



Assessing the Impact of Microenterprise Services (AIMS)

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A GUIDE FOR ASSESSING THE IMPACT OF MICROENTERPRISE SERVICES AT THE INDIVIDUAL LEVEL

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FOREWORD

The Assessing the Impact of Microenterprises (AIMS) Project seeks to gain a better understanding of the processes by which microenterprise programs strengthen businesses and improve the welfare of microentrepreneurs and their households. In addition, it focuses on strengthening the ability of the U. S. Agency for International Development (USAID) and its partners to measure the results of their microenterprise programs. The project's core agenda includes desk studies, focused field research, three major impact assessments, and the development and testing of tools for use by private voluntary organizations and non-governmental organizations to track the impacts of their microenterprise programs. Further information about this USAID-funded project and its publications is available on the AIMS home page (<http://www.mip.org>).

This paper is one in a series of studies that addresses specific substantive and methodological issues. The studies are intended to inform the design and implementation of the focused field research, the three core impact assessments and the tools. Each core impact assessment will focus on a specific microenterprise program. Information will be obtained from program participants and a comparable group of non-participants in two main rounds of data collection, with a two year interval between the rounds. Complementary information will be gathered in qualitative interviews and from secondary sources. While this paper furthers the agenda of the AIMS Project, it is also intended to be of interest to others seeking to understand and document the impacts of microenterprise programs.

Carolyn Barnes
AIMS Project Director

EXECUTIVE SUMMARY

Despite the increasing attention being paid to microenterprise development, particularly microfinance services, remarkable few assessments have been made of the actual impact of microenterprise services. This is due, in part, to the inherent difficulties of conceptualizing and measuring impact. There is little consensus on whether or how to measure such basic quantitative indicators as income, expenditure, or assets and even less on whether or how to measure such qualitative indicators as control, bargaining power, and self-esteem. Another problem is that of fungibility: that is, whether the microenterprise service, most commonly credit, is used for a purpose other than the stated or targeted purpose. A related problem, which arises because the microenterprise service may be used for any purpose, is that the impact may not occur where it is expected and may occur where it is least expected.

In measuring the impacts of microenterprise services, it is common to focus on the impact on the client's household or on the client's enterprise. However, even when the household as a whole experiences improvements in economic or social welfare, the individual client may not. Or, even when the client's enterprise does not show impact, the client may experience an improvement in his or her economic and social welfare. In order to capture the range of potentially significant impacts, the focus should be broadened to include an assessment of impact at the individual level as well as at the enterprise and household levels.

One solution to these problems is to assume that the microenterprise service may be used for any consumption or production purpose within the household; to conceptualize the household as an economic portfolio with multiple resources and activities which are carried out both jointly and individually; and to measure impact at different levels within the household. This is the solution adopted by the Assessing the Impact of Microenterprise Services (AIMS) Project, one of the projects under USAID's Microenterprise Initiatives. The goal of AIMS is to address these problems and to design a practical, yet conceptually grounded, approach to measuring the impacts of microenterprise services on clients, their enterprises, and their households.

This discussion paper addresses conceptual and methodological issues regarding impact at the level of the individual client: particularly, the impact on individual women. After an introductory section which describes the research problem and the AIMS research project, the second section of this paper summarizes and consolidates three existing analytic frameworks, which have been developed to measure change in the lives of low-income women in South Asia, into a single comprehensive framework for conceptualizing impact at the individual level. Section III recommends a set of testable hypotheses regarding impact at the individual level and a set of variables, including participation and mediating variables as well as impact variables, to test these hypotheses. A full set of empirical impact variables and measures for each of the conceptual impact variables in the hypotheses is presented in Appendix II. The final section recommends a mixed methodological approach, combining quantitative survey and qualitative case study methods, to measuring these variables. A survey questionnaire for measuring individual variables and guidelines for conducting individual case studies are presented in Appendices III and IV, respectively.

The consolidated framework details four broad pathways through which individuals experience change, as follows. The first is the **material pathway** through which changes in access to or control over material resources, in level of income, in satisfaction of basic needs, or in earning capacity are experienced. The second is the **cognitive pathway** through which changes in level of knowledge, skills, or awareness of the wider environment are experienced. The third is the **perceptual pathway** through which changes in self-esteem, self-confidence, and vision of the future as well as changes in recognition and respect by others are experienced. And the fourth is the **relational pathway** through which changes in decision-making roles, bargaining power, participation in non-family groups, dependence on others, and mobility are experienced. In Appendix II, as noted above, a full set of empirical variables and measures for each of these conceptual variables is presented.

To more fully understand the processes of change, the guide also details key participation and mediating variables. The participation variables are designed to measure the different levels of contact that a client might have with the different services offered by a microenterprise program. Of the rigorous impact studies that exist, only a handful categorize clients and look for differential impact by frequency or intensity of program participation. The mediating variables are thought to affect the direction and strength of the relationship between participation in microenterprise services and impacts at the individual level. In addition to the demographic profile of the client, the dependency ratio of the household, and the economic portfolio mix of the household, this guide suggests that social norms regarding the gender division of labor, gender norms of behavior, and gender allocation of resources are key mediating variables: particularly for programs which target low-income women in traditional societies.

The paper recommends a mix of quantitative survey and qualitative case-study methods to test the hypotheses of impact at the individual level. Whereas a quantitative survey can measure broad patterns and correlates of change, case studies can illuminate the impact process; test counter-factual or rival explanations; and investigate complex or unexplained phenomena. Moreover, case studies which (as recommended here) include life or work histories are thought to have particular salience for understanding impact at the individual level.

A GUIDE FOR ASSESSING THE IMPACT OF MICROENTERPRISE SERVICES AT THE INDIVIDUAL LEVEL

I. INTRODUCTION¹

A. Background

In the developing world, microenterprises employ a significant share of the workforce, particularly of the female workforce, and generate a significant share of household income, particularly in low-income households. Reflecting the size of the microenterprise sector but also a range of perspectives on its significance, microenterprise development is regarded as crucial to the achievement of such varied development objectives as poverty alleviation, employment generation, individual empowerment, and economic development. In particular, financial services to microenterprises have received increasing attention and achieved significant success since the early 1980s. Yet remarkably few rigorous and systematic studies have been undertaken to determine what the impact of microenterprise services, including financial services, has actually been.²

The fact that there are surprisingly few impact studies of microenterprise projects is due, in part, to the inherent difficulties of conceptualizing and measuring impact. There is little consensus on whether or how to measure such basic quantitative indicators as income, expenditure, or assets and even less on whether or how to measure such qualitative indicators as control, bargaining power, and self-esteem. Another problem is that of fungibility: that is, whether the microenterprise service, most commonly credit, is used for a purpose other than the stated or targeted purpose. A related problem, which arises because the microenterprise service may be used for any purpose, is that the impact may not occur where it is expected and may occur where it is least expected.

One solution to these problems is to assume that the microenterprise service may be used for any consumption or production purpose within the household; to conceptualize the household as an economic portfolio with multiple resources and activities being carried out both jointly and individually; and to measure impact at different levels within the household. This is the solution adopted by the Assessing the Impact of Microenterprise Services (AIMS) Project, one of the projects under USAID's Microenterprise Initiatives.

This discussion paper addresses conceptual and methodological issues regarding impact at the individual level: particularly the impact on individual women. The following section summarizes and consolidates three existing analytical frameworks into a single comprehensive framework for conceptualizing impact at the individual level. Section III recommends a set of testable hypotheses regarding impact at the

¹The author wishes to acknowledge the constructive comments of Monique Cohen (USAID) and Carolyn Barnes (MSI) on an earlier draft of this paper.

² For a review of existing impact studies, refer to Sebstad and Chen 1996.

individual level and a set of empirical variables, including participation and mediating variables as well as impact variables, to test these hypotheses. A full set of empirical impact variables and measures for each of the conceptual impact variables in the hypotheses is presented in Appendix II. The final Section recommends a mixed methodological approach combining quantitative survey and qualitative case-study methods to measuring these variables. A survey questionnaire for measuring individual variables and guidelines for conducting individual case studies are presented in Appendices III and IV, respectively.

B. AIMS Project

The goal of AIMS is to gain a better understanding of the processes by which microenterprise services strengthen businesses and improve the welfare of microentrepreneurs and their households, and to strengthen the ability of USAID and its partners to assess the results of their microenterprise programs. To achieve this goal, AIMS seeks to design a practical, yet conceptually grounded, approach to measuring the impacts of microenterprise services on clients, their enterprises, and their households. Having developed a comprehensive research plan, including a model of the household as an economic portfolio, the AIMS Project has recently undertaken longitudinal impact assessments of three microenterprise programs: Accion Communtaria in Peru, Zambuko Trust in Zimbabwe, and the banking program of the Self-Employed Women's Association (SEWA) in India. These core impact assessments will be longitudinal with two rounds of data collection. Methodologically, these assessments will consist of two common core modules (a survey questionnaire of clients plus non-clients and case studies of selected clients) as well as supplementary modules on particular themes or issues relevant to each particular site.

In preparation for the three core impact assessments, and to inform the microenterprise field as a whole, the AIMS team has been engaged in a set of research activities over the past eighteen months. The topics covered by these studies emerged from a preliminary concept paper on the design of the core impact assessments, which presented a tentative analytical framework, proposed a set of research hypotheses, and identified outstanding analytical and measurement issues related to the study of these hypotheses (Sebstad, Neil, Barnes, and Chen 1995). To date AIMS has carried out eight technical and literature review desk studies and three field studies. These studies have helped to clarify analytical and measurement issues related to the study of the impacts of microenterprise services at the client, enterprise, and household levels. A conceptual model of the household economic portfolio is presented in one of the desk studies (Chen and Dunn 1996). This paper, based partly on one of the three field studies, seeks to address conceptual and methodological issues regarding impact at the level of the individual client.³

³ A survey questionnaire (see Appendix II) for measuring impact at the individual level was developed and pretested during preliminary field work with the SEWA Bank in February-March 1997.

II. CONCEPTUAL FRAMEWORK

The purpose of this paper is to consider how best to assess the impact of microenterprise services at the individual level. Changes at the household or enterprise level cannot be assumed to impact all individuals equally within the household. In addition, changes at the individual client level may affect the activities, resources, and welfare of the client's household or the growth and stability of the client's enterprises.

Because a large percentage of microenterprise clients worldwide are women, and because women have limited opportunities and status within many cultures, the impacts of microenterprise services on female clients are of particular interest. Participation in microenterprise programs cannot be assumed to necessarily improve women's welfare or empowerment. Therefore, assessing the impact of microenterprise services on female clients can generate significant insight regarding impact at the individual level more generally.

Given the interest in impact on female clients, and the insights that can be gained by assessing impact on female clients, this paper builds on earlier impact studies of three microenterprise programs which are known to have effectively targeted large numbers of female clients: the Grameen Bank and the Bangladesh Rural Advancement Committee (BRAC) in Bangladesh; and the Self-Employed Women's Association (SEWA) in India.

A. Three Relevant Frameworks

To conceptualize the impact of microenterprise services at the individual level, this paper draws on recent field work in India, carried out as part of the AIMS project, as well as existing conceptual frameworks: two used in assessing the impact of microenterprise services on low-income women (those developed by Schuler and Hashemi and by Chen and Mahmud) and one used in developing a comprehensive program for low-income working women (that used by the Self-Employed Women's Association).

Assessing Change in Women's Lives: A Research Framework

In 1992, the Bangladesh Rural Advancement Committee (BRAC) extended its rural development activities to an area of rural Bangladesh, Matlab thana, where the International Center for Diarrhoeal Disease Research, Bangladesh (ICDDR,B) has been involved in demographic surveillance and health interventions since the early 1960s. Given the availability of comprehensive ICDDR,B baseline data on the population of Matlab thana, BRAC and ICDDR,B initiated a joint research project to study the impact of BRAC's socio-economic interventions on the rural poor, especially women and children.

In 1993, Marty Chen and Simeen Mahmud were asked by BRAC and ICDDR,B to develop a conceptual framework and a research plan for monitoring the impact of BRAC's interventions on women's lives. Based on their research on, and work with, low-income women in Bangladesh and India, Chen and Mahmud postulate that there are four pathways through which women experience change, as follows:

1.1 *material* = change in access to and control over material resources, in level of income, and in satisfaction of basic needs;

1.2 *cognitive* = change in level of knowledge, skills, and awareness of wider environment;

1.3 *perceptual* = change in individual's perception of own individuality, interests, and value; and in the perceptions by others of individual's contributions and worth; and

1.4 *relational* = change in contractual agreements, in bargaining power, and in ability to resist exploitation.

Reflecting the order in which they list them, Chen and Mahmud postulate a likely sequence of change through these pathways. Initially, if they receive training as well as financial services, female clients experience increased access to material resources and increased knowledge as well as awareness of their environment. Gradually, their perceptions of their own individuality, interests, and value - in effect, their self-esteem - rises as well as, hopefully, the perception by others of their contributions and worth so that, eventually, they begin to bargain effectively for more equal or less exploitative relationships within, first, their family and community and, then, their wider environment.

In their paper which details their hypothesized sequence of change through these pathways, Chen and Mahmud also discuss a common objective of many microenterprise programs for women: namely, increased ability of the individual woman to cope with future eventualities or, more specifically, an improved fall-back position in event of a breakdown in the cooperation or composition of the household (Chen and Mahmud 1995). The key determinants (and, thereby, indicators) of a woman's fall-back position, argue Chen and Mahmud, are her:

1a.1 asset base;

1a.2 economic independence and entrepreneurship; and

1a.3 mobility.

A woman's bargaining power is closely linked to her fall-back position: the stronger her fall-back position, the stronger her bargaining power is likely to be. By implication, Chen and Mahmud assert, control over assets, economic independence, entrepreneurship, and mobility are key determinants (as well as indicators) of a woman's bargaining power.

Empowerment of Women: A Research Program

In 1990, the research and training wing of John Snow International (JSI), a private consulting firm, initiated a research program entitled "Empowerment of Women" designed to conduct empirical research in conjunction with microenterprise credit programs thought to be transforming women's status. The purpose of this research program was to better understand and document the process of women's empowerment, and to investigate the relationship between women's empowerment and changing

reproductive norms. Comparative studies were undertaken in Bangladesh (with Grameen Bank and the Bangladesh Rural Advancement Committee), India (with SEWA), and Bolivia (with PRODEM/Bancosol).

After interviewing the staff and participants of various programs and reviewing relevant literature, the principal investigators (Sidney Schuler and Syed Hashemi) identified six general areas or domains in which subordination of women is traditionally played out, and in which empowerment of women is believed to be taking place:

- 2.1 sense of self and vision of a future;
- 2.2 mobility and visibility;
- 2.3 economic security;
- 2.4 status and decision-making within the household;
- 2.5 ability to interact effectively in the public sphere; and
- 2.6 participation in non-family groups.

According to Schuler and Hashemi, the order in which they have listed these domains "suggests a process of empowerment that begins at the level of a woman's individual consciousness and becomes externalized through greater physical mobility, remunerated labor, a stronger role in the household and, eventually, meaningful participation in the larger community" (Schuler and Hashemi 1993:3).

SEWA's "Ten Points": A Strategic Framework

The Self-Employed Women's Association (SEWA), a trade union of low-income working women, has organized over 250,000 urban and rural women in Gujarat state in India. Since its founding in 1972, SEWA has expanded not only its membership but also its programming to include the following services and activities: savings and loans, insurance, health-care, child-care, housing, training, marketing, cooperative development, trade union organizing, and policy advocacy. To provide financial services to its members, SEWA established the first women's bank in India - called the SEWA Bank - in 1974. The SEWA Bank is one of three programs being assessed under the AIMS project.

The strategic objectives of SEWA - what it refers to as its Ten Points - are to help its members realize or achieve:

- 3.1 increased employment opportunities;
- 3.2 increased income and income security;
- 3.3 improved nutrition;

- 3.4 increased access to health services;
- 3.5 access to child-care;
- 3.6 improved housing plus water and sanitation facilities;
- 3.7 increased household assets;
- 3.8 strong women's organizations;
- 3.9 strong women leaders; and
- 3.10 increased self-reliance (both individual and collective).

More recently, SEWA has adding the following two points or objectives:

- 3.11 increased access to education, especially for children; and
- 3.12 improved source of energy.

B. Consolidated Framework

Between them, these three frameworks cover most of the areas or domains in which change at the individual level (particularly for women) is being promoted by or has resulted from microenterprise services. Of course, there is significant overlap between these three frameworks as well. Indeed, the three frameworks not only overlap but are quite complementary: while the Chen-Mahmud framework offers broad pathways of change, the Schuler-Hashemi framework offers distinct domains of change, and the SEWA framework offers concrete indicators of change. What follows is a consolidated framework of hypotheses which incorporates all components of the three separate frameworks:

CONSOLIDATED FRAMEWORK OF HYPOTHESES

I. MATERIAL CHANGE

Participation in microenterprise services leads to:

- A. Income: increased income and income security;**
- B. Resources: increased access to, control over, and ownership of assets and income;**
- C. Basic Needs: increased or improved health care, child care, nutrition, education plus housing, water supply, sanitation, and energy source; and**

- D. **Earning Capacity: increased employment opportunities plus ability to take advantage of these opportunities.**

II. COGNITIVE CHANGE

Participation in microenterprise services leads to:

- A. **Knowledge: increased knowledge;**
- B. **Skills: improved skills; and**
- C. **Awareness: increased awareness of wider environment.**

III. PERCEPTUAL CHANGE

Participation in microenterprise services leads to:

- A. **Self-Esteem: enhanced perception of own individuality, interest, and value;**
- B. **Self-Confidence: enhanced perception of own ability and capacities;**
- C. **Vision of Future: increased ability to think ahead and plan for the future; and**
- D. **Visibility and Respect: increased recognition and respect for individual's value and contribution.**

IV. RELATIONAL CHANGE

Participation in microenterprise services leads to:

- A. **Decision-Making: increased role in decision-making within the household and community;**
- B. **Bargaining power: increased bargaining power;**
- C. **Participation: increased participation in non-family groups, in local institutions, in local government, in political process; and**
- D. **Self-Reliance: reduced dependence on intermediation by others for access to resources, markets, public institutions plus increased mobility and ability to act independently.**

Further, in those programs which organize their clients, participation in microenterprise services leads to:

E. Organizational Strength: increased strength of local organizations and local leadership.

It should be noted that an important mediating variable, that controls the degree to which change can be experienced at the individual level, is ideology: that is, the social norms and practices which vary by context but which, in each context, govern the gender division of labor, the gender norms of behavior (particularly female behavior), and the gender division of property (through marriage and inheritance systems). In traditional societies, where social norms are more strongly enforced than modern laws, an important determinant of the degree to which changes at the individual level, particularly for individual women, can be attained and sustained is ideology. Thus, measuring or assessing changes in ideology - in social norms and practices - is closely related, as a mediating variable, to measuring or assessing change at the individual level (see Section III. B below).

III. HYPOTHESES AND VARIABLES

A. Hypotheses

The AIMS team has posited three hypotheses on the impact of microenterprise services at the individual level. These hypotheses, specified in terms of concrete empirically-measurable variables, are as follows:

Individual Hypothesis # 1: Participation in microenterprise services leads to an increase in the client's control over and/or ownership of resources (physical and financial) within the household economic portfolio.

1-a: increase in control over savings, loans, and income; and

1-b: increase in ownership of property and assets.

This hypothesis refers to the ability of the client to exercise greater control over the allocation of resources within the household economic portfolio. The term *control* is used here to refer to control of resources, income, and income-generating activities within the household. So defined, increases in control can be measured in terms of an increased role in and/or increased bargaining power in decisions regarding the allocation of physical, financial, and human resources; use of microenterprise services (notably, loans, savings, and interest); and management of enterprises or income-generating activities. In brief, as used here, the term control refers to *de facto individual decision-making or bargaining power* within the household.

As used here, the term *ownership* refers to legally or socially sanctioned individual ownership of property or assets: that is, to when, under either modern law or customary law, the individual is recognized to own property or assets in their individual capacity. In some societies, customary law or social norms override modern law; whereas in other societies, modern law overrides customary law or social norms. Thus, the principle of ownership will need to be defined in each specific context. In rural India, under customary law in many Hindu communities, ownership rights amount to use rights as all heirs to ancestral land are entitled to use their individual shares but must consult their co-heirs if they wish to sell or, otherwise, divest their shares. In brief, as used here, the term ownership refers to *individual ownership of property or assets* that carries some type of *de jure* sanction, either under modern or customary law.

Individual Hypothesis #2: Participation in microenterprise services leads to increased self-esteem and self-confidence and, in turn, increased mobility and interactions at the household and community levels.

2-a: increased sense of own contributions and own abilities;

2-b: increased mobility (within public spaces and within markets);

2-c: increased participation in household decision-making; and

2-d: increased participation in activities outside the home.

Qualitative and anecdotal evidence frequently point to the perceptual changes that occur as a client begins to receive and use credit to make a positive contribution to the household and the community. These include changes both in the self-perception of the client as well as changes in the perceptions that others have of the client. Increases in the client's self-esteem and self-confidence can lead to a more active role for the client in decision-making both with the household and within the community.

For definitional purposes, as used here, self-esteem refers to how one values oneself and one's contributions and how one feels that others value one's self and one's contributions; and self-confidence refers to a sense of capacity or ability to do something and a sense of one's ability to manipulate the environment.

Individual Hypothesis #3: Participation in microenterprise services leads to a well-defined economic vision for the future, to future-oriented activities, and to a more secure position from which to face the future.

3-a: more hopes and plans for the future;

3-b: fewer worries and fears about the future;

3-c: increase in future-oriented activities; and

3-d: increased economic independence or ability to manage on one's own.

One of the defining characteristics of an entrepreneur is his or her ability to formulate a realistic and ambitious economic vision for the future and to successfully realize that vision. Whether a business plan for a specific enterprise or an overarching scheme for the entire household economic portfolio, an economic vision of the future is an important first step toward economic progress. To the extent that microenterprise programs offer a steady and reliable source of credit on reasonable terms, they permit entrepreneurs to concentrate on how to utilize that credit to improve their enterprises and the welfare of their households.

The questionnaire presented in Appendix III (or some variation thereof) can be used to test the hypotheses stated above. This set of hypotheses, and the questionnaire designed to test them, leave out a number of the hypotheses from the consolidated framework of impact at the individual level detailed in Section II.B. It is recommended that these be tested in case studies that, together with a survey, would constitute an impact assessment. The empirical variables, measures, and methods for testing the hypotheses are defined below.

B. Variables

Impact Variables

To test these hypotheses, measurable empirical variables for the conceptual variables in each of the hypotheses need to be identified. Using their respective frameworks, Schuler and Hashemi as well as Chen and Mahmud have studied actual impact on the everyday lives of low-income women in South Asia. Their methods and findings can be used to illustrate how the recommended set of hypotheses, detailed in Section II.B, can be translated into measurable empirical variables. A recommended set of empirical variables for each of the conceptual variables which draws on the methods and findings of studies by Schuler and Hashemi and by Chen is presented in Appendix I.

Participation Variables

The participation variables are designed to measure the different levels of contact that a client might have with the different services offered by a microenterprise program. Even if the program only offers credit, the client who takes a single, short-term loan for a small amount would not be expected to experience exactly the same impacts as a client who borrows repeatedly over an extended period of time. Many of the impacts are expected to be experienced or to intensify only with long-term borrowing.

The AIMS team has identified ten participation variables reflecting extent of contact with credit services, including both current and past loans, as follows:

Participation Variables Reflecting Extent of Microenterprise Credit

P-1:	Monetary value of current loan
P-2:	Date current loan received
P-3:	Length of repayment period for current loan
P-4:	Stated purpose of current loan
P-5:	Length of time since first loan
P-6:	Length of time as active borrower
P-7:	Number of loans received
P-8:	Average length of repayment period for all loans received
P-9:	Total monetary value (principal) of all loans received
P-10:	Repayment performance % of loans from program repaid by final due date Value of outstanding balance of current loan

For programs that offer more than credit, depending on what non-credit services are offered (e.g. savings, business training, or more), additional participation variables will need to be specified. During a pre-survey, in each specific program context, a list of additional participation variables will need to be developed. During a pre-survey of SEWA Bank clients, for whom credit is only one component of an integrated package of services, the following participation variables were identified:

1. Membership in Local Organization: length of and type of (general member, leader)

2. Financial Services

loans: current loan (monetary value, date received, purpose); past loans (total monetary value, number of loans, date first and last received)

savings: year started, type, total deposited, year started, total withdrawn, total savings

insurance policy: year started, type, premium paid, claims made

3. Other Services

health-care: number and type of services received

child-care: number of children, length of care

training: type, duration, and frequency

leadership

organizing methods

health-care

skills training

other: specify

housing: type and frequency of assistance

legal aid: type and frequency of assistance

Mediating Variables

In addition to the impact and participation variables, there are mediating variables that affect the direction and strength of the relationship between participation in microenterprise services and impacts at the individual level. These might include, depending on the context: 1) gender of the client; 2) age and marital status of client; 3) number, age, and gender of children of client; 4) economic portfolio and dependency ratio of household; 5) pattern of intrahousehold decision making and resource allocation; and 6) gender division of labor, gender norms of behavior, and gender allocation of resources. For female clients, local norms of female behavior — notably, what type of work is permissible — are also important. The first three variables (those that relate to the demographic profile of the client) should be determined in the opening section of the individual questionnaire. The fourth, relating to the portfolio mix and dependency ratio, should be available from the household questionnaire. The fifth, relating to intrahousehold dynamics, should be determined, in part, from the gender norms of the community and, in part, from observing the behavior of the individual household. The last set of mediating variables, those relating to local social norms regarding gender roles and relationships, should be determined as part of the contextual analysis.

V. MEASURES AND METHODS

A. Measures

Empirical variables and measures for the hypotheses stated in the previous section, as well as the additional hypotheses suggested in Appendix I, are set forth in Appendix II. These are presented as a guide to test the hypotheses.

B. Methods

It is recommended that impact assessments involve at least two rounds of data collection: the first round would represent a baseline period, but also capture some retrospective information, and the second round (carried out during the same months to control for seasonal variation in subsequent years) would gather information to enable the researcher to analyze changes in the impact variables.

Moreover, it is recommended that impact assessments include a sample of non-clients as well as clients. Inclusion of a sample of microentrepreneurs who are eligible for microenterprise services but not participating in the program enables the researcher to make a stronger claim that the changes in the impact variables found among the clients is plausibly linked to participation in the program.

In regard to measurement approaches, as noted in Appendix II, it is recommended that the key impact variables be tested in a survey (and validated in case studies) and the remaining variables be tested in case studies.

Survey

As noted earlier, a questionnaire for assessing individual level impacts in a survey is presented in Appendix III. This should be used as a guide and adapted as needed to fit specific contexts.

Case Studies

In addition to a survey questionnaire, the case study approach should be used to explore why and how change occurs. A core set of case studies should be carried out on a select sub-sample of respondents. These would be conducted to a) illuminate the impact process, including the correlation of participation, mediating, and impact variables as well as the pathways of change; b) test counter-factual reasons (or rival explanations) for changes in key variables; and c) investigate complex or unexplained phenomena.

The case studies could generate information and insights on all three levels of analysis - household, enterprise, and individual - but would have particular salience for impact at the individual level. In regard to changes at the individual level, the case studies should:

- verify what changes have occurred: e.g. verify whether changes in the impact variables selected for the survey questionnaire have occurred and explore whether changes in other impact variables have occurred;

- examine how these changes occurred: e.g. show the interaction of different factors and the pathways of change; and
- explore why these changes occurred: e.g. test rival hypotheses and uncover causal linkages.

Each case study might involve two to three sets of in-depth interviews with the selected client: one set after round one of the survey, another after round two of the survey, and a possible third set between the two rounds of survey. If funds are available, the third set is desirable as it would allow for a) close monitoring of change during the two-year interval between the survey rounds and b) capturing and highlighting seasonal variations across a given year. Each set should involve two to three in-depth interviews over a few days so as to reduce fatigue and interruption of normal responsibilities.

The basic methodology used in the case studies would parallel the life history methodology: whereby the investigator encourages the respondent to tell his/her life history focusing on key events and decisions, especially on the options or constraints faced and the choices made. Unlike the standard life history, however, the focus in these case studies would be on a) the respondent's work history and b) the period immediately before and since the respondent became a project client.

In each case study, the following information would be collected: 1) life and work history of the individual respondent (and his/her household); 2) details on all activities in the household economic portfolio (as per the model outlined in Chen and Dunn 1996); 3) options, choices, and outcomes during recent crisis events or other key events in the household; and 4) in-depth exploration of individual level impacts. Appendix IV sets forth guidelines for collecting information through case studies.

Additional Modules

In the case of programs which organize their clients, such as SEWA Bank, it is recommended that an additional module be used to assess the impact of membership in program-sponsored organizations at both the individual and collective levels. Also, in the case of programs which have female clients and which operate in contexts where the norms of female behavior are quite restrictive, as in the case of SEWA Bank, it is recommended that a supplemental module be used to assess whether norms, perceptions, and actions at the level of the community have changed in regard to female behavior.

C. Concluding Remarks

Intended as a guide to assist practitioners and applied researchers, this paper presents practical methods and concrete measures for assessing the impact of microenterprise services at the individual level: particularly, the impact on individual women. It presents a conceptual framework, a set of testable hypotheses, a set of variables and measures to test these hypotheses, a survey questionnaire for measuring individual variables, and guidelines for conducting individual case studies. These may need to be adapted to fit the specific program to be assessed and the context in which it operates. In brief, the intent of the paper is to assist practitioners and applied researchers consider the different ways that microenterprise services may impact on individual clients.

APPENDIX I

CONSOLIDATED SET OF IMPACT VARIABLES: INDIVIDUAL LEVEL⁴

I. MATERIAL CHANGE

Participation in microenterprise services leads to...

A. Resources: increases in individual -

control over financial assets: e.g. loans and savings

control over income: e.g. personal income plus household income

ownership of productive assets: e.g. land, animals, equipment

ownership of other property: e.g. house or homestead

B. Basic Needs: increase in number of women who -

received medical treatment for latest illness or injury

avail of child care (for young mothers only)

receive same quantity and quality of food as their husband

completed primary, secondary, or tertiary schooling OR are literate (e.g. can read the newspaper)

C. Earning Capacity: increase in -

number of women in respondent households who are economically active

number of women engaged in new or non-traditional types of work

D. Income: increase in number of women who -

earn higher incomes or wages

⁴ For the specific findings from various Chen studies, see Appendix V. For the specific findings from various Schuler and Hashemi studies, see Schuler and Hashemi 1993 and 1995.

feel more economically secure

II. Cognitive Change

A. Knowledge: increase in number of women who are -

literate

numerate

B. Skills: increase in number of women who have been trained in -

managerial skills: e.g. group or enterprise management

entrepreneurial skills: e.g. accounting, marketing, market information

technical skills: e.g. poultry rearing, animal husbandry, silk production, etc.

C. Awareness: increase in number of women who are aware of -

problems: e.g. problems that women or the poor have in common

options: e.g. to take up non-traditional types of work or behavior

legal rights: e.g. to property

rights as citizen: e.g. to public services

politics: e.g. knowledge of candidates or incumbents and of political issues

III. PERCEPTUAL CHANGE

A. Self-Esteem: increase in number of women who report that they make contributions to their household and/or community

financial: e.g. contribute to household budget

social: e.g. contribute to welfare of community

B. Self-Confidence:

assertive: e.g. able to talk directly with outsiders

confident: e.g. ability to generate and use money or to interact freely in public spaces and market places

C. Vision of Future: increase in number of women who are —

less fearful of future: e.g. of abandonment by spouse or children, of isolation in old age, of economic crises

more hopeful of the future: e.g. of being able to secure incomes or livelihoods, of being able to cope with eventualities

D. Future-Oriented Activities: increase in number of women who are —

engaged in future-oriented activities: e.g. preventive health measures, education of children, savings, investments

E. Well Positioned for Future: increase in number of women who are —

able to manage on their own: e.g. able to manage their household without the help of male intermediaries

F. Visibility and Respect: increase in number of women who report that they are recognized and respected —

as person in their own right (other than in family roles): e.g. as income-earner, as member of local organization

for their individual value and contribution: e.g. as contributing to household budget or community welfare

IV. RELATIONAL CHANGE

A. Decision-Making: increase in number of women who report an enhanced role in decision-making regarding —

expenditures: e.g. on food, education, health care

buying and selling: raw materials, goods, major assets

saving, borrowing, and investing

production: e.g. what to grow, produce, consume, sell

time allocation: e.g. self + other family members

responses to stress events/crises

B. Bargaining Power: increase in number of women who report —

increased bargaining power: e.g. within household and in economic transactions

reduced domination or harassment by others: e.g. spouse, in-laws, children

reduced violence by others: e.g. spouse, in-laws, kin, local elite, employers

C. Participation: increase in number of women who participate in —

non-family groups: e.g. local women's organization

traditional institutions: e.g. local councils (political or social)

group actions: e.g. protests (against male behavior, local elites, police, government officials, price rises) or demands (for protection, fair prices, proper wages)

political campaigns: e.g. campaigning for, running as, or voting for political candidates

D. Self-Reliance: increase in number of women who report —

reduced dependence on intermediation by others for access to: property, resources, markets, and public institutions

increased mobility: e.g. in activities outside the home; in market place

increased interactions with: e.g. outsiders, especially in economic transactions

E. Organizational Strength: increase in number of women who are —

members of local women's organizations

active in their local organizations: e.g. setting agendas, local group activities (economic, social, or political)

active in leadership roles: e.g. in managing group activities or in voicing demands

using organizational strength to: interact and bargain with outside world, make demands on "the system" (legal, banking, government services), resist exploitation or opposition

APPENDIX II

RECOMMENDED VARIABLES AND MEASURES: INDIVIDUAL LEVEL

Impact	Related	Approach
Control	I-1a (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they made the decision (individually or jointly) on whether to take last loan or deposit last savings, how to use the loan or savings, and what to do with the income/profits from investing the loan.</p> <p>Time Frame: Since last loan or savings deposit</p>
Ownership	I-1b (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents a) which assets they own in own name and jointly with others and b) whether they acquired these assets with help of program loan.</p> <p>Time Frame: At time of interview</p>
Medical Treatment	Appendix I I-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents a) whether they received medical treatment the last time they were ill or injured and b) whether they received equal treatment as their spouse would have received.</p> <p>Time Frame: Last episode of illness or injury</p>
Child Care (for young mothers only)	Appendix I I-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they a) take young children (below school age) to child care center or b) arrange for child care at home by non-family members. And, if so, who pays for the child care</p> <p>Time Frame: During last year</p>
Food	Appendix 1 I-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they are allotted the same amount and quality of food as their spouse and children.</p> <p>Time Frame: During last year</p>

Impact	Related	Approach
Schooling	Appendix I I-B	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents what was the highest level of schooling they completed.</p> <p>Time Frame: At time of interview</p>
Literacy and Numeracy	Appendix I I-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they a) can read a newspaper and b) maintain accounts for their business.</p> <p>Time Frame: At time of interview</p>
Economically Active	Appendix I I-C	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they were economically active five years ago.</p> <p>Time Frame: Five years ago</p>
New/Non-Traditional Activities	Appendix I I-C	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they have engaged in new or non-traditional types of work since joining program.</p> <p>Time Frame: Since joining program</p>
Income or Wages	Appendix I I-D	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether their individual income, earnings, or wages have increased since joining program.</p> <p>Time Frame: At time of interview</p>
Economic Security	Appendix I I-D	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they feel a) their business is secure and b) they can cope with a crisis without facing serious economic difficulties.</p> <p>Time Frame: At time of interview</p>

Impact	Related	Approach
Training	Appendix I II-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents a) whether they have received any skills, management, or entrepreneurship training and, if so, b) whether from the program.</p> <p>Time Frame: Past 10 years</p>
Awareness	Appendix I II-C	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they a) have any problems in common with others; b) have any options or solutions to deal with problems; c) have any rights (under the law or as a citizen); d) know local political candidates, incumbents, or issues.</p> <p>Time Frame: At time of interview</p>
Self-Worth	I-2d (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they make any major contributions to a) their household and b) their community.</p> <p>Time Frame: Past 5 years</p>
Assertiveness	I-2b (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they a) talk with assertiveness and b) interact freely with their employers, local politicians, government officials, or community elders.</p> <p>Time Frame: Past year</p>
Self-Confidence	I-2b (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they feel that they a) can manage on their own or b) take major decisions on their own.</p> <p>Time Frame: At time of interview</p>
Vision of Future	I-3a,b (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they have any a) hopes for or b) fears of the future.</p> <p>Time Frame: At time of interview</p>

Impact	Related	Approach
Future Orientation	I-3c (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they have taken any actions to prepare for the future: e.g. preventive health measures, education of children, savings and investments.</p> <p>Time Frame: Last 5 years</p>
Ability to Cope	I-3d (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondent whether they feel that they can a) manage on own in the future or b) cope with any future eventuality on their own.</p> <p>Time Frame: At time of interview</p>
Respect	Appendix I III-F	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they feels that they are recognized and respected as individuals in their own right: by family members, by community, by others.</p> <p>Time Frame: At time of interview</p>
Perceived Worth	Appendix I III-F	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they feel that their contributions to the household (e.g. household budget) and the community (e.g. making public demands on behalf of the community) are recognized and valued.</p> <p>Time Frame: Past year</p>
Decision-Making	I-2c (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents who made decisions about recent purchases and investments.</p> <p>Time Frame: Past year</p>
Harassment + Violence	Appendix I IV-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they face more or less a) harassment when going out to work or b) violence (at work or at home) since joining the program.</p> <p>Time Frame: Since joining program</p>

Impact	Related	Approach
Bargaining Power	Appendix I IV-B	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they have more or less bargaining power a) within household and b) in economic transactions since joining program.</p> <p>Time Frame: Since joining program</p>
Participation: Institutions	Appendix I IV-C	<p>Approach: Case Study</p> <p>Measurement: Pre-survey development of context-specific community and public institutions, including: local program-organized groups, traditional social institutions, local councils. Ask respondents whether they a) are members of or b) participate in the deliberations of these public institutions.</p> <p>Time Frame: At time of interview</p>
Participation: Public Sphere	AIMS I-2d	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they have made any public demands or protests, either individually or in a group.</p> <p>Time Frame: Past 10 years</p>
Participation: Politics	Appendix I IV-C	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether have a) voted for; b) campaigned for; or c) run as a political candidate.</p> <p>Time Frame: Past 10 years</p>
Independence	I-3d (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Ask respondents whether they can access and negotiate in capital, labor, and product markets on their own without help from others.</p> <p>Time Frame: Past 5 years</p>
Mobility	I-2b (in text)	<p>Approach: Survey + Case Study</p> <p>Measurement: Pre-survey development of context-specific geographical areas and markets. Ask respondents a) which areas they have gone to on their own and b) which markets have made direct transactions in on their own.</p> <p>Time Frame: Past 5 years</p>

Impact	Related	Approach
Local Organization	Appendix I IV-E	<p>Approach: Case Study</p> <p>Measurement: Ask respondents whether they a) belong to local program-organized group; and, if so, b) whether they are active in local organization (e.g. attend meetings regularly) and/or play leadership role in organization; and c) whether their local organization has interacted with the wider environment (making demands or staging protests).</p> <p>Time Frame: At time of interview</p>

APPENDIX III

SURVEY QUESTIONNAIRE: INDIVIDUAL VARIABLES

LOCATION OF HOUSEHOLD:

HOUSEHOLD ID NUMBER:

ADDRESS:

INTERVIEW DATE:

START TIME:

FINISH TIME:

NAME OF RESPONDENT:

NAME OF INTERVIEWER:

OCCUPATION OF RESPONDENT:

COMMUNITY/CASTE OF HOUSEHOLD:

STATUS OF RESPONDENT:

GENDER

AGE

MARITAL STATUS

NUMBER, GENDER, AND AGE OF CHILDREN

CONTROL AND OWNERSHIP

A. CONTROL (FOR CLIENTS ONLY)

ASK CLIENTS WHO TOOK THE DECISION: SELF, SPOUSE, SELF + SPOUSE, OTHER, SELF + OTHER

TO TAKE THE LAST LOAN

HOW TO USE LOAN: for example, how much raw material to buy, who works on enterprise, who decides where to sell and at what price

WHAT TO DO WITH INCOME/PROFITS

B. OWNERSHIP

ASK WHICH ASSETS RESPONDENT OWNS IN HER/HIS OWN NAME. ASK WHETHER SHE/HE OWNS THEM INDIVIDUALLY OR JOINTLY WITH SPOUSE.

TYPE OF ASSET

TYPE OF OWNERSHIP

JOINT

INDIVIDUAL

FOR CLIENTS ONLY:

ASK WHETHER CLIENT ACQUIRED THESE ASSETS AFTER JOINING PROGRAM.

IF SO, ASK WHETHER CLIENT ACQUIRED THESE ASSETS WITH THE HELP OF A PROGRAM LOAN.

ASK WHETHER PROGRAM HELPED HER/HIM ACQUIRE THESE ASSETS OR HAVE THESE ASSETS REGISTERED IN HER/HIS NAME.

SELF-ESTEEM AND SELF-CONFIDENCE

A. SELF-ESTEEM

ASK WHAT CONTRIBUTIONS RESPONDENT MAKES TO HER/HIS HOUSEHOLD

CODES:

- 1 = able to feed family
- 2 = able to educate children
- 3 = works longer and harder than others
- 4 = contributes large share of income
- 5 = takes major decisions in household
- 5 = other: specify

ASK WHAT CONTRIBUTIONS RESPONDENT MAKES TO HER/HIS COMMUNITY

CODES:

- 1 = helps neighbors
- 2 = resolves local conflicts
- 3 = takes up demands on behalf of community
- 4 = protests against actions which badly affects community (by community members, police, government officials)
- 5 = plays leadership role in community
- 6 = other: specify

ASK WHETHER WOMEN SHOULD HAVE RIGHTS EQUAL TO MEN

CODES:

- 1 = right to property
- 2 = right to equal wages
- 3 = right to equal food as husband
- 4 = right to equal medical care as husband
- 5 = right to vote
- 6 = other: specify

IF YES, FOR FEMALE RESPONDENTS ONLY

ASK WHETHER FEMALE RESPONDENT FEELS SHE IS EQUAL WITH

CODES:

- 1 = mother-in-law
- 2 = sisters-in-law
- 3 = husband
- 4 = brother

- 5 = other male relatives
- 6 = community leaders

B. SELF-CONFIDENCE

ASK WHO SHE/HE INTERACTS FREELY WITH:

CODES:

- 1 = with own family members
- 2 = with husband's family
- 3 = with neighbors
- 4 = with personal friends outside family circle
- 5 = with local community leaders
- 6 = people in marketplace

ASK WHETHER SHE/HE HAS EVER TALKED DIRECTLY WITH THE FOLLOWING:

CODES:

- 1 = employer or trader
- 2 = police
- 3 = municipal officials
- 4 = other government officials
- 5 = community council

IF YES, ASK WHETHER SHE/HE TALKED WITH CONFIDENCE AND ASSERTIVENESS WITH THE FOLLOWING:

CODES:

- 1 = employer or trader
- 2 = police
- 3 = municipal officials
- 4 = other government officials
- 5 = community elders

ASK WHETHER SHE/HE FEELS CONFIDENT THAT SHE/HE CAN MANAGE THE FOLLOWING ON THEIR OWN:

CODES:

- 1 = daily needs of household
- 2 = own business
- 3 = husband's business
- 4 = marriages of children
- 5 = other: specify

MOBILITY AND DECISION-MAKING

A. MOBILITY

ASK WHETHER RESPONDENT HAS EVER GONE ON HER/HIS OWN TO THE FOLLOWING PLACES:

CODES:

- 1 = to place of work outside area of residence
- 1 = government office
- 2 = hospital/clinic/doctor
- 3 = police station
- 4 = everywhere in city
- 5 = outside city: to natal home
- 6 = outside city: other than natal home
- 7 = outside state
- 8 = outside country

ASK WHETHER RESPONDENT HAS EVER NEGOTIATED DIRECTLY IN FOLLOWING MARKETS:

CODES:

- 1 = wholesale markets
- 2 = retail markets
- 3 = financial markets
- 4 = labor markets

Note: Develop context-specific names for areas plus markets in pre-survey.

B. DECISION-MAKING

ASK RESPONDENT WHO TOOK THE DECISION TO PURCHASE THE FOLLOWING ITEMS THE LAST TIME THEY WERE PURCHASED

SELF SPOUSE JOINT OTHER JOINT

DAILY GROCERIES
CHILDREN'S CLOTHING
SELF'S CLOTHING
POTS & PANS

ASK RESPONDENT WHO TOOK DECISION TO MAKE LARGE EXPENDITURES THE LAST TIME THEY WERE MADE:

SELF SPOUSE JOINT OTHER JOINT

REPAIR HOUSE
LEASE LAND
PURCHASE LAND
PURCHASE EQUIPMENT

PARTICIPATION

ASK WHETHER RESPONDENT HAS EVER PARTICIPATED IN THE DELIBERATIONS OF THE FOLLOWING TYPES OF INSTITUTIONS (DEVELOP CONTEXT-SPECIFIC LIST):

CODES:

- 1 = local community councils
- 2 = local elected councils
- 3 = local judicial councils
- 4 = local program-organized groups
- 4 = other (specific)

ASK WHETHER RESPONDENT HAS EVER MADE ANY PUBLIC DEMANDS OR MADE ANY PROTESTS, EITHER INDIVIDUALLY OR IN A GROUP:

INDIVIDUAL GROUP

A. DEMANDS

for work
for minimum wages
for worker benefits
for ID cards
for right prices for products
for place to work or to sell
for license to sell
for water taps
for drainage or latrines
for garbage disposal
for electricity
for policy protection from a drunken husband
other: specify

B. PROTESTS

against a man beating wife
against a man abandoning
 or divorcing his wife
against price rise
against behavior of local community
against police actions
against government officials actions

HOPES, FEARS, AND ACTIONS FOR FUTURE

A. HOPES

ASK RESPONDENT WHAT HOPES OR DREAMS SHE/HE HAS FOR FUTURE

CODES:

- 1 = ability to earn a livelihood
- 2 = better house
- 3 = good family relationships
- 4 = good family/husband for her daughter
- 5 = good family/wife for her son
- 6 = good job or other ambitions for son
- 7 = good job or other ambitions for daughter
- 8 = grandsons
- 9 = other: specify

B. FEARS

ASK RESPONDENT WHAT FEARS SHE/HE HAS ABOUT THE FUTURE

CODES:

- 1 = high prices
- 2 = relationship with daughter-in-law or son-in-law
- 3 = old age security
- 4 = isolation
- 5 = economic insecurity
- 6 = other: specify

C. FUTURE-ORIENTED ACTIVITIES

ASK RESPONDENT WHAT SHE/HE IS DOING TO HELP ACHIEVE HER/HIS DREAMS

CODES:

- 1 = preventive health measures
- 2 = education of children
- 3 = economic investments
- 4 = expansion of business
- 5 = diversification of enterprises
- 6 = savings
- 7 = other: specify

ASK WHAT RESPONDENT IS DOING FOR HER/HIS SON/S

ASK WHAT RESPONDENT IS DOING FOR HER/HIS DAUGHTER/S

ABILITY TO FACE FUTURE

ASK RESPONDENT WHETHER SHE/HE CAN ACCESS AND/OR NEGOTIATE DIRECTLY IN FOLLOWING MARKETS WITHOUT ASSISTANCE FROM OTHERS:

CODES:

1 = capital markets

2 = labor markets

3 = goods markets

IF YES, WHY?

IF NOT, WHY NOT?

Note: Develop context-specific list of these markets in pre-survey.

ASK RESPONDENT WHETHER SHE/HE CAN MANAGE ENTERPRISE ON HER/HIS OWN

IF YES, WHY?

IF NOT, WHY NOT?

ASK RESPONDENT WHETHER SHE/HE CAN MANAGE HOUSEHOLD ON HER/HIS OWN

IF YES, WHY?

IF NOT, WHY NOT?

ASK RESPONDENT WHETHER SHE/HE FEELS IN A GOOD POSITION TO FACE THE FUTURE

IF YES, WHY?

IF NOT, WHY NOT?

APPENDIX IV

CASE STUDY GUIDELINES: INDIVIDUAL VARIABLES

A. LIFE AND WORK HISTORY

Prompt respondent to narrate life and work history, focusing on key events and decisions: e.g. marriage, residence, entering work force, migration, investing in productive assets, joining microenterprise program, etc. Prepare a chronology of key events and decisions to use in prompting the respondent and recording information. For each key event and decision, probe what the constraints and options were and how decisions were reached.

B. HOUSEHOLD ECONOMIC PORTFOLIO

Ask respondent to describe the household economic portfolio, using the conceptual model developed by Chen and Dunn (1996) as a guide to prompting the respondent and recording information. The key components of the conceptual model to be used in promoting the respondent are: household resources (human, physical, financial, and social), household activities (consumption, production, and investment), and the circular flows between them. Ask respondent to explain how various resources and activities, both individual and joint, within the household economic portfolio interact and influence each other.

C. CRISIS EVENTS

Ask respondent to describe in detail a) the constraints and options faced and b) the decisions or responses taken during recent crisis events. Prompt respondent to describe the financial and other consequences of these responses. The, ask respondent in what ways the microenterprise program affected the constraints, options, decisions, and responses.

D. PROGRAM IMPACT

Ask respondent to, first, describe what program inputs she/he has availed of (refer to Program Input Form below). Second, without prompting, ask the respondent to tell you what impact the program has had on her/him. Record what the respondent says in her/his own words and check off the types of impacts mentioned (refer to the Program Impact Form below). Third, using the completed survey questionnaire, indirectly validate the types of changes recorded in the questionnaire. And, finally, using the comprehensive set of impact variables (refer to Program Impact Prompting List below) as a prompting list to probe for any other types of changes that have occurred.

PROGRAM INPUT FORM

I. TYPE OF MEMBER

TYPE OF MEMBER	YES/NO	SINCE WHEN?	COMMENTS
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General Member

Leader

Other Categories:

II. FINANCIAL SERVICES

A. LOANS: review information provided in Household Questionnaire

B. SAVINGS: ask what types of savings (if any) she has in the program

TYPE	AMOUNT	YEAR STARTED
------	--------	--------------

C. OTHER: ask whether respondent has any other type of financial service, e.g. an insurance policy, from the program

TYPE	BENEFITS	YEAR STARTED
------	----------	--------------

III. OTHER SERVICES

TYPE	FREQUENCY	COMMENTS
------	-----------	----------

A. Health Care

B. Child Care (if client has no young children, code as NA = 99)

C. Training

- leadership
- organizing methods
- health care
- skills training
- other: specify

D. Housing

E. Legal Aid

F. Other: specify

PROGRAM IMPACT FORM

ASK WHAT DIFFERENCE PROGRAM - BEING A MEMBER OF PROGRAM - HAS MADE ON HER/HIS LIFE? ASK RESPONDENT TO DESCRIBE THE DIFFERENCES AND CHANGES IN HER/HIS LIFE. NOTE DOWN WHAT RESPONDENT SAYS IN HER/HIS OWN WORDS.

ON THE FOLLOWING LIST, CHECK ANY OF THE CHANGES SHE/HE DESCRIBES. ADD ANY CHANGES THAT ARE NOT ON THIS LIST.

1 = able to enter new type of employment

2 = able to expand or improve business

3 = income has increased

4 = assets have increased

5 = housing has improved

6 = better health care

7 = better child care

8 = able to repay old debts

9 = able to redeem mortgaged assets

10 = able to educate children

11 = increased economic security

12 = reduced beatings by husband

13 = increased confidence to speak out

14 = new skills and knowledge

15 = other: specify

PROGRAM IMPACT: PROMPTING LIST

I. MATERIAL CHANGE

- A. Resources: increased access to, control over, and ownership of assets and income;
- B. Basic Needs: increased or improved health care, child care, nutrition, education plus housing, water supply, sanitation, and energy source;
- C. Earning Capacity: increased employment opportunities plus ability to take advantage of these opportunities; and
- D. Income: increased income and income security.

II. COGNITIVE CHANGE

- A. Knowledge: increased knowledge;
- B. Skills: improved skills; and
- C. Awareness: increased awareness of wider environment.

III. PERCEPTUAL CHANGE

- A. Self-Esteem: enhanced perception of own individuality, interest, and value;
- B. Self-Confidence: enhanced perception of own ability and capacities;
- C. Vision of Future: increased ability to think ahead and plan for the future; and
- D. Visibility and Respect: increased recognition and respect for individual's value and contribution.

IV. RELATIONAL CHANGE

- A. Decision-Making: increased role in decision-making within the household and community;
- B. Bargaining power: increased bargaining power;
- C. Participation: increased participation in non-family groups, in local institutions, in local government, in political process; and
- D. Self-Reliance: reduced dependence on intermediation by others for access to resources, markets, public institutions plus increased mobility and ability to act independently.

APPENDIX V

IMPACT AT THE INDIVIDUAL LEVEL: FINDINGS FROM BANGLADESH

Based on several studies which involved interviews with the staff and membership of the Bangladesh Rural Advancement Committee (BRAC), Marty Chen found the following forms of impact at the individual level:

I. MATERIAL

increased income, earnings, and wages

increased savings

increased control over savings, loans, and income

increased control over or ownership of assets (physical and financial)

II. COGNITIVE

increased ability to diagnose the local socio-political environment

increased knowledge of voting rights and legal rights

increased awareness of status, rights, and exploitation

III. PERCEPTUAL

increased self-confidence

increased self-respect from being able to sign one's name, being a member of a group, being a group leader

IV. RELATIONAL

Within Family -

reduced wife-beating

reduced desertion and divorce

decreased incidence of husband taking second wife

Within Village -

weaker hold of patron (money lender or landlord) over individual

reduced dependence on political or economic patrons, factional leaders, or local elite for:

- loans at high interest rates
- employment at low wages
- decision making
- conflict resolution
- advice

reduced participation in factional politics

reduced exploitation or corruption by political or economic patrons, factional leaders, or local elite in:

- land transactions - e.g. sharecropping contracts
- financial transactions - e.g. money lending contracts
- labor transactions - e.g. wage rates, sexual exploitation
- legal transactions - e.g. fewer cases of putting thumb print on blank paper or on false documents

reduced incidence of arbitrary arrests and false cases

increased mobility without harassment

increased participation in the public sphere

increased participation in local judicials

increased instances of local justice

increased respect from and perceived worth by local elites

increased invitations by elites to religious or social functions

increased instances of bargaining for higher wages and increased bargaining power

increased ability to diagnose and resist divisive (divide-and-rule) tactics of local elite

Within Public Sector -

more cases of effective demand for government goods and services, including:

- medical services
- drinking water facilities
- fair price commodities
- food-for-work opportunities and payments
- irrigation facilities
- public land and fishing areas
- veterinary services
- agricultural extension

Within Political System -

reduced cases of being influenced or bought out or manipulated by local elites as to how to vote

increased respect and power as "voter" (or as "vote bank" when women are organized)

number of successful candidates in local elections

increased representation and influence in locally-elected bodies

APPENDIX VI

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