



## *Proceedings of* **Offline KM Workshop**



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National Resource Centre (NRC)

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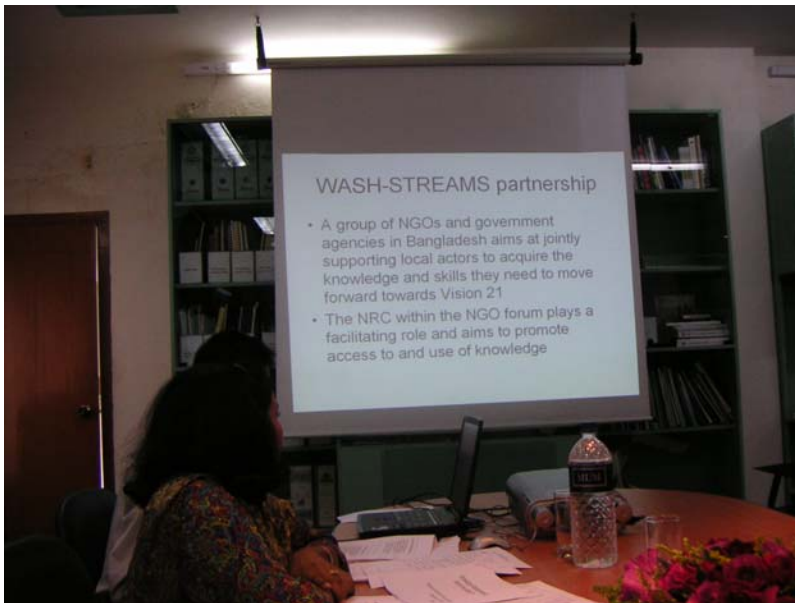
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## Acknowledgement

The National Resource Centre (NRC) has proven to be a successful domain within NGO Forum providing effective services as a “knowledge and information broker” within a short span of time. One of the main objectives of National Resource Centre (NRC) is to consolidate the Knowledge Management (KM) issues in water supply and sanitation sector (WATSAN).

A day-long “Offline KM Workshop” was held at National Resource Center (NRC) on September 20, 2004. The aim of the workshop was to develop a common understanding of



KM and to develop ideas on sharing of knowledge through partnership. The workshop was supported by IRC, the Netherlands.

I acknowledge the active contributions of Mr. Teun Bastemeijer Sr. Programme Officer IRC, the Netherlands. His spontaneous support and inspiration to the participants contributed immensely in making the workshop more interactive, meaningful and worthwhile.

Due appreciation is extended to Mr. S. M. A. Rashid, Executive Director, NGO Forum for Drinking Water Supply and Sanitation (DWSS) for his invaluable co-operation. I am also thankful to IRC for their support and assistance in organizing the workshop.

I would like to extend my heartiest gratitude to the honorable guests and participants for their enthusiastic contributions and in gracing the meeting with their valued suggestions and advices.

I gratefully acknowledge the support of my colleagues and staff for the corporation extended to me and for successful conduction of the workshop.

Ms. Shirin P. Biswas  
Chief, NRC  
NGO Forum for DWSS

## Executive summary

Knowledge Management (KM) is an effective means for efficient functioning of any professional initiatives. It involves effective monitoring, prioritizing and sequencing of all information and data and storing them in a definite manner in a database so that they may be easily retrievable and used by any body when required. Knowledge is a personal capacity power, which is basically information, experience, skills and attitude. Knowledge management is concerned with human aspects of information utilization.

Essentially KM plays a dominant role in our lives and once a culture is adapted to effectively utilize it in our professional activities it reduces our efforts, saves time and by developing such systems it creates facilities for information and knowledge to promote originality creativity and learning. At personal level and interpersonal perspective, knowledge may be acquired and reused to attain the objective of organization. In this way the culture of knowledge sharing maybe groomed and encouragement of communication enabled. From this the issue maybe enabled to a wider perspective through sustainable communication, regular exchange visits and networking activities between partners.

IRC, International Water and Sanitation Centre, the Netherlands being a leading forum in the sector plays a leading role in the application of the KM concept throughout the world. They have introduced scopes for e-conferencing, taking advantage of the Internet information super-highways for exchange of ideas, information and experiences. Apart from this a few off-line workshops were held at various corners of the globe; one of such workshops were hosted through NRC, one of their leading networking partners. It was a day-long programme which was facilitated by Ms. Shirin P. Biswas, Chief, NRC. Mr. Teun Bastemeijer was also present at the workshop as a resource person.

The main objective of this workshop was to provide an introduction to the KM concept, discuss constraints, benefits, success and scaling up of KM from Bangladesh perspective. The participants were from the various sections of the WatSan sector who has no or limited access to Internet facilities and they were mostly local level NGOs, PNGOs and CBOs. A working presentation was made by Chief, NRC followed by which group discussions took place. The groups were essentially formed to identify the utility and scope of KM, which the participants could recognize from the presentation. The participants were cooperative and worked spontaneously to contribute their views on the concept shared to them. In the end group presentations were made to clarify the findings of the individual groups and the findings were then tabled by a representative from each groups. Lastly a recommendation was made from the findings, which was shared with all the participants.

The workshop was a very well participated one in which the participants role were spontaneous. KM is felt to be a governing factor, which can portray the societal requirement in the WatSan sector. It is anticipated that the participants would return back to their respective places of operation and utilize the experience and knowledge, which was felt necessary in the context of the WatSan sector. It would not only portray the true scenario but also pave the path to a prompt practical solution.

## **Introduction**

Knowledge management is a new concept in Bangladesh especially in the context of WatSan sector. The very essence of KM is an essential issue especially when the knowledge experience and information in the WatSan sector is very scarce and non-representative. In view of this situation the concept has been introduced through a workshop initiated with assistance from IRC, the Netherlands and hosted by NRC, NGO Forum.

Recently WSSCC with collaboration from IRC, the Netherlands and Streams Asia launched a grassroots level participation of stakeholders in WatSan sector in Bangladesh. The objectives were to procure information, knowledge and experience from the grassroots level people in WatSan sector, revealing the status in the sector. In the backdrop of the initiative, IRC provided support to introduce the concept of KM to the stakeholders, especially the NGO's at the local level working in the field. By introducing the concept, attempts have been taken to further streamline the process of revealing the status of WatSan sector for further planning process, better diffusion of realistic data and the true picture prevailing in the country.

The workshop was a very timely initiative undertaken by NGO Forum through NRC. It was hosted a day ahead of the National Convention on the grassroots level National Convention. It created the scope for the stakeholder's presence at the workshop and enabling the environment through which it would be appraised by them. The perspective of the workshop was also very pragmatic and timely so as to facilitate greater diffusion of the concept in the sector and its appropriate usages.

## **Objectives and Methodology of the Workshop**

The objectives of the workshop were the following:

- To develop a common understanding of KM.
- To develop ideas in how knowledge can be shared and made useful through partnership.
- Contribute to international e-conferencing.

The methodology adopted in the workshop includes:

- Introductory speech on KM made by multi-media presentations,
- Working group discussions
- Working group presentations
- Plenary discussions based on outcome of the workshop.

## **Welcome Address**

Ms. Shirin P. Biswas, Chief, NRC, gave the address of welcome to all the participants. In her welcome speech she emphasized on the importance of KM especially in Watsan sector. She stated that KM through partnership enables to minimize the knowledge gap.

## Personal Introduction

The distinguished participants who participated in the workshop introduced themselves. Ms. Shirin P. Biswas facilitated this part of the program. The names of the participants are attached in Annex-2 of the report.

## Background of the Workshop

Mr. Md. Nahidul Islam, Documentation Officer, NRC clarified the objectives of the workshop through a power point presentation. He emphasized that Knowledge is key to everything and KM ensures the source, availability, appropriateness, need assessment, know-how and means of sharing of knowledge. He cited Wash-Streams partnerships and international e-conferencing as examples of KM. He further added that through the workshop it would be possible to develop a common understanding regarding sharing of knowledge. The presentation is enclosed in Annex-5 of the report.



## Introduction to Effective KM in Watsan

Ms. Shirin P. Biswas gave an elaborate presentation on “Workshop: Knowledge Management: Worth the effort?!”

She discussed about KM in the context of Bangladesh. At the onset she raised some questions about the understanding of knowledge, data, information and partnership. She stressed that knowledge is a personal condition and awareness is required to utilize the knowledge. To clarify the concept of Knowledge Management more vividly, she emphasized on knowledge sharing specially on communities of the practice. The presentation is enclosed in Annex –4 of the report.

The participants were then invited to seek clarification on the presentation. Mr. Iqbal Azad inquired on e-conference. Ms. Shirin P. Biswas replied on e-conference in brief. Mr. S. M. A. Rashid also added his views to make the concept clearer.

Mr. Alamgir Hossain, a participant inquired whether KM should be applicable only to Watsan sector or to any other sector. Ms. Shirin P. Biswas replied that as the context was on working with WatSan sector, the focus is on WatSan. However KM can be utilized effectively for other sectors as well.

Mr. S. A. Hamid inquired whether KM would be an information bank and on how the grassroots would be able to receive information. Ms. Shirin P. Biswas replied that though KM can act like an information bank, but KM would be much more people oriented and

should emphasize on the practice of knowledge sharing. Mr. S. M. A. Rashid also added that the representatives participated in the trainings and workshops, would be responsible for dissemination of the knowledge acquired at the grassroots level through consultation process.

## **Working Group Discussions**

The participants were then divided into four groups. Each group discussed on 5 questions as following and they prepared answers for them.

The questions included were:

1. Is Knowledge Management a useful concept?
2. Is it applicable in Bangladesh and in your organization?
3. What is the most important thing to make it work?
4. What do you advise for the Watsan people in other parts of the world?
5. What do you advise them not to do?

After discussing in group levels, one person from each group presented their findings regarding the questions. The group presentations are enclosed in Annex-3.



## **Analyses of Findings of the Workshop**

For the better understanding of the four phases of KM namely Constraint, Benefit, Success and Scale-up; as outlined by IRC, there were five pro-active questions. It then became easier for the participants to understand the concept of KM. In group discussion, they explored the questions accordingly.

The Core Findings Summarized in Tabular Form.

Questions Addressed	Is Knowledge Management a useful concept?	Is it applicable in Bangladesh and in your organization?	What is the most important thing to make it work?	What do you advise for the Watsan people in other parts of the world?	What do you advise them not to do?
IRC Outline					
Constraints			<p><b>Needs: -</b>            Initiatives, resource based focal points            Easy access of community at all levels            Formation of CoPs, trust each others            Develop co-operation and collaboration            Proper need assessment            Availability of technology            Good models and its replication</p>		<p>Not to share wrong information            Not to make KM more scientific.            Not to be self-centered.            Not to use complicated information.            Not to ignore the resistance from the locality.            Not to confuse people regarding NGOs.</p>
Potential Benefits	<p>It is result-oriented            Promotes ownership            Cost-effective            Time-saving            Increase access            Improves efficiency and effectiveness of organizations.</p>	<p>Yes.            KM provides potential tools for empowering and exchanging ideas and views            Solves social problem easily            Promotes gender equity</p>			
Conditions for Success				<p>To share ideas and experiences            To share innovative Watsan options of techniques and models            To share information promptly            To disseminate latest information            To think globally and act locally            To motivate others.            Better knowledge, attitude and practice</p>	
Scale-up				<p>KM can be developed through meeting, seminar, symposium, networking, partnership, building of forum, exchange visits etc.</p>	

The findings of the working group session are as presented below:

## Constraints

The constraints of KM are grouped into two categories:

- Constraints prevailing in the community of Bangladesh.
- Constraints regarding Watsan people in other parts of the world.

- **Constraints prevailing in the community of Bangladesh.**

In order to make KM effective and fruitful one has to overcome the constraints. The constraints as identified from the working group discussion are as follows:

- Lack of initiatives
- Absence of resource-based focal point/secretariat at national level
- Lack of co-operation and collaboration at personal and organizational level
- Absence of adequate “Community of Practices”, which is an essential strategy for any KM program
- Scarcity of appropriate technology and good models
- Sometimes need assessment in in-appropriate manner.



- **Constraints regarding Watsan people in other parts of the world.**

There are some constraints in KM regarding Watsan people in other parts of the world, which need to be overcome.

- If wrong information is disseminated, then people may become confused. Before sharing the knowledge with others, one should ensure that it is justified.
- KM should not be solely technology-driven and more scientific. If KM is more dependent on scientific methods and tools, then it will be difficult for the illiterate grassroots people to understand and utilize.
- The main theme of KM is to share knowledge. KM programs will get stuck if individuals do not share their knowledge. Each person has concept or knowing regarding specific subject. This understanding or concept will only be useful when it is exchanged with others.

- Complicated information should not be used. All the information should be realistic, logical and simple.
- The voices of local people should be taken into account. Involving people in making decisions usually encourages them to support it, which leads to successful implementation. The resistance and complaints of the local people should not be ignored.
- The goals and objectives of specific NGOs should be specified clearly. Otherwise people will be confused.

## **Benefits**

The potential benefits of KM were chalked out in the working session. These are summarized below:

- Better result-oriented
- Promotes ownership and covers more people
- Cost-effective
- Time-saving
- Increases access to wider areas
- Improves overall efficiency and effectiveness of any project /organization.

The participants further added that besides above benefits, in case of Bangladesh, KM can provide a tool for empowering and exchanging ideas & views and in solving social problems easily as well as promoting gender equity.

## **Success**

According to the question as discussed in the working session, there were some suggestions for Watsan people in other parts of the world for success in KM. These are:

- To share ideas and experiences
- To share innovative Watsan options on techniques and models
- To share information promptly
- To disseminate latest information
- To think globally and act locally
- To motivate others
- Bigger organizations should support and promote local organizations involved in WatSan activities

## **Scale up**

For effective KM for water and sanitation programmes/organisations, there may be arrangements of meeting, seminar, symposium, networking, partnership, building of forum, exchange visits etc.

KM is essentially a concept through application of which the society may be more mobilized regarding compilation and transmission of information, data and experience. Details of information pouring in from various corner of the society may be compiled in a mosaic form

for better planning process and a more realistic representation. KM essentially transform a black box into a gray box and then finally into a white box.

Regarding transmission of information it was opined that data and experience shared should be realistic, truth based and unbiased. KM empowers the people to be more democratic and strengthen the society with capacity for proper representation. It provides the women with equal rights and ensures gender equity. It provides a very useful tool to increase efficiency, time saving and cost effective initiative for empowering rural mass.

KM is a very powerful mean for exchanging and sharing views with society and people from other parts of the world. It advocates for frequent exchange of ideas through seminars, workshops, and exchange visits. It also seeks for reporting the 'just " and "truth" by the civil society and NGOs. Km is also very effective in promoting a result-oriented ownership, which is cost effective and time saving. Some of the condition for success is the information should be shared promptly and disseminate latest information prompt. In order to scale up KM it is important think globally and act locally to motivate others.

## Concluding Remarks

The outcome of the group work was very useful for the upcoming e-conference. Ms. Shirin P. Biswas thanked all participants for contributing their valuable time and inputs for the workshop.

Ms. Shirin P. Biswas in her concluding speech stated that participants have duly learnt about KM from the workshop. Every organization comprises of self-organized Communities of Practice, networks that people spontaneously create among colleagues to assist them work more effectively or to assist them in surviving the current turbulence. Hence there should be replication of knowledge sharing and KM. Technology should be used to facilitate knowledge sharing among people but KM should be solely people-oriented. It is an important aspect that KM should not be complicated and technology-driven. KM can also be used as an advocacy tool. Following the group work the participants were able to develop a common understanding regarding KM.



## Conclusion

KM is a very essential element especially in the context of WatSan sector in Bangladesh. The participants in the workshop were made aware of the necessity and utility of the concept. They shared the belief that KM could immensely contribute on visualizing, assessing and reporting the present status of the WatSan sector from grass root level for planning, implementation and monitoring of projects from the national perspective. Apart from this the participants agreed on sharing information, data and experience between themselves and to make the system more transparent and workable.

The workshop opened a new avenue of cooperation between the participants. They agreed on principle that KM is a very effective means for democratization process, creating gender equity and empowering the women folks and down trodden. Only through prompt transmission of information can assist reach an affected destination, which requires of emergency relief and supports. Apart from this through coordinated efforts a more concerted initiative may be built up between the NGOs working in an area and proper coordination with the govt. and the people may be effectively established through a reliable information base.

Lastly the participants agreed on mutual transfer and sharing of data, information, and experience. They expressed faith that through exchange visits more effective understanding of the situation analysis and status may be evaluated. Regarding intern ion participation and contribution they opined for realistic reporting and a more pragmatic stand. They agreed in principle the seminars, workshop and exchange visits are very effective in boosting up experience and capacity building. Such initiatives can contribute immensely in building the knowledge base and filling in the knowledge gaps, which exists between the local NGOS, PNGOs and CBO participants. They also stressed that KM should not be too technically tuned and that things should be more people oriented so that any confusion that may arise may be made simplified and understandable. They opined that it is time to think globally and act locally for the greater benefit of the people through proper motivation, attitude, and practices.

**Program Schedule**  
**Offline Knowledge Management Workshop**

Venue : National Resource Centre, NGO Forum

Date : 20<sup>th</sup> September, 2004

<b>Time</b>	<b>Session</b>	<b>Key Facilitator</b>
9.00 ~ 9.10 am	Registration	
9.10 ~ 9.20 am	Welcome Address	Ms. Shirin P. Biswas
9.20 ~ 9.25 am	Clarifying objective of the workshop	Mr. Md. Nahidul Islam
9.25~9.40am	Introduction to effective KM in Watsan (NRC/NGO Forum)	Ms. Shirin P. Biswas
9.40 ~ 9.55 am	IM/KM activities at NRC/NGO Forum	Ms. Shirin P. Biswas
9.55 ~ 10.10am	Participants divided into 4 working groups (WGs) WG 1 on constraints WG 2 on benefits WG 3 on success WG 4 on scaling-up	Ms. Shirin P. Biswas
10.10~11.10am	Working group discussions	Mr. Md. Nahidul Islam
11.10~11.25am	Coffee/ tea break	
11.25~12.05pm	Working group presentations	Mr. Md. Nahidul Islam
12.05~12.55pm	Plenary discussion	Ms. Shirin P. Biswas
12.55~1.00pm	Concluding remarks	Ms. Shirin P. Biswas

**List of Participants  
for  
Offline Knowledge Management Workshop**

Date: 20 September, 2004  
Venue: NRC, NGO Forum for DWSS

- |   |   |
|---|---|
| 1. Dr. Nazrul Islam<br>Coordinator, IDEAL.                                    | 12. Md. Abdul Khaleque,<br>Program organizer,<br>NGO Forum for DWSS, Khulna.    |
| 2. Md. Ashraf Hossain<br>Regional Officer,<br>NGO Forum for DWSS, Sylhet.     | 13. Taslima Begum<br>Associate Program Officer, FO.                             |
| 3. Shameem Akter Jahan<br>Associate Monitoring Officer<br>NGO Forum for DWSS  | 14. Md. Salauddin Ahmed<br>Executive Director,<br>SEVA, HVK.                    |
| 4. Mina Halder<br>Executive Director,<br>SEBA, Khulna.                        | 15. Md. Ayub Khan<br>Regional officer,<br>NGO Forum for DWSS, Khulna.           |
| 5. Alamgir Islam Lablu<br>Executive Director,<br>SPS, Khulna.                 | 16. Dilruba Ahmed<br>MDA, Dev. Com.,<br>NGO Forum for DWSS                      |
| 6. Iqbal Azad<br>Senior Regional Officer,<br>NGO Forum for DWSS, Dhaka.       | 17. Md. Ziaul Haque<br>Senior Regional Officer,<br>NGO Forum for DWSS, Comilla. |
| 7. Syeda Rawshan Ara Parvin<br>Coordinator, Health Program<br>FIVVDB, Sylhet. | 18. Md. Abdul Awal<br>Executive Director,<br>AEUS, Noakhali.                    |
| 8. Shamsul Haque<br>Executive Director, SDI.                                  | 19. Abul Kalam Azad<br>Executive Director, DOLA                                 |
| 9. Ishrat Jahan<br>APO<br>NGO Forum for DWSS                                  | 20. Md. Arifur Rahman<br>Program Associates,<br>NGO Forum for DWSS              |
| 10. MD. Hafizur Rahman<br>Executive Director, DC.                             | 21. S. A. Hamid<br>Executive Director,<br>MAC-Bangladesh.                       |
| 11. Monsur Hallaz<br>FC, ASD  | 22. Shishir Roy<br>Regional officer,<br>NGO Forum for DWSS, Sylhet.             |

23. Umme Nehar  
Director, Uddog, Dinajpur.
24. K. M. A. K. Azad  
Executive Director  
AWARD
25. S. M. A. Rashid  
Executive Director  
NGO Forum for DWSS
26. Ms. Shirin P. Biswas  
Chief, NRC  
NGO Forum for DWSS
27. Mr. Teun Bastemeijer  
Sr. Programme Officer,  
IRC, The Netherlands.
28. Mr. Nahidul Islam  
FRA,  
NGO Forum for DWSS
29. Md. Shams Ulubbee  
IT officer  
NGO Forum for DWSS
30. Rashidul Haque  
Associate Regional Officer,  
NGO Forum for DWSS, Dinajpur.
31. George M. K.  
Principal  
Loyola College,  
Kerala, India.
32. Palitha Jagoweers  
Program Director,  
COSI, Sri Lanka.
33. Keerthi Sri Wijesinghe  
Program Officer,  
COSI, Sri Lanka
34. Shammi Akter  
Asst. Documentation Officer  
NGO Forum for DWSS
35. Kochu Rani Mathew  
Program Director,  
Socio Economic Unit,  
Kerala, India.
36. A. T. M. Badrul Islam  
Executive Director,  
JASHIS, Sylhet.

## Working Group Presentation:

The findings are as following:

### Group #1

#### 1. Is KM a useful concept?

- Of course! Because it has many advantages:
- Better result oriented.
- Promote ownership and covers more people.
- Better knowledge, attitude and practice.

#### 2. Is it applicable in Bangladesh and in your organization?

- Yes, It is applicable in our organization as well as in Bangladesh.
- We have willingness, capacity and resources to use these.
- Tool for empowering, exchanging ideas and views and solving social problems easily as well as promoting gender equity.

#### 3. What is the most important thing to make it work?

- Needs for initiatives
- Resource based focal point/ secretariat at National level.
- Make sure easy access to community at all level.

#### 4. What do you advise Watsan people in other parts of the world?

- Share the ideas and techniques in solving problems.
- Sharing innovation in WatSan Options.
- Bigger organization should support and promote local organization involved on WatSan activities

#### 5. What do you advise them not to do?

- Not to take any initiative which are not realistic, simple and logical.
- Not to make KM scientific.

After the presentation of Group #1, there were scopes for questions.

Mr. Nahidul Islam inquired why KM should not be scientific. Answer from the group was that it should not engage more scientists; should not involve complicated tools or methods. Otherwise the mass population will not be able to gain the results of the KM.

Again Mr. Nahidul Islam inquired what they meant by willingness to make KM applicable in Bangladesh and in their organization. The presentator Mr. Ayub Khan replied that they meant the eagerness of the people.

Then Ms. Shirin P. Biswas inquired why they mentioned the resource based focal point at the national level as the most important thing to make KM effective.

In reply to the question it was opined that at the central level there should be arrangement for training and workshops. Then the knowledge gained from this meeting should be disseminated to people at periphery area.

## **Group #2**

### **1. Is KM a useful concept?**

Knowledge management is a useful concept in development sector as well as in other sectors and organization.

### **2. Is it applicable in Bangladesh and in your organization?**

It can be applicable in Bangladesh and in our organization and also at grassroot communities.

### **3. What is the most important thing to make it work?**

To make it work the most important things are:

- Improving access
- Promoting sharing practice
- Trust for each other
- Develop cooperation and collaboration.

### **4. What do you advise Watsan people in other parts of the world?**

We advise:

- To disseminate better learning and experience.
- Encourage community practice. (Within partners, organizations, stakeholders, grassroot people etc.)
- To develop inter-personal interactions.
- To develop face-to-face meeting/ conversation.
- To use modern technology in Watsan.
- To make exchange visit/ exposure visit.
- Should share information in proper time.

### **5. What do you advise them not to do?**

Not to do

- Not to keep information in oneself.
- Not to depend on technology only.
- Not to share wrong information until the news is justified.

After the presentation, Mr. Teun enquired of what they meant about justification. The reply was that sometimes there is wrong information. For example, NGO's come with money to mobilize the resources. But always this will not be true. Hence, correct information should be collected. Otherwise wrong information will decrease knowledge.

## **GROUP # 3**

### **1. Is KM a useful concept?**

- Yes.

- Why?
- Sharing views & ideas promptly
- Very cost effective
- Time saving
- Developing a culture & system within & in between Org. & Com.
- Increase access in a wider areas
- Improves over all effectiveness & efficiency of Organization /Project

**2. Is applicable in BD/ Org?**

Yes. Both in Bangladesh and in the organization.

**3. What is the most important thing?**

- Proper need assessment in every level in terms of knowledge requirement.
- Good models & its replication.
- Availability of technology (both Hardware & Software).
- Formation of CoPs (Personally, Organizationally, Networking).

**4. What do you advise Watsan people in other parts of the world?**

Advise for other WatSan People of the world:

- Exchange of knowledge (both success & failure stories).
- Use the proven WatSan Tech. & models for rest of the world.(applicable areas)
- Acquire latest information.
- Each partner strives to learn & learns to share.
- Motivate others
- Think globally, act locally & concretely.

**5. What do you advise them not to do?**

Advise for other WatSan people not to do:

- Don't be hypothetical.
- Don't think locally & try to act globally.
- Don't ignore objection & resistance from community and various people

After the presentation, Mr. Ayub Khan, a participant inquired why they asked not to think locally and to act globally. The reply was that one should not ignore objections and resistances of the global people. Watsan people in other parts of the people come to our country. They should not impose anything upon the local people. The cultural and behavioural aspects of local people should be taken into account while undertaking any projects.

**Group # 4**

**1. Is KM a useful concept?**

Knowledge is surely a useful concept because- each person has concept or knowing regarding specific subject. This understanding or concept will only be useful when this is exchanged with others.

**2. Is it applicable in Bangladesh and in your organization?**

Yes.

In different organization, KM regarding specific subject is essential. This can be transmitted through weekly or monthly meetings, Group discussions, workshops, seminars, symposiums, face to face interactions - all this enrich the knowledge management.

Besides in Bangladesh KM is extensively applicable in different levels. For example, GO-NGO, NGO-NGO, Grass root levels to NGO etc.

**3. What is the most important thing to make it work?**

Sharing and practising is the most important part of KM to make it work.

**4. What do you advise Watsan people in other parts of the world?**

In case of people outside Bangladesh- KM can be developed through meeting, seminar, symposium, networking, partnership, building of forums, exchange visits etc.

**5. What do you advise them not to do?**

- KM system should not be complicated.
- KM should not be self-centered.

**Consolidation of “what not to do”**

- **“Disseminate or share wrong information”**
- **“It creates confusion” (Don’t confuse)**
- **“Be self centered” (Both personal and organizational)**
- **“Don’t think locally and try to act globally”**

After the presentation Ms. Shirin P. Biswas inquired of them what they meant by not to be self-centered. The answer was that the Watsan people in other parts of the world should not consolidate information with one person or organization. They should share the information with other people.

**Topic:** Knowledge Management: Worth the effort?!

**Presented by:** Chief, NRC

## Knowledge Management: Worth the effort?!

Organized by NRC/NGO-Forum and IRC  
September 20, 2004  
Dhaka

### What is it about in Bangladesh?

- Is knowledge the same as information?
- Is Information the same as data?
- Translating data into information?
- Making sure the information is correct?
- Making sure the information can be used?
- Developing the capacity to make good use of information?
- Knowing what to do? Action?
- Partnerships?

## Data and information

- Data: symbols, figures, statistics, facts
- Information is more than data. If we process data to be useful; this provides answer to “who”, “what”, “where”, and “when” questions.
- IM is concerned with access to information: its (technical) handling, security, storage and delivery
- Information often takes the form of documents

## What is knowledge?

- Knowledge is a personal condition.
- Translates into a capacity to act using information and experience
- Using knowledge consciously to act requires awareness that can trigger development of skills and attitudes favoring use of your own knowledge and that of others
- There are many definitions

## Knowledge Management

- KM is concerned with the human aspect of information utilization.
- KM focuses in developing systems and processes that leverage information & knowledge in an organizations to promote originality, creativity, intelligence and learning, and;
- is “creating an organization in which everyone is stimulated to handle his personal knowledge with care and to share knowledge with others.”

## Major issues highlighted in recent conferences

Most attention so far has gone to three main issues

- **Improving access** to information and knowledge
- Promoting **knowledge sharing**
- **Networking**: international and regional cooperation

## Knowledge sharing

- Communities of practice
- Sharing information from face-to-face meetings, in conversation or closed e-groups (e-mail/Web)
- CoPs are an essential strategy for any KM program
- Building information repositories and IT department only is not enough
- Repositories can never be a substitute for what is contained in peoples' heads

## Communities of Practice

- Challenge is to get professionals who share an interest to interact, share, create and update information
- supportive culture for sharing is essential
- KM should be people-oriented and 'technology-enabled not technology-driven'

## Levels of KM

- **At Personal level:** sharing, learning, acquiring, collaborating, helping to maintain an enabling environment for oneself and for others
- **At Organisation level:** Creating, capturing, sharing and re-using knowledge in the attainment of the organisation's objectives
- **Networking level:** Knowing each other, trusting, solid communications and regular (exposure) visits between partners: Building partnerships and make them work.

Thank you

**Topic:** Background and Objectives of Knowledge Management

**Presented by:** Md. Nahidul Islam, Documentation Officer, NRC.

## Workshop on Knowledge management

### *Background and objectives*

### Knowledge is key

- Knowing where to find the answers to you questions
- Knowing who knows what
- Knowing how to share knowledge
- Knowing what you need to solve your problem
- Know-how and skills
- Knowing what you don't know
- Did you know that.....?

## WASH-STREAMS partnership

- A group of NGOs and government agencies in Bangladesh aims at jointly supporting local actors to acquire the knowledge and skills they need to move forward towards Vision 21
- The NRC within the NGO forum plays a facilitating role and aims to promote access to and use of knowledge

## International E-conference

- IRC International Water and Sanitation Centre aims to clarify together with others how local actors can gain better access to information and knowledge
- The conference aims to reach conclusions on how knowledge can be better shared, made most relevant for local use.
- The term used is ***Knowledge Management***

## Purpose of this workshop

- Try develop common understanding of Knowledge Management
- Develop ideas on how knowledge can be shared and made useful through partnerships
- Contribute to the international e-conference