

Measuring and reporting the performance of capacity- building organizations in WASH

Presented by
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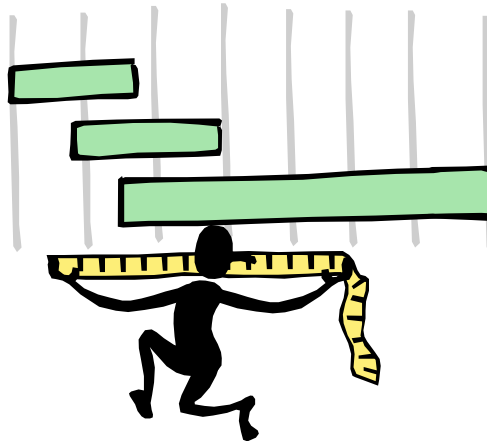
About CAWST

- Centre for Affordable Water and Sanitation Technology
- Capacity-building, non-profit organization in the WASH sector based in Calgary, Canada
- 35 staff
- 793 clients in 68 countries



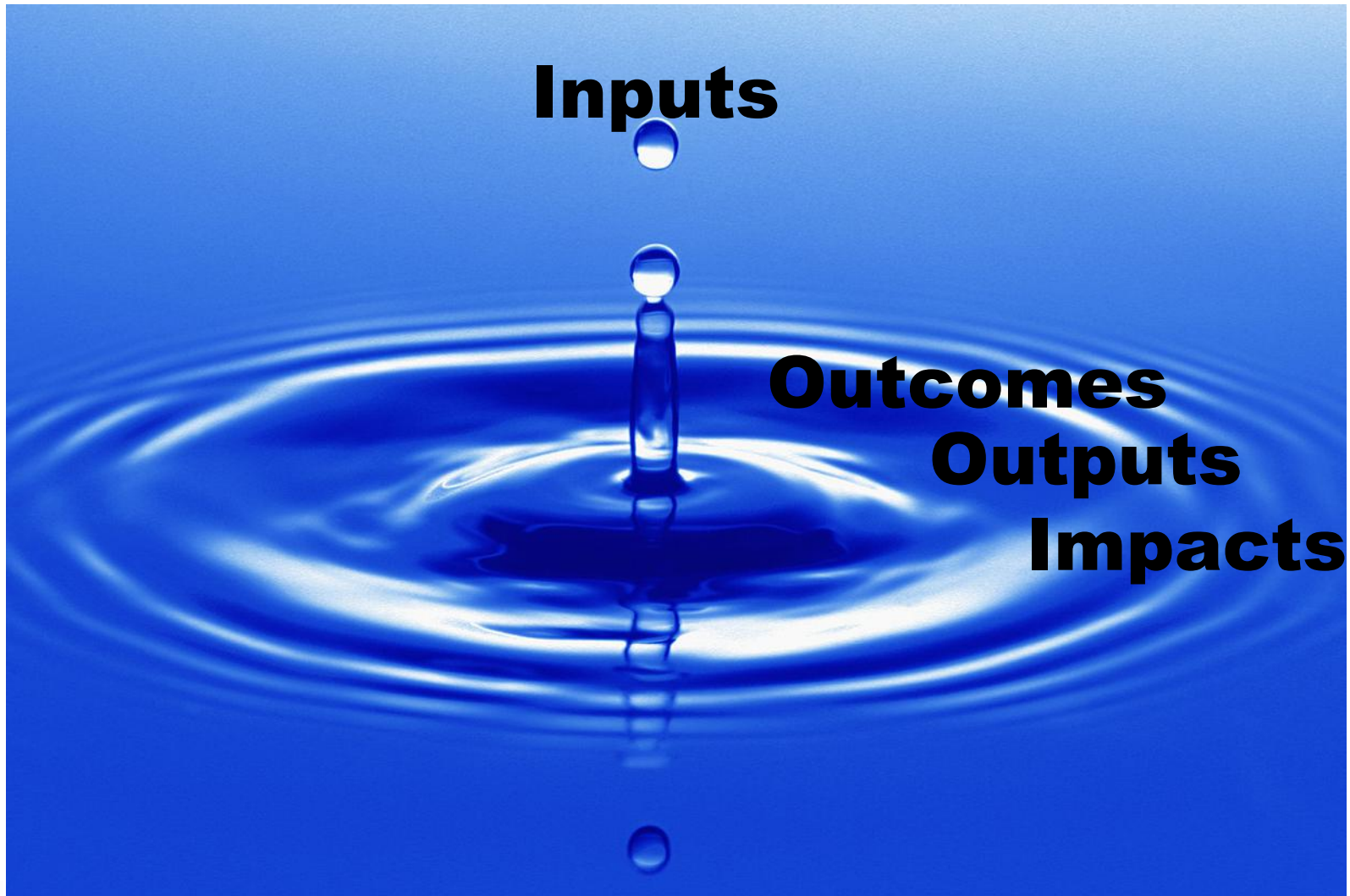
Why measure and report?

- For growth and **improvement**
- **Accountability** to stakeholders



- Unclear HOW results should be measured and reported

Types of Metrics



Types of Metrics



Increased
complexity in
measuring
results

Less control

Methodology

- Objective: Identify the major capacity builders in the WASH sector
- First Study

Ngai, Tommy Ka Kit, Olivier Mills, Gabrielle French, Romain De Oliveira, Cherubina Lepore, Marie Mattens, Taruvinga Sibanda, Mark Sweet, Anil Graves. (2013). *A global review of capacity building organizations in water sanitation, and hygiene for developing countries*. 36th WEDC International Conference, Nakuru, Kenya

Survey of WASH capacity- building organizations

- Examined 72 networks, identified > 200 organizations
- Subset of 104 organizations that build capacity of other organizations
- Of these, only 39% reported M&E results

- Objective: Identify common metrics used by training/education organizations for outcomes and longer-term impacts, and

Coff, E. F., T. K. K. Ngai, T. Hull Bailey, F. O'Hanlon, J. Price, T. Viecco. (2014). *Measuring and reporting the capacity development performance of organisations in water and sanitation*. 37th WEDC International Conference. Hanoi, Vietnam

Assessed **24** organizations

Most common metrics

Key Results

Metrics evaluated based on: relevance, timeliness, logic, effectiveness, and consistency

- ✓ Most organizations reported annually (timeliness)
- ✗ Lack of consistency from year to year
- ✓ Most metrics were relevant
- ✓ Most **outputs** rated high for relevancy and logic
- ✗ Most **outputs** rated low for effectiveness
- ✗ Most **impact** metrics rated low for logic and for effectiveness

“Best Practice”

- Changes to trainee behaviour
- Participant satisfaction
- Online involvement
- Response to past evaluations
- Combine metrics which complement each other, e.g. # of people trained (poor in effectiveness) PLUS trainee satisfaction

- Objective: Maximize positive impacts of capacity builders in the WASH sector by designing and trialing an evaluative

Ngaf, T.K.K., B. Coff, E. Manzano, K. Seel, B. Elson. (2014). *Evaluation of education and training in water and sanitation technology: Case studies in Nepal and Peru*. 37th WEDC International Conference. Hanoi, Vietnam

Kirkpatrick model

Level 1
Reaction

Response to the training/consulting support

Level 2
Learning

Changes in participants knowledge, skills, attitudes

Level 3
Behaviour

Changes in the participant's behaviour

Level 4
Results

Changes to organization or community

Starting Model

Output: Develop materials and curriculum

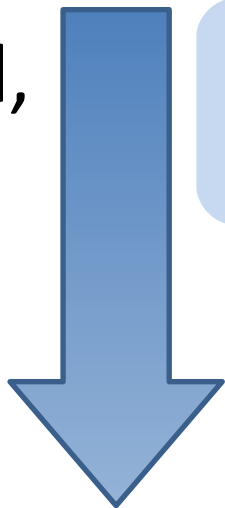
Output: Provide training and consulting services

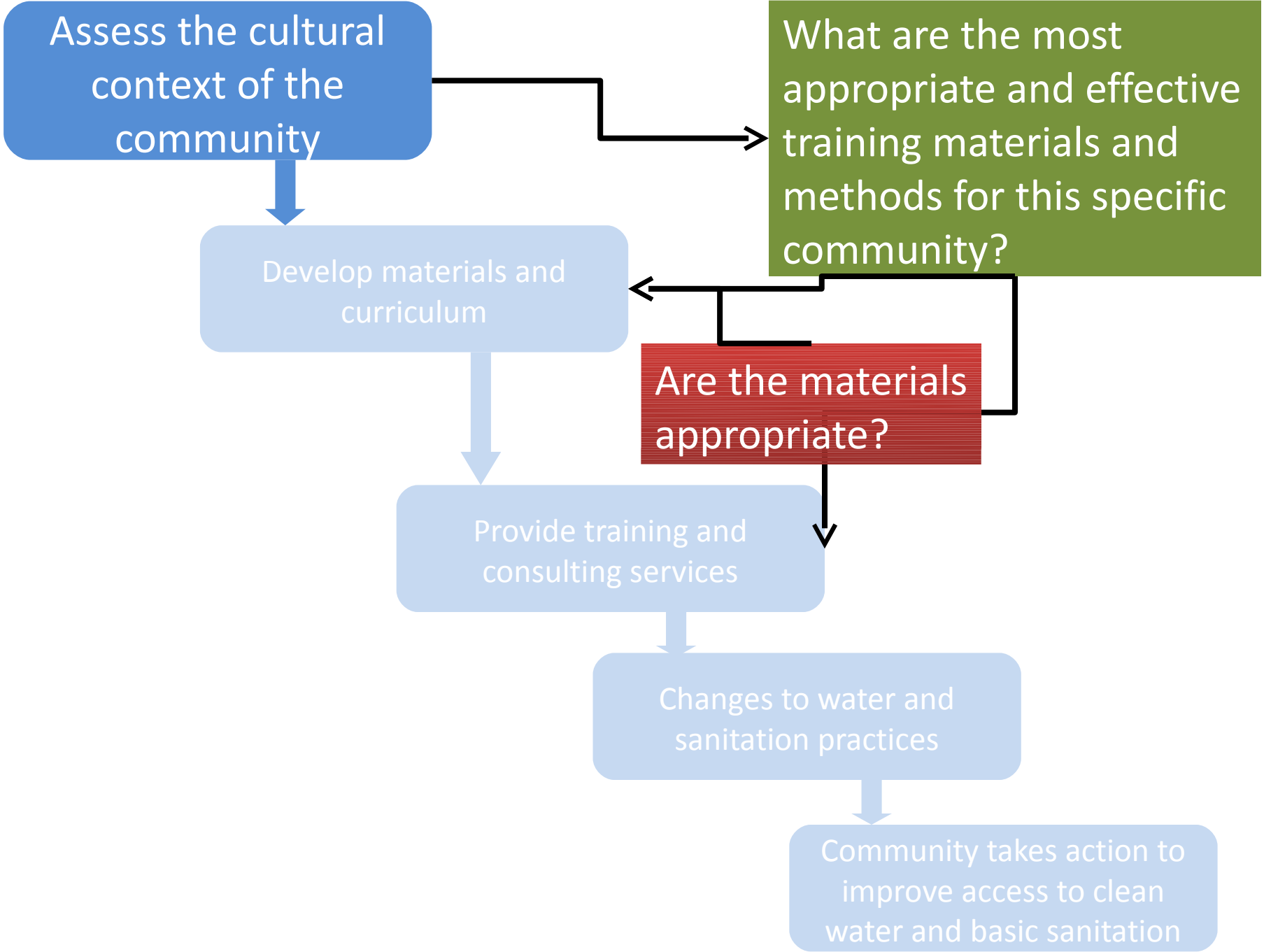
Outcome: Changes to water and sanitation practices

Impact: Community takes action to improve access to clean water and basic sanitation

Can
Control,
Easy to
measure

Less Control,
More
complex to
measure





Assess the cultural context of the community

Develop materials and curriculum

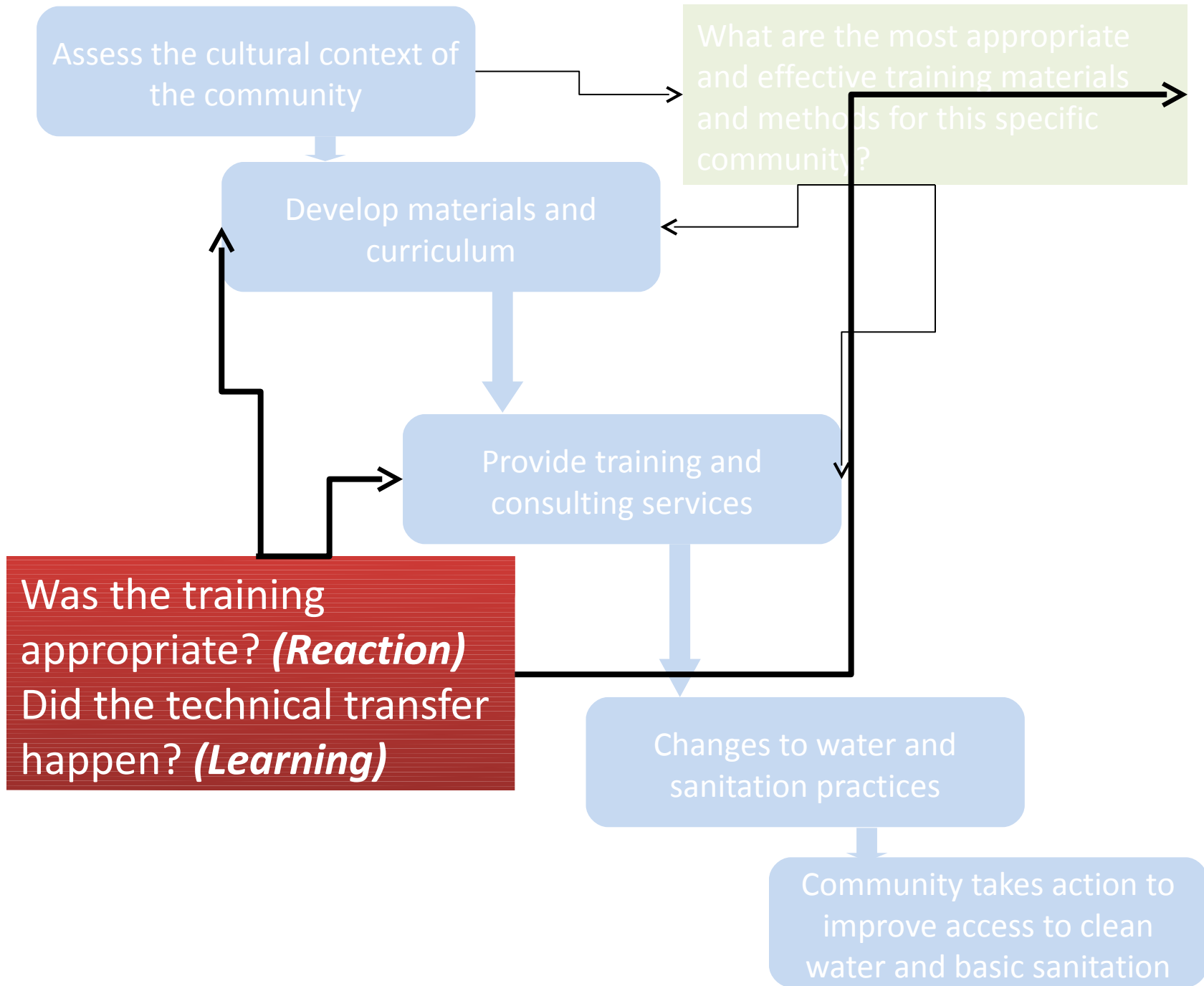
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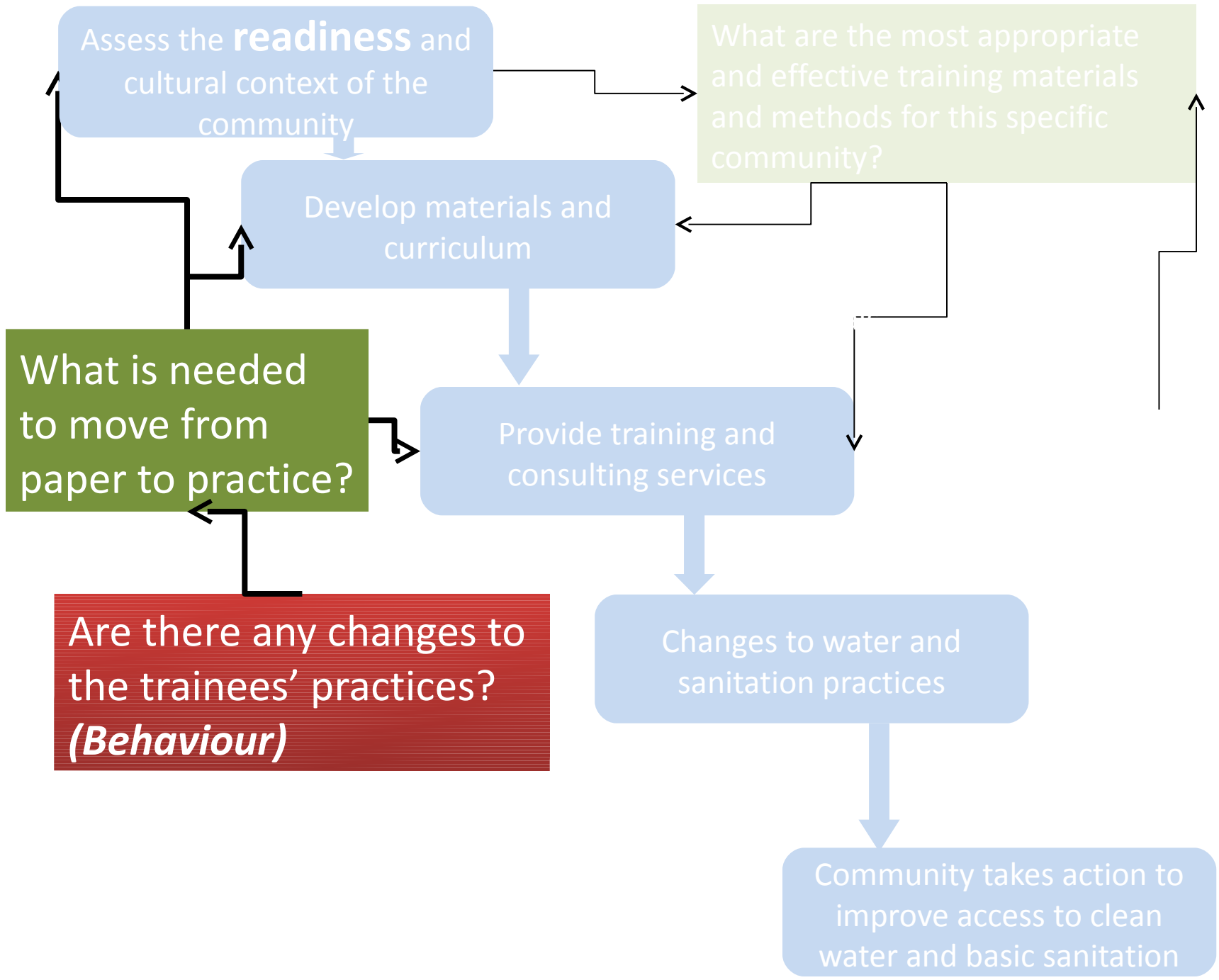
Changes to water and sanitation practices

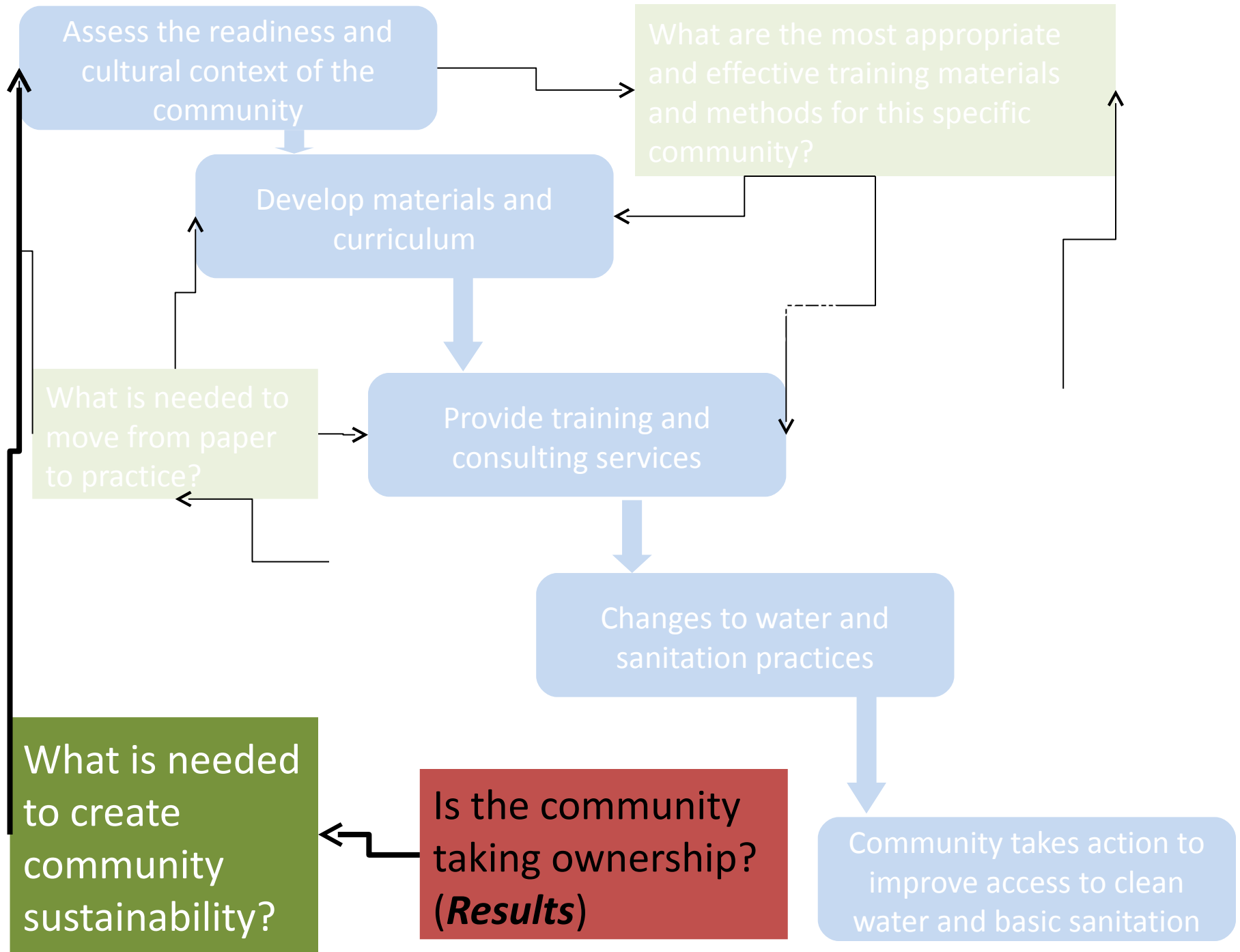
Community takes action to improve access to clean water and basic sanitation

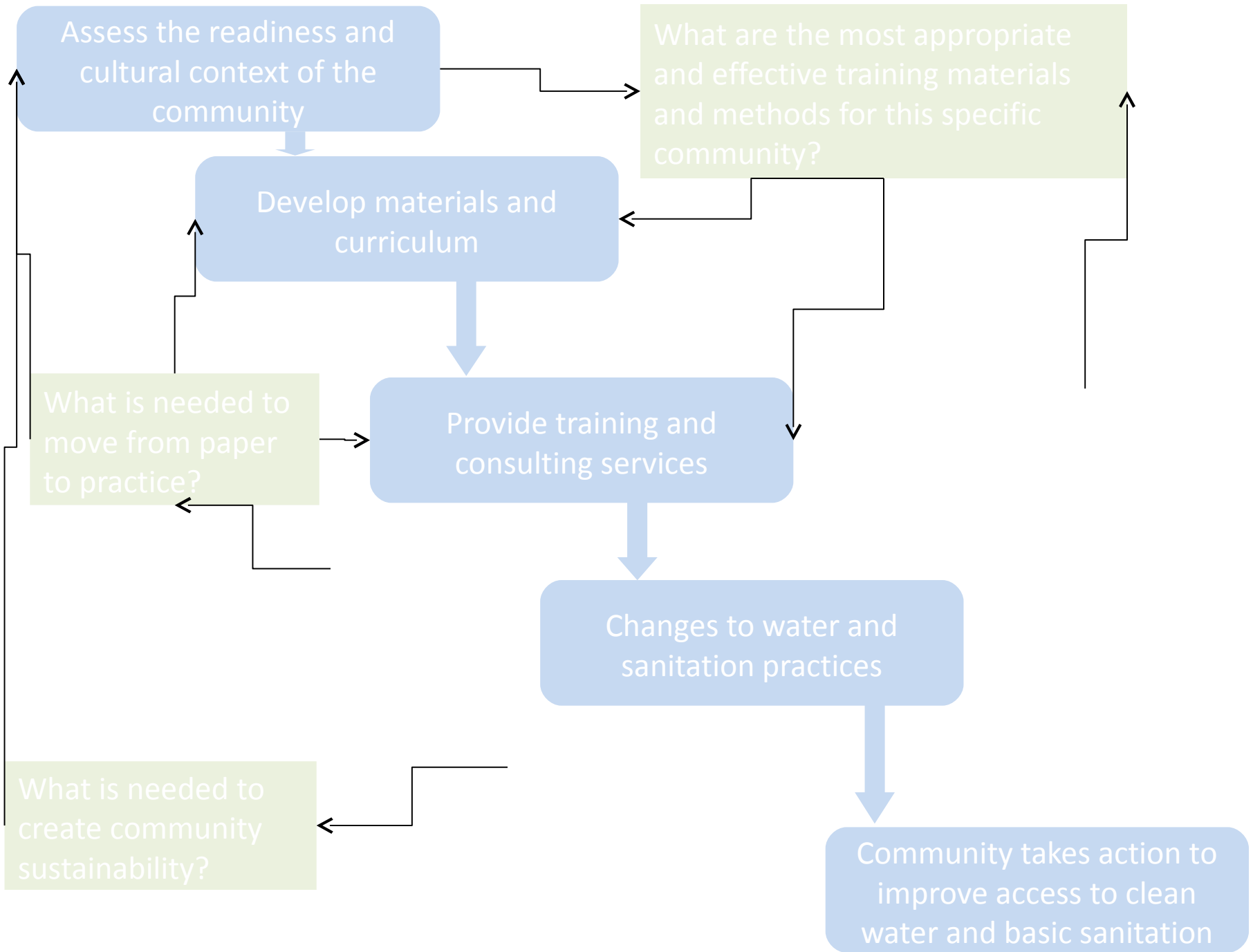
What are the most appropriate and effective training materials and methods for this specific community?

Are the materials appropriate?









Conclusions

- Studies have helped us determine what to measure, and how
- We are learning and improving our services based on results of evaluations
- Presently developing our consulting support services for clients to evaluate capacity-building projects

Thank you
www.cawst.org

