

Improving ICT Literacy through Participatory Approach: A Study on Human Capital Development Projects under LGSP in Bangladesh



Bangladesh Public Administration Training Centre
Savar, Dhaka

Research Report
on
Improving ICT Literacy through Participatory Approach: A
Study on Human Capital Development Projects under LGSP in
Bangladesh

Dr. Md. Mizanur Rahman¹, Md. Siddiqur Rahman², S. M. Mehedi Hasan³, Md. Mizanur Rahman⁴, Dr. Md. Moshirur Rahman⁵, Mohammad Mamun⁶ & Afia Rahman Mukta⁷



Bangladesh Public Administration Training Centre
Savar, Dhaka

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- ¹ Director, Bangladesh Public Administration Training centre, Savar, Dhaka.
 - ² Director, Bangladesh Public Administration Training centre, Savar, Dhaka.
 - ³ Director, Bangladesh Public Administration Training centre, Savar, Dhaka.
 - ⁴ Research Officer, Bangladesh Public Administration Training centre, Savar, Dhaka.
 - ⁵ Deputy Director, Bangladesh Public Administration Training centre, Savar, Dhaka.
 - ⁶ Senior Research Officer, Bangladesh Public Administration Training centre, Savar, Dhaka.
 - ⁷ Senior Research Officer, Bangladesh Public Administration Training centre, Savar, Dhaka.

DECLARATION

At the outset, this paper has solely been contributed and developed by the research team. Without prior authorization, we do not empower anyone to impart this paper to any individual or institute for academic or other research. We also declare that any type of replication of this work by forging in any means, fully or partially, by any institute or organization is not permissible.

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Research Team

Abstract

Encouraging participation through local governments has been questionable and democratic spirit with direct participation of common people has always been defectively esteemed though the spirit of the liberation and constitution is to delegation of power to the people and devolution. Thus, the union Parishads could not come out as- 'self governing' units and left under the command of national government. Since the implementation of human capital development projects under LGSP appeared as an important tool to develop an overpopulated country with scarce natural resources which was the purpose of the present study. Thus, objectives of this study was to assess how participation makes LGSP effective in improving ICT literacy in rural areas of Bangladesh and to identify how LGSP plays pivotal role to build capacity of students and unemployed people of the study area. Both qualitative and quantitative methods and standardized statistical application SPSS were used in the study. The study was based on empirical data from eight (08) Unions of Kishoreganj Upazila of Nilphamari District that is cut off from urban settings.

The study revealed that the projects under LGSP usually take with the consultation of the rural people through Ward Meeting, however; the number of ICT related projects were very low; only 2 to 3 projects per union per year were taken whereas the demand were 10 to 15 Projects due to budget constraint. Most of the projects under LGSP were building infrastructure (e.g. roads and culverts), installing tube-well, and construction of drainage and renovation of sewerage system since elected representatives are interested on those. On the other hand, the role of LGSP in building capacity of the unemployed youths and students was found very significant as they received a wide range of digital services and skilled oriented traing ranging from online job application to photocopy & printing service through different ICT related projects taken under LGSP. Therefore, study recommended taking more ICT related projects under LGSP and skilled oriented training projects for rural women such as training on sewing machine, handy crafts etc. It was also recommended to increase the budget provision of the LGSP and taking some advanced level ICT training projects for the rural educated youths which can contribute their earning through developing free lancer and entrepreneurships.

LIST OF ABBREVIATIONS

BBGs	:	Basic Block Grants
BDT	:	Bangladeshi Taka
BRDB	:	Bangladesh Rural Development Board
DANIDA	:	Danish International Development Agency
EBGs	:	Expanded Block Grants
EU	:	European Union
FGD	:	Focus Group Discussion
GoB	:	Government of Bangladesh
ICT	:	Information and Communication Technologies
IT	:	Information Technology
JICA	:	Japan International Cooperation Agency
LG	:	Local Government
LGD	:	Local Government Division
LGIs	:	Local Government Institutions
LGSP	:	Local Governance Support Project
MIS	:	Management Information Systems
MoLGRD&C	:	Ministry of Local Government, Rural Development and Cooperatives
NGO	:	Non-Governmental Organization
NMS	:	Network Management System
PBGs	:	Performance-Based Grants
PC	:	Personal Computer
PKSF	:	Palli Karma Sahayak Foundation
PRSP	:	Poverty Reduction Strategy Papers
RTI	:	Right to Information
SLGDFP	:	Sirajganj Local governance Development Fund Project
SPSS	:	Statistical Package for the Social Sciences
UDC	:	Union Digital Centres

UNCDF	:	United Nations Capital Development Fund
UNDP	:	United Nations Development Programme
UNESCAP	:	United Nations Economic and Social Commission for Asia and the Pacific
UNO	:	Upazila Nirbahi Officer
UP	:	Upazila Parishad
US	:	United States
WIFI	:	Wireless Fidelity
4G	:	Fourth Generation

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1. CHAPTER ONE

Introduction

1.1 Introduction

According to the constitution of the People's Republic of Bangladesh, the state continues its efforts to ensure the effective participation of the people who hold all the powers of the Republic through elected representatives at all levels of administration. Consistent with this, one of the main focuses of the government was to transform the Union parishad, the oldest institution providing services to the people at the grassroot level, into a strong and effective service organization. In order to empower the institution with the power and financial independence it was a need to increase the capacity of the council and ensure real participation of the people. Based on this understanding, the local government initiated a project named Local Governance Support Project (LGSP) in 2006 after the successful pilot project implemented in 2000.

Local government in Bangladesh has a long historical origin and a strong constitutional framework. The Constitution of Bangladesh is one of the most progressive ones in the region as concerns the emphasis and importance to Local Government (Aminuzzaman,2010). Articles 59 and 60 set the prime foundation of the role and structure of Local Government, which is further supplemented by Articles 9 and 11 with additional attributes of the system. The political context of Bangladesh, however, poses a number of challenges for upgraded local government system (Aminuzzaman,2010). The representation of local people's will have not been fully reflected in decision making at the local level, although democracy has sustained there.

To ensure participation of the people, the Sirajganj Local governance Development Fund Project (SLGDFP) was started in 2000 in Sirajganj district. Based on the experience of this successful pilot project, the Local Government department implemented the Local Governance Support Project (LGSP) from July 2006 to June 2011. Later the second Local Governance Support Project (LGSP-2) has been successfully implemented from July 2011 to June 2017 to sustain this success. Furthermore, the government to decentralize the power has approved Local Governance Support Project-3 (LGSP-3) and gone into operation since January 2017. This Five-year project, a bold move of the government, will continue till December 2021. The total cost of the project has been estimated at BDT 5535 crore. The Bangladesh government and the World Bank loan assistance of BDT 3153 crore to BDT 2382 crore. Gross funds are being allocated directly to the bank accounts of the Union Parishad.

In implementing this project, all the Union Parishads of the country are being allotted directly. With this allocation, development projects (schemes) are being adopted and implemented consistent with their priorities through direct participation of the local people at ward level. It is stated in the literature that LGSP is enhancing the efficiency and capacity of the Union Parishad in engaging the people at different issues. It also contributes to ensure accountability and transparency of the work of the council through direct involvement of the people.

The LGSP has four components. Component provides UPs with direct block grants for improving local services and stimulating accountability and performance. It scales up the current Basic Block Grants (BBGs) and establish Performance-based Grants (PBGs). Component two strengthens systems of downward and upward accountability, improve transparency and support informed decision-making among UPs. The third component is to build capacities of UPs to deliver public goods and services in accountable and responsive ways, and strengthen key central agencies to make policy and manage the local government system effectively. The fourth component is to support project management, including financial management, procurement, safeguards, grievance redress and incremental operating costs. The Human Capital Development Projects is occupied the third component of the LGSP project. The government of Bangladesh has introduced the use of information and communication technology (ICT) at the rural level to provide quicker and smoother services to the people. Thus, ICT literacy comes to the forefront as an integral part of the government recent initiatives to support the local governance system.

The government over the years through different programs has committed to decentralize through a series of initiatives in policy reforms and a set of systems and procedures established for Upazila Parishads. Though major reform procedures were taken, the goal of people's participation in development activities had never been achieved (Khan, 2009 and Rahman,1995).Encouraging participation through local governments has been questionable and democratic spirit with direct participation of common people has always been defectively esteemed. But implementation of human capital development projects under LGSP may appear as an important tool to develop an overpopulated country with scarce natural resource, when the level of participation is higher than before.

1.2 Statement of the Problem:

The Constitution of Bangladesh (1972) gives emphasis on forming local government with a spiritof delegation and devolution (Chapter 3, Article 59). But the spirit of people's participation in rural local government had rarely been maintained tolerably. The level and eminence of people's participation have also been uneven (UNESCAP¹ Country Paper: 2012).Development partners like World Bank and UNDP suggested devolution of decision making, development planning and involving marginalized people through participatory approaches (Obaidullah,2009). However, the Union Parishads in Bangladesh could not come out as 'self-governing' units and left under the command of national government(Khan,2000:109).There has been a central 'control over decision making of UP as a politico-organizational culture' particularly by the Member of Parliament, bureaucrats and local elite(Hasan, 2013).

¹ United Nations Economic and Social Commission for Asia and the Pacific

In Bangladesh about 72 percent of total population lives in the rural areas (World Bank Report 2012). They have very limited access in the decision-making process of the development activities of their area. The LGSP aims to decentralize the power to the local government where the voice of rural community can be heard. Though it has been made mandatory to ensure people's participation in decision making process at Ward level of Union Parishad, there are harsh observation of practitioners and academicians regarding the level of participation. Introduction of participation friendly decision-making process can also be an important option for promoting and encouraging involvement of local beneficiaries in local development projects (Mohammad, 2010). Since inception, LGSP has been playing an important role to run rural LGs in Bangladesh by implementing small projects. It has established mechanisms for better involvement of common people in project selection processes and allocation of resources. The micro projects under LGSP are supposed to ensure mass participation in priority setting and supervision of services at the local level. However, it is evident that the local involvement is not ensured properly. The extent of people's participation, in fact, is very low. Further, enough data are not available in the literature on this issue. To enrich the data bank on the effectiveness of LGSP, this study is conducted and it will contribute to the policy research of the country.

The level of participation at the lowest tier of local government in Bangladesh is historically low. But in case of LGSP, efforts are made to bring participatory approaches into practices. This study assessed the level of participation in terms of managing the human capital development projects under LGSP, specially highlighting ICT literacy.

1.3 Objectives of the Study:

- To assess how participation make LGSP effective in improving ICT literacy in rural areas of Bangladesh
- To identify how LGSP plays role to build capacity of students and unemployed people of the study area.

1.4 Research Question:

- What is the present status of ICT system in the UP?
- To what extent can LGSP improve ICT literacy through people's participation?
- What are the possible ways to make LGSP effective in building capacity of the unemployed?

1.5 Rationale of the study

Constitutionally though a democracy, past facts show that politics has been conserved only

for the small groups of harmonized elites having common power-structure, culture, and ethos who interact socially and intermarry (Kochanet 2000:547 ; cited in Hasan, 2013). But, over the past two decades, significant socioeconomic changes have been noticeable due to educational development and ease of access to print and electronic media. Thus, a rising claim for good governance with enhanced involvement of the mass is stepping its well-built ground.

Therefore, a study on a unique dimension of selecting human capital development projects by Union Parishad under LGSP will be of impressive implication not only for the development practitioners but also the national policy makers. With the help of its result and wide-ranging analysis, we will come to know the latest scenario of development management of LGs of Bangladesh. We trust that it would come with remarkable policy strategy from the result of the study while formulating relevant policies. Furthermore, it can of immense use for the policy makers to recognize the loopholes, if any, in the current development process and, resultantly, assist them to make changes in the policies in future.

1.6 Scope of the Study

The micro projects under LGSP are supposed to ensure mass participation in priority setting and supervision of services at the local level. This study assessed the scope of participation of community people, local elites, direct and indirect beneficiaries, UP members and government officials in selecting human capital development projects under LGSP. It further explored the effectiveness of projects taken for improving ICT literacy among poor unemployed youths.

1.7 Limitation of the Study:

The study was based on empirical data from three unions that are cut off from urban settings. But it was not an easy assignment to bring data together from any pastoral area in countryside of Bangladesh. Time and resource constraints of the researchers, having no easy access to rural people and a small sample size raised difficulty to delve into the research.

2. CHAPTER TWO

Literature Review

2.1 Literature Review

Bangladesh is one of the South Asian countries and has become independence on 16 December 1971 however; the first Bangladesh government was formed, during liberation war against Pakistan, on 10 th April 1971. Government of Bangladesh believes on power of people as well as exercises democracy in every stage of the government. Therefore, all the source of the power of the country is people of this soil.

According to the Constitution, the supreme law of the country, Bangladesh is a unitary, independent and sovereign republic, which is known as People’s Republic of Bangladesh (GoB, 2020a). Therefore, based on the principle of the distribution of Power, Bangladesh is a Unitary State and follows the unitary government system. On the other hand, based on the relationships between the legislature and the executive, Bangladesh follows the Parliamentary government system (Figure-2-1) [Baxter, Malik, Kennedy, Obest, 2002] and [Jahan, 2006].

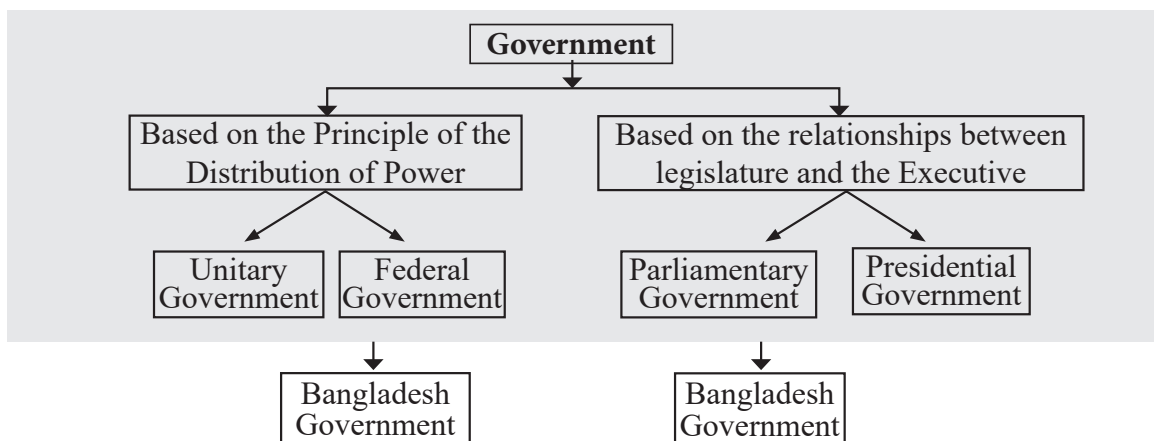
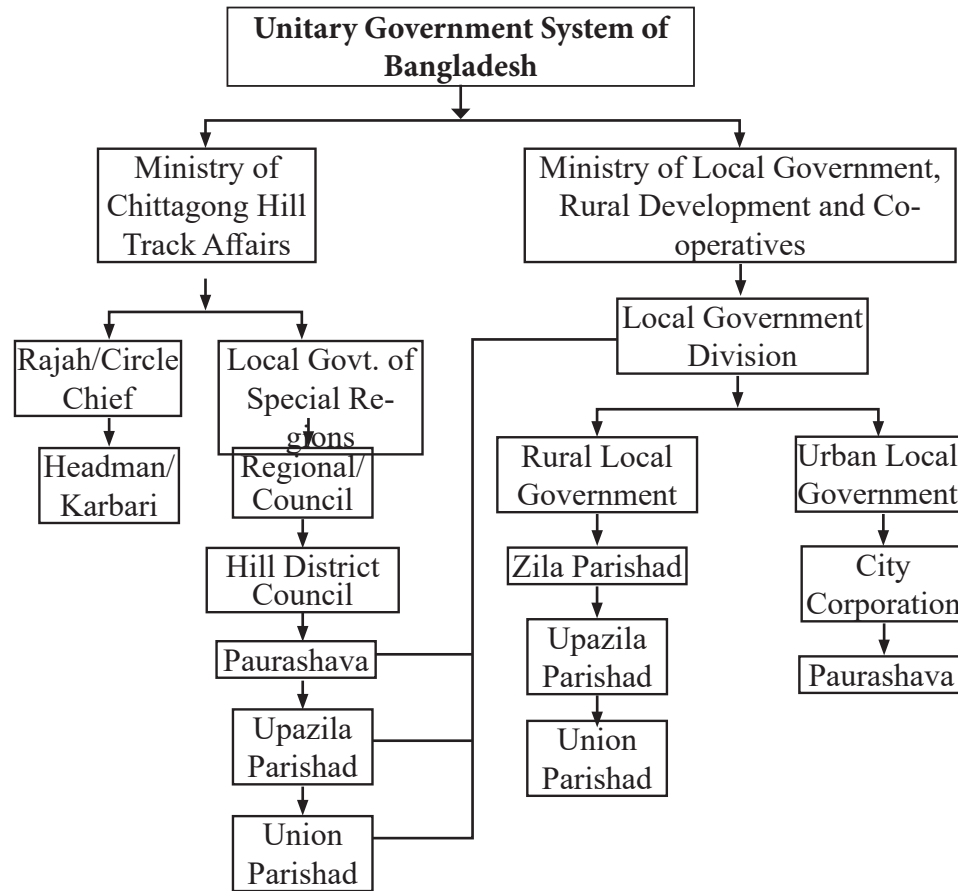


Figure 2.1: Government System of Bangladesh. Sources: Adopted and Modified from [Pollit, 2000] and [Jahan, 2006]



Sources: Adopted and Modified from Barkat *et al.* (2015); Ahmed (1997); Ahmed and Ali (1995)

Figure 2.2: Local Government System of Bangladesh.

However, the country is a unitary state but the constitution emphasizes on promotion of local government institution. According to the constitution, the country should encourage local government institution composed of elected representatives (GoB, 2020a) and local government supposes to manage local affairs and development. Although some powers are decentralized to local government, yet in the actual case, the local government is very much dependent on the central government for various reasons especially for financial matters (Jahan, 2006).

There are two-types of government system exist in Bangladesh in the sub-national level such as i). Local government bodies who are elected and ii). Filed administration who are appoint by the central government. The Local government can be divided into two categories such as urban local government and rural local government. City Corporation in the big cities and municipalities in the small city or town are under the realm of urban local government. On the other hand rural local government has three tires such as Zila Parishad (District Council) in the district level, Upazila Parishad in the sub-district level and the

Union Parishad in the Union level (Union consists of more than one villages).

Union Parishad (UP) is the oldest tier of Local government in the country and has a long history of evolving over the period of time to take the present structure, responsibilities and name such as Chowkidari Panchayet system in 870, Union Committee in 1884 -85 (villagers get the opportunity to elect their representatives). And this democratic process, people representation by the direct vote of local villagers, still remains unchanged in the UPs (GoB, 2020b).

Since it is the grass-roots level local government institution, the government has taken initiatives to ensure transparency and accountability throughout the country from this level. Therefore, the Local Governance Support Project (LGSP) has introduced in the UP level for ensuring accountability in the local governance across the country. The UP is not only the oldest tier of rural local government bodies but lowest tier also. Consequence of which the LGSP provides financial and cash transfer support through Basic Block Grant (an annual sum of money that is awarded by the government to local government body to assist a specific project or program) and performance based grant along with Capacity building support to the UPs for increasing their performance (GoB, 2020c). The project was initiated; LGSP-1, in July 2006 and almost 97% of UPs were covered in 2011 under the First Phase. Each year the UPs are audited, and those that receive a clean audit received an expanded block grant. The LGSP is the first project of its kind in Bangladesh that supported systemic, country-wide reforms in the system of local governance (Ahmed, 2010). Since the inception of UPs, it is being acted as the grass-roots level administrative unit of the central government for implementing central government's activities, in terms of selecting schemes, projects, beneficiary groups and related activities. For this reason, UPs were targeted under LGSP and consequently, Financial and institutional capacity and technical efficiency of Union Parishad have undergone a tremendous improvement through different interventions made under LGSP-I and LGSP-2. Therefore, LGSP-3 is being implemented under Local Government Division from December 2017 to 2021 and the project is being supported, financially, by the GOB and World Bank (GoB, 2020c).

The main objectives of the LGSP are to establish accountable and responsive government which was achieved since the community people are participating during the planning, implementing and monitoring of the projects taking under LGSP through Ward Meeting of concerned UP. Even, elected members of UPs are being responsive to the demand of community, consequence of which UPs are supporting rural development and empowering rural poor to hold UPs accountable for better services. Therefore, UPs are becoming the focal point for development activities of the local communities (Ahmed, 2010). However, this study does emphasize on the participatory approach under LGSP; yet it does not cover the existing ICT capacity of the UPs and how LGSP are contributing on improving of ICT literacy in the rural areas which were the main objectives of the present study. Besides the constitution of the country, different Policy Documents such as PRSP emphasize on local

government bodies so that people participation can be ensured for establishing accountable and responsive government (Aminuzzaman, 2010). Even local government bodies were identified several times as key strategic elements for good governance and development of the country along with the donor agencies and development partners.

Thus, the UPs are being trusted to have discretionary funds, under the scheme of LGSP, directly to their accounts and are being subjected to audit through which their performance was measured. Even, the behavior of communities and UPs are being changed since LGSP offers opportunity participatory budgeting, scheme formulation and implementation and they cordially, welcomed, proper auditing and therefore, the author (Ahmed, 2010) emphasized, through his empirical study, the private sector auditors and farms. This project also creates the employment opportunity among the rural women and unemployed educated youth through providing fund and infrastructure development. Through this scheme, self – employment opportunities are created among the rural communities of the country. On the other hand, the present study was carried out in one of the poorest Upzilas of the country and the goal was to explore on how LGSP plays role to build capacity of students and unemployed people which was not looked under the mentioned studies. Substantial studies found that because of this initiative, LGSP, the coordination of UPs were better and elected representatives come to their office regularly and communities' people are getting better service. Even, they can participate and contribute in the development activities of their villages. The present study emphasized on how the LGSP projects are effective in terms of improving ICT literacy and increasing employability in the study area. However, the success of the projects depends on the mindset of the elected representatives and concerned UNO. For instance, during data collection stage from the field visit, it was found that during 2016-2018 around 1800 educated unemployed youth and women of this Upazila have been provided training under the close guideline and supervision of the then UNO and he emphasized on providing skilled training other than cash transfer. Thus, the trainees, who took training, became entrepreneurs and self sufficient through free lancing. They are now, reveled from the field, earning handsome amount for maintaining their families and their education expenses. It was also explored from the field during data collection stage that only around 20% projects under LGSP were taken ICT based though the effectiveness of those 20% are higher than any other projects compare to others under LGSP.

Biback (2020) found that significant impact of Union Digital Center for providing important services to the local communities such as registering birth certificate and death certificate, submitting passport application, informing various admission/jobs results, collecting land records etc. The study mentioned that UDC reduce the cost and time of the local people to get their necessary services through providing easy access to them which has emerged effective strategic intervention to empower citizens and to deliver goods and services to the end stakeholders. The study also showed that UDC is capable enough to provide service to meet the need of the local people through using ICT which is also a

goal of the present government and cover the basically very first objective of the present study mainly along with partially second study. However, the study was conducted through applying Quantitative approach and the area of the said study was Sylhet Sadar Upzila which is, again, first ICT district of the country. On contrary, the present study applied mix method, basically depend on Qualitative approach (FGD, Semi-structure interview) and the study area was northern district of the country which is one of the poorest regions of the country.

This study focuses on people participation in the decision making process. People participation denotes taking part by the mass in every aspect of life linked to political, social and economic affairs. Here the participatory approach indicates the full involvement of the common people during the project selection process, especially, ICT related projects under LGSP by the local elected representatives through Ward Meetings.

However, there are different barriers in the context of the country for ensuring the people participation in the project taking and implementing stages. Some scholar emphasized on cultural element which influences the construction of perception of individual which ultimately affect the organization culture (Alink & Kommer, 2011). The political mentality of the political government is very important to ensure the participation in the local government level bodies (Noor, 1986) and because of their lack of good well including local administration; local people lose their confidence on local bodies. This is why the local government bodies have been observed rise and fall based on different political regime (Siddiqui, 1994). Yet, attempt was taken to function the local bodies so that people can get the best result from it (Jahan, 1997); though practical evidence and experiences showed that people could not and cannot able to extract the best result particularly to change their socio-economic condition because of low or ineffective participation by the local communities in the process of decision making and implementation (Hasan, 2013).

The Supreme Law of the country, Constitution, instructs government to ensure fully people participation of the local government particularly rural bodies. The essence of the constitution is to guarantee the local bodies so that they can take part in the decision making process for solving their local problem which ultimately nourish the spirit of people participation from their own context though it is yet to achieve because of frequent change of the structure of the local government for the purpose of political government which again question the commitment of central political government. On the contrary, the history of local government of Bangladesh indicates that elected and political government made some reforms in the structure of local government bodies based on the guidelines and instruction from the donors such as World Bank, Develop partners through which some sorts of decentralization was happened in the decision making process of the country which ultimately, empowers the local government bodies. Not only that, different initiatives and projects were taken, under the concerned ministries of the local government, so that it can enjoy and ensure people participation at the grass root level that is local level

(Aminuzzaman, 2010 and Hasan, 2013). LGSP is one of the finest and recent initiatives by the Division of Local Government for ensuring people participation under the jurisdiction of UPs of the country for solving their problems and betterment of their communities by their own contribution so that they can feel they are the part of the government and develop ownership amongst them. In the participatory approach people get the opportunity to play active role throughout the whole process of any activity/project/problem solving such as planning, implementing, monitoring and evaluation. In case of LGSP perspective, it means that local people suggest the UPs functionaries to take appropriate project to address their problems and needs that is need based project along with local community implement those also (Hasan, 2013). Unfortunately, because of the existing organizational culture and lack of commitment local government bodies yet to become self governing units (Khan, 2000).

The author also mentioned that since the UP functionaries use huge amount of money during the election, therefore it is not unreliable that they try to get back their money from different activities and projects carry by UPs. Even though, the author also stated, during planning stage it is possible to ensure participatory process by the local people. However, the said study was focused on Infrastructure project under LGSP whereas current study focused on ICT related and capacity building under the umbrella of LGSP.

The predecessor of the LGSP is the Sirajganj Local Governance Development Fund Project (SLGDFP) and the goal of SLGDFP was to enhance the performance and capabilities, intuitional, of the local government bodies especially of the UPs. As a result Aminuzzaman, (2010) mentioned in his scholarly findings,

“Community involvement in planning, implementation, supervision and monitoring ensures efficient use of resources and helps create ownership of the people; Citizens’ committees involving UP representatives and the members of the community are effective in local level development; UPs have become empowered to undertake development activities of the community and turned out to be more participatory than ever before; A fair bidding process at the Union level ensures transparency and prepares the UPs to handle efficient contract management; Participatory assessment of performance enhances capacity, transparency and accountability of the Ups; and Flexibility in process, social awareness, monitoring and project selection criteria ensure women participation in the planning processes and assure that their priorities get reflected in the final selection of the scheme”.

The above are the learning and lesson of the SLGDFP which contributed and influenced policy makers to continue the LGSP, LGSP-II and LGSP-3 under the LGD. Based on the significant positive result, donor countries and agencies such as JICA, DANIDA, etc. increased their support for strengthening local governance. The World Bank, Building on these experiences, in 2006, initiated the LGSP projects (US\$91.63 million) which was the first nationwide project to establish a strong Local government system. This project provided UPs considerable amount of resources and entrusted with unrestricted authority

for using those resources but through participatory process; however, their performance were measure and monitor for maintaining accountability of the lowest tier of local government bodies (World Bank, 2017). Local government bodies are very important for ensuing continuous development and democratizing in the gross root level in the country. Thus, local governance gets high priority in different perspective plans such as Vision 2021, Perspective Plan of Bangladesh 2010-2021. Local Government Institutions (LGIs) such as UPs have crucial roles for ensuring good governance and rural development, and envisioning decentralization in terms of political power and fiscal authority in the long term in the country (GoB, 2015e). The UPs of the country were targeted under the projects of LGSP, LGSP-II and LGSP-3.

On the other hand, according to the Government Documents (GoB, 2016d) the Local Government Division under the supervision of Ministry of Local Government, Rural Development and Cooperatives (MoLGRD&C) carried out a number of pilot projects for ensuing dynamic and functioning local government bodies in the lowest tier that is UP level through community participation. Based on the positive result of SLGDFP and other projects, LGSP was implemented in the UP level from July 2006 to December 2011 under the direct funding of the World Bank, UNCDF, UNDP, DANIDA and the European Union (EU). After achieving significant and encouraging result, in case of establishing accountable and participatory local government bodies at the UP level, LGSP-II was developed as a follow up project of LGSP from July 2011 to June 2017 financed by the World Bank. Different studies were carried out to assess and evaluate the project of LGSP and LGSP-II by the reputed third parties and the outcomes have been suggested that both the program (LGSP and LGSP-II) were able to achieve their goals and objectives. One of the greatest achievements of those programs is the positive attitudes of the local communities towards their UPs and involving, actively, in the function under LGSP project. Therefore, LGSP has strengthened the accountability of local governance system providing services that meet community priorities, supported by an efficient and transparent fiscal system. Consequence of which, LGSP-3 has been designed with all UPs and few selected Pourashavas in Bangladesh. The main objective of the project was to institutionalize accountable and transparent system of transfer resources to the UPs and Pourahavas directly to their bank account and also established Block Grants system. Therefore, the components of the LGSP were: (a) Institutionalization Fiscal System of UP; (b) Audit & Performance Assessments and Management Information Systems (MIS); (c) Piloting Expanded Block Grants (EBGs) to Pourashavas; and (d) Capacity Building and Project (GoB, 2016d).

Besides, the LGSP project, from the inception, has been successful to reduce significant amount of the misappropriation and mismanagement of government fund designated for the UPs and open the window for decentralization, practically, along with ensure participation of resource management by the local community which are allocated in the form of block grants for the priority projects of UPs (GoB and UNDP Project Document, 2006 cited in

Hasan, 2013). Consequently, ownership among the villagers was developed and they are spontaneously participating from project selection stage to implementation and monitoring stage along with evaluation phase which brought a significant positive result in case of resource management in the UP level local.

Hasan (2013) emphasized that since the project introduced performance criteria and minimum condition for getting block grants for the concerned UP alongside demonstration mechanism, thus, the project taken under LGSP has executed in time and achieved its intended goals and objectives. Another characteristic of the LGSP's projects is its demonstration procedure which includes priority setting, budget management, service management and infrastructure rehabilitation at the village level through using participatory approach. Therefore, it has great impact in case of reducing poverty unemployment in the UPs level which again contributes to achieve the goal and objectives of the national government side by side influence central government to take policy regarding local government bodies. Thus, we have observed the continuity of LGSP project from LGSP-1 to LGSP-3 under the LGD. Another catalyst for making this program booming is its objectives which are fully functional Union Parishads including practicing democratic manner in the grass roots level through establishing accountable, participatory, and effective local governance.

According to the Union Parishad Operational Manual the main goal of LGSP-3 is to ensure the development of the rural people and their locality through the direct involvement of UP in the process of project selecting, implementing and monitoring. It is expected that if people participation can be ensured through UP then we can guarantee that rural people will get the benefit development. For the purpose of transparency and accountability and proper implementation of projects, there are provision of some Committees in the UP Operational Manual under LGSP such as Word Committer, Scheme Supervision Committee and Tender Evaluation etc. Their sole responsibility is to ensure proper implementation and monitoring of projects taken under the purview of LGSP-3 so that locale people can get the benefit of it (GoB, 2018f). However, UP is the epic centre for all activities for implementing projects from planning to monitor under LGSP. Even, UP will monitor the purchasing activities for LGSP's projects though other purchasing committees will work independently.

All the projects, under LGSP, will have to take based on the feedback from local people of that UP through Word Committee and among the nine members of Word Committee, there will representatives from Teacher, Local Civil Society, NGOs, Freedom Fighter, and Women and UP member etc. which ensure the transparency and accountability of the project along with people participation and their demands (GoB, 2018f). In the word meeting, the local people get the opportunity to provide their opinion and demand freely and spontaneously and there is a provision to call word meeting at least twice in a year. They have the right legally to monitor projects which are locally implementing under LGSP-3 and ensure that local people can work as labor where applicable. Even, they can monitor the purchasing activities under the projects and assist auditor through providing relevant

bill voucher for ensuring proper auditing so that no one can raise any question related to transparency and accountability of the projects under LGSP.

Therefore, a study on a unique dimension of selecting human capital development projects by Union Parishad under LGSP will be of impressive implication not only for the development practitioners but also the national policy makers. With the help of its result and wide-ranging analysis, we will come to know the latest scenario of development management of LGs of Bangladesh which is very much importance for the policy makers for formulating appropriate policies related to local government bodies since one of the objectives of the present study was to assess the level of participation in making LGSP effective in improving ICT literacy in rural areas of Bangladesh. From the inception, LGSP has been playing an important role to run rural LGs in Bangladesh by implementing small projects. It has established mechanisms for better involvement of common people in project selection processes and allocation of resources. The micro projects under LGSP are supposed to ensure mass participation in priority setting and supervision of services at the local level. This study will assess the scope of participation of community people, local elites, direct and indirect beneficiaries, UP members and bureaucrats in selecting human capital development projects under LGSP. It will further explore the effectiveness of projects taken for improving ICT literacy among poor unemployed youths.

2.2 Participatory Approach

The participatory approach indicates involvement in any activity or event or decision-making directly/actively by the concerned people. In the process of participatory, people engage vigorously from planning to implementation along with monitoring to evaluation.

Here **in this research, participatory approach** means actively and meaningful involvement of local mass people in the Ward Meeting for selection of Projects under LGSP. This research opined that the process is participatory if the desire of the people in Ward Meetings is reflected in the decision-making process of selecting projects under LGSP. It also emphasizes on implementation, monitoring, and auditing of the projects which are to be taken under the purview of LGSP.

2.3 ICT Literacy

The term ICT Literacy is a relative concept. Generally, ICT Literacy indicates the ability of a person to use different digital technologies and devices for getting his or her desire services including maintaining daily life. It can also be identified as using different digital tools such as networking access or communication tools for managing, evaluating, and creating information for ensuring existence in a modern world (Panel, 2002).

In the present study, ICT Literacy means as the capability of the local people of using

modern technology such as computer, laptop, Smartphone, internet browsing, and other digital devices, effectively and positively, as a source of their income-generating activity for maintaining their family through ICT related training under LGSP. This research also denoted ICT Literacy as a skill of the unemployed youths that helps them getting jobs or involving in income-generating activities at any level or dimension.

3. CHAPTER THREE

Methodological framework

3.1 Introduction

This chapter basically has given concrete ideas about procedures and methods to conduct the present study. It has been observed from the literature that studies on this issue in context of Bangladesh are inadequate. Therefore, the aim of the study was to assess the level of participation and effectiveness of ICT training conducted in the rural areas of Bangladesh, in terms of human capital development projects under LGSP. Consequently, the nature of the study was explorative which followed a scientific approach for addressing the research questions of the present study mentioned by Harvey (1969). This chapter is going to discuss in detail about the methodology of the study, population and sample size, study area, procedure of selection of target population, data collection tools, techniques and methods along with data analysis process and procedures etc.

3.2 Research Approaches

Though the present study mainly employed qualitative method to address the objectives of the research, yet quantitative method was also used for carrying out this piece of research. Therefore, this research administered mixed methodology to fulfill the requirement. The relevant data was collected from both primary and secondary sources. Four types of questionnaires were developed for collecting data from the field through a questionnaire survey. The respondents of the questionnaires are Entrepreneur, Member of the local civil society, Local elected representative from UP and beneficiaries of the LGSP. The nature of the questionnaires was structured. On the other hand, four FGDs were carried out based on the checklists to collect qualitative data from the above mentioned respondents. For the purpose of collecting data from secondary sources, different government and non-government reports, books, journals, and other materials were consulted. For analyzing the collected data through structured questionnaires and FGDs, standardized statistical applications SPSS was administered.

3.3 Study Area

Both primary and secondary data were used in this study. To collect the primary data eight unions of Kishoreganj, Nilphamari, a northern poverty-stricken district of Bangladesh were selected purposively. Secondary data was collected from accessible sources such as previous research publications, web pages, Govt. orders /circulars etc.

3.4 Sample Size and Selection Procedure

All the elected representatives of UPs of selected unions of Kishoreganj Upazila, Nilphamari, beneficiaries, and entrepreneurs along with members of civil society were considered as the population of the present study. Thus, eight unions of Kishoreganj, Nilphamari were

selected by applying purposive sampling technique. Taking ICT related projects under LGSP is not a compulsory part thus all UPs do not usually take such projects. People's participation in the decision making is required to induce the UPs to take ICT related projects. As the goal of this study was to assess the role of ICT related training under LGSP in improving ICT Literacy at the rural level, it was mandatory to select an area where such projects were actually taken. The selected area was purposively chosen because the researchers had the understanding that such projects were taken in that area.

3.5 Questionnaire Design and Sample Survey

Four types of questionnaires were developed to conduct surveys for different groups of respondents. Both structured and open ended questions were set to collect data based on the research question of this study. After developing draft questionnaires the research team conducted pilot data collection and finalized the questionnaire once the responses of the piloting survey met the expectation. Four FGD checklists were developed for collecting qualitative data while validation and cross checking of surveyed data was ensured.

3.6 Data Processing and Analysis

After collecting data, a team started sorting and coding the raw data to prepare it for SPSS. The data processing team carefully coded all the data other than numeric data. Most of the analysis was done in SPSS and the results are given in the data analysis chapter with appropriate presentation tools (tabulation, graph).

4. CHAPTER FOUR

Results and Discussion

4.1 Introduction

Both primary and secondary data were collected for this study using different data collection methods i.e questionnaire survey, FGD etc. A total of 201 people participated in the face to face interview. The respondents are diversified in terms of gender, age, educational background and occupation. The respondents are also from eight different unions of Kishoreganj Upazila, Nilphamari. In this chapter the results of data analysis are presented with suitable presentation tools.

4.2 Demographic Data

4.2.1 Gender Distribution of the Respondents

Both male and female respondents were interviewed but women participation is much lower than male participation which reflects the scenario of women participation in the rural areas of Bangladesh. Percentage wise highest female participation rate is among the entrepreneurs mirroring the encouragement of female entrepreneurs in the UDCs while no female participation among the officers/staffs reflects the low employment of women at the rural level.

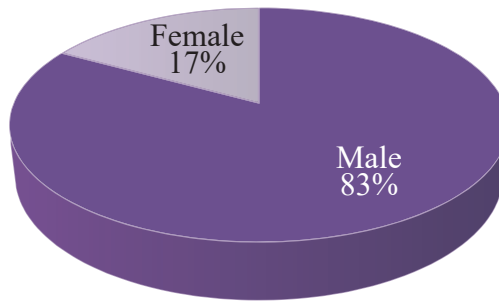


Figure 4.1: Gender distribution of the respondents

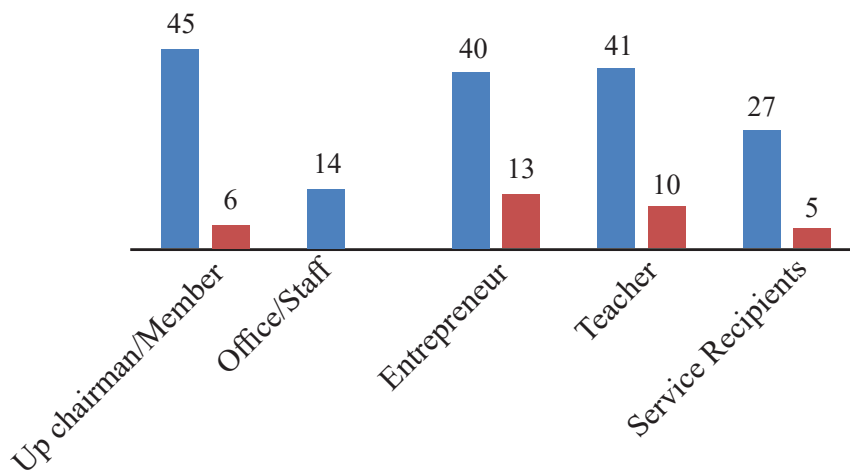


Figure 4.2: Occupation wise gender distribution

4.2.2 Occupation Wise Distribution of the Respondents

Among the respondents 26% were elected representatives of union councils, 26% entrepreneurs, 25% were teachers and 7% were employees of local councils. The remaining 16% were service recipients who were from diverse occupational groups.

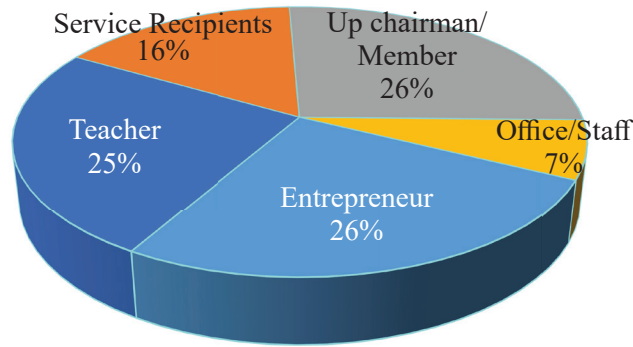


Figure 4.3: Occupation wise distribution of the respondents

4.2.3 Level of Education of the Respondents

It was found that out of 201 respondents 93 persons completed tertiary education, 40 persons completed Higher Secondary Certificate, 41 persons completed Secondary School Certificate. Whereas, the number of less educated people was relatively low in participation.

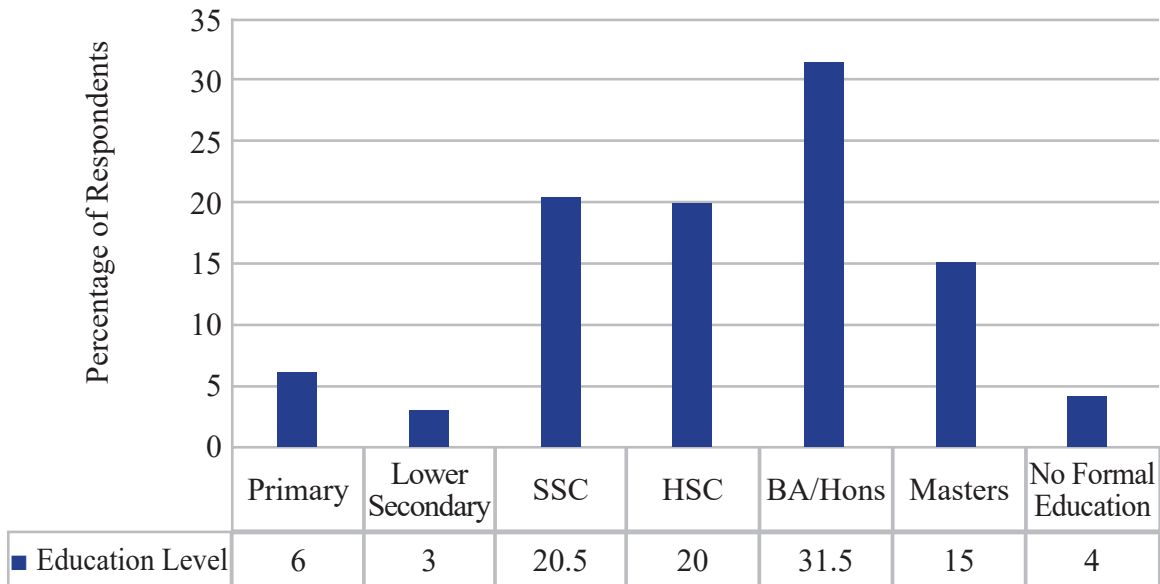


Figure 4.4: Level of Education of the respondents

4.2.4 Age Distribution of the Respondents

The figure (4.5) shows that most of the respondents were between 15-24 years age cohort. It

proves that young people, nowadays, are highly prone to respond to research questionnaire. Older people are less eager to respond to research questionnaire. However, people of middle age (25-54) represented significantly.

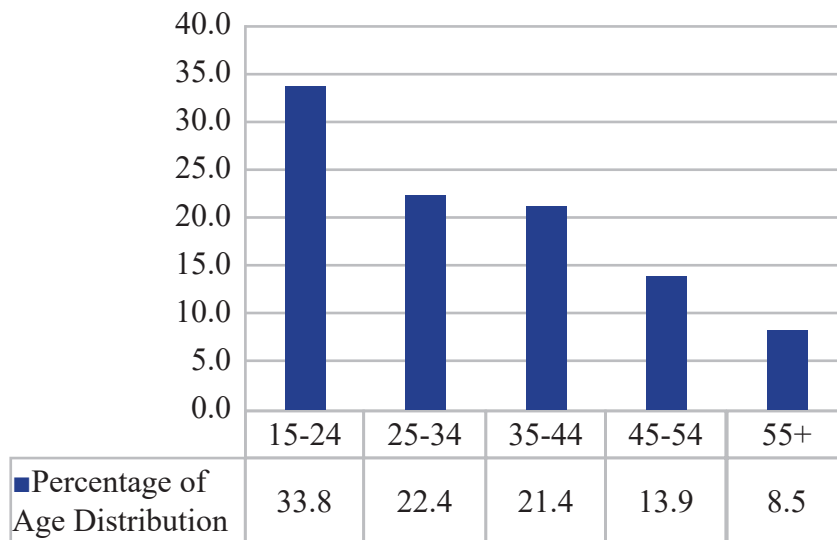


Figure 4.5: Age distribution of the respondents

4.3 Present Condition of UDC

The respondents were asked about the present condition of the UDCs. Among 201 respondents 121 respondents answered this question and 105 of them are male and only 16 are female. Majority of the respondents (59%) answered positively regarding the existence of UDCs in the union parishad. However, 40% respondents did not answer regarding existence of UDC, which proves that they do not know what UDC is.

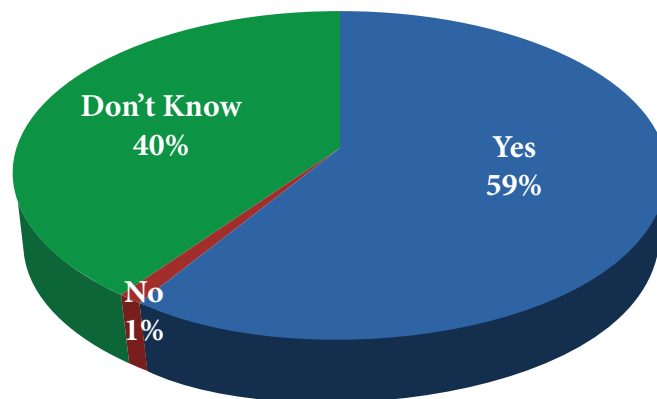


Figure 4.6: People's awareness about UDC

4.4 Service at the UDC

Union digital centres provide a wide range of digital services to the rural people ranging from online job application to photocopy & printing service. A good number of people take services from the UDCs every day. The respondents were asked how many people on average come to UDCs for service per month. Among the 201 respondents 139 respondents answered this question, others said they do not know or they can not say exactly. From the figure below showing the number of people who take services from UDCs every month we can see that on average 428 people visit UDCs for various digital services. This data show us how busy the union digital centres are!

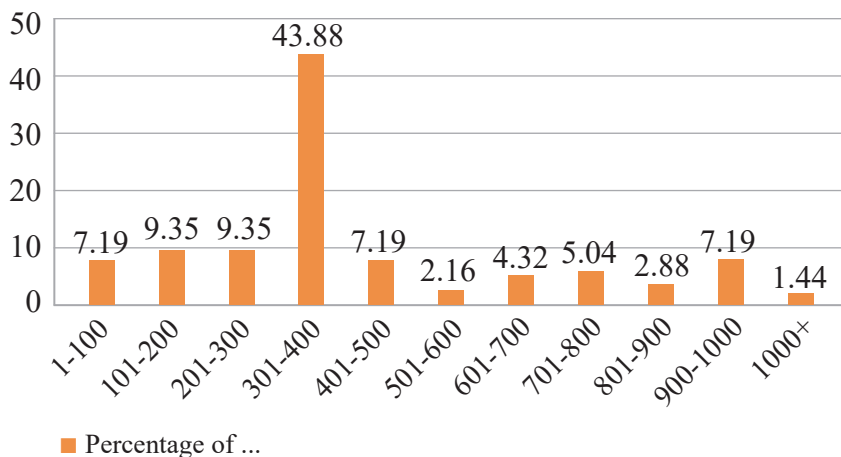


Figure 4.7: Service recipients from UDCs monthly

4.5 Training provided at UDCs

Union digital centres provide training to the rural people which helps improve their skills. The respondents were asked how many people on average come to UDCs to take training per month. Out of 201 respondents 120 answered this question, while others said they do not know or they can not say exactly. It was seen that on average 93 people visit UDCs for training purposes.

Table 4.1: Training provided by UDCs yearly

Frequency group (No. of trainees)	Number of responses	Percentage
1-50	30	25%
51-100	74	62%
101-150	10	8%
151-200	6	5%
Total	120	100%

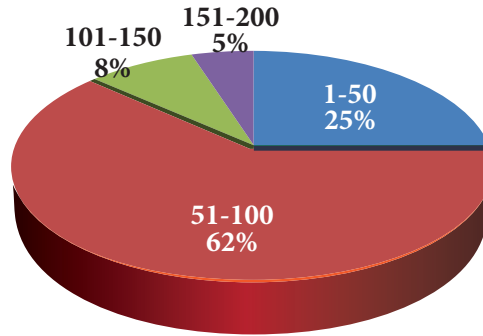


Figure 4.8: Training provided by UDCs yearly

4.6 Projects taken to improve UDC under LGSP in last 3 years

In case of responding this question, only elected representatives and concerned UP officials were chosen as respondents. Out of 39 respondents 23% mentioned that 4 projects were taken under LGSP while 41% respondents said 2 projects. On the other hand, only 5% respondent identified that 1 project was taken and 31% respondents pointed out 3 projects were taken under LGSP.

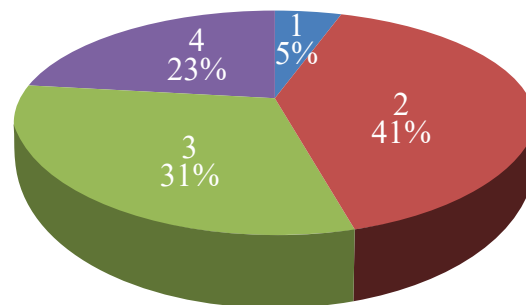


Figure 4.9: Number of Projects taken under LGSP to improve UDCs

4.7 Number of Computers in UDC

Among the 80 respondents, 47 said that they were 6 computers in their respective UDCs while 29 said 14 computers. However, 2 respondents claimed to have 10 computers and remaining 2 identified 15 computers in their respective UDCs.

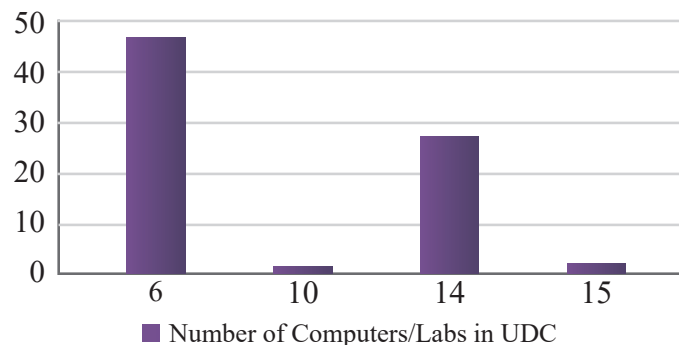


Figure 4.10: Number of Computer in UDC

4.8 Computer/computer lab in the UP outside UDC

In this case, in total 149 respondents responded this question. Most of the respondents, 80%, agreed that there is no computer lab outside their UDCs while only 20% claimed to have computer lab besides UDCs.

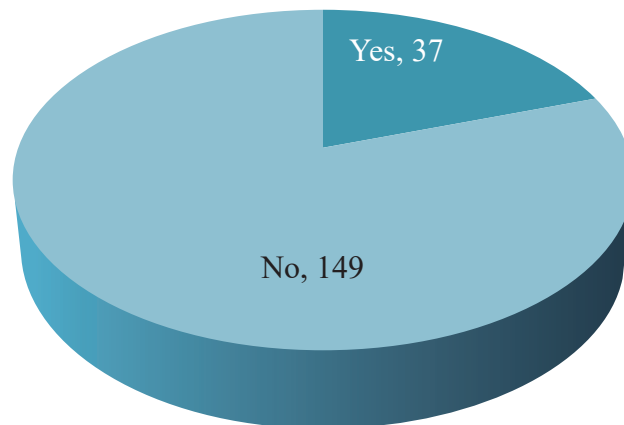


Figure 4.11: Computer outside UDC

4.9 Number of projects taken under LGSP fund in the last three years

The study tried to understand how many projects were taken under the purview of LGSP fund in last three years (2016-2017 to 2018-2019) from the respondents in their respective Union Parishads. In this case, only elected representatives and concerned UP official were considered as respondents. Out of 51 respondents, 18 claimed to have taken 32 projects under LGSP scheme in the last 3 years while 8 respondents identified 45 projects under the same scheme. However, 5 respondents agreed 33 projects whereas 3 indicated 46 projects under the LGSP fund. Significant numbers of projects were pointed out by the less number of respondents. For instance, 55 and 37 projects were mentioned by 1 and 2 respondents respectively. From the following table detail description can be seen.

Table 4.2: Projects taken under LGSP in the last three years

No. of projects under lgsp	No. of respondents
2	1
3	1
4	1
10	2
12	1
14	1
16	1
20	1
32	18
33	5
35	2
37	2
40	1
45	8
46	3
48	1
50	1
55	1
Total	51

4.10 Number of ICT related projects versus total projects under LGSP

From the following figure, negative correlation can be observed which is very significant in this study. In three years under study, each UP has taken a numbers of projects under the LGSP whereas tendency of taking ICT related projects under the LGSP was fewer in number within the same time frame [correlation 1: -0.232 on 99% confidence level]. The finding shows that elected representatives have a tendency to take different projects under LGSP other than ICT related projects in the study years (Also see Appendix 8). The following figure shows the comparison between ICT related projects and other projects under LGSP.

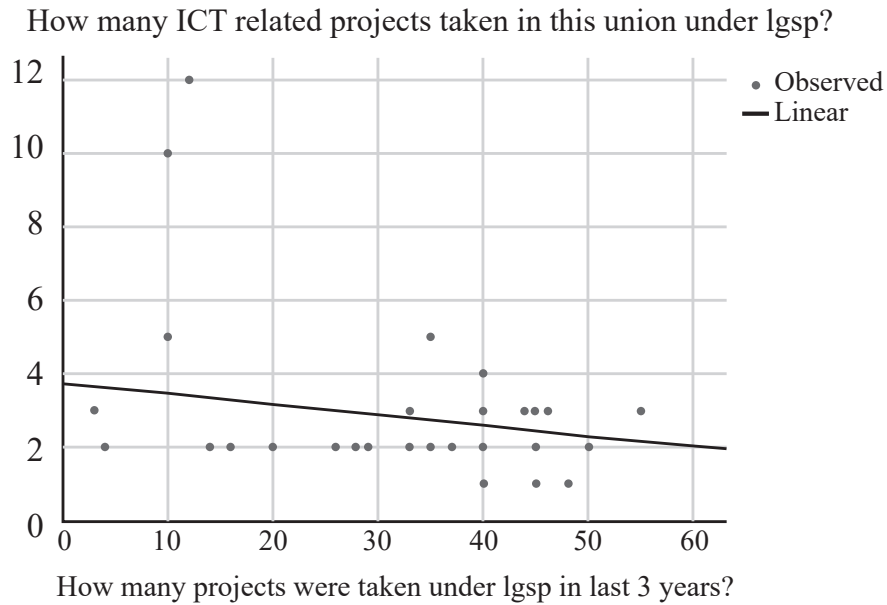


Figure 4.12: Comparison between ICT related and other projects under LGSP

4.11 Demand for ICT Training Courses by the Respondents

Being asked about the necessity of ICT training, 98% of respondents replied positively. It indicates that in the rural areas of Bangladesh, the demand for ICT training is higher than any kinds of projects taken by the rural local governments.

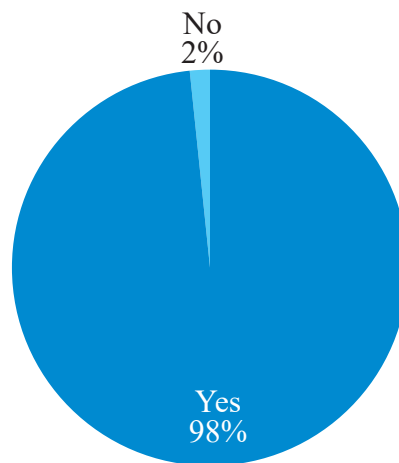


Figure 4.13: Demand for ICT Training

4.12 Allocation of resources for ICT training

When asked about the number of resources needed for ICT literacy development, 35% respondents opined to allocate 21-30% of the total fund, 28% respondents suggested to spend 11-20% of total resources, 19% participants spoke for 31-40% allocation of total resources while the remaining respondents suggested spending 1-10% of total fund under

LGSP. It is observed that elected representatives are likely to spend less on ICT literacy training compared to other respondents' group.

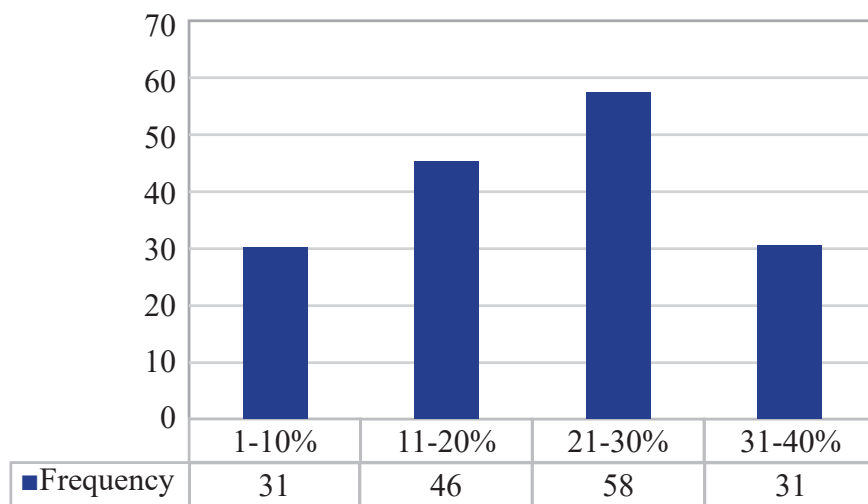


Figure 4.14: Spending on ICT training Under LGSP

4.13 ICT related projects taken in three years under Study

The table below (Table 4-3) shows that in the three years under this study a total of 18 ICT-related projects were taken in the eight (08) unions, which is 2.25 projects per union. Putimari, Magura and Barvita unions have taken the maximum number of ICT related projects (03 Projects). In contrast, Nitai union has taken the lowest number of projects (01 project) in the same time frame.

Table 4.3: Number of ICT related projects taken under LGSP fund in the last three years

Name of the Union	Number of Projects
Putimari	3
Ranchandi	2
Garagram	2
Bahagali	2
Chandkhana	2
Magura	3
Nitai	1
Barvita	3
Total	18

4.14 The Process of Selecting LGSP Projects

The study shows that the level of people's participation in selecting projects under LGSP is incremental. The figure below (Figure: 4.15) shows that 95% of respondents said that

projects under LGSP are selected based on the decision taken in the ward meetings. It proves that, after initiating LGSP, rural people have become conscious about project selection method by union parishads.

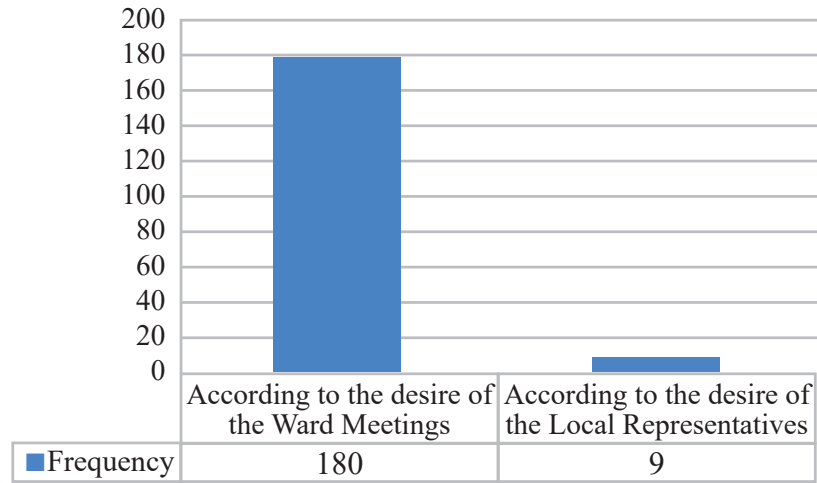


Figure 4.15: Process of selecting LGSP projects

4.15 Frequency of Ward Meetings held by UPs

Ward meeting is regarded as one of the best tools to ensure people’s participation in the decision making process. Arranging ward meetings regularly is necessary to ensure people’s participation in decision making and prioritize people’s opinion. When asked about the regularity of holding ward meetings by UPs, 97% of respondents answered affirmatively. An insignificant number of respondents (3%) said that such meetings are not held frequently.

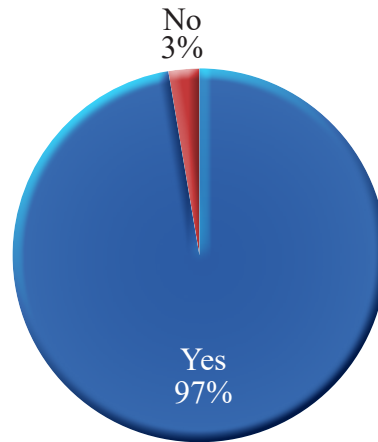


Figure 4.16: Regularity of Ward Meetings

4.16 Number of Ward Meetings held in a UP Yearly

The majority of the respondents (71%) said that the UPs hold two (02) ward meetings in a

year. At the same time, 15% of respondents mentioned that the UPs yearly holds three (03) ward meetings. Besides, an insignificant number of respondents identified that 25, 20 and 12 ward meetings are held in their respective UPs.

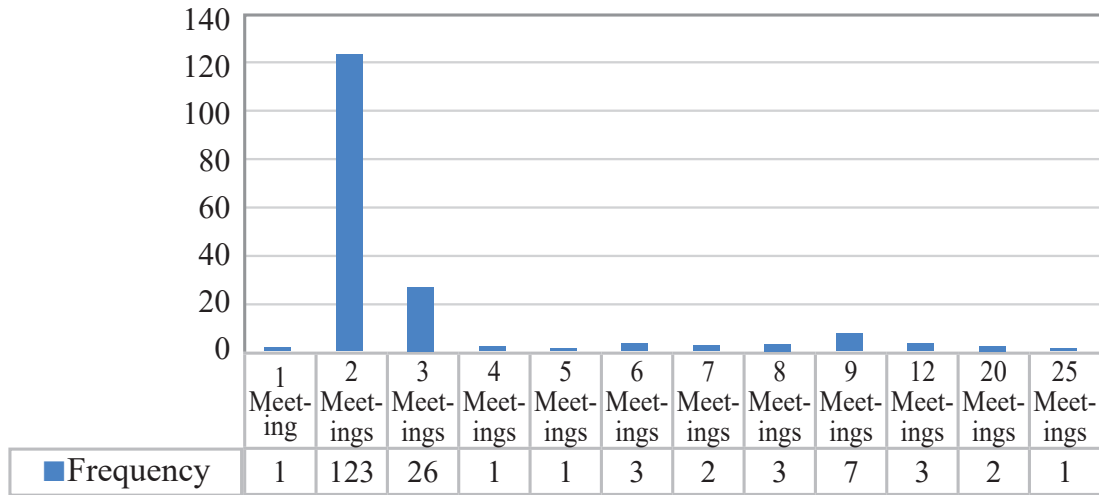


Figure 4.17: Number of Ward Meetings held in a UP Yearly

4.17 Level of Common People’s Participation in Ward Meetings

It is crucial to know whether villagers can raise their voices in the ward meetings and whether their demands are reflected in taking projects. In response to the question, 99% responded positively while only 1% thought otherwise.

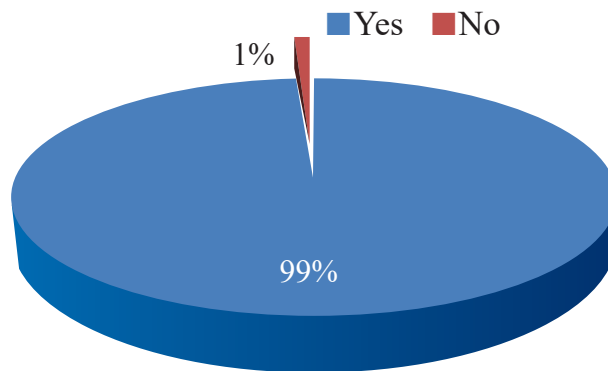


Figure 4.18: Level of common people’s participation in Ward Meetings

4.18 Projects taken for Job Creation

The figure below shows that significant (91%) number of the respondents told that projects are prioritized for job creation. However, only 9% of them mentioned that unemployment issue is not addressed properly while selecting projects under LGSP.

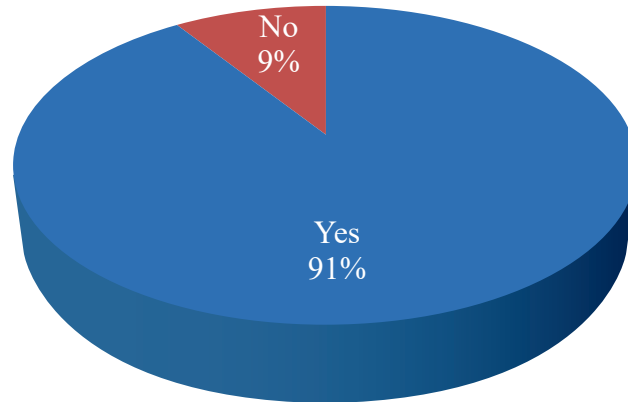


Figure 4.19: Projects taken for Job Creation

4.19 Imparting ICT training to unemployed youth

Besides providing some training for income generation by the UPs, significant number of ICT related trainings are conducted to enhance skills of the unemployed youths. The figure shows that 99% of the respondents agreed with the view of imparting training on ICT in the study area.

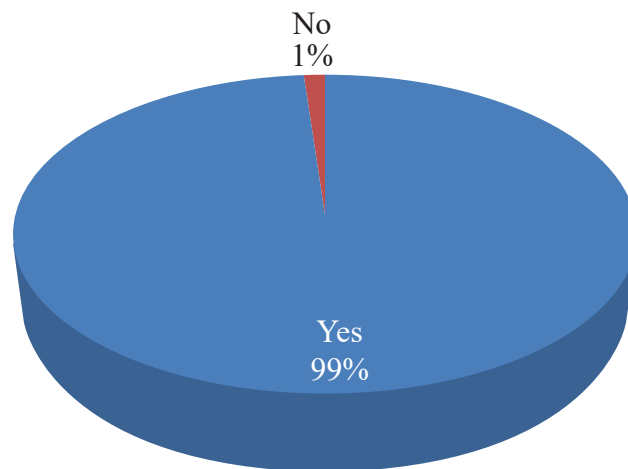


Figure 4.20: Imparting ICT training to unemployed youth

4.20 Outcome of ICT training to unemployed youth

Significant number of respondents (59%) opined that their job skills have been improved due to ICT related training provided by UPs under LGSP, while 32% respondents mentioned that they have started providing small scale training to local youths commercially. Whereas only 7% stated that the training did not change their condition.

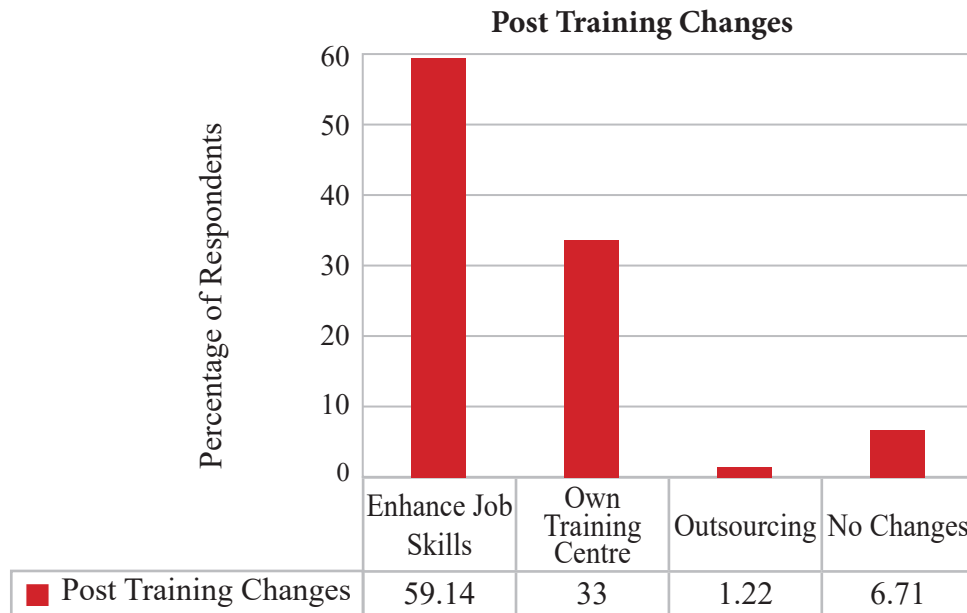


Figure 4.21: Outcome of ICT training to the unemployed youth

4.21 Types of projects taken under LGSP fund

Different types of projects were taken under LGSP by the UPs. According to the respondents, 34% projects were on road communication, 16% on education, 12% on health, 5% on water supply; while the rest (32%) were on Agriculture, Sanitation, Infrastructure, Human Capital Development etc.

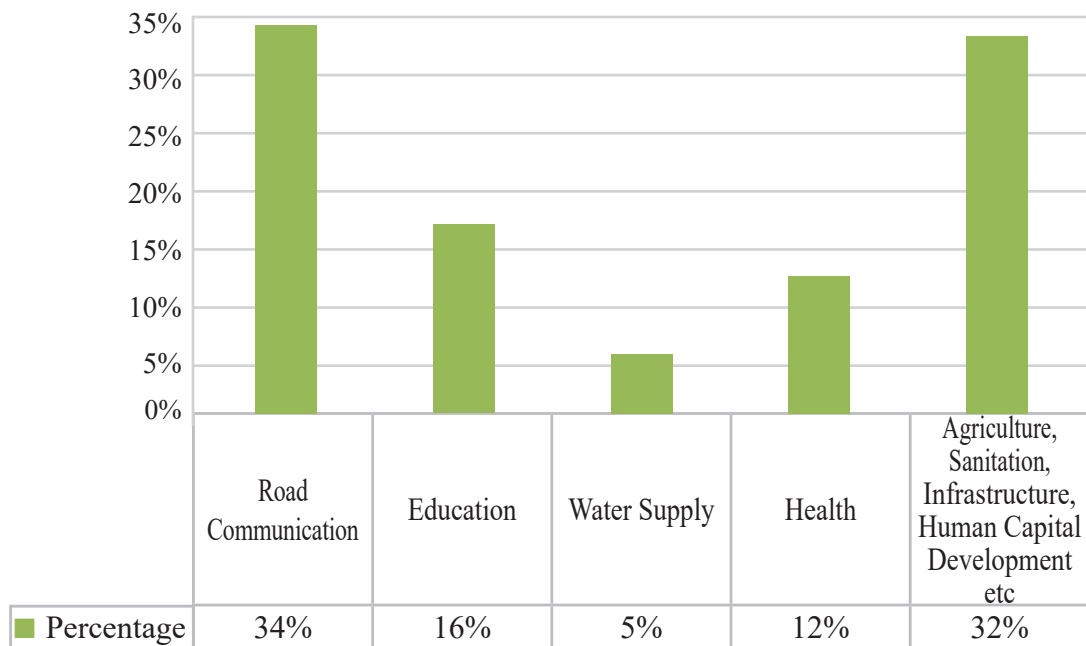


Figure 4.22: Types of projects taken under LGSP fund

4.22 Creating Entrepreneurship through ICT Training

Majority of the respondents (66%) opined that ICT training under LGSP helped create entrepreneurship whereas 34% said negatively.

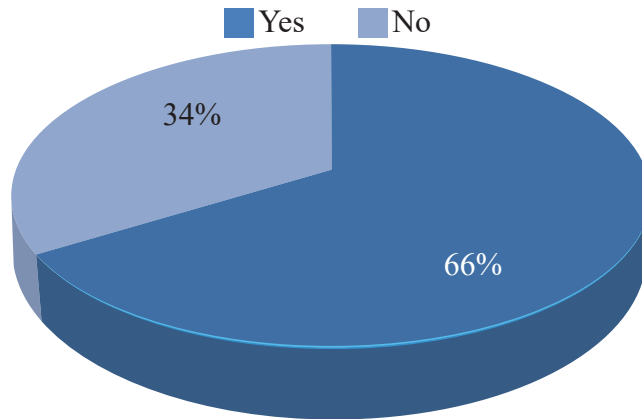


Figure 4.23: Creating Entrepreneurship through ICT Training

4.23 Percentage of Expenditure to Train the Unemployed Youth under LGSP Budget

Figure 4.24 shows the percentage of total LGSP fund spent on training the unemployed youth in each of the studies periods. The figure shows that the percentage of expenditure on training the unemployed youth varies from 2% to 30% but most of the respondents (48%) said that the percentage of expenditure on training the unemployed youth in 2016-17 and 2017-18 financial year was 17%. While 55% of the respondents said that it was 17% in the 2018-19 financial year.

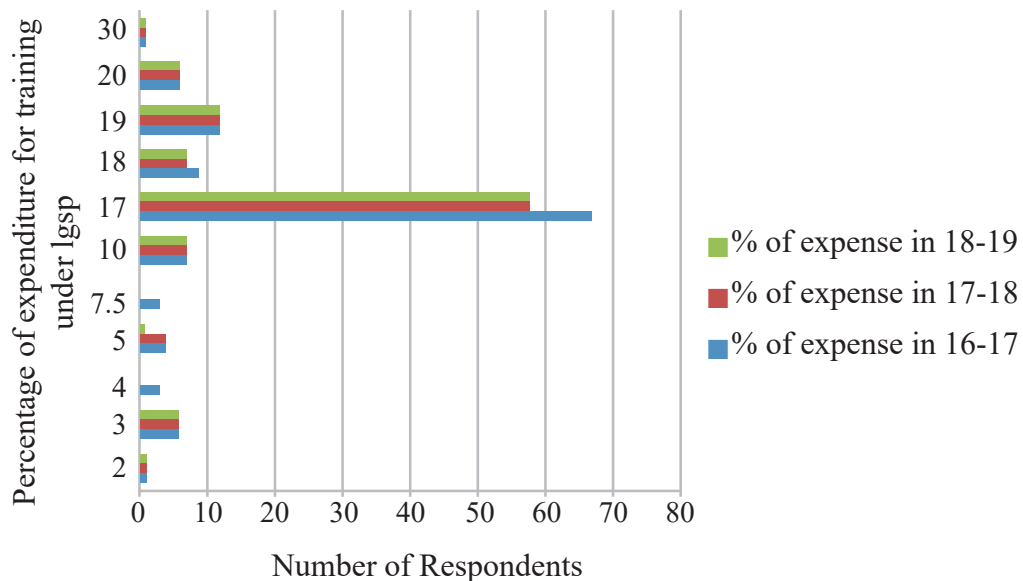


Figure 4.24: Percentage of expenditure to train the unemployed youth

4.24 Impact of Audit Report

Significant number of respondents (66%) mentioned that the impact of audit report in taking future projects under LGSP was very high and 17% said high. On the other hand, 8% of them thought to have medium impact, 7% expressed to be low and only 2% mentioned very low.

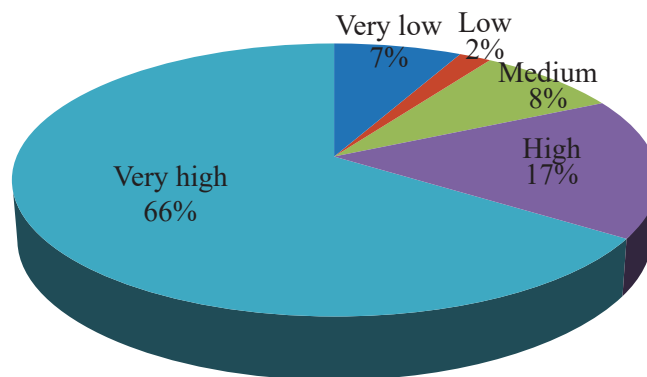


Figure 4.25: Impact of Audit Report

4.25 Key Findings of FGD

While conducting focus group discussion with different types of respondents at study area, much important opinion is gathered in nominal way. Research team observed and sorted out the relevant and pertinent information of the respondents. The striking features are counted and substantial information is summaries as report.

4.26 FGD-1: with Beneficiaries of the LGSP

For the data collection purpose of the research of “Improving ICT Literacy through participatory approach: A Study on Human Capital Development Projects under LGSP in Bangladesh”, the research team conducted FGD with the Beneficiaries of the LGSP in Nilphamari at Magura Union on 19 August 2020. In this FGD, in total 12 participants were participated and Research team worked as Moderator and Note taker. The FGD was administrated checklists wise which again were formulated based on the boarder objectives of the said research project.

The following important questions are made and responses found at first FGD

4.26.1 Present status of ICT system in the UP

Regarding the status of ICT system in the Union Parishad, the participants mentioned that they have two labs in their UP however, they are not functioning properly other than Union Digital Centre (UDC). If they need any service and training related to ICT, they need to depend on UDC or Upazila even in the district headquarter in some cases. The UDC has

two laptops and the entrepreneur provides them service with these.

4.26.2 To what extent LGSP improve ICT literacy through people's participation

Under LGSP, the elected representatives usually take the projects with the consultation of the local people through Ward Meeting. In responding the people participation, the participants mentioned that they can express their opinion in the Ward Meeting but in most of the cases their opinion were not considered. Because, under LGSP, they can take only two or three projects where as demand are more than 10 to 15. Generally, under LGSP, roads and culverts building, installing tube well; construction of drainage and renovation of sewerage system are priority area for getting project and people's participation in these projects are few. On the other hand, people's participation in these projects are more on the project like training sewing machine for the women, computer training for the educated unemployed but number of project in this area is very few.

4.26.3 Possible ways to make LGSP effective in building capacity of the unemployed

The beneficiaries and entrepreneurs emphasized on proper auditing for ensure the transparency of the projects taken under LGSP. They mentioned that there is only one auditor for looking after the whole Nilphamari District LGSP's projects. Thus, it is not possible to monitoring properly by one person. On the other hand, the participants urged for employing more manpower in this arena. They also focused on implementation of projects under LGSP by the professional contractors other than the local people who are mainly chosen by elected representatives. They said that in most projects, taken under LGSP, are implementing by the contractor but in essence, these are implementing by the Chairman and other members of the union. They said these are main hindrance for making LGSP effective. And for creating employment under this project they suggested more skilled oriented projects such as ICT literacy, specially training program for the Women such as sewing etc. However, since last three to four years there was no ICT related projects under the LGSP.

The participants opined that if the government officials such as UNO or other officer supervise the projects under LGSP directly, then the project will be successful. Though auditing is mandatory, but sometimes it becomes impossible to conduct because of lack of manpower.

4.26.4 The Role UNO to make LGSP effective

Basically, the success of the projects taken under LGSP depends on the mindset of the UNO. For instance, the participants mentioned that the previous UNO during 2014 and 2015 provided training around 1800 educated unemployed youth of this Upazila and he emphasized on providing skilled training other than cash transfer. Thus, the trainees, who took training, became entrepreneurs and self sufficient through free lancing. They are now

earning handsome amount for maintaining their families and their education expenses. The UNOs of that time emphasize on Human Resource Management Training particularly ICT based training for the youth and educated unemployed and they convinced the local people representatives to take ICT literacy project under LGSP. As a result, during their tenure the local people representatives took at least two ICT literacy projects under LGSP from each union since it was demandable by the local people along with urged from the UNOs.

Question regarding whether any challenges remain in LGSP respondents replied that the main challenges were identified as lack of monitoring, demand of taking service from UDC is huge whereas the capacity of UDC is not sufficient enough to provide services to that amount of clients. Besides, lack of advance level training, especially on IT, for employment generation, lack of continuity of policy or program after transfer or changing the officials such as UNO.

To address the above mentioned challenges following issues can be considered:

- Status of the projects taken under LGSP should be discussed in the Upazila Coordination Meeting and Monthly meeting
- Entrepreneurs should get the opportunity to join the meetings
- Regular bases IT training through UDC
- Special care need to be given for providing advanced level IT training under LGSP
- Ward Meeting should be organized regularly and
- Beneficiaries /stakeholder consultation should be ensured during taking any project under LGSP etc.

4.27 FGD -2: with Member of Civil Society

For the data collection purpose of the research of “Improving ICT Literacy through Participatory Approach: A Study on Human Capital Development Projects under LGSP in Bangladesh”, the research team conducted FGD with the Civil Society of Nilphamari at Upazila Complex regarding the Effectiveness of LGSP’s Projects on 19 August 2020. In this FGD, in total 12 Civil Society’s members such as Teacher, Journalist, Human right activist etc. were participated and Research team worked as Moderator and Note taker. The FGD was administrated checklists wise which again were formulated based on the boarder objectives of the said research project.

4.27.1 To what extent LGSP improve ICT literacy through people’s participation

Under LGSP, the elected representatives take the project with the consultation of

the local people through Ward Meeting. The respondents were not aware of Ward Meeting. They do not know whether Ward meeting organizes regularly or not. However, the elected representatives such as Chairman, Member signed on behalf of them. As a result, theoretically, Ward meeting organized regularly but practically it is not conducted regularly. Therefore, projects under LGSP are not participatory since local people cannot provide their opinion. Even, projects under LGSP are not local demand oriented rather than representative centric. Yet, if the local people or civil society's member raise their voice or say anything for the betterment of the local community which may go against the interest of local people representative or administrator, then normally they are not invited in the next meeting or any other forum organized by the Chairman, UNO etc.

The ICT related projects increase the skills of trainees which ultimately creates employment opportunity. Around 100 free lancers are now working in this Upazila who have taken IT training earlier under the project of LGSP. Therefore, projects under LGSP should be need based and demand based. Especial focus should be given on the educated unemployed youth, Women during consideration of taking projects under LGSP.

They also suggested allocating 50% of money for the purpose of ICT related project under LGSP since these types of project are mostly effective compare to other projects. Even, hygienic training for the adolescent who are school going can be incorporated under LGSP along with provision of providing sanitary items for the adolescent girls.

4.27.2 Possible ways to make LGSP effective in building capacity of the unemployed

There should be provision of two entities for making the projects under LGSP effective such as Implementing Entity and Monitoring and Evaluation entity. The competent authority should deploy an officer from the Upazila for monitoring the projects. Normally, Local Union Chairman is implementing the project provides them benefit or their voters. Thus, there should have a separate cell for monitoring purpose for solving these types of problems. The authority should ensure the transparency in case of using money under this project as most of the time money is not using properly. Consequently, mindset of the authority and proper Auditing is badly need for ensure the effectiveness of projects under LGSP. There should also have a separate audit committee for looking after the project of LGSP. The committee should visit the project sites regularly. They also mentioned that there is only one Auditor for looking after the whole Nilphamari District LGSP's projects. Thus, it is not possible for properly monitoring by one person. The committee can monitor the project in three phases such as pre during and post stage. Through this way, it is possible to make this project effective.

To address the above mentioned challenges following issues can be considered:

- Status of the projects taken under LGSP should be discussed in the Upazila Coordination Meeting and Monthly meeting

- Regular bases IT and technical training through UDC
- Special care need to be given for providing advanced level IT training under LGSP
- Ward Meeting should be organized regularly and
- Beneficiaries / stakeholder consultation should be ensured during taking any project under LGSP etc.

4.28 FGD 3 with government Officials

As a part of data collection, the research team conducted FGD with the government officials at Kishoreganj Upazila, Niliphamari at Upazila Complex on 20 August 2020. Nine (09) government officials of different offices of Kishoreganj Upazila participated in this FGD while the Research team worked as Moderator and Note taker. The moderator followed a checklist formulated based on the broader objectives of the above mentioned research project to conduct the FGD.

4.28.1 The present status of ICT system in the UP and how LGSP improve ICT literacy through people's participation

The participants reported that they were not invited to any Ward Meeting. Technically they are not a part of this Ward Meeting. Therefore, they could not give concrete opinion on the level of people's participation in taking projects under LGSP. The participants opined that at least the tag officers should be invited to the Ward Meetings so that they can contribute. They also said that in order to enhance transparency of such meetings UNO should be informed and officials can connect online. The participants suggested that several initiatives can be taken to increase participation such as hanging routine of the meeting at open place; announcing the time and date in social media; informing people about the meeting date and time through miking; informing students about the meeting date and time to convey that information to their parents etc. They also opined that this issue should be included in the agenda of Upazila Monthly meeting so that we can know the updates.

The participants were agreed on the point that ICT projects under LGSP are much more effective than any other projects. They stated that the result of already completed ICT projects is noticeable. One participant said that a few years ago they hardly found anyone to get IT related service but as a result of ICT training now they can easily find 6/7 people at any time to do that job and other participants supported him. Another participant gave an example that few years back if we needed a digital banner we had to go to Saidpur or Niliphamari for that but now we can have that in Kishoreganj Upazila as ICT training created many ICT entrepreneurs. Upazila Election Officer said that it makes them happy when they finds that students and graduates from Kishoreganj Upazila are qualifying to be recruited for IT related job at election office. The participants summed up that ICT projects under LGSP are highly important in increasing ICT literacy.

4.28.2 Possible ways to make LGSP effective in building capacity of the unemployed

In order to make LGSP more effective in building capacity of the unemployed more capacity building projects should be taken under LGSP. The participants said that there is a tendency among the local representatives to take construction related projects under LGSP but capacity building projects should be given at least equal importance if not more. They also mentioned that as majority of the people of this area are not financially solvent they cannot afford buying personal computer thus they cannot practice what they have learned in the ICT training. Further intensive training should be arranged after the initial orientation training. Otherwise, they cannot utilize the training and eventually they forget what they learn. The participants also suggested that the authority can collaborate with other training institutions to send the learners for advanced training on ICT and become freelancer.

In addition to ICT literacy training other capacity building training can also be taken to enhance capacity of the unemployed. They suggested that under the LGSP projects other capacity building training projects on livestock rearing, sewing, adult education, food processing, gardening and fish cultivation can be taken. They believe that this will surely contribute a lot to solve the unemployment problem.

Based on the discussion the following issues can be considered:

- Informing UNO and other tag officers about the Ward Meeting and connecting them online.
- Announcing the routine of Ward Meeting via different media (displaying at open place, miking, social media etc.)
- Status of the projects taken under LGSP should be discussed in the Upazila Coordination Meeting and Monthly meeting
- Regular bases IT and technical training through UDC
- Special care need to be given for providing advanced level IT training under LGSP
- Ward Meeting should be organized regularly and
- Taking other capacity building training projects livestock rearing, sewing, adult education, food processing, gardening and fish cultivation.

4.29 FGD 4: with Local Representatives

In line with the other FGDs, this one is conducted by the the research team with the local government elected representatives at Kishoreganj Upazila, Niliphamari at Upazila Complex on 20 August 2020. Ten (10) public representatives of Kishoreganj Upazila participated in this FGD while the Research team worked as Moderator and Note taker. The

moderator followed a checklist formulated based on the broader objectives of the above mentioned research project to conduct the FGD asking the following questions:

4.29.1 Present status of ICT system in the UP

Participants mentioned that there are a number of ICT labs but are not fully functional. Multi- media projectors are given but they don't use it properly. They urge for the cooperation from every end to improve the ICT system. On the other hand Union Digital Centers (UDC) is fully functional.

4.29.2 To what extent LGSP improve ICT literacy through people's participation

In response to the question of the level of people's participation in taking projects under LGSP, participants stated that all the projects taken under LGSP projects are taken following hundred percent participatory approach. They also mentioned that two (02) Ward Meetings per year have been conducted regularly. In each meeting people participate in the Ward Meeting enthusiastically. In each meeting people demand so many projects that only a few from those can be implemented due to budget limitation. On the other hand people think that the Ward Meeting is not effective as most of the proposals cannot be taken into account.

Local representatives were agreed on the point that ICT capacity building projects under LGSP are the most effective projects. Those projects were influential in improving the ICT literacy in this area. One participant commented that though ICT literacy trainings are very effective the length of the training is very short. In this short time only elementary level training can be provided. The participants suggested that the length of the training should be at least 1-2 months long. Additionally they also mentioned that the training should be intensive and advanced.

The impact of the ICT capacity building projects can easily be seen. Many young unemployed youth are running small computer shops now and many are doing computer related jobs. They also insisted on advanced training on freelancing so that they can earn from home and become self sufficient. If some can earn online others will be motivated seeing that they can be successful and come out of unemployment.

4.29.3 Possible ways to make LGSP effective in building capacity of the unemployed

It is undoubtedly true that ICT capacity building projects taken under LGSP came out to be very effective projects to improve ICT literacy and create entrepreneurs. In order to make LGSP more effective in building capacity of the unemployed more capacity building projects should be taken under LGSP. They also mentioned that as majority of the people of this area are not financially solvent they cannot afford buying personal computer thus they cannot practice what they have learned in the ICT training. Further intensive training

should be arranged after the initial orientation training. Otherwise, they cannot utilize the training and eventually they forget what they learn. The participants also suggested that the authority can collaborate with other training institutions to send the learners for advanced training on ICT and become freelancer.

In addition to ICT literacy training other capacity building training can also be taken to enhance capacity of the unemployed. They suggested that under the LGSP projects other capacity building training projects on livestock rearing, sewing, adult education, food processing, gardening and fish cultivation can be taken. They believe that this will surely contribute a lot to solve the unemployment problem. They also mentioned that at present there is a provision of allocating 10% of the LGSP budget towards human resource development. It should be increased to at least 20%.

Based on the discussion the following issues can be considered:

- Increasing budget allocation for human resource development projects to 20%
- Training should be long and intensive
- Providing advance training to create freelancer
- Taking other capacity building training projects livestock rearing, sewing, adult education, food processing, gardening and fish cultivation
- Special care need to be given for providing advanced level IT training under LGSP

4.30 Gist of Findings of FGD with LG Elected representative

While conducting FGD at Kishorganj Upazila under Nilphamari district where participants were elected united chairman of different Union. Participants shared their views, challenges and recommendations over the implementation of local government support project. Among them, Chairman of Puthimari Union said they have computer in the lab but there is scarcity of computer trainers. Chairman of Bahagili Union said, the computer training given earlier was very effective but it was only for 15 days. Thus, he suggested extending the time of computer training.

Chairman of Nitai Union said they have computer and projector at school level but internet service is very poor thus they can't even run several computer and projector at a time. Thus, he demanded to take another project or initiative to supply internet facility to their area.

Chairman of Barvita Union said they got very good result of the computer training they received. Local students as well as unemployed youth become benefitted through that training. But as it was for short tenure, students did not get enough opportunity to be expert

in that field.

Chairman of Magura Union expressed concern and said it is essential to check a list of those who received computer training but not applying or practicing. He suggested to counseling with them to know their problem and take appropriate measures to make them effective.

Chairman of Garagram Union requested to take another project for rehabilitation of rest of the beggars in such a way that was done in 2014 and 2015 initiative taken by the then UNO. Chairman of Ranchnadi suggested conducting a survey to assess the need based on the youth interest so that project can design on the basis of youths' need and interest. It will help to keep data management about those who have knack on ICT or freelancer income generating people by out sourcing.

5. CHAPTER FIVE

Conclusion and Recommendations

5.1 Conclusion

The Local Government Support Project is proposed to support the comprehensive decentralization measures of the country by strengthening Upazila as a pivotal local government institution. This project also aimed to promote need-based rural infrastructure development by Upazila Parishad. In achieving the aim, LGSP initiative tries to ensure a strong linkage between Upazila and Union; between local government institution and Nation Building departments. Considering the socio-economic status of the local communities, it is therefore a national vision to develop the rural areas to provide better service in the local communities. In identifying the need-based development, the local communities urged to take ICT related project to get better service. As a result, the LGSP has piloted ICT related project with the involvement of local participation to train up the communities. Therefore, this study aimed to assess how participation makes LGSP effective in improving ICT literacy in rural areas of the Country. The study also figured out how LGSP plays role to build capacity of students and unemployed people of the research study area.

The study collected data both from primary and secondary sources. A total of 201 respondents were participated in the process of data collection and among them 167 were male respondents and 34 were female. In responding the peoples' participation to make LGSP effective in improving ICT literacy, it was observed that the number of ICT related projects were very low in the selected areas in last three years (2016-2017 to 2018-2019). The total project under LGSP was ranging from 30 to 45 in the stipulated timeframe where the ICT projects were 2 to 5 in number. From the FGD, it was also verified that elected representatives took only 2 to 3 projects per union of an Upazila per year whereas the demand were 10 to 15 Projects. LGSP can take only 2 to 3 projects per union per year due to the allocation of it's financial resources. Among the total projects of an Upazila under LGSP, ICT related projects were 2 to 3 in number per union per year. On an average 2.63 projects have been taken on ICT literacy training during that time frame. In detailing out the responses, citizens viewed that the elected representatives usually take the projects with the consultation of the local people through ward meeting. However, most of the projects were building infrastructure (e.g. roads and culverts), installing tube-well, construction of drainage and renovation of sewerage system. Again, people, especially women from rural locality generally preferred taking training on sewing machine where more participation was observed to support those projects.

The study also identified the process of selecting LGSP projects. Most of the respondents agreed that after initiating LGSP, rural people have become conscious about the project selection process by union parishads. It indicated people were becoming aware about the development process of their area and they were willing to participate in the process. It was a good sign of people's interest in the development process of the local area.

Ward meeting is regarded as one of the best tools to ensure people's participation in

the decision-making process of the area. Among the total, 97% respondents viewed that the ward meetings were held regularly to emphasize people's opinion. Only 3 % argued that meetings are not held frequently. Most of them (71%) opined that two (02) ward meetings were held by the UPs in a year, whereas a number of respondents (15%) mentioned that three (03) ward meetings were held by the UPs yearly. Their view reflected the accessibility of people's participation in decision making process. However, local people demanded more ICT related projects due to the society's need that the elected representatives less emphasized.

It is worthwhile to mention that the UNOs plays vital role to make LGSPs effective in improving ICT literacy in rural areas of Bangladesh. The incumbent study founds relevance of this and thus sincerely acknowledges the contribution of UNOs in case of monitoring, idea sharing and inspiring local people to be skilled through such projects. As the respondents' comments reflect that between 2014 to 2015, the Upazila Nirbahi Officer provided in-person training to approximately 1,800 educated unemployed young people from the Upazila and emphasized the provision of qualified training in addition to cash transfers. Therefore, apprentices under training become entrepreneurs and self-sufficient through freelance work. Now, their income can be used to support the family and pay for education. At that time, the UNOs emphasized human resource management training, especially ICT training for educated young people and the unemployed, and persuaded local representatives to receive ICT literacy projects within the LGSP framework. Thus, this finding implies the implication of the first objective of the study positively.

On the other hand, it is seen that under LGSP, a total of 18 ICT-related projects were taken in the eight (08) unions of the study area. Putimari, Magura and Barvita unions have taken the maximum number of ICT related projects (03 Projects). Thus, a lot of unemployed youth got a chance to get technical training, and most of them become solvent through their own income. Moreover, it is found that 66% of respondents opined that ICT training under LGSP helped create entrepreneurship (figure 4.23), and it contributed to poverty reduction in rural areas. Thus, it is said that the second objective of the study, i.e. how LGSP plays a role to build the capacity of students and unemployed people of the study area, has been addressed successfully.

The role of LGSP in building capacity of the youths was found very significant. In this case, Union Digital Centres (UDCs) provide a wide range of digital services to the rural people ranging from online job application to photocopy & printing service. In total, 98% respondents viewed that UDC were available in their area/locality. On an average 428 people visit UDCs every day for various digital services.

Union digital centres provide training to the rural people which helps improve their skills. It was observed that on an average 93 people visit UDCs for training purposes. Respondents opined that 2 to 4 ICT related projects were taken under LGSP in last three

years. However, the study figured out that people were getting aware about the computer training after the establishment of UDC. Furthermore, about the allocation of resources, respondents opined that allocation of ICT related projects under LGSP was insufficient. They advocated for allocating 21-30% of the budget of LGSP in ICT related projects. Respondents also recommended to add more people in the consultation and to consider people's view in the decision-making process.

5.2 Recommendations

As government of Bangladesh declared the country a digital one and strategy has been taken based on this, it is worthwhile to mentioning that it is essential to take massive actions to make a country digital in true sense. Government is trying wholeheartedly to make digitalization everywhere but it is not only the duty of a government to make every office on that standard. However, it is not a matter to be done in piece mill approach rather a combined effort and holistic approach is needed. Both public and private entrepreneur is required to bring a positive change in this connection. The hope is that the country has marched a substantial path in this regard meanwhile. The main success of the government in making a digital Bangladesh is that at least people become aware and the term digital becomes familiar to almost every citizen.

Dissemination of ICT knowledge among the people at grass root level is a prime concern and government has successfully doing this. Establishing Union Digital Centre (UDC) is contributing as a milestone in this regards. It is deliberately providing service to the doorsteps of citizen. Besides, there are so many projects taken under ICT division and foreign donor also working to make the people digitally literate. In addition, each ministry working to imparting ICT based training under their perspective project. However, challenges remaining there in coordination need assessment making priority list to take new project based on actual need.

Study finding thus provides the following recommendations to make the ICT related training effective and overcome the existing challenges:

5.2.1 Preparation of regional need based training manual

It is essential to have an effective and need based training manual to impart the ICT training where all the e-governance tools will be accomplished based on regional need. For example, ICT training manual for northern region where most of the rural women are unemployed and they get plenty of time to receive training after their routine house works. But problems remain as most of them are conservative and unwilling to go other place to receive training far from their household. Even, most of the female feel introverted to work with unknown male. Thus, training manual should prepare emphasizing very nominal functions of ICT and female trainer should be assigned to conduct training to them. On the other hand, it is

found that a number of school and college going youths pass their leisure time apart from regular study and most of them are not involve in part time income generation activities. But they are enthusiastic enough to know ICT knowledge as they pass huge time in mobile phone using. Thus, training manual should be formed aligning to the school/college ICT books syllabus so that they find interest to learn and training timing also should keep after the school time.

5.2.2 Locally Relevant and Local Language Based Contents

The new media and web open up the client to a universe of data and information, yet tragically, next to no is in the local language and a significant part of the substance isn't locally pertinent, logically important or socially delicate to the overflowing millions. Most of the ICT related training manual found English and therefore it become difficult for local people to understand. Thus, it is essential to develop manual considering community lead language and culture.

5.2.3 Reliable and Continuous Power Supply

One of the major challenges of imparting effective ICT training is uninterrupted power supply. It is worse in rural area as power is not available in some remote areas of the country yet now. Therefore, either uninterrupted power supply or alternative source of power is necessary during conduction of a digital porgramme at office or school hours. Power supply is also immense need to build Digital Bangladesh in true sense. Because when everything will go under digitalization need of power will increase. Thus this present shortage will one hand impedes progress of digitalization, and on the other, will make the power shortage more acute unless power generation can be boosted in the short term.

5.2.4 High Speed Internet

Study experienced that the present internet speed in the UDC is very low. Generally, modem is used in the UDCs which are very slow in providing high speed of internet. In some cases it is even seen that mobile data hotspot are using to serve the purposes of emergency need. It would better if it can be used 4G/WIFI modem or broadband connection for providing quick e-services among the rural people.

5.2.5 Develop Infrastructural Facilities

Infrastructural offices like exceptional instructional hub and utility help (power) are not adequate to offer support in all association level. Accordingly, it is hard to open adequate PC preparing focus in rustic regions with the assistance of sun oriented board and different wellsprings of force. Government and other private associations should approach to tackle this issue. Then again, offices of sub-marine link are restricted to metropolitan region. Its boundless use should be presented so every resident can profit this chance.

5.2.6 Effective Role of Elected Representative of Local Government

Elected representatives are the key persons to make the common people aware and involving to a particular task of their area. They can play a very effective role to implement any government initiative effectively. Thus, it is crucial to make them involve in imparting computer training also. The main role they can play is to earn faith of common people as S/ he has popularity to their area. They can even compel the local people who have need and possibility to achieve these sorts of training. In essence, they can make it participatory and fruitful. Moreover, elected representative can look after the quality of training.

5.2.7 Ensuring Participatory Training

The success of any project which has direct involvement with community people must have to be participatory mode. The action including imparting compute knowledge training is implemented by LGSP and it is mainly people oriented. Thus, to get maximum benefit and to achieve the objectives of the project, it is obliged to ensuring involvement of all stakeholders. Otherwise, it would not be possible to run this project successfully.

5.2.8 Taking more ICT Related Projects

The study has found ICT literacy related training more effective in building capacity for the unemployed youths. Through questionnaire survey and FGD, it has been noticed that respondents are not satisfied with the volume of ICT-related current project allocation compared to other fields. It is found that a total of 46 Projects has been taken under LGSP in last three years whereas tendency of taking ICT related projects under the LGSP was fewer in number within the same time frame (correlation 1: -0.232 on 99% confidence level). Therefore, more ICT related projects should be taken under LGSP. The study findings emphasize the need of allocating more ICT related projects which is also one of the prime objectives of the study.

5.2.9 Awareness Building

Knowledge in computer and any other digital device learning is always sophisticated. Youth has a passion on learning new thing. However, elderly people may have a phobia on it. In context of Bangladesh, knowledge and skills on computer using is still not up to the desire. More importantly, people are enthusiastic more than having a computer or digital device rather than acquiring knowledge on their using. Whereas, it is much more important to having knowledge and gaining skills on computer literacy rather than to be owner of such devices. It could be possible when concerned people will be aware on it. As computer training is a income generating means as well as it is literacy that contribute to increase human development, therefore people should give more important on learning computer knowledge.

5.2.10 Taking Promotional Activities

People in the grassroots level are not well aware about the functions of UDC. They do not at all about what facilities are provided from UDC. As a result, two third of the UDCs are not running well. So, this is high time to take promotional activities to make the purpose of UDC successful. Local political leaders' like- UP chairman, Members, Teachers, Government Officials and mass media can play active role in this regard. The school having multimedia projector UDC can provide access for the students to use multimedia projector.

5.2.11 Make UDCs as Center of Excellence

From the economic point of view, UDC can possibly turn into a business center point. As it is set up in Union Parishad (UP), it very well may be a development community at neighborhood level and lower tier of organization. National level development activities can be achieved through UDC. Individuals can get one stop service in UDC. So UDC can be made as a one stop service providing place for both government and non-government exercises. Therefore, it is very crucial to make the best use of UDC through imparting computer knowledge training. Community people usually like to go Union Parishad for many other purposes. Thus, it will be rational if UDCs keep open 24 /7 basis for service providing and ultimately this centre will be a centre of excellence towards local people.

5.2.12 Timely Evaluation of ongoing Project under LGSP

As projects under local government support started in 2006 and it was a big project, meanwhile many actions plan implemented. It is mentionable that the social and cultural context in Bangladesh varies from region to region. Likewise, the project design and implementation strategy should not be unique for entire country. For this reason, pilot project usually taken before going to in function of a large project. If the necessity arises to bring any changes of project implementation mode that is notified by quarterly or mid-term evaluation. It implies to redesign and reshaping of project implementation strategy. Therefore, it is also required to conduct time to time assessment of the project.

5.2.13 Trained Entrepreneurs

Skilled manpower is considered as the backbone for the smooth working of any training centre. Study found that after receiving training from the computer training centre a number of youth under LGSP has become entrepreneur. They have established small training centre at the local market or growth centre. Initially, they provide training as trainer whereas they also assign other as trainer among trainees. Thus, self trained and motivated entrepreneur developed. But most of them found unable to run their business smoothly as they have no professional degree in respective field. Hence, it is essential to link up them with the other program run by youth development, Bangladesh computer council or ministry of social welfare so that they become professional.

5.2.14 Provision of Easy Loan for Entrepreneur

To boost up the local entrepreneur and make their business sustainable, provision of easy loan with soft condition is necessary. Government as well as NGOs and other development partner should take necessary step to provide them loan. In this way, local entrepreneur will gear up and ultimately will be able to keep role in building digital Bangladesh. Bangladesh employment bank, social welfare department, Youth development, BRDB and PKSf can provide such loan to the entrepreneurs. Besides, private sector those are working for social welfare also can assist in this regards.

5.2.15 Village data centre provisioning Network Management System (NMS)

After ensuring effectiveness of UDCs, it is time to set village data centre provisioning network management system to cover whole societal people at grass root level and bring them under data repository management.

Apart from the above said specific suggestion, following proposals can be made to achieve the objectives of LGSP as well as government:

- The local entrepreneur might be offered to some extent motivational incentive like service getting privilege and priority from concerned government offices for example, getting a trade license, money transaction facilities etc.

- Union Digital Centre can help municipality in collecting holding tax which has started at Betaga Union of Fakirhat Upazila under Bagerhat district.

- Entrepreneur should be given required administrative support which will emphatically affects inspiration and fulfillment of the community entrepreneurs.

- There should be a provision of citizens“ participation and empowerment” in service concerning decision making process so that skilled people can get a space to evolve themselves.

- Development Fair: Recently, government arranging countrywide development fair. ICT related success story can display in these fairs and which will help in increasing ICT related awareness and interest among mass people.

- Best entrepreneur award at local level: To encourage and inspire the youth and new entrepreneur of ICT sector of whole county, it is essential to arrange ICT completion and select best entrepreneur at grass root level.

- Genius Hunter at school level: ICT based genius hunter completion can arrange at school level to find out genius in ICT. School Science club can arrange such type of competition.

- The right to information (RTI) Act, 2009 must be put into action using enabling ICT tools so that local customers could access to information quickly and efficiently.

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APPENDIX

1. Occupation wise gender distribution of the respondents.

Table 0.1: Occupation wise gender distribution of the respondents.

	Male	Female	Total
Up chairman/Member	45	6	51
Officer/Staff	14	0	14
Entrepreneur	40	13	53
Teacher	41	10	51
Stakeholders/students/ housewife	27	5	32
Total	167	34	201

2. Statistics of total services recipients at UDCs in a month.

Table 0.2: Statistics of total services recipients at UDCs in a month

Statistics		
How many people are served in a month		
N	Valid	139
	Missing	62
Mean		389.14
Median		300.00
Std. Deviation		359.171
Range		1200
Minimum		0
Maximum		1200

3. Frequency distribution of the total services recipients at UDCs in a month

Table 0.3: Frequency distribution of the total services recipients at UDCs in a month

Class Interval (Number of service)	Frequency (Number of Observation)	Percentage
1-100	10	7.19
101-200	13	9.35k
201-300	13	9.35
301-400	61	43.88
401-500	10	7.19

501-600	3	2.16
601-700	6	4.32
701-800	7	5.04
801-900	4	2.88
900-1000	10	7.19
1000+	2	1.44
	139	99.99

4. Number of Projects under LGSP fund taken in last three years to develop UDCs

Table 0.4: Number of Projects under LGSP fund taken in last three years to develop UDCs

UDC Projects under LGSP fund	No. of Respondents
1	2
2	16
3	12
4	9
Total	39

5. Demand of ICT related Training by different respondent group

Table 0.5: Demand of ICT related Training by different respondent group

Respondent Group	Answering Rate	Yes	%Yes	No	%No
Up Chairman/Member	100%	49	96%	2	4%
Officer/Staff	100%	14	100%	0	0%
Entrepreneur	91%	47	98%	1	2%
Teacher	84%	43	100%	0	0%
Stakeholders/Students/ Housewife	100%	32	100%		0%
Total	94%	185	98%	3	2%

6. Statistics of Ward Meeting

Table 0.6: Statistics of Ward Meeting

Statistics		
How many ward committee meetings happen in a year?		
N	Valid	153
	Missing	48

Mean	3.16
Median	2.00
Std. Deviation	3.483
Range	25
Minimum	0
Maximum	25

7. Statistics of the importance of audit report in taking future LGSP projects.

Table 0.7: Statistics of the importance of audit report

Statistics		
Importance of audit report for LGSP projects?		
N	Valid	109
	Missing	92
Mean		4.32
Median		5.00
Std. Deviation		1.178
Range		4
Minimum		1
Maximum		5

8. What percentage of the total allocation under local government support projects should be spent for ICT training.

Table 0.8: Percentage of the total allocation under local government support projects should be spent for ICT training.

Respondent Group	Number of response	Answering Rate	% of total budget should be spent on ICT training	Frequency	% of Respondents
UP Chair- man/Mem- ber	47	92%	1-10%	18	38%
			11-20%	12	26%
			21-30%	10	21%
			31-40%	7	15%

Officer/Staff	14	100%	1-10%	2	14%
			11-20%	3	21%
			21-30%	6	43%
			31-40%	3	21%
Entrepreneur	37	70%	1-10%	8	22%
			11-20%	14	38%
			21-30%	7	19%
			31-40%	8	22%
Teacher	38	75%	1-10%	1	3%
			11-20%	8	21%
			21-30%	19	50%
			31-40%	10	26%
Stakeholders/ students/ housewife	30	94%	1-10%	2	7%
			11-20%	9	30%
			21-30%	16	53%
			31-40%	3	10%

9. Survey Instrument:

প্রশ্নমালা

Improving ICT Literacy through Participatory Approach: A Study on Human Capital Development Projects under LGSP in Bangladesh

[N.B: All the information provided here will be kept conceal and will be used research purpose only]

(ইউনিয়ন চেয়ারম্যান/সচিব/শিক্ষক/ সেবা গ্রহীতা)

১. নামঃ
২. জেন্ডার/লিঙ্গঃ (১) পুরুষ (২) নারী
৩. বয়সঃ
৪. পেশাঃ
৫. পদবী (প্রযোজ্য ক্ষেত্রে):
৬. শিক্ষাগত যোগ্যতাঃ (১) প্রাথমিক (২) নিম্ন মাধ্যমিক (৩) মাধ্যমিক (৪) উচ্চ মাধ্যমিক (৫) স্নাতক/সম্মান (৬) মাস্টার্স (৭) স্বশিক্ষিত

• What is the present status of ICT system in the UP?

৮. এই ইউনিয়ন পরিষদের ইউনিয়ন ডিজিটাল সেন্টার (ইউডিসি) আছে কি না? [টীক (√) দিন]

(১) হ্যাঁ

(২) না

৯. ইউডিসি গড়ে মাসে কতজনকে সেবা প্রদান করে? [সংখ্যা লিখুন]

১০. ইউডিসি গড়ে বৎসরে কতজনকে প্রশিক্ষণ প্রদান করে? [সংখ্যা লিখুন]

১১. প্রদত্ত প্রশিক্ষণের মধ্যে ইউডিসি কতজন পুরুষ এবং নারীকে প্রশিক্ষণ প্রদান করেছে? [সংখ্যা লিখুন]

১২. ইউডিসি এর উন্নয়নের এলজিএসপি প্রকল্পের আওতায় ইউডিসির জন্য কতটি প্রকল্প নেওয়া হয়েছে (বিগত তিন বছরের মধ্যে)?

১৩. এই ইউডিসি-তে কয়টি কম্পিউটার/কম্পিউটার ল্যাব আছে?[সংখ্যা লিখুন]

১৪. এই ইউডিসির বাহিরে ইউনিয়ন পরিষদে কোনো কম্পিউটার/কম্পিউটার ল্যাব আছে কি না? [টীক (√) দিন]

(১) হ্যাঁ (২) না উত্তর হ্যাঁ হলে কোথায় এবং সংখ্যা লিখুন।

১৫. এলজিএসপি প্রকল্পের আওতায় এই ইউনিয়ন পরিষদে বিগত তিন বছরে কতটি প্রকল্প নেওয়া হয়েছে?

১৬. এলজিএসপি প্রকল্পের আওতায় এই ইউনিয়ন পরিষদের জন্য গৃহীত প্রকল্পের মধ্যে আইসিটি সম্পর্কিত কয়টি প্রকল্প নেওয়া হয়েছে বিগত তিন বছরের মধ্যে?

• To what extent can LGSP improve ICT literacy through people's participation?

১৭. এলজিএসপি প্রকল্পের আওতায় কিভাবে প্রকল্প গ্রহণ করা হয়? [টীক (√) দিন]

(১) ওয়ার্ড সভার অভিপ্রায় অনুযায়ী (২) জনপ্রতিনিধিদের অভিপ্রায় অনুযায়ী

(৩) অন্যান্য (বলুন).....

১৮. ওয়ার্ড সভা নিয়মিত হয় কি না? না? [টীক (√) দিন]

(১) হ্যাঁ (২) না

১৯. বছরে কয়টি ওয়ার্ড সভা হয়?

২০. ওয়ার্ড সভায় সকলের কথা বলার সুযোগ থাকে কিনা এবং সকলের কথা শুনা হয় কিনা?

২১. এলজিএসপি প্রকল্পের আওতায় কি কি ধরনের প্রকল্প নেওয়া হয়ে থাকে?

২২. আইটি সম্পর্কিত অথবা জনসাধারণের আইটি জ্ঞান ব্রিদির জন্য/ সক্ষমতা উন্নয়নের জন্য কোনো প্রকল্প নেওয়া হয়েছে কি না ?

(১) হ্যাঁ (২) না উত্তর হ্যাঁ হলে কি ধরনের প্রকল্প নেওয়া হয়ে থাকে লিখুন।

২৩. এলজিএসপি প্রকল্পের আওতায় বেকার সমস্যা দূরীকরণের জন্য/ কর্মসংস্থান সৃষ্টির জন্য কোনো প্রকল্প নেওয়া হয় কি না?

(১) হ্যাঁ (২) না

২৪. জনসাধারণকে কি ধরনের আইটি প্রশিক্ষণ দেওয়া হয়েছে/জনসাধারণ কি কি ধরনের আইটি প্রশিক্ষণ নিয়াছে?

উত্তর দিনঃ

২৫. প্রশিক্ষণ গ্রহণের ফলে প্রশিক্ষণার্থীর দক্ষতার কোনো পরিবর্তন এসেছে কি না/কর্মসংস্থান এর ব্যবস্থা হয়েছে কি না/ প্রশিক্ষণার্থী তার প্রশিক্ষণলব্দ জ্ঞান স্বাধীন প্রয়োগ করতে পারছে কি না?

(১) হ্যাঁ (২) না উত্তর হ্যাঁ হলে প্রশিক্ষণ কিভাবে কর্মসংস্থান সৃষ্টিতে/ প্রশিক্ষণার্থী কিভাবে প্রশিক্ষণলব্দ জ্ঞান প্রয়োগ করতে পারছে বলুন।

২৬. এলজিএসপি প্রকল্পের আওতায় গৃহীত আইসিটি সম্পর্কিত প্রকল্প নতুন উদ্যোক্তা সৃষ্টিতে সহায়তা করছে কি না?

(১) হ্যাঁ (২) না উত্তর হ্যাঁ হলে কিভাবে বলুন।

• What are the possible ways to make LGSP effective in building capacity of the unemployed?

২৭. এলজিএসপি প্রকল্পের অর্থ ইউনিয়ন পরিষদ কিভাবে ব্যবহার করছে ?

উত্তর দিনঃ

২৮. এলজিএসপি প্রকল্পের আওতায় গৃহীত বেকারদের প্রশিক্ষণের জন্য গত বছর এবং এই বছর কি পরিমাণ ব্যয় করা হচ্ছে?

উত্তর দিনঃ

২৯. What are the projects for Implementing for UP demand-led training funded through block grants?

উত্তর দিনঃ

৩০. এলজিএসপি প্রকল্পের আওতায় গৃহীত কাজকর্ম দেখাভাল করার/ পর্যবেক্ষণ করার দায়িত্ব কার এবং তিনি/তারা কিভাবে দেখাশুনা করেন?

উত্তর দিনঃ

৩১. এলজিএসপি প্রকল্পের আওতায় নতুন প্রকল্প গ্রহণের ক্ষেত্রে অডিট প্রতিবেদনের গুরুত্ব কতটুকু?

উত্তর দিনঃ



BPATC

Bangladesh Public Administration Training Centre
Savar, Dhaka - 1343