

(FOSS) Business Models for IT-SMEs
Trainer: Bonface Witaba

1. General Information

- 1) Trainings course title**
(FOSS) Business Models for IT-SMEs
- 2) Venue**
Kamadep Guest House - Kakamega, Kenya
- 3) Duration**
5 days (13th December to 17th December 2010)
- 4) What is your Profession?**
 - Cyber attendant CYEL
 - IT Entrepreneur
 - To nature my skills and knowledge in FOSS
 - Project Officer
 - IT Instructor
 - Student (II)
 - Business management student
 - IT Expert & Trainer
 - Economist and Statistian

- 5) If you do not own or are already working in an IT Business, are you planning to start an IT-Business in the near future?**

Yes	8	(80,00%)
No	0	(0,00%)
Not applicable	2	(20,00%)

Nominations (Multiple choice possible!)	10
total answers	10
no answer	2

- 6) If you work in an IT Business, are you planning to include FOSS Business Models into your portfolio?**

Yes	10	(83,33%)
No	0	(0,00%)
Not applicable	2	(16,67%)

Nominations (Multiple choice possible!)	12
total answers	12
no answer	0

2. Content relevance and transfer possibilities

7) Which aspects of the course were most relevant for your business, and/or your personal development?

- Communication skills. It has improved my courage
- Business plan and business management; Practical use of FOSS software
- FOSS Training Business
- Integration of FOSS in my day to day work as a project officer with regard to research work, proposal writing and business plan. initiating FOSS as a way of entrepreneurship in the community
- The entire training was relevant to me as an ICT professional. Although I was much interested in case studies, FOSS advocacy, training and business strategies to be implemented in FOSS business
- Communicating skills in Business
- Overcoming the untold fears this aspect taught to be optimistic and be ready to take risks where applicable
- Marketing
- Advocating of a new business by implementing the advocacy initiative
- The FOSS Advocacy; FOSS Research methods., primary & Secondary; Revenue generation with the FOSS Concepts
- Business plan, proposals and FOSS application that will be my key to the organization ICT development

8) Please list the topics that the training course did not deal with but would have been important for you.

- practical use of FOSS software
- None was left
- Research work; Ways of integrating FOSS in already existing software
- None
- Emerging Issues in Foss business.
- all topics were coverd
- Later, not ready with any now
- Proposal writing; introduction of FOSS

9) The training material provided a good insight into African FOSS Business Models.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(25,00%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

10) I can apply the knowledge acquired in my job.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(25,00%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

11) I have gained enough knowledge to advise others on FOSS Business Models

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(27,27%)
Totally agree	8	(72,73%)
<hr/>		
Total	11	
no answer	1	
Mean	5,73	
Median	6	

12) The course has enabled me to develop plans for my own FOSS Business

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
	1	(8,33%)
Totally agree	10	(83,33%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

13) The course has enabled me to develop plans for my own training offers on FOSS Businesses/Business Models.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(25,00%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

14) I will improve the training material and localize it or add case studies

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	2	(16,67%)
Totally agree	10	(83,33%)
<hr/>		
Total	12	
no answer	0	
Mean	5,83	
Median	6	

15) If you have disagreed to any of the questions above, kindly give reasons.

- the business plan section was not covered well

16) Have you already got concrete ideas for starting a FOSS Business / enhancing your portfolio by FOSS Business?

Yes	11	(91,67%)
No	1	(8,33%)
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Nominations (Multiple choice possible!)	12	
total answers	12	
no answer	0	

17) Please describe the initial steps you will take to implement your FOSS Business plans.

- By writing a business plan; Acquire ways of capital generation through FOSS advocacy; consider government policies eg taxation and Revenue generation.
- registering with FOSS; writing a business plan; Seeking funds for training, implementation; selection of the participants
- Showing my experience in FOSS by training others: Encourage them on FOSS Business plans

- My business plan will have to contain all the relevant points including the philosophy, mission, vision and goal and objectives of the project. I will have to look for relevant donors to work with to raise funds because this is one of the major challenges and this i will do through proposal writing.
The idea of my proposal will be one of income generating and i intend to incorporate the youth of the community in it.
Since FOSS is being embraced slowly in Kenya i will try to offer some training as a way to advocate for the use of FOSS.
during the whole of this activity i will do continuous monitoring and implementation to ascertain that the goals and objectives are being met.
- By the fact that am an instructor am going to influence and advice my students and colleagues as well as the administration on the adoption of FOSS as well as starting my own school and training others on FOSS, also being a programmer am going to localize FOSS solutions and sell them to SME's and Business alike
- Revenue streams should be considered, one must target activities to add values and also have good vendor client relationship.
- Legal concerns the business should not violate the government policy.
- write a proposal; evaluate the budget; conduct a SWOT analysis on the area to set up the Foss business
- One must consider the software quality to be introduced on the market, one must be ready to overcome barriers to adopting FOSS plan and untold fears should be overcome.
- I have gained new ways of Capital generation according to FOSS Idea; Have gained more understanding on writing a better Business Plan; Revenue generation methods; Government Policy such as Taxations.
- I will have to setup a business and embrace the FOSS technology

18) What support would you require in this process?

- Initial capital, Community support.
- financial assistance
- Material and Financial Support
- Financial and material assistance and cooperation of the FOSS community in the implementation phase due to some of the unknown challenges that i may face.
- Access to FOSS solutions and materials
- Conducive Government policy, Support from the community and Donors from the sponsors.
- Supportive community and conducive government policy.
- financial support and the community support to adopt the plan
- Financial support from sponsors and conducive government policy example low taxation.
- Neighbourhood/community support; More FOSS Business Idea; More ways of revenue generation.
- More training on FOSS and exposure. This will sharpen my skills on FOSS.
- i will request as the time will come

19) How do you intend to finance your FOSS business plan?

- By ploughingback revenue generated and seek contribution from partners.
- training material costs; accommodation and meals for participants costs
- In training other participants about FOSS Business to improve their skills in FOSS
- Donation of both local and international supporters; My own saving
- Through my savings, friends contributions and support from family
- Raise money from fund raising, Ploughingback profits to enhance capital intensity.
- Financial support from the sponsors, fundraising from the and ploughingback gathered profits.
- request for grants from bigger ICT companies as a starting capital then after run with accumulated profits
- Ploughingback from my business, contribution from friends.
- By ploughing back the interest generated; By support from friend partners; By loans from Financial Institutions.
- Acquire assistance from the organization am working with and well wishers.
- I might request for sponsorship or use fundraiser

3. Working and learning methods

20) The content and outcomes of the individual learning units were clear throughout.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	2	(16,67%)
	1	(8,33%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,58	
Median	6	

21) Participants were able to bring their own experience and examples into the training course.

Totally disagree	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
	0	(0,00%)
	2	(16,67%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,58	
Median	6	

22) **The material (e.g. presentation, checklists, etc.) helped me to understand the content better.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
Totally agree	12	(100,00%)
<hr/>		
Total	12	
no answer	0	
Mean	6	
Median	6	

23) **The working and learning methods were appropriate to the tasks and suitably varied.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
	1	(8,33%)
	2	(16,67%)
Totally agree	8	(66,67%)
<hr/>		
Total	12	
no answer	0	
Mean	5,42	
Median	6	

24) **I could relate the case studies to the context of my own work and life.**

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	2	(18,18%)
Totally agree	9	(81,82%)
<hr/>		
Total	11	
no answer	1	
Mean	5,82	
Median	6	

25) **The course was**

too long	0	(0,00%)
too short	1	(8,33%)
just right	11	(91,67%)
<hr/>		
Nominations (Multiple choice possible!)	12	
total answers	12	
no answer	0	

4. Trainers

26) The trainer(s) obviously had considerable expertise in her/his own field and was well prepared

Totally disagree	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
	0	(0,00%)
	2	(16,67%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,58	
Median	6	

27) The trainer(s) only used specialist terms that had already been explained or were already familiar.

Totally disagree	1	(8,33%)
	1	(8,33%)
	0	(0,00%)
	1	(8,33%)
	1	(8,33%)
Totally agree	8	(66,67%)
<hr/>		
Total	12	
no answer	0	
Mean	5	
Median	6	

28) The trainer(s) could listen to the participants and answered their questions.

Totally disagree	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
	0	(0,00%)
	1	(8,33%)
Totally agree	10	(83,33%)
<hr/>		
Total	12	
no answer	0	
Mean	5,67	
Median	6	

29) How could the trainer improve his/her training methods?

- By enhancing voice quality and building rapport eye contact.
- be much familiar with the training content through reading wide; use practical example in the methodologies of content delivery
- Have ability to communicate; Have ability to engage participants and relate the content to their situation; Have ability to teach themselves a program

- Use of explicit example e.g internet to help the participants understand some concepts, through demonstrations
- Use more group discussions, and presentations
- S/he should have a winning personality thats by being bold enough and his / her communicating ability should be good.
- He/she should be bold to gather the audiences attention and he should see training as stage production.
- She/He should be bold enough and avoid timidity.
- By giving enough time for the group discussions for everybody in the group to attain the full understanding as others. Though it was out but not perfect.
- They should not be active and add jokes. Involve participant more.
- they should FOSS software's in their presentations

5. Achievement of objectives

30) I think that FOSS Business Models can be implemented successfully.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	2	(16,67%)
Totally agree	10	(83,33%)
<hr/>		
Total	12	
no answer	0	
Mean	5,83	
Median	6	

31) I think that my income can be increased by FOSS Business.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(25,00%)
Totally agree	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

32) My knowledge on how to use FOSS systems increased through this course.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
Totally agree	11	(91,67%)
<hr/>		
Total	12	
no answer	0	
Mean	5,92	
Median	6	

33) I plan to actively participate in the FOSS Business Models community.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
Totally agree	11	(91,67%)
<hr/>		
Total	12	
no answer	0	
Mean	5,92	
Median	6	

34) I esteem Open Approaches like FOSS helpful for innovation.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(27,27%)
Totally agree	8	(72,73%)
<hr/>		
Total	11	
no answer	1	
Mean	5,73	
Median	6	

35) What competences or expertise have you acquired in addition to the training course's explicit outcomes?

- I have acquired much courage that is, i can now face a huge crowd and deliver useful message.
- I can now train trainees confidently
- A cheaper way of getting free and open source software; How to limit viruses on the systems as this has been one of the big challenges in my organization; How to generate income by use of FOSS
- The training has opened a new perspective in my professional life by the information on open source software
- Good communication skill whereby by i have gained courage of addressing large congregation of people.

- I have expertised on communication skills in business.
- importance of FOSS
- Software Development and customization.
- Confidence in FOSS Business Activities.
- Web designs, presentation skills
- the use of FOSS to create business opportunities in Africa

**36) Value for money of training-
Are you satisfied with the value for money of the training?**

Very unhappy	0	(0,00%)
	0	(0,00%)
	1	(9,09%)
	0	(0,00%)
	1	(9,09%)
Very pleased	9	(81,82%)
<hr/>		
Total	11	
no answer	1	
Mean	5,64	
Median	6	

**37) Value for money of training-
Do you think the certificate for this training will be of value to you?**

Very unhappy	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(9,09%)
Very pleased	10	(90,91%)
<hr/>		
Total	11	
no answer	1	
Mean	5,91	
Median	6	

38) How do you consider the pricing of the training and added value of skills obtained? What would be a reasonable price for such training and which type of certification should such training offer?

- the value of training was excellent and the certification was worthy
- The value of the training was good though it does not cut fairly across all the young generation because not all of them can raise it while they may be interested in the training. The training should be more of free with as little of maybe Ksh. 500 as a commitment fee; the certification was OK with me
- In my opinion, the pricing was OK although the certification is much more
- Fine, it was reasonable for us. It kept us sustained
- its just right

6.Participants

39) The atmosphere among the participants themselves was always cooperative

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	4	(36,36%)
Totally agree	7	(63,64%)
<hr/>		
Total	11	
no answer	1	
Mean	5,64	
Median	6	

40) I was able to benefit from the experience of other participants.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	2	(18,18%)
Totally agree	9	(81,82%)
<hr/>		
Total	11	
no answer	1	
Mean	5,82	
Median	6	

41) I would like to continue exchange on the subjects with the other participants via a mailing list, that will be offered.

Totally disagree	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(9,09%)
Totally agree	10	(90,91%)
<hr/>		
Total	11	
no answer	1	
Mean	5,91	
Median	6	

7. Organisation

42) How happy are you with... the overall organisation of the training course?

Very unhappy	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	3	(25,00%)
Very pleased	9	(75,00%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

43) How happy are you with... the information you received in the run-up to the training course (e.g., organisational details, technical / professional information on the subject ...)?

Very unhappy	0	(0,00%)
	0	(0,00%)
	0	(0,00%)
	1	(8,33%)
	1	(8,33%)
Very pleased	10	(83,33%)
<hr/>		
Total	12	
no answer	0	
Mean	5,75	
Median	6	

44) What other information / documents would have you needed as well?

- The documents and information were sufficient hence no complaints.
- the links/documents we can access information on how we can organize own trainings and sourcing for funds.
- More skilled trainers to be added
- Samples of the materials to help me advocate for FOSS
- The document sent were enough and clear
- Laptops
- Each person to at least be provided with a laptop for the training season.
- the links to download the software

45) Since there are lots of aspects a survey like this cannot cover, we would ask you to add any comments or recommendations below that you might have for future training courses.

- I enjoyed the training, would you please try to extend the training duration.
- Such training need to be done especially to the rural communities to increase their knowledge on FOSS products
- Trainees should be well equipped with their all skills and knowledge in FOSS
- The trainer should try to look for venues with reliable or alternative source of power; the training should be allocated more time; Women should be more considered for gender equality
- The training course was ok although i would like to see case studies of more organizations in other sectors of the economy
- The training was good and i enjoyed. Thanks to the sponsors and organizers.
- The training was conducted well the trainers were well equipped and i loved it.
- make the books simplified
- The training was awesome, thanks to sponsors and trainers.
- The training was well organized and atmosphere was conducive to all. I would like it to be just that way all seasons of training.