

Evaluation of System of Postal Savings for International Voluntary Aid [Focused on Local Survey Results]

The System of Postal Savings for International Voluntary Aid is a donation system. The original system started in 1991 in order to use all or part of the receivable after-tax interests of ordinary postal savings through the activities of overseas non-governmental aid organizations in the private sector to improve the welfare of the inhabitants of the developing world, thus contributing to the enhancement of private-level foreign aid of public participation type. The original system was abolished at the end of September 2007 due to postal service privatization. Then the Management Organization for Postal Savings and Postal Life Insurance succeeded to the remaining donations, and it has been implementing the distribution of donations since then.

* The Ministry of Internal Affairs and Communications (MIC) evaluated the System of Postal Savings for International Voluntary Aid as its fiscal 2012 research and study. Following the said evaluation, Ernst & Young ShinNihon LLC (hereinafter referred to as SNC) conducted this evaluation of the System for fiscal 2013 between July 2013 and February 2014 based on a survey with questionnaires on stakeholders and local residents who received benefits through projects aided by the distribution of donations. The following description is a summary of a survey report that SNC submitted.

1. Voices and opinions of beneficiaries of fiscal 2011 distribution projects

In this year's evaluation, SNC made an interview survey on the beneficiaries of the fiscal 2011 international volunteer savings for the following three aid projects.

■ **Asia Rainbow, Cambodia—Management of vocational training school for the working poor**

Asia Rainbow, an NGO, runs a vocational training center (Rainbow Vocational School) in Steung Meanchey, Phnom Penh, to give vocational training in sewing, hairdressing, motorcycle repairs, and electrical appliance repairs during the day and at night to working people who are eager to learn, thus helping them acquire professional skills for independence.

• Awareness of Japan's project aid (international volunteer savings)

All respondents (29 students) including those who graduated knew that the school was aided by Japan, and 21 respondents (72.4%) replied that they knew that the school was aided by international volunteer savings.

• Contents of service and evaluation of quality

Well-focused, easy-to-understand lessons of high quality are given, and the students replied that the contents of the lessons are at a good enough level to acquire vocational techniques and they are highly satisfied. Furthermore, the students highly evaluate the quality of the teachers at school, and many students replied that they want to acquire high techniques that their teachers have.

• Expectations for improvements in living conditions and after graduation

Many students replied that they were able to acquire vocational techniques and found better occupations and that they are expecting to be independent in the future to obtain a stable income with a better life.

Photo: A student who graduated and opened a motorcycle repair shop



(Interview with graduate)

- The content of the course is very good. It provides easy-to-understand explanations. I participated in a six-month course. I acquired a certain level of technology five months later and graduated. Compared with the time of factory work, my working environment as well as living environment became better. My income increased as well. At the time of factory work, I worked overtime as long as possible and I saved 50 dollars a month. Now, I can save 200 dollars a month.

Improvement in living conditions of Rainbow vocational school graduates

Class	Before	Present
Motorcycle repairs	• Factory work	• I am operating a motorcycle repair shop. • I saved 50 dollars a month before, and now I can save 200 dollars a month.
Sewing	• Factory work	• My previous salary was 150 dollars, but now I earn 300 dollars.
Hairdressing	• Factory work	• I am a factory worker during the week, and operate a beauty parlor on the weekend, which resulted in an income increase of 50%.
Hairdressing	• Factory work	• I usually earn 500 dollars a month, and I earn 800 dollars a month in peak periods.
Motorcycle repairs	• Motorcycle taxi	• Currently, I earn 150 dollars. I earned 70 dollars a month when I was a motorcycle taxi driver.

■ **Cambodia-International Social Services Japan—Training of the staff and management of literacy classes provided with school lunch for children of poor families**

This is a program implementing literacy classes (named Nikoniko no Ie in Japanese, which means House of Smiling in literal translation) provided with school lunch for children of poor families, where pupils learn English, Japanese, and other knowledge necessary for survival as well as their native language Khmer. The program helps children to return to school if they have difficulty going to public school.

- Awareness of Japan's project aid

Thirty-four pupils and ten parents were interviewed, and 28 of the pupils (82.4%) and nine of the parents (90%), respectively, replied that they knew that the school was aided by Japan. The parents heard from neighbors that the school is aided by Japan. Teachers explained the project aid from Japan during the class, and this was a part of the reason most of the pupils were aware of Japan's project aid.

- Evaluation of service content and quality

All the pupils replied that lessons were fun, and when they were asked of the reasons, they replied that studying and playing with their friends at school were both fun, from which their proactive attendance is confirmed. As for the content of the lessons, they liked the national language class and English class very much. Some students replied that Japanese was their

favorite subject. All the pupils interviewed replied that the school lunch was delicious, and each student has his/her favorite menu that s/he looks forward to.

- Life-changing circumstances and degree of life contribution

As for the life-changing circumstances of the pupils attending this school and the contribution of the school to their lives, the pupils became possible to study more and obtain a pleasant time. Furthermore, they became possible to have proper lunch. Furthermore, it was confirmed with their parents that their burden of educational and food expenses were greatly reduced because their children attended school and have school lunch for free.

Children at Nikoniko no Ie School



(Interview with pupils)

- I can study more than before. I can eat school lunch here and help with my family expenses. I have learnt to read and write.
- My daily life has become better than before. I can eat breakfast and lunch properly now.
- My daily life has become better and easier because I do not have to work anymore. I can eat more, and better than before.
- I can study more, and I do not have to do other things. Therefore, my daily life has become easy.
- I had one meal a day in the past. Now I can eat two meals. Pocket money is no longer a problem. I can get stationery as well.

■ Myanmar Japan Heart—Medical care and surgery services for residents and technical guidance to healthcare workers

Myanmar as a developing country has been making a remarkable progress in recent years. In rural areas, however, people still cannot receive adequate medical services, and the lack of doctors and nurses is serious. This project dispatches doctors and nurses regularly from Japan to Wachat Charity Hospital, and the project has accepted approximately 8,000 outpatients, performed approximately 1,200 operations, and installed ultrasonic equipment required for surgical operations. Furthermore, doctors performed medical activities with local doctors and nurses and gave instructions on medical knowledge and technology.

- Awareness that the project is supported from Japan

Twenty-six patients were interviewed before or after surgery, and 25 out of them (96.2%) replied that they know that the hospital was aided by Japan while one patient (3.8%) did not know. This hospital does not conduct advertising or publicizing activities and the hospital is well known by word of mouth to people for its advanced medical care provided by Japanese doctors as well as inexpensive medical costs. It seems that a large number of patients know before they come to the hospital that the hospital is aided by Japan. Furthermore, it has been confirmed that patients and their families knowing the operation of the hospital with support from Japan are building pro-Japanese feelings.

- Evaluation of service contents and quality

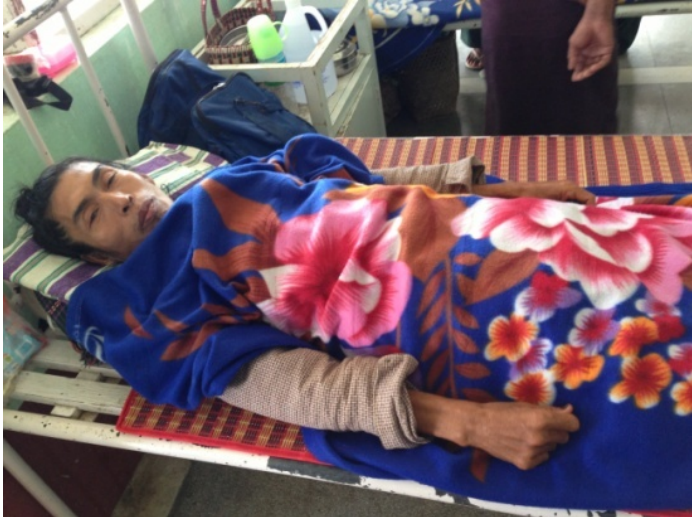
It was confirmed with many patients who were interviewed prior to surgery and asked about their expectations for the contents and quality of the medical services of the hospital that they

relied on the contents and level of the medical services, because they would be able to receive high-tech medical treatment from Japanese doctors. Furthermore, from the situations of patients who were introduced and hospitalized here, the patients interviewed expected their good recovery as well, and their expectation resulted in their high evaluation of the contents and quality of the medical services. According to Japanese doctors working at the hospital, young Japanese doctors used to come here in the past, but surgeon-level doctors are participating now as well, and the hospital is providing medical services at a level higher than that of Japanese hospitals in remote areas. Furthermore, patients highly evaluate the large scale of the hospital with a clean and comfortable environment. The attending medical staff members of the hospital, including the doctors and nurses, show a kind attitude, which make patients waiting for surgery feel at ease.

• Evaluation of local medical service contents and quality (Voices of local medical personnel)

According to doctors working at the hospital, the technique and ability of Myanmar doctors who experienced many surgical operations under the guidance of Japanese doctors have been greatly improved. Furthermore, the Japanese doctors highly evaluate the advanced level of medical treatment that the hospital can give by making use of high-level medical equipment provided. In Myanmar, the contents and level of surgery that a doctor can perform are restricted according to the doctor’s qualification. There are no restrictions imposed on Myanmar doctors under the guidance of Japanese doctors, and they can experience advanced surgical operations, which contribute to improvement in the medical technology of Myanmar doctors.

Patient after surgery



■ Summary of survey on beneficiaries

(1) Advantage and usefulness to beneficiaries

Although each project has different action assignments, all the projects have been advantageous to beneficiaries and useful for them to improve their lives.

Project name	Advantage and usefulness
Asia Rainbow, Cambodia—Management of vocational training school for the working poor	<ul style="list-style-type: none"> • Vocational independence and improvement in daily lives through the acquisition of skills and knowledge • The acquisition of skills while working • Low tuition fees that can be paid by workers in the poorest segment of the population
Cambodia-International Social Services Japan—Training of the staff and management of literacy classes provided with school lunch for children of poor families	<ul style="list-style-type: none"> • The provision of learning opportunities in accordance with the ability of each child • The provision of free food
Myanmar Japan Heart—Medical care and surgery services for residents and technical guidance to healthcare workers	<ul style="list-style-type: none"> • The provision of advanced medical services • Inexpensive medical expenses

(2) Fostering pro-Japanese feelings

Not many beneficiaries of international volunteer savings are aware of the System of Postal Savings for International Voluntary Aid itself, but they know that the project is supported by Japan, and almost all the beneficiaries expressed their appreciation for the projects. It was confirmed that the support project has been raising pro-Japanese sentiment.

(3) Success factors

Each project has three success factors, i.e., inexpensive fees, high-quality management, and reliable local partners.

2. Evaluation of FY2011 Budget Allocation

■ Allocation to 22 organizations, the implementation of which was evaluated as appropriate

According to records of accomplishment of fiscal 2011, a total of 112,915,000 yen was allocated to 22 projects of 22 organizations. From a regional perspective, the amount allocated to Asia was the highest, i.e., 71,324,000 yen, followed by Africa, i.e., 31,380,000 yen, and the Middle East, i.e., 10,211,000 yen.

Allocation records of accomplishment of international volunteer savings of fiscal 2011

Classification	Fiscal 2011	Fiscal 2010 (reference)
Organizations that made applications	25 organizations	42 organizations
Projects to be covered	25 projects	42 projects
Estimated amount	Approximately 150 million yen	Approximately 250 million yen
Target countries	15 countries	20 countries
Organizations approved	22 organizations	33 organizations
Projects approved	22 projects	33 projects
Amount of allocation	112,910,000 yen	145,830,000 yen

Source: Ministry of Internal Affairs and Communications

In response to a questionnaire survey about what types projects covered by the fiscal 2014 budget allocation benefited the respondents, the largest number of respondents (45.5% of the respondents) selected “technical cooperation, technical guidance, and installation of facilities and equipment” and 36.4% of the respondents selected “technical cooperation and technical guidance.” As for a question about what types of fields covered by the budget allocation benefited them, the number of respondents who selected “health and sanitation” was the largest (49.9%), followed by those who selected “education” (31.8%.)

The implementation processes of fiscal 2011 budget allocation, including the examination, project management, and audit processes, were evaluated as appropriate.

■ Good evaluation results based on five DAC items

A questionnaire survey based on the previous year’s questionnaire survey was conducted on 22 project organizations that received allocations of fiscal 2011 budget to evaluate the results of the projects from the viewpoints of appropriateness, efficiency, effectiveness, impact, and sustainability, and high evaluation results were obtained from each viewpoint.

3. Evaluation of effectiveness of System of Postal Savings for International Voluntary Aid

The following points have been confirmed as a result of the operation of the System in research in fiscal 2012.

- (1) Greatly contributed to the activities and training of international volunteer NGO groups at an early stage of the establishment of the System.

- (2) Problems were solved in many projects, and greatly contributed to the achievement of fruitful results while giving a favorable impression of Japan.
- (3) Greatly contributed to the support of countries and regions that Japan's ODA could not reach.
- (4) Widely contributed to the spread and awareness of volunteer consciousness of the public.

With consideration of beneficiaries' evaluation of the projects with their processes and results checked along with a questionnaire survey showed that the projects were highly evaluated, with consideration of which, the System of Postal Savings for International Voluntary Aid can be evaluated as effective.