

Access of very disadvantaged groups
to new technologies and decent work

Final report on an anti-poverty project
« *Working and Learning Together* »
« *Miasa Mianatra Miaraka* »

Run by
the International Movement ATD Fourth World
with *Alcatel-Lucent* and *DTS*
and supported by
the World Bank

Antananarivo, Madagascar

June 2008

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1. Introduction

The context behind the project's conception, and the manner in which it contributes to different anti-poverty programmes in Madagascar, together with a description of how Antananarivo's employment market functions and a definition of the term 'decent work', were provided by the interim report submitted to the World Bank in December 2007.

The preparation phase of the project began in September 2004, when ATD Fourth World, with support from the consultancy firm Boespflug and Associates, began to make proposals to companies located in the Parisian area, but operating African branches, to contribute to an anti-poverty pilot project. Initial discussion between Digital Bridge, a division of Alcatel-Lucent, and ATD Fourth world started in February 2005, whilst in the Antohomadinika district of Antananarivo the idea to create a traditional crafts co-operative with members of the community living in extreme poverty was also conceived. In February 2006, a one week feasibility visit was carried out jointly by Alcatel-Lucent and ATD Fourth World in Antananarivo in order to ascertain if the conditions for a genuine collaboration were in place on the ground and to bring in other partners. On 26 September 2006, this preparation phase was completed with the signing an outline agreement between three of the four current project partners.

The administrative and equipment costs of the preparation period were met by Alcatel (the feasibility visit to Antananarivo), CFAO (7000 Euros grant), CMA-CGM (shipment of computers to Madagascar) the American Embassy in Madagascar (purchasing of material for the traditional crafts co-operative) and the International Movement ATD Fourth World.

The present report focuses on the description and evaluation of the start up phase of the project, between October 2006 and June 2008. The start up phase will be completed by the time of the official registration of the traditional crafts co-operative, most probably between September and December 2008.

On the 28 September 2006, during a press conference in Antananarivo, a partnership agreement was signed by three partners launching an anti-poverty pilot project in the city.

The signatories were:

1. The International Movement ATD Fourth World, a non governmental organisation that promotes human rights through working to overcome extreme poverty
2. Alcatel-Lucent, a major international telecommunications company
3. Data Telecom Service (DTS), developer of the MOOV brand and market leader for internet services in Madagascar.

In July 2007, a fourth partner joined the project for a one year period:

4. The World Bank

The two main objectives of this action-research based project are:

Action: To enable people living in very disadvantaged areas to have access to new information and communication technologies (NICT) through training and the creation of decent employment opportunities.

Research: To learn together with participants what is essential in order to achieve these aims, to evaluate the results and draw best practice lessons for effectively reproduction such action. In particular, the writing of personal portraits of two young people in NICT training and three adults working in the co-operative provides the possibility of describing, with their input, what they experienced having participated in the project; how they coped with its demands and what they perceived as the impact on themselves and their families.

The contract signed between the first three partners in September 2006 included two components:

- To establish a NICT induction and training programme for young people from 13 to 25 years of age, coming from very disadvantaged communities. In addition, to develop a CD-Rom to aid literacy in the Malagasy language.
- To create a traditional crafts co-operative with adults from very disadvantaged communities in order to produce items for the domestic market and to use the internet commercially with respect to the export market. The aim after the first two years is to create employment for around 50 crafts persons, men and women, and to insure through this the livelihood of around 300 people (including children).

These two components of the project are located in the same area and are mutually reinforcing.

2. Project structure.

The four partners have complementary roles in insuring the success of the project:

ATD Fourth World facilitates the pilot project, ensuring the collaboration of skilled individuals in order to manage internet access on five foreseen sites and to introduce young participants to NICT, as well as looking for further financial partners for the overall project.

Alcatel-Lucent freely supplied broadband telecommunications equipment (with WiMAX) and helped to install the system.

DTS covered all the connexion costs for the five sites for two years and provided sponsorship expertise in order to support the project; notably in contributing to the

training of young people and providing them with work placements within their company.

Over 1 year (between July 2007 and June 2008) the World Bank financed the research component of the project carried out by a fulltime research officer and members of the ATD Fourth World's Antananarivo team under the supervision of the Director of the International Movement ATD Fourth World's Institute of Research and Training. The World Bank also financed the Training component, including the NICT start up costs and the training of young people (salaries of the trainers and manager, trainee bursaries, location and maintenance costs etc.).

The current report is the final report to the World Bank and follows up the interim report submitted in September 2007.

It includes a qualitative and quantitative evaluation of the project with respect to the following indicators:

- The capacity of the pilot project to effectively reach those most affected by poverty.
- Quantitative and qualitative factors such as the number of young people trained in NICT, the impact of the training, the number of decent employment opportunities created by the co-operative, the impact upon the daily life of the target population etc.
- Qualitative analysis of the short-term impact of the project upon the local partnership with DTS, in order to establish to what degree the project has helped to change perceptions of the ability of those very disadvantaged by poverty to acquire NICT skills, integrate into the mainstream and be recognised as active citizens capable of learning and participating in economic life.

3. Project location

The pilot project developed in a part of the Antohomadinika IIIG Hangar locality, which is situated in the first district of Antananarivo, the capital of the Republic of Madagascar.

This neighbourhood, located in the North West of the city, was built on old paddy fields in marshland criss-crossed by a waterway and canals serving the sewer system. When it rains parts of the area are regularly inundated and homes flooded.

The area is divided into five fokontany (administrative units) subdivided into sectors. ATD Fourth World has been present since 1991 in the five sectors of fokontany 'IIIG Hangar', which counts around 8000 inhabitants. The population there is fairly mixed socially with families coming from the middle classes and others totally destitute.

ATD chose to act in this area due to the living conditions of much of the population there, conditions that remain among the harshest in the capital. The neighbourhood has a bad reputation with no state health clinic and, in 1991, no public primary school. The housing of the most deprived families consists for the most part of small wooden shacks, often with one single window. Their floor space allows for a bed, some chairs and a small table. The roofs are made from sheet metal or wooden planks and the floors are beaten earth. Many shacks have no water, it must be sought from one of five pumps in the area, no electricity or only one or the other. Parents often have many children to support.

Between July 2007 and June 2008, 11 fulltime team members have been involved in the implementation of the project, either members of ATD Fourth World's International Volunteer Corps or ATD Fourth World employees:

- Xavier GODINOT (nationality French) assumed overall responsibility. First as Director of the Institute of Research and Training, based in Pierrelaye, France, then, from 28 January 2008, as co-ordinator for the Indian Ocean region, based in Antananarivo.
- Monique VEYRE (nationality French) supported the start up of the overall project on location in her role as National Co-ordinator in Madagascar up until the end of December 2007.
- Lucas RODWELL (nationality British) assumed overall responsibility of the action with young people. He recruited three Malagasy nationals to assist him; *Andry* and *Rivo*, trainers in computing, and *Emma*, a French teacher.
- Gaudefroi TSIMIHEVY (nationality Malagasy) and Henri RAMBELO (nationality Malagasy), have assured the start up of the traditional crafts co-operative and followed everybody working there, together with the support of Patrice FAUJOUR (nationality French) up until July 2007.
- Diana SKELTON (nationality American), filled the post of research officer fulltime up until the end of December 2007. This position was taken over in 2008 by Lanto RAHAVOMANANA (nationality Malagasy).

Bernard Tardieu, ex business executive and expert of French nationality, carried out a seven day study trip to Antananarivo, in order to draft a large part of the evaluation report.

4. Reaching the poorest

4.1 The ethics of action

A rare participative survey conducted a few years ago by the World Bank in about 50 developing countries, called "Voices of the Poor," states the following: « *There are 2.8 billion poverty experts, the poor themselves. Yet the development discourse about poverty has been dominated by the perspectives of those who are not poor – professionals, politicians and agency officials. The bottom poor, in all their diversity, are excluded, powerless, ignored and neglected... The bottom poor are a blind spot*

*in development*¹. » Therefore it is not surprising that they have little access to basic services and rarely benefit from public development aid, as other studies have recently shown². The difficulties in getting this development aid to benefit the poorest neighbourhoods in Antananarivo have been well illustrated in the works of Sylvain Urfer³. More generally, efforts to develop a certain proximity with the poorest populations go against current trends in most societies. Many citizens express with sincerity that they want to fight against poverty. At the same time, many citizens strive to put as much social and geographical distance as possible between themselves and the poorest populations, as much through their way of life as through their choice of housing and schooling for their children. A significant misunderstanding of the poorest populations and the context in which they live explains the numerous failures of efforts against extreme poverty.

Founded in a shantytown in the outskirts of Paris by a man who himself had lived in extreme poverty, the ATD Fourth World Movement was built and developed in close proximity with populations living in extreme poverty. ATD Fourth World Volunteers come from diverse socio-economic backgrounds and choose to live simply with a modest indemnity, in their own or in a foreign country, as a means to be close to populations who did not choose to be poor. Their willingness to reach the most excluded groups and to consider them partners for thinking and for action is at the centre of their life project. Through the years, their presence and their long-term action in Antananarivo with the inhabitants of the Antohomadinika neighbourhood and of the Ikopa rubbish dump created the trust necessary for the success of any project. In response to the suffering of the inhabitants who were immersed in the most extreme poverty, the project of creating a craft co-operative with them was born. The facilitators' proximity with the inhabitants has enabled them to hear, day after day, the aspirations and reactions of the participants and to adapt the project accordingly, as well as to ensure that even the poorest of the poor can benefit from it.

4.2 The population targeted by the action

Of the 22 craftsmen working at the co-operative, few have a stable marital situation. The majority of men over the age of fifty have had several spouses (many have been widowed at least once) and have children from each relationship

Many of the female members of the co-operative are bringing up their children alone, sometimes as a result of having been thrown out of the marital home by their husbands who have chosen another wife.

Teenage girls are often mothers at 14. Among the participants of the NICT course, several youths are young mothers or fathers.

¹ Deepa NARAYAN, Robert CHAMBERS, Meera K. SHAH, Patti PETESCH. *Voices of the Poor. Crying Out for Change*, World Bank 2000, p. 2 et 264.

² Voir notamment : Banque Mondiale, *Des services de base pour les pauvres*, Rapport sur le Développement dans le Monde, 2004 ; William Easterly, *The White Man's Burden. Why the West's Efforts to Aid the Rest of the World Have Done So Much Ill and So Little Good*. New York, the Penguin Press, 2006. Ce dernier auteur est professeur d'économie à l'Université de New York, après avoir travaillé longtemps comme économiste à la Banque Mondiale.

³ Sylvain Urfer, *L'espoir et le doute. Un quart de siècle Malagasy*, 2003, et *Le doux et l'amer, Madagascar au tournant du millénaire*, 2006, aux éditions Foi et Justice, Antananarivo.

ATD Fourth World members strive to create the solidarity which allows an understanding of the difficulties faced at certain times by a trainee of crafts person in their emotional or family life, or due to pregnancy, work related accidents etc.

Children must be registered in the district within twelve days of their birth. Many are not and therefore cannot enter public schooling without obtaining a birth certificate through long court procedures.

In general, children attend school for 3 to 5 years (part time, as they attend school either in the mornings or the afternoons so that the school can accommodate the maximum number of children), which roughly takes them up to primary level, with varying gaps according to the age at which they started going.

The neighbourhood's primary school is public, built 3 years ago by an NGO with Canadian financing. The school uniforms are provided by the US Embassy. In order for the children to be granted admittance to the school, parents must pay a contribution to the cost. A school pack is provided by the Fokontany.

Incomes are very rarely stable. Among the members of the co-operative or the parents of NICT trainees, the following means of livelihood can be noted:

- Sorting charcoal. Waste charcoal is purchased, sorted and then re-sold in the neighbourhood or outside it when the quality is sufficient.
- Broom-making. Here it is necessary to buy branches of the required calibre for the handle, as well as straw and two kinds of yarn for the brush.
- Crochet work on small items of clothing, table cloths, mats etc.
- Basket weaving
- Flower planting for the municipality.
- Clearing the canals and waterway for the municipality.
- Laundry work.
- Transporting bricks or planks.
- Making spades using recuperated roofing materials.
- Selling second-hand tyres.
- Selling small items of clothing or small vegetables.
- Running snack stalls selling cheap meals.

Many of these trades require tools, even if rudimentary, somewhere to store or sell items, and a small amount of capital to purchase raw materials.

By tradition, women stay at home in order to raise their many children. However, taking into account the number of separations, women must find sources of revenue for the family at the same time as caring for their children.

The majority participating in the co-operative do not have a regular income. Some seem to have fallen down the social ladder for different reasons (rural exodus, accidents, illness, alcoholism, family or social reasons etc.).

In summary, the thirty or so men and women who began their participation in the co-operative, and the around fifty young people who participate in the NICT training, live in extremely precarious sanitary and material conditions.

Their own feeling of belonging to the neighbourhood isolates them from the outside which appears to them difficult to approach, whilst people from richer areas consider the neighbourhood as a no-go area.

These men and women all come from large families.

It can be estimated that 250 people from within this population have been affected by the action-research programme.

5. NICT training

The NICT Training is carried out in partnership with the DTS association. It consists of:

- Inductions, training and general education courses, run by the trainers ATD Fourth World has recruited in one of two adjoining buildings that the Movement rents.
- Traineeships organised at DTS in close co-operation with the company's management.

5.1 The NICT course

The computing courses are divided into two groups, one in the morning which started on 1st December 2006 and the second in the afternoon, which began on 1st November 2007. Each group is made up of 20 students.

These courses are facilitated by a group of three trainers, Andry, Rivo and Emma under the direction of Lucas, a British member of ATD Fourth World's International Volunteer Corps, who has been with the Movement in Antananarivo since December 2002 and speaks fluent Malagasy. The trainees do not speak French at the outset. French courses are combined with the computing classes.

At the beginning the training was entrusted to young facilitators from a supportive NGO, however they did not possess enough maturity on a technical and humane level to assume the responsibility. As a result ATD Fourth World recruited Andry, 25, who had completed an electronics course at Technical College and who was trained in computing and operating software. He takes a course in Educational Psychology at the City's University three times a week.

He is assisted by Rivo, a student of the Institute of Technical Training, who is doing an end of studies placement with ATD Fourth World. (Note: The course run by ATD Fourth World is recognised by training institutions and employers).

Emma is a French teacher and accompanies them in individually following each trainee.

The graph and table 1 in the Appendix present the participation rate and its variation over time.

The table combined with the graph show the difference between the two groups. In the first group, the average length of time spent at school is 2.35 school years, yet for the second group only 1.34 school years. When the time spent at school amounts to part-time attendance, which is common, two years part-time has been counted as the equivalent of 1 year full-time. Five youths in the second group are illiterate as opposed to none in the first group. In the second group, eleven young people are financially independent of their parents and four have children. These different factors explain the weaker participation rate of the second group (70% at the outset) than for the first group (93% at the outset).

It is instructive to place in parallel to the chronology of this table the principal events over the period covered:

May – June 2006 : 20 recycled computers are received and set up having been sent by the association "Ateliers sans frontières" and shipped by CMA-CGM.

November 2006 : Training course starts.

8 June 2007 : Internet Festival at the Hilton Hotel in Antananarivo. After hesitating a lot to enter the lobby of the Hilton, the team of trainees brought by ATD Fourth World take the risk and are noticed immediately and very well welcomed. For several this represents the first true outing beyond the limits of their neighbourhood.

September 2007 : One week of Internet training at ATD Fourth World's premises run by Mr Niriantsoa Randriamihamina, Department Head, DTS expert and an excellent educational adviser.

15 October 2007 : Press conference to prepare the "World Day to Overcome Extreme Poverty", the 17th October, held at the offices of Data Telecom Service (DTS). Over fifty people participate in the press conference. It is featured in several daily papers with photos of some of the trainees (La Gazette, Malaza, Madagascar Tribune, Gazetiko, Taratra, MIDI Madagasikara on the 16th October).

17 October 2007 : Festival in the courtyard of Ramanandraibe, at the invitation of ATD Fourth World, the DTS, Alcatel-Lucent and the World Bank. The programme is given a full page announcement in newspapers La Gazette and Midi Madagasrika. The event is presented by the singer Bodo and the band Pazappa, who are well known in Madagascar. A stand with 10 computers connected by DTS to the internet is run by young people following the NICT training with ATD Fourth World. Some twenty creative manual skills workshops run by different associations are open to the public. The company DTS is represented by their General Director, Patrick Pisal Hamida, accompanied by the Human Relations Director and several technicians who participated in the preparation. Alcatel-Lucent were represented by the Head of the Digital Bridge division, Thierry Albrand. The Ambassadors of France and the United States are represented. Several hundred people hear poignant personal accounts of the daily struggle to overcome poverty given by children, young people and adults with direct experience of it, as well as official speeches and notably those of the PDS d'Antananarivo and the Deputy Jacques Sylla. The event is covered in the Madagascar Tribune (with a front page photo), Madagascar laza, MIDI Madagasikar on the 18th October 2007.

Each event gave value to the group through the quality of their participation in both quantitative and qualitative terms.

The variations and gaps in regular attendance are caused by a great variety of factors.

The birth of a baby, an accident at work or night work at the Ikopa rubbish dump can all have an impact. Once a trainee has an interruption, they fear not being able to catch up. They must also contend with the difficulty to concentrate, not being used to formal training, the fear of not being up to it and being looked down on.

At the beginning of the course, there is little mutual respect (in speaking, getting up on time, leaving early, smoking, being well presented etc.) and little belief in their own ability.

The course is, at one and the same time, a technical course, a French course and an apprenticeship in group life, with a group one has not chosen.

A 15 minute test takes place on site every Friday morning. The results are not posted up but the trainees place importance on it. They look a lot for the approval of their trainers.

Every 3 months a full individual appraisal is made and the results noted on an individual file.

The evaluation criteria are the knowledge of software, the capacity and rate of learning, the ability to concentrate and organise, the mastery of French and social professional behaviour.

In this context, three criteria of evaluation proposed by Joseph Wresinski, founder of ATD Fourth World might be mentioned: "the youth, have they advanced in liberty, in pride and in responsibility?"

Differences in rate of progress and rivalries between those doing well and less well have driven a deep reflection between facilitators and with the group alike. The principles of solidarity, of mutual support are considered as underpinning the course.

Each trainee receives a bursary of 1000 Ariary (0,37 €) per day in order to compensate for any lack of earnings felt by the young people or their families due to their participation. Even though very small, this bursary received by the young people proved indispensable in preventing them from dropping out. A partnership with parents is established by the trainers and is maintained by the young person's correspondence book which must be signed by parents after any absence on the part of the young person, in order that they can resume their training. Many parents are away all day long and it is not straightforward to maintain links with them.

In summary, after 15 months, some forty young people are in training, with rates of attendance which have risen to 90%, and with a professional aptitude in technical and behavioural terms in keeping with the norm for young people of their age. The course is recognised by Training Institutes and a number of employers.

5.2 Work placements

The company DTS, a Malagasy project partner and promoter of the MOOV Internet Revolution brand, accepted to offer one week work placements to 20 trainees having completed their first year of training.

DTS MOOV is an extremely dynamic company, increasing its number of employees from 80 to 208 over 3 years. In 2007, DTS which works in partnership with technical, engineering and business schools has recruited 103 people with a level 3+ Baccalaureate. The company provides internet solutions in all areas. Its offices are impressive.

The one week work placements are allocated for teams of four, providing 5 weeks of work placements giving 20 trainees work experience.

Upon their arrival they meet with the Director of Human Relations for an hour, where they present themselves and their skills with the aid of their personal portfolio.

They undertake tasks prepared by the Managers of MOOV, which require an essential grasp of computing, demanding care, attention and concentration.

Learning about professional behaviour forms an integral part of the placement: silence, respecting others - the offices are open plan -, taking responsibility to check their own understanding, hygiene and cleanliness etc.

At the end of the placement, the DHR meets with each of them individually to evaluate how things have progressed.

5.3 Developing AbdO literacy software

It is foreseen to produce a literacy software pack in the Malagasy language. This kind of software does not exist at the moment.

The concept behind the software, in the process of being developed, is to support the acquisition of basic reading, writing and arithmetic.

It is called AbdO, as in ABD (D is the third letter of the Malagasy alphabet) and O as in 'ordinateur' (French for computer).

The focus is to work in partnership with other organisations (the Ministry of Education, the UNDP) in a way which can benefit from their experience.

The assistance of M. David, who conceived the Malagasy Mahomby literacy method, seems guaranteed. For some time he has been looking for a way to make this literacy method available by computer without finding the necessary partnerships. A formal partnership agreement between ATD Fourth World and the Ministry of Education will cover the subjects of distribution, intellectual property and copyrights.

5.4 Conclusions and follow up of NICT

The objective over two years is to train 40 young people and to introduce 60 more to NICT at the five locations where connection terminals have been installed. Several dozen young people discovered the internet during the workshop organised for the 17th October 2007. Others are starting to do so at the local Wresinski library at Antohmadinika, or at the associations Enda Jeunes and NRJ.

ATD Fourth World has achieved the initial objective of developing a genuine training programme, providing young people with modern professional assets. The first group of 20 young people, who have taken part for over a year, is working well. The second group which started in November 2007 is making progress. Taking into account the number of computers and the size of the classroom, each is limited to no more than 20 young people.

The equal intake of men and women has been completely respected as, among the 40 young people in training, there are 20 young men and 20 young women.

These courses cover more than an introduction to NICT. They include work on literacy, developing social skills and appropriate professional behaviour, French lessons and individual mentoring.

The formalisation of the training programme for young people with little experience of schooling will depend upon collaboration with the companies, notably with those who employ keyboard operators with a college level education. Our practice takes its inspiration from the method IOD (Intervening in Supply and Demand) put in place to support the reintegration of the most disadvantaged groups into employment in France. This means, in order to support the employment of those with little

schooling, intervening simultaneously in the criteria upon which employers base their job offers and also the applications formulated by those looking for work⁴.

Experience shows us that in looking for security, employers often focus on their criteria for recruitment, most notably in terms of general training and qualifications. This, in turn, leads to them employing people over-qualified for certain posts. The examination of CVs often systematically excludes people of little formal schooling and the long-term unemployed and denies them the opportunity to demonstrate their real capabilities. One perverse effect of this practice for employers is that it becomes difficult for them then to win the loyalty of those they employ yet feel they deserve better than the job they are doing and so continue to look elsewhere for other opportunities, a problem that businesses have confirmed they face in Antananarivo. The method we hope to put into practice with employers is to encourage them to take people on work placement, without first examining their CVs, and use the placement as an opportunity to discern whether the applicant has the necessary skills. A first work of this nature is foreseen for June 2008 within the company Saisie.Com, where the number of keyboard operators has risen from 450 to 900 in one year.

Two legal structures are foreseen for the co-operative and are in the process of being created. They are traditional crafts co-operative, which we are going to describe, and the training department, which will take overall charge of training activities. This department will ensure the follow up of trainees after the two year course in a way that will help them in their search for work placements and support them in their first experiences of employment in link with employers.

6. The traditional crafts co-operative

The co-operative is not yet officially registered. On the recommendation of the Malagasy administration it has been decided to wait until the successful running of the co-operative has been sufficiently demonstrated before embarking on the administrative procedures.

The co-operative is made up of five workshops:

- Embroidery
- Dressmaking
- Weaving
- Carpentry
- Oil pressing

The 22 members of the co-operative receive an indemnity of 50612 Ariary per month (18,75 €) during their training period. The official guaranteed minimum wage was 50612 Ariary (18,75 €) and was increased in January 2008 to 75000 Ariary (27,80 €).

⁴ Marie Salognon, Université de Paris X – Nanterre, *Modes de jugement des entreprises et insertion des chômeurs de longue durée. Observation de la méthode IOD*. Téléchargeable à : <http://matisse.univ-paris1.fr/colloque-eps/textes/20.pdf>.

Each worker must receive the minimum wage in order that the co-operative can be registered by the Malagasy administration.

6.1 Embroidery workshop

The workshop is made up of 8 members, five from the Antohomadinika neighbourhood and two from an adjacent area. Julienne is the workshop's head. The workshop started full-time in September 2006. In the preceding period it increased progressively from one to three half days a week.

The training has been assured since the beginning by Julienne. An 8 day training course run by a trainer from the National Centre for Malagasy Artisans served to improve the technique and speed of the whole group. Everybody was happy with it. The 8 members of the workshop have carried out four visits to companies and exhibitions to sell their embroidered products.

The main items produced are table cloths: cloths of 2m x 1,5m with 6 napkins and 3m x 1,7m with 12 napkins. This is standard for the Malagasy. Each table cloth supports 24 to 30 motifs. At the beginning, it took several months to produce one complete table cloth together. Today the best are each producing more than one per month, including ironing and packing.

A table cloth of 3 m is sold on the market for 85000 Ariary (31,5 €) without napkins and for 100000 Ariary (37 €) with them.

26 table cloths and other embroidered items have been produced and sold in Europe and the United States by friends of ATD Fourth World. They do not have to sell on the Malagasy market. The quality of the products and the embroidery conforms to the quality standard of the Malagasy market, and is beautiful.

Making up the embroidery workshop are:

Julienne, 51, 3 children, separated from her husband.

Isabelle, 41, 3 children aged from 10 to 23.

Clarisse, 41, widowed with 7 children of whom 5 are at school.

Lucie, 20, single.

Albertine, 18, with 2 children aged 4 and 9 months.

Marie, 21, daughter of Irene (oil press) with a 9 month old baby, now absent for health reasons.

Lydmar, 28, with daughter aged 5.

Voahangy, 35, separated from her husband, 3 children aged 6,13 and 16.

Lydmar and Julienne are responsible for the material, Isabelle and Albertine for the cleaning, Clarisse and Marie for general surveillance and Julienne for purchasing.

Babies and toddlers up to 3 years can accompany their mothers and sleep under the embroidery table without disturbing the work.

Most of them do not work or no longer work outside of the workshop. They are very proud of the progress in the quality and speed of production. Julienne dreams of management and business training in order to open up career opportunities.

6.2 Dressmaking workshop

The workshop comprises of 5 members. Two have left: Nivo, who moved and who was often absent, which disturbed the group, and Jean Felix, who could not fit in. He currently unloads containers.

The workshop began on the 6th November 2006.

It offers two types of production:

- Clothing (skirts, dresses, trousers, shirts etc.)
- Traditional items ordered abroad (Prayer cushions at 12 \$, patchwork blankets etc), for which part of the production involves the weaving workshop.

Mme Cecile, a professional trainer, provided training from November 2006 to June 2007.

Making up the Dressmaking workshop are:

Joséphine, 48, separated, with 5 children of whom 3 are married. She had started with the embroidery workshop but had to give it up due to her bad eyesight.

Solo, 22, married with a daughter aged 2.

Myriam, 32, separated, 3 children aged 5, 7 and 14. She has had serious health problems.

Véronique, 23, with 2 children. Her husband is in the Army, training to become a soldier.

Ravaka, 18, has done a year of dressmaking with the Sisters of the Good Shepherd.

The workshop uses two electric sewing machines (plus another which is going to be given to the embroidery workshop), two pedal operated machines and two overcasting machines for which it is necessary to have training in order to operate.

6.3 Weaving workshop

The workshop is made up of two members.

It produces rugs, fabric and the bands used to make the prayer cushions. In order to make one cushion, a band of 1,5m by 23 cm is required. The weaving takes one day.

Making up the weaving workshop are:

Madeleine, 44, with 5 children aged 21, 18, 16, 8 and 3. Her husband is a carpenter. When he has work he lives on site.

Meltine, 52, with 4 children and 12 grand children. Separated for 13 years, she was a laundry assistant.

Training was provided by the SOANAVELA centre and much appreciated. The trainer has returned once to help sort out a problem.

The weaving loom was supplied by the SOANAVELA centre and bought by the cooperative for 1 400 000 Ariary (518 €).

The workshop would like to have more crafts people. It wants to acquire a small traditional loom which will enable the production of designs and traditional patterns. In this workshop, the weavers want to concentrate on manufacturing items and leave sales in the hands of others.

6.4 Carpentry workshop

The Carpentry workshop is made up of 3 members.

It produces furniture for the two ATD Fourth World buildings (tables, stools, shelves, cabinets, couches etc) and would like to make traditional objects to exploit their abilities in sculpture.

Making up the Carpentry workshop are:

Fred, 48, widowed for 10 years, 5 children. He had worked at the oil press but preferred carpentry. He has had training in marquetry and leather work and makes objects at home for the children to sell.

Désiré, 48, his wife works in the embroidery workshop. They have 3 children aged over 20. Désiré has received training in masonry, painting, decorating and metal work (he knows how to weld).

Marson, 61, 12 children, knows sculpting.

The workshop is reliant on hand tools (hand drills, mallets, hand saws and angle boxes, planers etc.) and dreams of a stand-alone, multifunctional woodworking machine.

6.5 Oil Press workshop

The oil press workshop started in April 2007.

It is made up of 4 members.

It produces groundnut oil, buying peanuts, crushing, cooking and then pressing them and selling the oil and unrefined residue that remains.

Making up the oil press workshop are:

Joseph, 50, came to Antananarivo in 1976, he has had a driving licence for 20 years and occasionally worked as a driver. Married then widowed with a small boy, he married his present wife in 1980. They have had 11 children of whom 6 are still alive. His wife sells underwear. He must feed 9 people.

Jean-Paul, 61, widowed and divorced from his second wife. He has had 3 children of whom one is still alive and is married to third wife.

Jean-Jacques has worked at the oil press since June 2007. Aged 27, married with young twins. He had an accident when he was 3 years old and is still suffering after effects.

Irène, 41, orphaned aged 3 with no siblings. Married Justin in 1987, they have one daughter, Marie. Irene started with the embroidery but does not have good enough eyesight and prefers more physical work.

The peanuts are bought in gross, 400 kg at a time; they are crushed and transported 4 km by the son-in-law of Jean-Paul by cart.

The peanuts cost between 1050 and 1250 Ariary per kg, and in the region of 1300 Ariary once crushed.

5 kg of peanuts produces 1,5 to 2 litres of oil. The residue is sold crushed to feed cattle.

It is a seasonal trade. At the moment the peanut crop of Majunga is exhausted and the crop from Tuléar will be harvested in May.

6.6 Conclusions and follow up of the co-operative.

All the members of the co-operative consider, thanks to the training they have received, that the quality of the products and the speed of production has improved considerably. Despite the modest returns, the majority clearly express their

preference to be involved, due to the regularity of the income. This regularity is a break from the precarious nature of outside revenue, often linked to occasional work such as laundry work, or small scale buying and selling. The perseverance of the majority and the low drop-out rate confirms their satisfaction, linked especially to their pride in having recognised work and producing beautiful products. These different factors come out clearly in the five personal portraits in the second half of the report.

Among the adults working in the co-operative, there are substantially more women than men: 16 women and 6 men. There is no difference in their indemnities, which are exactly the same for each of them. Just as there are more women than men in the co-operative, there will be more women than men on the board of directors which is in the process of being formed.

At the present time, it is not possible to recruit new members due to the lack of available space. Each workshop has specific needs in terms of space, the need for silence and concentration; bright lighting; space for stock; noisy production; and the creation of dust or sawdust. The number of 22 employees will change as the strategy of growth is decided upon.

All the members are conscious of the need for training in business and management. Some want to concentrate on production, others want to be trained in managing and purchasing, others want to develop their sales ability. All are aware that the current daily indemnity they receive is not sufficient to meet the needs of a family.

The question of what economic model should be followed with respect to the kind of product and actual and potential customers is asked in each workshop.

An economic analysis is underway, and the co-operative is going to analyse viable economic models for the traditional crafts sector. The training and education departments need to be funded and will be managed separately.

7. Impact of action on its beneficiaries: summary of the five personal portraits presented in the appendices

In order to be complete, the evaluation of the action that has taken place can not be simply quantitative. It has also to be qualitative and enable one to understand more subtly what the action has or hasn't changed in the life of people taking part in it. The writing of "portraits" of five people benefiting from the action was the chosen method of presenting their own opinions and the view of those closest to them on the changes that have occurred.

The contract signed by ATD Fourth World foresaw that the final report to be submitted to the World Bank "will also feature two portraits of young people trained in computing, and three portraits of adults working in the craft co-operative, that will be written in partnership with them. A portrait will include a five to ten page narrative that describes the life of an individual before he or she entered the pilot project, how he or she coped with the pilot project and its demands, and the impact on the individual and household's livelihood".

Lanto Ravahomanana has written these portraits in Malagasy, based on several interviews with them, those close to them, their trainers and their work colleagues. The details of these interviews are presented in the introduction to each portrait presented in the appendices. The texts written in Malagasy have then been translated into French by Benoit Andrianasolo, from the National Office of Languages of the Malagasy Academy, and edited by Xavier Godinot, the Project Director. All names have been modified to respect the anonymity of those involved.

Two young people following the computer training, **Norbert and Thierry**, have been interviewed at length. They have been chosen in order to show the impact that the training can have on most excluded young people, and with respect to the fact that it is much more difficult, in Antananarivo, to find training for young men than for young women.

Jacques, who works in the oil press workshop, was chosen because he is among the most disadvantaged adults who were part of the conception of the co-operative.

Corinne, widowed and mother of seven, has nearly no education and works now at the embroidery workshop.

Marielle, single mother of three children, works in the dressmaking workshop despite her physical handicap.

What has been the impact of the project on these five people?

- **Norbert, 18 years old**

A young man of 18 who takes part in the computer training, Norbert is married and a father of one child. After having lived for some time with his partner and their child in a “plastic bag house” on the public rubbish dump in Iboina, he built with his own hands a small brick house on the edge of the Ikopa River, in the process gaining some distance from the stench of the rubbish dump.

Around the time he was 12 years old, the death of his mother forced him to quit school and to look for work in order to live and to pay for the schooling of his sisters. Forced by need, he collected empty tin cans from the public rubbish dump at Ambohidratrimo and sold them on the railway to Anosibe. He gave the majority of his earnings to his father. When the municipalities rubbish trucks began dumping on the banks of the Ikopa, he moved to a new place, where he met his partner.

One day while he was playing ball with his friends on the banks of the Ikopa, a trainer came and suggested to them to take up computer training. A friend convinced him that it would be interesting and the two of them registered together for the training. However, Norbert continued to work at night on the rubbish dump in order to feed his family and often arrived completely exhausted. After he was absent for a whole week, a trainer went to find him at the rubbish dump and negotiated with him a new arrangement, increasing his study allowance. Norbert gradually found a new rhythm

that balanced working on the rubbish dump and training. An accident kept him away from the course again and he didn't want to rejoin the class after his recovery because he was scared of being too far behind the others. It took home visits from 3 different people in order to convince him to restart the course with the agreement of his partner.

Since the start of 2008, he hasn't been missing once. As Norbert explains, "I've noticed that I've improved as a person since I've been at the computer course. I feel better adapted to life and society. I no longer swear. Even though I touch dirty objects during the night, I try my best each day to be clean, whether I'm at home or at the training centre".

He gives all the money he earns on the rubbish dump to his partner and child, living himself off the training bursary he receives. The head of the computer training points out that: "Norbert has come the furthest out of his class mates. This does not mean that he is top of the class, but if I had to mark him, I would happily award him 15/20".

And Norbert stresses that, "I don't stop looking for a solution that can enable me to quit the rubbish dump". He wishes to work one day in a company like DTS, where he did a placement, or as a computer operator. He thinks it's a realistic goal if he continues to deepen his knowledge.

- **Thierry, 18 years old**

Thierry is a young boy of eighteen who is also taking part in the computer training. He is the third child out of six children that his parents struggle to feed. From the ages of three to nine, one of his uncles took him in and paid his school fees for three years. Thierry left school at the age of nine because his father came looking for him so that he could nurse his seriously ill sister.

For three years in order to earn money, he begged between the Antananarivo tunnel and Ambohidahy gardens in Antananarivo. From the ages of twelve to fifteen, he sold papers, caps and second hand clothes.

One of his friends brought him to play ball at the youth club of the association ENDA. For over one year, he followed a literacy course provided by this association whilst continuing to help his parents. Every morning, he got up at 5 o'clock, had his breakfast and went out in search of wood which his father needs to burn in order to roast peanuts. Having done this, he often arrived late for the activities run by ENDA.

At the end of 2006, it was suggested to him to follow the computer course organised by ATD Fourth World. He has been really passionate about this training, discovering that he is capable of progressing, that he can stay the course and learning to have more confidence in himself. As Thierry explains, "when we do copying or writing out passages in French, my hands become sweaty because I'm scared of making any mistakes. The computer makes it possible to rectify these mistakes and to learn spelling and the meaning of words at the same time".

He is very proud of having introduced an older cousin of his to computing; “I can teach computing to other people because I now know how computers tick”. The training has given more structure to his day and has had an effect on his use of his spare time: “In the past, I didn’t dedicate myself to anything, spending my time wandering around once I left my bed in the morning. At the moment, even on Saturdays and Sundays, I make myself visit members of my family”.

In the morning, he follows the computer course and in the afternoon he does training in electronics and electricity provided by Akaki. “My goal for this year is to get good results which will allow me to be employed. I will look for a job as an electrician, and knowledge of computers is an advantage in this field. There you go, that’s why I persevere with my training”.

- **Jacques, 50 years old**

A father with nine surviving children, Jacques was born in 1958. He was the inspiration behind the creation of the WLT (Working and Learning Together) co-operative by members of ATD Fourth World Volunteer Corps. In 2005, they consulted the parents of the Antohomadinika neighbourhood about their own aspirations. Jacques had contributed for several years to the facilitating of an ATD Fourth World street-library which his own son regularly attended. His basic reply was that the action undertaken over the last years on health and on childcare had yielded much but they, the parents, remain living in poverty: “It would be good to create a small company, for us, the disadvantaged. We’re not looking to set up something complicated. We will start with something simple”. We opted for various workshops, of which one was traditional production of groundnut oil, which Jacques enthusiastically joined early on.

In May 2008, a visit to his home, a wooden shack of a few square metres with a sheet metal roof and a floor of beaten earth, could lead one to believe that he has not yet managed to escape the extreme poverty which he has been stuck in for several decades. Appearances conceal his and his family’s progress. This man, who used to drown his misfortune in alcohol, stood up and now resists it, relying on his new worker’s status.

From March 2007 onwards Jacques has been committed to working half a day on a daily basis at the oil press. His job, and that of his colleagues, consists in crushing peanuts by hand. This arduous work is soon entrusted to a factory, and a press is bought. Its purchase motivated the workers and soon output reached 20 litres a day, in terms of delivery to customers. This experience encouraged the workshop members to continue perfecting their working methods.

Jacques knows a lot about the quality of peanuts and which to buy, their oil content, the cooking process and maintaining the condition of the tools. The pride in accomplishing the work, the daily contact with his colleagues and the exchange of ideas have been enriching for him.

His financial situation has improved thanks to the fixed monthly salary provided by the co-operative. His wife continues to bring in money through street vending and his oldest son, employed by an NGO, contributes to the cost of the housekeeping. As Jacques makes clear: "Our daily food bill is about 5000 Ariary. In the past we had to borrow money here and there to support ourselves. At the moment, food and the cost of schooling the children no longer pose any problems."

Jacques is proud of his work at the WLT: "The unemployed, you have to feel sorry for them. They look for work without finding it. Me, I've got a job, why shouldn't I keep hold of it? Every Saturday, I'm at the co-operative". He can define well what working life means: "Work is a life within a life. Idleness saps the body. When you work, the children don't suffer". This new found pride has helped him to notably reduce his heavy use of alcohol, so harmful to the family atmosphere.

Jacques says he is prepared to welcome and support disadvantaged people: "I will give them the necessary advice freely as it's thanks to this and the support of the WLT that I've been helped. My most burning desire is to see the co-operative officially set up so that we will gain access to an even better existence".

- **Marielle, 33 years old**

Born in 1975, Marielle is a single mother with three children. Her parents separated when she was very small and she remained under the care of her mother who sold green vegetables in Ankazomanga. At eight years old, she took refuge at her grandmothers to escape her mother's alcoholism; she then quit school at twelve barely knowing how to read and write.

At sixteen she moved in with a man who worked as a docker and rickshaw driver. She earned money herself through occasional work as a brick carrier, water carrier, laundry worker, cleaning lady and street vending. She left her first husband to get away from domestic violence. Her second husband left her with 4 children at a time when she was seriously ill and her youngest son was suffering from tuberculosis.

It was in hospital, where she lost a leg through amputation, that she got to know representatives of ATD Fourth World. The association was able to provide her with a prosthetic leg and then proposed to her to come and work in the co-operative WLT (Working and Learning Together), shortly after the death of her youngest son.

Being part of a work collective and obtaining a small, but regular income, has had an extremely positive effect on her. Marielle is proud of her work despite her physical disability. She has acquired skills in dressmaking and the friendship she has found in the work place has especially helped her to cut down drastically the amount she was drinking.

In her first year in the co-operative she was only absent 5 times and says "I feel so happy when I am at my work. There I forget about the trials of my past". The workshop manager confirms this: "She likes the company of people. Her greatest pleasure is going out in a group".

Marielle once stated : “In my house, I am in hell. At WLT, I am in heaven”. Visiting her at home makes this surprising admission clearer. It’s necessary to stoop in order to enter through the front door, so low you could mistake it for a window. The one room in which she lives, on the ground floor of the brick house belonging to her maternal grandparents, measures less than two metres in length and can only afford, by the way of furniture, a bed and a cabinet. It is there that she lives with three children. The other larger rooms are occupied by one of her brothers, an aunt and a distant relative, who has refused to let her take advantage of the space and has even threatened to throw her out.

“My first goal for this year is to get my youngest daughter into school. And then, when the co-operative is fully established, I will think about widening the narrow room in which we’re living in. And finally, I would like to buy a radio that my children and I could listen to at home.”

- **Corinne, 41 years old**

Born in January 1967, Corinne has been widowed since 2007 and is a mother of seven children. She has never been to school. At eight years old, she went to a literacy centre but she quit after a year without really knowing how to read and write, because she was scared of the teacher. She was assigned to watch the family’s oxen and made the effort to learn to read in a self taught manner, collecting and putting back together the pages of books she found in the street.

Then, she worked as a water carrier, nanny, restaurant worker etc. A man proposed to her when she was twenty-two. Passing now and again through the Antohomadinika neighbourhood in order to collect and sell bottles, she came across ATD Fourth World volunteers running a “street-library”. She sent one of her children there. Invited to express their views at a parents meeting, lots of mothers suggested activities that could generate an income, such as embroidery, dressmaking etc.

One year later, Corinne has been recruited into the embroidery workshop of the co-operative. “I love my embroidery work. I get a permanent monthly wage which is guaranteed not like the unpredictable income I got from what I was doing before. And I feel more sure of myself now, with my wider social network despite differences in education. I have learnt a lot of things which have strengthened my personality”.

The modest indemnity earned by adults training at the co-operative is not enough to feed the whole family. Corinne continues to sell bottles, do washing, carrying water, reselling shopping bags etc. “I know full well that it is forbidden for underage children to be made to work, but I am forced to do this due to our insufficient budget” says Corinne.

Another problem worries her: “I no longer have enough time with my children and I’m so scared that they lack affection”. In effect, she wakes up at five o’clock in the morning to do the washing and to prepare the meal. She leaves for WLT at seven o’clock, taking her youngest son with her, and does not return home until about half

past five, or later if she has to collect bottles. Her older children work on Saturday away from home. "We don't have nearly enough time to speak" deplores Corinne. "It's only Sunday that we can all be together. I take advantage of this day for amusing them and showering them with my love".

Corinne holds one clear goal: "I want my children to move up, so they can have an existence different to the one that I had before. That's why I put them in school despite the financial difficulties".

These five personal portraits describe the positive changes which need to be supported further. They highlight as well how urgent it is to get the co-operative officially registered and to increase its benefits, and finally to improve the members earnings from the co-operative and to reduce, in this way, the work of the children.

8. Short term impact of the action for its partners and for public opinion

DTS have given feed back of the collaboration with ATD Fourth World internally and externally. The Director for Human Relations presented the joint action to the board of directors confirming his commitment to it.

A document supplied in the appendices was communicated to the entire personnel at the time of the work placements presented earlier. The staff said that they were surprised by the ability of the young people to integrate and to fulfil the tasks they were entrusted. Some expressed their disquiet at the beginning, yet have been pleasantly surprised.

On Wednesday 28th May 2008, certificates confirming their completion of a work placement were presented to twenty young people by the General Director of DTS in the presence of nineteen of their parents and some fifty members of DTS staff. This was a moment of pride for all concerned, which concluded with the company offering the young people each a T-shirt carrying the MOOV logo and a box of cakes.

The positive view point of the staff of a company as brilliant as DTS is a strong encouragement to increase co-operation with the industrial sector, particularly those companies that possess a long term vision and who know that you must invest a lot in human resources.

It is more difficult to evaluate the impact of the project on opinion and awareness. For example, following the public event for the 17th October, which brought together some people from disadvantaged backgrounds with a variety of public figures at the courtyard of Ramanandraibe. That is not to doubt that some people were very touched by the event, and especially by the massive presence and public expression of people from very disadvantaged backgrounds, making evident the existence of this often hidden world, whose voice is little heard. Those representing the business world told us how much they were affected.

9. General conclusion

The action is still in its start up phase, which will be achieved when the traditional crafts co-operative will be officially registered by the country's authorities, probably between September and December 2008. The period from 2010-2013 will see the consolidation of the project, its development, and the gradual progress of the traditional crafts co-operative towards financial autonomy. It is reasonable to hope that, in 2014, the co-operative will have acquired financial independence for its crafts production, whereas the computer training department will have proved itself and could be subsidised by the Malagasy public authorities, big companies and financial backers.

Another challenge in the months to come is that of officially registering the co-operative, which means that the co-operative must possess statutes that legally conform, as well as a board of directors made up of at least a President, Secretary, Treasurer and other directors. It is foreseen for the Board of Directors to have two representatives of the young people involved in the computer training and eight representatives from amongst the adults working in the co-operative. These ten project users, designated by their peers, will join the Board of Directors, which will guarantee the appropriation of the co-operative by those for whom and with whom it was created. However, these people currently have little or no skills in administration or management, and training in those areas will be offered to them in the coming years. For the co-operative to be viable, it is imperative that these members, recruited from very disadvantaged backgrounds, are supported by a board of directors of Malagasy nationality that is very motivated, very competent, and credible to the finance backers that will be approached over the course of the coming years. Those responsible for the project are currently making every effort to find and bring together these people.

The goal is obviously for the administrators to be shaped by their experience and become progressively capable of managing the co-operative independently, whilst conserving the original intention to contribute directly to the fight against poverty by recruiting people from amongst the most disadvantaged groups.