CNA for "Strengthening Knowledge Management (KM) for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe (SKMNENACAE)"

Welcome to this survey as part of the Capacity Needs Assessment (CNA) for the project Strengthen Knowledge Management (KM) for Greater Development Effectiveness in the Near East, North Africa, Central Asia and Europe (SKMNENACAE). By assessing capacity needs and (KM) gaps, it shall be determined which following steps can be taken to address these needs and gaps. It is envisioned that several different capacity development activities such as organizational learning and capacity building activities across the partners will be implemented.

When answering the questions below please keep in mind that this project focuses on Knowledge Management, so try to tailor your answers as the follow up capacity development activities shall address gaps in KM.

For the purpose of this project we use the following definition of Knowledge Management (KM):

There are numerous definitions of "knowledge management" in literature. To harmonize different understandings of knowledge management in different contexts, we use the following definition within this project that encapsulates key elements.
Most definitions consider knowledge management as the process of systematic approach to creation/generation, capture, storage, retrieval, enhancement and dissemination of Knowledge or Knowledge Products.

There are four thematic blocks within this survey.

Policies refers to rules, regulations, guidelines, laws that affect or determine your work.
Knowledge obviously looks at the core of this project which is about Knowledge Management.
Partnering Capacity looks at your organization's ability to engage in partnership with other organizations.
Implementation refers to your organization's capacity to implement your work with respect to soft and hard skills.

Thank you very much for taking your valuable time to answer the following questions.

Organizational Scoring

Policies

Q1- Can you tell us something about the policies that affect your work?*

> (e.g. Governmental regulations or institutional policies determine activities and boundaries of your work)

Q2- How can they be improved?

Q3- Where do you see the weaknesses?

       a.   awareness of policy (Are staff aware of these policies?)

       b.   coordination challenges (policies not changed according to changing needs or miscommunication between ministries or other organizations)

       c.   enforcement of policy mandates (policies are in place but not enforced)

       d.   conflicts with other policies (local restrictions, or different ministries have conflicting views)

       e.   resources (human, capital, time)

Q4- Which ministries and departments are already involved in the development and administration of legislation relevant to your activities?*

Q5- Do you feel they have clear mandates?

Q6- To what extent are partners and stakeholders of your organization both at national, regional and local levels (Community Based Organizations - CBOs and Civil Society Organizations - CSOs) involved in planning and developing these mandates?*

Knowledge

Q7- Do policies and regulations at a national or institutional level facilitate adequate knowledge sharing?*

Q8- What are the challenges with respect to these policies and regulations?

Q9- Is access to research, education and training of staff regulated by policy?*

> (e.g. staff needs to obtain permission to attend training or pursue further studies)

Q10- If so, which policy regulations and how are they implemented and monitored?

Q11- Do agencies (central, regional, local) adequately access, manage and exchange information and knowledge in the relevant sector?*

◉ Yes
◯ No

Q12- If no, what are the constraints to effective organizational knowledge management processes and practices?

Q13- Do you have institutional processes for knowledge sharing and management in place?*

> Please describe them

Q14- How effective are these processes?

Q15- Are there any training opportunities for staff in your organization with respect to KM?*

Q16- Please provide examples. How often does training occur? Who funds it?*

Q17- What knowledge sharing techniques and tools are in use?*

> Techniques might be certain processes you follow or specific things you do Tools might be software, archives, web-based tools etc. (Please try to describe in detail)

Q18- With respect to these techniques and tools, has any training been carried out in this regard?*

Q19- If so, are the training methods and delivery defined based on relevant goals and profiles?

Partnering Capacity

Q20- Is your organization or department part of or becoming part of a national or sub national partnership network?*

◉ Yes
◯ No

Q21- What are those networks?

> Please describe

Q22- Does your organization have the capacity to support access to information belonging to other organizations and partners?*

Q23- Do other organization have the capacity to support access to information belonging to your organization?*

Q24- To what extent do staff have the necessary skills to engage in dialogue with other stakeholders and in strategic partnerships?*

Q25- Are there learning opportunities to strengthen non-technical skills- e.g. communication, networking, facilitation, planning?*

Implementation

Q26- Are central and decentralized authorities committed to implementation of your work and how is this commitment reflected in accountability mechanisms?*

> Do you get the necessary support to carry out your work and are the supporting institutions accountable for their actions? Please provide examples

Q27- To what extent are your partners involved in implementation and evaluation of your work?*

> e.g. they might be partners you work regularly with or in projects that are involved in these processes. Please describe

Q28- Is knowledge in, human resources management, planning, budgeting and monitoring and evaluation at sufficient level for implementation and follow-up?*

Q29- How is program monitoring and evaluation implemented?*

Submit