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.