

Terminal Evaluation

Asia

1. Outline of the Project

Country:

Vietnam

Project title:

The Vietnam Information Technology Training

Issue/Sector:

Information

Cooperation scheme:

Project-type Technical Cooperation

Division in charge:

First Technical Cooperation Division,
Mining and Industrial Development Study Department

Total cost:

790 Million Yen

**Period of
Cooperation**

24 March 1997 - 23 March 2002

Partner Country's Implementing Organization:

Vietnam National University

Supporting Organization in Japan:

Ministry of Economy Trade and Industry,
Center of the International Cooperation for Computerization
(CICC)

Related Cooperation:**1-1 Background of the Project**

In August 1993, the Government of Vietnam announced the "IT2000", the IT related master plan, as a part of its Doi Moi policy. The plan included a plan for the Information Technology (IT) field and was aimed at realizing an "Information Society", which enables improvement in productivity, quality control and various services, by the year 2000. In order to implement the plan, fostering IT technicians and instructors was the urgent issue. The government of Vietnam founded the Vietnam Information Technology Training Institution (VITTI) in the Hanoi University of Science, which is a part of the Vietnam National University.

Under these circumstances, the Government of Vietnam requested Japan to provide Project-type Technical Cooperation to transfer skills and knowledge to VITTI for holding and managing IT training courses/seminars, so that it becomes capable to train and improve the quality of IT technicians.

1-2 Project Overview

The Project is aimed at improving VITTI's ability to manage IT training courses, in order to foster IT specialists to meet the needs of Vietnamese industry. It included such activities as preparation of training materials and curriculums and transfer of skills and knowledge.

(1) Overall Goal

IT specialists are fostered for promoting a market economy.

(2) Project Purpose

VITTI will be able to operate and manage IT training and seminar sustainability based on the needs of industry.

(3) Outputs

- 1) The institute's operations system will be established so the institute becomes the key organization for information technology training.
- 2) Institute facilities and IT equipment will be provided and maintained properly.
- 3) Technical capability of counterparts will be upgraded as IT instructors and planners.

4) Training courses will be implemented based on the needs of the industry.

5) New skills and technology will be introduced to the IT industry through seminars and publications.

(4) Input

Japanese side:

Long-term Experts	10	Equipment	147 Million yen
Short-term Experts	14	Local Cost	45 Million yen
Trainees received	17		

Vietnamese side:

Counterparts	22		
Equipment	1,888,509 thousand VND (17 Million yen)		
Local Cost	8,343,712 thousand VND (73 Million yen)		

2. Evaluation Team

Members of Evaluation Team

Leader: Takanori TANAKA, Deputy Managing Director, Mining and Industrial Development Cooperation Department, JICA
Technology Transfer Planning: Hiroshi SHIRAKAWA, First Technical Cooperation Division, Mining and Industrial Development Cooperation Department, JICA
Training Course Planning: Makoto EZAWA, Senior Planning Manager, Planning and Coordination Division, Center of the International Cooperation for Computerization (CICC)
Evaluation: Takeshi FUJITA, Project officer, International Department, Japan Productivity Center for Socio-Economic Development
Cooperation Planning: Ikuko NIIZEKI, Special Advisor, First technical Cooperation Division, Mining and Industrial Development Cooperation Department, JICA

Period of Evaluation 7 October 2001 - 24 October 2001

Type of Evaluation:
Terminal Evaluation

3. Results of Evaluation

3-1 Summary of Evaluation Results

(1) Relevance

Overall Goal, "IT specialists are fostered for promoting market economy", is consistent with "IT 2000" and with the IT related measures after that, such as the "Project on Computerization of the State Administration Management" (2001 and 2005).

Because the need for skilled IT specialists is growing rapidly, the Overall Goal is in accordance with the promotion of IT application to Vietnamese society, as well.

(2) Effectiveness

The Project is considered to be effective because the VITTI's Institute operations system was established, many of the counterparts improved their skills, and the VITTI's ability to enforce training has made progress. By the time of evaluation, VITTI have implemented 96 training courses in seven categories, and the number of courses has increased every year (18 courses in 1998 to 42 courses in 2000).

The contents of the training courses were evaluated highly among the participants. According to the feedback from 667 participants who attended any of the 21 courses in the first half of the year 2001, they rated content 1.37 on average on a

5-point scale between -2 and +2. The evaluation team conducted interviews at seven organizations (two enterprises, three educational institutions, and two other organizations), which had staff trained by VITTI. All the interviewees, who are managers of the organizations, answered that they were satisfied with the contents of the training courses. Thus, Project Purpose ("VITTI will be able to operate and manage IT training and seminar sustainably based on the needs of industry") is mostly achieved.

(3) Efficiency

The inputs were in proper quantity and utilized to achieve the outputs efficiently. Even though there had been some negative components, such as the delayed dispatch of some experts, the negative effect was minimized as a result of the efforts of both VITTI and the Japanese experts who made adjustments to the activities plan each time. Although three full time counterparts resigned during the Project term, the other counterparts made good progress to cover the loss, and there were no problems in achieving the outputs.

(4) Impact

The Project contributed to making VITTI recognized as an IT training institution. VITTI fostered IT specialists in many sectors such as public/private enterprises, universities, and government organizations through providing training. The total number of participants of the training courses and seminars is 3622. According to the results of a questionnaire survey conducted by a local consultant, to which 214 ex-participants replied, 21.0 percent answered that the training had been useful for "Time Saving", and 14.5 percent answered the same for "Time and Personnel Saving". These indicate that the contents of the VITTI training courses have been utilized by their organizations at least to some extent. The effect is expected to continue in the future, as the counterparts have acquired practical skills and knowledge necessary for IT instructors.

In addition, 724 people from all over the country have completed the "Special Program for IT Instructors" so far, which contributed to raising awareness of the importance of IT technology in provinces and reduction of the digital divide.

However, there are still impeding factors in achieving the Overall Goal, such as the insufficient infrastructure and high telecommunications cost in Vietnam.

(5) Sustainability

VITTI has acquired the same status as the other departments and organizations of Vietnam National University during the year 2001. It has rearranged the organization for the expected increase in the number of the training courses. Thus, there are no problems in organizational and managerial aspects. VITTI can expect budgetary support by the national university as well as its independent revenue from training courses, and is financially sustainable. However, in the mid-term, it needs to ensure the budget to renew its equipment.

Counterparts are acquiring the ability to develop courses on their clients' needs and the latest situation and they are becoming able to sustain the progress. A strong relationship was also established between VITTI and the government organizations, research organizations, and private companies through the training. This is expected to be useful in upgrading the training program, developing new courses, and enhancing VITTI activities in the future.

3-2 Factors that promoted realization of effects

(1) Factors concerning the planning

The Project saw some university professors with high insights and rich experience in the IT field joining the supporting committee in Japan. This also enabled the Project flexibility in dispatching experts and accepting trainees. Furthermore, the Project adopted a system to encourage Vietnamese university personnel with experience and insight in the IT field to participate in the activity.

(2) Factors concerning the Implementation Process

N/A

3-3 Factors that impeded realization effects

(1) Factors concerning the Planning

At the beginning of the Project, Vietnamese industries had just started using IT and did not have a need for two of the training courses during the first half of the Project. If the Fact Finding Study had been conducted more carefully, the Project activities could have been more practical.

(2) Factors concerning the Implementation Process

N/A

3-4 Conclusion

The Project is contributing to achieve the Overall Goal ("IT specialists are fostered for promoting market economy"), and it is expected to be completed successfully. It is expected that VITTI will continuously enhance the training courses for IT specialists, who will eventually promote IT in various social and economic sectors in Vietnam.

3-5 Recommendations(concrete action, proposition and suggestions towards the concerned project)

(1) In order to settle the transferred methods, VITTI must establish a system which enables them to develop new training courses.

(2) VITTI should establish a unique position among the similar organizations being founded, by ways such as developing training programs for fostering Chief Information Officers in governmental sectors and contributing to realize e-government.

(3) VITTI must continue to have a good relationship with the intellectual staff of Vietnam National University and utilize them, even after Project termination.

3-6 Lessons Learned(Any matter in which might become of reference to discover, formation, enforcement, and management of other similar projects.)

(1) In order to understand the social- and economical situation in the recipient country, a comprehensive and intensive Fact Finding study is necessary.

(2) It is suggested to maintain flexibility in the dispatch of experts. It is not necessary to dispatch all Long-term Experts at the same time.

(3) In this Project, it was effective to cooperate with universities in Japan and in Vietnam, especially for implementing training for counterparts in Japan and dispatching the experts. Close relationships with universities should be considered at the planning phase.

(4) Since advances in the IT field are very rapid, it is very difficult to estimate the technical condition and demand even in five years. In the case of cooperation in the IT field, JICA should set a shorter project term and/or have the flexibility for readjustment during the implementation period.

3-7 Follow-up Situation

N/A