Results of SuSanA Sanitation Sector Knowledge Management Study

September 2017

sustainable sanitation alliance

CAWST

seecon gmbh
society - economy - ecology - consulting
innovations for sustainable development

Table of Contents

Overview of Key Knowledge Management Results (Slide 3)

Highlights of Online Survey on Knowledge Exchange in the Sanitation Sector (Slide 8)

SuSanA Partner Organization Interviews (Slide 64)

- Methodology and response data (Slide 9)
- Results highlights (Slide 17)
- SuSanA Use and Usefulness (Slide 38)
- Personas (Slide 46)

Overview of Key Knowledge Management Results

Learning

- The overall preferred methods of learning were **workshops and conferences**, **on-the-job experience**, **person to person** (e.g. working in groups or mentoring), and **reading**. Webinars, MOOCs, peer-to-peer online, and formal learning were ranked lowest.
    - For most groups (whether by member/non-member, interest, region, sector, organization type, or age), the top four learning methods had a similar number of points, and the precise order of these four changed from group to group. Likewise with the bottom four ranked methods.
    - The key exceptions to this pattern were respondents who:
        - were interested in fund development, or who worked for utilities, who ranked reading lower (and thus had three closely ranked top choices and five closely ranked bottom choices),
        - worked for "other public sector (regional level)", who ranked "person-to-person" lower (and thus had three closely ranked top choices and five closely ranked lower ranked methods),
        - worked for development banks, who rated webinars higher (and thus had five closely ranked top choices and three closely ranked lower ranked methods)

There are different ways to interpret these results. It may be that people do not like the online delivery of learning content. On the other hand, it may be that people like the media but find that they do not learn as well as through different formats. Alternatively, it may be that people would like the delivery method and learn from it, but that there is not enough relevant content presently available in this form, or that the content they have been exposed to in the past has not been well presented.

Communication

- **Receive e-mail newsletters**, **communicate with colleagues and friends,** and **look up on websites that I follow** were ranked within the top four for all groups as ways to keep up to date with current news and activities within the sector, with the exception of respondents who worked in manufacturing, who ranked “communicate with colleagues and friends” lower (5/9)
- Attend webinars and read blogs were in the bottom three for all groups with two exceptions:
  - Respondents who worked for development banks ranked “read blogs” higher (6/9)
  - Respondents who worked for UN Agencies ranked “attend webinars” higher (5/9)

Information Sharing

- There was higher variability for where respondents would go to find sanitation information than there was for other questions.
  - "**Websites of key sector organizations**" was in the top three for all but two groups:
    - Middle East and North Africa, where it was ranked fourth.
    - <25 age group, where it was ranked fourth
  - Webinars was in the bottom three for all groups.
- In Low Income Countries, the main barriers to accessing sanitation information were the **cost of accessing materials**, and **poor internet connection**
  - *A related suggestion for improvement for SuSanA, which came up from the partner interviews, was to have a low bandwidth version of the website*
- In Middle and High Income countries, the key barriers identified were a **lack of time**, and there being **too much information to sort through**
  - *This indicates a demand for curation of materials, clear organization, and distillation of information (e.g. summaries and review papers)*
- For respondents who chose to add an additional barrier in an open-text response, the most common responses centered around the topic of **validation and quality of information**. *This was consistent with results from the partner organization interviews.*

Connecting

- The overall preferred methods for connecting with others in the sanitation sector were:
  - **Professional networks**
  - **Conferences**
  - **Local or Regional meetings**
- These were in the top three for most groups, though the order of the three differed depending on the specific group. The order of the four remaining options (social media, online working groups, online forums, and webinars or online trainings) differed from group to group.
- Key exceptions: Private entrepreneurs ranked social media as third and conferences lower. UN Agencies ranked webinars or online training third, and conferences lower.

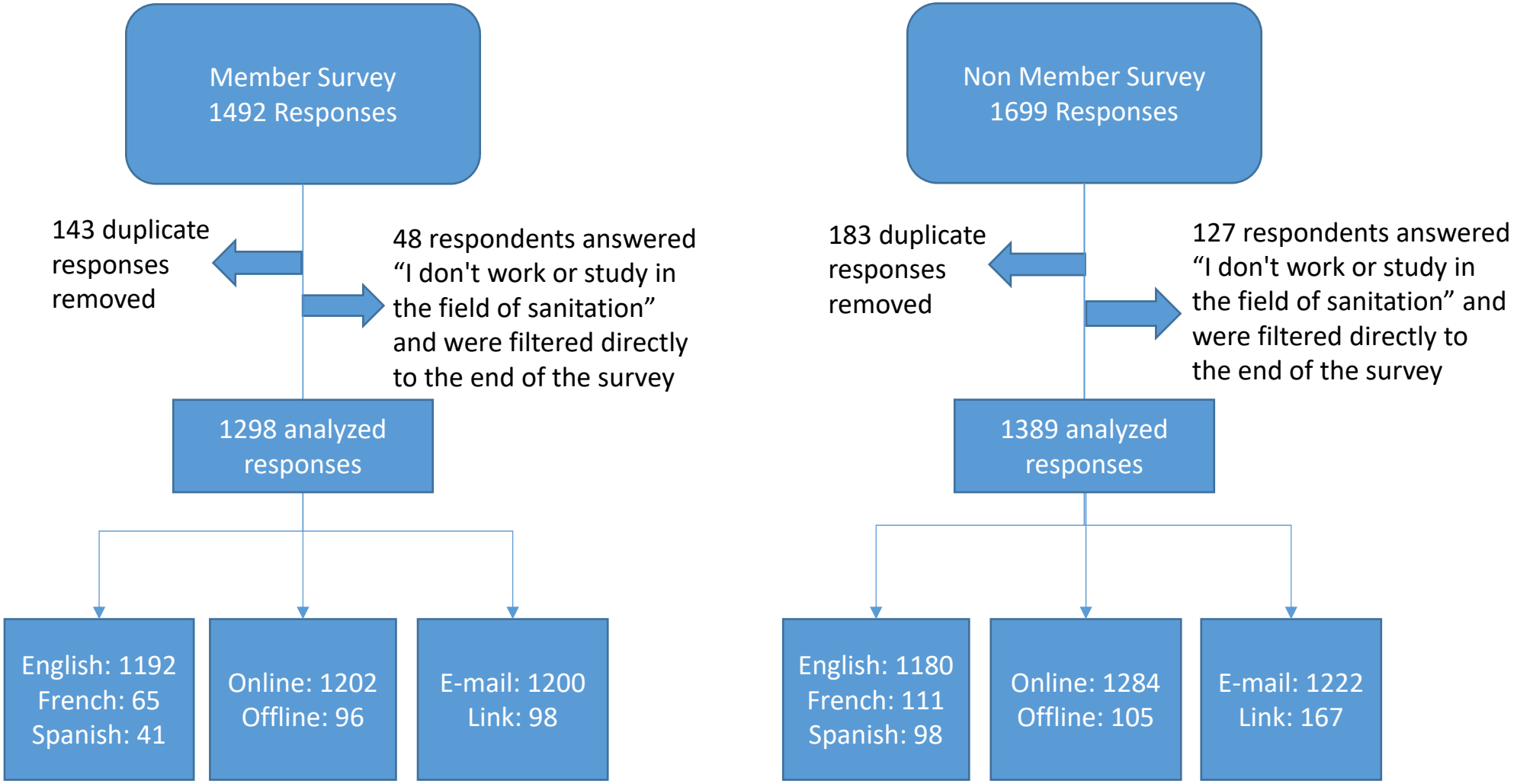
Highlights of Online Survey on Knowledge Exchange in the Sanitation Sector

July 27th to September 15th, 2017

Methodology

- Survey was composed of two sections
    1. Knowledge management practices and preferences
    2. Use and usefulness of SuSanA
- Two online surveys using the SurveyGizmo platform
    - SuSanA members, contained sections 1 and 2
    - Non-members, contained only section 1
- Survey was available in English, French, or Spanish
- Survey was available online or offline
- Survey responses collected from July 27 to September 15, 2017
- SuSanA member survey e-mailed to SuSanA distribution list
- Non-member survey e-mailed to:
    - CAWST distribution list
    - SSWM distribution list
- Links to survey posted on SuSanA and CAWST social media, “Sanitation Updates” (USAID), Global Water Partnership newsletter, WSSCC, SuSanA forum, IISD WATER listserv, RWSN, LinkedIn GWP, LinkedIn WSSCC, UNICEF country offices.

How was the survey answered?



Response rates by outreach method

- SuSanA e-mail distribution list
  - 7884 e-mail addresses
  - 1296 responses - 49 duplicates - 47 not interested in sanitation = 1200 analyzed responses
  - **15%** analyzed response rate
- CAWST distribution list (after removing SuSanA members from list)
  - 15972 e-mail addresses
  - 1330 responses – 43 duplicates – 121 not interested in sanitation = 1166 analyzed responses
  - **7%** analyzed response rate
- SSWM distribution list (after removing SuSanA members and CAWST duplicates)
  - 619 e-mail addresses
  - 46 responses - 1 not interested in sanitation = 45 analyzed responses
  - **7%** analyzed response rate
- Generic Links
  - Member: 196 – 97 duplicates – 1 not interested in sanitation = 98 analyzed responses
  - Non-member: 323 – 140 duplicates - 5 not interested in sanitation = 167 analyzed responses

According to SurveyGizmo, typical response rates for online surveys are 10-15%.

Note that the CAWST and SSWM e-mail distribution lists were not sanitation specific. The lower response rates may be because once the SuSanA member e-mails were removed from the CAWST and SSWM distribution lists, the remaining addresses were biased towards non-sanitation contacts.

Differences between members and non-members

- A higher proportion of members listed “research and knowledge management” as their primary interest than non-members (23% vs. 13%), while a lower proportion were interested in training and community health promotion (20% vs. 30%)
- A higher proportion of members worked in Sub-Saharan Africa (41% vs. 32%), while a lower proportion worked in Latin America and the Caribbean (7% vs. 16%)
- A higher proportion of members were from universities or research institutions as compared to non-members (16% vs. 8%), while a lower proportion worked in INGOs (20% vs. 30%)
- The age distribution of respondents was similar.
- The proportion of respondents based in low, middle, or high income countries was similar.

These differences are likely due to the nature of the mailing lists and communication methods used to reach non-members.

Differences between members and non-members

Learning

- No significant difference in preferences for learning between member and non-member respondents

Information Sharing

- Members ranked online forums somewhere towards the middle (9th /14) for seeking information. Non-members ranked them towards the end (12th /14)
- Non-members were more likely than members to list poor internet connection (59% vs. 49%) and not knowing where to look (52% vs. 43%) as barriers to finding information
- Members were more likely than non-members to prefer to share information by publishing (24% vs. 18%). Specifically for online sharing, members were more likely to prefer posting in a forum (37% vs. 26%)

Differences between members and non-members

Communicating

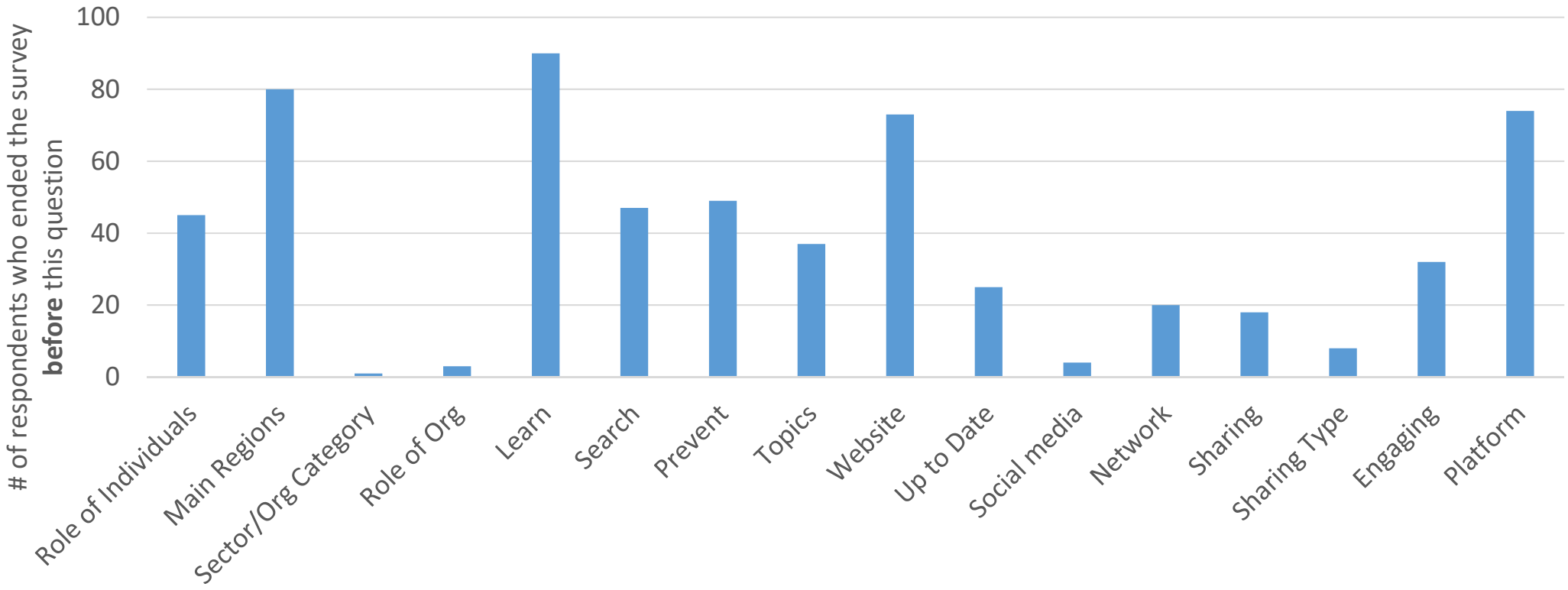
- Members ranked “Receive e-mail newsletters” as their #1 preferred way to keep up-to-date with the sector, while non-members ranked it #3.
- Approximately equal use of Facebook for social media (59% members vs. 61% non-members) but more members than non-members on Twitter (30% vs. 21%) and LinkedIn (53% vs. 41%)

Connecting

- Members ranked online forums higher than non-members (4th /7 vs 7th /7) for preference for networking and connecting with others in the sector

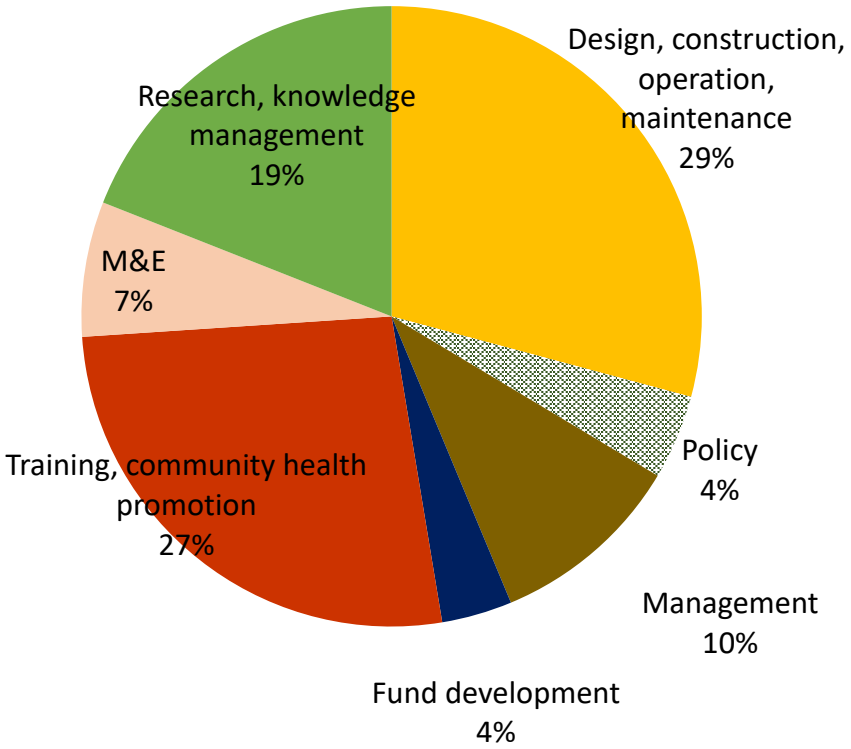
Survey Drop-off

- 2687 total analyzed survey responses
  - 2078 completed survey (77%)
  - 609 abandoned survey before completion (23%)
    - 45 did not complete any response

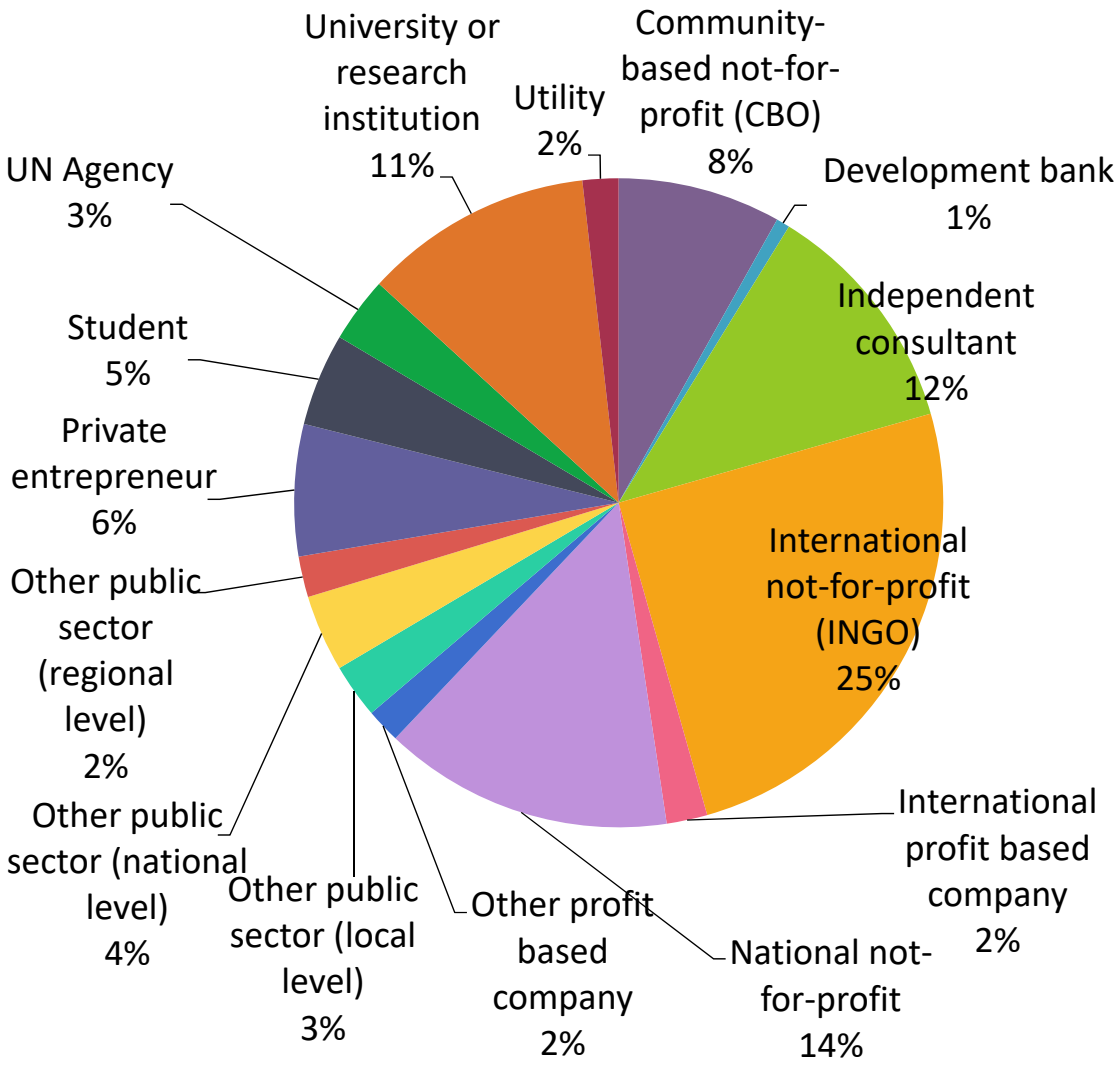


From which countries were respondents from?

Characteristics of survey respondents

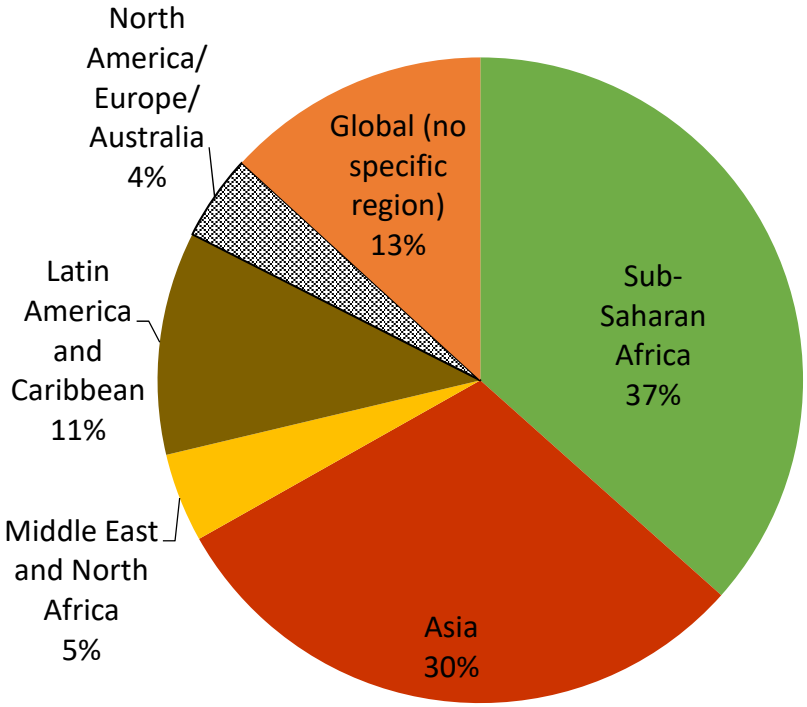


Q. What is your main area of interest in relation to sanitation?

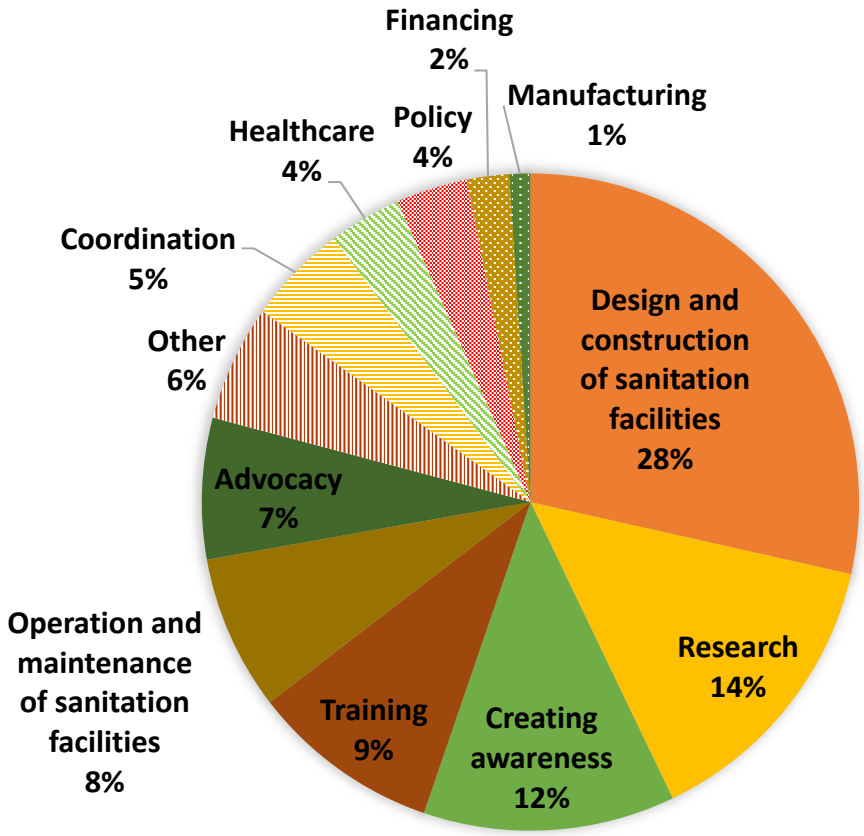


Q. Which best describes your current work or sector? (Select only one)

Characteristics of respondents

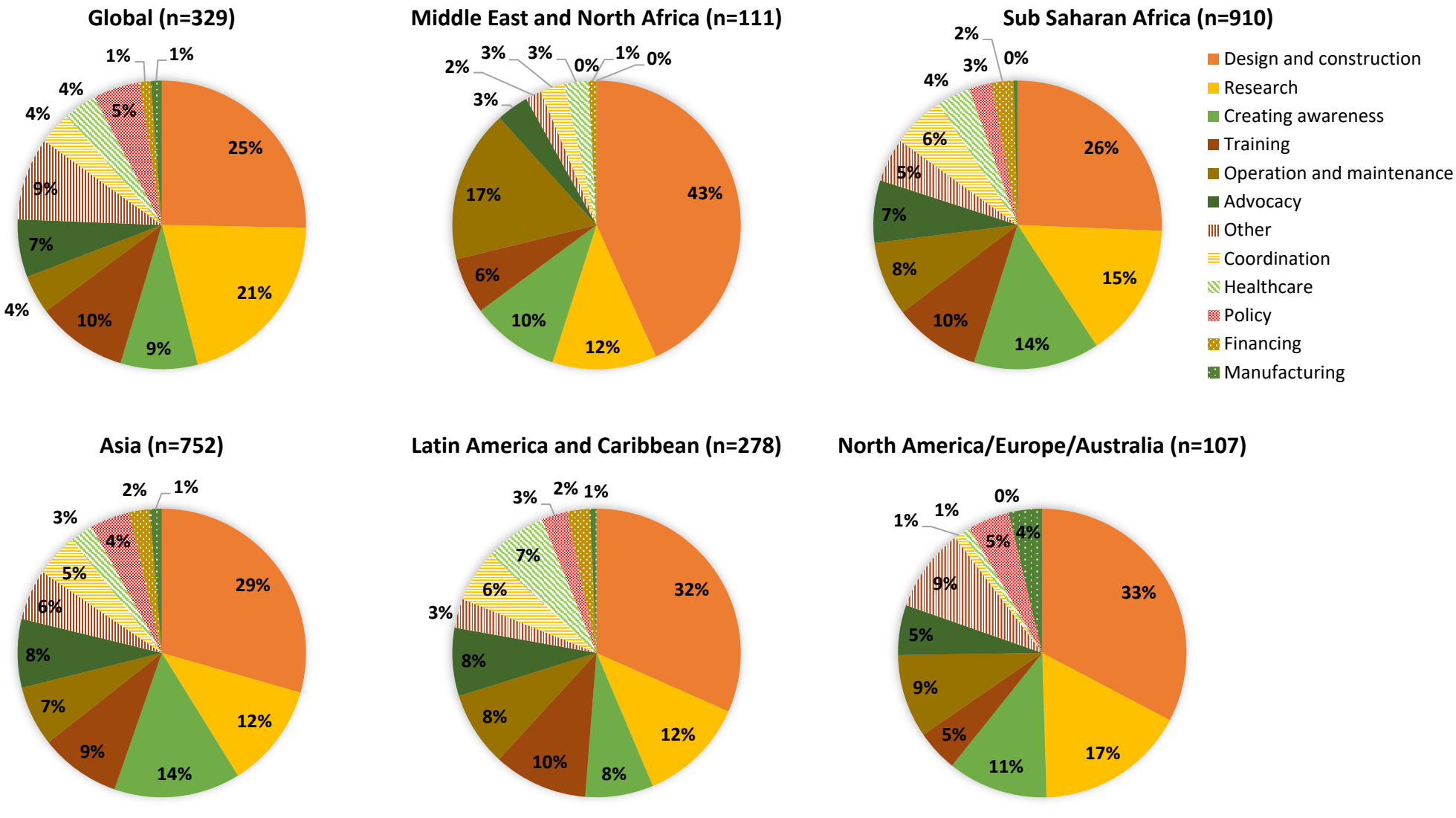


Q. Where does most of your sanitation work occur? (Select only one)

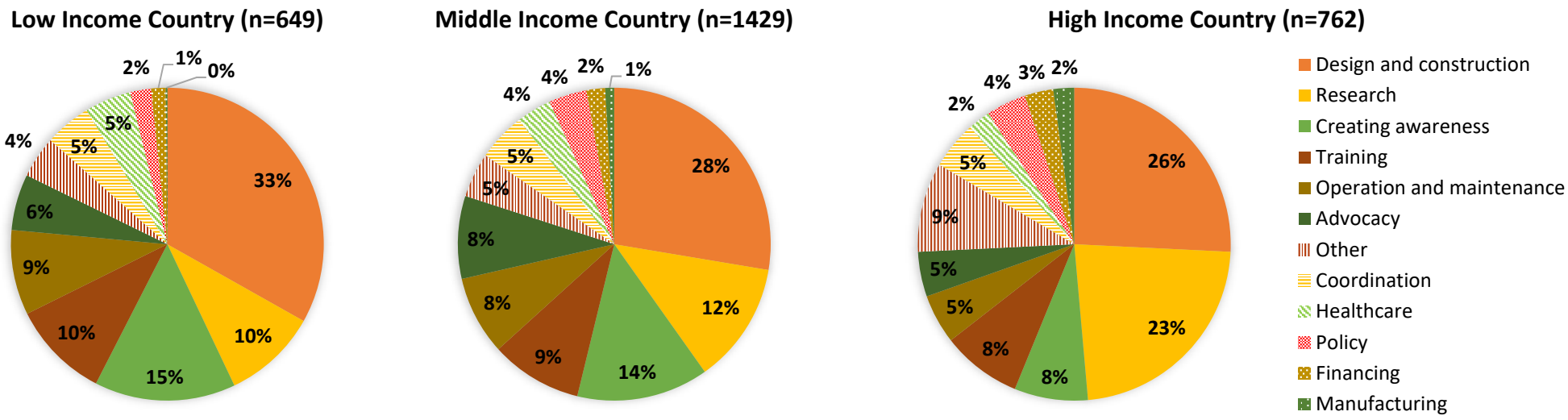


Q. Which best describes what your organization does in the field of sanitation?

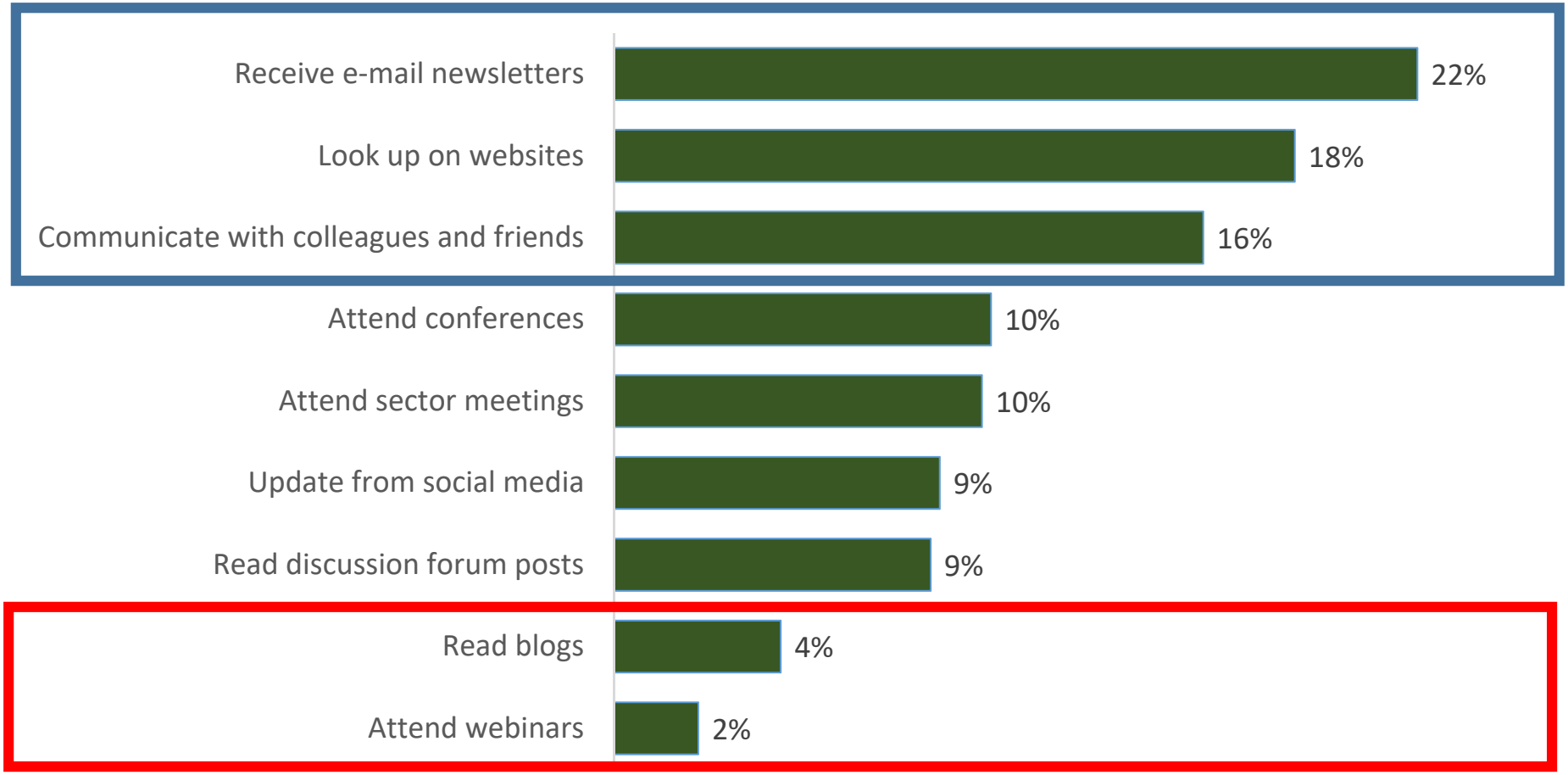
Organizational activity by main region of operation



Organizational activity by region based in



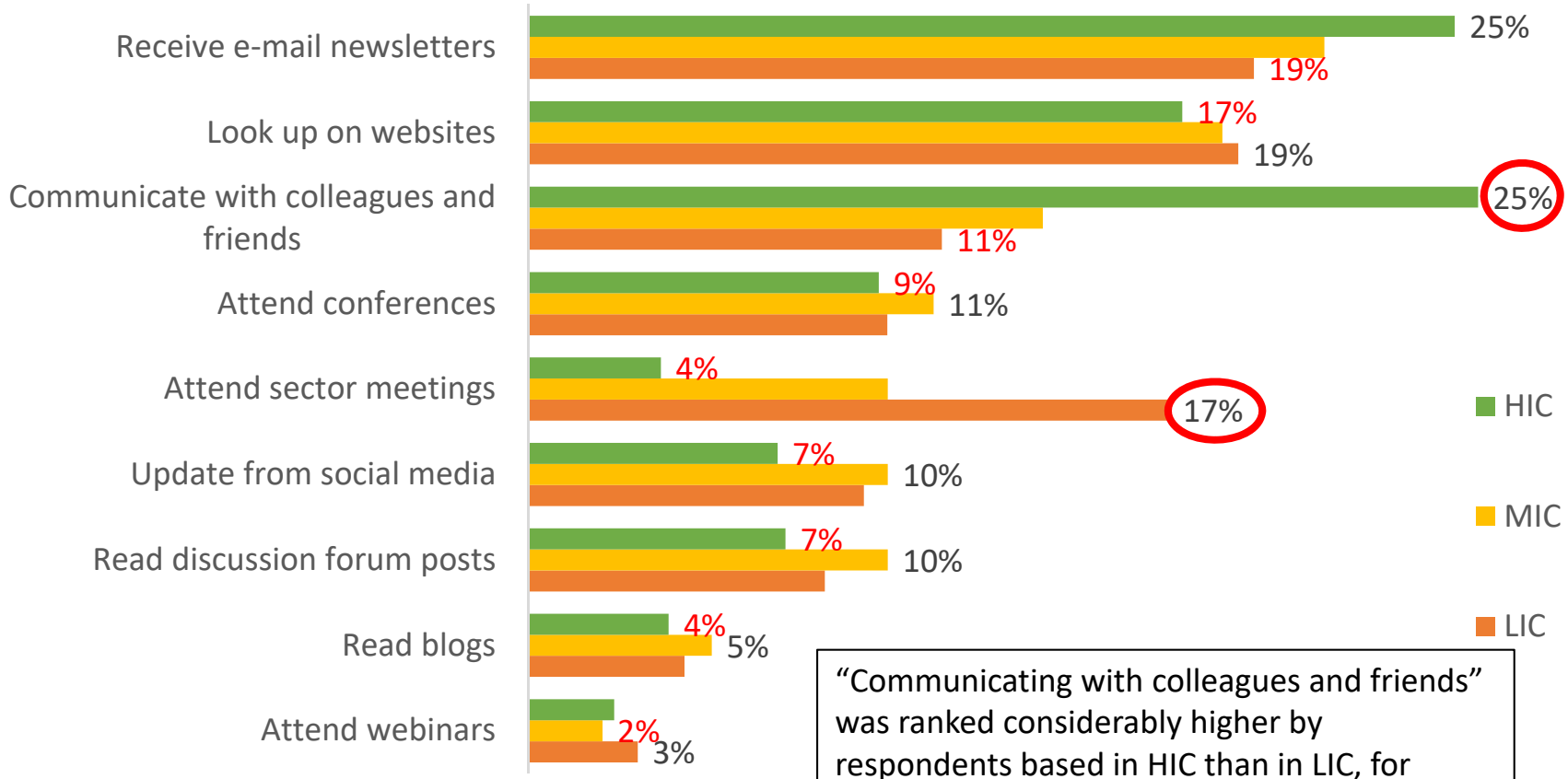
How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice)



Q. How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice)

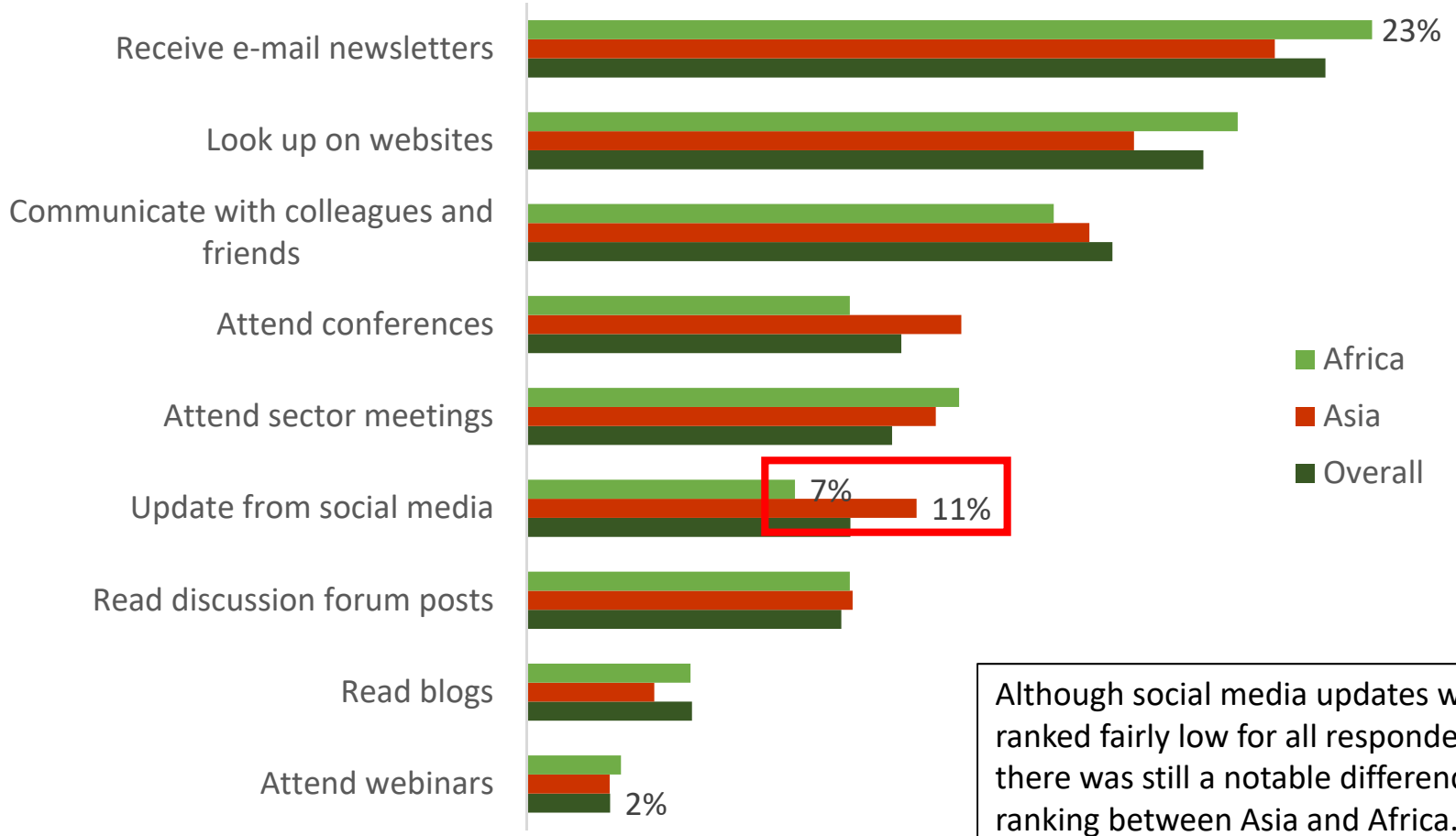
High Income Countries (HIC), Middle Income Countries (MIC), & Low Income Countries (LIC)



"Communicating with colleagues and friends" was ranked considerably higher by respondents based in HIC than in LIC, for whom attending sector meetings was ranked much higher.

Q. How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice) - Region

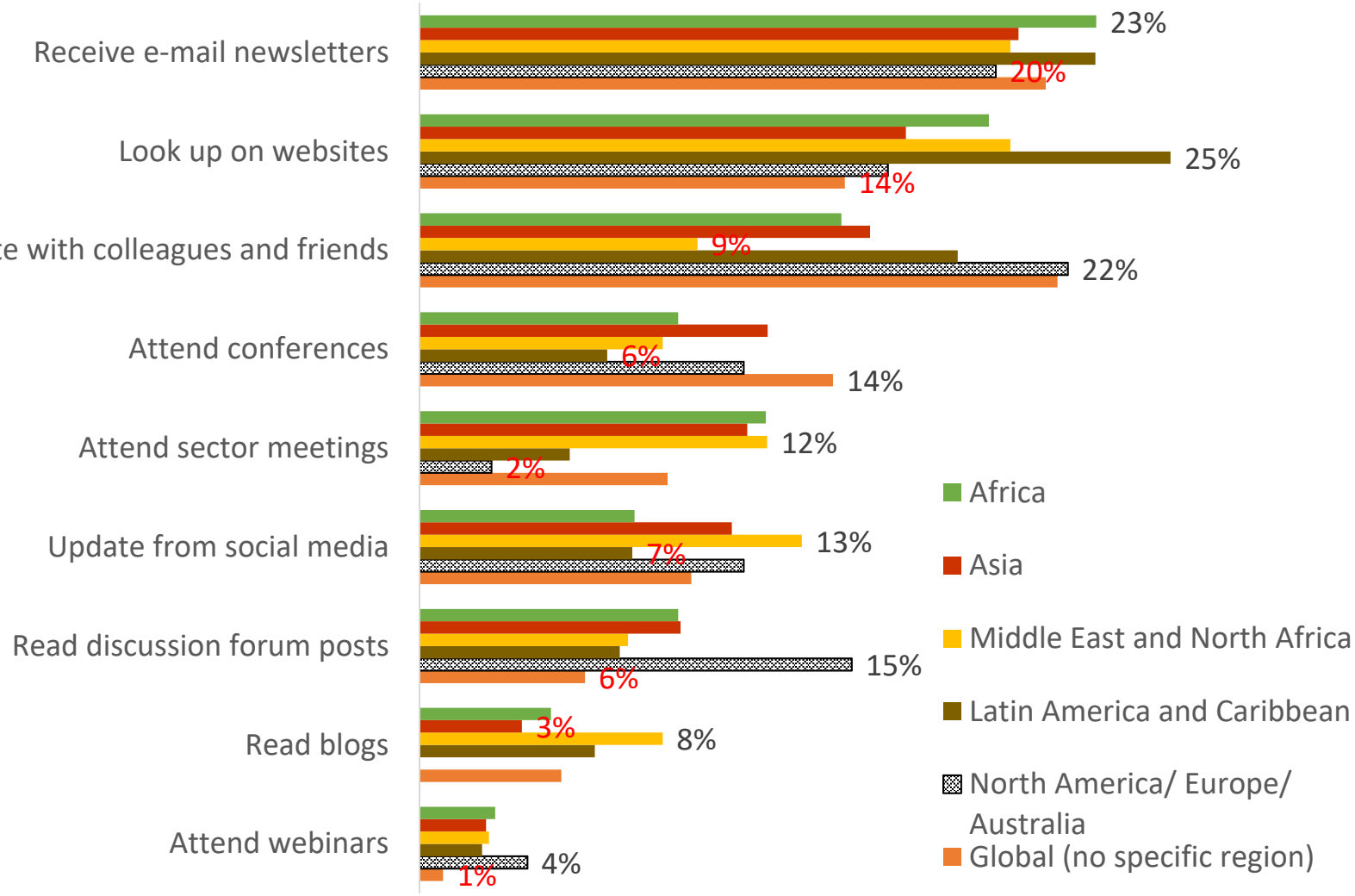


Refer to slide 18 to see proportion of responses from each region

Although social media updates were ranked fairly low for all respondents, there was still a notable difference in ranking between Asia and Africa.

Q. How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

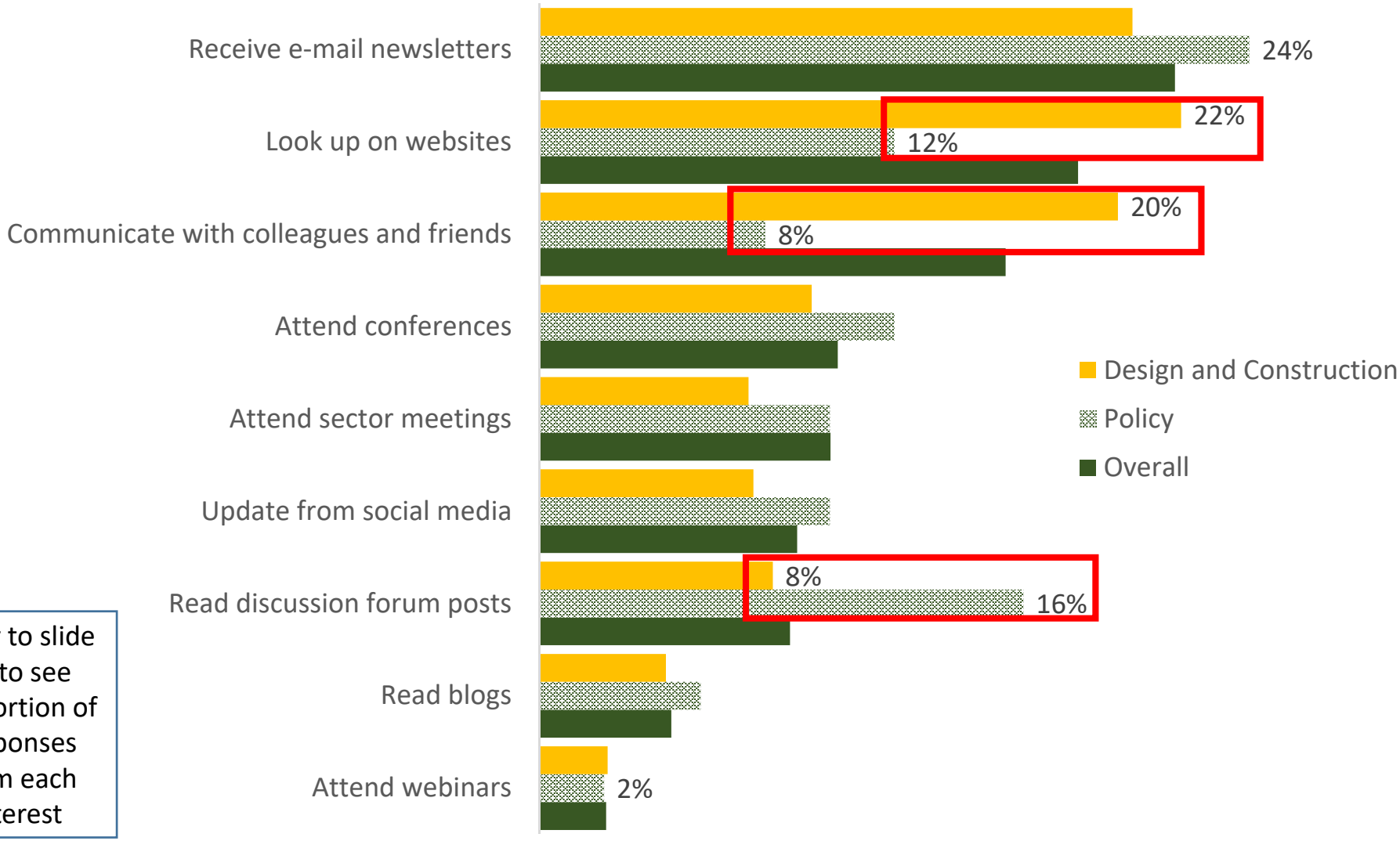
How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice) – All Regions



Refer to slide 18 to see proportion of responses from each region

Q. How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

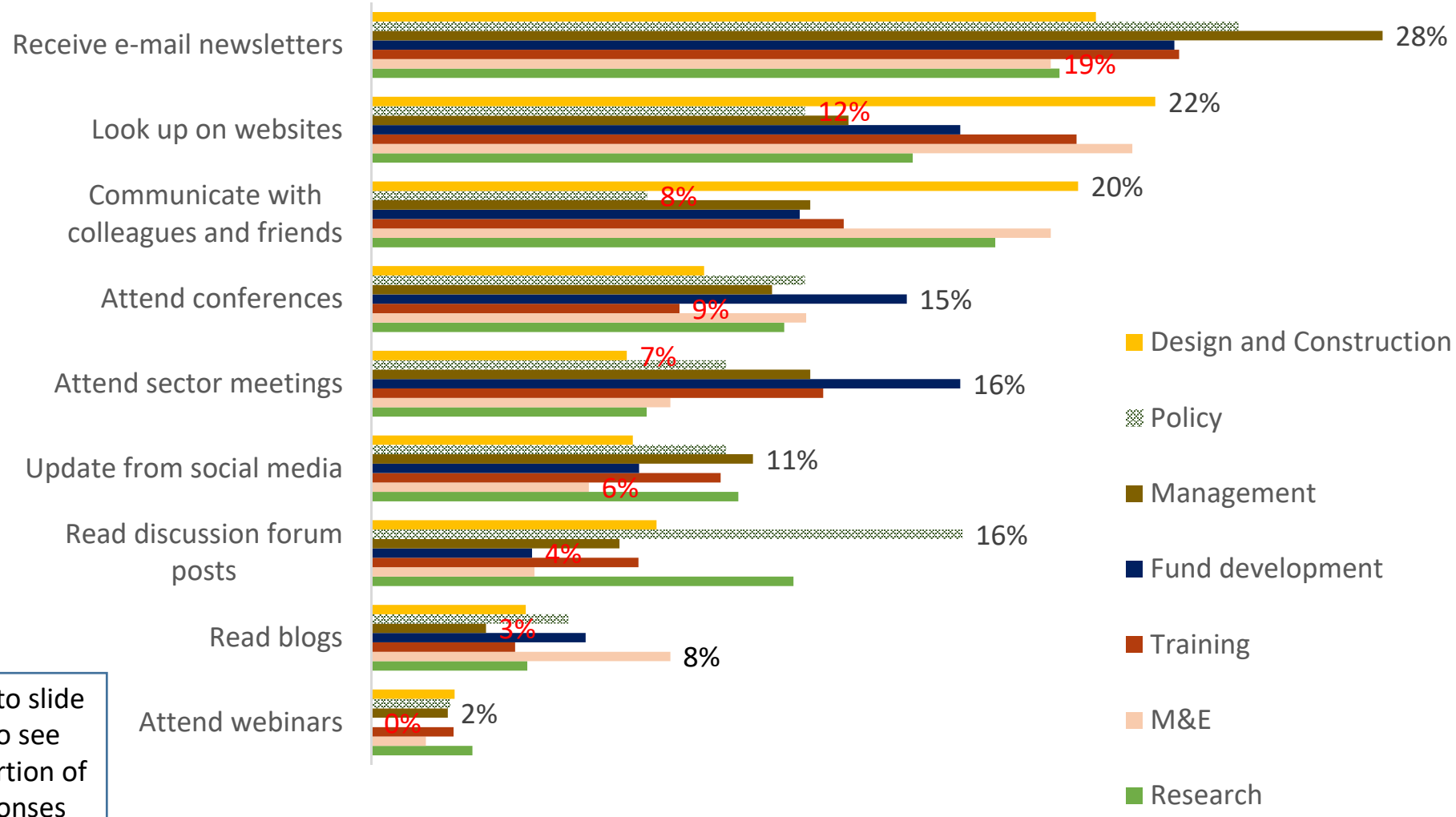
How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice) – By interest



Refer to slide 17 to see proportion of responses from each interest

Q. How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

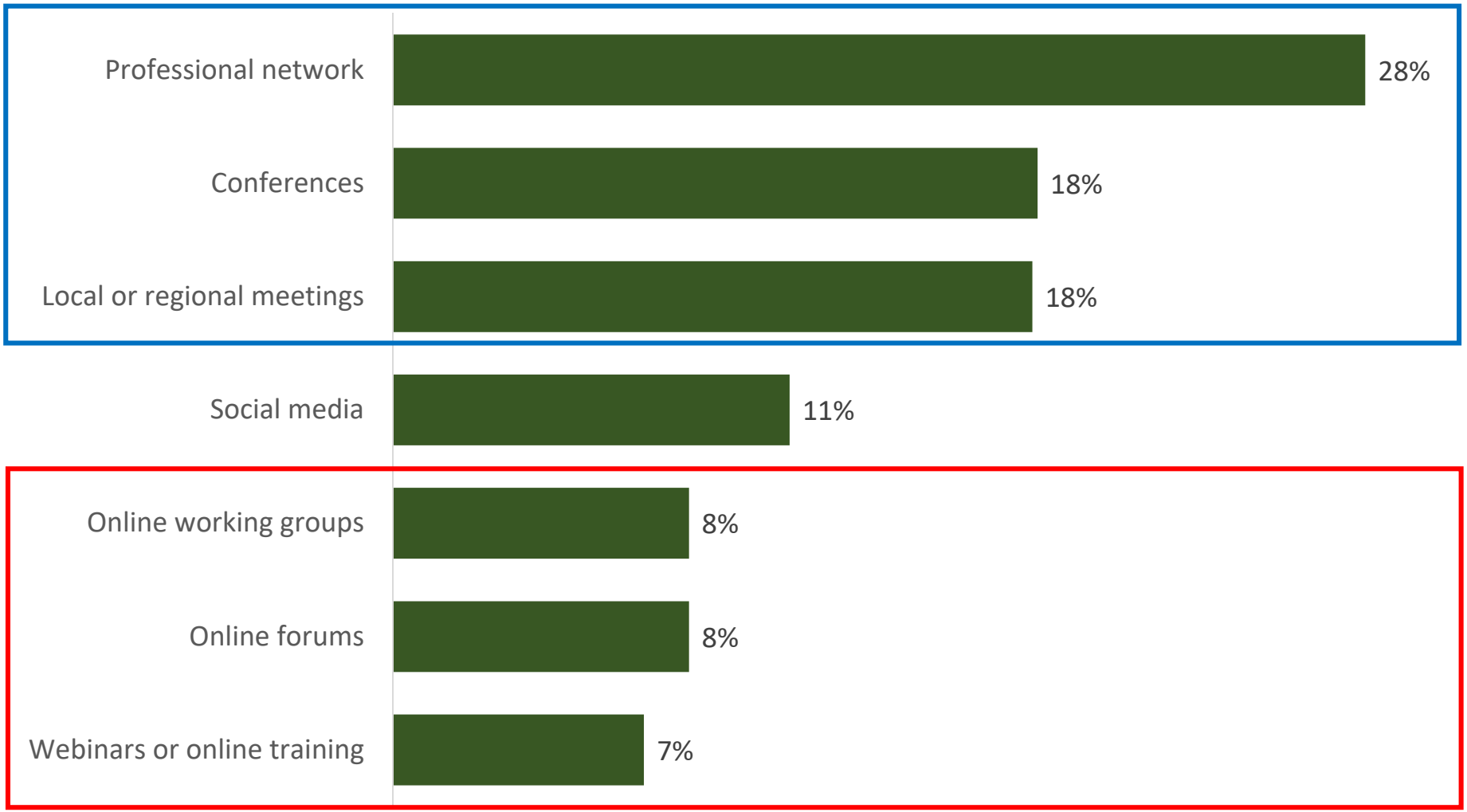
How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice) – All Interests



Refer to slide 17 to see proportion of responses from each interest

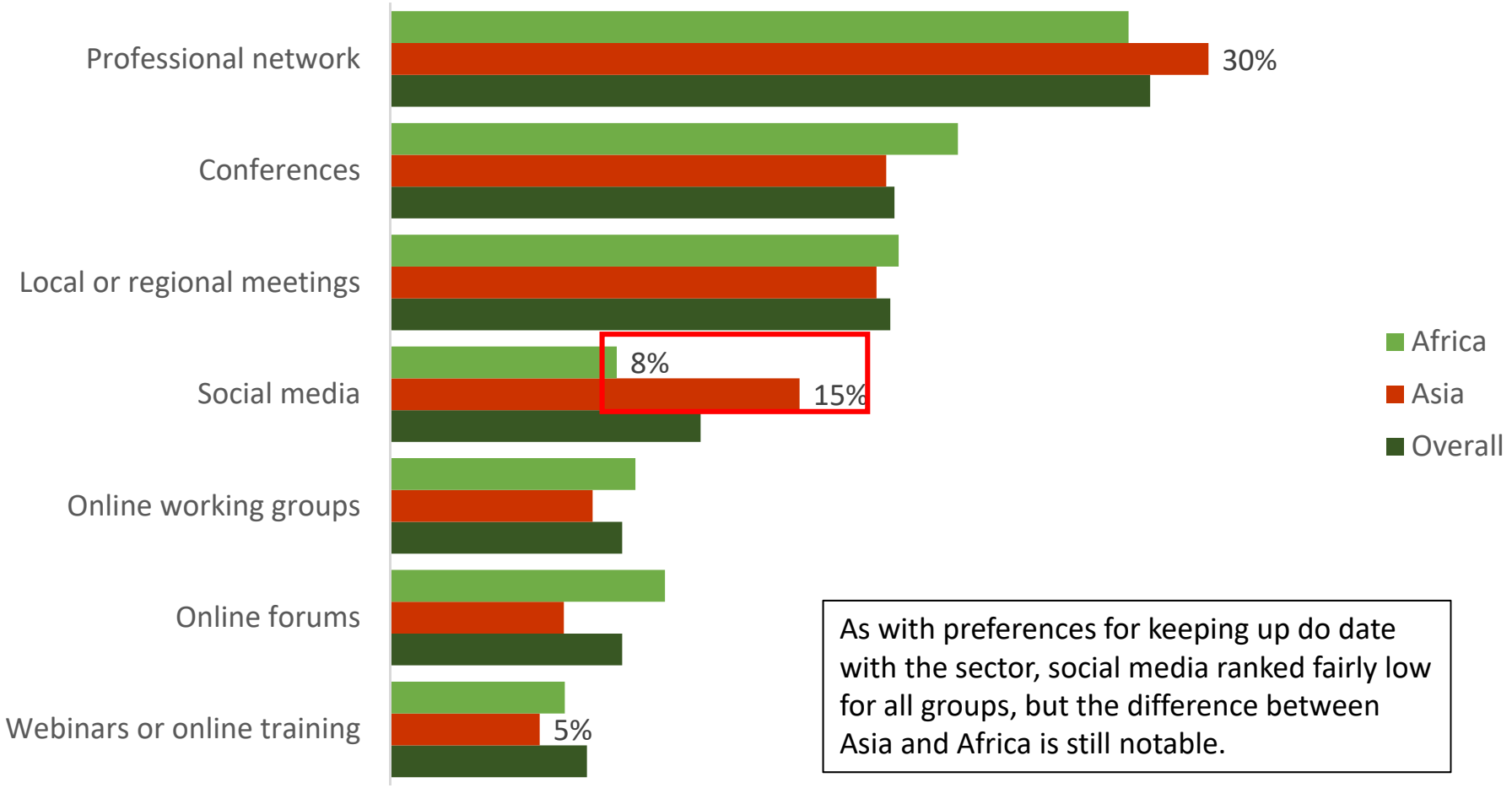
Q. How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

How do you prefer to connect or network with other sanitation professionals? (First Choice)



Q. How do you prefer to connect or network with other sanitation professionals? Please rank the following.

How do you prefer to connect or network with other sanitation professionals? (First Choice) - Region

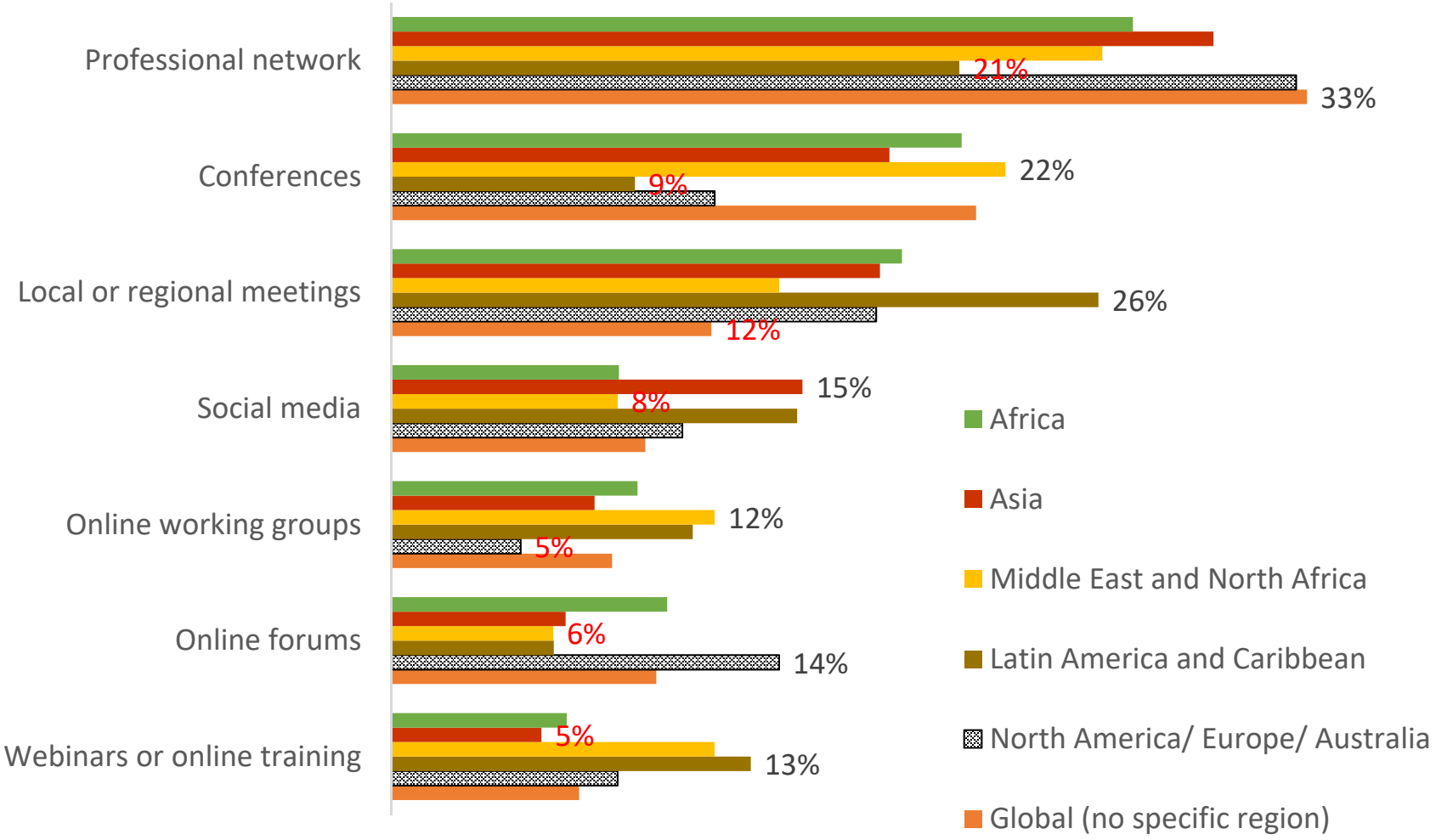


As with preferences for keeping up do date with the sector, social media ranked fairly low for all groups, but the difference between Asia and Africa is still notable.

Refer to slide 18 to see proportion of responses from each region

Q. How do you prefer to connect or network with other sanitation professionals? Please rank the following.

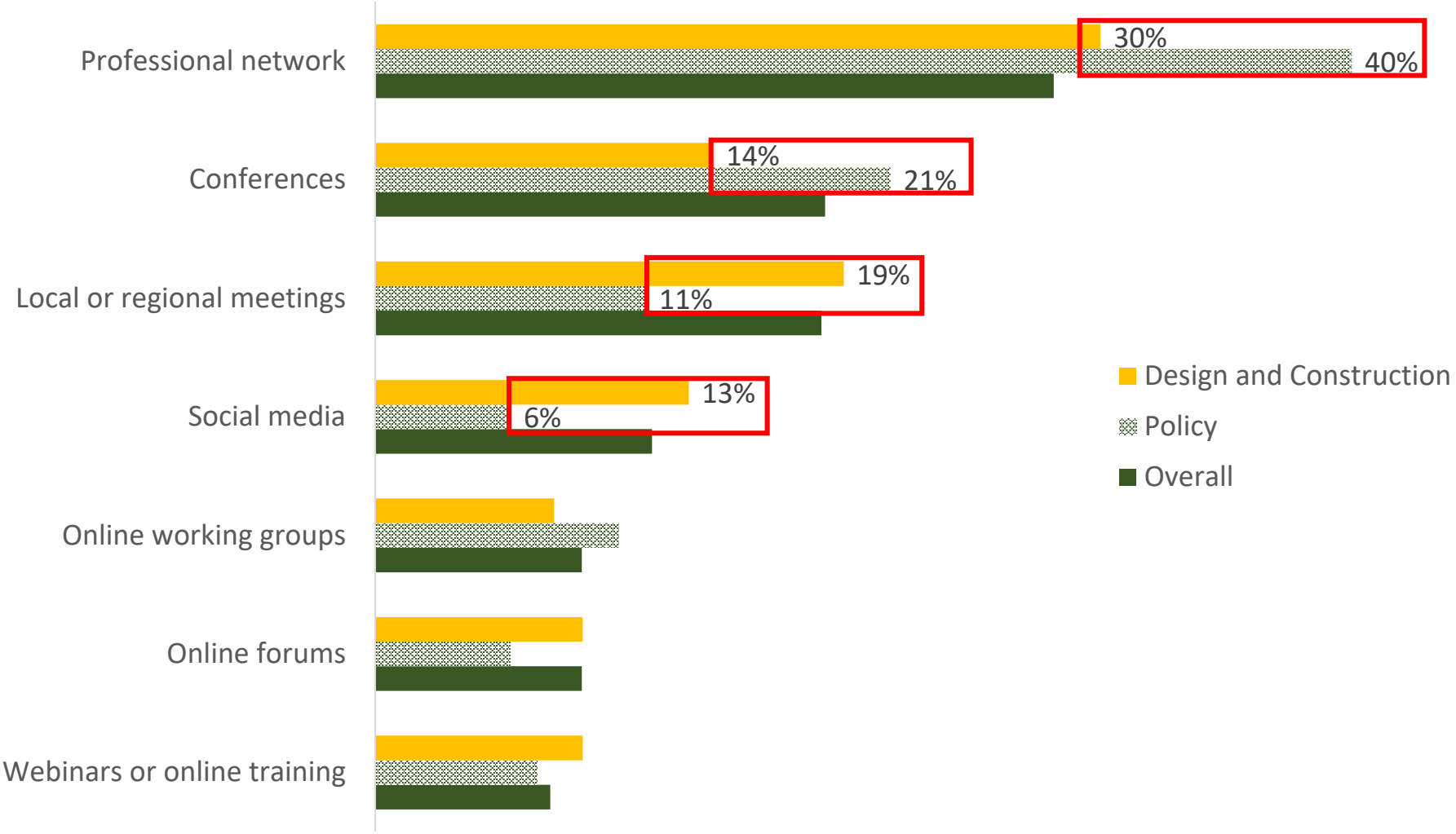
How do you prefer to connect or network with other sanitation professionals? (First Choice) – All Regions



Refer to slide 18 to see proportion of responses from each region

Q. How do you prefer to connect or network with other sanitation professionals? Please rank the following.

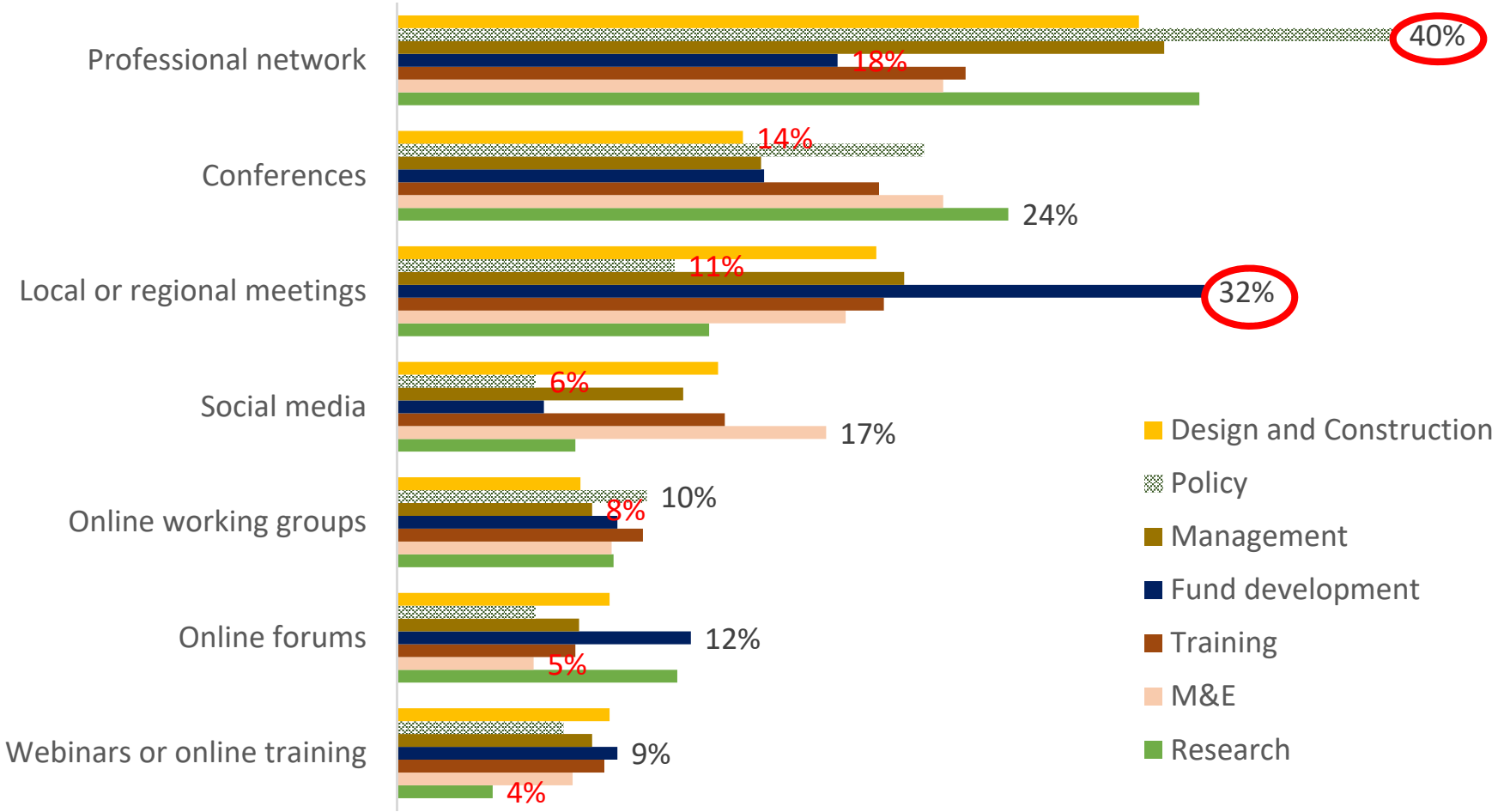
How do you prefer to connect or network with other sanitation professionals? (First Choice) – By interest



Refer to slide 17 to see proportion of responses from each interest

Q. How do you prefer to connect or network with other sanitation professionals? Please rank the following.

How do you prefer to connect or network with other sanitation professionals? (First Choice) – All Interests

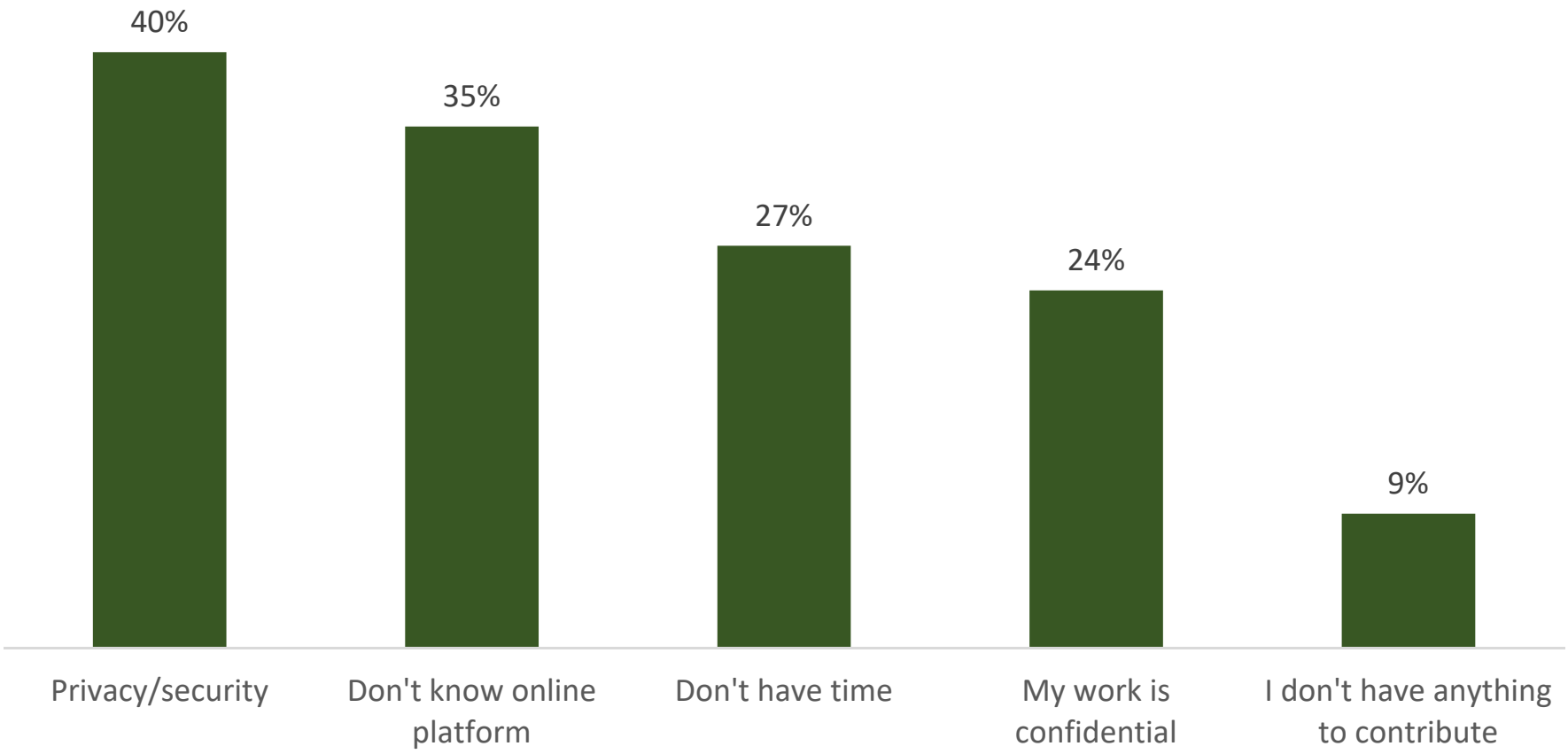


Refer to slide 17 to see proportion of responses from each interest

Q. How do you prefer to connect or network with other sanitation professionals? Please rank the following.

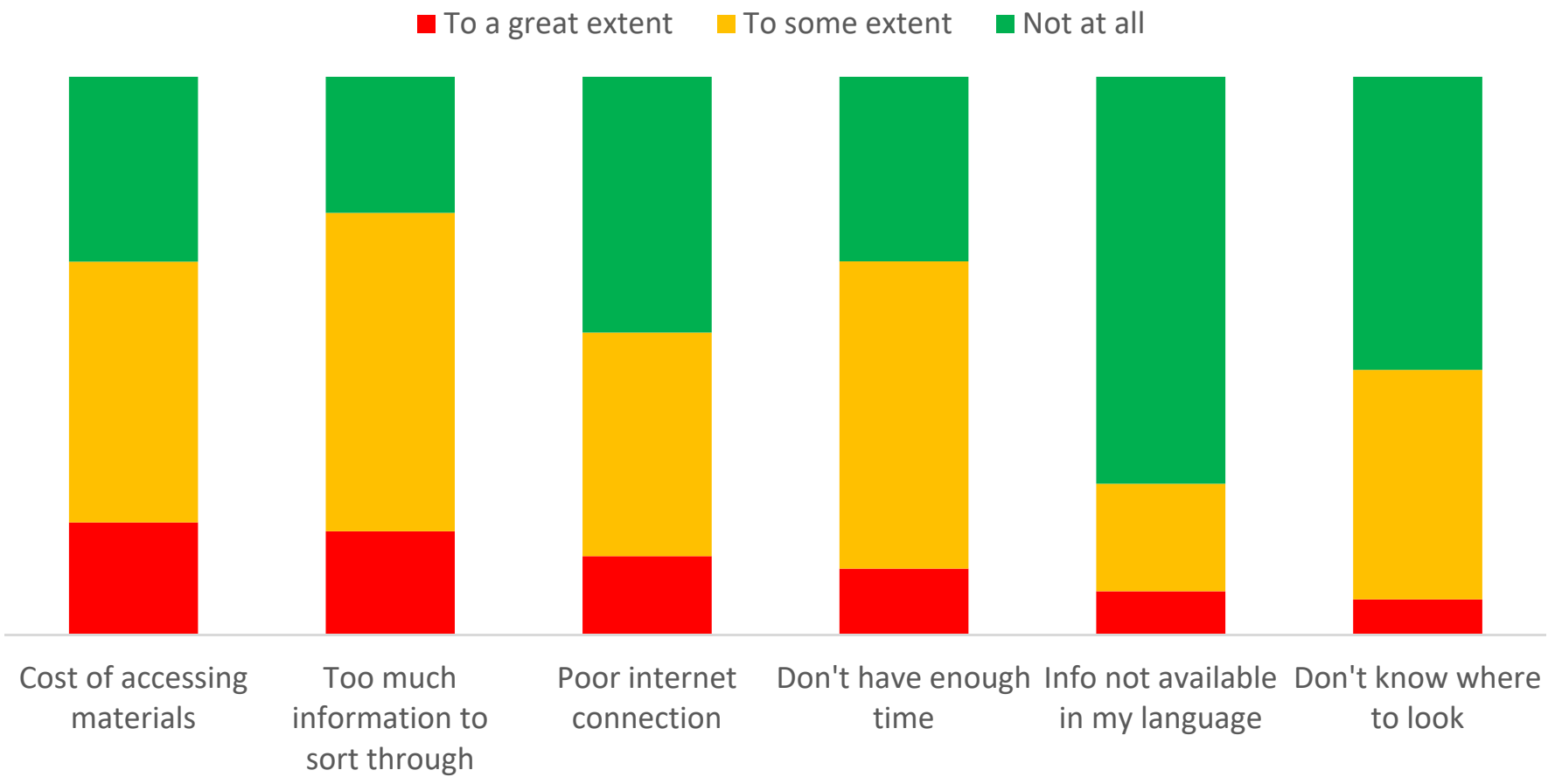
What are your main reasons for not sharing on online platforms?

- 101 Respondents



Q. You indicated that you do not want to share your knowledge online. What are your main reasons for not sharing on online platforms?

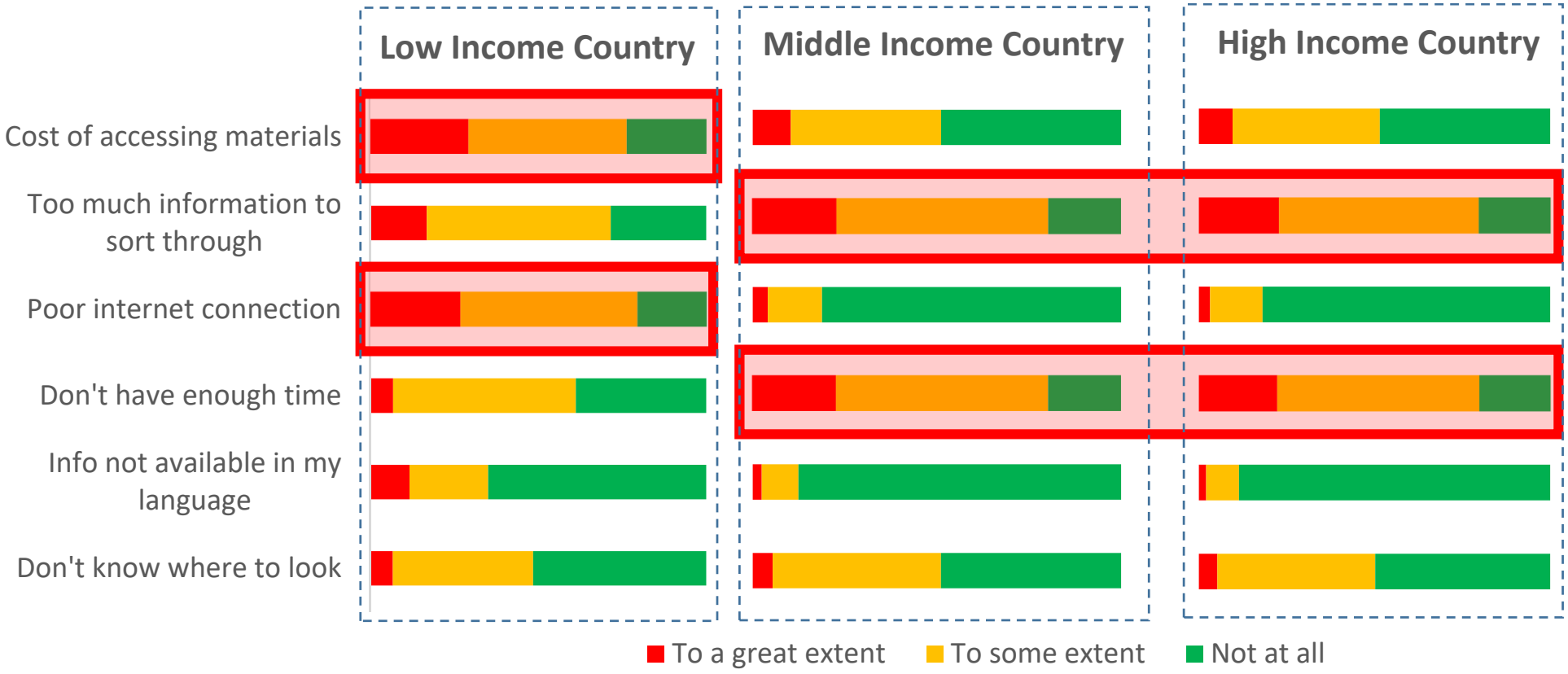
How much do each of the following prevent you from finding the information you need?



Q. How much do each of the following PREVENT you from finding sanitation information that you need?

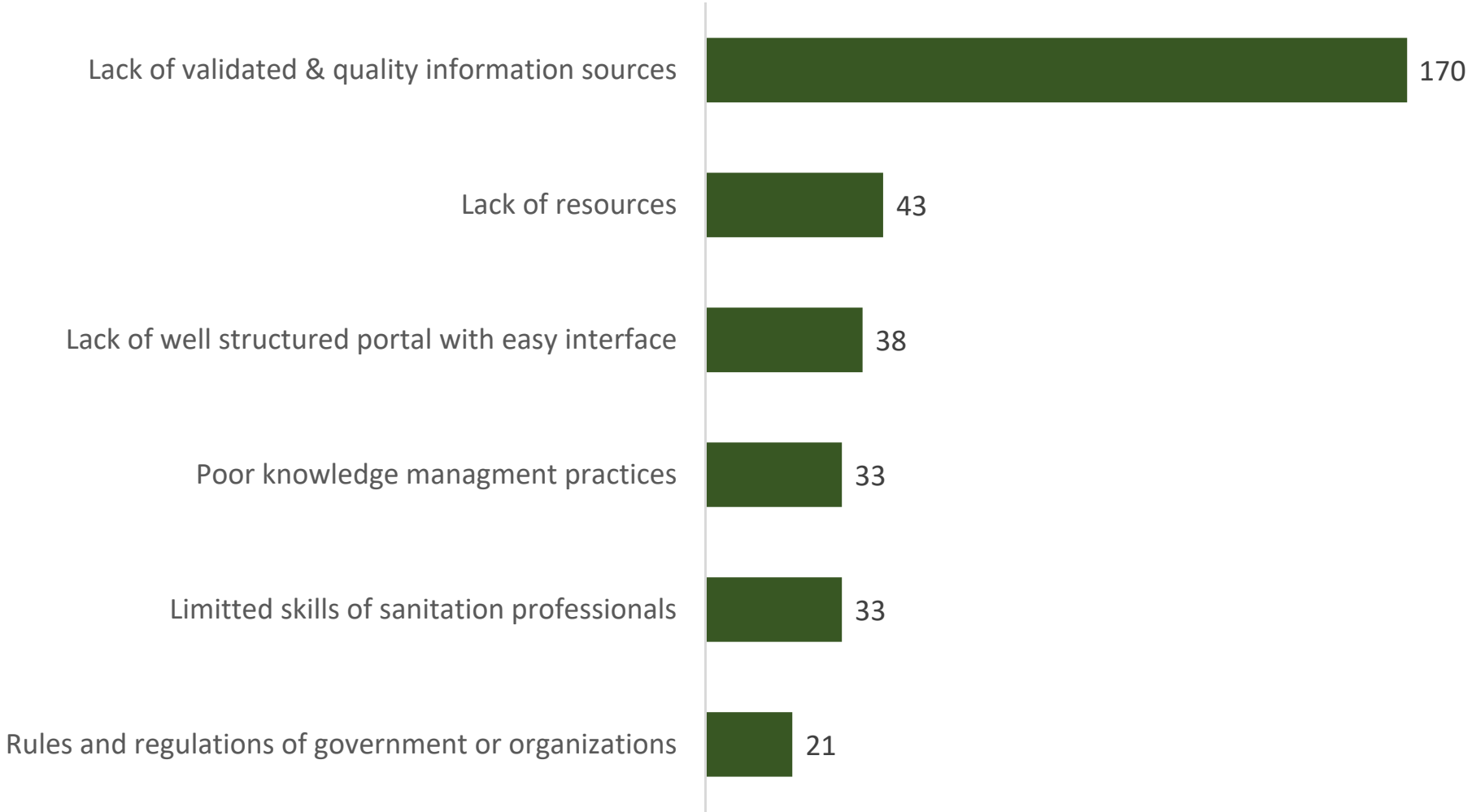
Language result is distorted – only people speaking English, French, or Spanish were able to respond to the survey at all.
Too much information to sort through – indicates a need for knowledge management platforms like SuSanA.

How much do each of the following prevent you from finding the information you need?



Q. How much do each of the following PREVENT you from finding sanitation information that you need?

Other challenges to find sanitation information
(coded open-text responses)



Q. How much do each of the following PREVENT you from finding sanitation information that you need?

Non-member survey results: Engagement with SuSanA

Q. Have you engaged in any of the following activities through SuSanA? Please check all that apply.

Comment on age (graphs not presented)

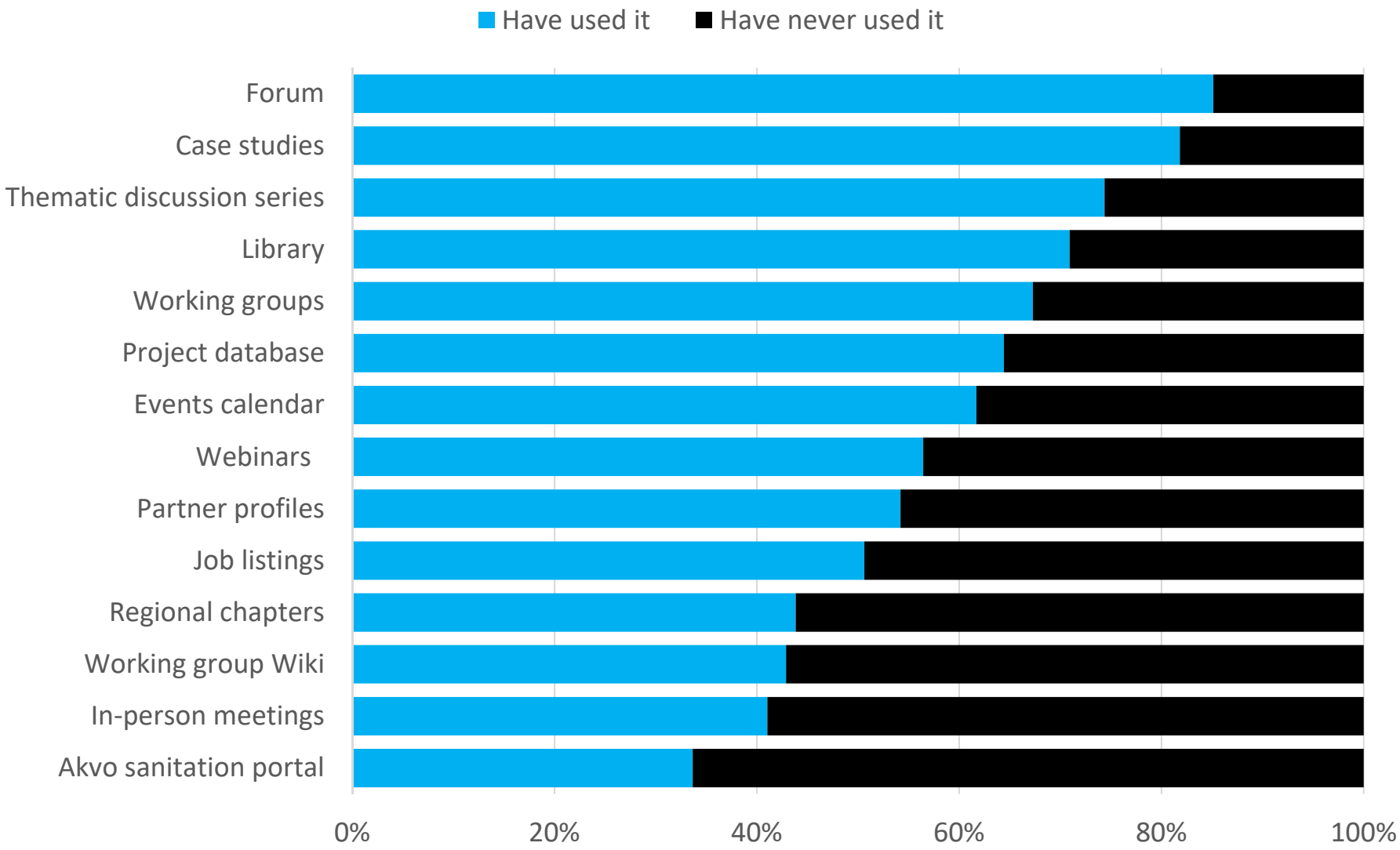
Age did not play a large role in most responses, with a few exceptions.

- Which of the following social media do you use to stay up-to-date with the sanitation sector? (check all that apply) Answer: Facebook
    - < 25 years old: 78%, declined by age category to 47% for > 65 years old
- When sharing information online, what is your preferred format? Answer: “Write a post or share a link on social media”
    - <25 years old: 55%, declining by age category to 28% for > 65 years old

SuSanA Use and Usefulness

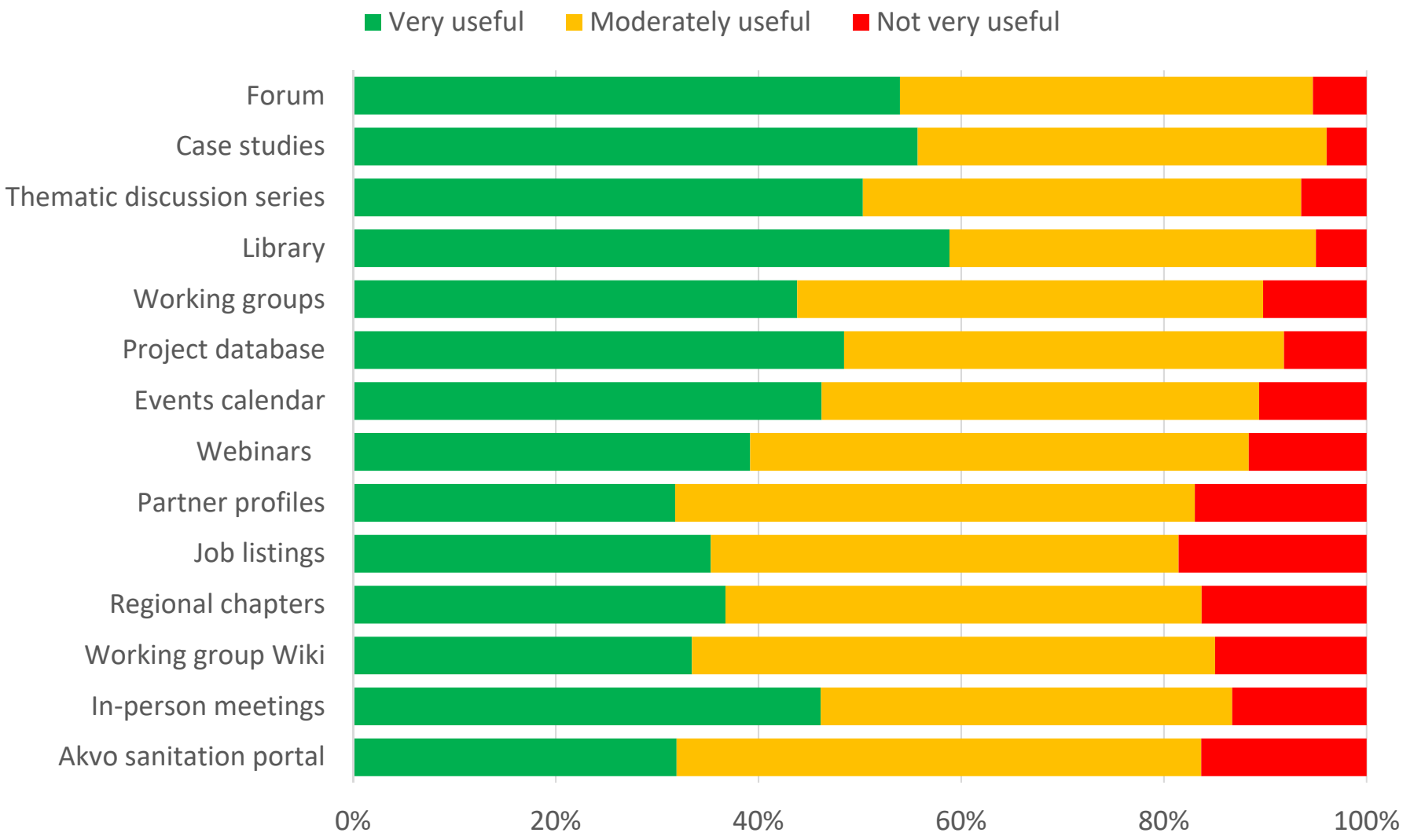
Part 2 of online survey, responses from SuSanA members only

How useful have you found the following SuSanA services? – Have not versus have used it



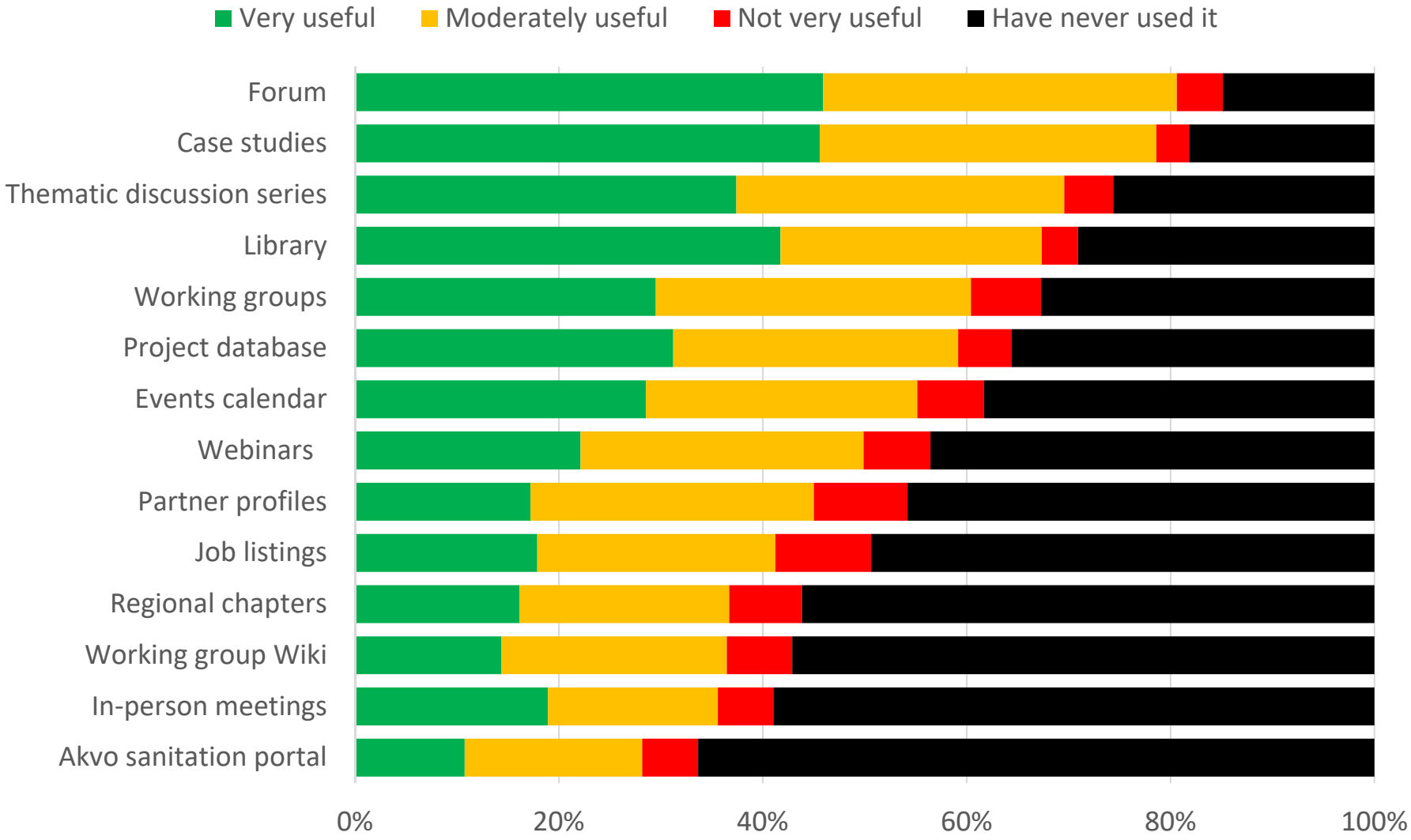
Q. How useful have you found the following SuSanA services?

How useful have you found the following SuSanA services? – Only subset who have used



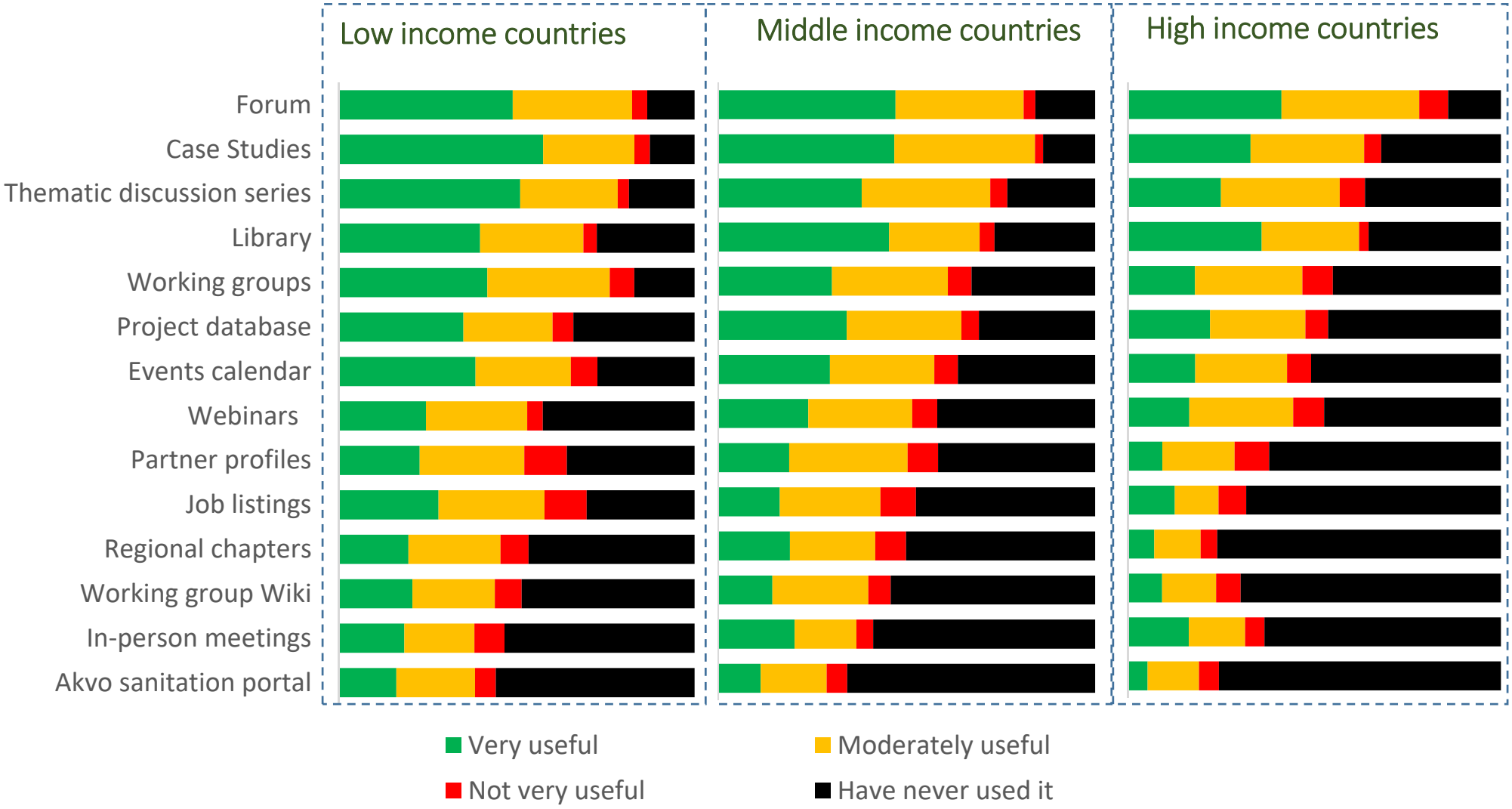
Q. How useful have you found the following SuSanA services?

How useful have you found the following SuSanA services? - Combined



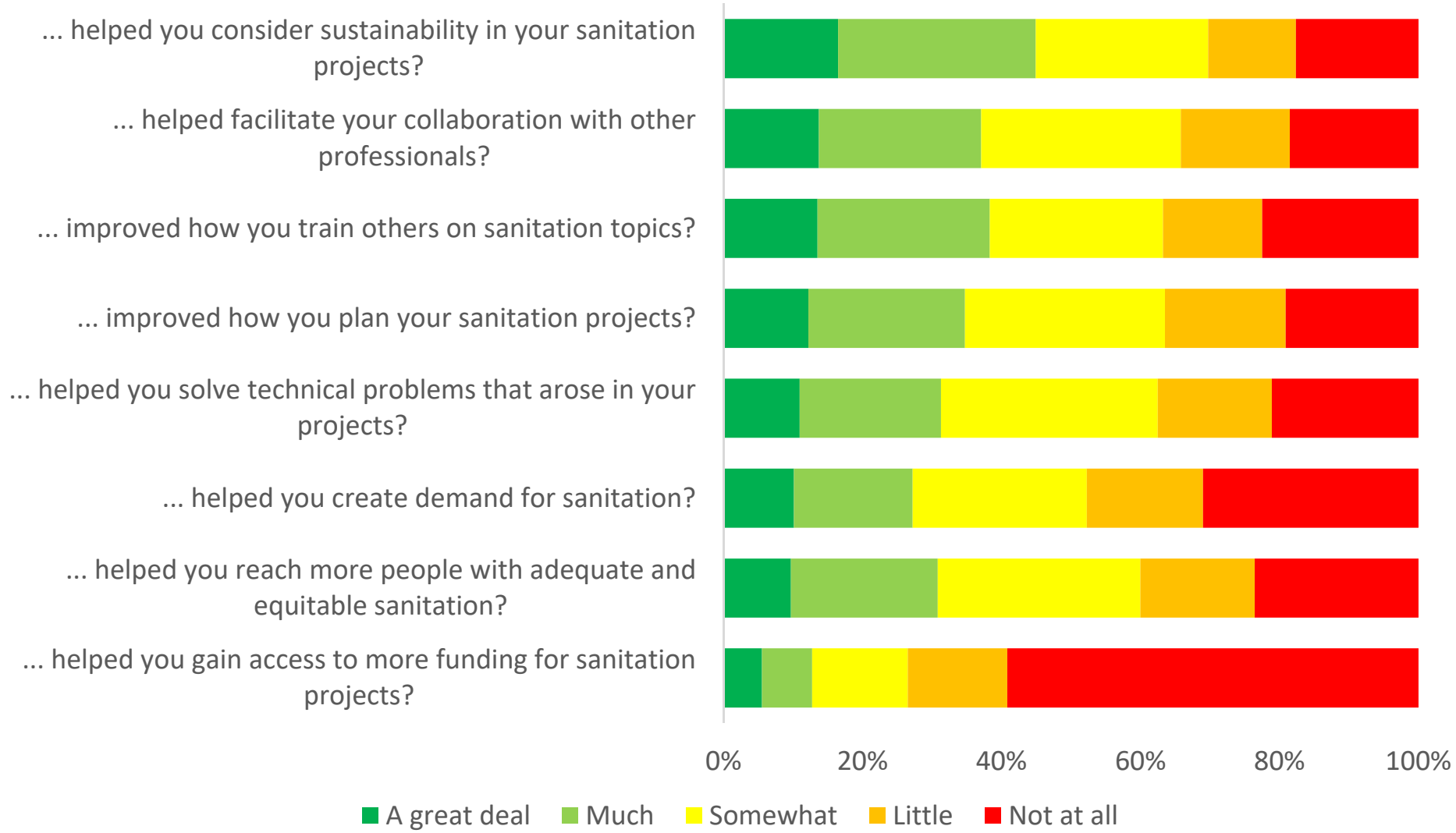
Q.How useful have you found the following SuSanA services?

How useful have you found the following SuSanA services?



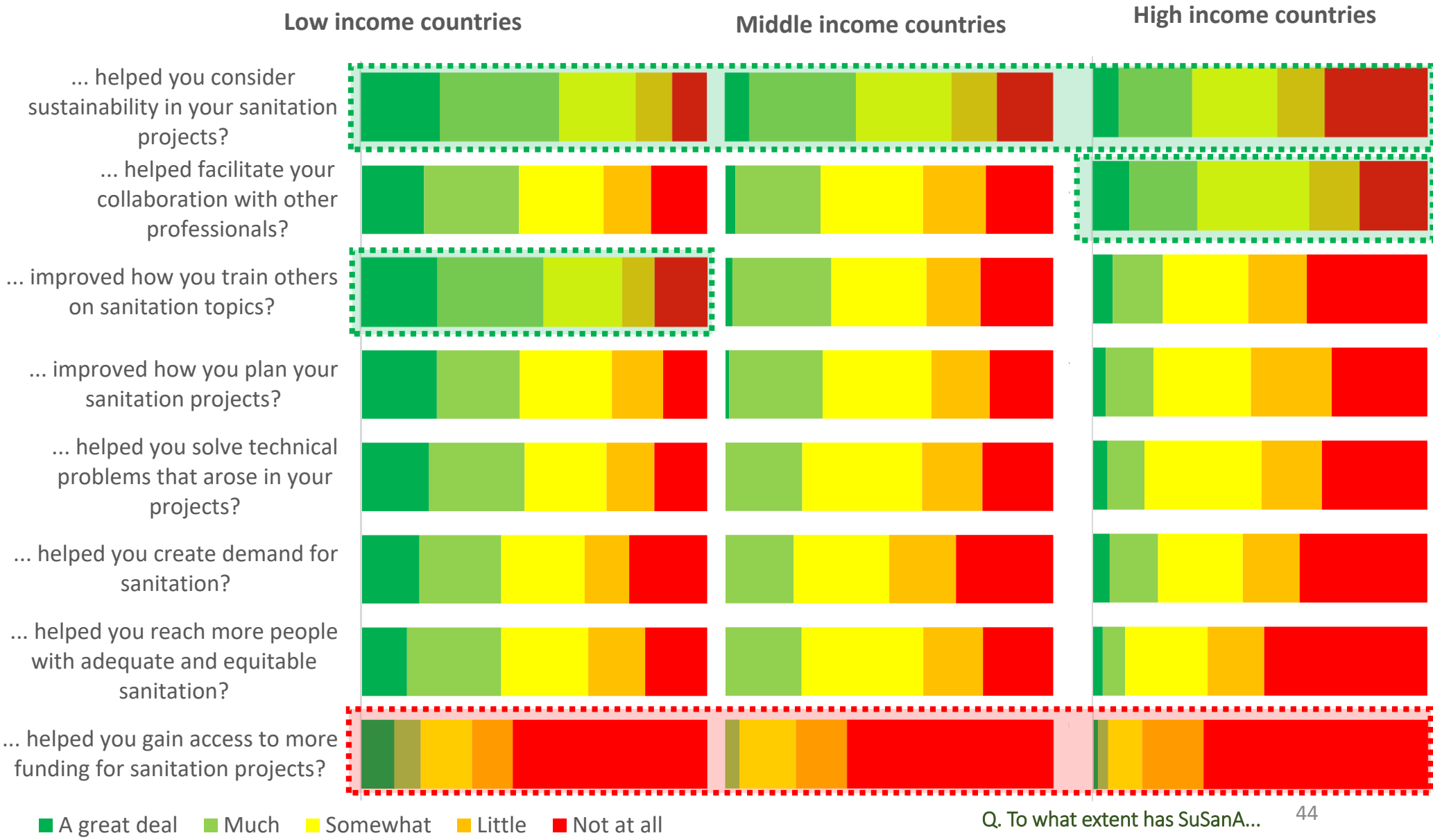
Q. How useful have you found the following SuSanA services?

To what extent has SuSanA...



Q. To what extent has SuSanA...

To what extent has SuSanA...



Q. To what extent has SuSanA...

How do you think SuSanA could be improved? (Coded open text responses)

Q. How do you think SuSanA could be improved?

Personas

Methodology Note: Ranking analysis

Many of the questions analyzed in the following slides were based on ranking data.

The analysis for ranking data was based on number of points, where an option received a number of points inversely related to its ranking. For example, if a question had 8 options for the respondent to rank, their first choice would receive 8 points, the second choice 7 points, the third choice 6 points, etc… Options which were not ranked and were left blank received no points.

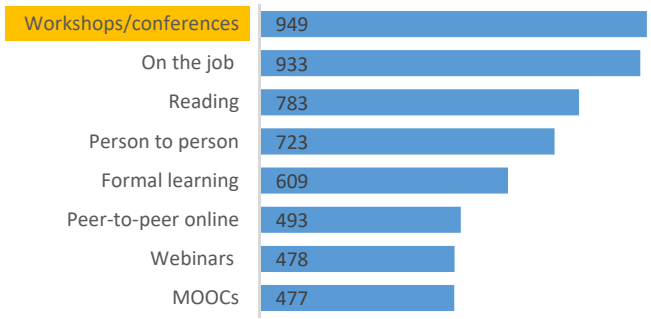
Government (n=215)

Definition

"Government" in this role sheet refers to people who responded to the question "Which best describes your current work sector?" with "Other public sector" including national, regional, or local levels. It does not include public sector employees who responded "Utility" or "University".

Learning Processes

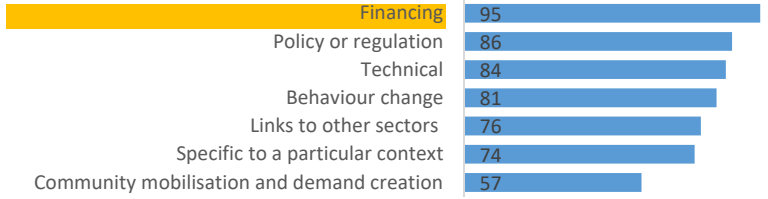
Rank the methods for how you prefer to learn about sanitation.



Information Management

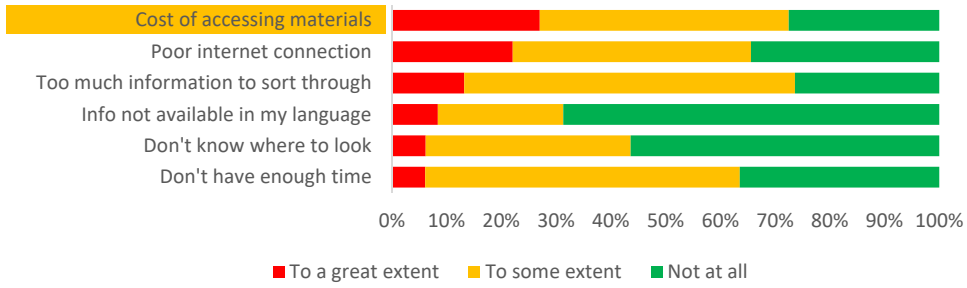
What is important to you when you are looking for sanitation information on a website? Please rank the following.

On which topics have you had difficulties finding sanitation information?



If you are searching for information about sanitation topics, where do you tend to go?

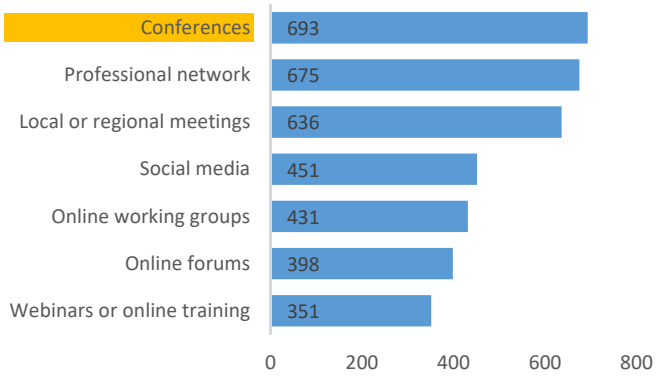
How much do each of the following PREVENT you from finding sanitation information that you need?



Government

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

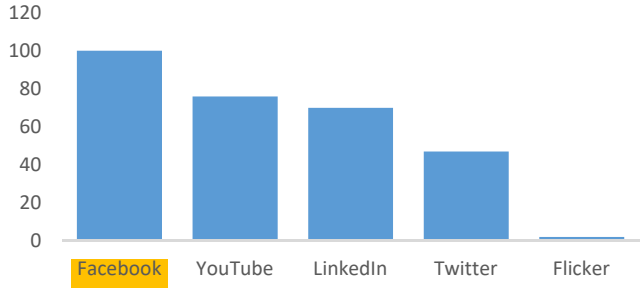


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

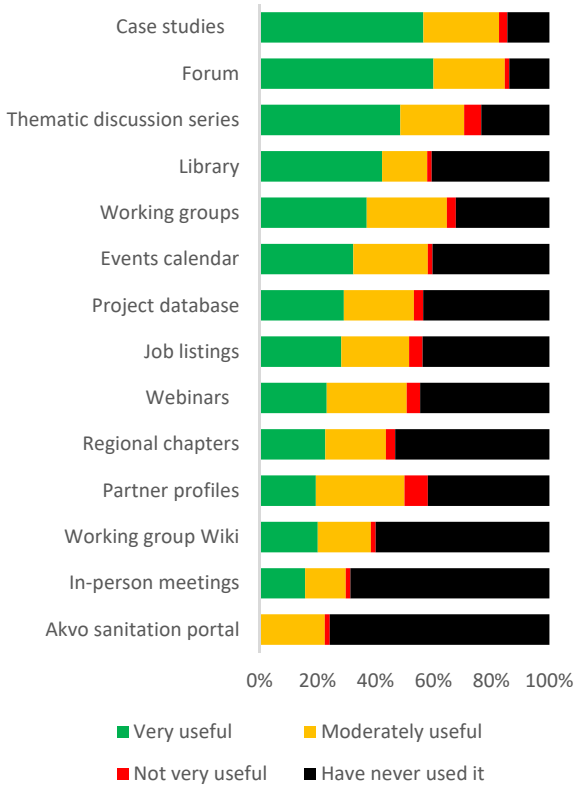
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



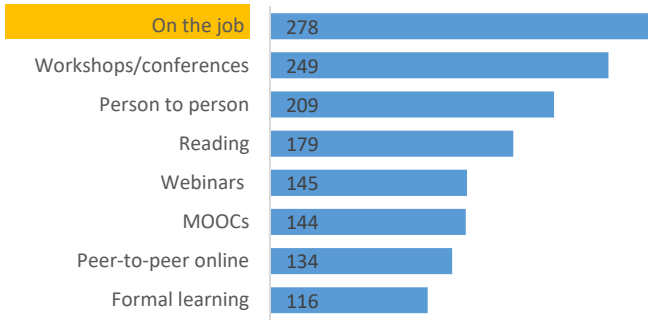
Donor (n=52)

Definition

"Donor" in this role sheet refer to people who responded to the question "Which best describes what your organization does in the field of sanitation?" with "Financing".

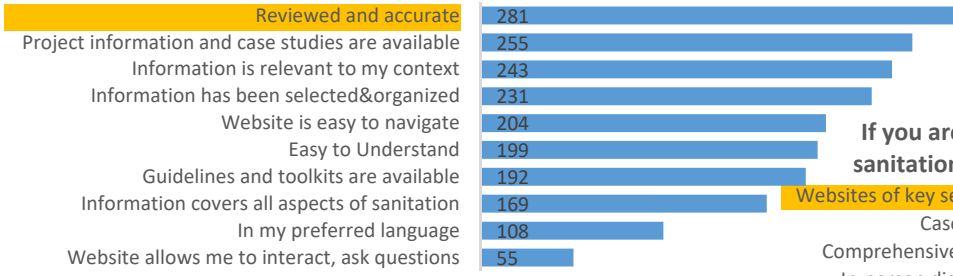
Learning Processes

Rank the methods for how you prefer to learn about sanitation.



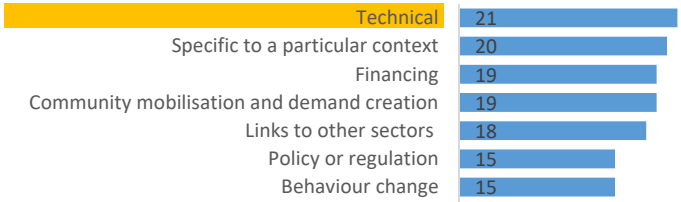
Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

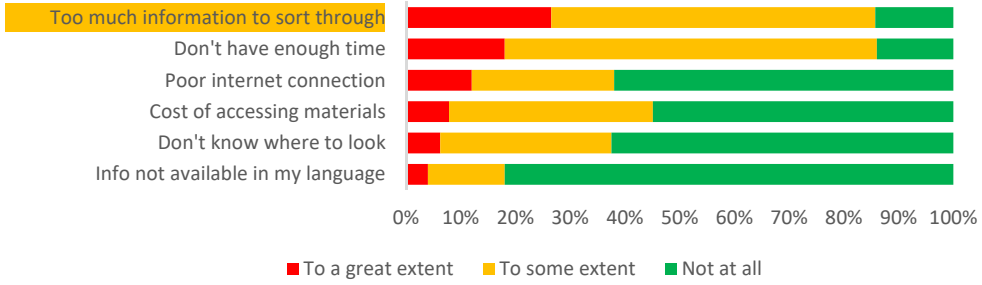


If you are searching for information about sanitation topics, where do you tend to go?

On which topics have you had difficulties finding sanitation information?



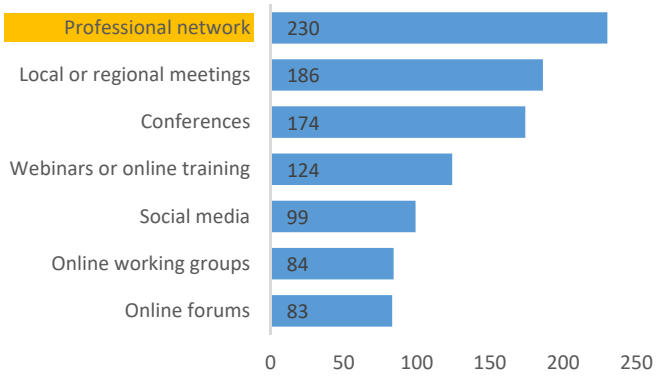
How much do each of the following PREVENT you from finding sanitation information that you need?



Donor

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

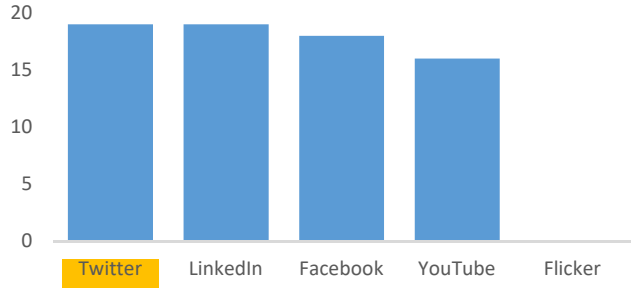


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

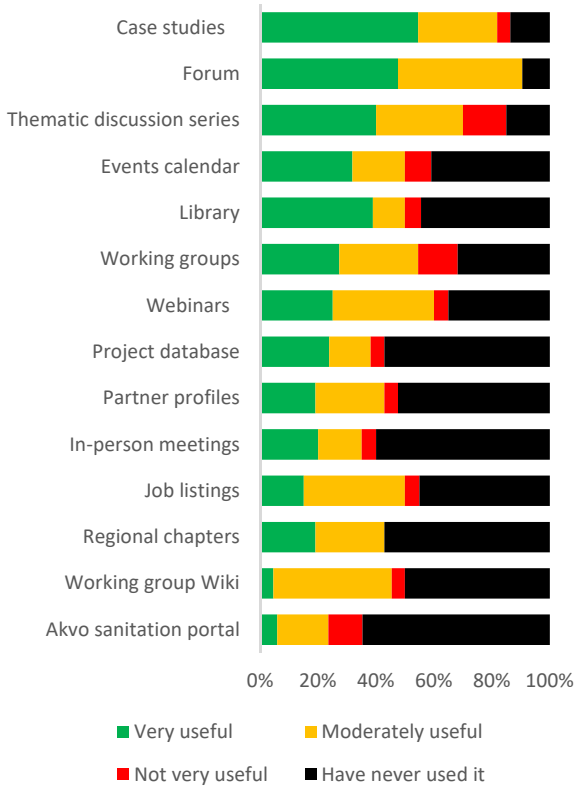
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



Implementing INGO (n=519)

Definition

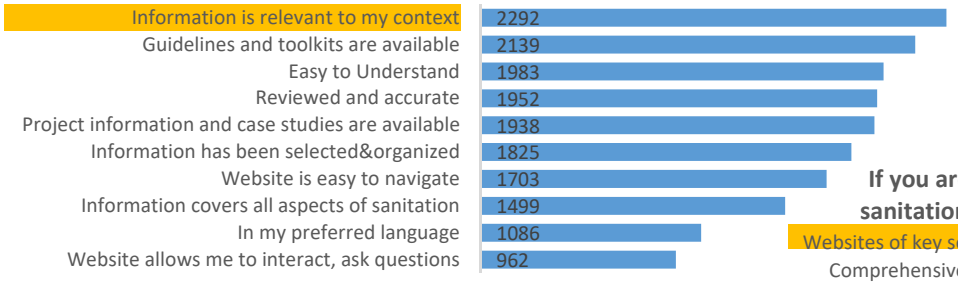
"Implementing INGO" in this role sheet refers to people who responded to the question "Which best describes your current work sector?" with "International not-for-profit" AND to "Which best describes what your organization does in the field of sanitation?" with "Design and construction of sanitation facilities", "Operation and maintenance of sanitation facilities", "Coordination", "Creating awareness", "Training", "Manufacturing", "Healthcare" or "Other". It excludes those who responded "Advocacy", "Financing", "Policy", or "Research".

Learning Processes

Rank the methods for how you prefer to learn about sanitation.

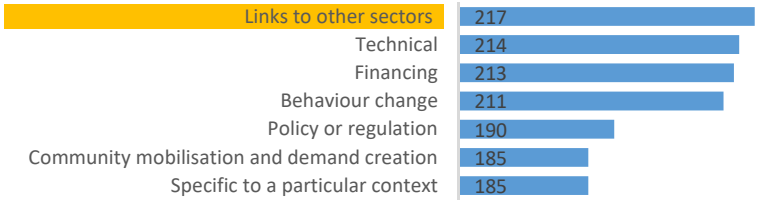
Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

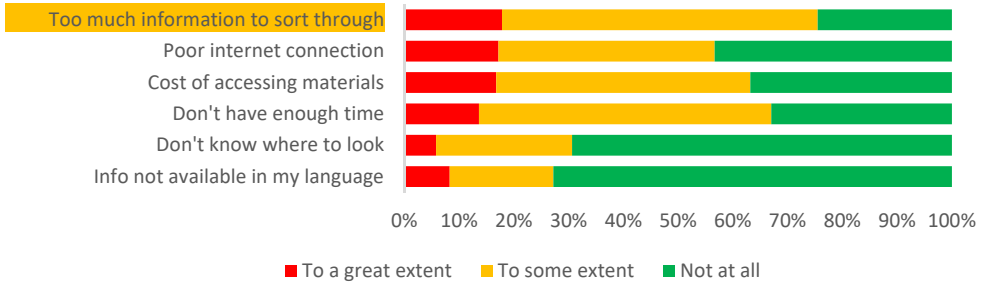


If you are searching for information about sanitation topics, where do you tend to go?

On which topics have you had difficulties finding sanitation information?



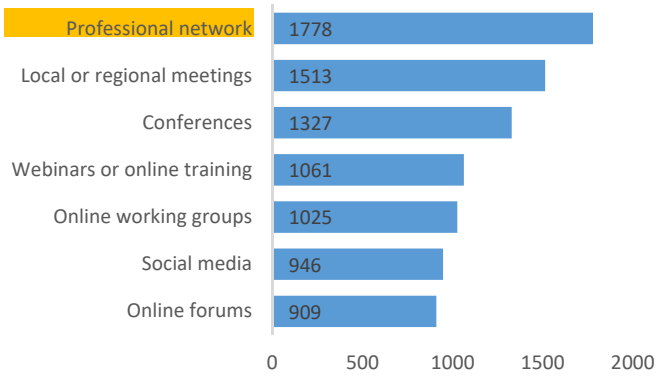
How much do each of the following PREVENT you from finding sanitation information that you need?



Implementing INGO

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

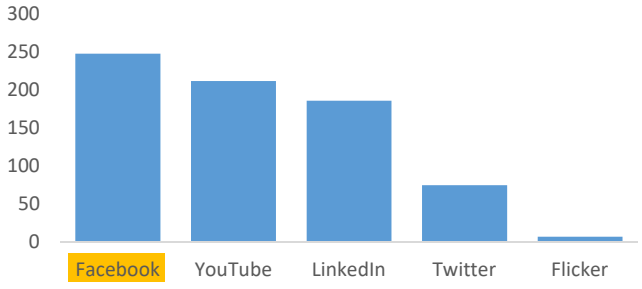


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

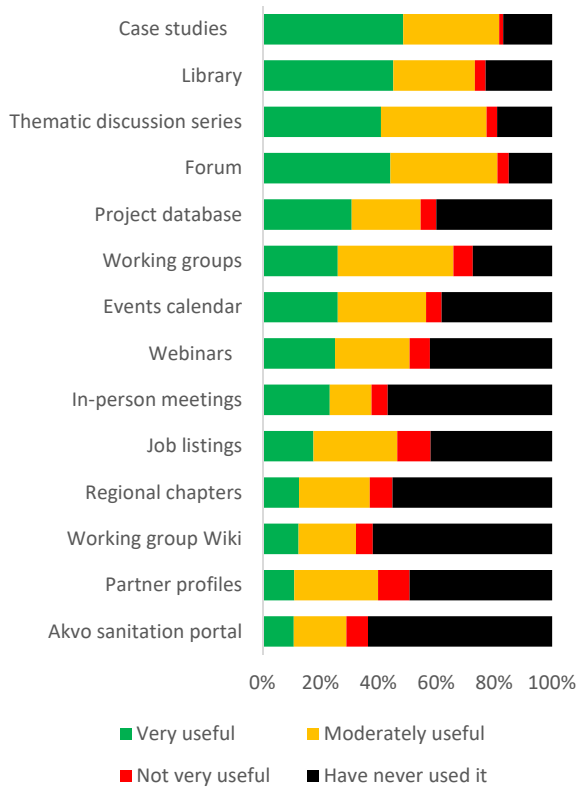
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



Consultant (n=296)

Definition

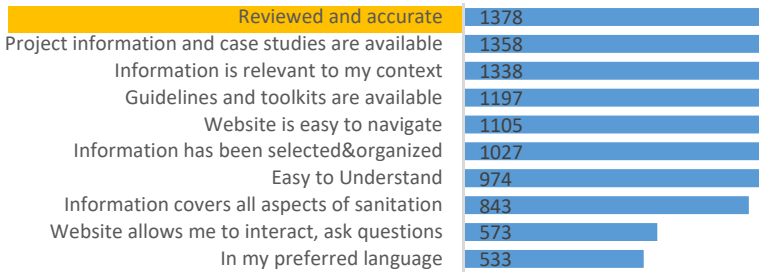
"Consultant" in this role sheet refers to people who responded to the question "Which best describes your current work sector?" with "Independent consultant".

Learning Processes

Rank the methods for how you prefer to learn about sanitation.

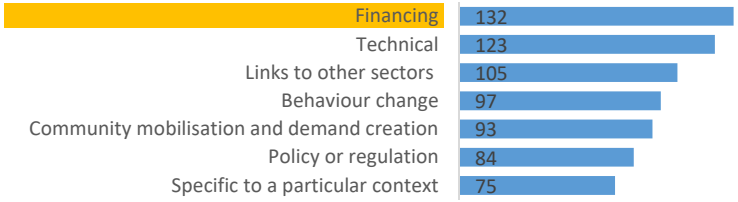
Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

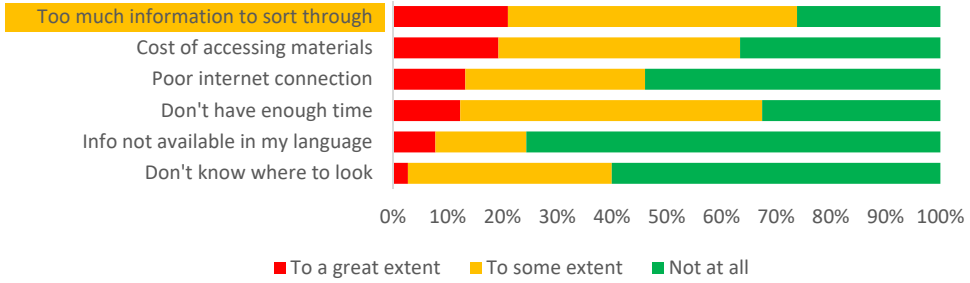


If you are searching for information about sanitation topics, where do you tend to go?

On which topics have you had difficulties finding sanitation information?



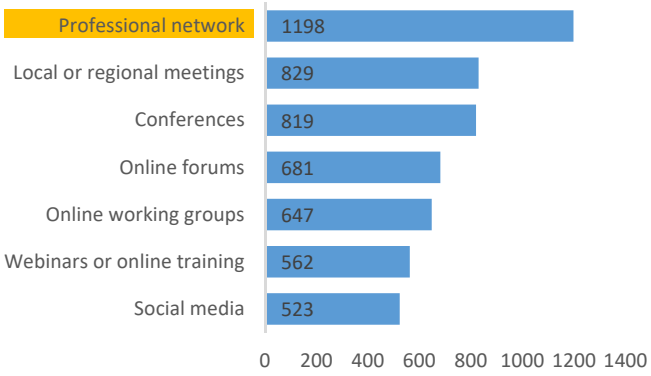
How much do each of the following PREVENT you from finding sanitation information that you need?



Consultant

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

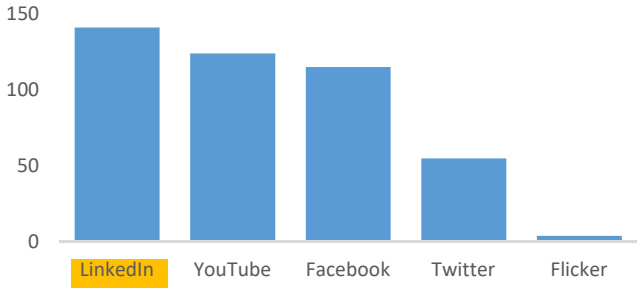


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

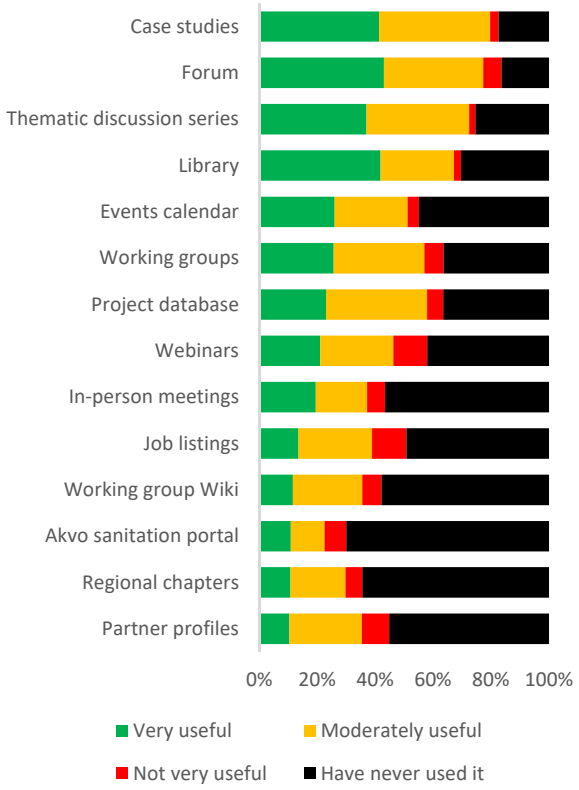
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



National NGO (n=363)

Definition

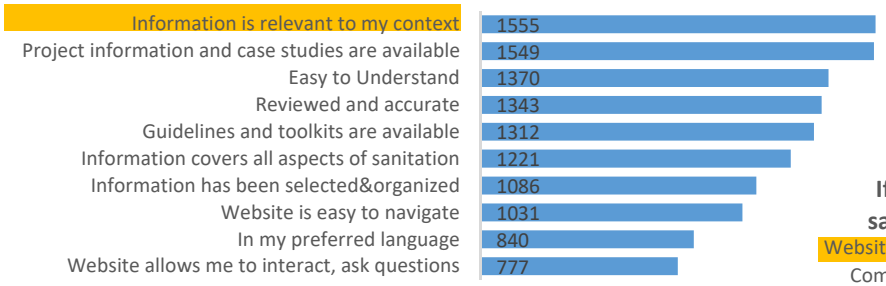
"National NGO" in this role sheet refer to people who responded to the question "Which best describes your current work sector?" with "National NGO".

Learning Processes

Rank the methods for how you prefer to learn about sanitation.

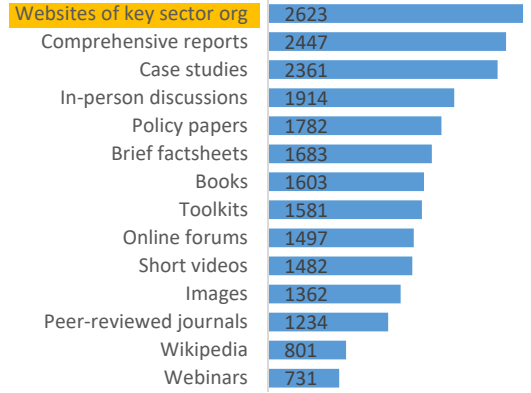
Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

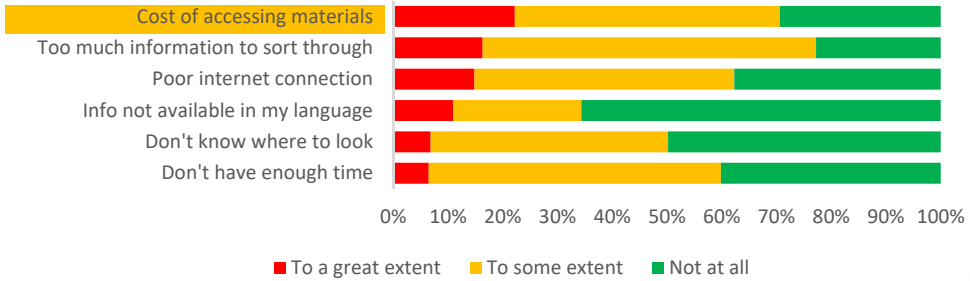


On which topics have you had difficulties finding sanitation information?

If you are searching for information about sanitation topics, where do you tend to go?



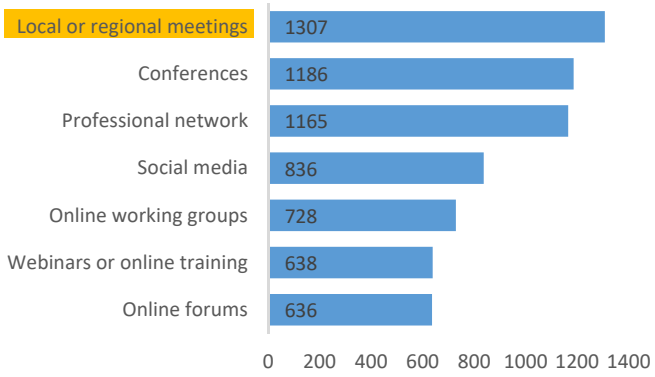
How much do each of the following PREVENT you from finding sanitation information that you need?



National NGO

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

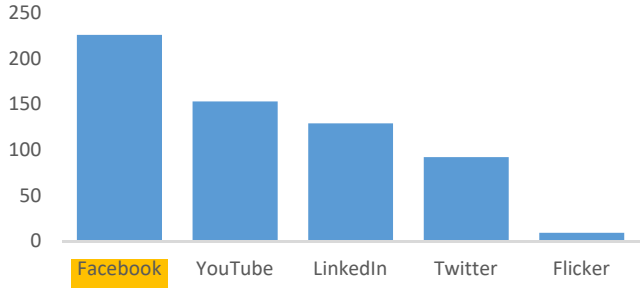


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

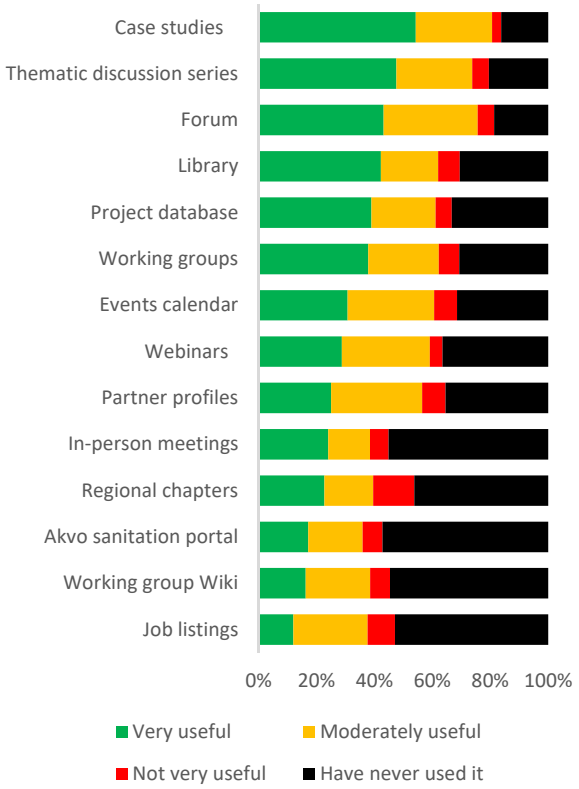
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



Community Based Organization (CBO) (n=204)

Definition

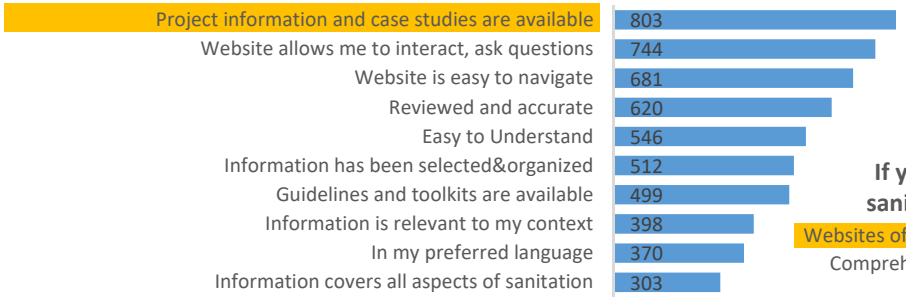
"CBO" in this role sheet refer to people who responded to the question "Which best describes your current work sector?" with "CBO".

Learning Processes

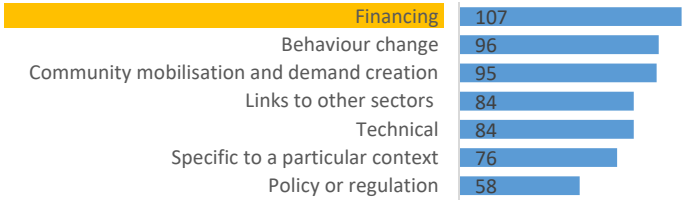
Rank the methods for how you prefer to learn about sanitation.

Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

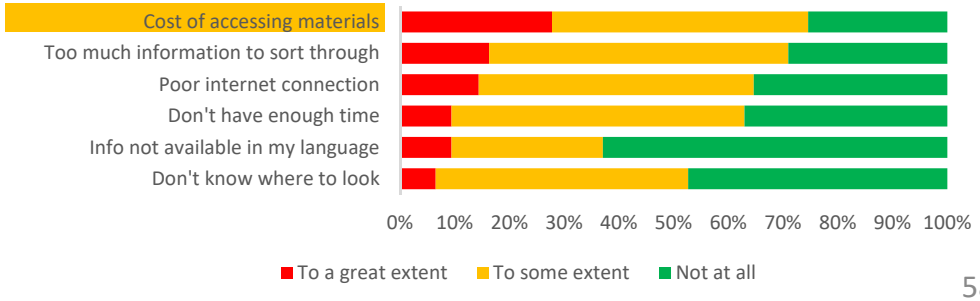


On which topics have you had difficulties finding sanitation information?



If you are searching for information about sanitation topics, where do you tend to go?

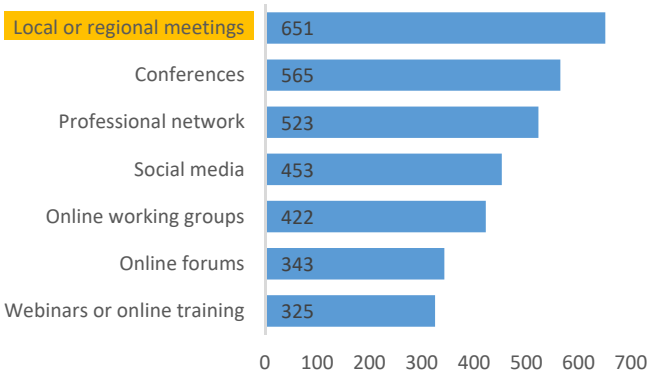
How much do each of the following PREVENT you from finding sanitation information that you need?



Community Based Organization (CBO)

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

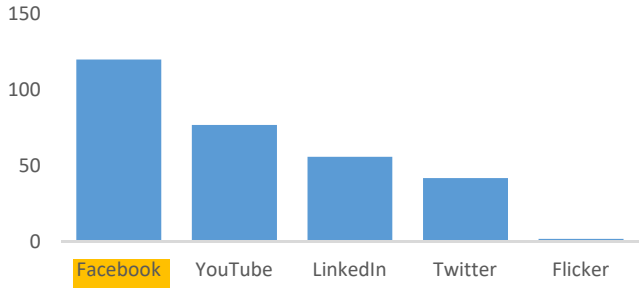


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

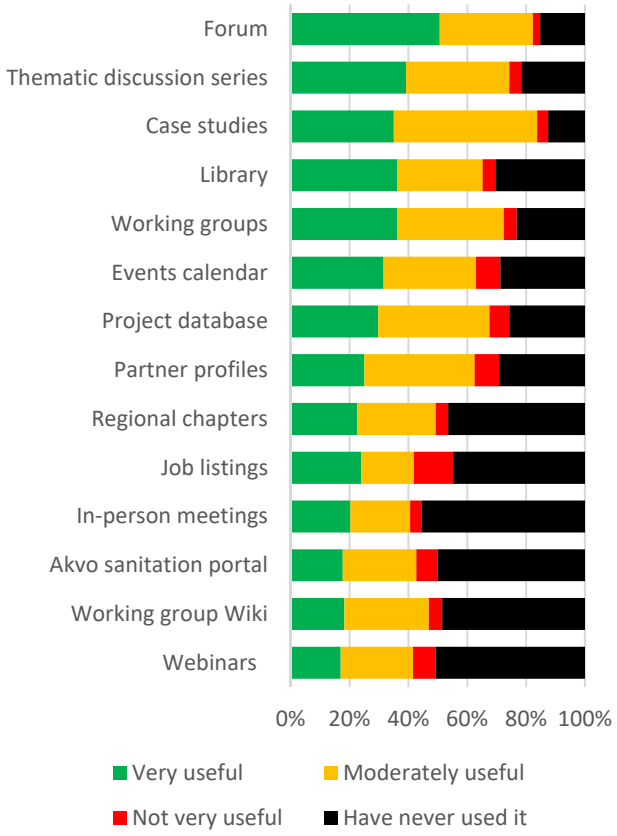
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



Entrepreneur (n=165)

Definition

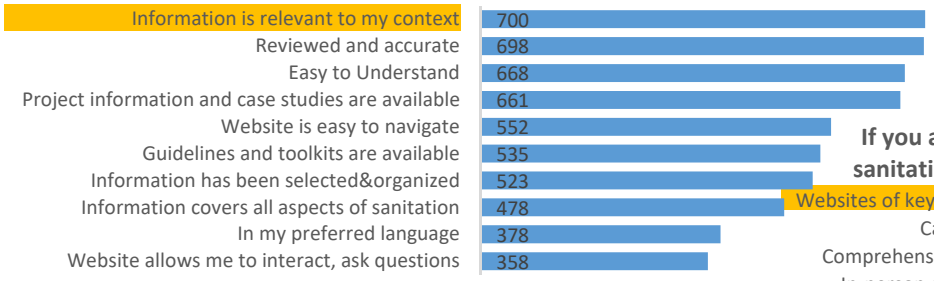
"Entrepreneur" in this role sheet refers to people who responded to the question "Which best describes your current work sector?" with "Private entrepreneur". It does not include those who identified as "International profit-based companies", or as "Other profit-based companies"

Learning Processes

Rank the methods for how you prefer to learn about sanitation.

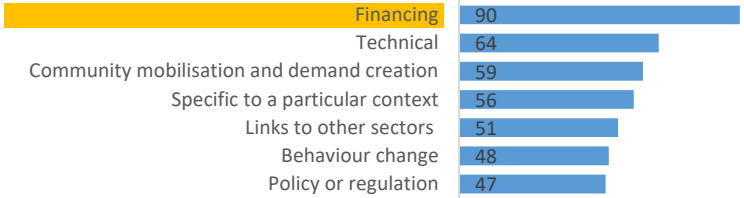
Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

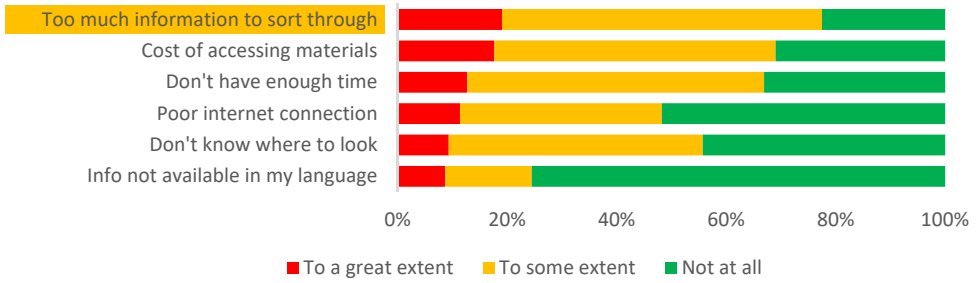


If you are searching for information about sanitation topics, where do you tend to go?

On which topics have you had difficulties finding sanitation information?



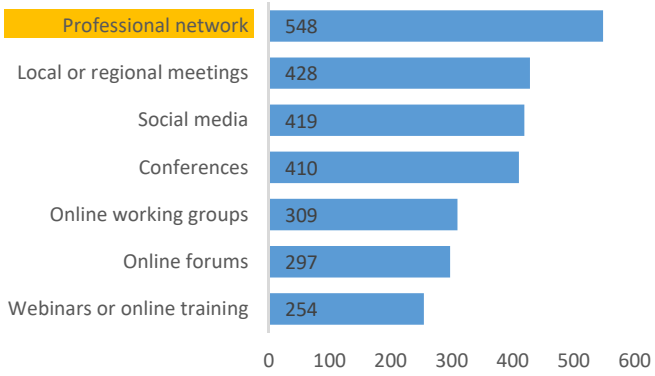
How much do each of the following PREVENT you from finding sanitation information that you need?



Entrepreneur

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

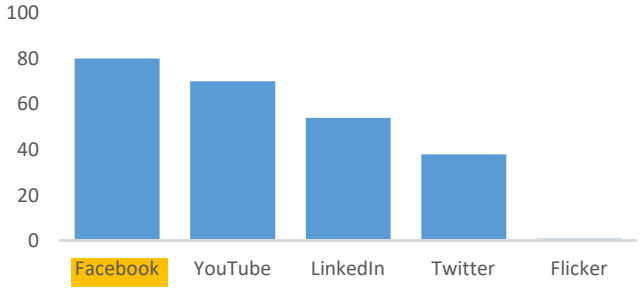


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

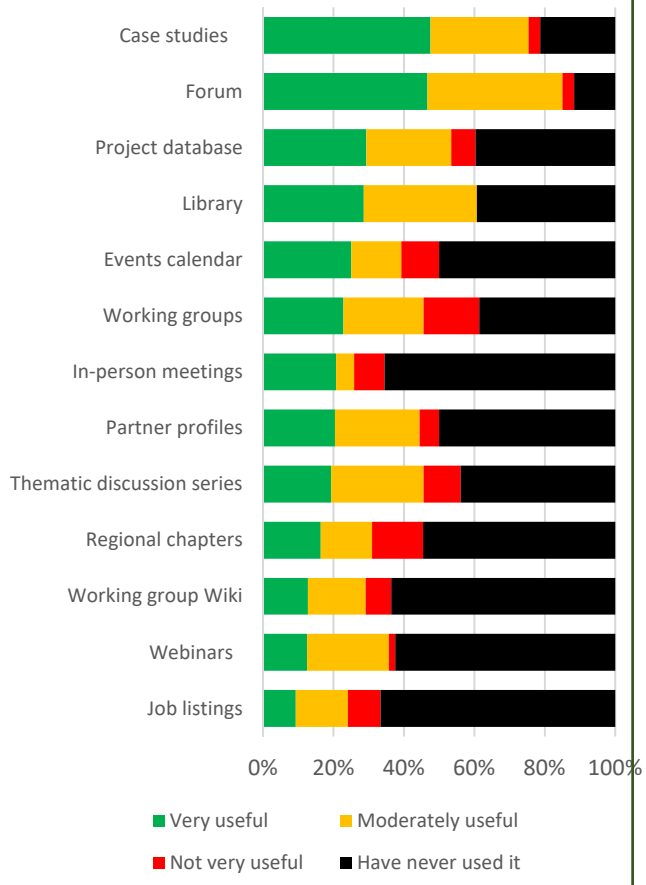
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



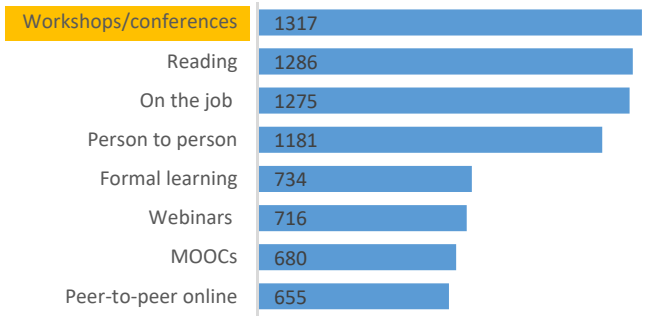
Academics (n=287)

Definition

"Academics" in this role sheet refer to people who responded to the question "Which best describes what your organization does in the field of sanitation?" with "University or research institution." It excluded students.

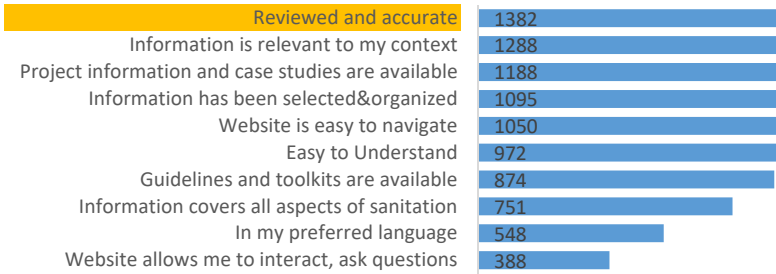
Learning Processes

Rank the methods for how you prefer to learn about sanitation.

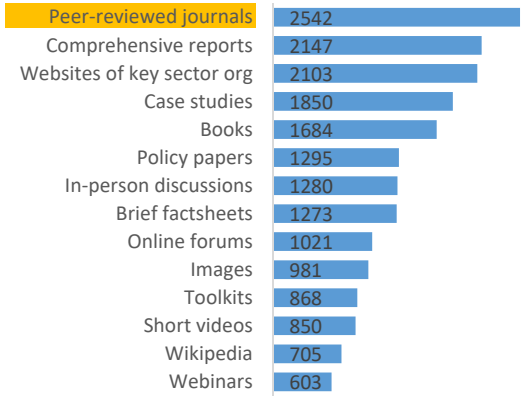


Information Management

What is important to you when you are looking for sanitation information on a website? Please rank the following.

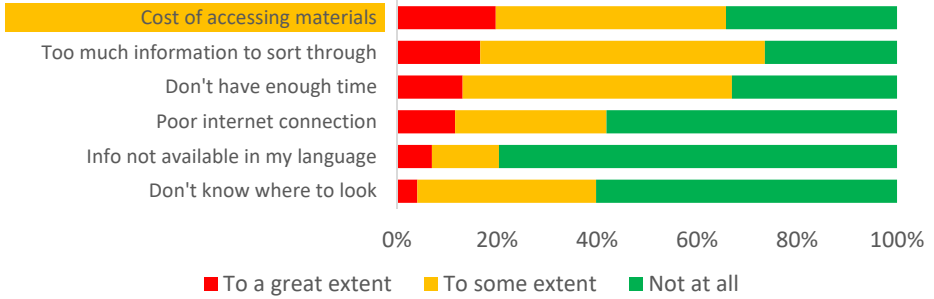


If you are searching for information about sanitation topics, where do you tend to go?



On which topics have you had difficulties finding sanitation information?

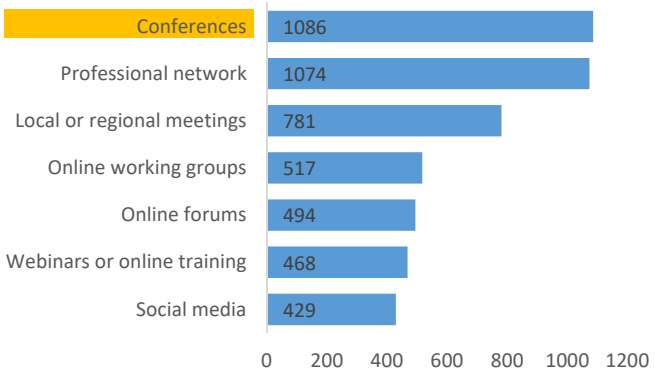
How much do each of the following PREVENT you from finding sanitation information that you need?



Academics

Knowledge Sharing

How do you prefer to connect or network with other sanitation professionals? Please rank the following.

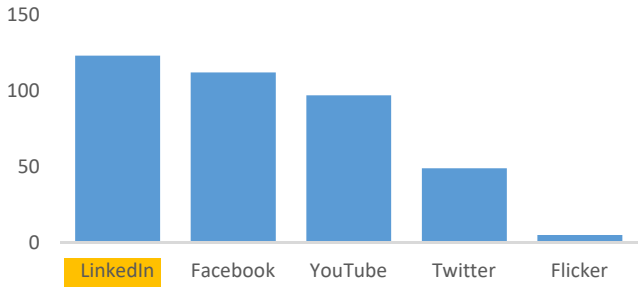


How important to you are the following factors when you are engaging online, such as in a discussion forum? Please rank the following.

Communication

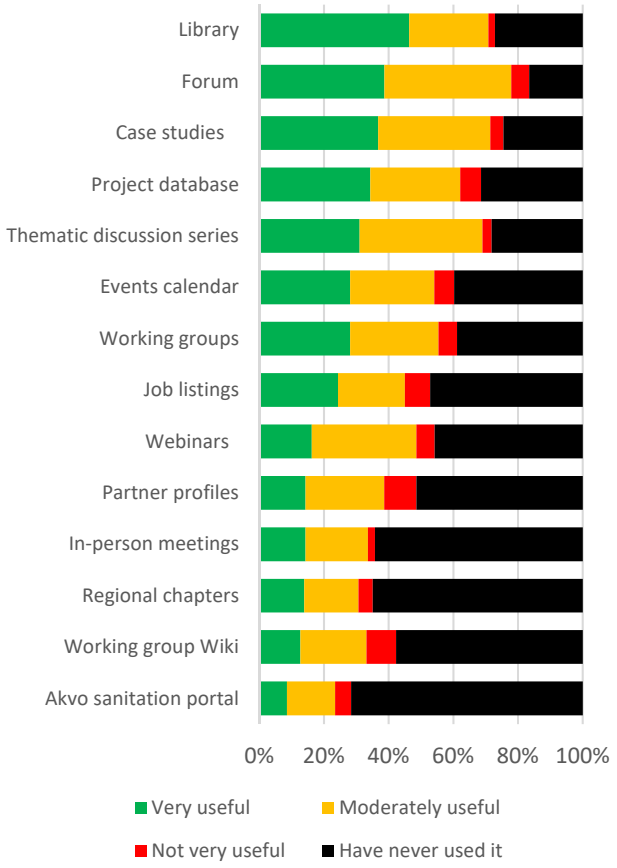
How do you keep up-to-date with current news and activities within the sanitation sector? Please rank the following.

Which of the following social media do you use to stay up-to-date with the sanitation sector?



SuSanA Members

How useful have you found the following SuSanA services?



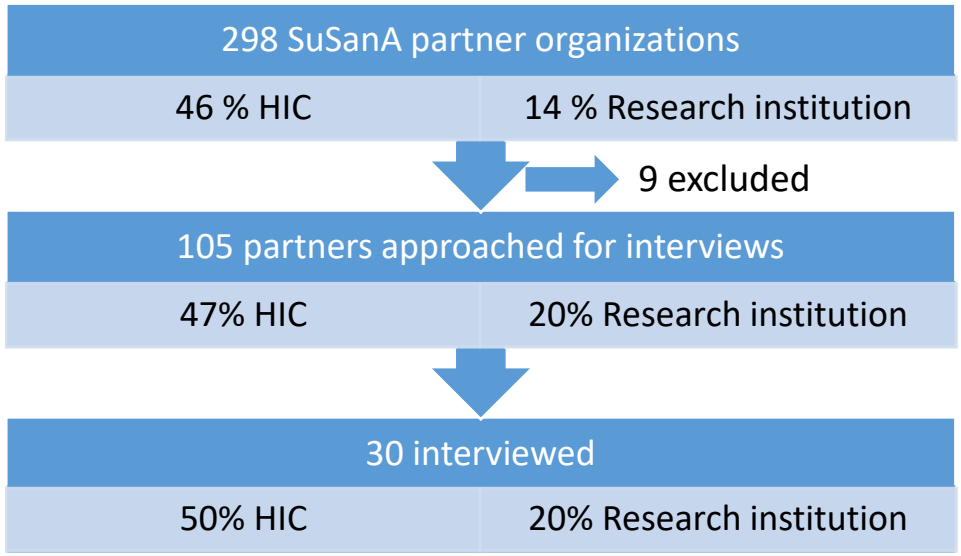
SuSanA Partner Organization Interviews

July 20th to September 11th, 2017

Methodology

An attempt was made to get responses from partners with varying levels of engagement with SuSanA.

- Nine organizations were excluded from interviews either due to being involved with the project or due to being interviewed for another section of the project. These were:
  - CAWST and seecon (the consortium implementing the study),
  - SEI, GIZ, cewas, PHLUSH, GTO, WECF, Eawag
- Twenty partners were approached after ordering the partner organization list by number of forum posts by the partner organization representative and selecting the top 20
- Twenty partners were approached for whom the representative was a member of SuSanA but had never posted in the forum
- Twenty partners were approached for whom the organizational representative was not an individual member.
- Forty-five organizations were approached after alphabetizing the remaining organizations and selecting every 3rd until 30 interviews (representing 10% of partners) were scheduled.

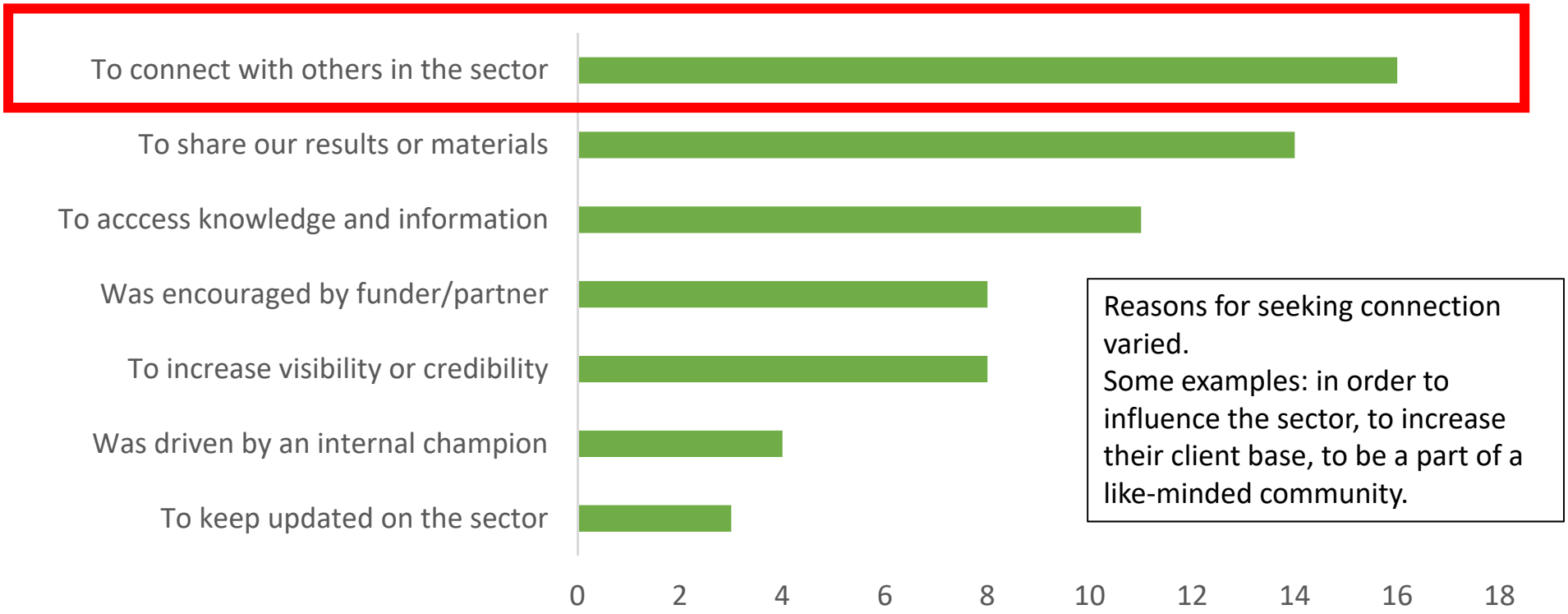


- Each interview was approximately 30 minutes long.
- Interviews occurred by phone or through Skype.
- All questions were open-ended.
- The transcribed responses were coded to identify common themes.
- Codes were graphed to illustrate patterns.

Where were interviewees from?

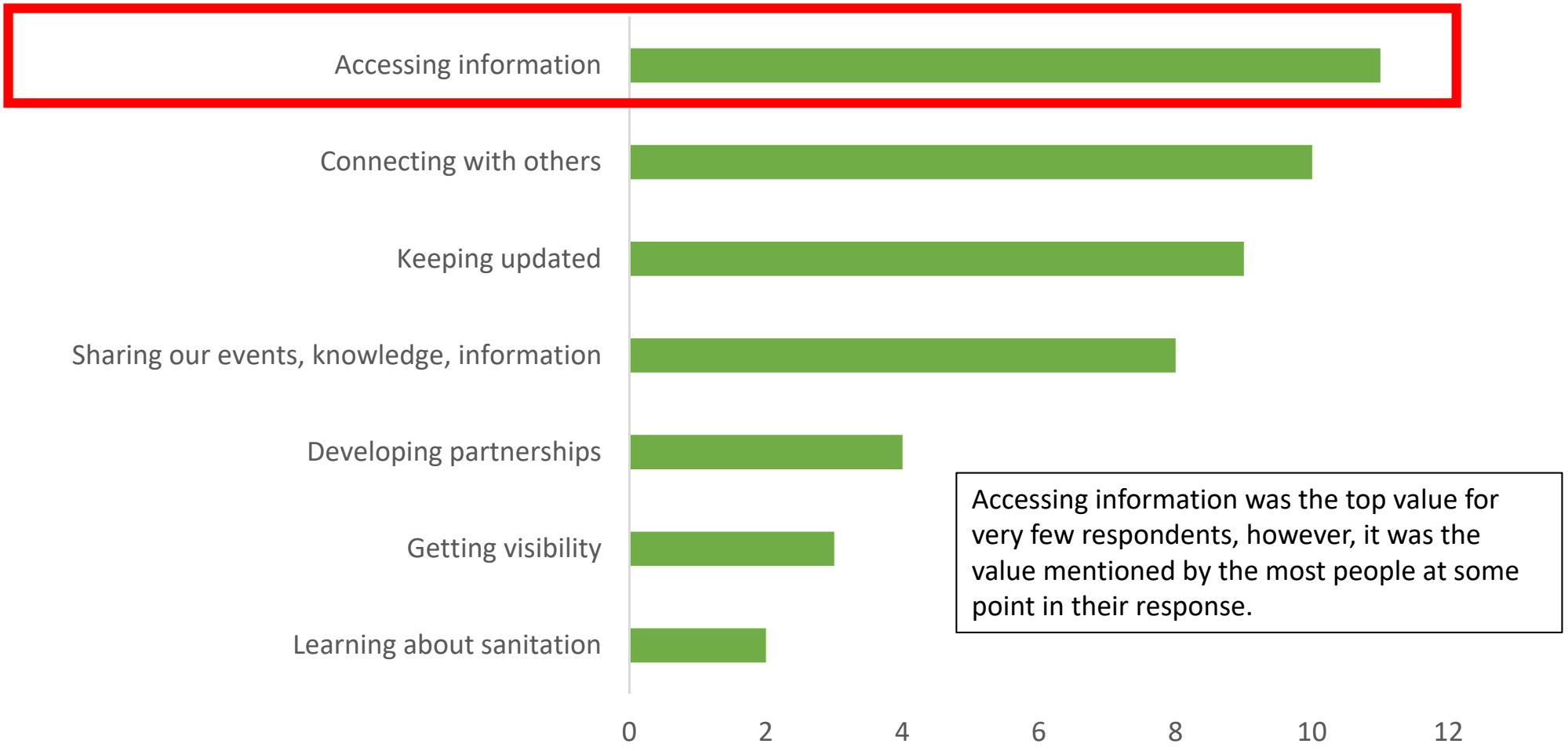
- AHT GROUP AG
- Akvo
- AOSED (An Organization for Socio-Economic Development)
- Architectural Environmental Strategies
- ASSIST (Asia Society for Social Improvement and Sustainable Transformation)
- BOKU (University, Institute of Sanitary Engineering and Water Pollution Control)
- BORDA (Bremen Overseas Research and Development Association)
- Centre for Development Finance, IFMR LEAD
- Critical Practices LLC
- DTF (Devolution Trust Fund)
- EcoLoo AB
- EcoPro
- Ecopsis sa
- EKOPOT
- Eram Scientific Solutions Pvt. Ltd.
- FAU Department of Geography
- IHE Delft
- India Sanitation Coalition
- INNSZ (Instituto Nacional de Ciencias MÃ©dicas y NutriciÃ³n)
- LeAF
- Partners in Development (Pty) Ltd - PID
- PATH
- Quicksand
- Sanergy
- SOIL (Sustainable Organic Integrated Livelihoods)
- SuSan Design (Sustainable Sanitation Design)
- TDH (TERRE DES HOMMES)
- UKZN (University of KwaZulu-Natal)
- WaterAid
- Xavier University

Why did your organization become a SuSanA partner?



Reasons for seeking connection varied.
Some examples: in order to influence the sector, to increase their client base, to be a part of a like-minded community.

What has your organization found to be most valuable about being a SuSanA partner?



Accessing information was the top value for very few respondents, however, it was the value mentioned by the most people at some point in their response.

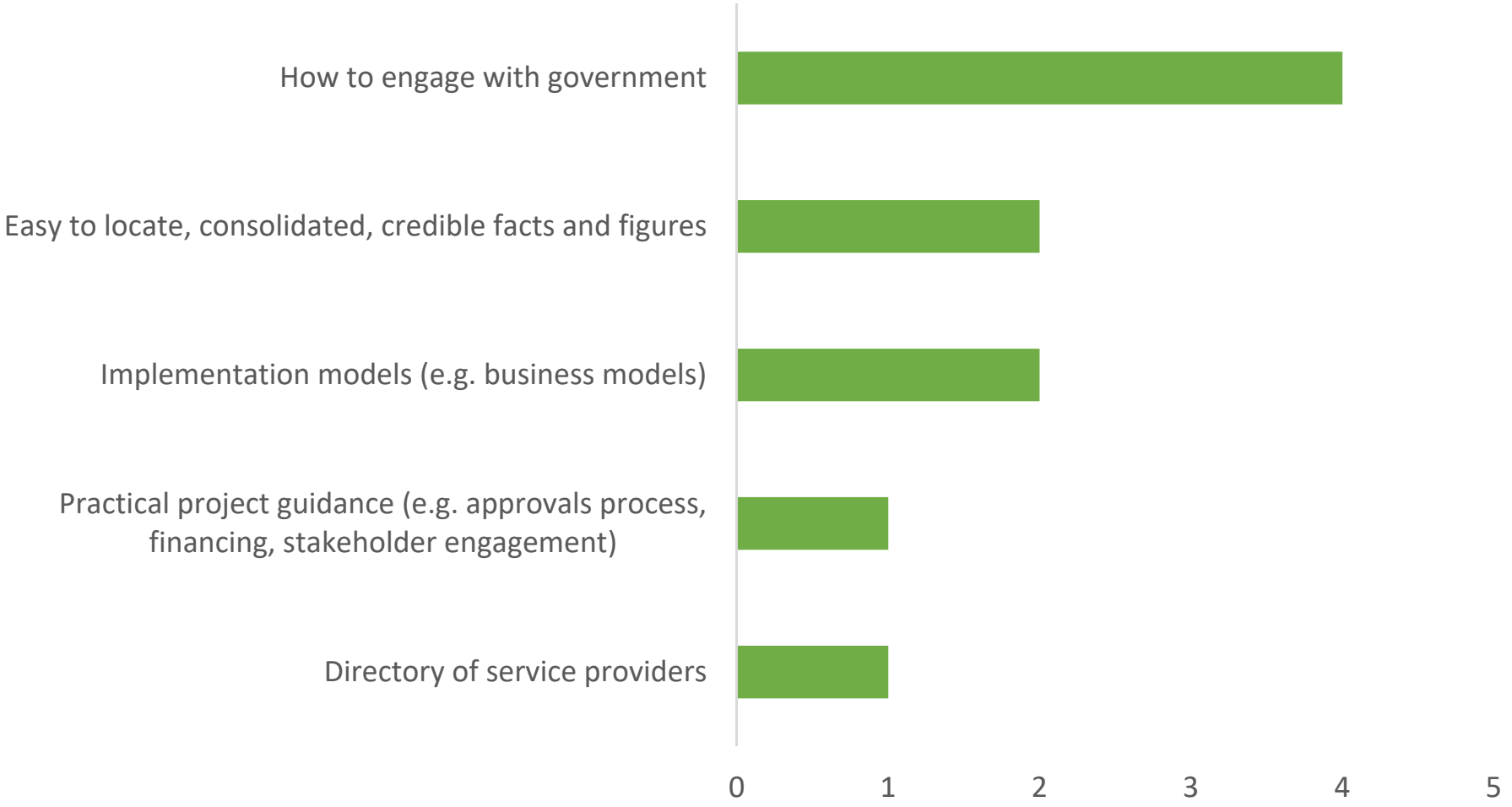
How could SuSanA be improved?

Improve forums	6
Forum - tone of comments	4
Forum - opinion-based, not facts, uncertain credibility	3
Forum - challenging to navigate	2
Forum - only English	1
Increase diversity (e.g. more practitioners, not just academics and NGOs)	4
Link organizations with funding, tenders	4
Provide funding for meetings (too expensive for the "little guy" to travel and attend)	3
Increased promotion of SuSanA	3
More face-to-face meetings	3
Region specific information	3
Challenges with being big	3
Need to engage and motivate partners	2
Too focussed on dogma and trends (e.g. Ecosan) instead of big picture	2
Improve website	2
Help form partnerships and consortia	2
Improve capacity building component	2
Have more resources in languages other than English	1

How does your organization build its knowledge on sanitation?

Talking to people on the ground was very likely implied to be part of "experience" for some respondents who work in low income countries. However, for others "experience" referred to developed country technical experience.

What knowledge is missing or not easily accessible to improve and/or scale up sanitation programs?



What needs to be improved in Knowledge Management to support progress toward SDG6?

What's really happening, transparency	5
Consolidation, validation, curation of information	4
Regional information	4
Advocacy	4
Public awareness	3
Informing decision makers	2
Link to the bigger picture	2
Connecting finance opportunities	2
Information is unreliable	1
Need more face-to-face	1
Link public and private sector	1
Monitorring beyond the project	1
Everyone working in isolation	1
Link Civil society with universities, engage with agriculture	1

A common comment from interviewees was that it is hard to find out what is really happening on the ground. Examples of why this is:

- funder-driven information that gives false emphasis on what is trendy,
- case studies and project reports have a positive bias (can't be transparent about things that didn't work),
- data just isn't collected or isn't reliable

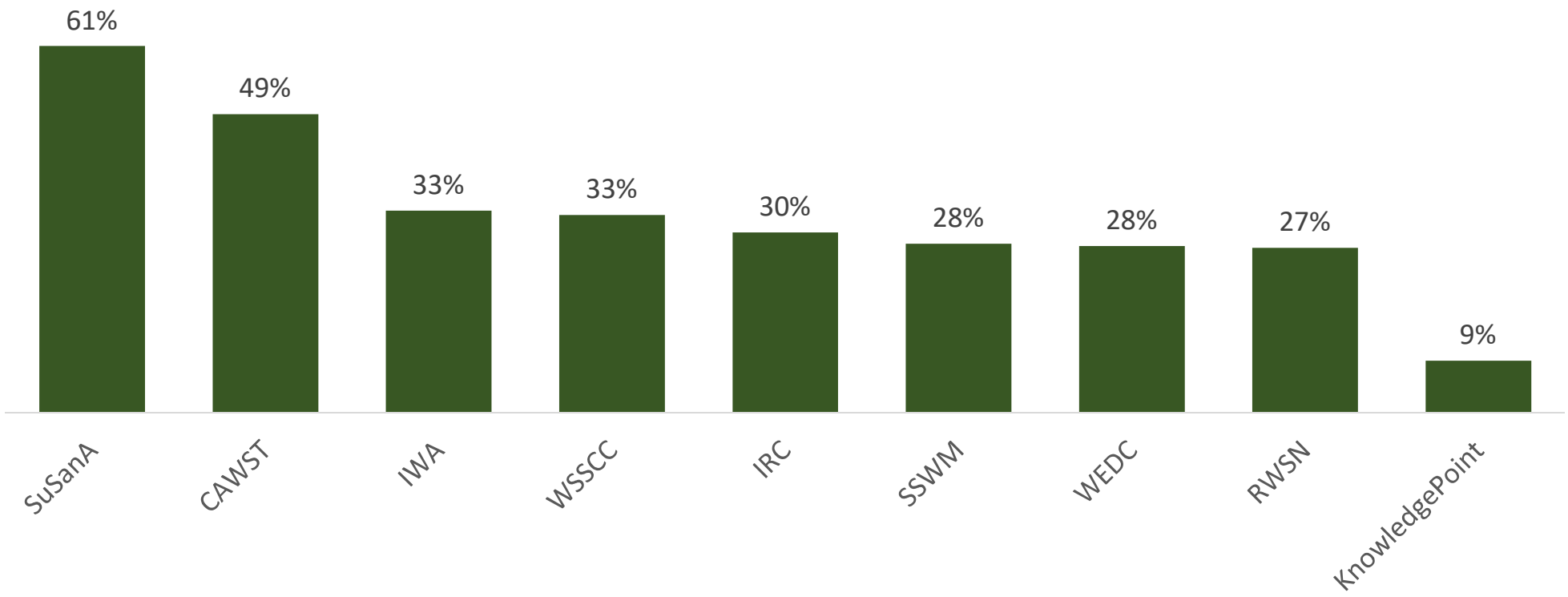
Notes

- A key challenge identified throughout the interviews, but not necessarily responding to one of the set questions (though touched upon in the final question), was that of getting “real” information.
  - Data collected by JMPs about coverage rates, etc… was seen as incomplete and of questionable reliability
  - Project data presented by organizations was seen as being too biased towards reporting positive results, which was understood to be because funders and potential clients would also have access to this data
  - There were questions as to what happens in projects after the short monitoring period is complete
  - It was perceived that the sector tends to be too trend-driven. Specifically, there is bias towards presenting disproportionate amounts of information and results about trendy topics, giving the (perhaps incorrect) impression that they are more widespread and successful than less trendy methods and ideas.
  - SuSanA was seen to have a strong bias towards Ecosan

Results of SuSanA Sanitation Sector Knowledge Management Study

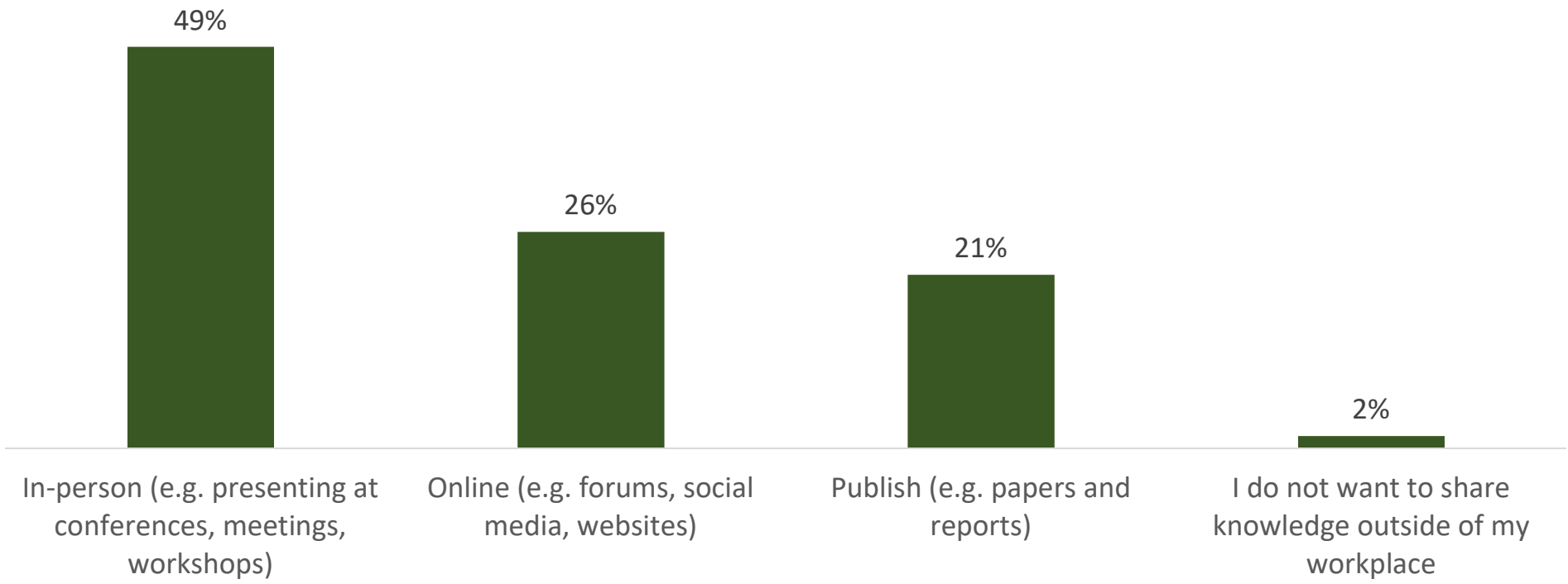
Part II

Which networks/platforms do you use to find information, share knowledge, learn, or connect to the sector? Please check all that apply.



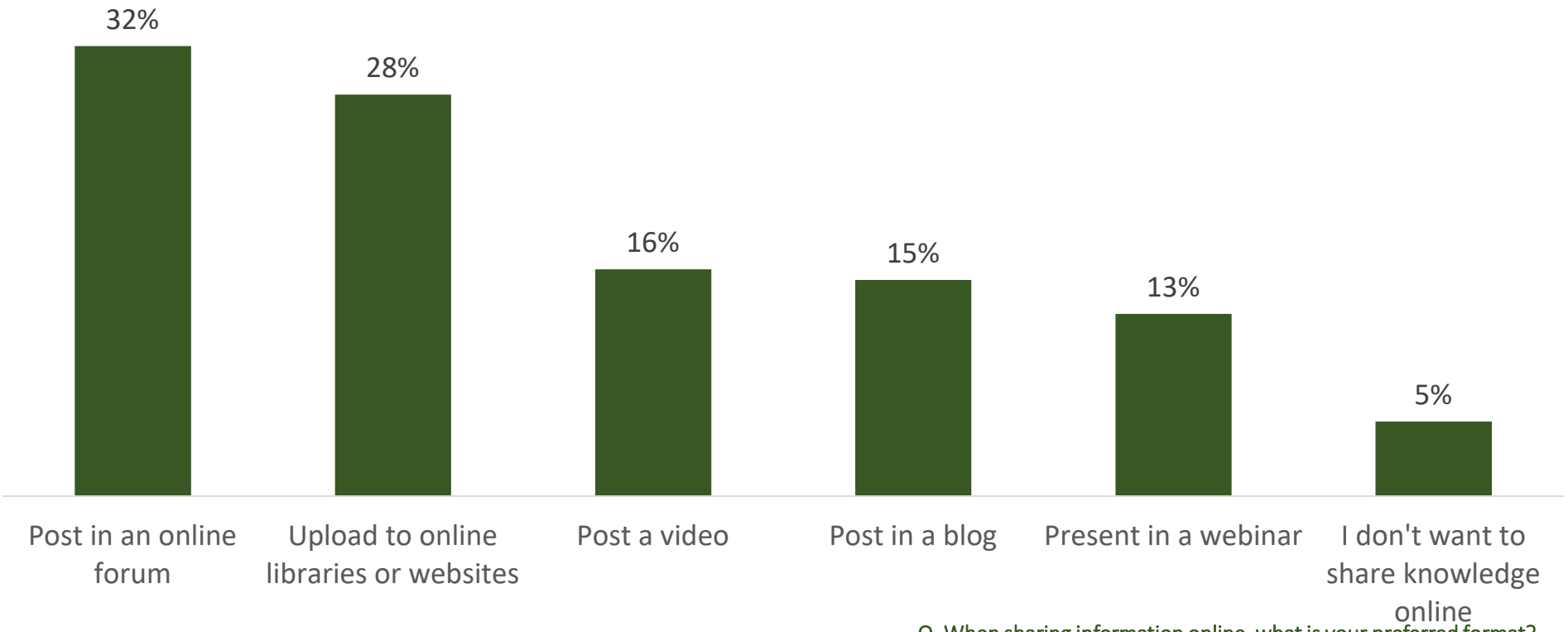
Q. Which networks/platforms do you use to find information, share knowledge, learn, or connect to the sector? Please check all that apply.

What is your FIRST CHOICE for sharing your own sanitation knowledge with others in the sector?



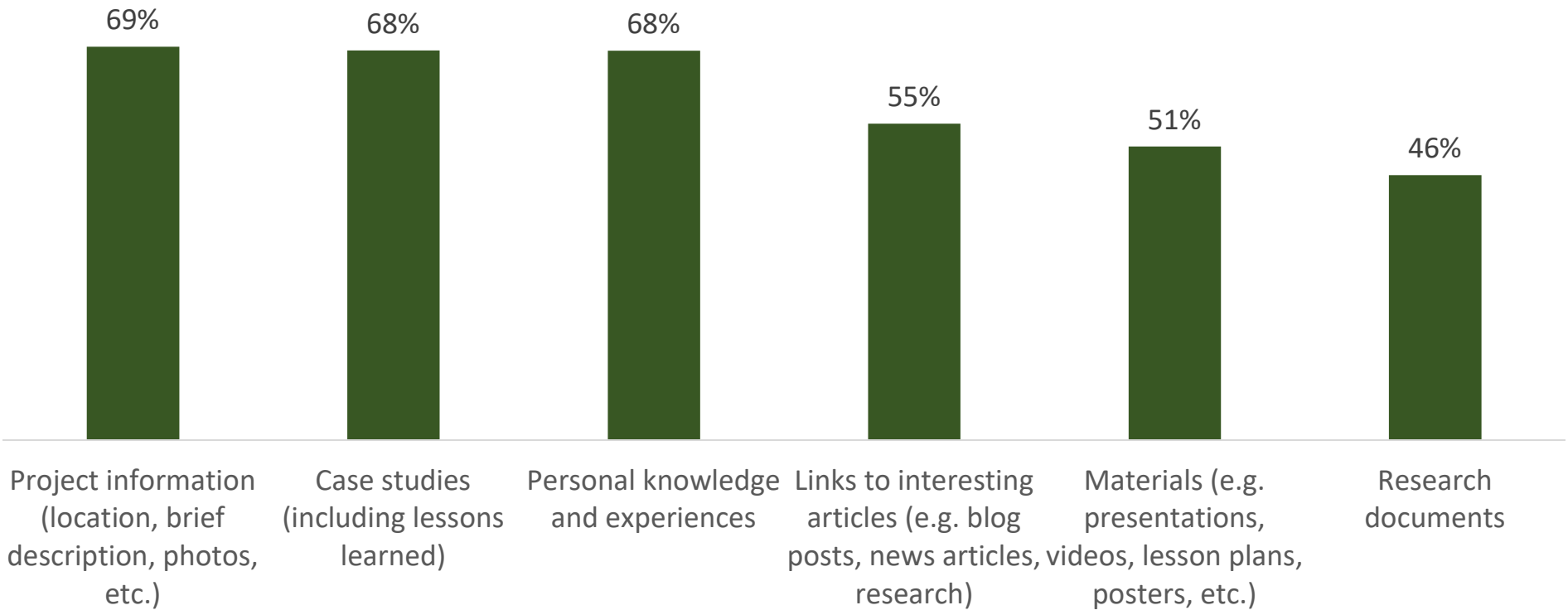
Q. What is your FIRST CHOICE for sharing your own sanitation knowledge with others in the sector?

When sharing information online, what is your preferred format?



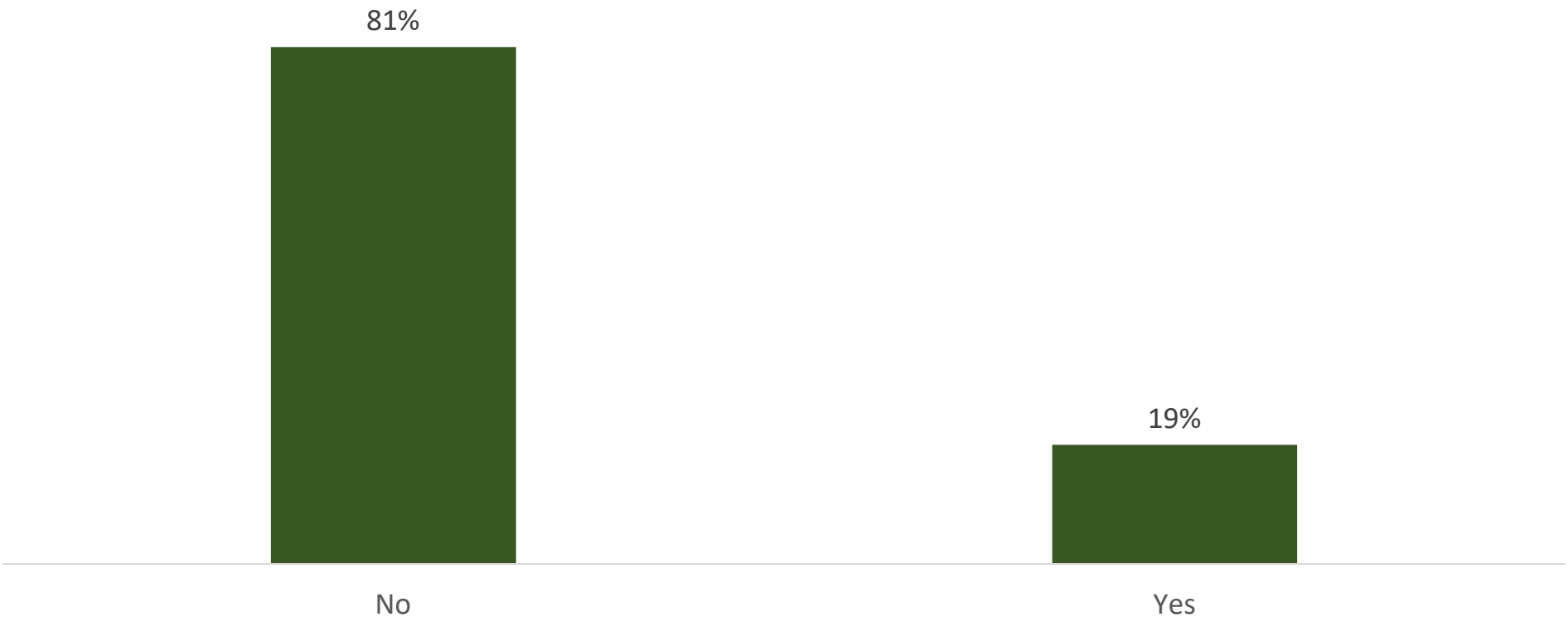
Q. When sharing information online, what is your preferred format?

What types of information would you be willing to share online?



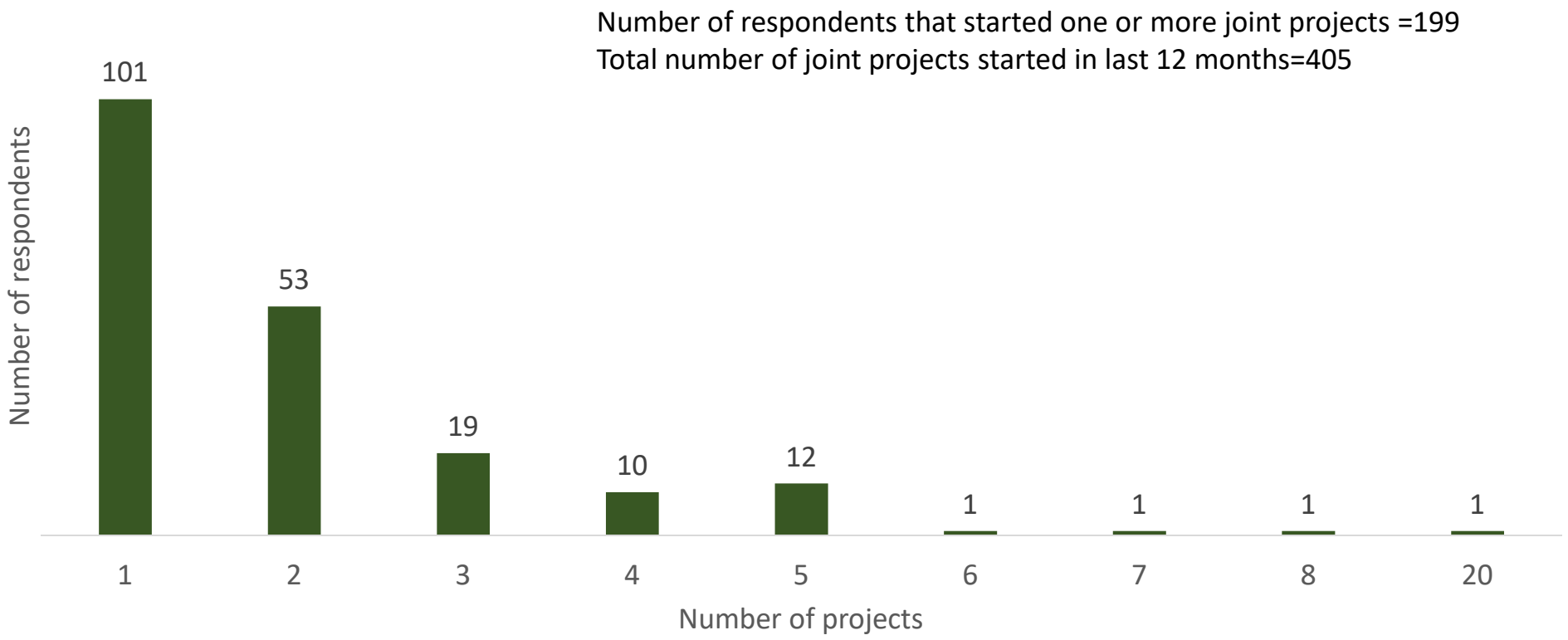
Q. What types of information would you be willing to share online?

Have you ever enhanced resources from SuSanA? For example, translated a manual, or adapted a tool for a local context.



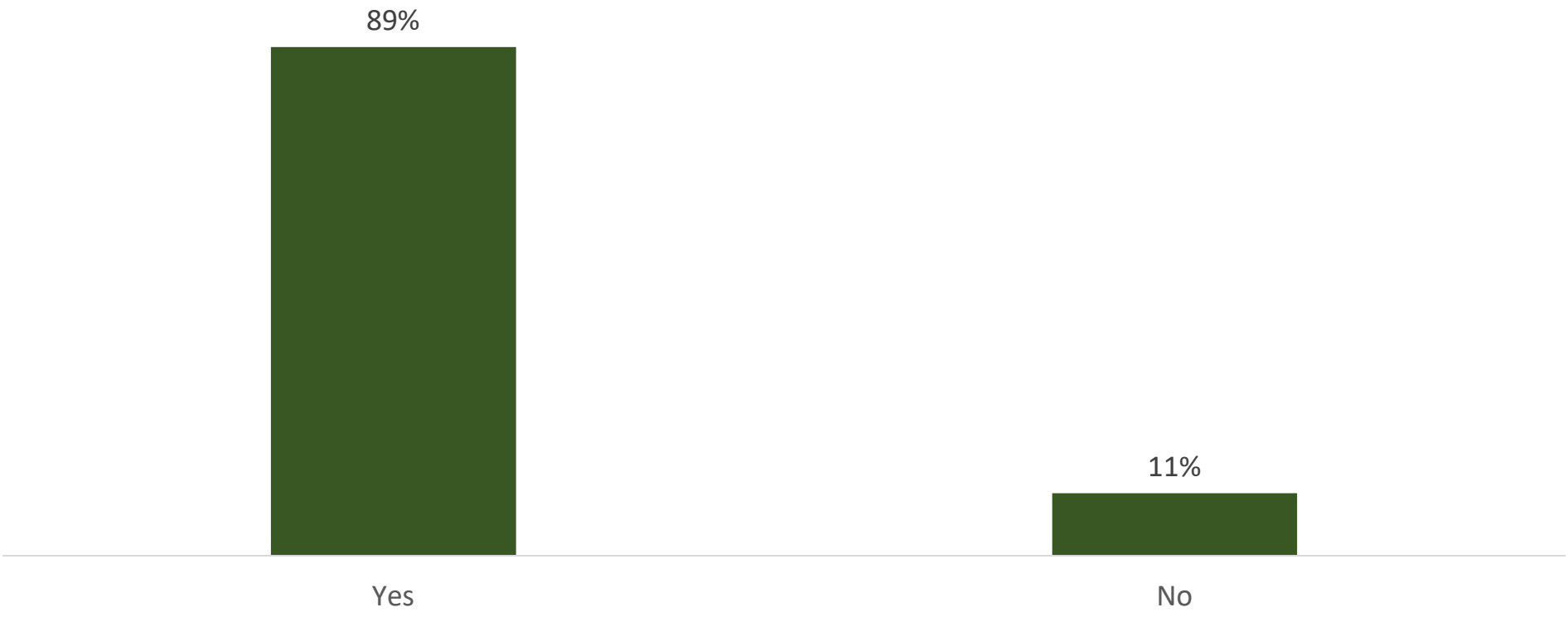
Q. Have you ever enhanced resources from SuSanA? For example, translated a manual, or adapted a tool for a local context.

How many projects have you started in the last 12 months jointly with other SuSanA members outside of your organization?



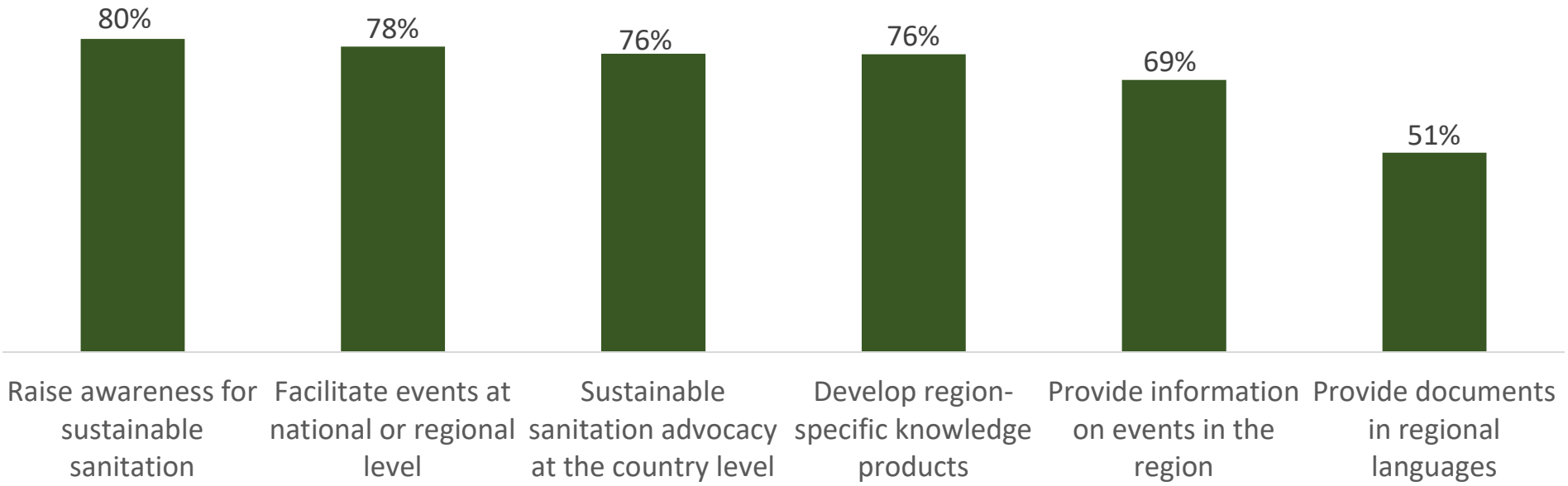
Q. How many projects have you started in the last 12 months jointly with other SuSanA members outside of your organization?

Do you think that a regional SuSanA chapter would be helpful for the work in your region?



Q. Do you think that a regional SuSanA chapter would be helpful for the work in your region?

What services would you want a regional chapter to offer?



Q. What services would you want a regional chapter to offer?