

# Experiences of Sahiyyas with Mobile For Mothers in Jharkhand, India

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## Background

*What is Mobile for Mothers (MfM)?*

MfM is a case management solution for Community Health Workers, Sahiyyas, in Jharkhand. It was developed by an Indian NGO- NEEDS with support of SIMAVI, a Dutch NGO.

The application works on Java enabled phones and contains registration forms, checklists, danger sign monitoring and educational prompts.

## Research Question

*What were the experiences of Sahiyyas with regard to Mobile for Mother being an opportunity producer, capabilities enhancer, social enabler, and knowledge generator?*

## Methods

32 Sahiyyas who had participated in the MfM program were purposively selected to participate in in-depth interviews and focus group discussions.



## Findings

### Opportunity Producer

Sahiyyas reported improvement in their work productivity. Time efficiency was also perceived to increase referrals but not increased monetary incentives.

### Capability Enhancer

MfM was reported to enhance Sahiyya's capabilities by improving their task handling skills and by making work more efficient and organized.

### Social Enabler

Enhanced communication between Sahiyyas, professional health providers and the community was consistently reported as a positive by healthcare workers.

### Knowledge Generator

And lastly, ICTs can also act as 'knowledge generator' by improving the access of health workers to medical health information, which thereby solves the inadequate knowledge and skills issue

## Conclusion

- Findings from the qualitative interviews suggest that Sahiyyas had generally positive experiences with the use of MfM
- However it was noted that the presence/absence of specific infrastructural, socio-cultural and technical factors were related to perceived program effectiveness.