

On May 14, KOICA has opened a pediatric medical center in
the National Pediatric Hospital in Phnom Penh.
The center is a four-story building
composed of an emergency room, outpatient clinic,
and intensive care units for newborns.
A mother and her child who are receiving medical treatment
at the center smile brightly.

KOICA
Korea International
Cooperation Agency

KOICA INSIDE Architect Won-chul Kim, who is improving the environment of developing countries through architecture

KOICA VIEW Ward upgrades to save babies and their mothers

OVERSEAS KOICA Primary school environment and capacity building project

World's Friend KOICA

2018. Summer
Vol. 9
World's Friend KOICA Newsletter

KOICA
Korea International
Cooperation Agency

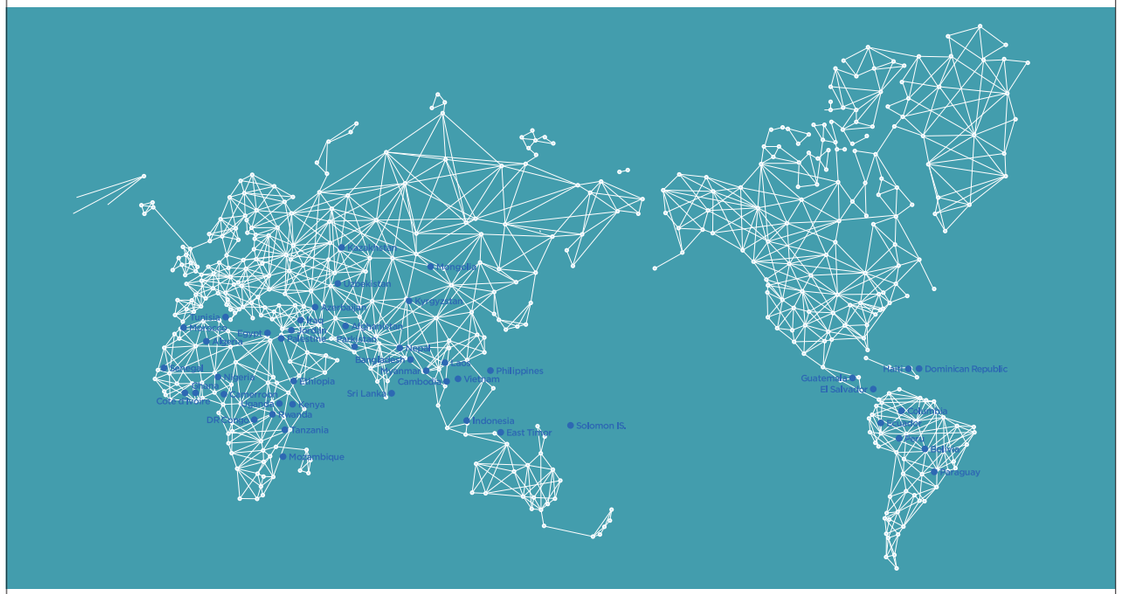


THINK ODA, WITH KOICA

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ABOUT KOICA

(Korea International Cooperation Agency)



In April 1991, the Korean government established the Korea International Cooperation Agency(KOICA) as a government agency under the Ministry of Foreign Affairs, aiming to effectively manage Official Development Assistance(ODA) programs by unifying foreign aid projects conducted by various ministries. KOICA aims to cultivate positive relationships among Korea and developing countries by sharing experiences and know-hows driven from economic development experiences and hence supporting poverty reduction and fostering sustainable socio-economic development. KOICA conducts various development cooperation projects, including overseas volunteer programs, global training programs, public-private cooperation, humanitarian assistance and disaster relief, with a focus on areas such as health, education, public administration, agriculture, forestry and fisheries and technology & environmental energy. KOICA serves as a development cooperation platform involving nation-wide participation via partnership with numerous entities including government, public institutions, NGOs, corporations, academia and the people involved in international development cooperation. Development cooperation projects, under KOICA's lead, contribute to mutual growth among Korea and its partner countries by not only resolving various global issues including poverty, environment, population, diseases and rights but also by providing grounds to nurture talented young people and to ensure domestic enterprises expanding their markets abroad.

KOICA Korea International Cooperation Agency

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01

The story of architect Won-chul Kim, who is taking the lead in improving the environments of developing countries, can be found in 'KOICA VIEW' in the April 2018 issue of the KOICA webzine.
http://webzine.koica.go.kr/201804/eng/content1.php?code=201804_020101

Won-chul Kim, the architect working on the construction of a national museum in DR Congo

"I can help the historical development of Africa while enhancing my capabilities as a professional architect for developing countries"

Won-chul Kim, the architect who gained popularity for appearing on MBC's Love House 10 years ago, is now working with KOICA(Korea International Cooperation Agency) in the construction of a national museum in the Democratic Republic of the Congo(DR Congo). Why did he leave his success in Korea and go to Africa? He responded in this way: "Paul Polak, the social activist who sought to solve world poverty, said that 90% of the entire world works for the 10% of the wealthy. If so, shouldn't someone work for the rest of the 90%?" Let us hear the story of Won-chul Kim, who works for the remaining 90%, specifically in Africa.

Q_Please give us an introduction of the Project for Establishment of National Museum in DR Congo and your role in the project.

A_"The Project for Establishment of National Museum in DR Congo began in 2012 at the request of the government of DR Congo. There are about 45,000 pieces of ancient artifacts in Kinshasa, the capital of DR Congo, but due to the dated facilities and a lack of management, a considerable number of the artifacts are being damaged or disappearing. DR Congo and KOICA took on this project to preserve the artifacts through the construction of a museum, improve the historical awareness of citizens, and instill a sense of national pride.
In this project, I am working as a construction manager residing in the country. In the design stage of the project, I review the planned proposal and floor plan and supported bidding for selecting a construction firm, among other tasks. Currently, I am managing all processes on site while inspecting the construction material and communicating with local organizations. The museum construction is currently about 46% complete, and we are aiming to open in 2019. Approximately 20 million USD was invested in this project, with one Korean manager, 8 team leaders, and about 70 local technicians working on the project. After the museum is constructed, we plan to create a data management system and conduct museum operations training for post management."

Q_What prompted you to participate in the project?

A_"While working at an architectural firm and running a design office in Korea, I realized that Korean society spends a lot of time on formal and consumptive competition. While I was thinking about how I could create more value with my time, I ended up participating in the Indonesia/Kenya Well Development Project with the NGO group Team & Teams and the Ethiopia Residential Environment Improvement Project with the International Women & Family Foundation. I felt a sense of fulfillment during construction for improving the lives of those in developing countries, and thus have continued the work until now. My experience studying abroad in France when I was younger influenced my choice of location. After studying abroad in France, I worked on various projects in French-speaking African regions. The most memorable of these projects was the one that helped protect residents from lung disease by installing smokestacks on open-fire ovens. I wanted to become an architectural specialist who improves the quality of life in French-speaking African regions based on the experience and knowledge that I gained during this time. This is also the reason that I applied for the DR Congo project."

Q_Is there a particular focus for the museum construction?

A_"From the technical aspect, we implemented a passive design* to actively incorporate the climate and environment of the Kinshasa region. Equipment such as air conditioners are necessary to counteract the hot and humid rainy season and dry season of Kinshasa, which is located close to the equator. However, these types of equipment are costly and difficult to maintain. We



02



03

01
Construction site of the DR Congo National Museum

02 03
Fire pit and smokestack no.1, installed in a village in Ethiopia

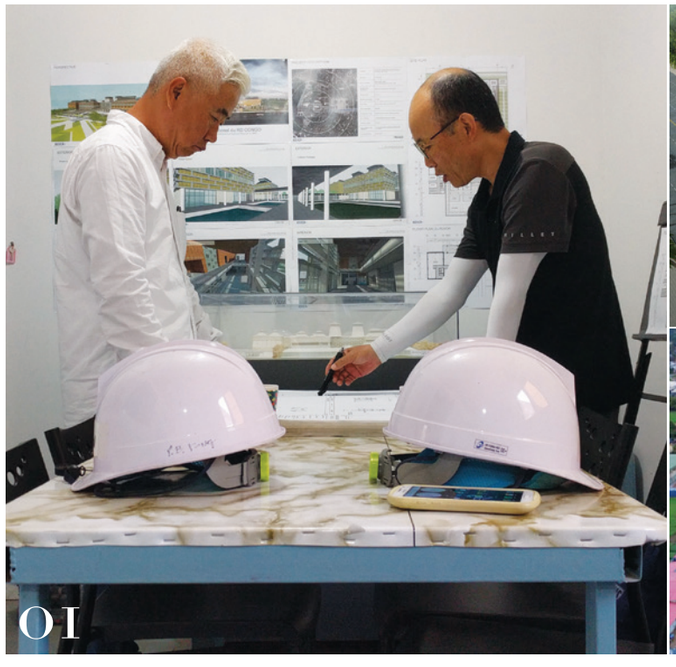
Written by Ji-eun Won(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by Won-chul Kim

therefore blocked the indoor temperature from rising by blocking heat through a double exterior wall, and designed the interior of the museum to naturally have good ventilation to maintain a pleasant indoor atmosphere even without air conditioning. In addition, we installed a skylight, which is not generally used in the exhibition halls of museums, so that visitors can still view the exhibitions even during blackouts.
Moreover, we are using cement, sand, pebbles, and iron produced in DR Congo to contribute to the development of the regional economy as well. The materials were on par with the design standards according to the results of strength tests. We have also hired around 70-80 workers in accordance with each process."

* **Passive Design** : an eco-friendly design method that utilizes basic architectural elements such as lighting, ventilation, insulation, etc., as opposed to active design, which designs eco-friendly architecture focusing on technology through renewable energy and equipment.

Q_We heard that the political situation and safety are not stable due to tribal conflict, rebel groups, and opposition from government forces.

A_"The lives of the participants in the project are centered around the construction sites, so these elements do not feel like major threats. We are taking precautions, however, regarding petty crime caused by the political instability."


01


02


03

01
Having a discussion while looking at the design map
02
Expected view after construction of the DR Congo National Museum
03
View of entire site
04
Construction site of the DR Congo National Museum


04

Q_Do you experience any difficulties while working with the local workforce?

A_"Unlike Korea where everything is done in a hurry, the people of DR Congo tend to be more relaxed in terms of time. As a person who was born and raised in highly-industrialized Korea, it was difficult for me to adjust to this place, which does not take into consideration the concept of 'time is money'. However, I have now accepted this characteristic as part of their culture, and am now focusing on successfully completing the project by adapting and adjusting to the aspects that I cannot change."

Q_What was the most impressive thing for you about this project?

A_"The most surprising thing for me was the technological capability of the local workforce. Despite the fact that their wage was lower than Korea(technical positions received 1/4 of that in Korea, and general workers received 1/20 while the workload was 60% of that in Korea), they were very skilled in masonry(stacking stones or bricks), plastering(plastering cement on walls, ceilings, or floors), steelmaking, and rebar placement(arranging bars according to the design). They seemed to have many skilled workers because the processes were basic processes that were frequently used in the local area as well. I had a deep impression from the way the workers did not hesitate to take on tasks that are generally avoided(i.e. carrying heavy things or tasks that cause a lot of dust)."

Q_Could you tell us about your future plans?

A_"2018 is the final year of the DR Congo National Museum Construction. I thus plan to focus all of my energy on the project. First of all, I need to complete the remaining processes including electricity, machine equipment, external hallways, roof construction, interior finishing, and landscaping. I would then like to continue expanding my capabilities as a regional specialist by participating in other African projects if given the opportunity."

Q_Finally, is there anything you would like to say to professionals who are looking to join aid programs?

A_"I recommend KOICA's aid programs because they give you a sense of fulfillment by helping developing countries by utilizing professional knowledge, and also provide appropriate compensation depending on an individual's capabilities. If you work with a sense of duty and pride to take on your responsibilities as a participant in an international cooperation project representing Korea, I believe that you will be rewarded with good results."

Su-jin Choi found employment through the KOICA YP

"The know-how I learned at KOICA's overseas office has been a great help for my work"

KOICA(Korea International Cooperation Agency) provides various opportunities for youth to challenge themselves in the international development cooperation industry. The ODA Young Professional(Former youth intern)* is one of the main examples, which allows youth to work at KOICA's foreign offices and diplomatic offices while experiencing the practical affairs of international development cooperation first-hand. Let us hear the story of Su-jin Choi, who found her vision in the international development cooperation industry and even succeeded in finding employment through her experience as an intern at the KOICA Morocco Office.

* **Young Professional(YP)** : a program that seeks to train globally competitive, professional ODA workers and provide young and talented individuals with opportunities to participate in ODA projects by working at KOICA's overseas offices and diplomatic establishments



Q_Please tell us a little bit about yourself and the company where you are working.

A_"I majored in architectural engineering in college, then worked in the Competency Development Team of KOICA's Training Department for 4 months starting in March 2016. I then worked as an intern at the Morocco Office for 8 months. I am currently working at Heerim Architects & Planners Co., Ltd. in the CM(Construction Management)* Overseas Management Division. The company supervises and manages all stages of construction projects from the planning, bidding, design, and construction stages to post-construction maintenance. It is also responsible for CM in the KOICA projects of Cambodia/Myanmar, Laos/Vietnam, and West Africa. I applied because of the fact that I could utilize my major while working in the international development cooperation industry."

* **CM(Construction Management)** : refers to the planning, feasibility investigation, analysis, design, procurement, contract, construction management, supervision, evaluation, and post-construction management of architectural construction, as well as all or a portion of management.

Q_What motivated you to apply as an intern for KOICA's foreign office?

A_"Students who major in architectural engineering usually find a job at a construction firm. Unlike my colleagues who were seeking jobs at construction firms before graduation, I was looking for an opportunity to work abroad and use French, which I had been studying consistently. This is when I saw the recruitment notice for an internship at the foreign offices of KOICA. I applied because I would be able to live in a developing country, and because I would be able to use my French language skill if I was sent to a region that speaks French."

Q_What was your most memorable experience working as an intern at KOICA's overseas office?

A_"I was able to experience various types of work such as projects, training, and public-private projects at the Morocco Office where I was dispatched. The most memorable of these is the Green Technology Research & Development Support Project(2017-2020/ 8 million USD), where I participated using my specialization in construction. This project built an eco-friendly research laboratory for conducting research on green technology in Morocco, and trains local researchers to strengthen their research capabilities. Because I was a part of the project from the beginning, I was able to experience the practical affairs of international development cooperation, such as project planning and negotiation of project direction with the cooperating country.
I was responsible for interpretation and taking the minutes for meetings with the project planner from the Moroccan Ministry of Energy. I also visited the construction sites and design office with the KOICA Planning Team when they came to Morocco, and conducted research on the data necessary for project planning. While preparing for the Record of Discussion* signing event, I was able to learn and experience the practical aspects of KOICA projects such as how projects are selected and planned, what issues the managers and cooperating countries negotiate, etc."

* **Record of Discussion** : a signed document that organizes the agreements on the involved institutions of both countries and negotiations in relation to the execution of the project-type technical cooperation.

Q_How did your experience at KOICA affect your career path?

A_"My interest in the international development cooperation industry grew, and I was able to gain a deeper understanding of it. While working as a KOICA intern, I experienced the practical affairs

01
93rd Moroccan Volunteer Group

02
Su-jin Choi with the local employees of the Morocco Office in December 2016



Written by Seo-hyeon Hwang(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by Su-jin Choi

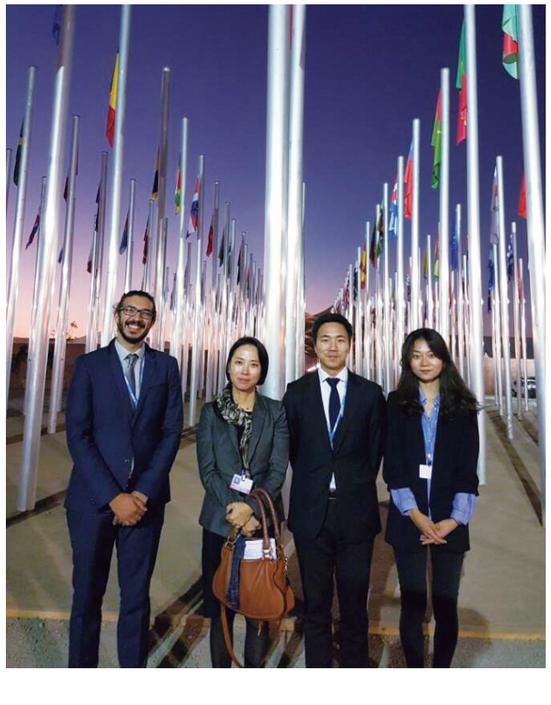
of international development cooperation, and even obtained an ODA certification after returning to Korea through consistent efforts on studying the theoretical aspects. In addition, the majority of KOICA projects include construction projects, so I was able to find a connection between international development cooperation and architectural engineering. This is how I came to work for Heerim Architects & Planners, which conducts various international development cooperation projects in regional CM for KOICA."

Q_We heard that you are working as a PAO for CM in the Cambodia and Myanmar KOICA projects. What are you working on specifically?

A_"A PAO(Project Assistant Officer) collects, adjusts, and delivers information from both the receiving country and Korea to help smooth operations of the project. Specifically, I gather weekly and monthly reports from the CM manager, who resides in Morocco, negotiate the main project issues with the KOICA headquarters, and deliver it to the Morocco Office. I am responsible for the process management and administrative work of the service in general, including the write up of documents related to design or technological review, support and management of business travel. The Cambodia and Myanmar CM services are currently involved in about 15 construction projects."

Q_Of what do you feel most proud in regards to your work? Also, what are your personal career goals?

A_"I feel the most proud when I think of the Myanmar Vocational Teacher Education Center construction project(2017-2020/$US 11.5 million). This project involves constructing a vocational training center in Yangon, Myanmar, training teachers in vocational skills subjects, and supporting the development of education. It is currently in its last stage of selecting a construction firm. I was able to learn more about the concept and processes of bidding(selecting the construction firm) by supporting the tasks, which I hadn't learned in school. We failed in our first attempt at the bidding, but with the help of a specialist within our company we relearned the bidding and procurement regulations of KOICA, adjusted them according to the situation, and are now waiting to sign a contract with a local Myanmar construction firm. In the future, I would like to study international bidding more professionally. Even now, I listen to seminars and take classes related to international bidding led by governmental organizations or international construction associations when I have time. I would like to build a career that can combine construction bidding and international development cooperation."



At the 22nd Conference of the Parties(COP 22) to the United Nations Framework Convention on Climate Change(UNFCCC) in November 2016

Q_Is there a message that you would like to give to people who are looking to apply for an internship at a foreign office of KOICA?

A_"I believe that it is a great opportunity to experience the value of international development, which supports the economic and social development of developing countries, and helps them to live better lives. It is the best experience for those who want to experience the practical aspects of development cooperation and work in public institutions. In addition, I also want to recommend the opportunity because of the fact that it provides a rare chance to communicate with the locals while living in a developing country for a long period of time. Although it may be difficult to adjust at first due to the language barrier and cultural differences during the internship, if you have an open mind towards the country's culture and language, I think you will be able to enjoy the internship much more."

Volunteer Min-a Lee working for Haitian Refugees in the Dominican Republic

"I was moved by the changes in them, who have been neglected by the two states"

About 10% of the Dominican Republic population are Haitian immigrants. Most of them came to this country to find jobs or to avoid natural disasters. Neither Dominican nor Haitian, they have received no support from either government. In addition, the people of the Dominican Republic, formerly colonized by Haiti, discriminate against and disdain Haitian immigrants. KOICA(Korea International Cooperation Agency) Volunteer Min-a Lee has served for two years for the Haitian refugees in the country who have been neglected by both countries. She shared what she has engaged in during her service and how it has changed her life. Let us listen to her story.

Q_What made you apply for the KOICA volunteer program?

A_"I worked as a medical technologist at a university hospital in Seoul for three years. I was always interested in volunteer activities and social issues, so I taught English to visually impaired people once a week after work. I was very impressed to see them make progress little by little. I wanted to do something that could help others using my major, clinical pathology. So, I applied for the medical service in the Dominican Republic. For the last two years, I worked as a blood sample collection room manager at a local clinic operated by the international NGO group PSI(Population Services International)."

Q_What was your first impression of Haitian immigrant camps?

A_"When I first arrived in the Dominican Republic and looked around the capital Santo Domingo, I said to myself, 'This is a much better country than I thought!' However, the Haitian immigrant camp in



Lee's colleagues in the clinic

Written by Ji-eun Won(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by Min-a Lee

The story of Volunteer Min-a Lee, who volunteered to help Haitian people in refugee camps in Dominican Republic, can be found in 'KOICA VIEW' in the May 2018 issue of the KOICA Webzine.
http://webzine.koica.go.kr/201805/eng/content1.php?code=201805_020103





01
A view of a Haitian immigrant camp in the Dominican Republic

02
The locals applying for health tests and treatment in the clinic

03 04 05
Physical and art education for the social and emotional development of the local children







El Batey, east of Santo Domingo, was totally different. It had poor access to schools, drugstores, and hospitals and many people could not afford treatment due to poverty. In addition, as living space and stables for raising livestock were not separated, water and soil were severely polluted. However, the residents had a low level of consciousness of health and sanitation and the severity of their poor living conditions. Especially women showed high incidences of cervical cancer and sexually transmitted diseases* which can be easily prevented and treated. I thought it was necessary to provide education to improve their awareness in addition to medical services."

* **Sexually transmitted infections** : diseases transmitted by sexual intercourse or sexual contact(skin contact, kiss, etc.) with persons infected by venereal diseases

Q_I've heard that you have led various campaigns and activities for Haitian immigrants in addition to medical services.

A_"I provided health education under a slogan that I created, 'Prevention Comes First(La prevencion ahora es tu prioridad)', for women who were not aware of the necessity of medical examination and treatment and thus were exposed to various diseases. I promoted the importance of the prevention of sexually transmitted diseases, early diagnosis of breast and cervical cancer, sex education, and family planning, and provided medical consultations and conducted cervical cancer tests. Hygiene education was also provided for children living in the camp who are highly likely to be exposed to infectious diseases due to contaminated water, soil and animals. In addition, I cooperated with other KOICA volunteers to support art and taekwondo education for the socio-emotional development of these children who don't have educational opportunities. Without the support and encouragement from other volunteers who worked with me in the clinic, these projects would not have been successful due to difficulties in communication and the poor environment. I would like to thank them again for helping me."

Q_It is not easy to change the perception of health care or hygiene. I wonder how you manage to change the people's perception through education.

A_"I actively engaged the local workforce in projects to enhance the effectiveness of education. Unlike Koreans, the locals ask many questions. Some of them are silly or irrelevant questions, and are about a wide range of topics. My colleagues always answered in a way that they could easily, accurately, and naturally understand for the sake of their comprehension of what was addressed in the training. We distributed health care supplies and booklets to those who attended the training. The book included information on family planning, sexually transmitted diseases, child health, hygiene, cervical cancer and breast cancer to help them manage their health by themselves. We also showed videos on health care to enhance their understanding, which was well received by the residents and their children."

Q_What kind of accomplishments did these projects make?

A_"A total of 243 local women have undergone cervical cytology tests, of which 27 were diagnosed with early stage cervical cancer and are now under treatment. I also think that it is a great achievement that the local clinic staff who carried out the projects together with us are now leading these child development and health care activities with a sense of ownership."

Q_What is the most special memory during your service years?

A_"When I went to the Paragua area to provide health care to the residents, a blind woman asked me if she could get a cervical screening. Because there was no way for vehicles to enter the area, I walked a long way to take her to the medical service car, and walked her to her house again after the test and treatment. On our way to her home, she said to me, 'We all meet a special person at some point in our lives and I have met one today. You are an angel who shares love with people like me(En la vida hay seres especiales y tu eres uno de esos angeles que va repartiendo amor)'. I will never forget that moment."

Q_What are your future plans?

A_"I have completed my service years and soon return to Korea. KOICA and the Dominican Republic provided me with the opportunity to serve people using my major and experience, and also gave me the chance to choose paths for my future career and life. Based on my two-year experience of volunteering in the country, I want to study international health care and development cooperation in the future. I want to contribute to creating a healthier world by exploring the causes of health inequality, and by establishing a health care business to minimize the disparity gap."





Korea-Colombia friendship integral rehabilitation center

"I've found happiness helping wounded soldiers heal themselves through art."

Volunteer Eun-ji Kang says that she understood the true meaning of happiness after a coincidental meeting with a then-volunteer of KOICA(Korea International Cooperation Agency) during her travels before joining KOICA. She applied for the KOICA volunteering program in the pursuit of true happiness, since which she has worked at the Korea-Colombia Friendship Integral Rehabilitation Center to share happiness among people who have not yet found it.

Q_Could you give us a brief introduction of yourself and tell us what made you apply for the KOICA volunteering program?

A_"My motto has always been 'Whatever you do, love yourself first.' Before I served as a KOICA volunteer, I believed that it was impossible to find happiness in work. Yet, while I was backpacking in South America, I met a then-KOICA volunteer whose face shone with true happiness. Impressed by the sight of that happy face, I learned about KOICA and applied for the volunteering program without hesitation to do what would really please me for myself."

Q_How does your art class operate?

A_"I am offering art lessons three times a week to soldiers suffering from injuries and the trauma of war at the Korea-Colombia Friendship Integral Rehabilitation Center. The numbers of participants slightly differ depending on the theme of a particular lesson, but usually, a class is made up of 10 students and each lesson takes two and a half hours. The lessons are not for fostering professional artists but focus on psychotherapy and rehabilitation through therapeutic art activities."

Q_What effects does art education have on soldiers?

A_"Art lessons provide psychological stability and are effective in the rehabilitation of soldiers physically disabled in war. During the past two months, I have led paper folding classes, which have been a great help in the rehabilitation of soldiers who have difficulty using their hands due to injuries."

Q_What is your most memorable moment during your years of service?

A_"KOICA volunteers in Colombia once held a simple Korean cultural event providing traditional Korean clothing and traditional mask making experience at the Korea-Colombia Friendship Integral Rehabilitation Center. We prepared the event without great anticipation, but the reaction of the participants was explosive. I think the event also promoted interest in Korea among Colombians. It was a small event that provided rich experience, so we felt like the time passed by way too fast."





01 Soldier who lost his sight due to an explosion during the war showing a paper vase made only by using the senses of the hands

02 Soldiers participating in a paper folding class making a mobile using colored paper

03 Soldier showing a traditional Korean mask that he made in a mask making class during the Korean cultural event

04 Female worker and soldier wearing traditional Korean wedding costumes during the Korean cultural event

Q_What is your overall impression of Colombia?

A_"Before I came to Colombia, I had thought this country was socially and politically unstable and dangerous, so I had felt a little bit scared. Most of the people who will read this interview may have similar preconceptions of the country. But, Colombia that I have experienced working as a volunteer is a country of people with enthusiasm and easygoingness, rather than an unstable and dangerous country."

Q_What are your future plans?

A_"I will participate in the organization of Korean cultural events(Taekwondo demonstrations, Korean traditional clothing and food experiences, hangeul classes, etc.) held by KOICA from May, and I will offer classes on basic Asian painting and making various items using traditional Korean paper. I would like to develop classes that can involve many soldiers engaging in activities using various parts of the body that will help with the physical rehabilitation of soldiers, along with classes for art therapy."

Q_Do you have any advice to those who want to apply for KOICA's volunteering program?

A_"If you haven't found the path to happiness yet, I would recommend you to apply for KOICA's volunteering program. I think it is a good way to understand the true meaning of happiness, meet new people in a faraway country and provide service for them. If you need a turning point in your life, do not hesitate to become a KOICA volunteer."

Written·Photo by Seong-jun Gang(Young Professional, KOICA Colombia Office)



Project specialist In-seok Lee having a conversation with the community health volunteers during the Community Health Volunteer(CHV) training at the healthcare center

KOICA's project for improving community-based primary health care through CHIPS strengthening

For the day when mothers can give birth at hospitals and go to the hospital when they are ill

In Sub-saharan Africa, 1 in 13 children die before the age of five. This figure is significant compared to high-income countries*, where only 1 in 189 children die before age five. There are still 303,000 mothers and 5,600,000 children under the age of five around the world dying annually due to preventable diseases. The fact that these deaths occur mainly in low-income, low-educated households in the rural areas of developing countries makes it even more unfortunate.**

* Trends in Maternal Mortality 1990-2015, Levels and Trends in Child Mortality 2017
** Ghana Demographic and Health Survey 2014, Ghana Multiple Indicator Cluster Survey 2011

Written·Photo by In-seok Lee(Project Manager, Caleb & Company - Seoul National University)



Location of Upper East Region of Ghana

Medical tasks of developing countries, mother and child health programs

The projects often referred to as 'Mother and Child Health Programs' aim to reduce the mortality rate in mothers and children. In order to do so, we must analyze the cause of the deaths and implement appropriate changes to offset the cause of the issue.

Maternal deaths are often caused by postpartum hemorrhaging, complications related to hypertension, or abortion. In order to resolve this issue, pregnant women must receive regular antepartum care and give birth with the help of professional medical staff at a healthcare facility(rather than at home) that provides high-quality service.

Deaths in children are mainly caused by pneumonia, diarrhea, malaria, or complications related to delivery. In order to prevent more deaths, the babies must be vaccinated at the appropriate time and visit a healthcare facility to receive proper treatment and medicine during the initial stages of illnesses.

9 million USD invested over 5 years in the Upper East Region of Ghana

The Project for Improving Community-based Primary Health Care through CHIPS Strengthening(CHPS+) is a large-scale mother and child health service that seeks to reduce the mortality rate in mothers and children. Over the course of 5 years, it has invested 9 million USD in the Upper East Region of Ghana, which has a population of approximately 1.3 million.

CHPS(Community-based Health Planning and Services) is one of the core strategies of Ghana's Ministry of Health with the aim of expanding primary healthcare services in the local regions. This project is called the 'CHPS+ Project' for its objective of upgrading and strengthening CHPS. The project is working on creating the changes necessary to reduce the aforementioned mortality rate in mothers and children. This change refers to receiving adequate treatment in a timely manner at a healthcare facility during pregnancy, delivery, and when children are ill.

It may be difficult to understand in a country where delivering babies at hospitals and visiting centers for sickness is the norm, but in Ghana, only 73% of pregnant women give birth at a healthcare facility, and only 53% of children visit a healthcare facility to receive treatment when experiencing diarrhea.

Most pregnant women and children never visit health care facilities, for they do not know where they are, what services they provide, whether they should visit them, or just because they think the services are charged for(Most mother-child health services are free.).

KOICA educates 669 community health workers and members of 12 community health committees in the Upper East State to improve the local community's awareness of health care facilities. We hope that the activities of these members will produce change that motivates all mothers of the Upper East Region to give birth at healthcare facilities and to visit the facilities immediately when they are ill.

Annual education for 300 medical staff on subjects such as Kangaroo care

The high-quality services needed must be provided once these mothers and children are made aware of the healthcare facilities. In order to do so, the medical staff providing the services must be skilled, and they must be prepared with sufficient medical equipment and supplies. However, many medical staff members in Ghana lack professional skills, and the facilities are also insufficient. Thus, the KOICA CHPS+ Project holds various training sessions for about 300 medical staff members each year to teach about safe delivery, emergency delivery and first aid, neonatal care, neonatal respiration and Kangaroo care*, how to use ultrasound, etc. In addition, it is providing essential medical devices to 120 community health center branches, 49 community health centers, 6 army

hospitals, and 1 state hospital so that the medical staff can utilize their skills to their maximum potential.

* **Kangaroo care** : a method of protecting newborn babies by raising the baby's temperature by around 2 degrees Celsius by warming the baby with the mother's body heat and covering the baby's head with a wool hat. It is an effective way of saving newborn babies who are at risk due to low weight and temperature in developing countries where it is difficult to provide expensive medical equipment such as incubators.

The institution that deals with all of these activities is the Ghana Health Service. The KOICA CHPS+ Project is also working to strengthen the capacity of the staff of the Ghana Health Service to sustain these activities and their effects after the project is completed. We are providing education on super vision, leadership, budget management, and project management to the staff of the Ghana Health Service.
We are also providing motorcycle ambulances(motorking) to strengthen the emergency evacuation system, providing motorcycles to encourage the medical staff to make home visits, and strengthening the capacity of the medical data management.

In addition, local and Korean specialists are working together on project assessment and performance management to scientifically analyze the effects of this project.

For the day preventable deaths are minimized

There are still many people dying due to easily preventable diseases just because they were born in developing countries, just because they don't have financial means. KOICA will make an effort to prevent mothers and children from dying from curable diseases in Ghana, at least in the Upper East Region, through the CHPS+ Project until 2020. We pray for the day when not even one person is excluded from basic medical services.



Community Health Management Committee(CHMC) members receiving an orientation about activities for enhancing local awareness



A child and a mother in Phnom Penh receiving treatment in the National Pediatric Hospital

KOICA presenting good health to Cambodia

Ward upgrades to save babies and their mothers

The international community has supported the prevention of mother and child deaths since 2000, but the national infant mortality rate still remains very high in Cambodia. Moreover, as a considerable number of medical personnel were massacred in the Killing Fields, the country has been in dire need of expanding its health infrastructure. For this reason, KOICA(Korea International Cooperation Agency) has launched a project to improve a pediatric ward in Phnom Penh. Here is the detailed story of the project.

Written·Photo by Seung-hwan Song(Intern Reporter, KOICA Office of Public Relations & Communication)



01



02



03

01 02
The renovation of the Korea-Cambodia Friendship Hospital
03
The inside of the Korea-Cambodia Friendship Hospital during the renovation
04
A child and a mother in Phnom Penh receiving treatment in the National Pediatric Hospital

Newborn and infant mortality rates stagnating for several years

The Cambodian government has made efforts to improve mother and child health with health enhancement strategies from 2008 to 2015. However, the mortality rates of newborn babies aged less than 28 days and infants aged less than 1 year have stagnated for several years. The national less-than-a-year infant mortality rate per 1000 newborn babies in 2014 was 50.04, which was about 13 times higher than the Korean national infant mortality rate of 3.86*. There are 24 state hospitals in Cambodia, but due to a lack of facilities and specialists, there has been no proper response to the worsening of mother and child health. In addition, despite the increase in the demand for neonatal intensive care units that require advanced equipment and specialized medical personnel 24 hours, private medical institutions have evaded the installation and operation of the units due to management difficulties.

* **Sources** : Korea National Assembly Research Service, US Central Intelligence Agency

KOICA builds a Korea-Cambodia friendship hospital in Phnom Penh in 2005

KOICA built a Korea-Cambodia friendship hospital in the National Pediatric Hospital in Phnom Penh from 2005 to 2006 to improve mother and child health in Cambodia. However, to cope with the above-mentioned problems, it was necessary to reinforce the function of the hospital and restructure the space. So, KOICA started the project of the Improving the Functions of the Cambodia-Korea Friendship Building at the National Pediatric Hospital and has carried out renovation and extension of the Korea-Cambodia Friendship Hospital, support for medical equipment and devices for clinical education, and invitational training in Korea for local medical personnel.

On May 14, KOICA has opened a pediatric medical center in the National Pediatric Hospital in Phnom Penh to improve mother and child health in Cambodia. The center is a four-story building composed of an emergency room, an outpatient clinic, and intensive care units for newborns*. It is also equipped with a library and a resting place for child patients and the walls of each floor are decorated with the themes of the sea, forest, flower field, and universe, which are popular among children.

* **Hospital floor layout** : 1st floor - Emergency Room, X-ray & CT Rooms, Outpatient Clinic, Pharmacy / 2nd floor - Intensive Care Units/ 3rd and 4th floors - General Ward

KOICA also provided a variety of equipment to the hospital so that it can stand with its reputation as the country's best pediatric hospital. In addition to major equipment such as CT, X-ray and ultrasonic devices, it increased incubators to treat newborn babies. In addition, in consideration of the unstable voltage conditions, it provided support for uninterruptible power supply(UPS) systems and generators to supply electricity during power outages, thus creating stable treatment conditions for patients.

Cambodian doctors receiving medical training from KOICA

In addition to the renovation of the hospital, KOICA has also striven to strengthen the competencies of local medical personnel. It has transferred relevant expertise and technology possessed by Korea to Cambodia inviting doctors and nurses every year to Korea and organizing workshops by dispatching experts from Korea.

Dr. Sun Sovutha was trained on neonatal intensive care and infectious disease management at the Soon Chun Hyang University Hospital in Seoul from 2014 to 2017. He said, "The training was held based on a very systematic curriculum. It is very useful because it provides knowledge and skills that can be practically used in the clinical setting." Soklim Pay, a nurse who received training for the same period, said, "The professionalism of the Korean medical personnel including professors was very impressive to me. I will apply what I have learned to Cambodia." KOICA will contribute about 69 billion won this year to support the project to improve the function of the National Pediatric Hospital in Phnom Penh. Director Jeong Yun-gil of the KOICA Cambodia Office said, "We will successfully carry out the project so that the pediatric hospital gives hope to mothers and children in Cambodia. Furthermore, we will also make efforts to establish it as a symbolic place that serves as a diplomatic bridge between Korea and Cambodia." Let us hope that this project will present good health to Cambodian mothers and children as soon as possible.



04

A continuous battle against unexploded bombs even forty-three years after the end of the Vietnam war

A ‘farewell to arms’ with the help of KOICA

Most people around the world take the peace that they are enjoying for granted. However, some people in other parts of the world are living in insecurity without peace. The Vietnamese are one of such people. Although it has been 43 years since the Vietnam War ended, their daily lives are threatened by unexploded bombs scattered everywhere throughout the country. For them, peace is still a dream far from reality. For the residents in these regions, KOICA(Korea International Cooperation Agency) is taking the lead in the efforts to build peace.

Remnants of the 15 million tons of bombs released during the Vietnam War cause 1,500 deaths each year

Forty years after the end of the Vietnam War, the Vietnamese are still suffering the aftermath of the war. In May 2014, two brothers surnamed Pham, ages 5 and 9, who were living in Phuc Trach Commune, died from the explosion of a bomb. They brought the bomb to their home thinking it was an iron ball and played with it before the explosion. Earlier this year, a couple who were cleaning up waste in their garden encountered a bomb, which exploded killing the husband and seriously injuring the wife on her thigh. Unexploded bombs claim about 1,500 lives each year in Vietnam. Unexploded bombs lurking around the country are the remnants of more than 15 million tons of bombs dropped during the past 100 years of wars including those from the independence from France and the Vietnam War. The quantity of leftover landmines and bombs is estimated to amount to 0.8 million tons and is distributed in about 20%(6.8 million ha) of the country’s territory. The Vietnamese government has made national-level efforts to address this serious issue, establishing the 701 Committee, which is the highest policy committee in the field of landmine / bomb elimination and the Vietnam Mine Action Center, With the Vietnamese government’s hard work and determination, major cities and regions have secured land security in the development process,





01 02

Written by Chan-eung Park(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by KOICA Vietnam Office

but residents of vulnerable areas are still exposed to explosions. It is estimated that it will take at least 100 years to remove all the unexploded bombs.

KOICA removing leftover bombs and supporting the rehabilitation and self-reliance of victims and their families in central Vietnam

In October 2014, the Vietnamese government asked Korea to help tackle the problem of unexploded bombs. Accepting the request, the Korean government launched the Korea-Vietnam Mine Action Project after three years of preliminary and in-depth surveys to verify the feasibility of the project.

Through this project, KOICA plans to eliminate landmines and bombs scattered in an 8,000-hectare area of Quang Binh Province and Binh Dinh Province that was hardest hit by the wars. The two provinces located in the central part of Vietnam were the target of concentrated bombing attacks by the US during the Vietnam War, as was the 38th parallel area of Korea during the Korean War. The provinces remain the poorest regions in central Vietnam. KOICA will support the rehabilitation and self-reliance of 1,000 residents who became injured due to explosions and their families, as well as the removal of landmines and bombs.

In addition, KOICA will support the construction and utilization of an information collection system on contaminated areas and safe lands. By focusing on solving problems such as lack of information, segmentation and low accessibility, which have been pointed out as major problems, it intends to increase the efficiency of the management of landmines and unexploded bombs. Furthermore, KOICA is planning to support education on the danger of landmines and unexploded bombs. In particular, it will strengthen education on the risks of these leftover bombs for the children who are the most vulnerable to the danger by supporting the existing school education programs.



03

01 Korean Embassy in Vietnam Mi-yon Lee(fifth from left) and Director of the KOICA Vietnam Office Jin-oh Kim(second from right) attended the launching ceremony of the Korea-Vietnam Mine Action Project held on March 2 at Bao Ninh Square, Quang Binh Province, Vietnam

02 Vietnamese soldiers introducing equipment used to remove landmines and bombs

03 On April 3, 2018, a live broadcast took place at the Vietnam Opera House to promote the joint response to landmines and unexploded bombs to the public. Director of the KOICA Vietnam Office Jin-oh Kim and UNDP Country Director for Vietnam Caitlin Wiesen introduced the project and urged national participation during the broadcast

The project is characterized by close cooperation among KOICA, the beneficiary country and UNDP(United Nations Development Programme), an international aid organization. While KOICA supports a project cost of 20 million USD, Vietnam shoulders non-cash resources equivalent to 9.67 million USD. The two countries have established a joint project committee(JPCC) and a joint project management organization(JPMU) for the implementation of the project. In addition, based on high national interest in the project, Vietnamese soldiers are participating in the removal of landmines and unexploded bombs. In JPMU, KOICA and UNDP are jointly making decisions on important issues such as detailed budgets for each sector that need to be set up during the project period, while operating the project jointly with the Vietnamese government. It is cooperation between an aid country and a beneficiary country that maximizes the effects of ODA projects carried out through an organization jointly established by the two countries.

To overcome the tragic history between the two countries and expand mutual exchanges

This project has significance not only in the removal of unexploded bombs and support for victims. The securing of safe land is a prerequisite for the economic and social development of Vietnam. KOICA will directly support land clearance, which is essential for regional development, so that vulnerable groups can substantially benefit from the project. These efforts are in line with the motto ‘Leave no one behind.’ which is the foundation of polarization mitigation projects and the SDGs.

Currently, Korea is the Vietnam’s largest investor and third largest trading partner. Much progress has been made in economic cooperation between the two countries, and more exchanges are expected to take place under the New Southern Policy. Let us hope that both countries will overcome the tragic history and develop a sincere and profound friendship through this project.



Elementary school established with the support of KOICA and UNHCR

KOICA and UNHCR leading the way in resolving problems in Cameroon caused by influx of refugees

"We help refugees' integration into the community and their self-reliance"

There are 65.6 million refugees·displaced people around the world. Each day, domestic and international media report that these people are heading for developed countries such as Germany, France, and Britain. Despite the press' s keen attention to refugees rushing to Europe, there are countries out of the spotlight in spite of them having accepted numerous refugees from other countries. One of them is Cameroon, a country located in the west of the African continent. Cameroon has embraced refugees by civil war in the Central African Republic, and is facing various problems as the numbers of refugees increase. KOICA(Korea International Cooperation Agency) and UNHCR are taking the lead in helping Cameroon. Let's learn about the situation of this country.

Written by Eun-ju Lee(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by KOICA Cameroon Office

You can learn more about the refugee community development project in eastern Cameroon in 'KOICA VIEW' in the June 2018 issue of the KOICA webzine.
http://koica.knhim.net/201806/eng/content1.php?code=201806_020101

Flooded by massive influxes of Central African refugees escaping civil war

Cameroon's refugee camps had been already faced with humanitarian crises such as malnutrition and poor infrastructure before the recent influx of refugees. However, the massive inflows of Central African refugees have caused secondary problems in the regions. In the Central African Republic, civil war broke out in early 2013 when the Islamic Seleka rebels exiled Christian president Francois Bozize and took power. About 935,000 refugees(about 20% of the total population of the Central African Republic) fled to the border region of Cameroon and about 250,000 of them settled in the refugee camps, eastern parts, Adamaoua and northern parts of Cameroon. Since then, along with the existing problems, the regions also have suffered severe shortages of infrastructure and services that they fail to meet the basic needs of the residents in most areas, such as drinking water, hygiene, education and housing, due to the massive influx of refugees. KOICA has been working with UNHCR to address the humanitarian crises since 2016 as part of a Community Development Project for Villages In the East Regions of Cameroon. KOICA is helping refugees settle in the country by providing basic services such as drinking water, hygiene, health care, education and housing to the refugee camps. The ultimate goal of the project is to ensure that refugees are integrated into the Cameroonian community. KOICA supports project costs, monitors the project and evaluates it, while conducting public relations activities about the accomplishments of the project. UNHCR is in charge of the field work. Thanks to the cooperation of the two agencies, the Cameroon refugee camps are gradually recovering vitality.





01 **Well installed in a village with the support of KOICA and UNHCR**

02 **Overcrowded class near the refugee camps**

KOICA-UNHCR supporting educational and health care infrastructure of refugee camps

With the beginning of the project, new health care and hygiene infrastructure was established in the regions. KOICA and UNHCR constructed health care centers in Mandjou, Garoua and Meiganga, and maternal and child health facilities in Garoua with support for medical personnel and equipment to improve the maternal and child health care environment in the region. They are also carrying out projects to build sanitary facilities such as restoring wells, installing rest rooms and constructing landfills. In particular, by improving the infrastructure of each regional community, which had no or poor infrastructure before the inflow of the refugees, they are giving Cameroonian residents the impression that embracing refugees can have a positive impact on the development of the region.

Educational infrastructure was also newly built in the project regions and the neighboring regions. Before the project, 200-300 students were studying together in a classroom in these regions. The schools had a harsh environment that water leaked through the ceiling when it rained. Fortunately, the project is presenting a better educational environment to local students by newly building or repairing classrooms, teachers' offices, rest rooms, etc. The project for developing the refugee camps in eastern Cameroon is set to be completed in 2018.

Director Je-ho Yeon said, "In comparison with refugees in the Middle East or Europe where global media attention is concentrated, refugees in Cameroon have attracted little attention even in the country. Despite the indifference of the international community, the project of KOICA and UNHCR is greatly contributing to the self-reliance of the residents and refugees in the regions." Among the factors affecting the success of a project are rich support and the will of the beneficiaries, but the most important is the interest of the international community. Let us hope that the interest in supporting refugees in Cameroon will increase in the international community through cooperative projects of KOICA and UNHCR.



Primary school environment and capacity building project

KOICA working together to raise public education competitiveness

In September 2011, the government of Kenya requested the Korean government's help to build infrastructure for elementary schools and strengthen teachers' competencies. KOICA(Korea International Cooperation Agency) signed an MOU with the Kenyan government in June 2014 on the Project to Improve the Environment and Capacity of Kenyan Elementary Schools after feasibility studies and consultations.

In 2003, the Kenyan government implemented free primary education(FPE) to achieve the second goal of the UN's MDGs, which is to achieve universal primary education and education for all. The government's support for tuition fees, textbooks, and teaching materials to public schools expanded educational opportunities with a sharp increase in the national elementary school enrollment rate. Nevertheless, the project failed in addressing problems such as regional disparities in education, poor school facilities, and a lack of teachers.
In 2005 and 2012, the Kenyan government continued its efforts to expand the education system and improve the quality of education by implementing the Kenya Education Sector Support Program(KESSP) Ⅰ and Ⅱ. Although this contributed to improving national access to primary education, it also revealed limitations in terms of teacher-student ratios, teacher training, textbooks and training materials, and curriculum reorganization.

Use of Korean ICT and e-learning systems
To overcome the limitations that Kenyan education has faced in terms of its quality, the Kenyan government and KOICA have concluded an MOU on Primary School Environment and Capacity Building Project. This project is characterized by the use of ICT and e-learning systems that are highly developed in Korea. KOICA has sought to solve the problems Kenyan government facing which are the training of teachers, teaching materials, and educational facilities through the transfer of teaching methods using computers and the internet, and the construction of related infrastructure.
KOICA designed the project considering not only Korea's technological strengths, but also the Kenyan government's interest in the integration of education and ICT. The Kenyan government announced a 5-year master plan for ICT development in 2013, and promoted the distribution of free laptops among elementary school students as a major task for educational innovation. ICT training is also included in its integrated education program. So, through this project, KOICA intends to strengthen the Kenyan government's policy efforts seen in its education programs and the project VISION 2030*.

* A long-term national development plan announced by former President Mwai Kibaki for Kenya's political, economic and social sectors. It includes education as a major area in the social sector.

Three-step project including invitational training, local training and ICT center construction

1) Invitational training
KOICA conducted two invitational training sessions in Korea in October, 2016 and August, 2017 in cooperation with Pusan National University and the Dong-eui

Written·Photo by Da-bin Je(Young Professional, Dong-eui University)



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01 **Participants in the course for teachers are making an online lecture video at Black Studio**

02 **After the completion of the course for teachers, trainees are taking a group picture with the president and professors of Dong-eui University**

Course type	Educational goals	Contents
Course for administrators	• Enhancement of administrators' competencies through learning from Korea's cases of applying advanced ICT to education • Seeking sustainable ways to actively use KOICA ICT Innovation Centers	• Establishing and implementing educational policies • Conducting research on teacher training policies and ICT education policies • Establishing measures for the active use of ICT Innovation Centers • Korea's cases of applying advanced ICT to education
Course for teachers	• Improving ICT-based education capacity through practical training using ICT • Providing practice-centered programs for strengthening the capacity of local teachers	• ICT-based teaching and learning method • Development, operation and evaluation of ICT Innovation Center curricula • Cases of applying ICT to primary education in Korea

University Industry-Academy Collaboration Team. Each training session was divided into courses for administrators and teachers. Four officials from the Kenyan Ministry of Education visited Korea and took the course for administrators which was composed of lectures and practical training. They showed satisfaction with the training, saying, "The content of the training was well structured for policy decision makers and very helpful, allowing us to learn strategic decision making skills. We will improve our performance based on the knowledge that we acquired during the training."
The course for teachers focused on practical training to strengthen the capacities of local teachers. A total of 4 educational civil servants and 12 elementary school teachers participated in the training. They set action plans for KOICA's ICT centers to be established in Kenya this year, participated in ICT-based teaching material development activities and training in the use of ICT equipment, and visited related organizations. The trainees said, "The course provided us with new insight into education that breaks away from conventional educational approaches. The connectivity and sustainability of the Internet in the Kenyan school environment may pose a challenge in the process of applying these new teaching methods. But we will do our best to help our colleagues and provide better education to students based on the skills and knowledge that we acquired."

2) Local training

KOICA conducted the first local training(December 2016) focusing on basic computer application skills and the second training(December, 2017) in teaching methods using computers. The participants learned how to develop teaching materials and design their classes using applications such as Prezi(cloud-based presentation software), OKmindmap(a web-based mind mapping tool), QR codes(informational bar codes) and Windows Movie Maker(video editing software).
The elementary school teachers who participated in the training said, "It gave us the best opportunity to acquire the skills and knowledge required for ICT-based teaching and learning in Kenya. Now we are confident that we will be able to provide classes using ICT in the future." and "Unfortunately, there are no computers in our schools. We hope that the Kenyan government will make further efforts to ensure that all schools have a sufficient number of projectors and computers as well internet connectivity in the future."
Martin Mwenda Kungania from the Kenyan Ministry of Education, who serves as a training coordinator, said "This training well reflects the efforts and goals of the Kenyan Ministry of Education, which has striven to combine ICT and primary education. I hope that the trainees will make the most of the knowledge that they acquired for the future of Kenyan children." The third local training will be held this year at ICT Innovation Centers to be constructed in Kenya.

Course type	Educational goals	No. of trainees
Basic Course	Cultivating basic ICT application ability and understanding ICT-based education methods	100 (100 people/ 1 week course/ held once)
Advanced Course	Designing classes using ICT and developing and applying ICT-based teaching materials	200 (100 people/ 1 week course/ held twice)











Trainees participating in the course for teachers are visiting Black Studio, a space where online education content is developed

01 **Participants in the invitational training for administrators are practicing computer skills**

02 **Participants in the second local training are following a lecture**

03 **Participants in the second local training are assembling computer components**

04 **The construction of the ICT Innovation Center in Uhuru Gardens Elementary School**

3) Establishment of the KOICA ICT Innovation Centers

KOICA is building ICT Innovation Centers in Ngundu Elementary School and Uhuru Gardens Elementary School near Nairobi, Kenya. The centers will be equipped with a variety of learning instruments, multimedia rooms and restrooms, and are expected to be completed in 2018. KOICA has organized a committee for the operation of ICT Innovation Centers and dispatched domestic experts in operational consultation, seeking ways to actively utilize and effectively manage the centers.
It is expected that the centers will contribute to improving the ICT application skills of teachers as well as the ICT literacy and application ability of students. As an African proverb says "If you want to go fast, go alone, and if you want to go far, go together." KOICA will accompany the Kenyan government in their journey to develop a success model in education.

David and Emily, two Kenyan teachers participating in a KOICA primary school environment and capacity building project

"ICT has changed children"

David, a teacher from Thawabu Primary School, and Emily, the principal of Uhuru Gardens Primary School, participated in the Primary School Environment and Capacity Building Project by KOICA(Korea International Cooperation Agency) and were trained in education using ICT. They look forward to seeing this ICT-based educational approach leads children to schools and presents them with a better life through high-quality education.



Q_What was your reaction to the news about the ICT-based school capacity enhancement project?

David : "I have been interested in learning computers since they were first introduced in Kenya. When I heard that there would be training in the ICT-based education method, I was very happy and thought that I should participate in it."

Emily : "I had never used ICT equipment like computers in my classes for the last 30 years. Some teachers, including myself, used computers for the first time during this training period. So, I had not even imagined applying ICT to teaching. I wondered what change new technology and education using it would bring to education."

Q_As participants in the training, what did you think about it?

David : "During the training I was living in an area seven and a half hour drive away from Nairobi. So I had to drive all night to attend it. It was hard to come to class, but it was worth it. The excellent lectures of the instructors always impressed me during the whole period."

Emily : "The lectures and teaching materials of the instructors were very impressive to me. Although it was my first exposure to computers, the training helped me easily acquire basic knowledge of computers, and during the second training, which was an advanced course, I learned how to apply the acquired skills to school settings."

Q_What did you learn during the training? What changes has it brought to Kenya's education?

David : "I learned how to use various software such as MS Office, Prezi and Windows Movie Maker during the training, and I also improved my ability to use the software through group assignments. Personally, MS PowerPoint and Windows Movie Maker are the most useful in teaching. I have been using the software from this year and children really love ICT-based learning. For example, I recently taught them about volcanoes, and with various visual materials, the children were able to easily understand how big volcanoes are and what they look like. ICT has enhanced children's understanding and concentration during classes. This made me feel rewarded as a teacher."

Emily : "I learned how to use the most widely applied software including MS Office during the training. The group assignment for developing teaching materials and each team's presentations on their projects were the most helpful to me. Looking at the materials developed by each team, I realized how effective ICT education would be for children. ICT has shortened the time required for class preparation, and above all, it has raised attendance rates by increasing the children's interest in learning. ICT made a school a place that children want to go, not a boring or bothersome place."

Q_Finally, what is your message for KOICA and Korea?

David : "I would like to thank Korea and KOICA for supporting children of Africa, which is very far from the country. Thanks to them, children are making progress in their learning day by day, and I believe that education will help them live a better life in the future."

Emily : "Seeing all the changes that KOICA's project has made in schools, I even imagine what if there had been a project like this during my school years. Of course there are still many challenges to overcome in Kenyan education. But if it were not for this project, children could not get accustomed to computers until they become adults like me. We are very grateful to Korea and KOICA for understanding difficulties that Kenyan children are facing and supporting education for them."



Teacher David Daniel Churu is taking pictures with his students



Principal Emily Omolo is taking a commemorative photo in her office

"I learned how to use various software like MS Office, Prezi and Windows Movie Maker during the training, and improved my ability to use the software through group assignments. I have been using the software in class from this year and children really love ICT-based learning."

-Teacher David Daniel Chur

"ICT has shortened the time required for class preparation, and above all, it has raised attendance rates by increasing the children's interest in learning. ICT made a school a place that children want to go, not a boring or bothersome place."

-Principal Emily Omolo

Written·Photo by Jung-wook Seo(Young Professional, KOICA Kenya Office)

A project to advance health, work and the environment
cook stove supply in Guatemala

As soon as you open the door and step in the house, acrid smoke greets your eyes and nose and you can barely see the family sitting around the fire pot having their meal. They keep talking with one another while sharing corn bread and kidney bean stew, but their eyes are bloodshot due to the smoke and the children can't stop from coughing. This is a typical meal time scene of families in the rural areas of Guatemala. Their houses are filled with smoke as they use firewood for cooking and heating. The real problem is that the toxic gases generated during combustion threaten the health of women and children. To improve this environment, KOICA(Korea International Cooperation Agency) and Good Neighbors have supplied advanced cook stoves to rural village in Guatemala.



Third-generation Good Stove model

About 90% of Guatemalan rural households use firewood as fuel for cooking and heating. The air in their houses is contaminated with poisonous gases from conventional cook stoves, of which the smoke equates to that of 400 cigarettes. Indoor air pollution is fatal to the health of women who are usually responsible for cooking and children who have weak immune system. Many women and children of the families using conventional cook stoves suffer from chronic respiratory diseases and eye diseases, and about 1,400 people die each year, unable to access the proper treatment.

About 75% of Guatemalan rural households collect firewood from nearby forests, accelerating environmental destruction

This phenomenon is closely related to economic factors. Although today is the era of new and renewable energy, the most used fuel in the rural areas of Guatemala is still firewood. Firewood can be collected from the forests and this saves you the cost to buy fuel. According to recent data, 75% of rural households in Guatemala gather firewood in the forests, and children and women are responsible for the task in most households. Children climb mountains to collect firewood from morning, instead of going to school. Uneducated, these children can hardly find decent jobs when they grow up; so, they live in poverty engaging in farming and construction that do not even pay the minimum wage.

The use of conventional cook stoves is also harmful at the national level. Guatemala, whose name originated from a word of the Mayan aboriginal language meaning “a land with many trees” lost 17% of its total forest area in the 1990s and the annual forest destruction rate reached up to 13% in the 2000s. Forest destruction leads to the extinction of wildlife due to habitat destruction and increased disasters due to climate change.

Concerned with these problems, many organizations have supplied advanced cook stoves with better fuel efficiency that release toxic gases outside of the house. Good Neighbors, an international relief organization, was the first to supply advanced cook stoves to Guatemala in Korea, after the development of the Good Stove, its own advanced cook stove model. KOICA has been supporting the supply of Good Stove through a public-private partnership project with the organization since 2014 and recently decided to support 3 million USD to the Clean Cook Stove Alliance to supply advanced cook stoves to more than 10,000 households around the world.

Development of the best cook stove in Guatemala with Korean technology

With the support of the international community, the supply rate of advanced cook stoves in Guatemala gradually increased, but a new problem emerged: people still preferred conventional cook stoves. Gas stoves were available in the market at low prices, but to most rural households, the purchase of fuel increased the financial burden. The advanced cook stoves that were supplied by Korean and foreign NGOs used firewood as fuel, but most of them were too small that only a single pan could be put on it at a time, not allowing people to cook much food for a family with over ten members at once. For this reason, many households were still using conventional cook stoves, abandoning the advanced cook stoves provided by various organizations.

After analyzing these problems, Good Neighbors developed a new kind of cook stove easy to use at home with the support of KOICA. The Good Stove that uses Korean ondol technology had been known for its high fuel efficiency and durability among users.

Having three jets, it is suitable for cooking large quantities of food, and the iron plates around the jets can be used to make tortillas by baking corn flour dough. Also, collaboration with a design company enabled the development of a next-generation good stove with improved usability. By collecting feedback from the users of the previously supplied cook stoves, the overall product design was significantly enhanced with maximized fuel efficiency. The performance of the Good Stove was measured by an accredited agency, and it showed the highest level of performance among cook stoves supplied in Guatemala with a thermal efficiency of over 30%.

Business continuity secured through a social enterprise and increased household income

KOICA supported the introduction of a business model and the establishment of a social enterprise to ensure the continuous supply of advanced cook stoves. The free supply of cook stoves requires continuous external financial support. On the other hand, the introduction of a sales model enables the costs of material purchase, labor and plant operation with sales revenue to be met, so that more products can be supplied at the same cost.

The social enterprise that produces advanced cook stoves also contributes to job creation and household income increase in the community. It established a factory in a rural area in western Guatemala, provided welding technology training to young people willing to work, and offered jobs at the plant manufacturing the Good Stove. Also, a sales network for the Good Stove was established to help local women participate in economic activities. During the project period, 112 women worked as door-to-door salespersons using their extra time after doing housework, which led to an increase in their household income. They used their revenues from sales commission for the education of their children and family living expenses. The expansion of the economic activities among the participating women also led to their empowerment in their families.

Supply of advanced cook stoves through solidarity

Good Neighbors has strive to supply advanced cook stoves to more areas with the support of KOICA. It has signed a contract for the dissemination of the Good Stove with social activity organizations in Guatemala including the Secretary of Social Work of the President's Wife(SOSEP) to support advanced cook stoves for families in extreme poverty. It has also expanded the supply of these stoves to areas where they cannot be distributed through individual sales by participating in the bidding of local governments. To meet the demand of these areas, Good Neighbors is expanding its facilities to produce and distribute the Good Stove in eastern Guatemala. In the second half of this year, it will open up advanced cook stove retail stores and introduce a new sales model in the door-to-door sales network to spur individual sales.

The Guatemalan government has cooperated in these efforts. Guatemala's National Competitiveness Program(PRONACOM) launched its survey last year for the supply of 225,000 advanced cook stoves in five provinces over the next five years. Based on the results of the survey, a project will be launched to encourage the use of advanced cook stoves and support the production and sales of related products. Since KOICA and Good Neighbors had jointly carried out similar business activities through several public-private partnership projects, the government of Guatemala has suggested that Good Neighbors participate and cooperate in the project as a business partner.

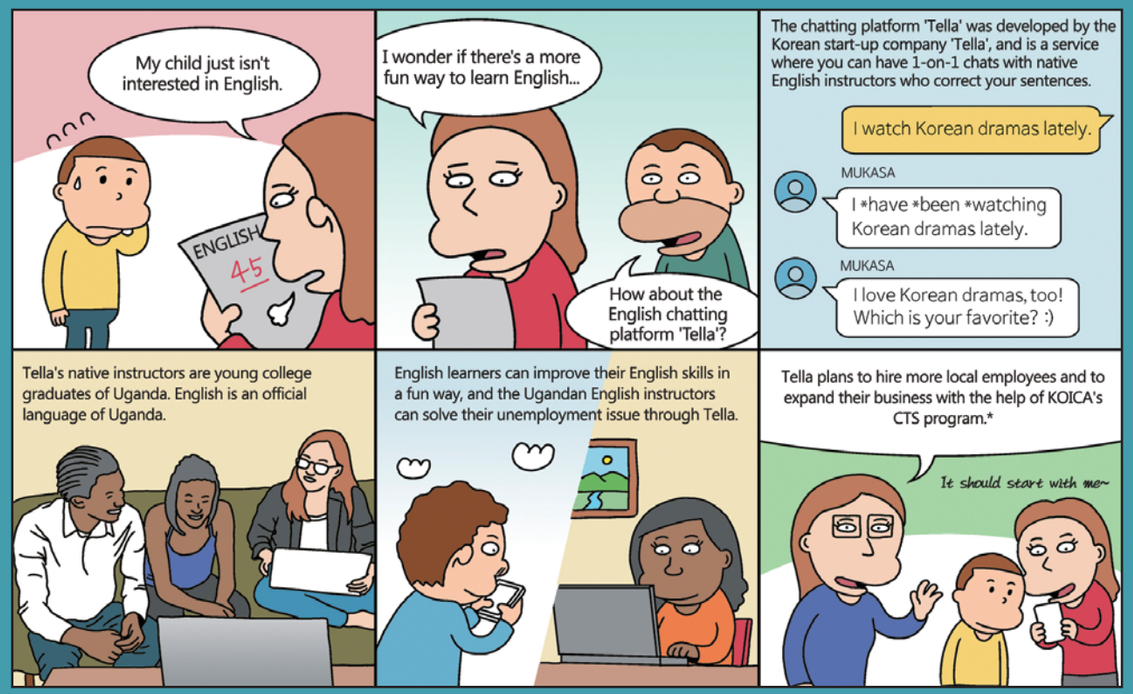
The meal times of families in Guatemalan rural areas have changed. When they open the door of their houses, warm air and the smell of delicious dishes welcome them. The traditional stoves that would release smoke are gone, and families gather around advanced cook stoves to share food. Their conversation continues until late in the evening, and children no longer cough and all family members spend a happy time together. Let us hope that advanced cook stoves will bring changes to more families.

You can learn more about the local development and income increase project through the production of new cooking stove models in Guatemala's San Antonio region in ‘What's ODA’ in the June 2018 issue of the KOICA Webzine.
http://koica.knhim.net/201806/eng/content2.php?code=201806_020203

Written by Yeong-jun Jeong(PO, Good Neighbors Guatemala)
Photo by Good Neighbors

The story of Tella, a chat-based English conversation training platform, can be found in 'What's ODA' in the April 2018 issue of the KOICA Webzine.
http://koica.knhim.net/201804/eng/content2.php?code=201804_020103

||| 'TELLA', THE ENGLISH TUTORING PLATFORM BASED ON CHATTING PRESENTING THE UGANDAN YOUTH WITH JOB OPPORTUNITIES THROUGH 'INNOVATIVE IDEAS'



* **CTS(Creative Technology Solution) program :** A program created by KOICA to link technology-based startups and Official Development Assistance(ODA). Portable malaria diagnosis kits, mobile ultrasonic diagnostics, and a lantern that runs on edible oil are among the major items developed for the program.



Yu-ha Jin, Representative of Tella

"Compared to neighboring countries such as Kenya, it was more beneficial in Uganda in terms of cost"

KOICA(Korea International Cooperation Agency) has been supporting startups that aid the third world through CTS program. KOICA's investment of up to 1 billion KRW in young entrepreneurs is appealing, but 'creative technology' may seem burdensome. However, the CTS project does not necessarily require advanced technology. You can be selected for the program by simply adding 'creative ideas' that can aid developing countries with existing technology. The English learning platform based on a commonly-used chatting application called 'Tella' is one example. Tella connects Uganda to Korea to help create quality job opportunities in Uganda. Let's hear the story from Representative Yu-ha Jin.

Q_Please tell us more about Tella.
"Tella is an English tutoring platform based on chatting. It is a chat version of phone English. Users participate in a 1:1 conversation with native instructors of Uganda in real time. Because you cannot see or hear each other, it adds less pressure than phone English. Even beginners can participate in the class with confidence, as it gives you some time to think before you have to respond."

Q_How did you start the business?
"When I was in college, I visited East Africa for volunteer activities. Many locals weren't able to find a stable job despite the fact that they graduated from college and were trilingual. After researching the issue, I found out that the unemployment rate for college graduates in Uganda was 83%. After considering ways to incorporate the situation of Uganda into my business, I came up with the English tutoring platform."

Q_Chatting is entirely different from the existing phone English methods. How did you come up with the idea?
"I started with phone English at first. However, many clients suggested that the English pronunciation was "difficult to understand". After debating how to solve this issue, a team member who had studied in the United States as an exchange student came up with an idea. He mentioned that he was able to learn English faster through messaging rather than speaking in person. Chatting English was also perfect for the instructors of Uganda. They could utilize their strong point in fluency and hide their weak point in pronunciation."

Q_What is your reason for focusing on "creating job opportunities in Uganda" among the other African countries?
"English is an official language of Uganda. The younger generation is fluent in English, but as mentioned before, their unemployment rate is extremely high. I thought that I could contribute to the creation of stable job opportunities through this project. Compared to neighboring countries such as Kenya, Uganda was also the better selection in terms of costs. It was also more politically stable."





01
The local Ugandan instructors are having a meeting
02
Open seminar program

Q_Are there any difficulties in doing business in Africa?
"I experienced difficulties in the beginning because I was not well aware of the local business culture. Even though there weren't any issues legally, there were sociocultural aspects that had to be considered which I did not yet know about. Two and a half years later, I've overcome most of these aspects. The local team leader played a particularly important role. He was an Ugandan person who taught English to many Koreans, so he understood the Korean culture and helped me to communicate with the local instructors. In terms of infrastructure, the internet connection was unstable during the beginning stages of the project. However, it has since greatly improved nationally, and the situation has become much better as we were able to obtain a great facility."

Written by Seung-hwan Song(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by Tella·Cartoon by Se-hoon Hong

Q_Even though the fluency and educational skills of the Ugandan instructors have been verified, I think some people might still be hesitant about Tella due to prejudice against Africa. How are you overcoming this issue?
"Rather than promoting the instructors, we are trying to show more of the systemized service. In fact, the satisfaction and rate in terms of sales for Ugandan instructors are high. I realized that if the service is credible, the nationality of the instructors does not matter as much. In addition, there were many Filipino instructors as well as instructors from countries other than the US/England in the existing phone English market, so the nationality of instructors was not a big issue."

Q_How did you end up participating in the KOICA CTS program?
"I believed that my idea of dealing with the issues of a developing country based on business or technology fits the direction of CTS. Tella does not use advanced technology like some other teams, but rather utilizes existing technology in a smart way, connects markets, and creates job opportunities in the developing country. I also thought that the funds from CTS as well as KOICA's expertise and network would prove to be very helpful to my business."

Q_In which areas has KOICA helped with your business?
"Conducting business in connection with KOICA in itself increases the credibility of a company. In Uganda, KOICA is well known. Even those who don't know KOICA understand if you say 'Korean USAID*'. Hiring instructors in Uganda or creating partnerships thus becomes much easier. For example, I was able to hold an open seminar last year in Uganda. We were able to hold a seminar for introducing our company and the job opportunities. KOICA's sponsorship was very effective for promotion. There were around 100 participants and the event was even published in the news. I think the job seekers were also able to trust the company more, and we even received a call showing interest in partnership. The practical advice we received from the KOICA office in Korea was also very helpful."



Representative Yu-ha Jin and local Ugandan employees

* **USAID(US Agency for International Development)** : a governmental institute in the US that deals with foreign aid

Q_What are some of the business's achievements?
"Personally, I feel that our greatest achievement is our team members. Everyone believed in our seemingly uncertain future, they have passion to better the company, and they are all very capable as well. I am so thankful for all of my team members. Our revenue had increased by ten times from 2015 to the first half of 2017. Based on this year's CTS, we are aiming to reach another tenfold in the two years to come."

Q_What is your future plan and vision for the business?
"We plan to provide customized tutoring utilizing natural language processing technology*. Instructors are currently teaching themselves, but if we introduce this system, the English sentences of the students will be analyzed automatically. It makes a customized lesson possible based on archived vocabulary, fluency, and grammar. Tella's vision is to become a global edu-tech company through the creation of job opportunities in Uganda and East Africa. Within three years, we aim to provide services in three countries and grow by at least ten times. We also hope to contribute to the promotion of the African industry by becoming an example of successful entry into the African market."

* **Natural language processing technology** : artificial intelligence technology that deals with the understanding, production, and analysis of human language using computers.

| | | MUNE'S AUTOMATIC SYRINGE DISPOSAL DEVICE "WE MAKE HOSPITALS SAFE FOR BOTH PATIENTS AND MEDICAL STAFF"



* **CTS(Creative Technology Solution) program :** A program created by KOICA to link technology-based startups and Official Development Assistance(ODA). Portable malaria diagnosis kits, mobile ultrasonic diagnostics, and a lantern that runs on edible oil are among the major items developed for the program.



MUNE CEO Yu-hwa Kim

"The device automatically separates the needle and the body of used syringes. I am sure that it will be helpful to improve the environment of hospitals in developing countries."

Hospitals should be a safe place not only for patients but also for medical staff. In the process of discarding used syringes, medical staff, pressed by time, often receive needle pricks that can cause infection. A Korean start-up has come up with an idea to address the safety problems faced by health care providers. MUNE has developed the Auto Needle Disposal System that automatically discards used syringes.

Written by Seo-hyeon Hwang(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by MUNE · Cartoon by Se-hun Hong









Q_Please introduce MUNE to the readers.
"The company name MUNE comes from the English word 'immune.' It is a start-up company established to create a safer hospital environment and to prevent multiple infections and diseases. Its most representative product is ANDY(Auto Needle Disposal System) which prevents the reuse of syringes and prevents puncture wounds caused by needle pricks during the process of syringe disposal."

Q_Why did you develop the Auto Needle Disposal System?
"I took a startup course titled 'X-Design' during my university years. As an assignment, I conducted a project to create a product that can solve problems people are experiencing. This was the beginning of MUNE. At that time, I was interested in the prevention of syringe reuse and interviewed many health care providers to find a more serious problem. They complained about how inconvenient and dangerous the disposal of syringes is. They need to separate the body and the needle of syringes before throwing them away. But in the process of separation, they frequently get puncture wounds due to needle pricks. In fact, 41% of the puncture wounds suffered by medical staff occurred while separating the needle from syringes.* Puncture wounds can cause infections, and thus deteriorate the safety of hospitals. According to the World Health Organization(WHO), about 37% and 39% of hepatitis B and hepatitis C infections respectively among medical staff are caused by puncture wounds received during the process of syringe disposal. To solve this problem, MUNE has developed this device that automatically discards used syringes in a safe way."
* **Source** : EPINET, 2009

01
CEO You-hwa Kim is attending the 34th Korea International Medical & Hospital Equipment Show in 2018
02
The conventional wastebasket where used syringes were thrown away in Vietnamese hospitals

Q_Please explain in detail how the Auto Needle Disposal System works.
"In most countries including Korea, used syringes need to be disassembled into needles and bodies, which are classified into hazardous waste and general medical waste, respectively, and then discarded. When the user inserts a syringe into the machine, the syringe is automatically separated into the needle and the body, which are thrown into the general medical waste bin and the hazardous waste bin respectively. In addition, it cuts off the connection between the needle and the body to prevent reuse. With this device, medical personnel can efficiently and safely handle syringes during busy hours."

Q_How did you get involved in the KOICA(Korea International Cooperation Agency) CTS program?
"We have been testing the serviceability of ANDY at the Seoul Medical Center and are constantly improving prototypes to develop mass production types. In the process, we thought the device that we developed would be of great help to improve the poor hospital environment in developing countries.
But as the countries are facing many socio-economic situations much more complex than we expect, without a correct understanding of the realities of these countries, we cannot make products helpful to them. To grasp the local situation before product development, we decided to participate in the CTS SEED1 program(technology development project). By participating in the CTS program, we were able to understand the gap between the functions of our products under development and the local needs and develop products optimized for meeting these needs."

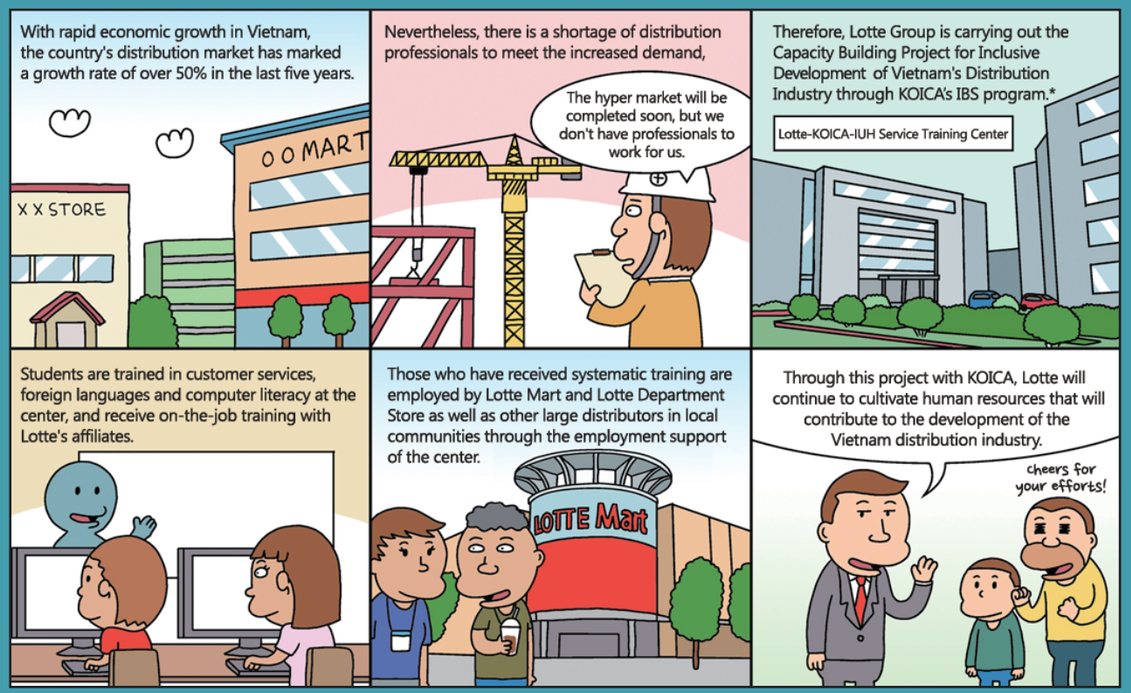
03
MUNE's automatic syringe disposal, ANDY
04
Vietnamese medical staff using MUNE's automatic syringe disposal device

Q_Why did you choose Vietnam as your target country?
"In Vietnam, about 88% of nurses reported that they had experienced puncture wounds while working. In addition, Vietnam's national HBV* infection rate is 12%, which is well above the global average of 3.6%.** Therefore, if a medical person gets a puncture wound, it is highly likely to lead to HBV infection. To tackle this problem, we signed an MOU on the supply of 30 prototypes to Hue University Hospital in Vietnam. We will soon conclude an MOU with the National General Hospital in Hanoi to supply 300 prototypes."
* **HBV(hepatitis B virus)** : A type of hepatitis virus that can develop into chronic hepatitis and cirrhosis
** **Source** : UNAIDS, HIV and AIDS Estimates, 2014

Q_What was the reaction of the medical staff who used your products in Vietnam?
"The majority of them consider the products helpful and convenient to use. However, some were not sure if they would purchase them in the future. It was pointed out that local hospitals cannot afford the purchase of the products in large quantity as they are still too expensive for commercialization in Vietnam. This poses a challenge that we need to address while implementing the CTS project. It is very important to find a business model that fits the situation in Vietnam and apply it to product development. I think we also need to conduct education about the risks of blood-borne infections caused by puncture wounds during the disposal of syringes as well as the risks of syringe reuse."

Q_How do you think ANDY will contribute to the health care environment?
"Medical professionals who take care of patients are at risk of being infected by many diseases in the course of providing treatment. While patients have many options in choosing health care products and services, there are few products and services developed for medical staff, especially nurses. If they can work in a better environment, patients also can get better medical services. If they need to do fewer chores, they can focus more on nursing services. In addition, if they are safe from infection, the incidence of secondary infections in hospitals also declines. Our goal is to create a happier hospital where medical staff work in a more safe and convenient environment and patients can get better services with an easy mind. We are trying to expand the Southeast Asian market beyond Vietnam into Thailand and Singapore as well, and based on serviceability test data in Vietnam and Korea, we also want to enter the European market."

LOTTE HELPING DISTRIBUTION INDUSTRY DEVELOPMENT OF VIETNAM WITH AN AVERAGE AGE OF 28 FOSTERING YOUNG PEOPLE AS TALENT IN DISTRIBUTION AND SERVICE INDUSTRIES



*** IBS(Inclusive Business Solution) program :** A project that contributes resources related to corporate social responsibility(CSR) and creating shared value(CSV) to the economic/social development of developing countries in connection with KOICA's development cooperation businesses. The goal is an increase in earnings for the lowest income groups in developing countries.



Lotte Managing Director Jong-hyun Lee

"To be a reliable partner rather than a simple investor, Lotte is transferring its own know-hows in distribution to Vietnam"

Vietnam is a young country with a population of around 100 million people whose average age is 28, and is called the 'land of opportunity' by Korean companies that is faced with the wall of domestic demand. Vietnam's distribution market has drastically changed: in the past five years, the growth rate of the new distribution market has reached 50.7% while the traditional market marked a growth of 27.3%. The new distribution market is growing at a rapid rate, although it is still small in size. Particularly, it has experienced a lack of distribution manpower to meet the increased demand with the changes. So, Lotte Group has been working with KOICA(Korea International Cooperation Agency) to foster Vietnam's distribution talent.

Written by Ji-eun Yeo(Intern Reporter, KOICA Office of Public Relations & Communication)
Photo by Lotte · Cartoon by Se-hun Hong

You can learn more about the distribution industry competency enhancement project carried out by KOICA and Lotte Group in Vietnam in 'What's ODA' in the June 2018 issue of the KOICA webzine.
http://koica.knhim.net/201806/eng/content2.php?code=201806_020204





01 Opening ceremony held last June
02 Graduation ceremony in May 2018

Q_Lotte Group has a dominant position in the domestic distribution industry. Please introduce Lotte's distribution businesses.
"Since the 1970s, Lotte's distribution sector has been the leader in the industry, taking the initiative in the innovation of the distribution industry and culture. Particularly, Lotte Department Store, which was established in 1979, has been introducing advanced distribution services and platforms as the top department store in Korea, and Lotte Mart, which has 122 stores in Korea, is actively pioneering overseas markets including Vietnam and Indonesia. In addition, with the growth of Lotte Super, Lotte Hi-Mart, Lotte Home Shopping, Seven-Eleven, etc. In terms of size, sales and services, Lotte has grown to become Korea's representative distribution company over the past 30 years."

Q_I've heard that Lotte has pushed forward businesses in various countries living up to its size and reputation. What kinds of businesses do you have in Vietnam?
"It has been nearly 20 years since Lotte Group first entered the Vietnamese market. Its distribution affiliates including Lotte Department Store, Lotte Mart, and Lotte Duty Free Shop, as well as 16 other affiliates that include Lotte Hotel and Lotte GRS, are offering various products and services in Vietnam. Currently, the investment size in Vietnam amounts to 10 trillion KRW and in particular, it plans to invest 1.2 trillion KRW in Ho Chi Minh City by 2024 to establish a smart eco-city. Lotte wants to become a reliable partner of Vietnam, not just a simple investor. In addition to the Lotte-KOICA-IUH* Service Training Center(LKIC, hereafter referred to as the 'Training Center'), the Lotte Foundation has been providing scholarships to Vietnamese college students since 2008 and has been running a soccer club and holding soccer competitions to cultivate young talent in soccer in Vietnam since 2011. In recent years, Lotte Cinema has been conducting film production training for Vietnamese college students through film production classes. Lotte will continue to expand its social contributions with a focus on education."

*** IUH** : Industry University of Hochiminh

Q_Please explain the current business carried out in Vietnam through KOICA's IBS program.
"Lotte and KOICA are cooperating in the IBS program and are jointly carrying out the Capacity Building Project for Inclusive Development of Vietnam's Distribution Industry. On June 14, 2017, the Lotte-KOICA-IUH Service Training Center was opened on the campus of Industrial University of Ho Chi Minh City. It is equipped with computer rooms, general lecture rooms, cooking rooms and so on, and 135 students have completed the training course thus far. It has trained 27 instructors with a textbook reflecting the distribution know-hows of Lotte Group, and these instructors are now providing customer service(CS) education and foreign language and computer education. It operates various training programs that allow students to accumulate actual work experience through practical training with Lotte affiliates. In particular, local affiliates provide internships to graduates through job interviews to link training and employment. This system allows young people who gain employment with Lotte affiliates to cultivate the necessary competence in advance, and Lotte to secure talented local manpower. At the same time, it contributes to the economic and social development of Vietnam. KOICA and Lotte find this project very meaningful in that it helps us achieve each other's goals."



Q_Why did you choose Vietnam for the IBS project?
"Vietnam is experiencing rapid growth with an annual GDP growth rate of around 6%. However, the gap between urban and rural areas is widening and there is lack of school facilities throughout the country except for big cities such as Hanoi and Ho Chi Minh. Therefore, youth have rare opportunities for education higher than the high school or college level. Through this IBS program, Lotte wanted to help Vietnamese high school graduates and vulnerable groups with little access to higher education find decent employment in cities. We will contribute to creating a virtuous cycle that can provide education and jobs to them based on our distribution and service know-hows and networks."

Q_What are the satisfaction and performance levels of the trainees who received vocational training at the Training Center?
"The students' satisfaction level with the training offered by the center is very high. Particularly, it was surveyed that the students found the subjects such as Customer Service and Food Hygiene and Safety that are difficult to access in Vietnam very helpful. Those who have been systematically trained are also showing good performance in the workplace. Through the employment support of the center, they are employed by Lotte's Vietnamese branches including Lotteria, Lotte Mart and Lotte Department Store and other distribution companies such as Aeon Mall."

Q_How did cooperation with KOICA in the IBS program help Lotte attain such achievements?
"The Lotte-KOICA-IUH Vietnam Service Training Center requires a Vietnamese network for the recruitment of trainees and employment linkage, and a high understanding of local areas due to the nature of global business. With KOICA's help, smooth communication with the Vietnamese government departments such as the Vietnamese Ministry of Industry was made possible along with a lot of support from local communities."

Q_What are Lotte's future plans and goals in Vietnam following this IBS project?
"We plan to provide on-the-job training and interview opportunities through continuous mentor programs for the center's graduates and collaborations with local affiliates. The Training Center will nurture young talent who can contribute to the growth of Vietnam's distribution industry. Starting from 2019, it aims to provide short-term training opportunities for small- and medium-sized merchants so that the center can become a channel for mutual growth with local merchants."

01
Trainees learning how to cook fresh food
02
Computer literacy education

Q_Do you have a message for the companies that want to participate in KOICA's IBS program?
"As the IBS program is an overseas project, we have faced many unexpected challenges while preparing for the project due to differences in the administrative process such as the approval process of local government departments. You need thorough preparation and close communication with the local community."



KOICA
Korea International Cooperation Agency

People, Peace, Prosperity!

KOICA was established as a government agency responsible for Korea's grant assistance in 1991.
KOICA has made great efforts to support poverty reduction and sustainable socio-economic development of partner countries.
As Korea's unique development assistant platform,
KOICA is committed to playing a leading role
by maximizing inclusive development experience and expertise
as well as extensive networks at home and abroad.

