

13 wok mak you need to put into practice if you want to assist a group to *lukluk bek na skelim* in a way that meets the Standard

# EVALUATE COMMUNITY ACTIVITY OUTCOMES (*lukluk bek na skelim*)

**in a way that meets the Standard**  
(*The PNG National Standard for Community Development Workers*)

To learn more about how meet the Standard (much more) go to [pngcdwstandard.com](http://pngcdwstandard.com) and download CDW Coursebook 5 Monitoring and Evaluation



# 1. Support and encourage effective participation and inclusion during the activities

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No matter what the job is you have come to do, it is very important that as many people as possible are involved in community activities (not just the leaders and key people). This is the principle of participation. Participation by everyone in the group (1) makes the work more successful, (2) supports inclusive development (equality), and (3) grows goodwill and trust *namel long ol*.

Inclusive development means that people from groups that are normally left behind or excluded also participate and benefit from community activities – especially women, youth, and people living with a disability. This is the principle of inclusion.

**The kumul needs two wings to fly**  
**People with disabilities need the chance to fly**  
**The next generation needs to learn how to fly**

But participation (and inclusion) only helps to *strongim sindaun* if everyone who comes to the activities is encouraged to participate **effectively**. *Nogut ol ikam kona kona tasol. Nogut ol ikam sindaun nating*. During the activities, everyone needs to be supported and encouraged to get involved and share their ideas.

- ✓ Make sure everyone understands how they will benefit from the activities
- ✓ Help everyone to feel comfortable and supported
- ✓ Think about how to get everyone involved when you prepare your work plan.
- ✓ Have rules to encourage women, youth, and people living with a disability to participate
- ✓ Select the least powerful and least confident to take on responsibility
- ✓ Get the most powerful and confident to step back
- ✓ Use inclusive language. *Noken tok "man" - tok "manmeri"*.
- ✓ Have a woman or youth or person living with a disability as co-facilitators
- ✓ Use small group activities and role plays to help people feel comfortable
- ✓ Have good clean toilets and water (and food)
- ✓ Get key people to help everyone get involved and share their ideas
- ✓ Use local materials that are familiar to the participants
- ✓ Acknowledge the contribution of everyone at the end of the activities
- ✓ Make it clear that it is okay to make mistakes
- ✓ Make sure the timing suits everyone
- ✓ Welcome babies and children
- ✓ Move around the venue
- ✓ Consider having a translator
- ✓ Select an appropriate venue



## 2. Encourage key people to take the lead during the activities

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PNG needs people *long ples* who know how to be Community Development Workers. We need people *long ples* who know how to help a group through the steps of a project cycle. *Yumi nidim stret*.

- 1 **Before you do something**, sit down with key people and explain what will happen and why it is necessary. Adults learn best when they know what is going to happen.
- 2 **When you do something**, encourage key people to observe you, and tell them what they need to learn. Adults learn best when they know what they are supposed to be learning.
- 3 **When you do something**, encourage key people to take the lead. Adults learn best when they have a chance to learn by doing. See if you can encourage them to take the lead and do it.
- 4 **After you have finished**, sit down with key people and go back over what you did together. Adults learn best when they have a chance to go back over what they learned. Revision.

When you assist a group to evaluate their project (step 6 of the project cycle), there are many ways you can encourage key people to take the lead during the activities. For example:

- ✓ Ask key people to explain to everyone the steps of a project cycle and why it is needed (at the beginning).
- ✓ Ask key people to explain why it is important to support and encourage everyone to participate (especially people from groups that are normally left behind or excluded).
- ✓ Ask key people to *go pas* to remind everyone about the project objective and expected project outcomes.
- ✓ Ask key people to take the lead to identify what the actual project outcomes are.
- ✓ Ask key people to *go pas* to develop rules for everyone during the *kibung*.
- ✓ Ask key people to move around everyone during the *kibung* to find out if anyone is unsure or unclear about something or has concerns.
- ✓ Ask key people to do smaller jobs, like leading the prayer or keeping track of time or leading small group activities or acting as a translator.
- ✓ Ask key people to be your assistant – this doesn't mean they take the lead, but they are up in front of everyone gaining confidence and experience. You may find that as they get confidence and experience, they will want to lead.



### 3. Communicate effectively and respectfully during the activities

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For a Community Development Worker to do their job in a way that meets the Standard they need to be able to communicate effectively and respectfully during the activities.

You are communicating **EFFECTIVELY** when everyone understands you and you understand them. You are communicating **RESPECTFULLY** if everyone feels like they are being treated as an adult.

Some of the key things you need to try and do to communicate effectively and respectfully are:

- ✓ Speak clearly and loudly enough to be heard
- ✓ Use *tok piksa* and *tok bokis* to help people understand
- ✓ Use a language that everyone understands (use a translator if necessary)
- ✓ Be careful to not talk down to adults – talk to adults as equals
- ✓ Look confident and encouraging (body language and facial expressions)
- ✓ Use butcher paper and other materials if you think they will help you communicate
- ✓ Use two-way communication - take turns to talk and give people time to respond
- ✓ Don't use big words that are too complicated. Don't use expensive English. Make an effort to use words that everyone will understand. This might mean you have to find out what the jargon and expensive words mean yourself. If people have to use their *kru pumkin* to understand your words then they are not using their *kru pumkin* to understand what you are talking about. In PNG there is a big gap opening up between formally educated elites who know the jargon and expensive English (and like to show it) and the majority of people who don't. You can help to close this gap by not using jargon and expensive words. If you do this then you will win the respect of everyone you work with. Be humble.



#### 4. Work in a way that is appropriate to local culture during the activities

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When you go ahead and help a group through the steps of a project cycle (or when you do any work in a community), you need to try and fit in with local *kastom*. The *kastom* that you need to fit in with might be different depending on who you are. Put yourself in their shoes, and think about how they will see you. *Yu husat?* Male or female? Younger or older? Married or single? Dressed-up or casual? *Nambis o hailans?*

PNG has more different cultures than any other country in the world. We are the best people in the world at showing respect for *kastom*. The people you are working with will respect you no matter who you are – as long as you show respect for them.



## 5. Explain the purpose of the visit and why it is important that everyone in the group participates to evaluate their project

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Development means change. A change that helps. A good change. *Strongim sindaun.*

There are six key steps you need to take to make a change. These six steps are called a 'cycle'. A 'cycle' means that when you get to the end, you then go back and start again at the beginning. After step 6 you go back to step 1 and start again to make a new change. The lessons you learn in step 6 will help you when you go back to step 1 and start again. This is how change happens. This is how development happens. Development never stops.

**Step 1 *Glasim na skelim sindaun.*** Decide what change to make.  
**Step 2 *Kamapim plen.*** Plan how to make the change.  
**Step 3 *Kamapim wanbel.*** Make agreements with anyone who you need to help you.  
**Step 4 *Set gut na statim wok.*** Begin to implement the plan.  
**Step 5 *Sekim wok.*** During implementation, monitor how things are going.  
**Step 6 *Lukluk bek na skelim.*** After you finish, evaluate how it went. Learn lessons.

In *tok developmin* anything you do to make a change is called a "project" (and the change cycle is called a "project cycle"). *Wankain samting.* The change might be an activity at a church, or a community water supply, or expanding your business, or sending mum to university. *Kain kain.*

When you help a group to evaluate their project (step 6 of the project cycle), you normally do it in a *kibung*. To *inapim* this *wok mak* you need to explain the purpose of step 6 of the project cycle (*lukluk bek na skelim*). The best way to do this is by explaining all the steps of a project cycle together.

And to *inapim* this *wok mak* you also need to explain why it is important that everyone in the group participates, not just the leaders and key people. The principle of participation. *Pasin bilong wokim disisen wantaim na wokbung wantaim.*

- 1 Participation makes the work more successful
- 2 Participation supports inclusive development (equality)
- 3 Participation grows goodwill and trust *namel long ol*



**6. Work with the group to review the project plan including the project objective, activities, and expected project outcomes**

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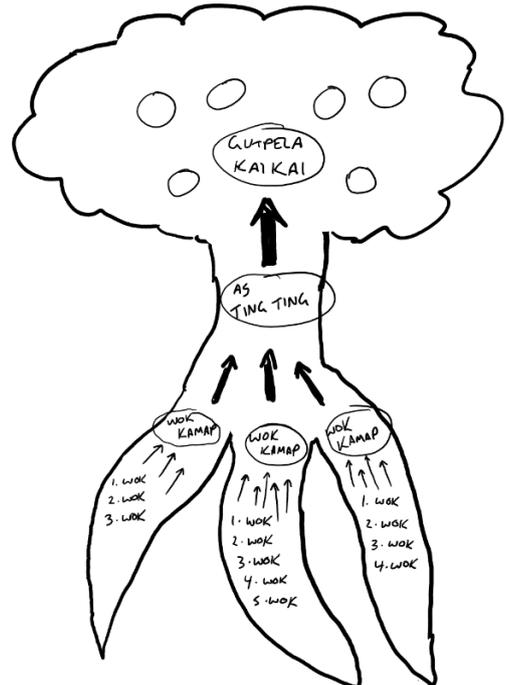
Evaluation is *lukluk bek na skelim*. *Tasol lukluk bek na skelim wanem samting?*

You can't *lukluk bek na skelim* unless everyone remembers how the project was supposed to *strongim sindaun*. *Wanem as bilong project na projek sapos long karim wanem kaikai?* And there may be new people involved. Everyone should be singing from the same songsheet. Makes sense.

This means you need to help everyone go back over the project plan and review it first. *Kirapim bek tingting*.

*Kliarim ol gut tru long as tingting bilong projek, wanem wok long mekim, na wanem ol gutpela kaikai long en.*

Don't forget, another *wok mak* you need to *inapim* is **encourage key people to take the lead during the activities**. If you can help key people to *go pas* to **review the project plan including the project objective, activities, and expected project outcomes** then *yu wok long inapim tupela wok mak long sem taim*.



- "KAIKAI WE PROJEK SAPOS LO KARIM"*
- ① 'MANMERI NA PIKININI HAMAMAS'
  - ② 'YANGPLA MANMERI IGAT BIKPLA HAMAMAS'
  - ③ 'KAMAPIM BISNIS LONG WOK FLAUWA'
  - ④ 'OL NARAPLA HAUSLAIN BIHAINIM MIPLA TU'



## 7. Work with stakeholders to identify what the actual project outcomes were

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The expected project outcomes are listed in the project plan. This is what everyone expected would come out of the project when they developed the project plan. The expected project outcomes are what *ol lain Hasarai* included in the *kru* of the solution tree. *Gutpela kaikai*.

The expected project outcomes **ARE NOT** the actual project outcomes. The **actual project outcomes** are all the benefits (and problems) that actually came out of the project (whether everyone expected them or not). Actual means "real" or *trutru*.

The actual project outcomes might be outcomes that everyone expected (when they developed the project plan) AND they might be outcomes that were not included in the project plan (because no one expected them). Don't forget, actual project outcomes can be *gutpela kaikai* or *kaikai nogut*. Good and bad.

Helping everyone to identify the actual project outcomes (and problems) is a matter of asking everyone. *Projek ikarim wanem kaikai?* To do this, most Community Development Workers put people into focus groups. What focus groups you use will depend on the project and the group or community you are working with. Most Community Development Workers make sure that (1) the direct beneficiaries of the project (the people targeted by the people-centred project objective), (2) men, and (3) women are in separate focus groups. It is also a good idea to put (4) young men, and (5) young women into separate focus groups *tasol yu yet*. And it is a good idea to put people from outside the community (including you the Community Development Worker) in their own focus group.



## 8. Work with stakeholders to evaluate the impact of the actual project outcomes, including how well the project objective was achieved

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By now the stakeholders have identified the actual project outcomes – the benefits (and problems) that they think actually came out of the project. *Ol kaikai trutru bilong projek*. The next thing to do if you want to work in a way that meets the Standard is help everyone (1) evaluate the impact of the actual project outcomes, and (2) how well the project objective was achieved.

### (1) Evaluate the impact of the actual project outcomes

Evaluating the impact of the actual project outcomes (good and bad) requires rating how large the impact was. Was it a large impact or a *namel* impact or a small impact? *Wanwan kaikai ikamaut long projek emi swit o ino swit olsem wanem? Yupela pilim strong bilong en olsem wanem? Emi bikipela o namel o liklik?*

Most Community Development Workers keep people in the same focus groups they were in when they identified the actual project outcomes, and they ask them to use a rating scale to rate each of the actual project outcome that they identified. Some Community Development Workers use a three-level rating scale (1-3) to help everyone rate how large the impact was. Most use a five-level rating scale (1-5), especially if the project has been funded by an outside organisation.

A three-level rating scale you can use	A five-level rating scale you can use
<i>Bikipela</i> benefit or problem (3)	<i>Bikipela stret</i> benefit or problem (5)
<i>Namel (hap hap)</i> benefit or problem (2)	<i>Bikipela</i> benefit or problem (4)
<i>Liklik</i> benefit or problem (1)	<i>Namel (hap hap)</i> benefit or problem (3)
	<i>Liklik</i> benefit or problem (2)
	<i>Liklik stret</i> benefit or problem (1)

### (2) Evaluate how well the project objective was achieved

The next thing to do is help everyone evaluate how well the project objective was achieved. *Yumi inapim as tingting bilong projek o nogat?*

Keep people in their focus groups. Write the project objective on butcher paper *na putim long ples klia* so that everyone can see what the project objective was. If necessary, *tainim igo long tok pisin o tok ples*.

Next, ask each focus group to use the same rating scale to rate how well the project objective was achieved. Tell everyone that if they think the project objective has not been achieved at all then they can always put a '0'.



## 9. Work with stakeholders to investigate the impact of the project

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By now you and the key people should have given a clear picture of what the group or community thought about the impact of the project. What the group or community think is the most important evidence, but it should be confirmed or verified with other evidence to have the full story. And there might be other actual project outcomes - benefits and problems – that no one thought of in the *kibung*.

This *wok mak* from the National Standard says **work with stakeholders to investigate the impact of the project**. You can't investigate the impact of the project by sitting inside drinking tea. *Nogat*. You and the key people have to go outside and investigate. Before you end the *kibung*, explain what will happen next. Explain that the next part of evaluating a project involves working with the key people to investigate. *Wok painimaut*. And explain to everyone that at the end of the evaluation investigation there will be another *kibung* where everyone will be invited back to look at what you and the key people found out.

When you do the evaluation investigation, you need to work with key people to do the following three things:

- |   |   |
|---|---|
| 1 | Collect evidence to confirm or verify the actual project outcomes identified by the group or community – and their impact |
| 2 | Check to see if there are other actual project outcomes that the group or community did not identify – and their impact.  |
| 3 | Collect evidence to confirm or verify how well the project objective was achieved   |

Three tools that most Community Development Workers use to help key people do the evaluation investigation are (1) Interviews (2) Focus groups (small group discussions) and (3) Village walks. But how you investigate is up to you (and the key people). Two more tools that are good to use are (3) ranking and (4) significant change story.



## 10. Work with stakeholders to identify lessons learned and what will be done to sustain the impact of the project

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To put this *wok mak* into practice, everyone needs to come back together for a final *kibung*. This is an opportunity to go over the results of the evaluation investigation and to learn lessons. Lessons for the group or the community. Lessons for the key people. Lessons for any organisation that provided support. Lessons for the Community Development Worker. And the final *kibung* is also an opportunity for everyone to identify what will be done to sustain the impact of the project. *Hau bai yumi kaikai gutpela kaikai bilong en igo yet?*

Start by explaining what evidence you found during the evaluation investigation to **confirm or verify the actual project outcomes** that everyone identified in the *kibung* at the start – and their impact. Present your own rating and justify it.

Explain the evidence you found during the evaluation investigation for any **other actual project outcomes (benefits or problems)** – and their impact. Present your own rating and justify it.

Explain the evidence you found during the evaluation investigation to confirm or verify **how well the project objective was achieved**. Present your own rating and justify it.

Next help everyone to learn lessons. This is really what evaluation is all about. Most Community Development Workers get everyone into focus groups to discuss lessons learned. Most Community Development Workers make sure that (1) the direct beneficiaries of the project, (2) men, and (3) women are in separate focus groups. But you can also put (4) young men, and (5) young women into their own focus groups if you like. *Yupela yet*. And put any other stakeholders from outside the community into their own focus group (including you the Community Development Worker if you aren't from the community). Ask everyone:

1 *Tingim projek saikel long stat ikam inap. Wanem wanem ol samting bin halavim projek long karim kaikai? Bai yumi lainim wanem long dispela?*

2 *Tingim projek saikel long stat ikam inap. Wanem wanem ol samting bin mekim hat long projek long karim kaikai? Bai yumi lainim wanem long dispela?*

Finally, to *inapim* this *wok mak* you need to help everyone **identify what will be done to sustain the impact of the project**. With everyone, look each root of the solution (each output outcome) and get everyone to brainstorm again what can be done to sustain the output outcome.

Instead of going back to each root of the solution (each output outcome), some Community Development Workers like to get everyone to look at the actual project outcomes that were identified during the evaluation, and then brainstorm ideas for how to sustain each benefit. *Hau bai yumi kaikai gutpela kaikai bilong en igo yet? Em tu nais.*



## 11. Confirm what the next steps following the visit will be and who will be responsible for making them happen

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Before you finish you need to discuss with everyone what happens next. Next steps and who will be responsible for making them happen.

Many Community Development Workers like to help the group that they are working with to come up with a plan for how they will put their lessons learned into practice (next time they do a project or next time they do anything together). For example, if the community said that involving women in decision making was a lesson learned then you (or even better the key people) should get everyone to think about what they can do now to continue involving women in decision making.

And now is also a good time to confirm what everyone wants to do to sustain the impact of the project. The next steps and who will be responsible for making them happen.

A project cycle is called a 'cycle' because when a group or community completes step 6 of the project cycle then normally the next step is to go back to step 1 and start again. Discuss with everyone what their plan is for the future. Do they intend to do another project? Do they need help to go through the project cycle again? How will they put the lessons that they have learned into practice if they do another project?

If the group or community is going to do another project, then get everyone to confirm the next steps and who will be responsible for making them happen.



## 12. Discuss how or if the visit has been useful, and ways it could be improved

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The *wok mak* from the National Standard says you need to discuss how or if the visit has been useful, and ways it could be improved.

It is always important to find out if the work you did to help the group was useful. Learning from experience is the best teacher, but only if you make the effort to learn lessons.

Before you finish helping a group through step 6 of a project cycle (*lukluk bek na skelim*), always discuss how or if the visit has been useful. You can ask everyone in the *kibung*. Nice. However, most Community Development Workers like to sit down just with the key people and ask them for feedback. *Em tu orait*.



### 13. Thank the group, without rushing, and explain again the purpose of the visit

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The final *wok mak* you need to *inapim* when you assist a group to evaluate their project (step 6 of the project cycle) easy, but very important!

- ✓ **Thank the group, without rushing.** *Lusim ol wantaim gutpela pasin.*
- ✓ **And explain again what the purpose of the visit was.** *Lusim ol wantaim klia tingting.*



# The kumul needs two wings to fly

1

A husband is blind to some things. A wife is blind to some things. If you have a husband and wife together *ai op i stap* then you have the full story. *Tingim gaden. Sapos mama tasol wok long glasim gaden em bai lus tingting long ol wok gaden bilong man. Sapos papa tasol glasim gaden em bai lus tinging long pat bilong meri. Long glasim gut gaden tupela marit mas sanap ai op i stap.*

2

To *stretim sindaun bilong femili* both husband and wife need to support each other. *Sapot Sapot. Yu wan yu laik kirapim senis em save hat. Holim han na wokabout wantaim marit bilong yu long mekim senis i kirap.*

3

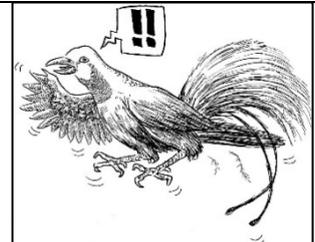
To *stretim sindaun bilong femili* you have to *stretim sindaun bilong mama*. *Yu stretim sindaun bilong mama, bai yu stretim sindaun bilong femili tupela wantaim.* In PNG, many families and groups and communities are flying with one wing. *Papa em flai pinis. Planti mama painim hat. Pikanini gel tu bai panim hat luk olsem.* Women do not have the same choices and opportunities to fly. They get held back. We need to help women fly. And to help women fly they need to be involved whenever decisions are made because only women know best what will help women and girls to fly.

1

Look at the two married couples below. *Tingim nau PNG.* Which married couple will be more successful? Why? *Skelim gut*

2

Look at the two married couples below. Which married couple will have sons and daughters that grow up to be more successful in future PNG? Why? *Skelim gut.*



***Luk olsem a successful married couple is a 'team'. Igat tripela mak bilong soim klia tupela marit stap olsem 'tim'. Wan they both have their eyes open. Tu they are holding hands sapot sapot. Na tri they are both flying.***