

ILO Constituents Survey 2010 on Knowledge Management The results are in...



Knowledge matters. Its value increases when managed and shared. Effective knowledge systems allow organizations to maximize the impact of their work. As one of the leading organizations focused on labour, the International Labour Organization (ILO) places great importance on knowledge management and sharing its resources.



During the 2007 Asia Employment Forum in Beijing constituents in the region expressed interest in an initiative that would improve access to knowledge, tools and guidelines related to realizing decent work. In response the ILO's Regional Office for Asia and the Pacific (ROAP) conducted an online survey of constituents between November and December of that year to obtain more information and gain a better understanding of constituents' needs. Participants from governments, employers' and workers' organizations and 'others' responded to the survey.

The result was a unified call for improved knowledge networking to help meet the targets of the Asian Decent Work Decade. Respondents recognized the value of sharing experiences and seeking opportunities to learn from both peers and external experts. Nearly 60 per cent of respondents expressed the desire to use web-supported technology as the medium to exchange ideas, followed by regular email communications and e-newsletters. The ILO was identified as a preferred knowledge broker to facilitate the connection of people to each other and to relevant resources.

Since then ILO ROAP devised and put in motion a [regional knowledge sharing strategy](#) to guide its work in the area of knowledge management as follows:

- Strengthen internal capacities to codify key lessons, collect valuable resources and maintain networks of staff connected to relevant resources.
- Create Communities of Practices (CoPs) to foster mutual capacity building, leverage resources in ILO areas of work, and connect ILO constituents with each other, other stakeholders and partners.
- Apply ILO expertise to generate timely, evidence-based policy advice, shape regional labour agendas and create demand-responsive tools, methods, approaches and systems.

CoPs are at the centre of this strategy and serve as the main vehicle to facilitate creative interaction and real-time knowledge sharing of ideas, resources and experiences with and between constituents. Five CoPs have been created with a focus on the priority areas identified by constituents during the 2007 survey. In order of inception, the five thematic areas are: *youth employment, skills development and disabilities, green jobs, migration and anti-human trafficking, and industrial relations*. ILO sponsored CoPs are owned and driven by their respective members. Although each CoP is at a different stage of maturity they are all designed and customized to improve knowledge sharing and networking.

In its efforts to understand the changing needs of constituents and to ensure that their voices are reflected, ROAP undertook a **follow-up survey** in June of 2010, to:

- Gauge the level of interest and use of the Asia Pacific (regional and country) website and existing ILO sponsored CoPs.
- Identify ways to improve the Asia Pacific (regional and country) website and leverage future ILO sponsored CoPs in Asia and the Pacific.

The 2010 responses reemphasized the need for tailored knowledge services from the ILO. The results, as summarized in the following pages, will serve as a roadmap for ROAP to improve its knowledge sharing strategy, delivery of services and management of information on behalf of its constituents.

Demographics

There were a total of **79 respondents** from across the region:

Affiliation

29.3 per cent represent Workers' Organizations
22.7 per cent represent Employers' Organizations
48.0 per cent represent Governments

Age group

2.70 per cent were 25 or younger
22.7 per cent were 26-35
25.3 per cent were 36-45
36.0 per cent were 46-60
13.3 per cent were 60 or over

This is what they said...

5.9 per cent of respondents visit and or make use of ILO's **Asia Pacific (regional and country) websites** daily, 14.7 per cent do so on a weekly basis, 23.5 per cent on a monthly basis and 54.4 per cent rarely visit. The vast majority of respondents (63.2 per cent) visit the ILO's Asia Pacific (regional and country) websites for professional reasons.

The most popular aspects of the ILO's Asia Pacific (regional and country) websites were i) the quality and consistency of the content on display and ii) the organization and presentation of the material (although 55.8 per cent felt that this too could be improved).



81.1 per cent of respondents indicated that they were not yet a member of an **ILO ROAP sponsored CoP** but 95 per cent indicated a desire to become a member of one or more of ILO ROAP-sponsored CoPs.

Respondents were asked to rank the most relevant theme on which **ILO ROAP should consider sponsoring a CoP in future**. The results, in order of preference, were:

- I. Industrial relations (81.8 per cent)
- II. Employment promotion (60.0 per cent)
- III. Labour market governance and working conditions (52 per cent)

The three most preferred **ways to be involved in an ILO ROAP sponsored CoP** were:

- I. Attend regular meetings (partly or fully subsidized by ILO);
- II. Participate in structured, moderated, online discussions; and
- III. Receive electronically-delivered newsletter or journal with network updates.

60.7 per cent of respondents indicated that the **type of information most likely to be accessed from an ILO ROAP sponsored CoP** was original/source material from other countries (such as legislation, policy documents, programme descriptions). Their second (52 per cent) most preferred type of information was case studies and technical research, and the third (37.5 per cent) was training courses, curricula and trainers' guides.

More than 60 per cent of respondents felt that ILO senior management or an ILO technical expert/thematic champion should be **in charge of improving and leading** ROAP sponsored CoPs.

95 per cent of respondents would recommend joining a ILO ROAP sponsored CoP to others.

Where to now?

ILO ROAP embraces the collective feedback from the 2007 and the 2010 surveys and will:

- Enhance greater coordination between all ILO ROAP sponsored CoPs.
- Fine tune services so that members can enjoy a real-time exchange of ideas and experiences.
- Increase the resource pool from which members can access products, experiences, case studies, statistics, photos, news and events.
- Explore opportunities to connect with and jointly collaborate with other national and regional networks dedicated to finding solutions to similar thematic challenges.
- Broaden the membership base to create an equal balance between ILO constituents and ILO technical experts, practitioners in the region, UN agencies, International Non-Governmental Organizations, National Governmental Organizations, the academic community and those that have a passionate interest in achieving the Asia Decent Work Decade goals.

How to become part of it too

Join the trend and learn what everyone is talking about. Enter the online gateways to the world of work and be part of the debate by visiting your preferred network and register to become a member. You can also learn more about CoPs from the last link.



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