Community Needs Assessment and Effective Project Design in Rwanda: A Case Study of Gimbuka Project in Ruhango District 2013-2017

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Abstract: The study was a case study of Gimbuka project in Ruhango district (2013 to 2017). The study was to achieve the following specific objectives: to evaluate methods, techniques and outcomes of community needs assessment to assess the process and inputs required for effective project design and to analyze the relationship between community’s needs assessment and effective project design. The study used primary data and secondary data to achieve the objectives and hypothesis testing. Secondary data were collected from various dissemination tools like internet, Project report and district reports. Primary data were collected from beneficiaries of Gimbuka project; both 94 households sampled and 20 representatives of the institutions (health centre, district officials, Caritas officials and executive sector of sectors). Data analysis was aided by SPSS tool and hypothesis were made using linear regression analysis. Hypothesis testing results indicated that the relationship between independent variable (community need assessment) was positive and statistically significant to dependent variable (effective project design). Thus the study concluded that the null hypothesis “Community needs assessment is not significant to effective project design” was rejected in favor of the alternative hypothesis “Community needs assessment is significant to effective project design”. The study recommended that Gimbuka project management should ensure income source diversification and be sure that, they are using the support got from the project for economic purposes not only consumption. Additionally, the project management have to ensure that the project can self-sustain without wholly relying on the donors who can withdraw at any time. The community also to offer reliable information to the project management since the information is the basis for needs satisfaction; inaccurate information will lead to poor services.

Keywords: Community Needs Assessment, Effective Project Design, Project Management, Gimbuka Project, Kigali, Rwanda

1. Introduction

In the world of 21st century 99% of public and private projects are being implemented after taking under consideration the outputs from community needs assessment. The goal of a needs assessment is to identify the assets of a community and determine potential concerns that it faces (Edmonton Social Planning Council, 2016). A straightforward way to estimate the needs of a community is to simply ask residents their opinions about the development of services within the community, their satisfaction with services, and what specific services are needed. Their Opinions can be used in building an agenda aimed at community change that can build the capacity of community-based organizations that are designed to provide its resident’s services and development opportunities (Edmonton Social Planning Council, 2016). In Africa, community needs assessment has played its important as base of community development based projects and later they result into courtiers’ development and the continental economic revolution. Appropriate, well carried out needs assessment is crucial to implementing successful humanitarian projects, community development, and disaster response. A thorough needs assessment will contribute to programme planning, monitoring and evaluation, as well as project accountability and is a key step in the project planning life cycle. Although many people working in International Aid (or community development projects generally) know this, it can be hard to carry out an adequate needs assessment given the specific pressures associated with work in the third sector (John, 2014).

In Rwanda Needs assessments help to improve the quality of policy or program decisions thus leading to improvements in performance and the accomplishment of desired results. Improving results that is, moving from current to desired performance is typically a worthwhile and valuable effort. The results of a needs assessment will guide subsequent decisions including the design, implementation, and evaluation of projects and programs that will lead to achieving desired results (Office of Learning Technologies, 2015). Defining ‘need’ is an essential starting place for needs assessments. Though the word need is used casually in many contexts without a definition, to assess them a need is often defined as a gap in results where its satisfaction, or partial satisfaction, is necessary for the achievement of another specific socially- permissible result. Each need therefore consists of two related gaps in results, leading to the assessment (size, direction, characteristics, etc.) of each gap as well as the relationship among the gaps. This distinguishes needs assessments from surveys of people ‘wants’ or favorite solutions (Office of Learning Technologies, 2015). Use of needs assessment toward projects design and development in Rwanda is not fully or 100% respected. Sometimes needs assessments aren’t included as part of the scoping stage of a project because those involved simply don’t know how to conduct a good one, or how important they really are. Other times, it can be hard to carry out a thorough and timely needs assessment due to difficulties specific to development work (Twinn, 2016).

Funding has already been promised to a specific intervention, regardless of whether that is what a community needs most, or whether that community already
has the infrastructure and buy-in to ensure that the intervention is impactful. In disaster situations, a quick response is crucial. Sometimes this means that corners are cut to get help on the ground as fast as possible. However, this can lead to the miss-allocation of resources and fractured response from different agencies that haven’t coordinated their efforts. Strict inclusion criteria and quotas have been enforced top down, and there is little power remaining to those on the ground to include/exclude certain program components or groups of people. There is a limited budget and the manpower and resources required to conduct a thorough needs assessment would be taken out of the project’s operating budget (Twinn, 2016). Gimbuka project implement its Orphans and vulnerable children (OVC) component related activities in 14 districts whereas nutrition activities covered 9 districts. The total number covered sectors for OVC is 112 and 21 sectors for Nutrition. Among districts, Ruhango is beneficiary. The Project is implemented by Caritas Rwanda and Financed by USAID. Thus, this study intends to assess how thus, the project implementation or success dependents on the pre-community needs assessment made before the implementation as well as in-between implementation from 2013 to 2017.

2. Statement of the Problem

A project cannot be said to be successful if the intended needs to the beneficiaries have not been achieved. Thus, rather than delving straight into a project with undefined scope or desired impact, a good needs assessment can be used to plan projects that will address specific goals. The World Bank guide to needs assessment advises to identify desired results in an area, and define where there are gaps between the desired situation and the current situation. Caritas Rwanda in her program Gimbuka implemented under the Cooperative agreement AID-696-A- 12-00003 signed with USAID since September 12th, 2012 to September 11th, 2020. Gimbuka, Burgesera, Gatsibo, Nyagatare, Rwamagana, Nggororero, Nyabihu, Rutsiro and Karongi, in total 112 Sectors are covered with OVCs program but only 9 districts (Karongi, Muhanga, Nyamagabe, Nyaruguru, Ruhango, Gatsibo, Nggororero, Rutsibo and Karongi, in total 27 sectors) are covered with the nutrition and WASH component. A specific focus is made to Ruhango District which is being totally covered for nutrition activities (Bywaters, 2015). Gimbuka activities focus on areas such as growth monitoring and promotion for young children, OVCs and their families affected by HIV/AIDS. It also intervenes in building capacity of targeted women to improve their well-being through increased income and improve their nutrition status, Hygiene and sanitation as well support of OVC/MVC to pursue their studies. The project was started based on the needs assessed from the community and its implementation plan review is supported by mid-project period assessment (Bywaters, 2015). However, the extent to which community need assessment led to effective project design is not documented in literature in spite of the importance of the project to the community. This study therefore sought to assess the extents to which effective project design take place from the outcomes of community needs assessment based on the case learnt from Gimbuka Project, Ruhango District from 2012 to 2016.

3. Objectives of the Study

The study was aimed at assessing the relevance of community needs assessment on effective project design in Rwanda, a case of Gimbuka Project in Ruhango District from 2012 to 2016. Specifically, this study intended to achieve the following specific objectives:

a) To evaluate methods, techniques and outcomes of community needs assessment.

b) To assess the process and inputs required for effective project design.

c) To analyze the relationship between communities needs assessment and effective project design.

4. Conceptual Framework

This process involves more than just asking people in a community what they “need” most. It is important to open dialogue with the community involved and to determine if something is a critical need rather than a lesser need or a want. Sometimes a community’s most critical needs can be so boring and mundane that no one would think to ask for it. The needs assessment stage presents a great opportunity to get involved with the community, engage stakeholders, and ensure that there is enough support within a community for any proposed intervention. For a successful project with long term impact it is critical that the people involved have a level of ownership in developing, maintaining and using whatever it is. Development projects that are flown in, plunked in a community and then abandoned are unlikely to have a long-term impact that donors originally envisioned. Again, this might seem obvious to many it’s an aspect of project success that is still often over looked. As part of a good needs assessment, it is important to identify if there are other organizations working in the same area on the kind of project you are considering. This will help you determine how you can maximize impact and avoid duplication of efforts and resources. If it is something that others have attempted to address in the past, but the outcomes weren’t successful, an appropriate needs assessment might help uncover the reasons for previous difficulties in the past and ways for your own project to avoid these same pitfalls (Hooper, 2009). Project design is a crucial stage in a project’s life cycle because it identifies key elements and sets the overall tone. However, it’s one stage that’s often rushed or overlooked. For your project to be successful, you must first understand the steps involved in project design, as well as how to document them and understand the community needs at which the project intends to satisfy. Creating a project design can help you avoid pitfalls down the road and set a reasonable budget from the outset. To create a truly effective and reasonable project design it’s imperative to include multiple team members and stakeholders during the planning phase (Perkins, 2010).
5. Theoretical Framework

5.1 Theory to practices: need assessment in health care sector

The purpose of needs assessment in health care is to gather the information required to bring about change beneficial to the health of the population. It is generally, but not universally, accepted that this takes place within the context of finite resources. “Health gain” can therefore be achieved by reallocating resources because of identifying four factors (Stevens, 2015): Non-recipients of beneficial healthcare interventions (that is, unmet need); Recipients of ineffective health care (and releasing the resources for unmet need); Recipients of inefficient health care (and releasing resources for unmet need); and Recipients of inappropriate health care (for whom the outcomes could be improved).

The subjects of healthcare needs assessment are the populations and patients who are recipients or potential beneficiaries of health care. Populations, of course, include individual patients. The assessment of individuals’ needs may form part of the assessment of a population’s needs, but it may be costly, and it risks ignoring individuals with needs who do not present themselves for health care. The priority attached to different needs, whether of populations or of individuals, raises philosophical problems. For example, should the principal criterion be the benefit of the individuals with the severest health problems, the benefit of the population, or the benefit of the individual patient? The knowledge and views of users, the box lists possible informants. Although

Corporate approaches: The “corporate approach” involves the systematic collection of the knowledge and views of informants on healthcare services and needs. Valuable information is often available from health authority staff, provider clinicians, and general practitioners, as well as from users. The box lists possible informants. Although
such an approach blurs the distinction between need and demand and between science and vested interest, the intimate, detailed knowledge of interested parties amassed over years might otherwise be overlooked (Pickin, 2014). Furthermore, the corporate approach is essential if policies are to be sensitive to local circumstances. Eliciting local views is not the same as being bound by them. This approach allows sensitivity to local circumstances, particularly those consequent on historical provision. The unmet needs of discharged seriously mentally ill people from closed long stay hospitals or the absence of primary care for homeless groups may be uncovered only by speaking to people. Where cost effectiveness considerations are otherwise equal, local concerns may justifiably attach priorities to services. Furthermore, local experience and involvement will make any needs assessment easier to defend (Pickin, 2014).

Comparative approaches: The “comparative approach” to needs assessment contrasts the services received by the population in one area with those received in other areas. If nothing else is known about the optimum service to be provided, there is at least reason for investigation if the level of service differs markedly from that provided elsewhere. Comparisons have proved to be powerful tools for investigating health services. For example, the need to raise renal dialysis and transplantation levels from 20 per million in the 1960s to 80 per million was indicated by comparison with European countries and subsequently confirmed epidemiologically (Pickin, 2014). New performance indicator packages are being piloted in both primary and secondary care. Although they require sensitive interpretation, comparative process and outcome indicators may help identify deficiencies in provision of services. Community-needs assessment is a collaborative process that engages community stakeholders in determining the nature and extent both of needs and resources in a community. A community-needs assessment typically identifies and responds to a specific social problem or problems in a community. It elucidates the gaps in the existing service delivery system that need to be filled in order to address the problem. As part of the overall assessment, community-needs assessments may examine service access and availability, as well as service coordination between agencies. At the same time, the community-needs assessment identifies existing community assets and resources (e.g., skills, money, time, social cohesiveness, and other forms of social capital) that are available to address the problem. Most literature on community-needs assessment focuses on “needs assessment,” rather than “community-needs assessment.” (Pickin, 2014).

There are two different kinds of community: functional communities are those in which members are engaged by a common interest, and geographical communities are those in which a group of people live in the same area or region. While the literature has not differentiated between the two types of community, the aim of this article is to focus primarily on geographical communities (Robinson, 2013). The process of community-needs assessment actively engages community residents where they live, and is an important step in problem solving and capacity building at the local level. Typically, community-needs assessments solicit the viewpoints of key informants in the community, such as members of the population in need, service providers, community leaders, community residents, and other stakeholders (Robinson, 2013). Community leaders can use data from the needs assessment to target funds toward priority services, to reduce unnecessary or ineffective services, and to expand critical and effective ones. Increasingly, both public and private funders are seeking empirical evidence to support resource allocation in their communities, and community-needs assessment is becoming a key part of strategic planning and evaluation processes (Pickin, 2014). In an environment of limited resources, community-needs assessments can provide data to define what social problems require attention, to delineate the extent of the problem, and to outline the level of resources required to address it. Such assessments can be particularly useful for targeting underrepresented and underserved populations in their home communities (Crane, 2015).

5.2 Theory of effective project design in projectmanagement

Design must be understood as a word that describes both a process and an outcome. It is the process of turning ideas into material things. The word design can be used with legitimacy in many activities, the design of a sales or financial plan, the design of a new organization, or the design of a home construction project like building shelves. Many individuals have followed a design process during their everyday activities. At some level, it is a natural human ability along with the other innate capabilities such as communication and language (Seabrook de Vargas, 2014). Industrial Design is the term used when the activity is pressed into service as a formal part of a business enterprise dedicated to creating artefacts as a part of wealth creation. Prior to industrialization, individuals undertaking design were artisan craftsman, we might speculate on what expertise and knowledge those active in design might need in a future post industrialist age. Currently, though, the activity of industrial design is generally linked to product development in a manufacturing context. It is a factor in the following (Seabrook de Vargas, 2014): The creation of products that attain and reach beyond style; the integration and application of new technology; Activities that enhance or create new markets and activities that enhance and guardbrands.

Industrial Design is inextricably a part of innovation and it can make a contribution in the three broad categories of innovation activity: incremental innovation – improvement, variety innovation - styling/restyling and radical innovation new capability. The conditions for effective innovation include: good cross functional communication and understanding; a base of shared knowledge and experiences and the ability to draw on the tacit knowledge of individuals. These are also essential requirements for effective industrial design. While industrial design is a specialist activity, the role of non-designers is critically important. Managers have always had a vital role to play in ensuring the effective use of specialists and it is no different with industrial design specialists. In relation to industrial design, managers must be the integrators across all aspects.
of the process. They must ensure that there is effective communication between the specialist designers and others and that the environment is one of trust. Managers must be sure that there is a good fit with what is proposed by the designers and the abilities of the firm to make and sell the product through existing capability. Anything else has implications in terms of new investment and a manager must be sufficiently involved in early development to be able to consider a case for additional investment in a timely way (Seabrook de Vargas, 2014).

Of course, design activity has an element of creativity, and this means that when a design process is triggered there will always be the potential for an unexpected outcome. New knowledge is built and can lead to new insights and provide challenges to an existing mind set. It is managerial skill that is required to maintain good trusting communication, keeping a project on track while not taking a damagingly narrow perspective (Anderson, 2014). It is helpful when thinking about the practice of industrial design to consider two levels of understanding. There are some broad aspects that should be understood by all managers - these are: to know the skill range of industrial designers; to know in what respects design and creativity differ; to understand in what ways industrial design contributes to the knowledge base of the organization (Anderson, 2014).

More detailed knowledge is useful, but it becomes essential if a manager will be directly commissioning new product development projects. This should include a thorough knowledge of the issues of managing design and a practical grasp of the phases of a design process such that an effective plan can be drawn up; finally, an ability to manage well and to motivate others when there is a degree of ambiguity (Anderson, 2014). This amount of understanding across the organization is necessary. Industrial design is just not effective if ring fenced and can lead to costly mistakes. One key reason why is because it is an activity in which many individuals across an organization are involved. To this extent it is quite a diffused activity, there is simply not one simple activity that makes a finite contribution to new product development. When managed well, industrial design can be a rich and rewarding activity and can make a significant contribution to innovation (Assembly of First Nations, 2016).

6. Research Methodology

The population of the consisted of household’s beneficiaries of Gimbuka project in Ruhango district, local administrative staff and authorities of the project. Ruhango district currently 1,637 households benefitting from the support offered by Gimbuka project in all nine sectors. From total 14 health centers working in Ruhango district, Gimbuka project work with 6 health centers. The study gathered data collection from households, 6 officials of health centers and randomly selected 5 representatives of the project in Ruhango district (officials of Cartas working in Ruhango district). This study randomly selected five Cartas staff members and to each representative of health center working with Gimbuka project. Purposively, household’s representatives to the beneficiary of the project were selected and assessed. 94 households, 6 representatives of health centers, 5 staff of Cartas Rwanda in Ruhango district and 9 executive secretaries of sectors were studied. The study used both primary and secondary data, both qualitative and quantitative to achieve the study objectives. To analyze the data, SPSS (Statistical package for social sciences) was used. Descriptive and inferential statistics were used. Descriptive statistics included frequencies, percentages, mean and standard deviation. Inferential statistics included correlation and regression to test the study hypothesis by verifying the correlation between community needs assessment and effective project design.

7. Study Findings

7.1 Descriptive Analysis

Social project view from community needs as the main goal is to ensure or generate solutions to community problems. In this section, the study sought to assess if Gimbuka project had been planned or designed by considering assessment of needs of its community or beneficiaries.

Table 1: Main reason for being beneficiary of Gimbuka project

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<thead>
<tr>
<th>Main reason for being beneficiary of Gimbuka Project</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Because I was among least poor in the area</td>
<td>17</td>
<td>18.1</td>
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</table>

As seen from the above table, in 94 assessed household’s beneficiaries of Gimbuka Project were of the opinion that being beneficiary of Gimbuka project is because you are poor rather than others in the area (18%), orphan (41.5%), being affected with HIV/AIDS (14.9%), own request (12.8%) and corruption (12.8%). Here as responded by caritas Rwanda in Ruhango district, being beneficiaries is due to these households adopted orphans, being affected by HIV/AIDS and being poor in the area.

Table 2: Method of need assessment among households of beneficiaries for Gimbuka Project

<table>
<thead>
<tr>
<th>Method of need assessment from Households</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was a survey</td>
<td>22</td>
<td>23.4</td>
</tr>
<tr>
<td>Just visit in our household</td>
<td>35</td>
<td>37.2</td>
</tr>
<tr>
<td>They pass through the church</td>
<td>21</td>
<td>22.3</td>
</tr>
<tr>
<td>It was administrative data collection to the cells and sectors</td>
<td>8</td>
<td>8.5</td>
</tr>
</tbody>
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As seen from the above table, respondents show that, method used by Gimbuka Project for needs assessment is a survey (23.4%), just visit in our household (37.2%), passing via the church (22.3%), administrative data collection
The aim of community assessment was to find out baseline and benchmarking project milestones. The findings were that Gibmuka project assess the level of households or beneficiary’s socio-economic development (18%), challenges facing them in socio-economic development (37.2%), household’s main income generating activities (27.7%), schools level to the household members and their ability to work (8.5%). In addition, they ask also the main illness they are suffering.

7.2 Testing the study hypothesis

Linear regression analysis was used to obtain the relationship between the dependent and independent variable. The dependent variable was Gibmuka Project outcomes on the beneficiaries. The independent variables were project staff visits to beneficiaries for assessing their development, Communication of Gibmuka project Plan to the beneficiaries and operation of the budget which scheduled based on the activities.

As seen from the above table it is clear that, Gibmuka Project was developed by Caritas after making assessment on the challenge in the community (87.2% agreed and 13% disagreed). The project is fitting the gap we have in our living conditions (94.7% agreed and 5% disagreed), Gibmuka project work with local authorities and Ubudehe program for tackling poverty (84% agreed and 16% disagreed), Gibmuka Project has started with the main challenges we have (72% agreed and 28% disagreed), Gibmuka Project has selected people based on the specified conditions (94.7% agreed and 5.3% disagreed), Gibmuka Project in Ruhango District make regular updates and recruitments of beneficiaries and services delivery (94.7% agreed and 5.3% disagreed) and Gibmuka project is covering the area which the government failed to fulfill 100% to the population (Beneficiaries) (84% agreed and 16% disagreed). All in all, 87.4% of beneficiaries agreed that Gibmuka Project is effectively applied community need assessment as component of its design and services offered to the beneficiaries. The services Offered by Gibmuka project are related to the school fees payments for the children, support in capacity building, support for accessing to the health services mainly contribution of mutual health insurance, money to the vulnerable and assistance in income generating activities. The main content of this study was not the assessment of the services offered but the how the project is designed and its contents from community or beneficiaries need assessment.
Study findings indicated that project staff visits to beneficiaries for assessing their development had a positive and significant effect on project outcomes ($r=0.067$, $p<0.05$). This was also the finding on communication of Gimbuka project Plan to the beneficiaries ($r=0.289$, $p<0.05$). The project is organized to the known budget which was scheduled based on the activities also improved project outcomes ($r=0.157$, $p<0.05$). Thus the regression analysis indicated that the relationship between independent variable (community need assessment) was statistically significant to dependent variable (effective project design). Thus, the null hypothesis “Community needs assessment is not significant to effective project design” was rejected in favor of the alternative hypothesis “Community needs assessment is significant to effective project design”. The findings show that one more unit change of independent variable lead to 0.067; 0.289; and 0.157 change more times added values of dependent variable. If independent variable is absolute, dependent variable remain equal to the constant 1.996. Thus, it is concluded that, if you need to make your project effectively designed, please you are recommended to conduct a community need assessment.

8. Conclusion

The study concludes that community needs assessment leads to effective project design and performance. Appropriately carried out needs assessment is crucial to implementing successful humanitarian projects, community development, and disaster response. A thorough needs assessment will contribute to programme planning, monitoring and evaluation, as well as project accountability and is a key step in the project planning life cycle. Although many people working in International Aid (or community development projects generally) know this, it can be hard to carry out an adequate needs assessment given the specific pressures associated with work in the third sector. Rather than delving straight into a project with undefined scope or desired impact, a proper needs assessment can be applied in projects planning and hence address specific goals of the community and the project. The World Bank guide to needs assessment advises to identify desired results in an area, and define where there are gaps between the desired situation and the current situation. This will highlight opportunities to improve. For example, a certain region might have a much lower school enrolment rate than the national (or international) average. This is a clear development gap that a project could focus on. A needs assessment would help identify the gap and determine what the ideal school enrolment rate is for this area. Once the outcome target is identified project activities can be planned in order close the gap between the current state and the ideal state. This process identifies a measurable outcome that can be used to assess the impact of the project (Guy, 2016). Hypothesis testing have been shown that, relationship between independent variable (community need assessment) is statistically significant to dependent variable (effective project design). Thus, we can conclude that, the null hypothesis “Community needs assessment is not significant to effective project design” is not significant in favor of the alternative hypothesis “Community needs assessment is significant to effective project design”. The findings show that one more unit change of independent variable lead to 0.067; 0.289; and 0.157 change more times added values of dependent variable. If independent variable is absolute, dependent variable remain equal to the constant 1.996. Thus, it is concluded that, if you need to make your project effectively designed, please you are recommended to conduct a community need assessment.

9. Recommendations

To Gimbuka Project beneficiaries, the study recommend that they should ensure income source diversification and be sure that, they are using the support received from the project for economic purposes not for consumption only. In the other they have to ensure-self-reliance because the support from others can stop any time. Here also, they have to respect the offer of reliable information, because they are basis for their needs satisfaction, if they offer poor information they will be served poorly. To Gimbuka project implementers, the study recommend that they ensure regular achievements monitoring and evaluation and they should make plan review. In the other case they should stop corruption for recruitment of new beneficiaries. Local authorities should play an intervening role between social supporting organization and beneficiaries. They must offer relevant information and be sure that these who are in support meet the requirements.

References


