

# What Extension Officers Say about RESCAP?

: From CEO interviews on RESCAP

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## 1. Background

Extension Officers of MAL (Ministry of Agriculture and Livestock) is one of the most important targets of RESCAP (Rural Extension Service Capacity Advancement Project), which aims to strengthen extension services in rural areas. To improve capacities of extension officers, RESCAP conducted various measures such as In-service Trainings, mini-trainings, provision of technical documents, ADEOs (Agriculture Diary for Extension Officers), provision of seeds for demonstration, district monthly meeting, etc.

To ascertain the impacts of these measures, NAS (Needs Assessment Survey) has been conducted. The survey is a questionnaire sheet-based survey and it retrieves quantified information of their impacts.

Meanwhile, these measures of RESCAP influence performances of extension officers in various mechanisms, which are not just independently working but integrated ones. Thus, it calls for a qualitative survey using interviews which clarifies qualitative impacts of RESCAP over the extension officers, in terms of their way of thinking and activities.

## 2. Objectives

The survey aims to clarify impacts of RESCAP over the extension officers.

## 3. Procedure

The interview survey was conducted with extension officers in 4 districts of Northern Province. The selection of the extension officers were made by SAO (Senior Agriculture Officer). The interview was conducted one by one in a room (or a place) where an interviewer and an interviewee can communicate without disturbance. The interviewer was Mr. Miyoshi (Monitoring Advisor of RESCAP). The interviewees were instructed to express her/his idea freely because identities of the interviewees would not be disclosed to public.



The interview was conducted with a structured list of questions as follows.

1. Do you have ADEOs now?
2. Do you use ADEOs?

3. Do you understand how to use ADEOs?
4. Do you think ADEOs is useful to deliver your extension services better than before?
5. Do you know about RESCAP? (YES, very much/ to some / fair/ Not at all)
6. Do you know what RESCAP has done?
7. Is there any impact(s) of RESCAP in the following areas?
  - Impact a) Your knowledge / skills
  - Impact b) Your working style
  - Impact c) Logistics/ working environment
  - Impact d) District (Relationship and frequency of communication)
  - Impact e) Farmers (Relationship, frequency of communication)
  - Impact f) Farmers have improved their agricultural practices since RESCAP started?
  - Impact g) Any other areas
8. What is the most significant change that RESCAP has brought to your work?
9. Is there anything that you are disappointed by RESCAP?
10. Do you have something to say about RESCAP?

#### 4. Samples

There were 16 extension officers as interviewees as follows.

District	No. of Interviewees
Chinsali	5
Kaputa	3
Luwingu	2
Mporokoso	6
<b>Total</b>	<b>16</b>



#### 5. Results

1). Do you have ADEOs now? .

Yes= 8

No= 8

A half of extension officers forgot to bring the ADEOs, which are supposed to be carried to anywhere the extension officers go. The most common excuses are "I just forgot because I was suddenly called to this interview".



2) Do you use ADEOs? Check the ADEOs?

Yes = 15

No = 1

All officers except one said they use ADEOs. Some of them said they use every day. One officer who did not use the ADEOs said he did not receive this season's diary.

3) Do you understand how to use ADEOs?

Yes= 16

No= 0

All of them said they understand how to use ADEOs. In actual, some officers did not use it properly. The "actual" part (reporting) is sometimes written just "done" or "achieved". They do not indicate some critical information such as the number of farmers to attend, time of the meeting, places of meeting etc. More detailed information should be written for their report writing.

4) Do you think ADEOs is useful to deliver your extension services better than before?

Yes = 16

No = 0

All of them said that ADEOs is useful. There are two parts of usefulness. The one is management of schedule by using "plan" and "actual" part of the diary. Planning is useful for their activities daily and Actual part is useful for report writing. The other part is the technical reference in the ADEOs. . They use tech. information such as spacing for particular crops/ vegetables, disease control and fertilizers.

5) Do you know about RESCAP? YES, very much/ To some / fair/ Not at all

Yes, very much= 4

Some Extent= 9

Fairly = 3

Majority of officers have been confident to say that they know RESCAP as a program. This question was made to ascertain the level of reliability of the information given in the next question, to ask what RESCAP has done. It seems that they are able to answer what is the RESCAP program about.



6) Do you know what RESCAP has done?

Guide how to deliver extension (PEA) =	7
Demonstration/ Pilot site =	5
Training of Extension Officers =	4
How to form farmers group =	3
Promotion of new crops =	3
ADEOs =	2
Meeting / Communication (District)=	2

The above list is the issues which were said by the interviewees. The most mentioned issue of what RESCAP has done is Extension Methodology (PEA), followed by Demonstration of appropriate technologies. The others mentioned also “Visit to farmers”, “Seed provision”, “Visit with objectives”, “Working style” and “Encourage farmers/Extension”.

7) Is there any impact(s) of RESCAP in the following areas?

(a) Your knowledge / skills

Most of officers found their knowledge was increased in the area of some crops/veg/livestock and the area of extension service delivery. The knowledge was increased by ADEOs and In-service training.

Meanwhile, there were two young officers said their knowledge was improved just a bit because they have become extension staff recently so their knowledge is still new. Compared to these, others said they do not have such opportunity to broaden their knowledge.

(b) Your working style

All of officers found their working styles have been changed. After being exposed to RESCAP, some officers start planning and working with farmers. They started approaching to farmers groups, not individuals. With ADEOs, they start working with plan and objectives. In addition, they mentioned changes such as “Work without fuel provision”, “Spend more time in the field”, “Increase report frequency from quarterly to monthly”, “Start thinking of Zones to visit” and “Start working with NGOs”.

(c) Logistics/ working environment

Majority said there is not much changed or just fairly changed in terms of additional fuel, papers and pens. However, a number of officers said that they

learned how to work without fuel (logistics) by using zone approach, and group approach which enable to communicate with farmers without using much logistics.

(d) District (Relationship and frequency of communication)

Changed = 13

Fairly Changed = 1

Not Changed = 2

Most of officers felt that their relationship and communication with District have been improved. Some mentioned about District Monthly Meeting which enable to communicate, District officer's visit to their field days, and having more frequent meeting with the district.

(e) Farmers (Relationship, frequency of communication)

All of the officers said they have improved the relationship with farmers. They pointed out the PEA (and its group approach) made them easy to communicate with farmers, so they are now closer to the farmers.

(f) Farmers have improved their agricultural practices since RESCAP started?

The farmers adopt the new technologies such as NERICA, row planting, inter-cropping, new variety of maize, proper spacing and site selection of maize, improved Fundikila, Mulching, off-season tomatoes, Finger-millet. There was a case that a Cooperative to construct VIP toilet after facilitation.

(g) Any other areas

The other cases were mentioned as follows.

- ✓ Marketing of farmers has been changed (a group approach)
- ✓ Fishermen shifted their business to Agriculture
- ✓ Attitude of other officers like SAO who became to check ADEOs.
- ✓ Working culture of us to be more corrective and serious
- ✓ Importance of working as a group is understood by farmers.

8) What is the most significant change that RESCAP has brought to your work?

Organization and Communication of stakeholders = 4

Work with plan and Objective with ADEOs = 3

Knowledge and skills improved. = 2

Culture of Work = 2

They mentioned RESCAP influenced to organize and promote more communication of stakeholders such as farmers, extension officers and district

officers. Other mentioned issues to relate to working style to be more organized with ADEOs. Even working culture has also been changed.

9) Is there anything that you are disappointed by RESCAP?

Logistical support = 6

Others = 6

No problem = 4

Some officers requested RESCAP to provide fuel and other logistics to provide their extension service to the further areas. Others mentioned various challenges such as Finger-millet seeds are poor, late delivery of information from RESCAP for demo and ADEOs, No feedback to the report on Demo.

10) Do you have something to say about RESCAP?

They have appreciated RESCAP as a good program to support their service and capacity building. Meanwhile, a half of them asked for provision of the fuel and logistics, and seeds for demonstration.

## 6. Conclusions

The interview survey with 16 field extension officers revealed impacts of RESCAP which are not only physical but also psychological as follows.

- ADEOs have been used by officers and the diary gave them guidance of what to do and what to teach. Moreover, the ADEOs is used together with farmers to plan and monitor participatory manner.
- RESCAP influenced their way of extension service style, which becomes more participatory by introducing a practical way of forming farmers groups, participatory extension approach and demonstration with farmers.
- RESCAP also influenced the relationship of extension officers with farmers and district office through ADEOs, district meetings and supervision.
- RESCAP impacts are extended to the way of thinking (psychological) of officers that become to be more positive and creative in the time of lack of resources. The culture of working and communication of MAL office seemed to be improved, that was felt by some officers.

## 7. Way forward

This report is circulated and submitted to the Mid-term Evaluation Team.

Annex: Details of Interviews

ID	1. Do you have ADEOs now?	2. Do you use ADEOs? Check the ADEOs?
A	No. I forgot it in my home due to I had to start early morning. Usually I carry it.	Every day I use.
B	No. I visited the town for my private (funeral).	Yes, it is my guide of work.
C	No. I hurried and just forgot.	Yes, very much.
D	No. I have not been provided. I attended Crop Forecasting survey, then I did not have a chance.	No. since I do not have the ADEOs of this season.
E	Yes	Yes (he use it)
F	Yes	Yes (she use it)
G	Yes	Most of time. (district does not check ADEOs)
H	Yes	Yes/ NO I received ADEOs in March so some parts are blank.
I	Yes	Yes but not every day. Once I lost the last ADEOs with riding a motorbike. So I do not carry when driving.
J	No (I was called to attend this meeting suddenly)	Yes every time going to the field, I carry.
K	No (it was sudden to come here. I normally bring ADEOs to field except when I go to a dirty field or rain)	Yes (but not checked)
L	Yes	Yes
M	No (I just forgot)	Yes. Today just forgot.
N	Yes	Yes. This is my bible for work.
O	No	Yes, I carry ADEOs when I meet farmers.
P	Yes	Yes.

\* ID is assigned to each interviewee who is no disclosed here.

ID	3. Do you understand how to use ADEOs? See the gap.	4. Do you think ADEOs is useful to deliver your extension services better than before?
A	Yes, at the end of each month, I plan for the next month. I record every day at the end of the day.	Useful. 1) I know the program which I should undertake. 2) I refer "actual" part for my report writing. 3) Info. about crop production as reference
B	Yes I know.	Yes, I forget every day (I am drunk), like appointments and meeting date. I also use it reference to answer questions from farmers like pesticides, seed rate and spacing for maize and other crops. A useful part is SAO's telephone number I use.
C	Yes I just learn it from the Kasama In-service training. (Especially report part was difficult understand.)	Yes, now I can remind what I do. (I had used a paper for my schedule, but I often lose it). I can provide proper information of crops and horticulture and banana with the reference.
D	Yes I used it my schedule planner and technical reference.	Yes, very useful. It is a reminder and recorder for my report writing. Also it is a technical reference. I taught proper spacing and pacing (seed rates) by using it.
E	Yes. (use it properly)	Yes, I carry and follow the planned activities. The map is helpful to plan the activities. Technical information such as spacing, quantity of fertilizer and chemical type is very useful.
F	Yes. (use it properly)	Yes, I plan the schedule in month and "actual" part is used for report writing. Using report format. Reference is useful but not good to have only one seed company. (She misunderstood it).
G	Used only for camp work, but not used for other works e.g. crop forecast. No info of where and when.	Useful for planning and keeping record. Not used as a technical reference. He has textbooks of this college, so no need to use ADEOs. He graduated in 2001.
H	Yes. (use it properly)	Yes with ADEOs, I plan in advance. I know what I need to do. Technical info such as onion / Cassava with proper spacing planting/ climate/ soil.
I	To some extent. He writes only "Achieved" in actual part.	Yes, as monitoring and planning tools. Useful technical information. I used crops like maize, F/Millet, Rice, Sun-flower and row planting methods. Though I used other manuals, ADEOs is compact for carrying.
J	Yes (not confirmed)	Yes, technical information such as seeds rates, diseases. Also plan and record. I record how many farmers to meet and actually met.
K	Yes (not confirmed)	Yes useful information of diseases and crop spacing.
L	Yes. (But actually to some extent.	
M	No info. of time and number of farmers)	Yes I can do planning with it.
N	Yes (not confirmed)	Yes, weekly plan and information of crop which is shared with farmers.
O	Yes (not confirmed)	Yes, I plan monthly. I use ADEOs when I write a report as reference.
P	Yes (but no time indicated.)	Yes, I read technical information such as Tomato, Irish potatoes, Egg plants, etc. I also use ADEOs in "actual" part for writing reports.
	Yes (but no time, no place, no numbers of participants indicated.)	Yes I use planning. (I use a notebook to write more detail information.)

id	5. Do you know about RESCAP?	6. Do you know what RESCAP has done?
A	Yes, to some extent	It assists extension officers by motivating through promotion of meeting, visiting of district/province staff. Also conducts demonstration of new crops.
B	Yes, to some extent. I just knew it at the Kasama FI training which was my first encounter with RESCAP.	It is a development program in which local farmers got benefits and encourages us (extension officers). RESCAP knowledge is too high for farmers who do not understand so extension officers are needed.
C	Fairly.	It helps our ministry to work extra hard. It gives a guideline to deliver extension service.
D	Yes, very much.	RESCAP is a mode of information transfer from which we learn PEA, how to form farmers group, zoning of camp, etc.
E	Yes, very much.	It improves extension service delivery. Before I visited farmers without reference and no demos conducted.
F	Fairly.	It comprises seed provision, fertilizer and training in Kasama.
G	To some extent	Introduction of ADEOs, visiting of farmers by extension officers, visit with objectives, demonstration, field days.
H	To some extent	Teach a good approach to Farmers like PEA. Working style
I	To some extent	Promote growing rice, banana suckers, F/Millet. Capacity building like In-service training + GIS
J	To some extent	Capacity building for extension officers whose capacity also is related to farmers, through training. Information sharing with districts through workshops
K	Fairly.	Assisting farmers to learn how to use available resources (land, trees, etc.) to grow crops/vegs better.
L	To some extent	Improve extension officer's knowledge (also farmers). Demonstration of improved existing technologies.
M	Yes, very much.	Encourage CEO to form groups of farmers and plan with farmers. Conduct demo, where farmers learn crops.
N	Yes, very much.	RESCAP gives us foundation of extension service like, to do analysis of areas such as mapping, zoning and formation of farmers groups.
O	To some extent	Training of field officers in Hands-on type of training and theory.
P	To some extent	Provision of Diary (ADEOs)

ID	7. Impact a) Your knowledge / skills	7. Impact b) Your working style
A	Some improved. Now I can plan "with farmers" for monthly activities and field days. Before RESCAP, I planned with farmers, but not very much.	To some extent. I start involve with farmers with farmers.
B	I just knew RESCAP 3 month ago at my first training. So not used my knowledge yet fully captured.	It has changed my working style. I start forming a group, not individual. I shift to "group" or "community" from individuals.
C	I have updated my knowledge through ADEOs and in-service training. My knowledge was obsolete since my college day.	I changed to work more time in field due to ADEOs reminds me how many days in the field. I also can work as programmed.
D	Yes, I learned technical parts from ADEOs. I broaden my knowledge areas.	Yes, I used to report quarterly, but I changed to report monthly, with my working planning.
E	Training improved my knowledge (all areas). I had no chance such training before RESCAP.	Yes, I used to visit farmers individually but now I visit them as groups.
F	A bit. I have learned my job description. (She became CEO in 2009. it is a new officer.)	When there is no fuel, I organize farmers to share the cost of my working fuel. (but this idea is not coming from RESCAP)
G	To some extent. (My knowledge is still new since the day of my college) but I changed work attitude.	Now I work with objectives. Before I visited farmers without any objectives and plans.
H	I learned a participatory extension approach and forming of Interest groups and study groups. Before, I used T&V style with using obsolete knowledge from my college.	Yes. I worked with no plan before. Now I plan with zones.
I	Yes by introduction of ADEOs. I learned technical info and way of working.	Improved. I worked without a planned schedule and zoning before. Now I work with a plan with a concept of zoning.
J	Yes my knowledge was increased. Training for me to deliver extension service, diseases and mushroom (like today).	Yes, ADEOs made me to plan with farmers and monitor with farmers. (participatory planning)
K	Yes. Technology of upland rice, Finger millet, Tithonia.	Yes, by using of ADEOs which guide me to work. It makes my works easy.
L	Same as above.	Working with "groups". Before that, I normally visit individual farmers who is interested in.
M	Improved through workshops. I learned to work with farmers. Formation of Zones, Interest groups, Crops in ADEOs.	I started working with farmers and zone approach. I formed Interest groups of rice growers.
N	Addition to the above, livestock, fishery and water irrigation. I learned knowledge from reading ADEOs.	I started working with other players like NGOs. I utilize WorldVision's beans to demonstrate in demo.
O	Yes. I learn how to transfer of technical information to farmers in more practical manner, such as demo, material supports (seeds), etc.	Yes, improved as I use Group approach. Farmers do "actual" things (practicals) through working as a group.
P	Yes, ADEOs taught me some crops' information.	Yes, I also start using group approach. I now manage 2 groups which includes 50 members in each group.

ID	7. Impact c) Logistics/ working environment	7. Impact d) District (Relationship and frequency of communication)
A	No much changed. Just ok. I have a problem for associating with farmers in distance.	Fairly increased. Now I meet district staff weekly. Before, I met them monthly or longer.
B	No much. I have no transport. I do walking to access farmers. For distant farmers in 20km, I use a bus costing 25,000 ZMK for one way.	Not very much. DACO office people come nearby my area, but just passing by. Rarely come to my office (house). It depends on personalities of DACO himself. Old time was better.
C	Fairly. Transport is a problem. But stationery was given like papers and pens.	Every month I share information. I feel closer to my boss.
D	Same as before. I have a problem of mobility. So, I started cost-sharing with some cooperatives.	Yes, I have received ream of paper from the district. Communication with the district was improved.
E	Yes, now I got at least papers and pens.	Backstopping is done monthly. Before, it was 3-4 months period No backstopping.
F	A bit. I got papers.	Not changed very much.
G	Improved but not constant. Fuel (40lt) provided in March.	Increased. I communicate monthly now, before it was not regular. Relationship is closer.
H	Conductive because of me used "zone" for my visit plan and interest group approach, so I could reach more farmers than before.	Yes, I have a positive pressure from District and monthly meeting. I meet district regularly.
I	I got 50 lit of fuel so far this year. (Last year I got only 30 lit throughout of the year).	Yes, District introduced the monthly district meeting. I appreciate DACO. He came to my field day, and it was encouraging.
J	Bit of change. Monthly meeting provided me technologies as benefits. Fuel was also provided.	Relationship Improved by district monthly meeting.
K	I do not have motorbike, but I learn that I still can support farmers in walkable distance. So I think my working environment is now improved.	Now Communication is better than before.
L	By working with groups, it is easy for me to access more farmers at once. It is good for my work environment.	Involvement of district to monitor us. So improved.
M	I use participatory approach then now it is easy to access more farmers.	District now comes to the demo site.
N	No, but I was told "With or Without logistics, you have to do extension service" in RESCAP training, then I try do so.	District is interested in my work and come to FTC demo where I worked.
O	Slightly improved. Before RESCAP, nothing was provided, but now a ream of papers, pens, seeds provided.	Field demo is visited by district staff. I feel "we are one" now.
P	I got ADEOs. I do not receive fuel, so I cannot access far areas.	Because of ADEOs, I now write a report and submit it, and then it gives more communication with district.

ID	7. Impact g) Any other areas	8. What is the most significant change that RESCAP has brought to your work?
A	It is now easy to organize farmers. I can explain the leaders very easily to organize meetings.	Organization of farmers.
B	No	Increased interaction with communities and districts of me.
C	Marketing used to be done without consideration of business, but now farmers set price in marketing-minded and business oriented.	Relationship between extension officers and farmers, and between extension officers and strict. Through training, I narrowed the gaps.
D	No	Culture of Work. Feeling "now we are working" by visiting more farmers.
E	Here, there are many fishermen, but recently they shifted their business to farming. It may be caused by my active visitation.	Knowledge and skills improved.
F	Furrow irrigation was introduced. (but this is coming from her knowledge taken in her school)	ADEOs makes my work and report easily.
G	Livelihood (income of farmers) improved.	Objective-ness in extension service is introduced.
H	N/A	Relation with District and other departments staff at District level.
I	N/A	Working style because of ADEOs as a monitoring tool.
J	Attitude of other officers. Now SAO also has ADEOs to share information.	Change of Attitude to work by planning with farmers
K	N/A	Use of existing technologies which even become improved one.
L	N/A	Feeling of "working". Now I understand what I am doing for what goal as extension officers.
M	Working culture of us. (now more serious)	Knowledge and skills improved. (technical and non-technical such as Zoning, formation of farmers groups)
N	Importance of working as a group is now understood by farmers.	Capacity building of CEOs being trained.
O	By the way, I now ask cooperatives to make such adoption plots.	Knowledge level of new crops, and working style by ADEOs.
P	N/A	Knowledge and skills of CEOs and farmers.

ID	9. Is there anything that you are disappointed by RESCAP?	10. Do you have something to say about RESCAP?
A	Challenge is logistics. Fuel for mobility should be considered.	Very good program. Working system of RESCAP is very good for organizing farmers. Its participatory process is good.
B	Not disappointed because RESCAP accepted what we do. But there is a problem of transport.	RESCAP is a project looking on us. Please help even in transport.
C	Not very much. Transport should be provided.	RESCAP should continue longer period. PaViDIA provided financial support to farmers that is motivating farmers.
D	Fuel and transport not given, although it was promised.	Fuel and transport now given. A bike was given only for Block, not camp.
E	No.	Provide me transport.
F	I had informed in-service training at the day of starting. This should come earlier.	It should support us.
G	Funding for planned works like fuel and allowance. RESCAP should talk to the government.	RESCAP should improve in logistics.
H	I had to select a village and a certain group to conduct demos but there was a tension between "selected" and "unselected" groups.	I want to have more materials to read. I want to learn more plants, gardening, disease prevention which ADEOs not covered.
I	No.	Help logistics. I need fuel and repairing of motor bikes. I bought tyres from my pocket. I like PLARD which provide logistics and scholarship for officers.
J	Budget line does not include fuel. (Fuel is needed to cover activities which are increased by RESCAP.	Good program, so it should be continued and enhanced.
K	No	Need more workshops and trainings.
L	No, but I asked for some information related to Demo, but there was no feedback from RESCAP.	Seeds for demo is too few. Please give more volume then impacts are bigger.
M	No	Demo should be provided with more seeds. Also seeds arrived late.
N	No, but the seeds of Finger millet are poor quality (no germination.)	Currently, rain-fed crops only. So RESCAP should target vegetable growing with irrigation. More capacity building please!
O	Give timely information of demo. I started demo, but I received important information quite later.	RESCAP is good, but needs to accept a reality that officers are motivated by financial supports.
P	Provision of ADEOs should be timely.	RESCAP is good in a way to provide us "workman-ship". But please give us government rate of DSA