



MMS Bulletin #85

Informations- und Kommunikationstechnologien

Information and communication needs expressed by communities in Senegal, Mozambique, South Africa and Uganda

Government

- government regulations, legislation, procedures, "how to do it guides"
- up to date information on taxes, incentives, subsidies, quotas, tax changes
- general public information about government
- access to government "one stop government electronic service"

Agriculture

- up-to-date information on markets and prices
- data on pests, infestations, animal diseases and how to control them
- improved (appropriate) technology for traditional crop cultivation and animal husbandry
- "how to" information on new, more profitable, agricultural initiatives (e.g. mushroom growing, rabbit rearing, egg production for urban markets)
- better information about improved animal breeds and veterinary information generally
- telephone access to vets and artificial insemination services
- communications to organise load sharing for truck transportation
- listings of where seeds available of specific qualities and quantities
- listings of spare parts availability for agricultural equipment
- post harvest technology (cold storage etc.)

Small business

- information on prices, demand and competition in different markets
- computerised small business accounting systems: bookkeeping, profit and loss information
- inventories, stock management
- best practices, business management, start-up
- information on credit, small loans, revolving funds: how and where to apply
- opportunities for export; import/export procedures
- electronic commerce

Health and environment

- AIDS/HIV information
- family planning information
- health education, childcare
- information on water and sanitation including water related diseases
- appropriate technology for latrines, waste management (including night soil)
- energy technology including biogas and solar driers
- medicinal plants, traditional medicine, biodiversity
- nutrition, recipes, new ways of cooking
- telephone access to doctors, midwives, medical services

Public Organisations (hospitals, schools, local government, NGOs, CBOs)

- creating and maintaining computerised databases (patients' records, student enrolment)
- reporting to headquarters; notifiable diseases, crime incidents, monitoring, routine requests for supplies etc.
- local communications network (ambulance dispatching, linking schools, NGOs etc.)
- "how to" organise communities, establish new organisations, develop group dynamics
- emergency response communications
- access to drugs registries and medical expert systems
- access to general reference libraries and on-line information

Education

- distance learning, especially for teachers, school students and unemployed youth
- adult literacy
- skills upgrading and certification
- learning new, income generating crafts, especially for girls
- general self-learning and self-improvement
- group education sessions using audiovisual equipment

Empowerment/democracy

- "only people armed with information have the power to do things"
- "we'll get more improvements if we have the communications to ask for them"
- access to newspapers, magazines; what is going on in the capital city and the world
- "find out what our government is doing"
- teach young people about local cultures and traditions; instill pride in society

Family/personal/informal sector

- communications with absent family members, overseas migrants

- communication with family members caring for children
- money transfers for family, business
- information on jobs
- employment applications

Found in: Telecentre research framework for ACACIA, IDRC Study/Acacia Initiative, Prepared for IDRC by Anne Whyte, Mestor Associates, Canada, June 1998.

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