিক আইসিটি ট্রেনিং/প্রশিক্ষণ আছে?)
 Yes/হ্যাঁ No/না
If yes; who provides financial support for your ICT training?/যদি হ্যাঁ হয়, তবে আপনার আইসিটি প্রশিক্ষণের জন্য আর্থিক সহায়তার ব্যবস্থা কি ছিল?
 Personal/ব্যক্তিগত Official/অফিসিয়াল Both/উভয়
5. Would you please specify do you need further training? (আপনি কি মনে করেন ভবিষ্যতে আরও প্রশিক্ষণ প্রয়োজন আছে?)
 Yes/হ্যাঁ No/না
6. Please make comments on the overall working environment of service centre/initiative? (আপনার বর্তমান সেবা কেন্দ্র/সামগ্রিক কাজের পরিবেশ কেমন অনুগ্রহ করে মন্তব্য করুন)?
 Very satisfactory/খুব সন্তোষজনক Satisfactory/সন্তোষজনক Neutral/নিরপেক্ষ
 Less satisfactory/কম সন্তোষজনক Not satisfactory/সন্তোষজনক নয়
7. Would you please mention whether you are satisfied with the current job or not? (আপনি বর্তমান চাকরি নিয়ে সন্তুষ্ট কি না)?
 Yes/হ্যাঁ No/না
if no; why? যদি না; কেনো?
 Poor or no salary from parent organization/নিম্ন বেতন বা মূল প্রতিষ্ঠান থেকে কোনও বেতন নেই
 Negative work environment/নেতিবাচক কাজের পরিবেশ
 Inconvenient working hours/অসুবিধাজনক কাজের/সেবার সময়সূচি
 Not enough chance to go ahead/সামনে এগিয়ে যাওয়ার সুযোগ কম
 Poor treatment from higher authority/উর্ধ্বতন কর্তৃপক্ষের অবেহলা

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8. What type of services do you provide to the users? (Please give a tick mark). (আপনার ব্যবহারকারীদের কি ধরনের সেবা দিয়ে থাকেন)? (অনুগ্রহ করে টিক চিহ্ন দিন)।

Health/স্বাস্থ্য:

- | | |
|--|--|
| <input type="checkbox"/> Electronic Medical Record (EMR)/ইলেকট্রনিক মেডিকেল রেকর্ড | <input type="checkbox"/> Health information/ স্বাস্থ্য তথ্য |
| <input type="checkbox"/> Blood pressure measurement/রক্তের চাপ পরিমাপ | <input type="checkbox"/> Core Biopsy/কোর বায়োপ্সি |
| <input type="checkbox"/> Treatment planning services/চিকিৎসা পরিকল্পনা সেবা | <input type="checkbox"/> Detection of blood group/রক্তের গ্রুপ |

সনাক্তকরণ

- | | |
|--|---|
| <input type="checkbox"/> Medical Oncology service/মেডিকেল অনকোলজি সেবা | <input type="checkbox"/> Ultra sound scanning/আল্ট্রা সাউন্ড স্ক্যানিং |
| <input type="checkbox"/> Height & weight measurement/উচ্চতা ও ওজন পরিমাপ | <input type="checkbox"/> Regular health checkup/নিয়মিত স্বাস্থ্য চেকআপ |
| <input type="checkbox"/> Telemedicine Video Consultation/টেলিমেডিসিন ভিডিও পরামর্শ | |

ICT and commercial services/আইসিটি এবং বাণিজ্যিক সেবাসমূহ:

- | | | |
|--|---|---|
| <input type="checkbox"/> Photocopy/ফটোকপি | <input type="checkbox"/> Printing/মুদ্রণ | <input type="checkbox"/> Scanning/স্ক্যান |
| <input type="checkbox"/> Laminating/ল্যামিনেটিং | <input type="checkbox"/> Compose/কম্পোজ | <input type="checkbox"/> Data entry/ডাটা এন্ট্রি |
| <input type="checkbox"/> Video conference/ভিডিও কনফারেন্স | <input type="checkbox"/> CD write/সিডি রাইট | <input type="checkbox"/> Projector rent/প্রজেক্টর ভাড়া |
| <input type="checkbox"/> Internet browsing & email/ইন্টারনেট ব্রাউজিং এবং ইমেল | <input type="checkbox"/> Photography/ফটোগ্রাফি | <input type="checkbox"/> Video show/ভিডিও প্রদর্শনী |
| <input type="checkbox"/> Digital Camera/ডিজিটাল ক্যামেরা | <input type="checkbox"/> Photograph/ফটোগ্রাফি | <input type="checkbox"/> Phone call/ফোন কল |
| <input type="checkbox"/> Mobile ring-tone download/মোবাইল রিং-টোন ডাউনলোড | <input type="checkbox"/> M-Banking/M-ব্যাংকিং | |
| <input type="checkbox"/> Flexi load/ফ্লেক্সি লোড | <input type="checkbox"/> Multimedia presentations/মাল্টিমিডিয়া উপস্থাপনা | |

E-Citizen/ই-সিটিজেন:

- Examination results/পরীক্ষার ফলাফল
- Online university admission/অনলাইনে বিশ্ববিদ্যালয় ভর্তি
- Government circulars & notices/সরকারি সার্কুলার, নোটিশ
- Passport & visa processing/পাসপোর্ট ও ভিসা প্রসেসিং
- Law & human rights/আইন ও মানবাধিকার
- Online Birth Registration/অনলাইন জন্ম নিবন্ধন
- Population census data entry/আদমশুমারি রিপোর্ট ডাটা এন্ট্রি
- Citizen charter of Union Parishad/ইউনিয়ন পরিষদ চারিত্রিক সনদ
- Citizenship certificate/নাগরিকত্ব সার্টিফিকেট
- Different types of government/application forms/বিভিন্ন ধরনের সরকারী আবেদনপত্র

Training/প্রশিক্ষণ:

- | | |
|--|---|
| <input type="checkbox"/> Computer training/কম্পিউটার প্রশিক্ষণ | <input type="checkbox"/> Other Skill Development Training/অন্যান্য দক্ষতা উন্নয়ন প্রশিক্ষণ |
|--|---|

Agriculture/কৃষি:

- | | |
|---|---|
| <input type="checkbox"/> Agricultural information/কৃষি তথ্য | <input type="checkbox"/> Soil and water testing/মাটি এবং পানি পরীক্ষা |
|---|---|

Environment/পরিবেশ:

- | | |
|--|--|
| <input type="checkbox"/> Disaster management/দুর্যোগ ব্যবস্থাপনা | <input type="checkbox"/> Sanitation/স্যানিটেশন |
|--|--|

Education/শিক্ষা:

- | | |
|--|---|
| <input type="checkbox"/> Education information/শিক্ষা তথ্য | <input type="checkbox"/> Micro museum/মাইক্রো জাদুঘর |
| <input type="checkbox"/> Library Service/গ্রন্থাগার সেবা | <input type="checkbox"/> Reader's forum/পাঠকের ফোরাম |
| <input type="checkbox"/> Mobile Library Service/ভ্রাম্যমান গ্রন্থাগার সেবা | <input type="checkbox"/> Children's Corner/শিশুদের পৃথক বিভাগ |

Recreational services/বিনোদনমূলক সেবা:

- | | |
|---|--|
| <input type="checkbox"/> Television Service/টেলিভিশন সেবা | <input type="checkbox"/> Sociocultural activities/সামাজিক ও সাংস্কৃতিক কার্যক্রম |
| <input type="checkbox"/> Other recreational services/অন্যান্য বিনোদনমূলক সেবা | |

Varieties/বিভিন্ন:

- Employment/নিয়োগ Tourism/পর্যটন
 Life insurance/জীবনবীমা Transportation service/পরিবহন সেবা
 Others please specify/অন্যান্য থাকলে উল্লেখ করুন:.....

9. Your overall satisfaction regarding services you provide to users? (ব্যবহারকারীদের সেবা প্রদানের ক্ষেত্রে আপনার

সামগ্রিক অভিজ্ঞতা কতটা সন্তোষজনক)?

- 01-20%/০১-২০% 21-40%/২১-৪০% 41-60%/৪১-৬০% 61-80%/৬১-৮০%
 81-100%/৮১-১০০%

10. Do you have any idea regarding social innovation?(আপনার সোশাল ইনোভেশন/সামাজিক উন্নয়ন সম্বন্ধে কোনো ধারণা আছে কি)?

- Yes/হ্যাঁ No/না

if yes; please let us know your understanding about social innovation. (যদি হ্যাঁ হয়, তবে আপনার

মতামত আমাদের জানান):.....

11. Would you please specify your level of agreement regarding the evaluation of Govt. & NGOs initiatives in Bangladesh? (Please give a tick mark) (বাংলাদেশ সরকার ও এনজিওর উদ্যোগের মূল্যায়ন সংক্রান্ত বিষয়ে আপনার সম্মতির মাত্রা উল্লেখ করুন। (অনুগ্রহ করে টিক চিহ্ন দিন)।

SWOT	Factors	Statements/ বিবৃতিসমূহ	Strongly Disagree দৃঢ়ভাবে অসম্মতি 1	Disagree অসম্মত 2	Somewhat disagree কিছুটা অসম্মত 3	Neutral নিরপেক্ষ 4	Somewhat agree কিছুটা সম্মত 5	Agree সম্মত 6	Strongly agree দৃঢ়ভাবে সম্মত 7
Strengths	Location	Ensures easy and multiple access সহজ ও একাধিক প্রবেশাধিকার নিশ্চিত করে							
		Encourages research গবেষণায় উৎসাহ দেয়							
		Creates new job opportunity নতুন চাকরির সুযোগ তৈরি করে							
	Service hours	service hours is convenient সেবার সময়সূচি সুবিধাজনক							
	Environment	User friendly environment ব্যবহারকারীর উপযোগী পরিবেশ							
		Suitable work environment উপযোগী কাজের পরিবেশ							
	Services	Gets many services under one roof একত্রে অনেক সেবা পাওয়া যায়							
		All the services are user friendly সকল সেবা ব্যবহারকারী উপযোগী							
	Competency	Performs task timely, cordially সময়মত ও আন্তরিকভাবে কাজ সম্পাদন							
		Always ready to help the users সদা সাহায্য করার জন্য প্রস্তুত							
ICT facilities makes competent আইসিটি সুবিধা উপযুক্ত করে তোলে									
		Makes communication easier যোগাযোগ সহজ করে তোলে							
Weaknesses	ICT	ICT facilities not enough আইসিটি সুবিধা যথেষ্ট না							
	Infrastructure	Lack of appropriate infrastructure উপযুক্ত অবকাঠামোর অভাব							

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	Resources	Shortage of resources সম্পদের ঘাটতি							
	Training	Shortage of trained manpower প্রশিক্ষিত জনবল ঘাটতি							
	Privacy	Less privacy of information of users ব্যবহারকারীদের তথ্যের গোপনীয়তা কম							
	Knowledge	Lack of proper knowledge সঠিক জ্ঞানের অভাব							
	Illiteracy	Illiterate people hinder services নিরক্ষর জনগোষ্ঠী সেবায় বিঘ্ন ঘটায়							
Opportunities	Innovation	Ensure social innovation সামাজিক উন্নয়ন নিশ্চিত হয়							
	Knowledge	Enhance knowledge sharing জ্ঞান অংশন নিশ্চিত করে							
		Create knowledge based society জ্ঞানভিত্তিক সমাজ তৈরি করে							
	Standard	Raise living standards জীবনযাত্রার মান বাড়ায়							
	Advertisement	Broadcast upcoming events, news আসন্ন ঘটনা, খবর সম্প্রচার করে							
	Entrepreneur	Equal chance for women entrepreneur নারী উদ্যোক্তাদের জন্য সমান সুযোগ							
	Service	Launch new services নতুন সেবা চালু করা সম্ভব							
Threats	Service	Sustainability of service সেবার দীর্ঘস্থায়িত্বের সমস্যা							
	Satisfaction	Rate of user satisfaction ব্যবহারকারীর সন্তুষ্টির হার							
	Training	Authority arranges training or not কর্তৃপক্ষ প্রশিক্ষণ আয়োজন করবে কি না							
	Anxiety	Increase of new technology নতুন প্রযুক্তি বৃদ্ধি/উদ্ভব							
		Fear of adoption in new services নতুন সেবা চালু করায় উদ্বেগ							
		Dropout rates of entrepreneurs উদ্যোক্তাদের ঝরে পড়ার হার							
		Conservative mentality of people রক্ষণশীল মানসিকতা							

12. Would you please specify your level of agreement regarding the main obstacles for providing services from your service centre/project/model/initiative? (Please give a tick mark). (সেবা প্রদানের ক্ষেত্রে প্রধান প্রতিবন্ধকতা সংক্রান্ত আপনার সম্মতির মাত্রা উল্লেখ করুন। (অনুগ্রহ করে টিক চিহ্ন দিন)।

Statements/ বিবৃতিসমূহ	Strongly disagree দৃঢ়ভাবে অসম্মতি 1	Disagree অসম্মত 2	Somewhat disagree কিছুটা অসম্মত 3	Neutral নিরপেক্ষ 4	Somewhat agree কিছুটা সম্মত 5	Agree সম্মত 6	Strongly agree দৃঢ়ভাবে সম্মত 7
Insufficient budget অপর্যাপ্ত বাজেট							
Lack of infrastructure উপযুক্ত অবকাঠামোর অভাব							
Lack of ICT facilities আইসিটি সুবিধার অভাব							
Speed of internet bandwidth ইন্টারনেটের গতি সমস্যা							
Shortage of skills of the facilitator দক্ষ সুবিধা প্রদানকারী প্রয়োজন							
Lack of well trained facilitator প্রশিক্ষিত সেবা প্রদানকারীদের ঘাটতি							
Require promotional activities প্রচারমূলক কার্যক্রমের অভাব							
Fear of implementing innovative ideas							

Appendix-3

নতুন ধারণা বাস্তবায়নে উদ্বিগ্ন							
Lack of formal training and retraining আনুষ্ঠানিক প্রশিক্ষণ, পুনপ্রশিক্ষণের অভাব							
Language barrier ভাষাগত প্রতিবন্ধকতা							
Require more innovative services আরো উদ্ভাবনী/নতুন সেবা প্রয়োজন							
Sustainability of service সেবার দীর্ঘস্থায়িত্বের সমস্যা							
Unwillingness of peoples জনসাধারণের অনিচ্ছা							
Unawareness from both sides উভয় পক্ষের সচেতনতার অভাব							

13. Would you please mention your level of agreement regarding the recommendations and suggestions for future developments? (Please give a tick mark). (আপনি কি অনুগ্রহ করে ভবিষ্যতে উন্নতির জন্য মূল্যবান সুপারিশ/পরামর্শ সংক্রান্ত আপনার সম্মতির মাত্রা উল্লেখ করবেন? (অনুগ্রহ করে টিক চিহ্ন দিন)।

Statements/বিবৃতিসমূহ	Strongly disagree 1	Disagree 2	Somewhat disagree 3	Neutral 4	Somewhat agree 5	Agree 6	Strongly agree 7
Allot sufficient budget পর্যাপ্ত বাজেট বরাদ্দ করা							
Makes sure appropriate infrastructure উপযুক্ত অবকাঠামো নিশ্চিত করা উচিত							
Should provide more ICT facilities আরও আইসিটি সুবিধা প্রদান করা উচিত							
Speed of internet must be upgraded ইন্টারনেটের গতি সমস্যার সমাধান করা উচিত							
Arrange formal training and retraining আনুষ্ঠানিক প্রশিক্ষণ, পুনপ্রশিক্ষণের ব্যবস্থা করা							
Recruit skillful facilitator দক্ষতাসম্পন্ন সুবিধা প্রদানকারী প্রয়োজন							
Boost promotional activities আরো প্রচারমূলক কার্যক্রম হওয়া উচিত							
Implement innovative ideas নতুন/উদ্ভাবনী ধারণা বাস্তবায়ন							
Remove language barrier ভাষার প্রতিবন্ধকতা অপসারণ করা উচিত							
Need to introduce more services আরো উদ্ভাবনী/নতুন সেবা চালু করা উচিত							
Assure sustainability of service সেবা টেকসই/দীর্ঘস্থায়ী হওয়া উচিত							
Encourage people to come জনগণকে সেবা নিতে উৎসাহিত করা							
Increase awareness from both sides উভয় পক্ষের সচেতনতা বৃদ্ধি করা উচিত							

14. If you have any comments, please mention: (যদি আপনার কোনো মন্তব্য থাকে, তাহলে তা উল্লেখ করুন:.....)

.....

Appendix-3

Section-B: Personal Profile of Facilitator

সেবা প্রদানকারীর ব্যক্তিগত প্রোফাইল

15. Gender/লিঙ্গ: Male/পুরুষ Female/মহিলা
16. Age/বয়স Under 24/২৪এর নীচে 25-34/২৫-৩৪ 35-44/৩৫-৪৪ 45-54/৪৫-৫৪
 55 and Above/৫৫এর উপর
17. Last Educational Level/সর্বশেষ শিক্ষাগত যোগ্যতা:
 S.S.C/ এস.এস.সি Bachelor of Arts (B.A/BSS-Honours)/অনার্স
 H.S.C/এইচ.এস.সি Master of Arts (M.A/MSS)/মাস্টার
 Others please specify/অন্যান্য থাকলে উল্লেখ করুন:.....
18. Current Designation or Working Position: (কর্মক্ষেত্রে বর্তমান পদবী) :.....

Signature/স্বাক্ষর: _____

Date/তারিখ: _____

Thanks with gratitude/কৃতজ্ঞতার সাথে ধন্যবাদ

Sonia Naznin
M.Phil Researcher
University of Dhaka
sonia.naznin@yahoo.com

Appendix-4



Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh.

Participants

Information service center user (who receives services) of Bangladesh.

Backdrop

I am an M.Phil researcher of the University of Dhaka and conducting research under the supervision of Professor Dr. Md. Shiful Islam, Department of Information Science and Library Management, University of Dhaka. We have selected your organization as my research area. We would like to request you to kindly fill up the questionnaire.

Outlines

There are two sets of questionnaire, set one is for service centre facilitator and set two for service centre user. The questionnaire set two consists of two sections: A and B. In section A: Evaluate the user perceptions of initiatives, provided services including access facility, impacts, satisfaction, obstacles, suggestions etc. and in section B: Brief personal profile of user is included.

Most of the questions are multiple choice types, only few questions are narrative.

Confidentiality of Information

The answers given to these questions will be only used for academic research purpose, not for other purpose.

Contributions

We guess from this study LIS professionals, researchers, students, service centre authority will be benefitted after getting informed the present status of evaluation of Govt. and NGO's initiatives in Bangladesh and how information interact in social innovation.

Return of the filled up questionnaire

Please fill up the questionnaire and return its hardcopy to me or return it to my representative.

Your sincere cooperation will add a lot of value to the research and make the research a success.

Sonia Naznin

M.Phil Researcher

Department of Information Science and Library Management

University of Dhaka

sonia.naznin@yahoo.com

Appendix-5

Questionnaire for the User

(ব্যবহারকারীর জন্য প্রশ্নাবলী)

On

Information for Social Innovation: An Evaluation of Government and NGOs Initiatives in Bangladesh.

সামাজিক ইনোভেশন/সামাজিক উন্নয়নের জন্য তথ্য: বাংলাদেশে সরকার ও এনজিওর উদ্যোগের মূল্যায়ন।

Section - A: General considerations including evaluation of user perception regarding social innovation, impacts, satisfaction, obstacles, suggestions etc.

সাধারণ বিবেচ্য বিষয়সমূহের মধ্যে রয়েছে সোশাল ইনোভেশন/সামাজিক উন্নয়ন, সংক্রান্ত ব্যবহারকারীর উপলব্ধি মূল্যায়ন, প্রভাব, সন্তুষ্টি, প্রতিবন্ধকতা, পরামর্শ ইত্যাদি।

1. Would you please specify your Division, District, Upazila and Union: (অনুগ্রহ করে আপনার বিভাগ, জেলা, উপজেলা এবং ইউনিয়ন উল্লেখ করুন):

- | | | | |
|--|---------------------------|----------------------------|---------------------------|
| <input type="checkbox"/> Dhaka
(ঢাকা) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Rajshahi
(রাজশাহী) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Rangpur
(রংপুর) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Sylhet
(সিলেট) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Khulna
(খুলনা) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Chittagong
(চট্টগ্রাম) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Barisal
(বরিশাল) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |
| <input type="checkbox"/> Mymensingh
(ময়মনসিংহ) | District:
(জেলা) | Upazila:
(উপজেলা) | Union:
(ইউনিয়ন) |

2. How often do you receive service? (আপনি কত দিন পর পর সেবা গ্রহণ করে থাকেন)?

- | | | |
|---|---|---|
| <input type="checkbox"/> Once/ Twice a week/ সপ্তাহে একবার/ দুবার | <input type="checkbox"/> Fortnightly/ পাক্ষিক | <input type="checkbox"/> Once a month/ মাসে একবার |
| <input type="checkbox"/> Once a year/ বছরে একবার | <input type="checkbox"/> Whenever need/ যখনই প্রয়োজন | |

3. Would you please indicate who motivated you to receive service? (আপনাকে কে সেবা নিতে অনুপ্রাণিত করেছে অনুগ্রহ করে উল্লেখ করুন)?

- Myself or Family members/ নিজেই বা পরিবারের সদস্যরা
- Friends or Neighbors/ বন্ধুরা বা প্রতিবেশী
- Newspaper or Online advertisement/ সংবাদপত্র বা অনলাইন বিজ্ঞাপন
- Service facilitator/ সেবা প্রদানকারী
- Television or Radio/ টেলিভিশন অথবা রেডিও
- Others please specify/ অন্যান্য থাকলে উল্লেখ করুন

.....

4. Do you have any idea regarding social innovation? (আপনার সোশাল ইনোভেশন/সামাজিক উন্নয়ন সম্বন্ধে কোনো ধারণা আছে কি? Yes/হ্যাঁ No/না

if yes; please let us know your understanding about social innovation. (যদি হ্যাঁ হয়, তবে আপনার মতামত আমাদেরকে জানান:.....

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5. Would you please indicate your level of agreement regarding the impacts of using the service centre/service in achieving social innovation. (Please give a tick mark) (সোশাল ইনোভেশন/সামাজিক উন্নয়ন অর্জনে সেবা/সেবা কেন্দ্র ব্যবহার এর প্রভাব সম্পর্কে আপনার সম্মতির মাত্রা আমাদের জানতে দিন। (অনুগ্রহ করে টিক চিহ্ন দিন)

Statements/ বিবৃতিসমূহ	Strongly disagree দৃঢ়ভাবে অসম্মতি 1	Disagree অসম্মত 2	Somewhat disagree কিছুটা অসম্মত 3	Neutral নিরপেক্ষ 4	Somewhat agree কিছুটা সম্মত 5	Agree সম্মত 6	Strongly agree দৃঢ়ভাবে সম্মত 7
Gets many services under one roof/arrangement একত্রে অনেক সেবা পাওয়া যায়							
Retrieval of desired, up-to-date information is easy কাঙ্ক্ষিত, আপ-টু-ডেট তথ্য পুনরুদ্ধার করা সহজ							
Makes technological access easier to users প্রযুক্তিগত প্রবেশাধিকার সহজ করে							
Saves individuals valuable time, energy, money সময়, শক্তি, অর্থ সাশ্রয় করে							
Introduce innovative and easy financial transaction আর্থিক লেনদেন ত্বরান্বিত করে							
Creates new job opportunities for citizens নতুন চাকরির সুযোগ তৈরি করে							
Helps reduce poverty and raise living standards দারিদ্রতা কমাতে সাহায্য করে এবং জীবনযাত্রার মান বাড়ায়							
Helps overcoming language barrier ভাষাগত প্রতিবন্ধকতা দূর করতে সাহায্য করে							
Decentralized of services overcome service gap সেবার বিকেন্দ্রীভূতকরণের মাধ্যমে সেবার মান বাড়ায়							
knowledge sharing encourages knowledge based society জ্ঞান অংশন করা জ্ঞানভিত্তিক সমাজ তৈরিতে উৎসাহিত করে							
Ensures self development and creates self awareness স্বউন্নয়ন এবং স্বসচেতনতা সৃষ্টি করা সম্ভব হয়							
Digital Bangladesh dream near to comes true ডিজিটাল বাংলাদেশ গড়ার স্বপ্ন পূরণ হওয়ার পথে							

6. Would you please indicate your satisfaction level on the following statements? (Please give a tick mark).

নিম্নলিখিত বিবৃতিসমূহের ক্ষেত্রে আপনার সন্তুষ্টির মাত্রা নির্দেশ করুন। (অনুগ্রহ করে টিক চিহ্ন দিন)।

Factors	Statements/বিবৃতিসমূহ	Strongly disagree দৃঢ়ভাবে অসম্মতি 1	Disagree অসম্মত 2	Somewhat disagree কিছুটা অসম্মত 3	Neutral নিরপেক্ষ 4	Somewhat agree কিছুটা সম্মত 5	Agree সম্মত 6	Strongly agree দৃঢ়ভাবে সম্মত 7
Accessibility	Provides easy access/ multiple access সহজ /একাধিক প্রবেশাধিকার প্রদান							
Location	Location saves time, energy, money অবস্থান মূল্যবান সময়, শক্তি, অর্থ সাশ্রয়ী							
Service hours	Service hours is convenient সেবার সময়সূচি সুবিধাজনক							
Service quality	Quality of service is satisfactory সেবার মান সন্তোষজনক							
Service delivery	Pattern of delivery of service is prompt সেবা প্রদানের ধরণ দ্রুত							
ICT	ICT facilities are enough আইসিটি সুবিধা যথেষ্ট							
Competency	Facilitators are competence enough সেবা প্রদানকারীরা যথেষ্ট দক্ষতাসম্পন্ন							
Confidentiality	Confidentiality of information is satisfactory তথ্যের গোপনীয়তা সন্তোষজনক							

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7. Are you satisfied with provided services? (আপনি কি প্রদত্ত সেবা নিয়ে সন্তুষ্ট)?
- Very Satisfied/খুব সন্তুষ্ট Satisfied/সন্তুষ্ট Neutral/নিরপেক্ষ
 Less Satisfied/কম সন্তুষ্ট Not Satisfied/সন্তুষ্ট না
8. To what extent does a service fulfill your requirements? (সেবাসমূহ কতখানি আপনার প্রয়োজন পূরণ করে)?
- 01-20%/০১-২০% 21-40%/২১-৪০% 41-60%/৪১-৬০% 61-80%/৬১-৮০%
 81-100%/৮১-১০০%
9. Would you please specify what are the main obstacles for getting your desired services?(Please give a tick mark). (আপনি কি অনুগ্রহ করে উল্লেখ করবেন আপনার পছন্দসই সেবা পাওয়ার জন্য প্রধান প্রতিবন্ধকতাগুলো কি? (অনুগ্রহ করে টিক চিহ্ন দিন)।
- Lack of technical skills of the facilitator/সেবা প্রদানকারীর প্রযুক্তিগত দক্ষতার অভাব
 Lack of appropriate infrastructure/উপযুক্ত অবকাঠামোর অভাব
 Improper attitude of the facilitator/সেবা প্রদানকারীর অসমীচীন মনোভাব
 Inconvenient service hours/সেবার সময়সূচি অসুবিধাজনক
 Power supply problem/বিদ্যুৎ সরবরাহ সমস্যা
 Internet speed problem/ ইন্টারনেটের গতি সমস্যা
 Sustainability of services/সেবার দীর্ঘস্থায়িত্বের সমস্যা
 Lack of feedback from users/ব্যবহারকারীদের কাছ থেকে প্রতিক্রিয়ার অভাব
 Lack of awareness from both sides/উভয় পক্ষের সচেতনতার অভাব
 Require more innovative services/আরো উদ্ভাবনী/নতুন সেবা প্রয়োজন
 Less of Privacy of information of users/ব্যবহারকারীদের তথ্যের গোপনীয়তা কম
 Lack of promotional activities/প্রচারমূলক কার্যক্রমের অভাব
 Language barrier/ভাষাগত প্রতিবন্ধকতা
 Need more Govt./Non-Govt. support and cooperation/সরকারি ও বেসরকারি সমর্থন এবং সহযোগিতা আরো দরকার
 Others please specify/অন্যান্য থাকলে উল্লেখ করুন:.....
10. Would you please mention your valuable recommendations/suggestions for future developments? (Please give a tick mark). (আপনি কি অনুগ্রহ করে ভবিষ্যতে উন্নতির জন্য মূল্যবান সুপারিশ/পরামর্শ উল্লেখ করবেন? (অনুগ্রহ করে টিক চিহ্ন দিন)।
- Skilled facilitator required/দক্ষ সুবিধা প্রদানকারী প্রয়োজন
 Should ensure appropriate infrastructure/উপযুক্ত অবকাঠামো নিশ্চিত করা উচিত
 Ensure strong power supply /শক্তিশালী বিদ্যুৎ সরবরাহ নিশ্চিত করা উচিত
 Should develop users feedback system/ব্যবহারকারীদের প্রতিক্রিয়া জানানোর ব্যবস্থা করা উচিত
 Services should be sustainable/সেবা টেকসই/দীর্ঘস্থায়ি হওয়া উচিত
 There should be more promotional activities/আরো প্রচারমূলক কার্যক্রম হওয়া উচিত
 Professional attitude of facilitator is expected /সেবা প্রদানকারীদের পেশাগত মনোভাব থাকা উচিত
 Service hours should be more convenient/সেবার সময়সূচি আরও বেশি সুবিধাজনক হওয়া উচিত
 Internet speed problem should be solved /ইন্টারনেটের গতি সমস্যার সমাধান করা উচিত
 Should launch more innovative services /আরো উদ্ভাবনী/নতুন সেবা চালু করা উচিত
 Should increase awareness from both sides/উভয় পক্ষের সচেতনতা বৃদ্ধি করা উচিত
 Ensure Privacy information of users/ব্যবহারকারীদের তথ্যের গোপনীয়তা নিশ্চিত করা
 Should remove language barrier/ভাষার প্রতিবন্ধকতা অপসারণ করা উচিত
 Assure Govt./Non-Govt. support and Cooperation/সরকারি ও বেসরকারি সমর্থন এবং সহযোগিতা নিশ্চিত করা দরকার
 Others please specify/অন্যান্য থাকলে উল্লেখ করুন:.....

Appendix-5

11. If you have any comments, please mention:(যদি আপনার কোনো মন্তব্য থাকে, তাহলে তা উল্লেখ করুন:.....

.....

Section-B: Personal Profile of User

ব্যবহারকারীর ব্যক্তিগত প্রোফাইল

12. Gender/লিঙ্গ: Male/পুরুষ Female/মহিলা

13. Age/বয়স: Under 15/১৫এর নিচে 16-25 /১৬-২৫ 26-35/২৬-৩৫
 36-45/৩৬-৪৫ 46 and above/৪৬এর উপর

14. Last educational level/সর্বশেষ শিক্ষাগত যোগ্যতা:

PhD/পি.এইচ.ডি M.Phil/ এম. ফিল. Master/মাস্টার Honours/অনার্স
 Intermediate/ উচ্চমাধ্যমিক Secondary/ মাধ্যমিক Primary/প্রাথমিক
 Others please specify/অন্যান্য থাকলে উল্লেখ করুন:.....

15. Current status/বর্তমান অবস্থা:

Student/ছাত্র-ছাত্রী Businessperson/ব্যবসায়ি Homemaker/গৃহিণী
 Govt. service holder/সরকারী চাকরিজীবী Private service holder/বেসরকারী চাকরিজীবী
 Others please specify/অন্যান্য থাকলে উল্লেখ করুন:.....

Signature/স্বাক্ষর: _____

Date/তারিখ: _____

Thanks with gratitude/কৃতজ্ঞতার সাথে ধন্যবাদ

Sonia Naznin
M.Phil Researcher
University of Dhaka
sonia.naznin@yahoo.com