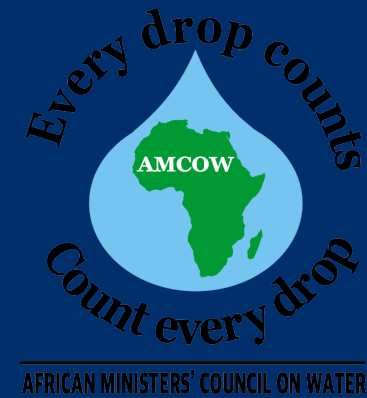


WALIS/AMCOW

Knowledge Management Survey Results and Analysis, 2021.



Survey Overview and Demographics

- Open for 4 weeks and sent to approx. 200 AMCOW stakeholders
- 47 respondents
- Respondents were members of multiple working groups/committees, including the AfricaSan International Task Force (13), Africa Sanitation Policy Guidelines Group (7), Technical Advisory Committee (5), Water Centers of Excellence, Lake and River Basin Organizations (1)
- 29 of the 47 respondents reside in Africa
- 69% male, 29% female, 2% prefer not to say

AMCOW Knowledge Management Survey

of Respondents

47

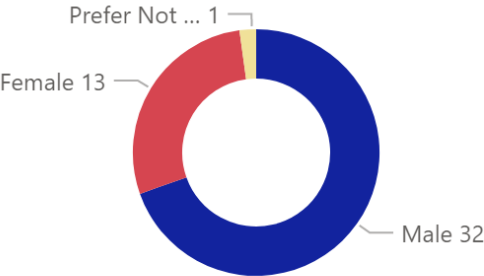
Interacted with AMCOW

All

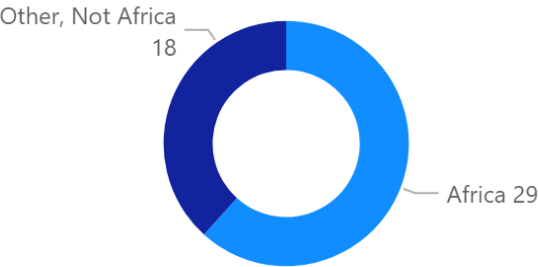
AMCOW Working Group/ Committee

All

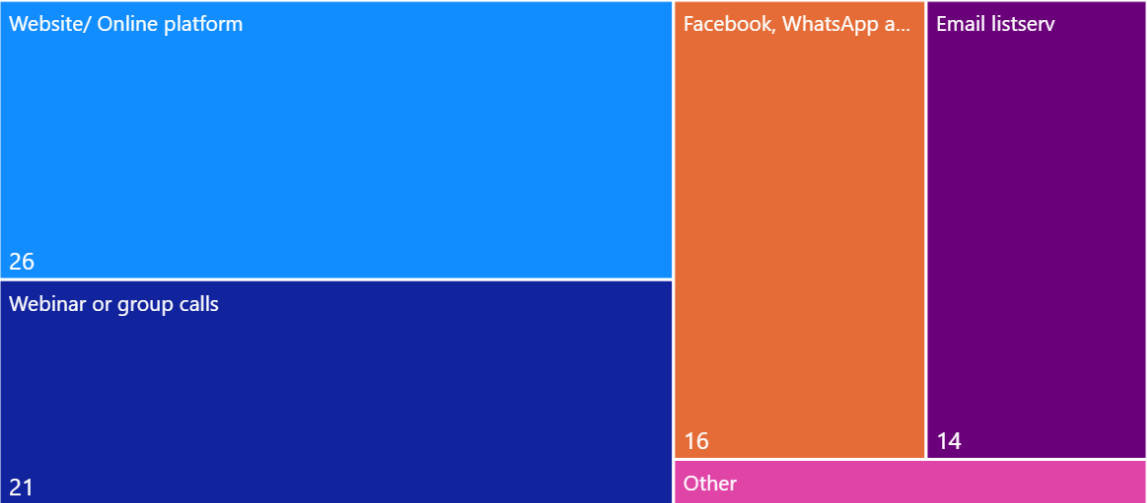
Respondent Gender



Respondent Location

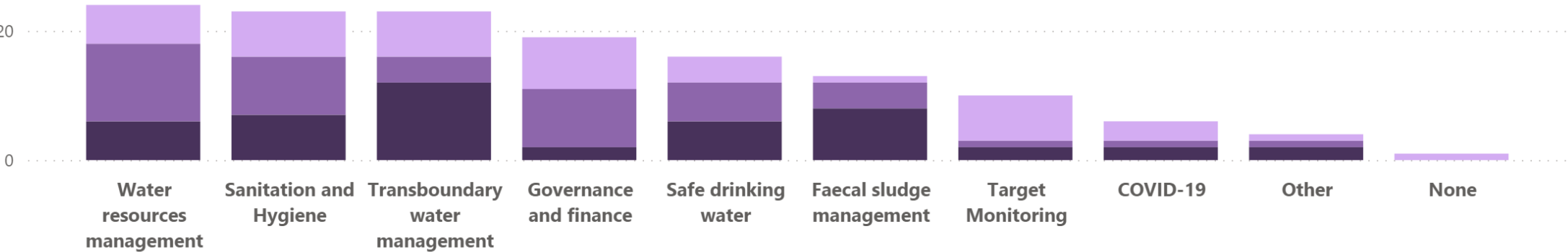


Format of Communication Used by Communities of Practice in which Respondent is a Member (16a)



WASH Subjects About Which More Information is Desired from AMCOW (Q3)

1st choice 2nd choice 3rd choice



WASH Subjects and Resources

- The subjects that respondents most want AMCOW to provide more information on are water resources management (24 selections), transboundary water management (23 selections), and sanitation and hygiene (23 selections).
- Transboundary water management was the subject chosen by the most people as their first choice (12) followed by fecal sludge management
- Communities of practice used websites/online platforms (26) and group calls or webinars (21) most often to communicate

Knowledge Management Preferences

of Respondents

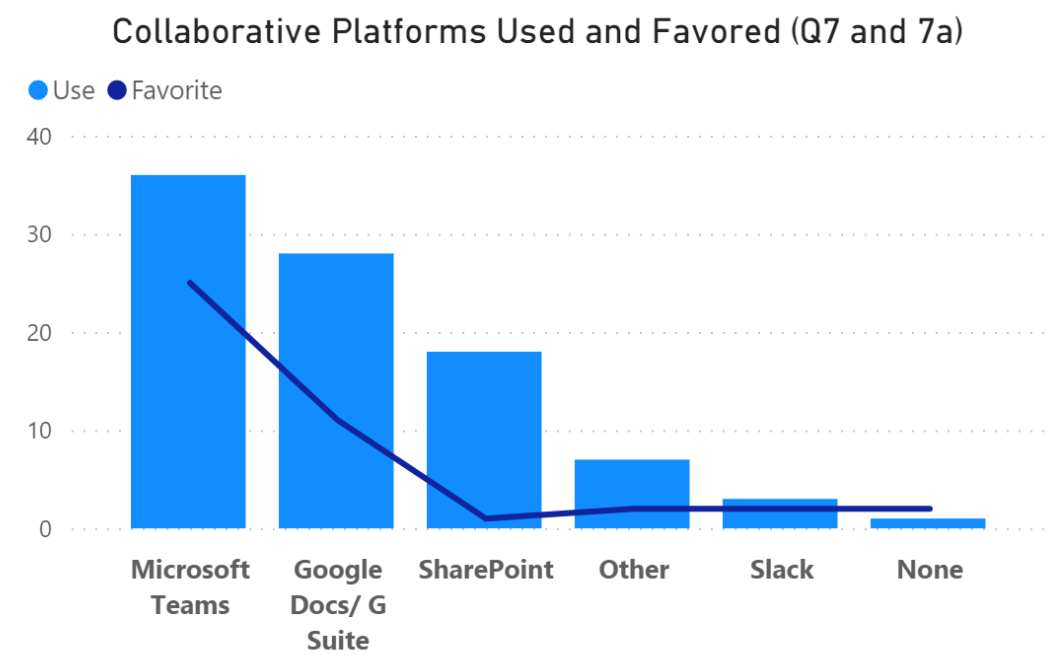
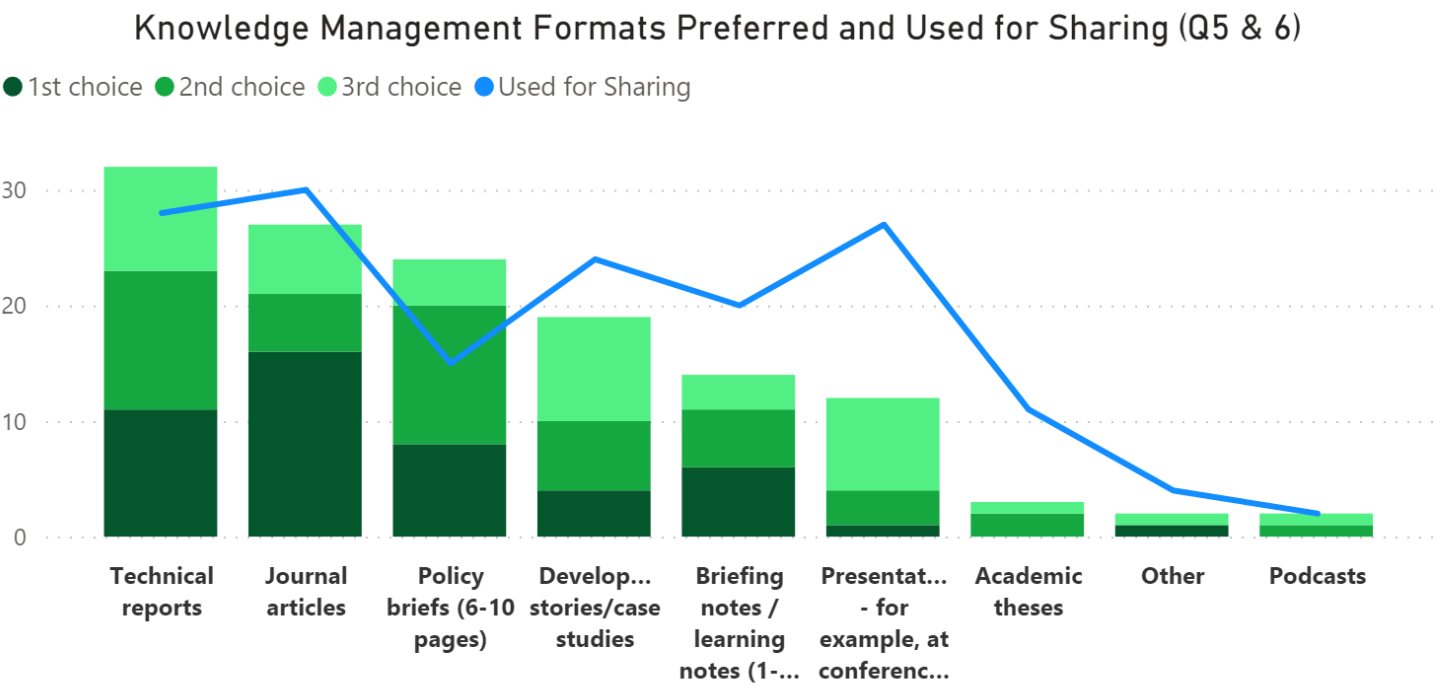
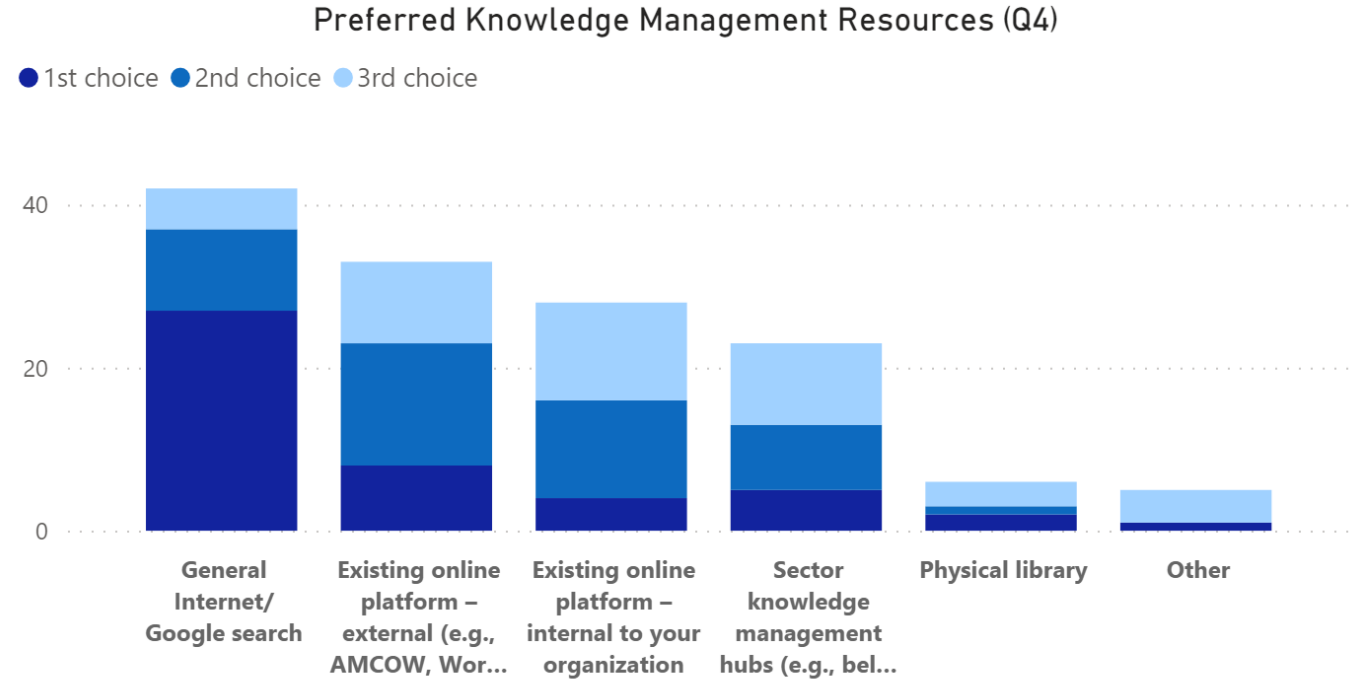
47

Interacted with AMCOW

All

AMCOW Working Group/ Committee

All



Knowledge Management Preferences

- The most favored knowledge management formats are technical reports (32 selections), followed by journal articles (27 selections), though more respondents selected journal articles as their first choice.
- The most favored formats respondents used for sharing information are journal articles (30), technical reports (28), and presentations (24)
- While most people used internet searches to find knowledge resources, the next most used resource was external existing online platforms like AMCOW's Knowledge Hub
- Most respondents used AND favored Microsoft Teams or Google Suite to collaborate with WASH colleagues.
 - 36 respondents indicated they use Microsoft and 25 selecting it as their favorite. 28 indicate they use Google Docs, with 11 selecting it as their preferred platform.

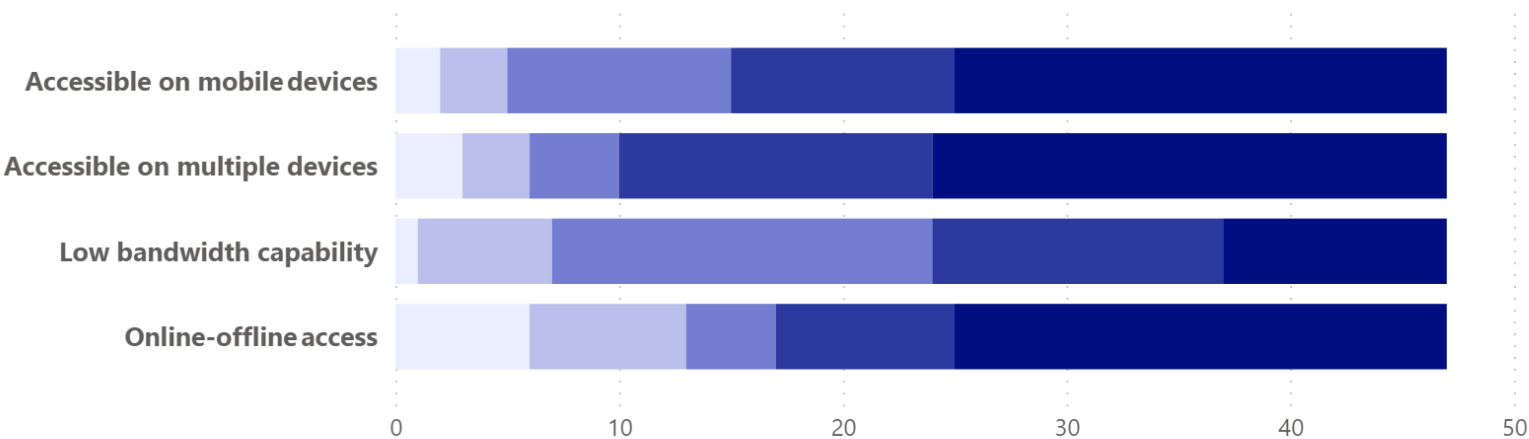
Knowledge Management Needs

of Respondents

47

Importance of Online Collaborative Platform Parameters (Q8)

Importance from Least to Greatest 1 2 3 4 5



Interacted with AMCOW

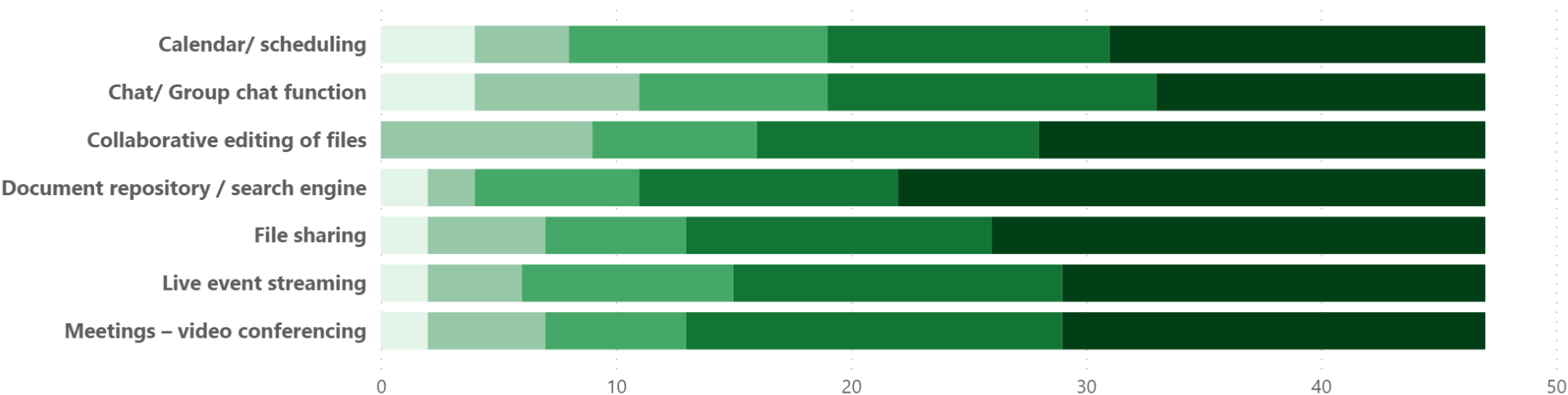
All

AMCOW Working Group/ Committee

All

Importance of Online Collaborative Platform Functions (Q9)

Importance from Least to Greatest 1 2 3 4 5



Knowledge Management Needs

- People most wanted online platforms to :
 - Be accessible on multiple devices (22 said it was extremely important)
 - Have online/offline access (22 said it was extremely important)
- Most important functions of online platforms:
 - Searchable
 - Ability to share AND edit files collaboratively
 - Ability to host meetings/live webinars

Respondents who have interacted with AMCOW: 36

- Of the 36 respondents who have interacted with AMCOW in the last 3 years, only 10 have used the Knowledge Hub
- The top items accessed were reports (7), articles, (6), and policy briefs (5)
- Out of 36 respondents, 15 wanted to see more analysis of reports on the KH, 12 would like to see a more robust forum to exchange expertise, and 10 wanted to see more technical briefs
- Only 8 of the 36 (22%) said that all the information they needed was on the hub

AMCOW Knowledge Management Survey

of Respondents

36

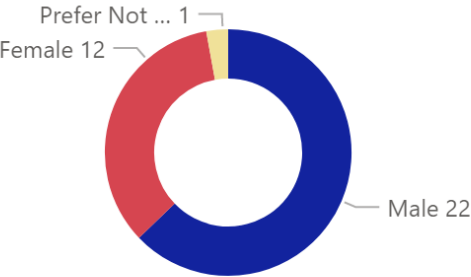
Interacted with AMCOW

Multiple selections

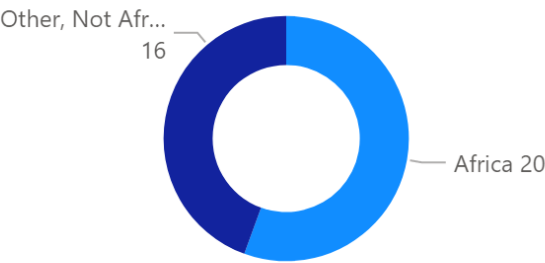
AMCOW Working Group/ Committee

All

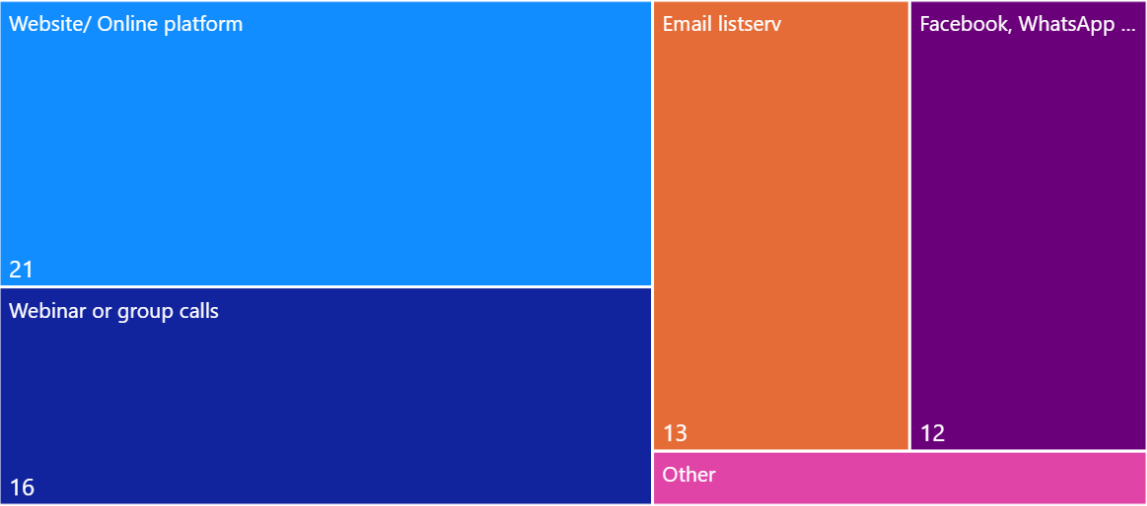
Respondent Gender



Respondent Location

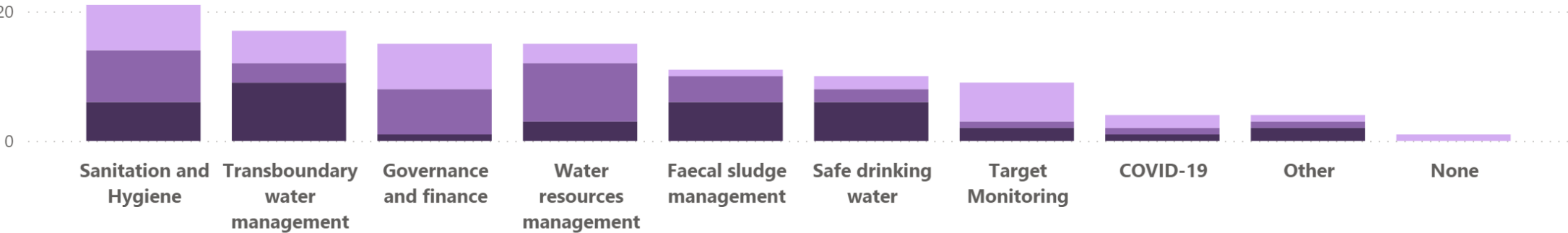


Format of Communication Used by Communities of Practice in which Respondent is a Member (16a)



WASH Subjects About Which More Information is Desired from AMCOW (Q3)

1st choice 2nd choice 3rd choice



Knowledge Management Preferences

Interacted with AMCOW

Multiple selections

AMCOW Working Group/ Committee

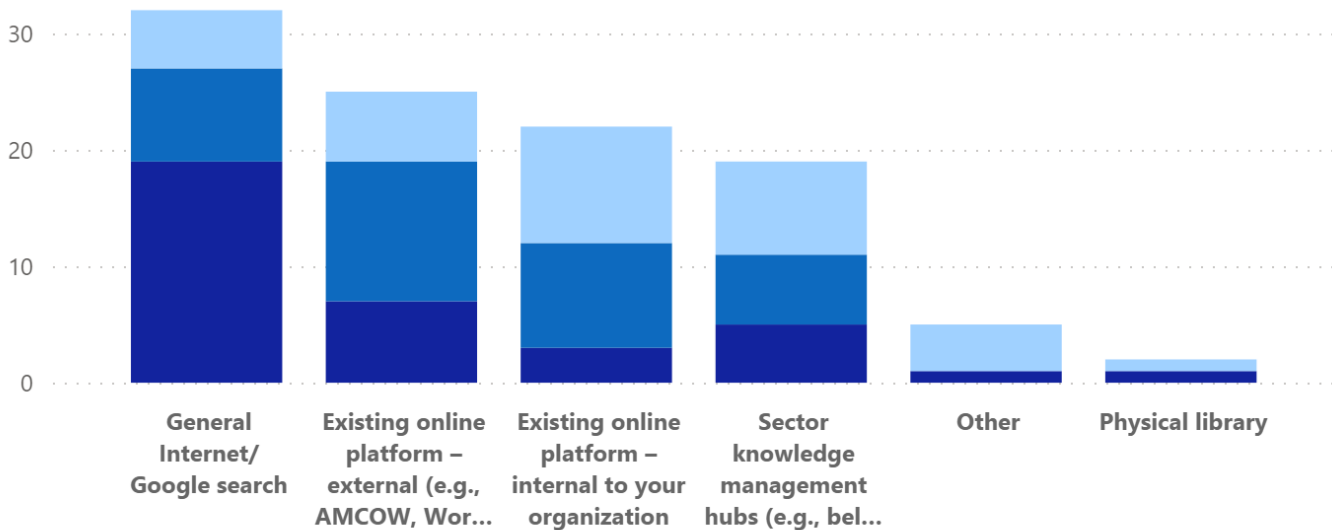
All

of Respondents

36

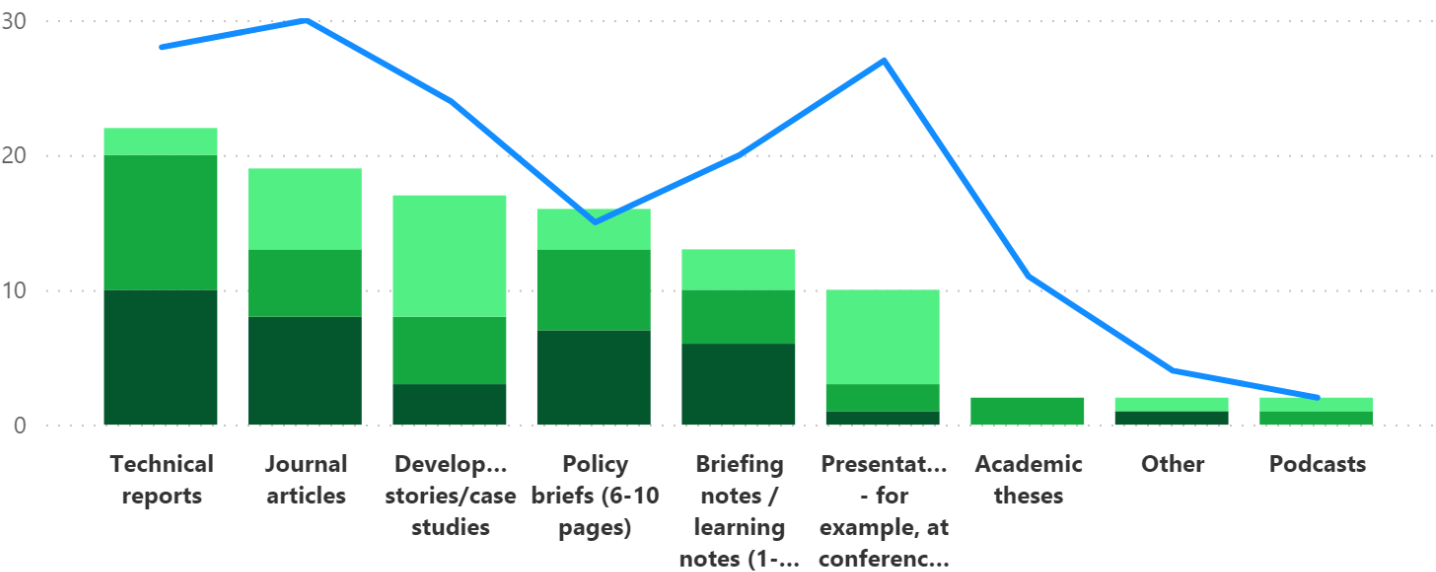
Preferred Knowledge Management Resources (Q4)

1st choice 2nd choice 3rd choice



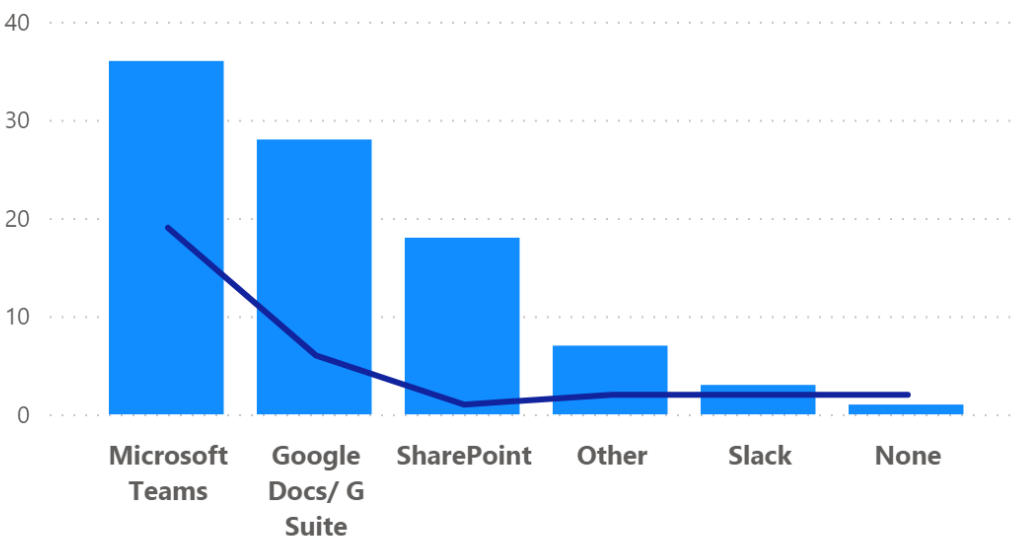
Knowledge Management Formats Preferred and Used for Sharing (Q5 & 6)

1st choice 2nd choice 3rd choice Used for Sharing



Collaborative Platforms Used and Favored (Q7 and 7a)

Use Favorite



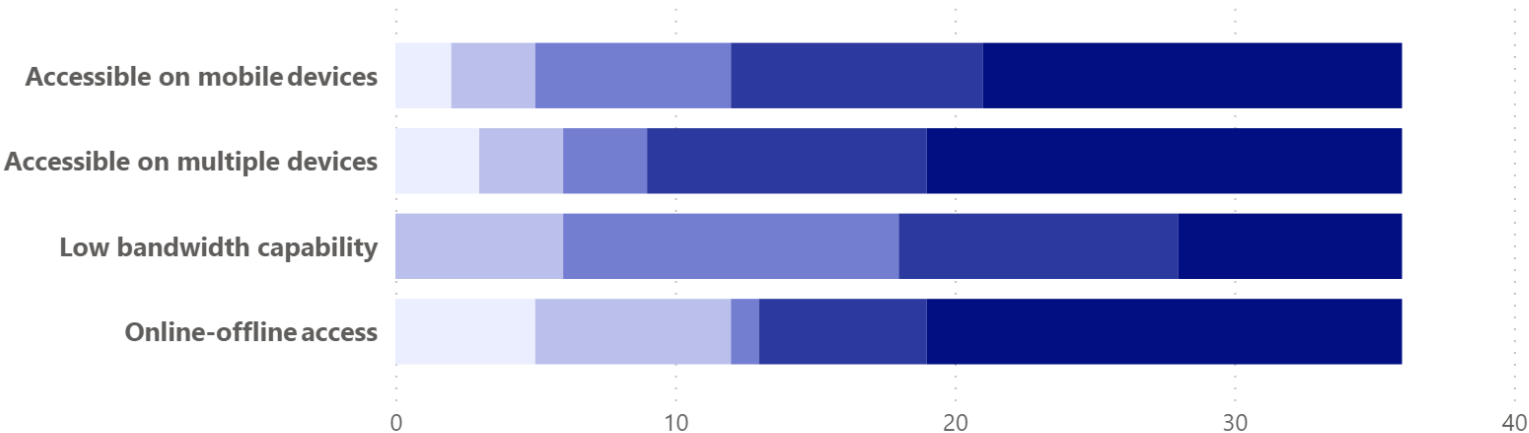
Knowledge Management Needs

of Respondents

36

Importance of Online Collaborative Platform Parameters (Q8)

Importance from Least to Greatest 1 2 3 4 5



Interacted with AMCOW

Multiple selections



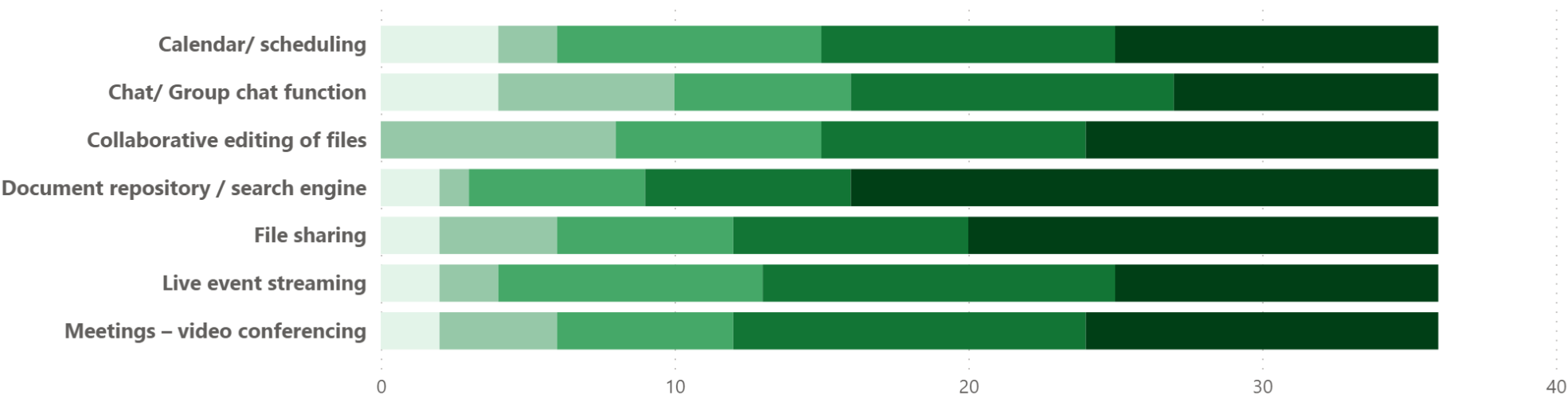
AMCOW Working Group/ Committee

All

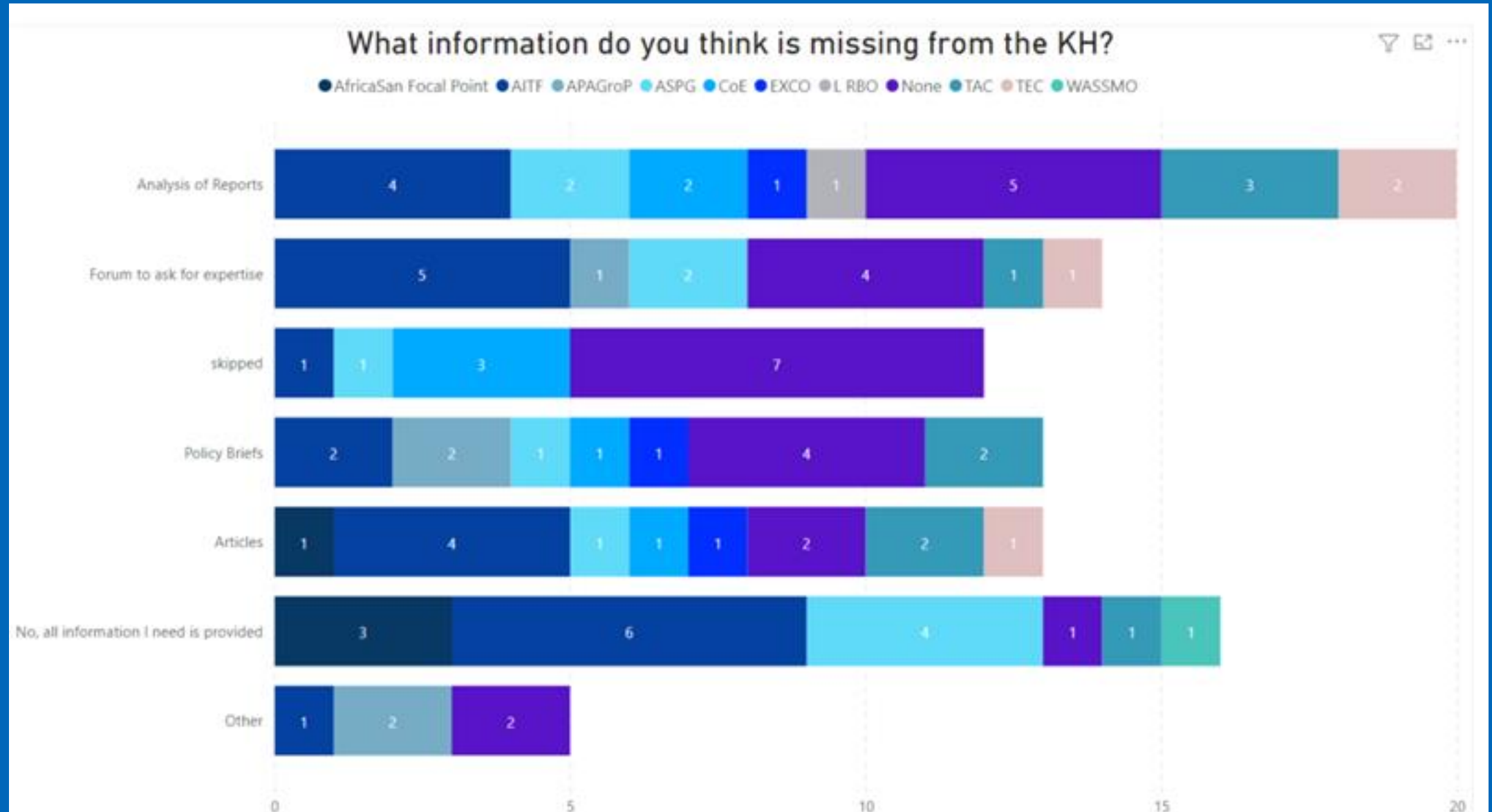


Importance of Online Collaborative Platform Functions (Q9)

Importance from Least to Greatest 1 2 3 4 5



Knowledge Hub Information by Community of Practice



Respondents who have NOT interacted with AMCOW: I I

- I I out of 47 respondents have not interacted with AMCOW in more than 3 years.
- Respondents were most interested in information about water resources management from AMCOW, followed by safe drinking water and transboundary water management
- Respondents in this group overwhelmingly favored journal articles as their preferred knowledge format and sharing use
- Microsoft teams was the favorite collaborative platform
- Collaborative file editing and live event streaming were the most important collaborative platform functions

AMCOW Knowledge Management Survey

of Respondents

11

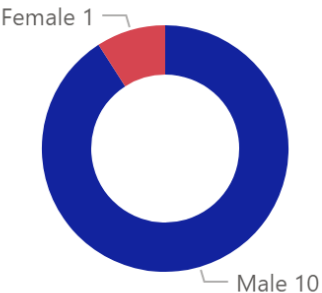
Interacted with AMCOW

Multiple selections

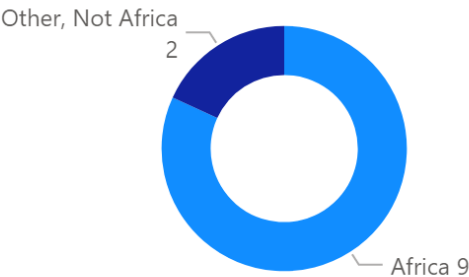
AMCOW Working Group/ Committee

All

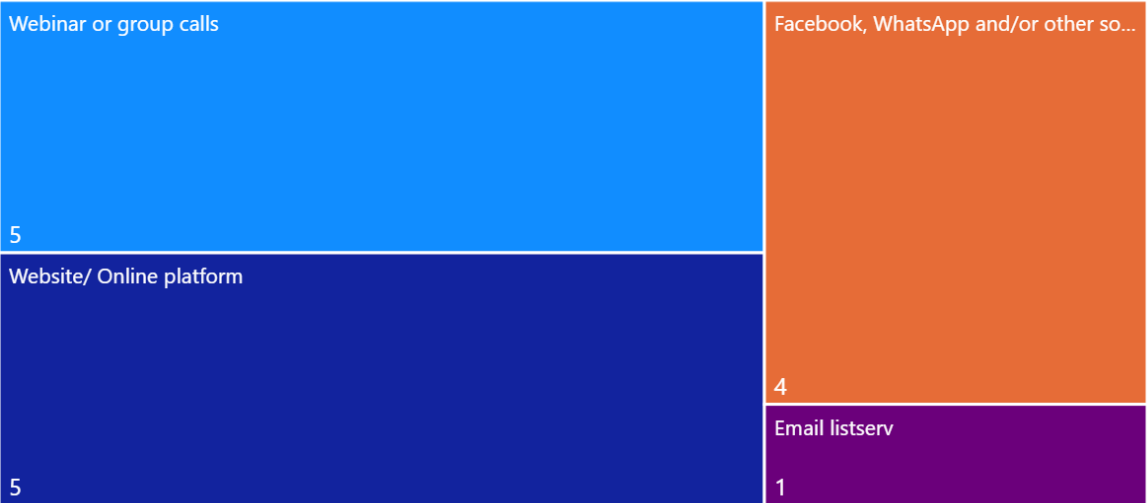
Respondent Gender



Respondent Location

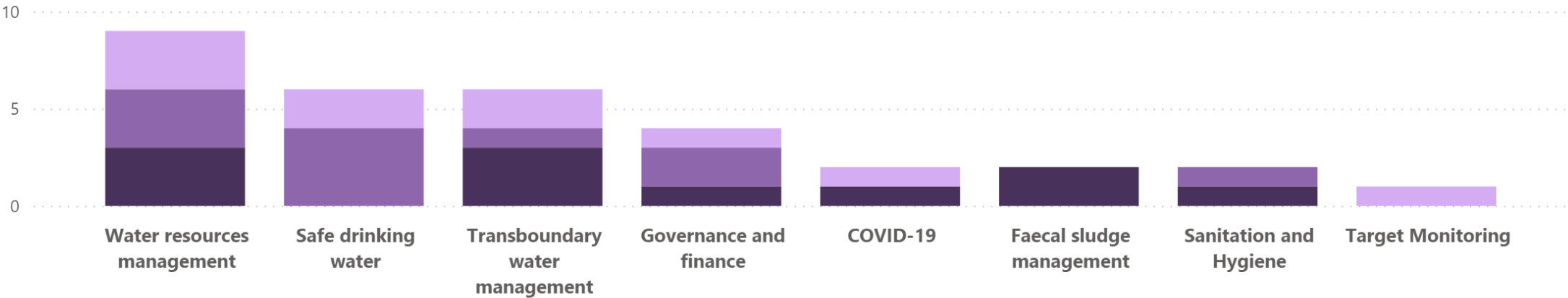


Format of Communication Used by Communities of Practice in which Respondent is a Member (16a)



WASH Subjects About Which More Information is Desired from AMCOW (Q3)

1st choice 2nd choice 3rd choice



Knowledge Management Preferences

Interacted with AMCOW

Multiple selections

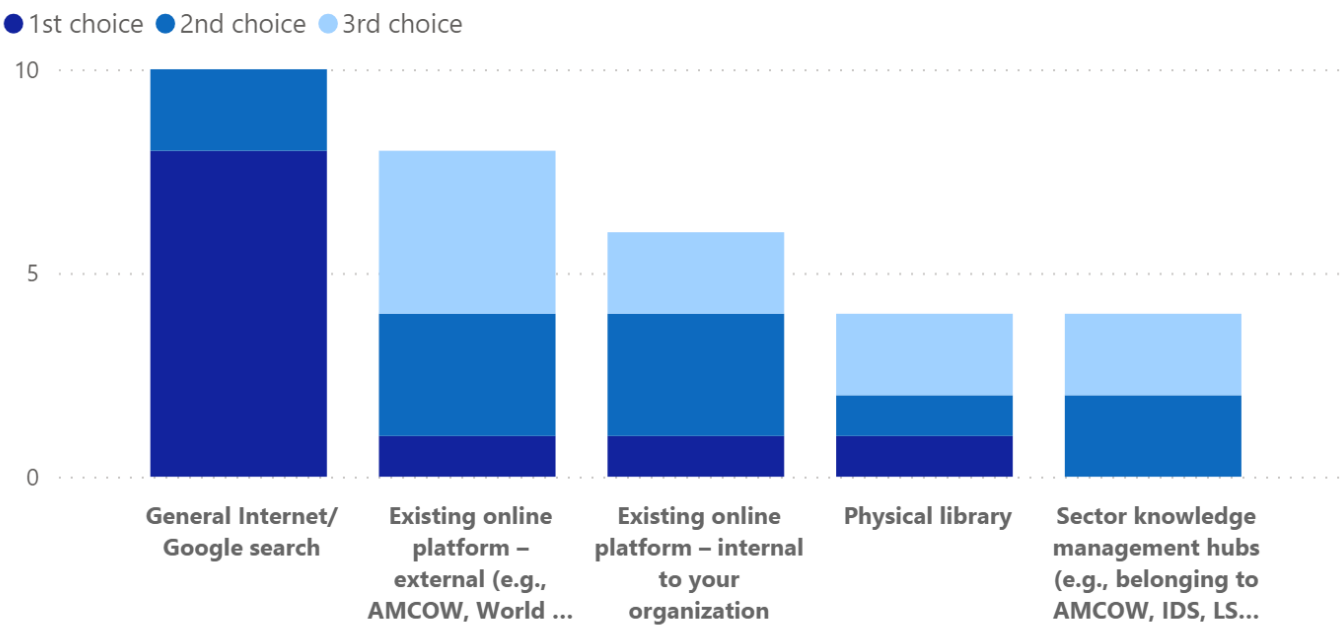
AMCOW Working Group/ Committee

All

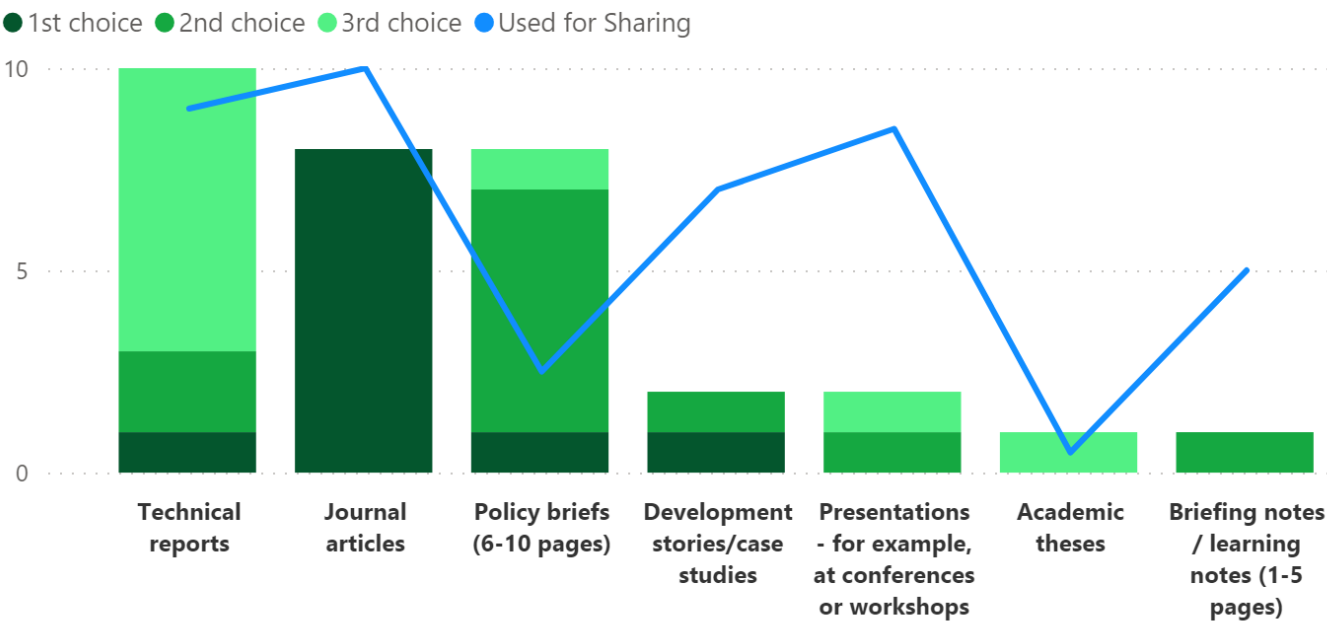
of Respondents

11

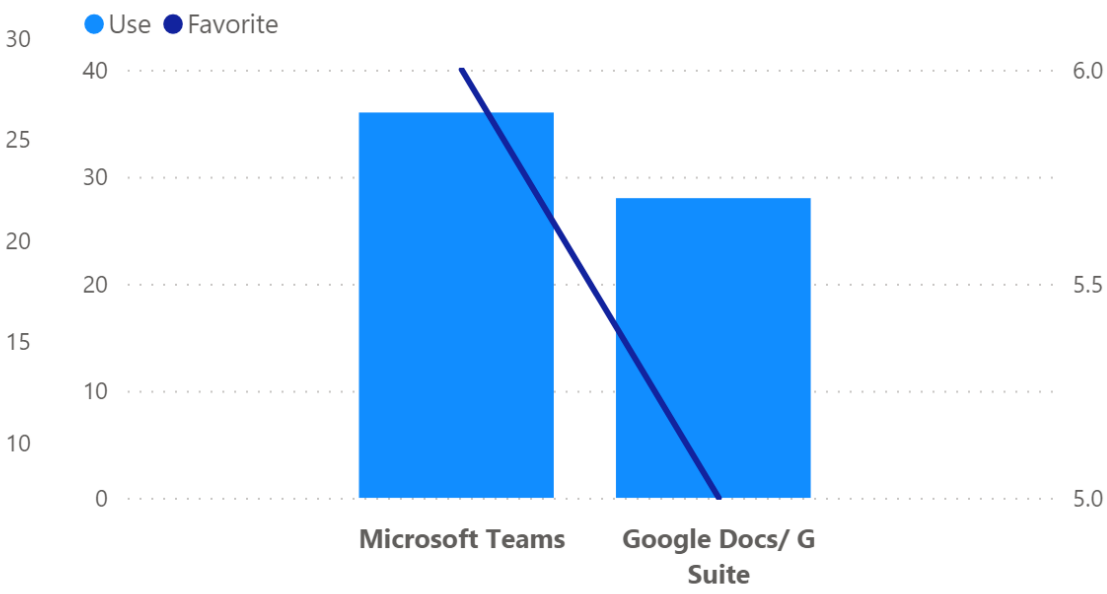
Preferred Knowledge Management Resources (Q4)



Knowledge Management Formats Preferred and Used for Sharing (Q5 & 6)



Collaborative Platforms Used and Favored (Q7 and 7a)



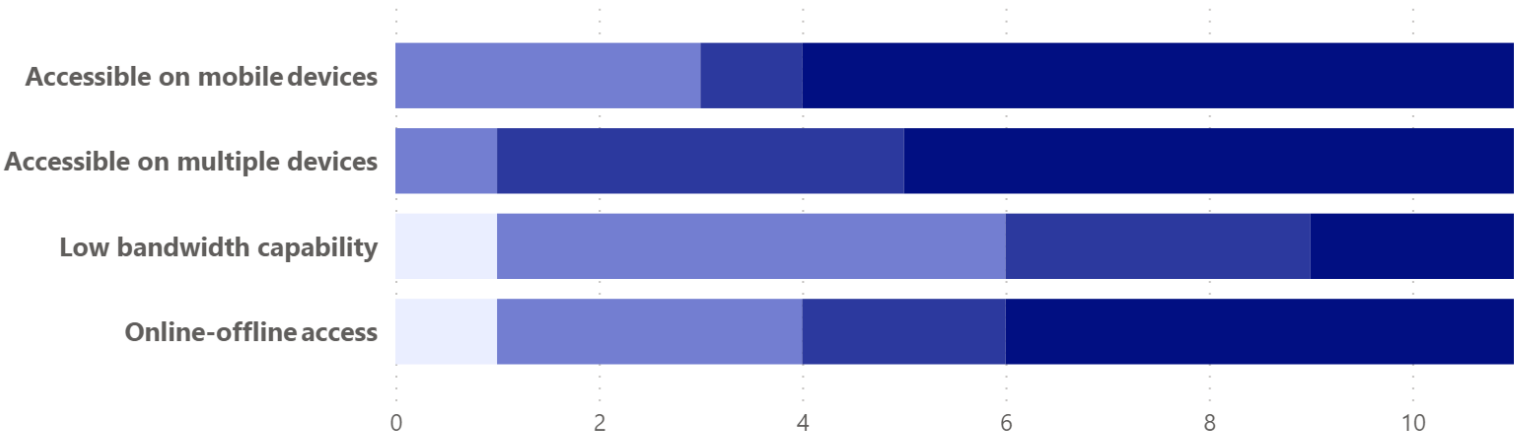
Knowledge Management Needs

of Respondents

11

Importance of Online Collaborative Platform Parameters (Q8)

Importance from Least to Greatest 1 3 4 5



Interacted with AMCOW

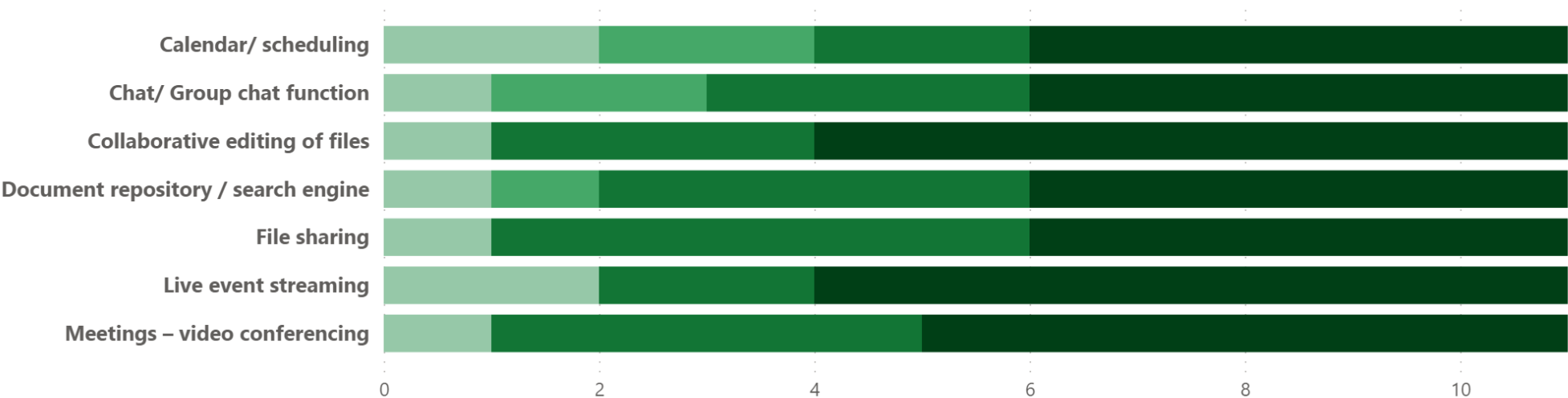
Multiple selections

AMCOW Working Group/ Committee

All

Importance of Online Collaborative Platform Functions (Q9)

Importance from Least to Greatest 2 3 4 5



Recommendations

Knowledge Management

- Produce more high-level analyses of journal articles/reports from external sources
- Continue to develop community forum section of Knowledge Hub
- Develop and African Water Knowledge Community of Practice
- Discuss if AMCOW wants to incorporate a standardized way to share and collaborate on documents with their CoPs. What kind of resources would this entail?

Communications

- Market Knowledge Hub through regular communications: email/social media
- More effectively highlight new KH products on front page of site
- Ramp up regular engagement with stakeholders, with a focus on two way engagement- Put out regular calls for papers, articles, etc. so stakeholders can share their knowledge as well

Next Steps

- Monthly email- Sara and Obinna are finalizing the format of a monthly email
- AMCOW should discuss how it can best use collaboration tools to share and edit documents
- Prepare AMCOW Knowledge Management session at World Water Week
- Continue to discuss communications and KM initiatives