



### **Improving Public Services by Improving Staff Allocation**

The allocation of public services is a key governmental function. If a government lacks capacity to administer its resources well, this may lead to an inefficient distribution of goods and services and have a long-lasting impact on national development.

This study focuses on the allocation of public primary school teachers and health workers. Preliminary cross-country evidence in the education sector suggests that access to teachers, measured by the pupil-teacher ratio, differs considerably across different areas of the same country and this difference is more pronounced in low-income countries. The aim of the study is to understand the sources of this difference and measure how much countries can improve educational outcomes by improving teacher allocation. Similarly, it will look at how improvements in health worker allocation can improve health outcomes.

To understand the determinants of the distribution of teachers across schools and health workers across health facilities, this project studies the four main facets of the allocation process—planning, recruitment, deployment, and transfers—in Zambia. The objective is to highlight potential for improvement within these processes. Special emphasis is put on the role of local management. Therefore, a survey will be conducted at all District Education Offices to measure management quality and assess its effects on teacher allocation and educational outcomes.

*Researcher: Torsten Figueiredo Walter (London School of Economics)*

*Partners: International Growth Centre (IGC), Ministry of Education, Ministry of Health*

### **Trust, Spontaneous Clusters, and the Growth of Urban Small- and Medium-Sized Enterprises**

Between May and September 2016, IPA conducted a thorough, spatially mapped census of economic activities in Lusaka. For each establishment across all industrial sectors, this “Census of Urban Entrepreneurs” included 1) location geocode, 2) industrial classification, 3) number of employees, and 4) location description (e.g., type of site, electrification). The census covered all 48,670 businesses in Lusaka operating from a fixed location. The team also administered a short

survey to all 2,216 business owners (or managers) with fewer than 20 employees and in the following industries: manufacturing, mining, and construction. The survey asked about business practices and history, collaborative behavior with other businesses, owners' demographics, and trust level.

This dataset provides unique firsthand evidence on the spatial distribution of businesses in a fast-urbanizing environment and the correlation between urban density, trust, and knowledge-sharing among small and medium urban entrepreneurs. Using GIS techniques, the study team found clustering of economic activity within the city, consistent with the common observation of spontaneous clusters of small manufacturing and retailing enterprises engaged in a range of activities within the same industry (for instance, the Kalingalinga carpenters). Compared to people in other countries in Africa, or to Zambia as a whole, manufacturers with fewer than 20 employees in the Census had lower average levels of trust.

We found a positive correlation between the density of businesses in the same sectors and both trust and knowledge sharing, respectively. Furthermore, regression analysis suggested that the relationship between business density and knowledge sharing is often driven by whether the business belongs to a market, rather than density per se. There were interesting differences depending on the gender of the business owner, as women tended to display lower trust, cooperative behavior and willingness to teach their business to others.

*Researchers: Nava Ashraf (London School of Economics), Edward Glaeser (Harvard University), Alexia Delfino (London School of Economics)*

*Partners: Private Enterprise Programme – Zambia, International Growth Centre (IGC)*

### **Interpersonal Communication to Encourage Use of the Maximum Diva Woman’s Condom**

In March 2016, Society for Family Health (SFH) launched the Maximum Diva Woman’s Condom, a luxury female condom. In May, SFH began an interpersonal communication (IPC) intervention in Lusaka, Chongwe, Chilanga, and Kafue districts. The IPC is targeted to urban 18- to 24-year-olds to foster peer-to-peer discussions in order to increase knowledge, acceptability, and use of contraceptives, specifically Maximum Diva. IPA monitored the fidelity of the

intervention, as carried out by SFH, to the planned activities. Observation and distribution checks are used to determine the quality and frequency of the IPC sessions, as well as the availability of the new **Maximum Diva Woman's Condom** in different types of retail outlets. We also assessed community acceptance of the product via focus group discussions during the process evaluation. The process evaluation will help us understand the results that emerge from the endline survey and will better inform policy recommendations.

In May 2017, IPA started data collection for the endline survey to assess the impact of the Woman's Condom introduction on overall male and female condom use, as well as the effectiveness of the IPC intervention. The endline survey asks respondents about their knowledge of contraceptives, current contraceptives use, and their knowledge of female condoms, particularly the new **Woman's Condom**. The study protocol has been published in the BioMed Central (BMC) Trials.

*Researchers: Thoai Ngo (Population Council), Rachna Nag Chowdhuri (World Bank), Jessie Pinchoff (IPA)*

*Partner: Society for Family Health*

## IPA Zambia Presents at the 2017 IATT Symposium and Members Meeting on Education and School Health



*Country Director Dylan Ramshaw presenting at the event.*

The UNAIDS Inter-Agency Task Team (IATT) on Education and School Health, and UNESCO as a secretariat, hosted the 2017 IATT Symposium and Members Meeting in Lusaka, Zambia on May 10-11. The event was attended by Representatives for the Ministry of General Education, UN agencies in Zambia, and Civil Society Organizations. The theme for the symposium was *Lessons from Implementing HIV and school initiatives; exploring gaps and opportunities for gender responsive programming in education.*

Dylan Ramshaw, IPA Zambia Country Director, presented the preliminary results of the study "The Impact of Teaching Girls Negotiation Skills in Zambia." The preliminary results showed that the negotiation training significantly improved educational outcomes for the average girl. This average effect

### Contact

Nampaka Nkumbula  
IPA Zambia  
Plot 26, Mwambula Street  
Jesmondine, Lusaka  
Post Net Box 653, P/Bag E891  
+260 97 884 2369  
[info-zambia@poverty-action.org](mailto:info-zambia@poverty-action.org)

### About

Innovations for Poverty Action (IPA) discovers and promotes effective solutions to global poverty problems. We design, rigorously evaluate, and refine these solutions and their applications together with decision-makers to ensure that the evidence created is used to improve opportunities for the world's poor.

The Zambia Bulletin is designed to keep stakeholders and partners informed of ongoing research. For more information, visit [www.poverty-action.org/zambia](http://www.poverty-action.org/zambia).

encompassed important differences: girls who were likely on the margin of continuing in school experienced larger educational gains and were also less likely to become pregnant. Dylan further participated in a lively panel discussion on *Making the Case for Gender Responsive Education Systems: What Does the Evidence Say?*

*Researchers: Nava Ashraf (London School of Economics), Corinne Low (Wharton Business School), Kathleen McGinn (Harvard Business School)*

*Partners: Ministry of Education, Anti-AIDS Teachers Association of Zambia (AATAZ), Forum for African Women Educationalists of Zambia (FAWEZA)*

*Financial support of these projects is provided by **Population Services International (PSI)**, the **International Growth Centre (IGC)**, **Women and Public Policy Program (WAPPP)**, the **Massachusetts Institute of Technology (MIT)**, **Grand Challenges Canada**, **Harvard University**, and the generous support of the American people through the **United States Agency for International Development (USAID)**. The opinions expressed in this publication are those of the author(s) and the responsibility of Innovations for Poverty Action. This publication does not necessarily reflect the views of the donors.*