Results of SuSanA Sanitation Sector Knowledge Management Study

September 2017
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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.
• 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.
• 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?

Member Survey
1492 Responses

143 duplicate responses removed

48 respondents answered “I don't work or study in the field of sanitation” and were filtered directly to the end of the survey

1298 analyzed responses

English: 1192
French: 65
Spanish: 41
Online: 1202
Offline: 96
E-mail: 1200
Link: 98

Non Member Survey
1699 Responses

183 duplicate responses removed

127 respondents answered “I don't work or study in the field of sanitation” and were filtered directly to the end of the survey

1389 analyzed responses

English: 1180
French: 111
Spanish: 98
Online: 1284
Offline: 105
E-mail: 1222
Link: 167
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?
Q. What is your main area of interest in relation to sanitation?

Q. Which best describes your current work or sector? (Select only one)
Q. Where does most of your sanitation work occur? (Select only one)

- Sub-Saharan Africa: 37%
- Asia: 30%
- Latin America and Caribbean: 11%
- Middle East and North Africa: 5%
- North America/Europe/Australia: 4%
- Global (no specific region): 13%

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

- Design and construction of sanitation facilities: 28%
- Research: 14%
- Advocacy: 7%
- Creating awareness: 12%
- Training: 9%
- Operation and maintenance of sanitation facilities: 8%
- Healthcare: 4%
- Policy: 4%
- Financing: 2%
- Manufacturing: 1%
- Coordination: 5%
- Other: 6%
Organizational activity by main region of operation

- **Global (n=329)**
  - Design and construction: 25%
  - Research: 4%
  - Creating awareness: 9%
  - Training: 10%
  - Operation and maintenance: 6%
  - Advocacy: 2%
  - Other: 3%
  - Coordination: 5%
  - Healthcare: 4%
  - Policy: 6%
  - Financing: 5%
  - Manufacturing: 1%

- **Middle East and North Africa (n=111)**
  - Design and construction: 43%
  - Research: 3%
  - Creating awareness: 17%
  - Training: 10%
  - Operation and maintenance: 8%
  - Advocacy: 0%
  - Other: 2%
  - Coordination: 4%
  - Healthcare: 3%
  - Policy: 8%
  - Financing: 6%
  - Manufacturing: 5%

- **Sub Saharan Africa (n=910)**
  - Design and construction: 26%
  - Research: 15%
  - Creating awareness: 14%
  - Training: 10%
  - Operation and maintenance: 8%
  - Advocacy: 0%
  - Other: 4%
  - Coordination: 6%
  - Healthcare: 7%
  - Policy: 2%
  - Financing: 3%
  - Manufacturing: 1%

- **Asia (n=752)**
  - Design and construction: 32%
  - Research: 12%
  - Creating awareness: 8%
  - Training: 10%
  - Operation and maintenance: 8%
  - Advocacy: 0%
  - Other: 6%
  - Coordination: 3%
  - Healthcare: 2%
  - Policy: 6%
  - Financing: 3%
  - Manufacturing: 1%

- **Latin America and Caribbean (n=278)**
  - Design and construction: 32%
  - Research: 7%
  - Creating awareness: 6%
  - Training: 10%
  - Operation and maintenance: 8%
  - Advocacy: 3%
  - Other: 1%
  - Coordination: 5%
  - Healthcare: 8%
  - Policy: 3%
  - Financing: 1%
  - Manufacturing: 9%

- **North America/Europe/Australia (n=107)**
  - Design and construction: 33%
  - Research: 5%
  - Creating awareness: 9%
  - Training: 5%
  - Operation and maintenance: 11%
  - Advocacy: 0%
  - Other: 4%
  - Coordination: 5%
  - Healthcare: 17%
  - Policy: 9%
  - Financing: 5%
  - Manufacturing: 11%
Organizational activity by region based in

Low Income Country (n=649)

Middle Income Country (n=1429)

High Income Country (n=762)

- Design and construction
- Research
- Creating awareness
- Training
- Operation and maintenance
- Advocacy
- Other
- Coordination
- Healthcare
- Policy
- Financing
- Manufacturing
How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice)

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive e-mail newsletters</td>
<td>22%</td>
</tr>
<tr>
<td>Look up on websites</td>
<td>18%</td>
</tr>
<tr>
<td>Communicate with colleagues and friends</td>
<td>16%</td>
</tr>
<tr>
<td>Attend conferences</td>
<td>10%</td>
</tr>
<tr>
<td>Attend sector meetings</td>
<td>10%</td>
</tr>
<tr>
<td>Update from social media</td>
<td>9%</td>
</tr>
<tr>
<td>Read discussion forum posts</td>
<td>9%</td>
</tr>
<tr>
<td>Read blogs</td>
<td>4%</td>
</tr>
<tr>
<td>Attend webinars</td>
<td>2%</td>
</tr>
</tbody>
</table>

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)

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

- Receive e-mail newsletters: HIC 25%, MIC 19%, LIC 19%
- Look up on websites: HIC 25%, MIC 17%, LIC 17%
- Communicate with colleagues and friends: HIC 25%, MIC 19%, LIC 19%
- Attend conferences: HIC 9%, MIC 11%, LIC 11%
- Attend sector meetings: HIC 4%, MIC 7%, LIC 17%
- Update from social media: HIC 7%, MIC 10%, LIC 10%
- Read discussion forum posts: HIC 7%, MIC 10%, LIC 10%
- Read blogs: HIC 4%, MIC 5%, LIC 5%
- Attend webinars: HIC 2%, MIC 3%, LIC 3%

“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.

Although social media updates were ranked fairly low for all respondents, there was still a notable difference in ranking between Asia and Africa.
How do you keep up-to-date with current news and activities within the sanitation sector? (First Choice) – All Regions

<table>
<thead>
<tr>
<th>Activity</th>
<th>Africa</th>
<th>Asia</th>
<th>Middle East and North Africa</th>
<th>Latin America and Caribbean</th>
<th>North America/ Europe/ Australia</th>
<th>Global (no specific region)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive e-mail newsletters</td>
<td>23%</td>
<td>20%</td>
<td>25%</td>
<td>14%</td>
<td>9%</td>
<td>22%</td>
</tr>
<tr>
<td>Look up on websites</td>
<td>25%</td>
<td>14%</td>
<td>22%</td>
<td>14%</td>
<td>14%</td>
<td>13%</td>
</tr>
<tr>
<td>Communicate with colleagues and friends</td>
<td>22%</td>
<td>13%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
<td>12%</td>
</tr>
<tr>
<td>Attend conferences</td>
<td>14%</td>
<td>14%</td>
<td>13%</td>
<td>13%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Attend sector meetings</td>
<td>12%</td>
<td>12%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Update from social media</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Read discussion forum posts</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Read blogs</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Attend webinars</td>
<td>1%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
</tbody>
</table>

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

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

- Receive e-mail newsletters: 24%
- Look up on websites: 22%
- Communicate with colleagues and friends: 20%
- Attend conferences: 12%
- Attend sector meetings: 8%
- Update from social media: 8%
- Read discussion forum posts: 8%
- Read blogs: 6%
- Attend webinars: 2%

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.

- Receive e-mail newsletters: 28%
- Look up on websites: 22%
- Communicate with colleagues and friends: 20%
- Attend conferences: 15%
- Attend sector meetings: 16%
- Update from social media: 11%
- Read discussion forum posts: 16%
- Read blogs: 8%
- Attend webinars: 2%
Q. How do you prefer to connect or network with other sanitation professionals? Please rank the following.

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional network</td>
<td>28%</td>
</tr>
<tr>
<td>Conferences</td>
<td>18%</td>
</tr>
<tr>
<td>Local or regional meetings</td>
<td>18%</td>
</tr>
<tr>
<td>Social media</td>
<td>11%</td>
</tr>
<tr>
<td>Online working groups</td>
<td>8%</td>
</tr>
<tr>
<td>Online forums</td>
<td>8%</td>
</tr>
<tr>
<td>Webinars or online training</td>
<td>7%</td>
</tr>
</tbody>
</table>
How do you prefer to connect or network with other sanitation professionals? (First Choice) - Region

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

- Professional network (Overall: 30%)
- Conferences
- Local or regional meetings
- Social media (Africa: 8%, Asia: 15%)
- Online working groups
- Online forums
- Webinars or online training (5%)

As with preferences for keeping up to 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.

Refer to slide 18 to see proportion of responses from each region.
How do you prefer to connect or network with other sanitation professionals? (First Choice) – By interest

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

- Professional network: Overall 30%, Design and Construction 40%
- Conferences: Overall 14%, Design and Construction 21%
- Local or regional meetings: Overall 11%, Design and Construction 19%
- Social media: Overall 6%, Design and Construction 13%
- Online working groups
- Online forums
- Webinars or online training

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.

- Professional network
- Conferences
- Local or regional meetings
- Social media
- Online working groups
- Online forums
- Webinars or online training

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

- 40% Privacy/security
- 35% Don't know online platform
- 27% Don't have time
- 24% My work is confidential
- 9% I don't have anything to contribute
How much do each of the following prevent you from finding the information 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.
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?

- Lack of validated & quality information sources: 170
- Lack of resources: 43
- Lack of well structured portal with easy interface: 38
- Poor knowledge management practices: 33
- Limited skills of sanitation professionals: 33
- Rules and regulations of government or organizations: 21
Non-member survey results: Engagement with SuSanA

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

- Forum
- Case studies
- Thematic discussion series
- Library
- Working groups
- Project database
- Events calendar
- Webinars
- Partner profiles
- Job listings
- Regional chapters
- Working group Wiki
- In-person meetings
- Akvo sanitation portal

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

**Low income countries**
- Forum: Very useful
- Case Studies: Very useful
- Thematic discussion series: Very useful
- Library: Very useful
- Working groups: Very useful
- Project database: Very useful
- Events calendar: Very useful
- Webinars: Very useful
- Partner profiles: Very useful
- Job listings: Very useful
- Regional chapters: Very useful
- Working group Wiki: Very useful
- In-person meetings: Very useful
- Akvo sanitation portal: Very useful

**Middle income countries**
- Forum: Very useful
- Case Studies: Very useful
- Thematic discussion series: Very useful
- Library: Very useful
- Working groups: Very useful
- Project database: Very useful
- Events calendar: Very useful
- Webinars: Very useful
- Partner profiles: Very useful
- Job listings: Very useful
- Regional chapters: Very useful
- Working group Wiki: Very useful
- In-person meetings: Very useful
- Akvo sanitation portal: Very useful

**High income countries**
- Forum: Very useful
- Case Studies: Very useful
- Thematic discussion series: Very useful
- Library: Very useful
- Working groups: Very useful
- Project database: Very useful
- Events calendar: Very useful
- Webinars: Very useful
- Partner profiles: Very useful
- Job listings: Very useful
- Regional chapters: Very useful
- Working group Wiki: Very useful
- In-person meetings: Very useful
- Akvo sanitation portal: Very useful

Q. How useful have you found the following SuSanA services?
To what extent has SuSanA...

... helped you consider sustainability in your sanitation projects?

... helped facilitate your collaboration with other professionals?

... improved how you train others on sanitation topics?

... improved how you plan your sanitation projects?

... helped you solve technical problems that arose in your projects?

... helped you create demand for sanitation?

... helped you reach more people with adequate and equitable sanitation?

... helped you gain access to more funding for sanitation projects?
To what extent has SuSanA...

<table>
<thead>
<tr>
<th>Low income countries</th>
<th>Middle income countries</th>
<th>High income countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>... helped you consider sustainability in your sanitation projects?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... helped facilitate your collaboration with other professionals?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... improved how you train others on sanitation topics?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... improved how you plan your sanitation projects?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... helped you solve technical problems that arose in your projects?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... helped you create demand for sanitation?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... helped you reach more people with adequate and equitable sanitation?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... helped you consider sustainability in your sanitation projects?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>... helped you gain access to more funding for sanitation projects?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A great deal | Much | Somewhat | Little | Not at all

Q. To what extent has SuSanA...
How do you think SuSanA could be improved? (Coded open text responses)

- Improve information management & knowledge sharing (142)
- Increase engagement of specific groups (e.g., local government, grass root level workers) (119)
- Address barriers to use of platforms and accessibility of knowledge (100)
- Organize more in-person events at regional and country level (82)
- Establish regional or national platforms (74)
- Provide financial support/link with funders/donors/share call for proposals (53)
- Improve facilitation of collaboration and networking (52)
- Engage members to be more active (51)
- Cover more topics (44)
- Improve forum (44)

Q. How do you think SuSanA could be improved?
Personas
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.

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops/conferences</td>
<td>949</td>
</tr>
<tr>
<td>On the job</td>
<td>933</td>
</tr>
<tr>
<td>Reading</td>
<td>783</td>
</tr>
<tr>
<td>Person to person</td>
<td>723</td>
</tr>
<tr>
<td>Formal learning</td>
<td>609</td>
</tr>
<tr>
<td>Peer-to-peer online</td>
<td>493</td>
</tr>
<tr>
<td>Webinars</td>
<td>478</td>
</tr>
<tr>
<td>MOOCs</td>
<td>477</td>
</tr>
</tbody>
</table>

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

- Information is relevant to my context
- Reviewed and accurate
- Easy to Understand
- Project information and case studies are available
- Guidelines and toolkits are available
- Information has been selected & organized
- Website is easy to navigate
- Information covers all aspects of sanitation
  - In my preferred language
  - Website allows me to interact, ask questions

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

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Websites of key sector org</td>
<td>1473</td>
</tr>
<tr>
<td>Comprehensive reports</td>
<td>1331</td>
</tr>
<tr>
<td>Case studies</td>
<td>1300</td>
</tr>
<tr>
<td>Books</td>
<td>1198</td>
</tr>
<tr>
<td>Policy papers</td>
<td>1124</td>
</tr>
<tr>
<td>Brief factsheets</td>
<td>1058</td>
</tr>
<tr>
<td>In-person discussions</td>
<td>1092</td>
</tr>
<tr>
<td>Peer-reviewed journals</td>
<td>959</td>
</tr>
<tr>
<td>Images</td>
<td>863</td>
</tr>
<tr>
<td>Short videos</td>
<td>852</td>
</tr>
<tr>
<td>Toolkits</td>
<td>817</td>
</tr>
<tr>
<td>Online forums</td>
<td>750</td>
</tr>
<tr>
<td>Wikipedia</td>
<td>539</td>
</tr>
<tr>
<td>Webinars</td>
<td>477</td>
</tr>
</tbody>
</table>

On which topics have you had difficulties finding sanitation information?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financing</td>
<td>95</td>
</tr>
<tr>
<td>Policy or regulation</td>
<td>86</td>
</tr>
<tr>
<td>Technical</td>
<td>84</td>
</tr>
<tr>
<td>Behaviour change</td>
<td>81</td>
</tr>
<tr>
<td>Links to other sectors</td>
<td>76</td>
</tr>
<tr>
<td>Specific to a particular context</td>
<td>74</td>
</tr>
<tr>
<td>Community mobilisation and demand creation</td>
<td>57</td>
</tr>
</tbody>
</table>

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

- Cost of accessing materials
- Poor internet connection
- Too much information to sort through
- Info not available in my language
- Don't know where to look
- Don't have enough time

- To a great extent
- To some extent
- Not at all
Knowledge Sharing
How do you prefer to connect or network with other sanitation professionals? Please rank the following.

- Conferences: 693
- Professional network: 675
- Local or regional meetings: 636
- Social media: 451
- Online working groups: 431
- Online forums: 398
- Webinars or online training: 351

Knowledgeable participants: 958
Relevance to my work: 754
Easy participation: 707
Quick response time: 439
Controlled contributions: 408
Frequent new topics: 398
Language: 351
Many participants: 211

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

- Receive e-mail newsletters: 767
- Communicate with colleagues and friends: 682
- Look up on websites: 673
- Attend conferences: 579
- Attend sector meetings: 564
- Read discussion forum posts: 476
- Update from social media: 392
- Read blogs: 298
- Attend webinars: 233

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

Facebook: 120
YouTube: 100
LinkedIn: 90
Twitter: 80
Flickr: 70

SuSanA Members
How useful have you found the following SuSanA services?

- Case studies: Very useful (70), Moderately useful (20), Not very useful (10), Have never used it (0)
- Forum: Very useful (60), Moderately useful (30), Not very useful (10), Have never used it (0)
- Thematic discussion series: Very useful (50), Moderately useful (40), Not very useful (10), Have never used it (0)
- Library: Very useful (40), Moderately useful (30), Not very useful (20), Have never used it (10)
- Working groups: Very useful (30), Moderately useful (20), Not very useful (10), Have never used it (40)
- Events calendar: Very useful (20), Moderately useful (15), Not very useful (10), Have never used it (45)
- Project database: Very useful (15), Moderately useful (10), Not very useful (10), Have never used it (50)
- Job listings: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (50)
- Webinars: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (50)
- Regional chapters: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (50)
- Partner profiles: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (50)
- Working group Wiki: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (50)
- In-person meetings: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (50)
- Akvo sanitation portal: Very useful (50), Moderately useful (30), Not very useful (10), Have never used it (10)

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

- Many participants: Very useful (50), Moderately useful (30), Not very useful (10), Have never used it (10)
- Knowledgeable participants: Very useful (40), Moderately useful (30), Not very useful (10), Have never used it (10)
- Language: Very useful (30), Moderately useful (20), Not very useful (10), Have never used it (10)
- Relevance to my work: Very useful (20), Moderately useful (15), Not very useful (10), Have never used it (10)
- Quick response time: Very useful (15), Moderately useful (10), Not very useful (10), Have never used it (10)
- Controlled contributions: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (10)
- Frequent new topics: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (10)
- Easy participation: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (10)
- Relevant topics: Very useful (10), Moderately useful (10), Not very useful (10), Have never used it (10)
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.

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the job</td>
<td>278</td>
</tr>
<tr>
<td>Workshops/conferences</td>
<td>249</td>
</tr>
<tr>
<td>Person to person</td>
<td>209</td>
</tr>
<tr>
<td>Reading</td>
<td>179</td>
</tr>
<tr>
<td>Webinars</td>
<td>145</td>
</tr>
<tr>
<td>MOOCs</td>
<td>144</td>
</tr>
<tr>
<td>Peer-to-peer online</td>
<td>134</td>
</tr>
<tr>
<td>Formal learning</td>
<td>116</td>
</tr>
</tbody>
</table>

Information Management

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

- Reviewed and accurate: 281
- Project information and case studies are available: 255
- Information is relevant to my context: 243
- Information has been selected & organized: 231
- Website is easy to navigate: 204
- Easy to understand: 199
- Guidelines and toolkits are available: 192
- Information covers all aspects of sanitation: 169
- In my preferred language: 169
- Website allows me to interact, ask questions: 108

On which topics have you had difficulties finding sanitation information?

- Technical
  - Specific to a particular context: 21
  - Financing: 20
  - Community mobilisation and demand creation: 19
  - Links to other sectors: 18
  - Policy or regulation: 15
  - Behaviour change: 15

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

- Websites of key sector orgs: 412
- Case studies: 405
- Comprehensive reports: 402
- In-person discussions: 391
- Policy papers: 362
- Brief factsheets: 320
- Peer-reviewed journals: 267
- Workshops/conferences: 223
- Images: 211
- Online forums: 202
- Books: 192
- Short videos: 188
- Webinars: 139
- Wikipedia: 118

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

- Too much information to sort through: 96%
- Don’t have enough time: 83%
- Poor internet connection: 78%
- Cost of accessing materials: 72%
- Don’t know where to look: 63%
- Info not available in my language: 54%
### Knowledge Sharing

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

| Professional network | 230 |
| Local or regional meetings | 186 |
| Conferences | 174 |
| Webinars or online training | 124 |
| Social media | 99 |
| Online working groups | 84 |
| Online forums | 83 |

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

| Relevance to my work | 236 |
| Easy participation | 208 |
| Knowledgeable participants | 202 |
| Controlled contributions | 141 |
| Language | 98 |
| Quick response time | 98 |
| Frequent new topics | 54 |
| Many participants | 33 |

### Communication

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

- Receive e-mail newsletters: 227
- Communicate with colleagues and friends: 208
- Look up on websites: 196
- Attend sector meetings: 182
- Attend conferences: 164
- Read discussion forum posts: 114
- Read blogs: 83
- Update from social media: 73
- Attend webinars: 63

### SuSanA Members

**How useful have you found the following SuSanA services?**

- Case studies
- Forum
- Thematic discussion series
- Events calendar
- Library
- Working groups
- Webinars
- Project database
- Partner profiles
- In-person meetings
- Job listings
- Regional chapters
- Working group Wiki
- Akvo sanitation portal

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

- Twitter: 15
- Linkedin: 20
- Facebook: 16
- YouTube: 5
- Flicker: 2
Implementing INGO (n=519)

Definition

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

<table>
<thead>
<tr>
<th>Method</th>
<th>Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the job</td>
<td>2357</td>
</tr>
<tr>
<td>Workshops/conferences</td>
<td>2132</td>
</tr>
<tr>
<td>Person to person</td>
<td>1828</td>
</tr>
<tr>
<td>Reading</td>
<td>1822</td>
</tr>
<tr>
<td>Formal learning</td>
<td>1366</td>
</tr>
<tr>
<td>MOOCs</td>
<td>1286</td>
</tr>
<tr>
<td>Webinars</td>
<td>1189</td>
</tr>
<tr>
<td>Peer-to-peer online</td>
<td>1148</td>
</tr>
</tbody>
</table>

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

- Information is relevant to my context
- Guidelines and toolkits are available
- Easy to Understand
- Reviewed and accurate
- Project information and case studies are available
- Information has been selected&organized
- Website is easy to navigate
- Information covers all aspects of sanitation
- In my preferred language
- Website allows me to interact, ask questions

On which topics have you had difficulties finding sanitation information?

- Links to other sectors
  - Technical
  - Financing
  - Behaviour change
  - Policy or regulation
  - Community mobilisation and demand creation
  - Specific to a particular context

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

- Too much information to sort through
- Poor internet connection
- Cost of accessing materials
- Don’t have enough time
- Don’t know where to look
- Info not available in my language
Implementing INGO

Knowledge Sharing

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

- Professional network: 1778
- Local or regional meetings: 1513
- Conferences: 1327
- Webinars or online training: 1061
- Online working groups: 1025
- Social media: 946
- Online forums: 909

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

Knowledgeable participants: 2364
- Relevance to my work: 2085
- Easy participation: 1725
- Quick response time: 1055
- Controlled contributions: 1026
- Language: 789
- Frequent new topics: 784
- Many participants: 401

Communication

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

- Communicate with colleagues and friends: 1841
- Look up on websites: 1745
- Receive e-mail newsletters: 1635
- Attend sector meetings: 1292
- Attend conferences: 1114
- Read discussion forum posts: 1070
- Update from social media: 906
- Read blogs: 723
- Attend webinars: 653

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

- Facebook
- YouTube
- LinkedIn
- Twitter
- Flicker

SuSanA Members

How useful have you found the following SuSanA services?

- Case studies
- Library
- Thematic discussion series
- Forum
- Project database
- Working groups
- Events calendar
- Webinars
- In-person meetings
- Job listings
- Regional chapters
- Working group Wiki
- Partner profiles
- Akvo sanitation portal

Very useful | Moderately useful | Not very useful | Have never used it

0% 20% 40% 60% 80% 100%
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.

- On the job: 1382
- Reading: 1295
- Workshops/conferences: 1255
- Person to person: 1180
- Peer-to-peer online: 828
- Formal learning: 766
- MOOCs: 757
- Webinars: 712

Information Management

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

- Reviewed and accurate
- Project information and case studies are available
- Information is relevant to my context
- Guidelines and toolkits are available
- Website is easy to navigate
- Information has been selected & organized
- Easy to Understand
- Information covers all aspects of sanitation
- Website allows me to interact, ask questions
- In my preferred language

- Webinars: 1378
- 712
- 1197
- 1338
- 1105
- 1027
- 974
- 843
- 573
- 533

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

- Comprehensive reports: 2251
- Websites of key sector org: 2097
- Case studies: 2017
- In-person discussions: 1683
- Peer-reviewed journals: 1556
- Books: 1431
- Brief factsheets: 1425
- Policy papers: 1318
- Toolkits: 1201
- Images: 1197
- Online forums: 1151
- Short videos: 1058
- Wikipedia: 781
- Webinars: 637

On which topics have you had difficulties finding sanitation information?

- Financing: 132
- Technical: 123
- Links to other sectors: 105
- Behaviour change: 97
- Community mobilisation and demand creation: 93
- Policy or regulation: 84
- Specific to a particular context: 75

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

- Too much information to sort through
- Cost of accessing materials
- Poor internet connection
- Don’t have enough time
- Info not available in my language
- Don’t know where to look

- To a great extent
- To some extent
- Not at all
### Knowledge Sharing

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

<table>
<thead>
<tr>
<th>Professional network</th>
<th>1198</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local or regional meetings</td>
<td>829</td>
</tr>
<tr>
<td>Conferences</td>
<td>819</td>
</tr>
<tr>
<td>Online forums</td>
<td>681</td>
</tr>
<tr>
<td>Online working groups</td>
<td>647</td>
</tr>
<tr>
<td>Webinars or online training</td>
<td>562</td>
</tr>
<tr>
<td>Social media</td>
<td>523</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Knowledgeable participants</th>
<th>1493</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevance to my work</td>
<td>1217</td>
</tr>
<tr>
<td>Easy participation</td>
<td>916</td>
</tr>
<tr>
<td>Controlled contributions</td>
<td>773</td>
</tr>
<tr>
<td>Quick response time</td>
<td>602</td>
</tr>
<tr>
<td>Frequent new topics</td>
<td>453</td>
</tr>
<tr>
<td>Language</td>
<td>392</td>
</tr>
<tr>
<td>Many participants</td>
<td>216</td>
</tr>
</tbody>
</table>

### Communication

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

<table>
<thead>
<tr>
<th>Receive e-mail newsletters</th>
<th>1164</th>
</tr>
</thead>
<tbody>
<tr>
<td>Look up on websites</td>
<td>1120</td>
</tr>
<tr>
<td>Communicate with colleagues and friends</td>
<td>1092</td>
</tr>
<tr>
<td>Read discussion forum posts</td>
<td>910</td>
</tr>
<tr>
<td>Attend conferences</td>
<td>652</td>
</tr>
<tr>
<td>Attend sector meetings</td>
<td>630</td>
</tr>
<tr>
<td>Update from social media</td>
<td>510</td>
</tr>
<tr>
<td>Read blogs</td>
<td>462</td>
</tr>
<tr>
<td>Attend webinars</td>
<td>361</td>
</tr>
</tbody>
</table>

### SuSanA Members

**How useful have you found the following SuSanA services?**

<table>
<thead>
<tr>
<th>Case studies</th>
<th>Forum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thematic discussion series</td>
<td>Library</td>
</tr>
<tr>
<td>Events calendar</td>
<td>Working groups</td>
</tr>
<tr>
<td>Project database</td>
<td>Webinars</td>
</tr>
<tr>
<td>In-person meetings</td>
<td>Job listings</td>
</tr>
<tr>
<td>Working group Wiki</td>
<td>Akvo sanitation portal</td>
</tr>
<tr>
<td>Regional chapters</td>
<td>Partner profiles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LinkedIn</th>
<th>YouTube</th>
<th>Facebook</th>
<th>Twitter</th>
<th>Flicker</th>
</tr>
</thead>
<tbody>
<tr>
<td>1142</td>
<td>1092</td>
<td>1062</td>
<td>1018</td>
<td>978</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>LinkedIn</th>
<th>YouTube</th>
<th>Facebook</th>
<th>Twitter</th>
<th>Flicker</th>
</tr>
</thead>
<tbody>
<tr>
<td>1142</td>
<td>1092</td>
<td>1062</td>
<td>1018</td>
<td>978</td>
</tr>
</tbody>
</table>
If you are searching for information about sanitation topics, where do you tend to go?

<table>
<thead>
<tr>
<th>Websites of key sector org</th>
<th>Factor (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2623</td>
<td>Comprehensive reports</td>
</tr>
<tr>
<td>2447</td>
<td>Case studies</td>
</tr>
<tr>
<td>2361</td>
<td>In-person discussions</td>
</tr>
<tr>
<td>1914</td>
<td>Policy papers</td>
</tr>
<tr>
<td>1782</td>
<td>Brief factsheets</td>
</tr>
<tr>
<td>1683</td>
<td>Books</td>
</tr>
<tr>
<td>1603</td>
<td>Toolkits</td>
</tr>
<tr>
<td>1581</td>
<td>Online forums</td>
</tr>
<tr>
<td>1497</td>
<td>Short videos</td>
</tr>
<tr>
<td>1482</td>
<td>Images</td>
</tr>
<tr>
<td>1382</td>
<td>Peer-reviewed journals</td>
</tr>
<tr>
<td>1294</td>
<td>Wikipedia</td>
</tr>
<tr>
<td>1001</td>
<td>Webinars</td>
</tr>
<tr>
<td>731</td>
<td>Webinars</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Importance</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information is relevant to my context</td>
<td>1555</td>
</tr>
<tr>
<td>Project information and case studies are available</td>
<td>1549</td>
</tr>
<tr>
<td>Easy to Understand</td>
<td>1370</td>
</tr>
<tr>
<td>Reviewed and accurate</td>
<td>1343</td>
</tr>
<tr>
<td>Guidelines and toolkits are available</td>
<td>1312</td>
</tr>
<tr>
<td>Information covers all aspects of sanitation</td>
<td>1221</td>
</tr>
<tr>
<td>Information has been selected &amp; organized</td>
<td>1086</td>
</tr>
<tr>
<td>Website is easy to navigate</td>
<td>1031</td>
</tr>
<tr>
<td>In my preferred language</td>
<td>840</td>
</tr>
<tr>
<td>Website allows me to interact, ask questions</td>
<td>777</td>
</tr>
</tbody>
</table>

On which topics have you had difficulties finding sanitation information?

<table>
<thead>
<tr>
<th>Difficulty</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy or regulation</td>
<td>199</td>
</tr>
<tr>
<td>Technical</td>
<td>153</td>
</tr>
<tr>
<td>Links to other sectors</td>
<td>144</td>
</tr>
<tr>
<td>Behaviour change</td>
<td>142</td>
</tr>
<tr>
<td>Community mobilisation and demand creation</td>
<td>131</td>
</tr>
<tr>
<td>Specific to a particular context</td>
<td>121</td>
</tr>
<tr>
<td>Policy or regulation</td>
<td>113</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Prevention</th>
<th>Factor (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of accessing materials</td>
<td>100%</td>
</tr>
<tr>
<td>Too much information to sort through</td>
<td>97%</td>
</tr>
<tr>
<td>Poor internet connection</td>
<td>93%</td>
</tr>
<tr>
<td>Info not available in my language</td>
<td>89%</td>
</tr>
<tr>
<td>Don’t know where to look</td>
<td>83%</td>
</tr>
<tr>
<td>Don’t have enough time</td>
<td>80%</td>
</tr>
</tbody>
</table>

“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.

<table>
<thead>
<tr>
<th>Method</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops/conferences</td>
<td>1753</td>
</tr>
<tr>
<td>On the job</td>
<td>1587</td>
</tr>
<tr>
<td>Person to person</td>
<td>1371</td>
</tr>
<tr>
<td>Reading</td>
<td>1128</td>
</tr>
<tr>
<td>Formal learning</td>
<td>1011</td>
</tr>
<tr>
<td>Peer-to-peer online</td>
<td>782</td>
</tr>
<tr>
<td>MOOCs</td>
<td>771</td>
</tr>
<tr>
<td>Webinars</td>
<td>659</td>
</tr>
</tbody>
</table>
### Knowledge Sharing

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

<table>
<thead>
<tr>
<th>Local or regional meetings</th>
<th>Conferences</th>
<th>Professional network</th>
<th>Social media</th>
<th>Online working groups</th>
<th>Webinars or online training</th>
<th>Online forums</th>
</tr>
</thead>
<tbody>
<tr>
<td>1307</td>
<td>1186</td>
<td>1165</td>
<td>836</td>
<td>728</td>
<td>638</td>
<td>636</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Knowledgeable participants</th>
<th>Relevance to my work</th>
<th>Easy participation</th>
<th>Quick response time</th>
<th>Controlled contributions</th>
<th>Language</th>
<th>Frequent new topics</th>
<th>Many participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1724</td>
<td>1465</td>
<td>1207</td>
<td>850</td>
<td>721</td>
<td>677</td>
<td>633</td>
<td>265</td>
</tr>
</tbody>
</table>

### Communication

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

<table>
<thead>
<tr>
<th>Receive e-mail newsletters</th>
<th>Communicate with colleagues and friends</th>
<th>Attend sector meetings</th>
<th>Look up on websites</th>
<th>Attend conferences</th>
<th>Update from social media</th>
<th>Read discussion forum posts</th>
<th>Read blogs</th>
<th>Attend webinars</th>
</tr>
</thead>
<tbody>
<tr>
<td>1297</td>
<td>1144</td>
<td>1054</td>
<td>1045</td>
<td>999</td>
<td>880</td>
<td>732</td>
<td>549</td>
<td>335</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Facebook</th>
<th>YouTube</th>
<th>LinkedIn</th>
<th>Twitter</th>
<th>Flicker</th>
</tr>
</thead>
<tbody>
<tr>
<td>[1500]</td>
<td>[1200]</td>
<td>[500]</td>
<td>[200]</td>
<td>[100]</td>
</tr>
</tbody>
</table>

### SuSanA Members

How useful have you found the following SuSanA services?

<table>
<thead>
<tr>
<th>Case studies</th>
<th>Thematic discussion series</th>
<th>Forum</th>
<th>Library</th>
<th>Project database</th>
<th>Working groups</th>
<th>Events calendar</th>
<th>Webinars</th>
<th>Partner profiles</th>
<th>In-person meetings</th>
<th>Regional chapters</th>
<th>Akvo sanitation portal</th>
<th>Working group Wiki</th>
<th>Job listings</th>
</tr>
</thead>
<tbody>
<tr>
<td>[500]</td>
<td>[200]</td>
<td>[100]</td>
<td>[50]</td>
<td>[25]</td>
<td>[15]</td>
<td>[10]</td>
<td>[5]</td>
<td>[10]</td>
<td>[10]</td>
<td>[10]</td>
<td>[10]</td>
<td>[10]</td>
<td>[10]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Very useful</th>
<th>Moderately useful</th>
<th>Not very useful</th>
<th>Have never used it</th>
</tr>
</thead>
<tbody>
<tr>
<td>[100%]</td>
<td>[90%]</td>
<td>[10%]</td>
<td>[0%]</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Receive e-mail newsletters</th>
<th>Communicate with colleagues and friends</th>
<th>Attend sector meetings</th>
<th>Look up on websites</th>
<th>Attend conferences</th>
<th>Update from social media</th>
<th>Read discussion forum posts</th>
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</tr>
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<tbody>
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<td>335</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Facebook</th>
<th>YouTube</th>
<th>LinkedIn</th>
<th>Twitter</th>
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<td>[1500]</td>
<td>[1200]</td>
<td>[500]</td>
<td>[200]</td>
<td>[100]</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Local or regional meetings</th>
<th>Conferences</th>
<th>Professional network</th>
<th>Social media</th>
<th>Online working groups</th>
<th>Webinars or online training</th>
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<tbody>
<tr>
<td>1307</td>
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<td>638</td>
<td>636</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Receive e-mail newsletters</th>
<th>Communicate with colleagues and friends</th>
<th>Attend sector meetings</th>
<th>Look up on websites</th>
<th>Attend conferences</th>
<th>Update from social media</th>
<th>Read discussion forum posts</th>
<th>Read blogs</th>
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<tr>
<td>1297</td>
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<td>999</td>
<td>880</td>
<td>732</td>
<td>549</td>
<td>335</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Facebook</th>
<th>YouTube</th>
<th>LinkedIn</th>
<th>Twitter</th>
<th>Flicker</th>
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<tbody>
<tr>
<td>[1500]</td>
<td>[1200]</td>
<td>[500]</td>
<td>[200]</td>
<td>[100]</td>
</tr>
</tbody>
</table>
“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.

- Workshops/conferences: 866
- Person to person: 763
- On the job: 671
- Reading: 582
- Peer-to-peer online: 407
- Formal learning: 382
- MOOCs: 318
- Webinars: 272

Information Management

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

- Project information and case studies are available: 803
- Website allows me to interact, ask questions: 744
- Website is easy to navigate: 681
- Reviewed and accurate: 620
- Easy to Understand: 546
- Information has been selected&organized: 512
- Guidelines and toolkits are available: 499
- Information is relevant to my context: 499
- In my preferred language: 370
- Information covers all aspects of sanitation: 303

On which topics have you had difficulties finding sanitation information?

- Financing: 107
- Behaviour change: 96
- Community mobilisation and demand creation: 95
- Links to other sectors: 84
- Technical: 84
- Specific to a particular context: 76
- Policy or regulation: 58

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

- Cost of accessing materials
- Too much information to sort through
- Poor internet connection
- Don’t have enough time
- Info not available in my language
- Don’t know where to look

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

- Websites of key sector org: 1410
- Comprehensive reports: 1109
- Case studies: 1097
- In-person discussions: 946
- Brief factsheets: 839
- Books: 773
- Images: 709
- Policy papers: 699
- Online forums: 693
- Toolkits: 687
- Short videos: 657
- Peer-reviewed journals: 643
- Webinars: 419
- Wikipedia: 351
Knowledge Sharing

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

- Local or regional meetings: 651
- Conferences: 565
- Professional network: 523
- Social media: 453
- Online working groups: 422
- Online forums: 343
- Webinars or online training: 325

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

- Knowledgeable participants: 877
- Relevance to my work: 713
- Easy participation: 664
- Language: 386
- Quick response time: 350
- Controlled contributions: 322
- Frequent new topics: 277
- Many participants: 265

Communication

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

- Receive e-mail newsletters: 723
- Communicate with colleagues and friends: 641
- Look up on websites: 571
- Attend conferences: 490
- Update from social media: 443
- Attend sector meetings: 426
- Read discussion forum posts: 382
- Read blogs: 281
- Attend webinars: 190

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

- Facebook: 150
- YouTube: 100
- LinkedIn: 50
- Twitter: 0
- Flicker: 0

SuSanA Members

How useful have you found the following SuSanA services?

- Forum: Very useful: 450, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Thematic discussion series: Very useful: 440, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Case studies: Very useful: 430, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Library: Very useful: 420, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Working groups: Very useful: 410, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Events calendar: Very useful: 400, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Project database: Very useful: 390, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Partner profiles: Very useful: 380, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Regional chapters: Very useful: 370, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Job listings: Very useful: 360, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- In-person meetings: Very useful: 350, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Akvo sanitation portal: Very useful: 340, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Working group Wiki: Very useful: 330, Moderately useful: 100, Not very useful: 50, Have never used it: 0
- Webinars: Very useful: 320, Moderately useful: 100, Not very useful: 50, Have never used it: 0
**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.

- **On the job**: 739
- **Workshops/conferences**: 725
- **Person to person**: 655
- **Reading**: 632
- **Formal learning**: 405
- **Webinars**: 371
- **Peer-to-peer online**: 346
- **MOOCs**: 346

**Information Management**

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

- Information is relevant to my context: 700
- Reviewed and accurate: 698
- Easy to understand: 688
- Project information and case studies are available: 661
- Website is easy to navigate: 552
- Guidelines and toolkits are available: 535
- Information has been selected&organized: 523
- Information covers all aspects of sanitation: 478
- In my preferred language: 378
- Website allows me to interact, ask questions: 358

Information is relevant to my context: 700
Reviewed and accurate: 698
Easy to understand: 688
Project information and case studies are available: 661
Website is easy to navigate: 552
Guidelines and toolkits are available: 535
Information has been selected&organized: 523
Information covers all aspects of sanitation: 478
In my preferred language: 378
Website allows me to interact, ask questions: 358

**On which topics have you had difficulties finding sanitation information?**

- Financing: 90
- Technical: 64
- Community mobilisation and demand creation: 59
- Specific to a particular context: 56
- Links to other sectors: 51
- Behaviour change: 48
- Policy or regulation: 47

On which topics have you had difficulties finding sanitation information?

- Financing: 90
- Technical: 64
- Community mobilisation and demand creation: 59
- Specific to a particular context: 56
- Links to other sectors: 51
- Behaviour change: 48
- Policy or regulation: 47

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

- Too much information to sort through: 700
- Cost of accessing materials: 698
- Don't have enough time: 688
- Poor internet connection: 661
- Don't know where to look: 552
- Info not available in my language: 378

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

- Too much information to sort through: 700
- Cost of accessing materials: 698
- Don't have enough time: 688
- Poor internet connection: 661
- Don't know where to look: 552
- Info not available in my language: 378
Knowledge Sharing

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

<table>
<thead>
<tr>
<th>Professional network</th>
<th>548</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local or regional meetings</td>
<td>428</td>
</tr>
<tr>
<td>Social media</td>
<td>419</td>
</tr>
<tr>
<td>Conferences</td>
<td>410</td>
</tr>
<tr>
<td>Online working groups</td>
<td>309</td>
</tr>
<tr>
<td>Online forums</td>
<td>297</td>
</tr>
<tr>
<td>Webinars or online training</td>
<td>254</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Knowledgeable participants</th>
<th>800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevance to my work</td>
<td>662</td>
</tr>
<tr>
<td>Easy participation</td>
<td>522</td>
</tr>
<tr>
<td>Quick response time</td>
<td>363</td>
</tr>
<tr>
<td>Controlled contributions</td>
<td>330</td>
</tr>
<tr>
<td>Language</td>
<td>279</td>
</tr>
<tr>
<td>Frequent new topics</td>
<td>233</td>
</tr>
<tr>
<td>Many participants</td>
<td>130</td>
</tr>
</tbody>
</table>

Communication

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

<table>
<thead>
<tr>
<th>Look up on websites</th>
<th>586</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive e-mail newsletters</td>
<td>532</td>
</tr>
<tr>
<td>Communicate with colleagues and friends</td>
<td>486</td>
</tr>
<tr>
<td>Read discussion forum posts</td>
<td>380</td>
</tr>
<tr>
<td>Update from social media</td>
<td>347</td>
</tr>
<tr>
<td>Attend conferences</td>
<td>318</td>
</tr>
<tr>
<td>Attend sector meetings</td>
<td>289</td>
</tr>
<tr>
<td>Read blogs</td>
<td>240</td>
</tr>
<tr>
<td>Attend webinars</td>
<td>159</td>
</tr>
</tbody>
</table>

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

| Facebook | 100 |
| YouTube | 80 |
| LinkedIn | 60 |
| Twitter | 40 |
| Flicker | 20 |

SuSanA Members

How useful have you found the following SuSanA services?

| Case studies | 90%
| Forum | 80%
| Project database | 70%
| Library | 60%
| Events calendar | 50%
| Working groups | 40%
| In-person meetings | 30%
| Partner profiles | 20%
| Thematic discussion series | 10%
| Regional chapters | 0%
| Working group Wiki | 0%
| Webinars | 0%
| Job listings | 0%

Legend:
- Very useful
- Moderately useful
- Not very useful
- Have never used it
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.

- Workshops/conferences: 1317
- Reading: 1286
- On the job: 1275
- Person to person: 1181
- Formal learning: 734
- Webinars: 716
- MOOCs: 680
- Peer-to-peer online: 655

**Information Management**

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

- Reviewed and accurate: 1382
- Information is relevant to my context: 1288
- Project information and case studies are available: 1188
- Information has been selected & organized: 1095
- Website is easy to navigate: 1050
- Easy to understand: 972
- Guidelines and toolkits are available: 874
- Information covers all aspects of sanitation: 751
- In my preferred language: 548
- Website allows me to interact, ask questions: 388

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

- Comprehensive reports: 2542
- Websites of key sector org: 2147
- Case studies: 2103
- Books: 1850
- Policy papers: 1684
- In-person discussions: 1295
- Brief factsheets: 1280
- Online forums: 1273
- Images: 1021
- Toolkits: 981
- Short videos: 868
- Wikipedia: 850
- Webinars: 705
- Other: 603

On which topics have you had difficulties finding sanitation information?

- Financing: 124
- Links to other sectors: 114
- Policy or regulation: 104
- Specific to a particular context: 98
- Technical: 93
- Behaviour change: 83
- Community mobilisation and demand creation: 82

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

- Cost of accessing materials: 655
- Too much information to sort through: 680
- Don’t have enough time: 716
- Poor internet connection: 734
- Info not available in my language: 751
- Don’t know where to look: 874
### Academics

#### Knowledge Sharing

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

<table>
<thead>
<tr>
<th>Method</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conferences</td>
<td>1086</td>
</tr>
<tr>
<td>Professional network</td>
<td>1074</td>
</tr>
<tr>
<td>Local or regional meetings</td>
<td>781</td>
</tr>
<tr>
<td>Online working groups</td>
<td>517</td>
</tr>
<tr>
<td>Online forums</td>
<td>494</td>
</tr>
<tr>
<td>Webinars or online training</td>
<td>468</td>
</tr>
<tr>
<td>Social media</td>
<td>429</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Factor</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledgeable participants</td>
<td>1339</td>
</tr>
<tr>
<td>Relevance to my work</td>
<td>1133</td>
</tr>
<tr>
<td>Easy participation</td>
<td>909</td>
</tr>
<tr>
<td>Controlled contributions</td>
<td>709</td>
</tr>
<tr>
<td>Quick response time</td>
<td>574</td>
</tr>
<tr>
<td>Language</td>
<td>410</td>
</tr>
<tr>
<td>Frequent new topics</td>
<td>377</td>
</tr>
<tr>
<td>Many participants</td>
<td>237</td>
</tr>
</tbody>
</table>

#### Communication

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate with colleagues and friends</td>
<td>939</td>
</tr>
<tr>
<td>Receive e-mail newsletters</td>
<td>938</td>
</tr>
<tr>
<td>Look up on websites</td>
<td>909</td>
</tr>
<tr>
<td>Attend conferences</td>
<td>883</td>
</tr>
<tr>
<td>Read discussion forum posts</td>
<td>676</td>
</tr>
<tr>
<td>Attend sector meetings</td>
<td>568</td>
</tr>
<tr>
<td>Update from social media</td>
<td>465</td>
</tr>
<tr>
<td>Read blogs</td>
<td>451</td>
</tr>
<tr>
<td>Attend webinars</td>
<td>312</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Social Media</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>LinkedIn</td>
<td>150</td>
</tr>
<tr>
<td>Facebook</td>
<td>100</td>
</tr>
<tr>
<td>YouTube</td>
<td>50</td>
</tr>
<tr>
<td>Twitter</td>
<td>25</td>
</tr>
<tr>
<td>Flicker</td>
<td>10</td>
</tr>
</tbody>
</table>

#### SuSanA Members

**How useful have you found the following SuSanA services?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>1074</td>
</tr>
<tr>
<td>Forum</td>
<td>909</td>
</tr>
<tr>
<td>Case studies</td>
<td>883</td>
</tr>
<tr>
<td>Project database</td>
<td>676</td>
</tr>
<tr>
<td>Thematic discussion series</td>
<td>568</td>
</tr>
<tr>
<td>Events calendar</td>
<td>465</td>
</tr>
<tr>
<td>Working groups</td>
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</tr>
<tr>
<td>Job listings</td>
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</tr>
<tr>
<td>Webinars</td>
<td>237</td>
</tr>
<tr>
<td>Partner profiles</td>
<td>158</td>
</tr>
<tr>
<td>In-person meetings</td>
<td>574</td>
</tr>
<tr>
<td>Regional chapters</td>
<td>410</td>
</tr>
<tr>
<td>Working group Wiki</td>
<td>377</td>
</tr>
<tr>
<td>Akvo sanitation portal</td>
<td>237</td>
</tr>
</tbody>
</table>

Legend:
- **Very useful**
- **Moderately useful**
- **Not very useful**
- **Have never used it**
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.

<table>
<thead>
<tr>
<th>298 SuSanA partner organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>46% HIC</td>
</tr>
</tbody>
</table>

9 excluded

<table>
<thead>
<tr>
<th>105 partners approached for interviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>47% HIC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>30 interviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>50% HIC</td>
</tr>
</tbody>
</table>

- 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 MÁ©dicas y NutriciÁ­n)
- 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?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>To connect with others in the sector</td>
<td>14</td>
</tr>
<tr>
<td>To share our results or materials</td>
<td>10</td>
</tr>
<tr>
<td>To access knowledge and information</td>
<td>12</td>
</tr>
<tr>
<td>Was encouraged by funder/partner</td>
<td>8</td>
</tr>
<tr>
<td>To increase visibility or credibility</td>
<td>8</td>
</tr>
<tr>
<td>Was driven by an internal champion</td>
<td>4</td>
</tr>
<tr>
<td>To keep updated on the sector</td>
<td>2</td>
</tr>
</tbody>
</table>

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
- Connecting with others
- Keeping updated
- Sharing our events, knowledge, information
- Developing partnerships
- Getting visibility
- Learning about sanitation

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?

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve forums</td>
<td>6</td>
</tr>
<tr>
<td>Forum - tone of comments</td>
<td>4</td>
</tr>
<tr>
<td>Forum - opinion-based, not facts, uncertain credibility</td>
<td>3</td>
</tr>
<tr>
<td>Forum - challenging to navigate</td>
<td>2</td>
</tr>
<tr>
<td>Forum - only English</td>
<td>1</td>
</tr>
<tr>
<td>Increase diversity (e.g. more practitioners, not just academics and NGOs)</td>
<td>4</td>
</tr>
<tr>
<td>Link organizations with funding, tenders</td>
<td>4</td>
</tr>
<tr>
<td>Provide funding for meetings (too expensive for the &quot;little guy&quot; to travel and attend)</td>
<td>3</td>
</tr>
<tr>
<td>Increased promotion of SuSanA</td>
<td>3</td>
</tr>
<tr>
<td>More face-to-face meetings</td>
<td>3</td>
</tr>
<tr>
<td>Region specific information</td>
<td>3</td>
</tr>
<tr>
<td>Challenges with being big</td>
<td>3</td>
</tr>
<tr>
<td>Need to engage and motivate partners</td>
<td>2</td>
</tr>
<tr>
<td>Too focussed on dogma and trends (e.g. Ecosan) instead of big picture</td>
<td>2</td>
</tr>
<tr>
<td>Improve website</td>
<td>2</td>
</tr>
<tr>
<td>Help form partnerships and consortia</td>
<td>2</td>
</tr>
<tr>
<td>Improve capacity building component</td>
<td>2</td>
</tr>
<tr>
<td>Have more resources in languages other than English</td>
<td>1</td>
</tr>
</tbody>
</table>
How does your organization build its knowledge on sanitation?

- From our experiences (11)
- Read reports, papers, books (9)
- Do primary research (8)
- Attend conferences (7)
- Use the internet (6)
- Learn from other organizations (5)
- Hire experts and qualified consultants, staff (4)
- Internal KM system (3)
- Through newsletters, media, professional associations (2)
- Talk to people "on the ground" (1)

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?

- How to engage with government
- Easy to locate, consolidated, credible facts and figures
- Implementation models (e.g. business models)
- Practical project guidance (e.g. approvals process, financing, stakeholder engagement)
- Directory of service providers
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  
Monitoring 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
• 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
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?

- In-person (e.g. presenting at conferences, meetings, workshops) 49%
- Online (e.g. forums, social media, websites) 26%
- Publish (e.g. papers and reports) 21%
- I do not want to share knowledge outside of my workplace 2%

Q. What is your FIRST CHOICE for sharing your own sanitation knowledge with others in the sector?
Q. When sharing information online, what is your preferred format?

- Post in an online forum: 32%
- Upload to online libraries or websites: 28%
- Post a video: 16%
- Post in a blog: 15%
- Present in a webinar: 13%
- I don't want to share knowledge online: 5%
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.

81%

19%
How many projects have you started in the last 12 months jointly with other SuSanA members outside of your organization?

Number of respondents that started one or more joint projects = 199
Total number of joint projects started in last 12 months = 405
Q. Do you think that a regional SuSanA chapter would be helpful for the work in your region?

- Yes: 89%
- No: 11%