



# ICT4D SURVEY 2019

Presentation of Results

April 2019

Photo by: [John O'Bryan / USAID](#)



# OVERVIEW

In 2018, Devex and CRS teamed up to conduct an online survey among development professionals on the use of Information and Communications Technologies for Development. To understand how perceptions have changed over the past 12 months, we launched a follow up survey at the beginning of 2019. This report provides an overview of our findings.

# OBJECTIVES

- Survey the international development audience on the latest trends in ICT4D.
- Building on the 2018 survey, understand how perceptions around ICT4D are changing year-on-year.
- Generate actionable data to help drive the conversation around ICT4D and inform the 11<sup>th</sup> ICT4D conference.
- Benchmark data for future surveys.
- Provide findings that can generate news coverage and visibility across media outlets.

# METHODOLOGY

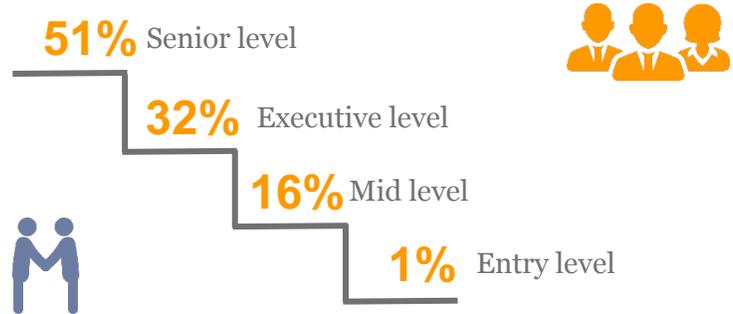
- Devex conducted the online survey from March 7-25, 2019, roughly 12 months after the 2018 survey.
- Tapping the Devex audience of over 1 million development professionals, the survey was sent to 13,000 people.
- As in 2018, our outreach focused on senior professionals currently working for donor agencies and other government institutions, development consulting firms, NGOs, foundations and corporations.
- 599 development professionals participated in the survey for a response rate of 4.6 percent.
- The survey tool retained key questions from the 2018 survey to enable year-on-year comparison.

# WHO ARE THE RESPONDENTS?

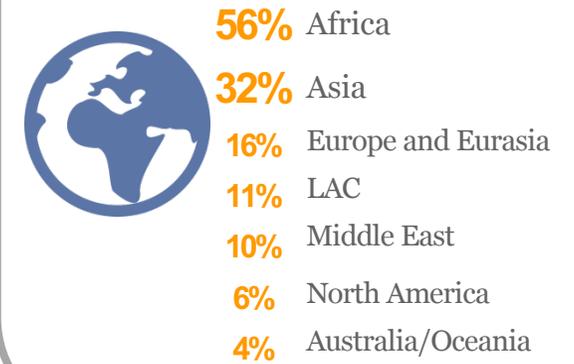
## The 599 respondents work for...



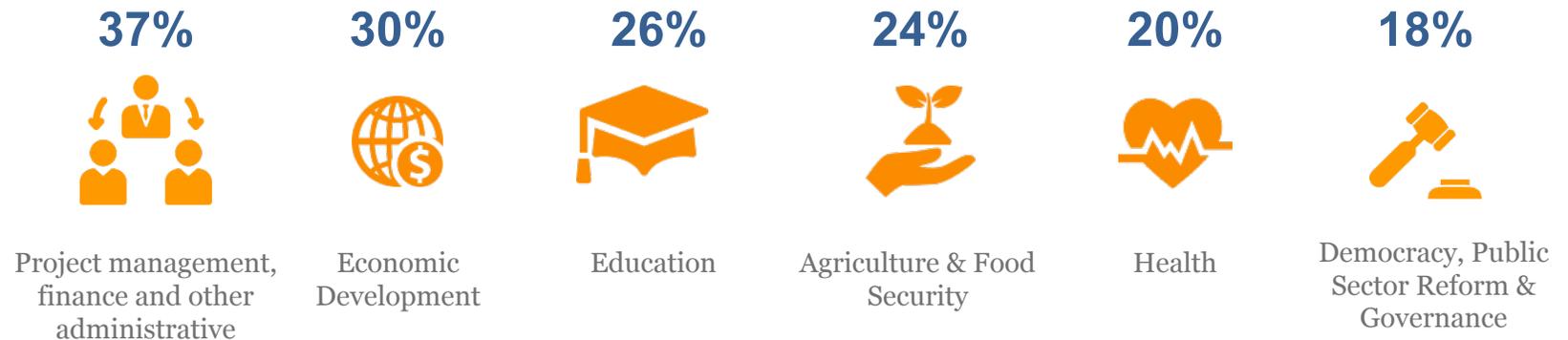
## ..and are...



## ... with experience working in...



## ...and are most actively involved in...



## ICT4D TRENDS

As in 2018, survey respondents indicate that connectivity will positively impact aid and development more than any other ICT trend over the next 5 years. Respondents also suggest increasing importance for several trends, including Data Analytics, Internet of Things and Blockchain.

### What ICT trend will positively impact the aid/development sector over the next 5 years?

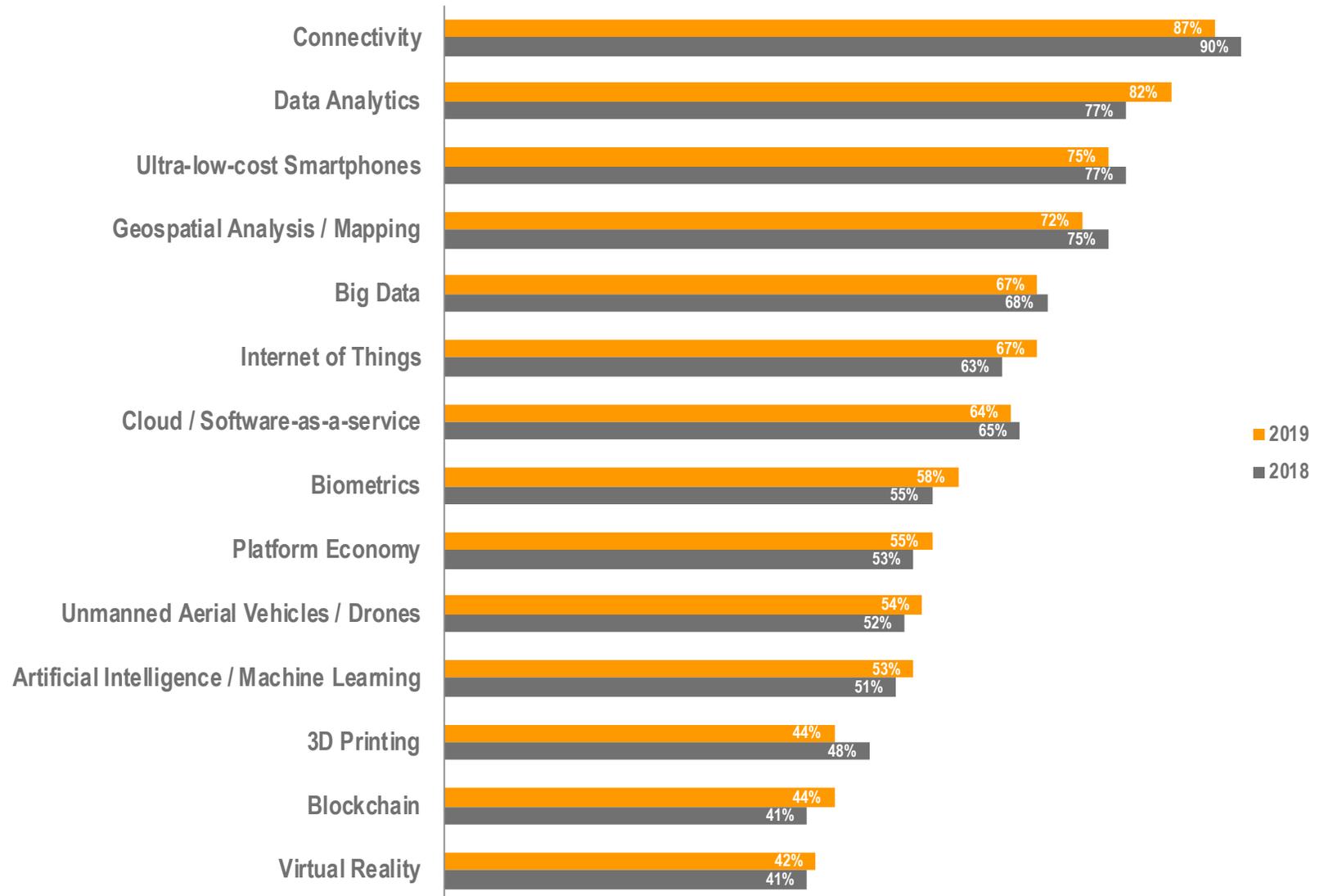
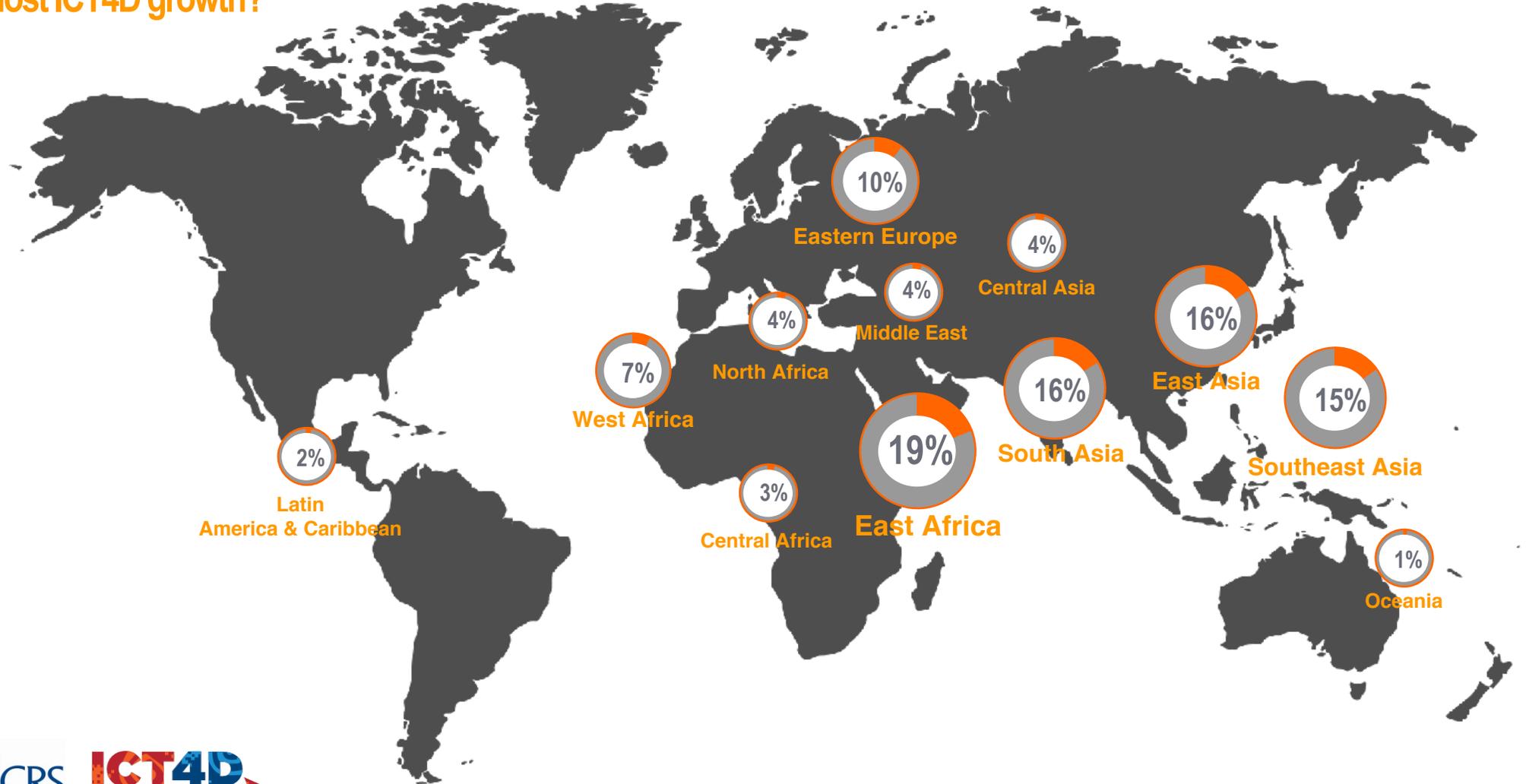


Chart shows % of responses for 8-10 ratings.

n=571 (2019), 610 (2018)

## Which developing region is experiencing the most ICT4D growth?



## CONCERNS AROUND ICT4D TOOLS

Across the development community, concerns about using ICT4D tools are easing. There is a particularly notable decrease in the number of people who believe that a return on investment in ICT4D is not compelling. This indicates that people are more inclined to invest in digital tools.

### What is your biggest concern with ICT4D?

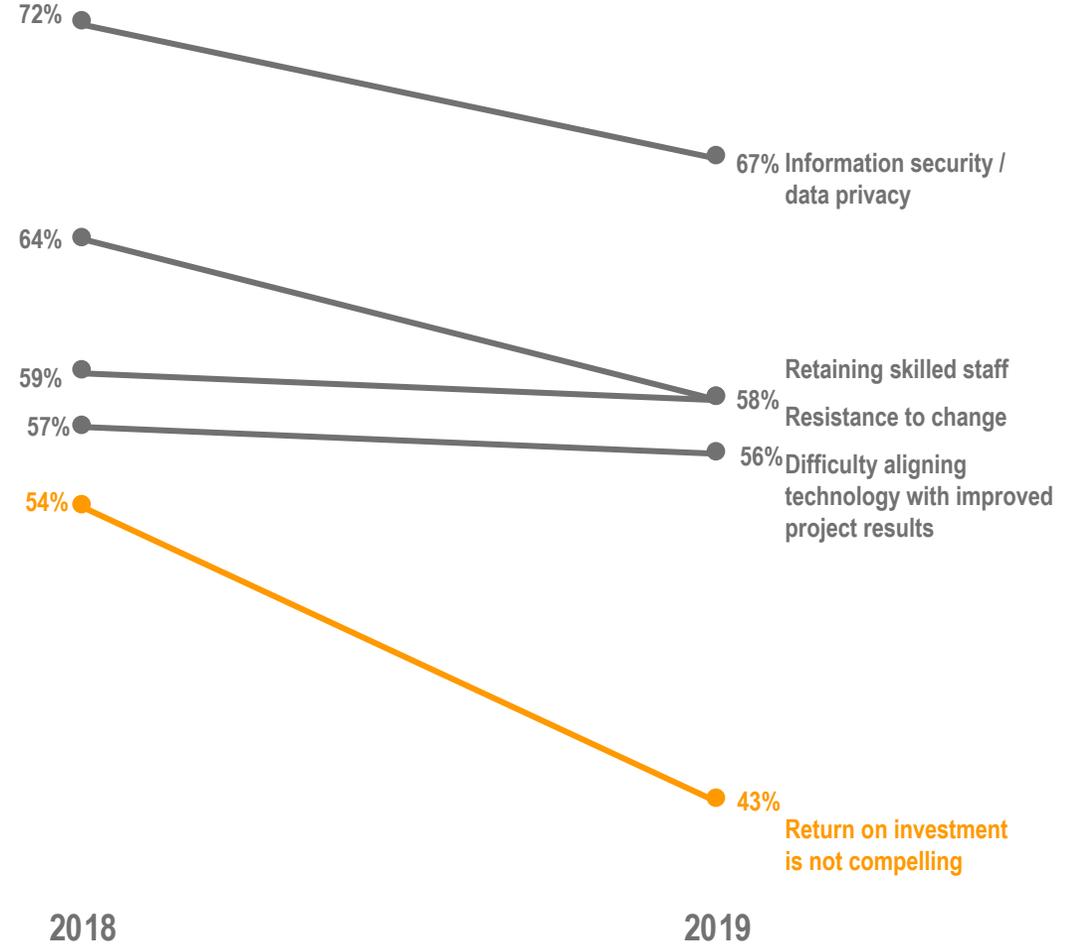


Chart shows % of responses for 8-10 ratings.

## BENEFITS OF ICT4D TOOLS

Similar to 2018, respondents believe that ICT4D tools provide a whole range of benefits to aid/development programs. Cost savings is seen as the least impactful benefit.

To what degree do digital tools benefit certain aspects of aid/development programs?

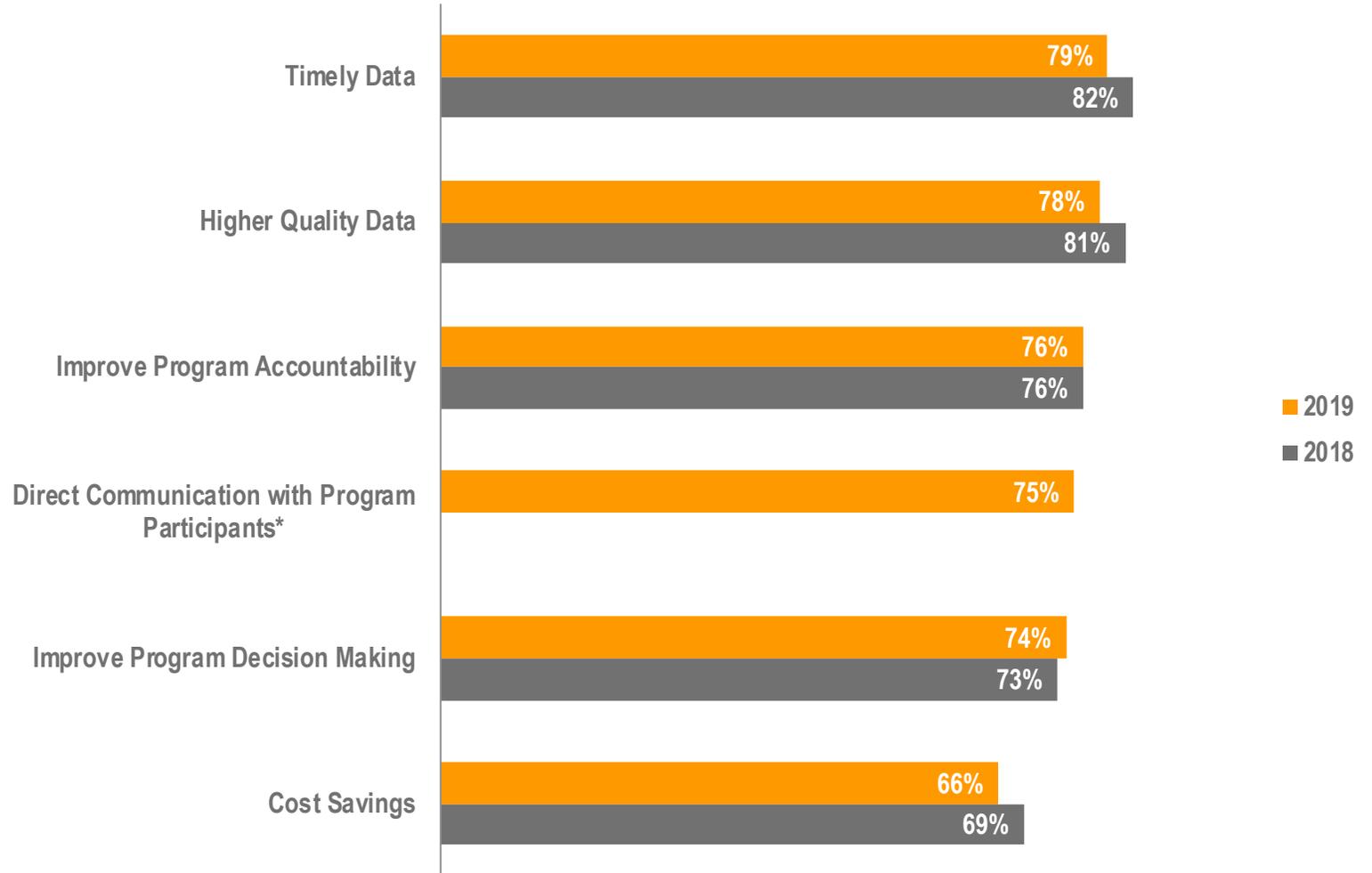


Chart shows % of responses for 8-10 ratings. \*New question added in 2019.

n=510 (2019), 545 (2018)

## ICT4D AS PROJECT COMPONENT

Overall, ICT4D components are used widely across development projects. Nearly 40% of respondents indicate that at least half of all programs integrate ICT4D components.

Over the past year, what percentage of programs in your organization include an ICT4D component?

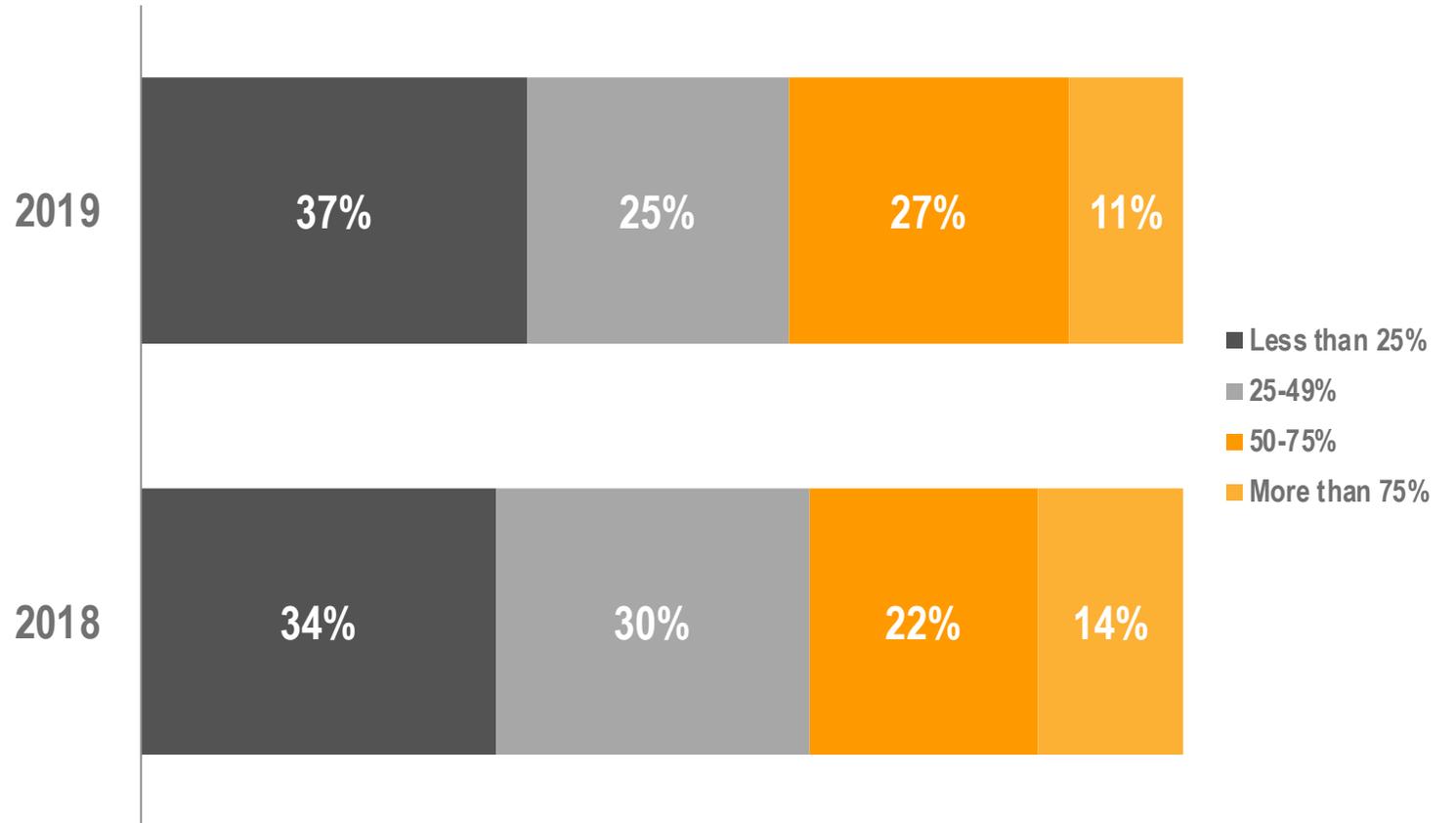


Chart shows % of responses.

## ENABLERS OF DATA USE IN AID/DEVELOPMENT ORGANIZATIONS

Similar to 2018, 4 out of 5 respondents believe that the prospect of easier data collection and analysis contributes most to fostering a culture of data use within aid/development organizations.

What do you see as the top 3 most powerful enablers for aid/development organizations to deepen a culture of data use?

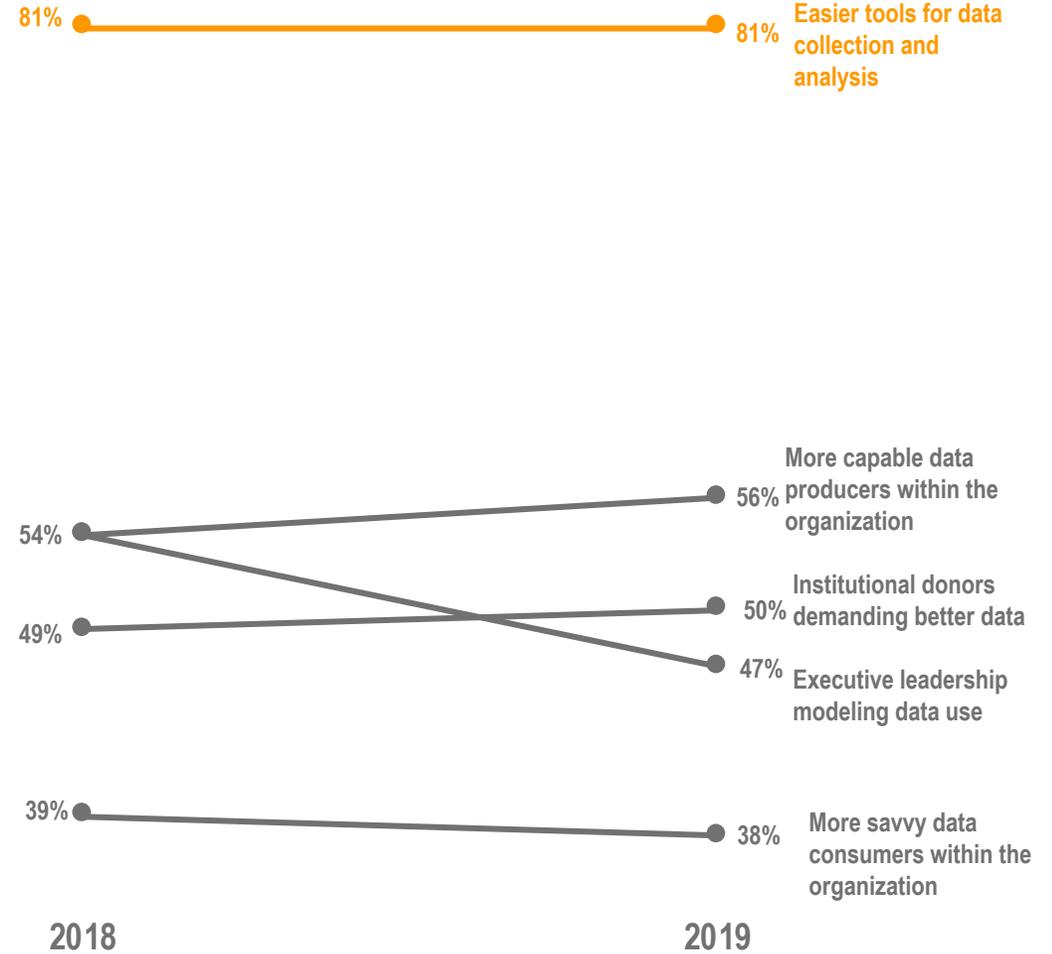


Chart shows % of responses.

## PRINCIPAL USERS OF ICT4D TOOLS

ICT4D tools are predominantly used by the staff of implementing organizations.

Who are the principal users of ICT4D tools in your organization's programs?

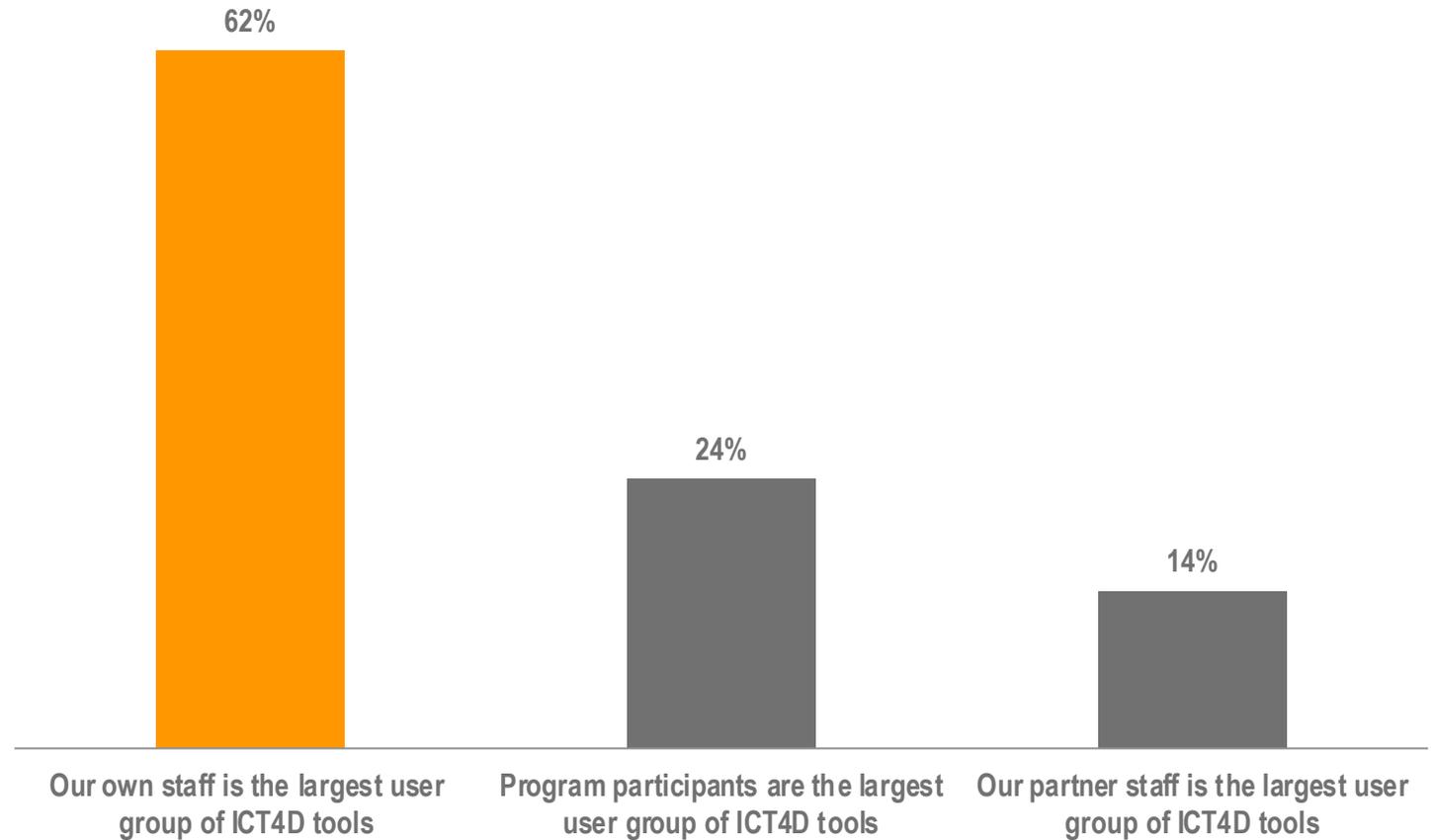


Chart shows % of responses.

## ICT4D TOOLS IN ORGANIZATIONS

As in 2018, development professionals note that most people use different software and devices across their organizations and have the liberty to make decisions as they see fit.

What best categorizes the ICT4D tools used in your organization?

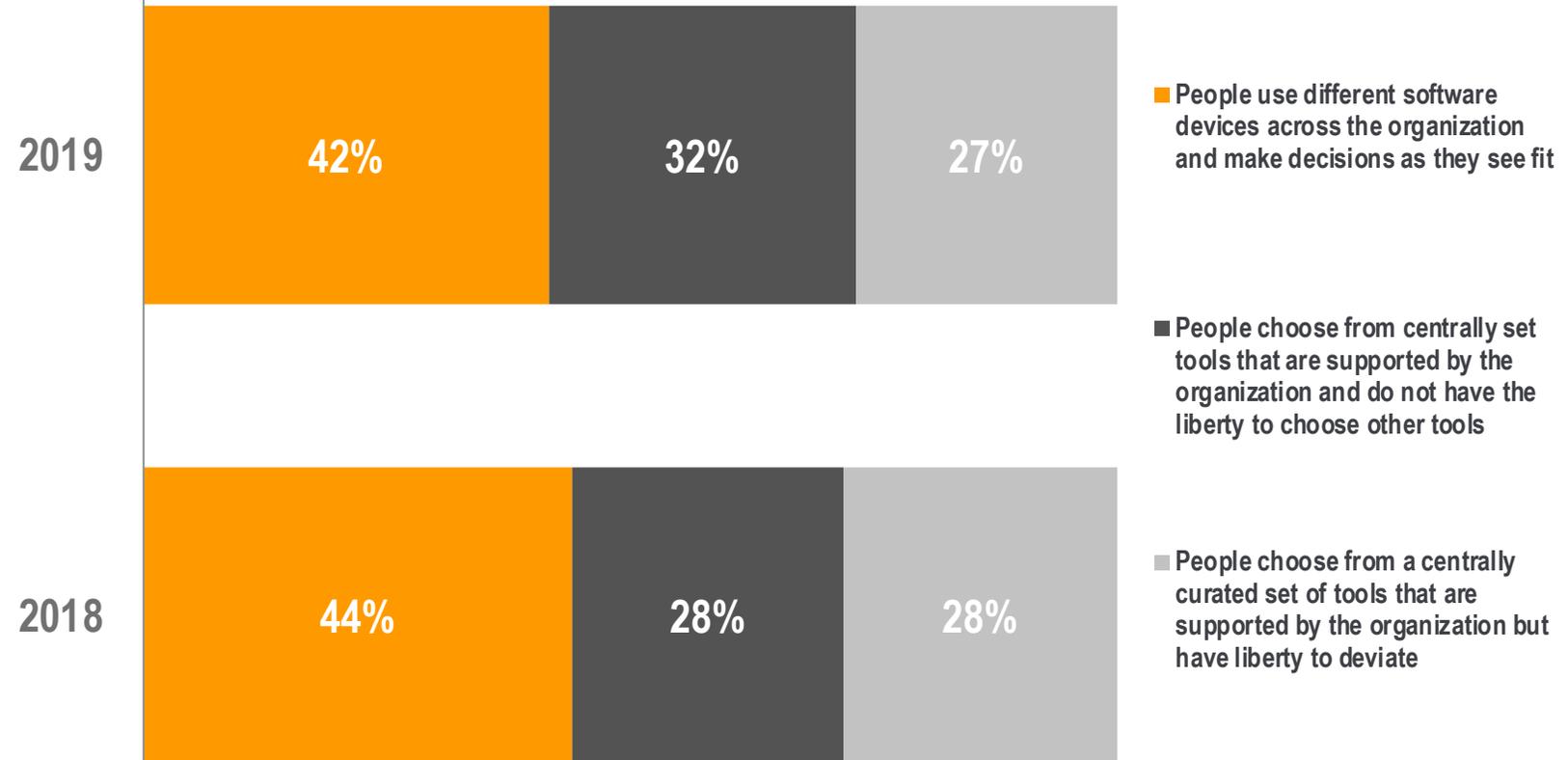


Chart shows % of responses.

n=455 (2019), 483 (2018)

## SELECTING ICT4D TOOLS

While most development organizations choose best-of-breed technology regardless of its geographic origin, sourcing technology locally factors in the decision making process of many organizations.

### How does your organization select ICT4D tools?

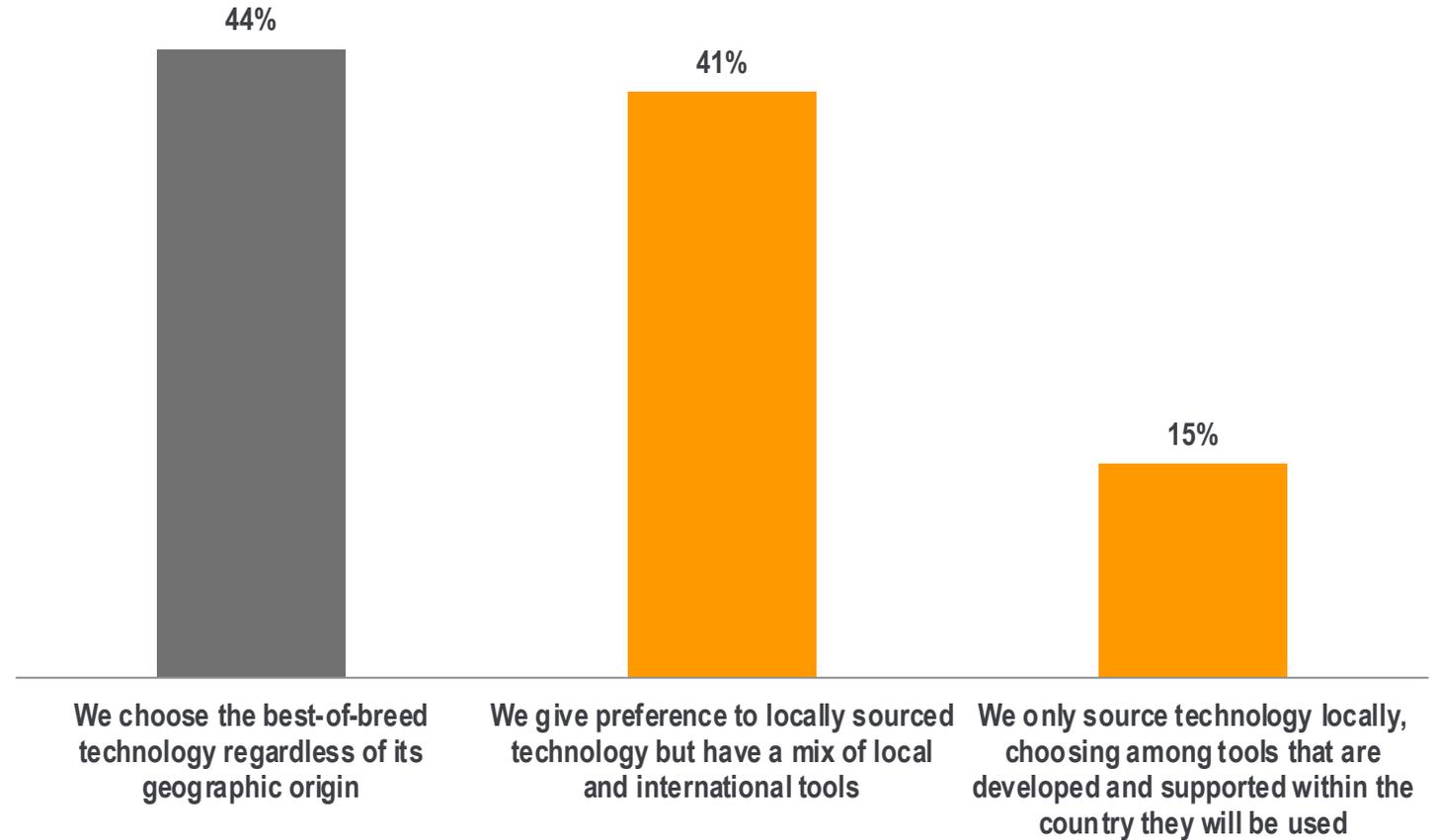


Chart shows % of normalized responses.

## SUSTAINABILITY OF ICT4D TOOLS

Respondents maintain that businesses and universities are most likely to continue using ICT4D tools beyond project completion.

Which type of partners are most likely to continue using ICT4D tools after the program is over?

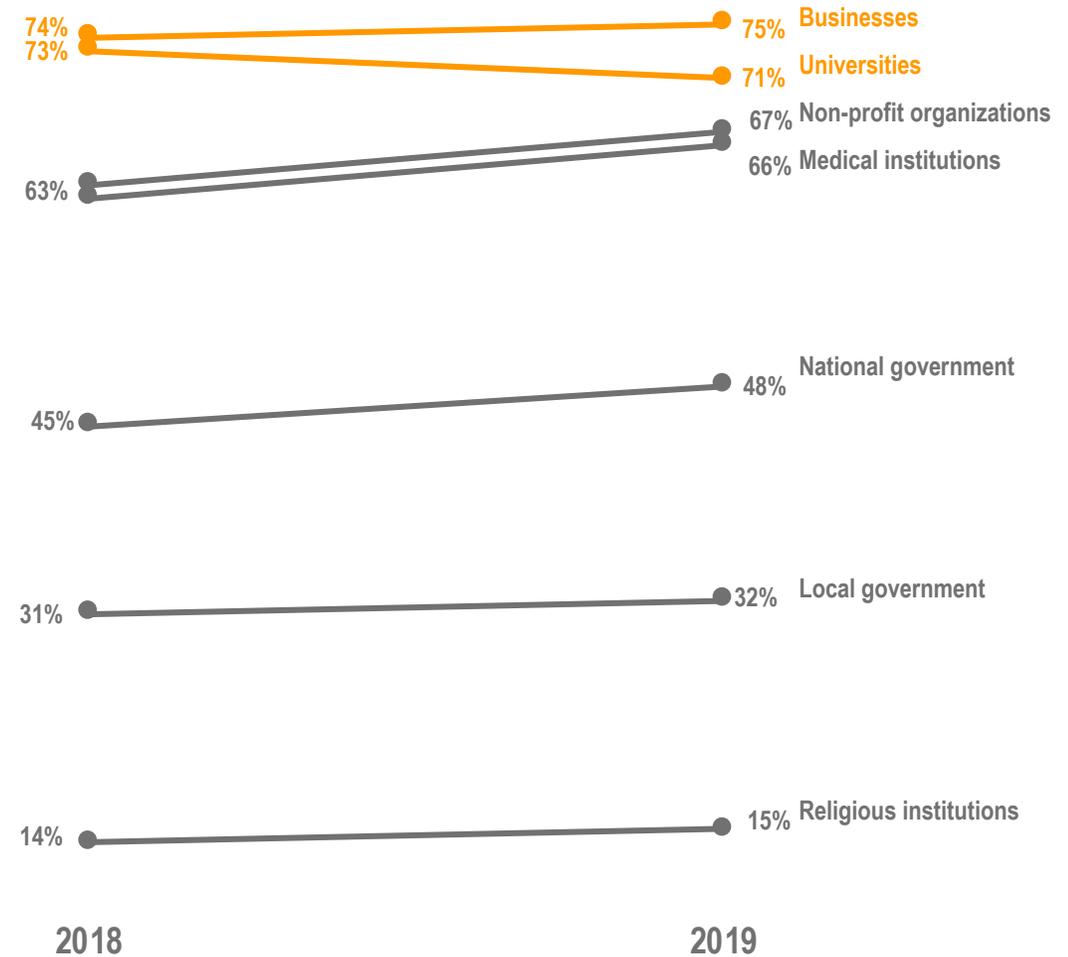


Chart shows % of responses for 8-10 ratings.

n=456 (2019), 489 (2018)

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