

# Key Findings on Knowledge Management



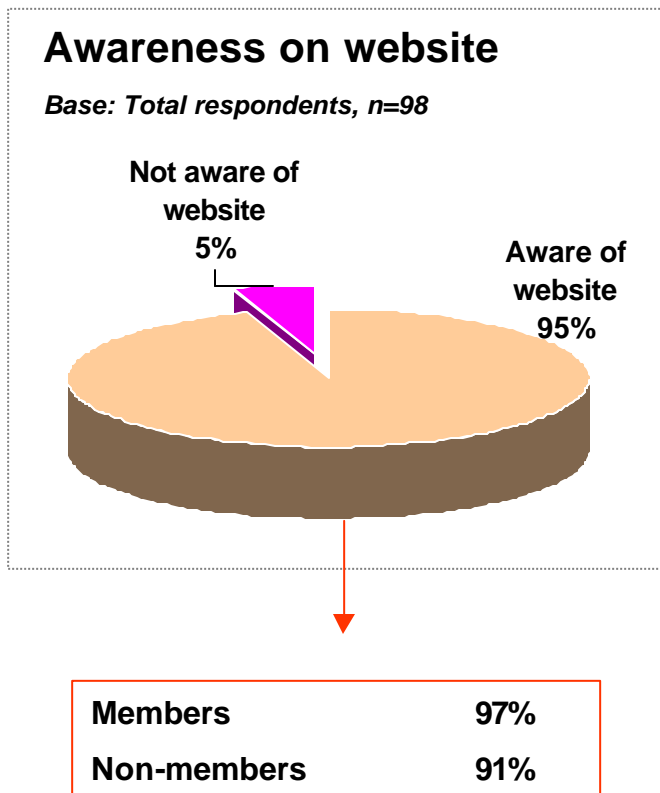
# CAI-Asia Website

- *Almost all survey participants are aware of the CAI-Asia website and have visited it at least once.*
- *The average frequency of visiting website is about twice a month.*

## Frequency of visiting website

Q5: "How frequently do you visit/use CAI-Asia's website?"

Base: Total who are aware of website, n=93



TOTAL	Membership to CAI-Asia	
	Member (A)	Non-member (B)
93	64	29*
%	%	%
More than once a week	16	7
Once a week	11	21
Two to three times a month	19	14
Once a month	16	21
Once in every two months	9	24
Once in every three months (quarterly)	17	-
Once in every four to six months (semi-annually)	5	-
Less often than once every six months	2	10
Never	2	3
<b>Average number of times visit CAI-Asia website (in months)</b>	<b>1.97</b>	<b>1.92</b>

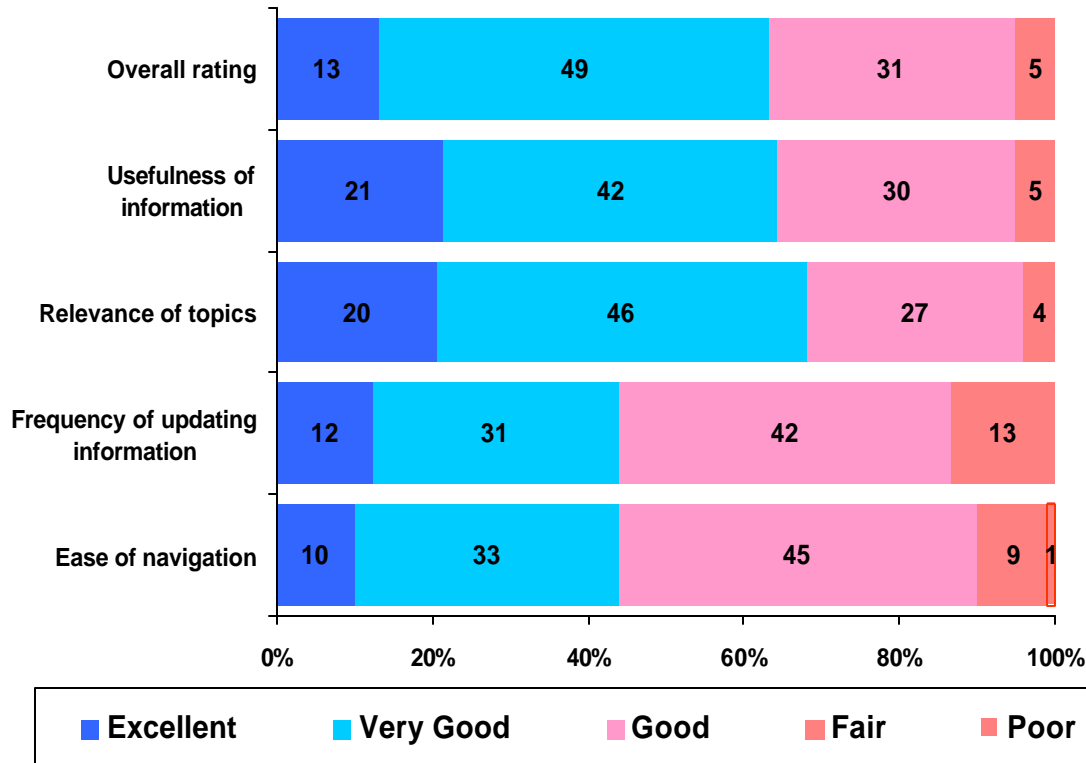
\* Small Base – read with caution

# Ratings on CAI-Asia Website

Q6: “How would you rate CAI-Asia’s website on the following aspects?”

Base: Total who have ever visited website

- Overall, CAI-Asia website received high ratings from those who have visited it, particularly in terms of usefulness of information and relevance of topics.
- To perform even better, frequency of updating information and ease of navigation are aspects that CAI-Asia can look at.



Mean Scores	Top 3 Box Scores		
	Total (n=91)	Member (n=63)	Non-member (n=28*)
3.77	% 93	% 93	% 93
3.91	93	95	86
3.95	93	94	93
3.55	85	85	86
3.55	88	93	79

Top 3 Box Scores: Total who answered excellent, very good or good  
 \* Small base – read with caution

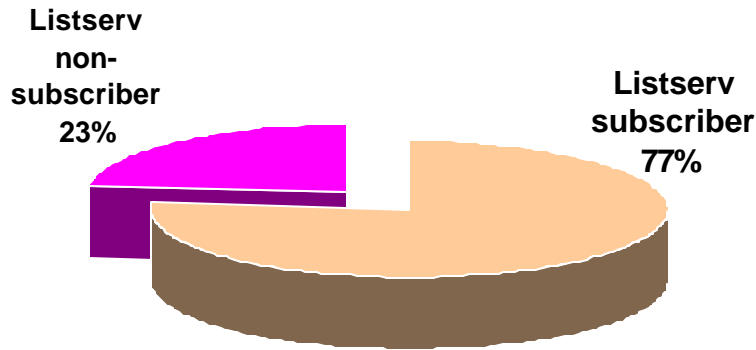
# CAI-Asia Listserv

- Nearly eight out of 10 survey participants are listserv subscribers.
- Majority of the survey participants have not posted a question on the listserv.
- Amongst those who have posted a question, most are either very satisfied or satisfied with the answers they received from listserv. Nonetheless, there is still a significant number who are indifferent or dissatisfied with answers received.

## Listserv subscription

Q7: "Are you subscribed to the CAI-Asia Listserv?"

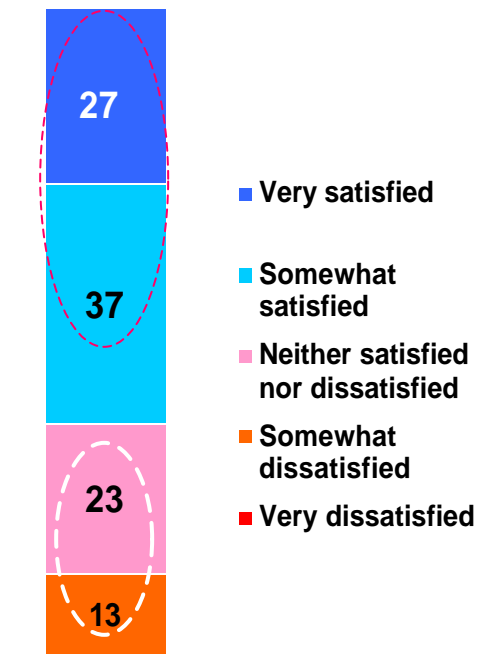
Base: Total respondents, n=98



## Satisfaction on answers received from Listserv

Q9: "How satisfied or dissatisfied were you with the answers you received from CAI-Asia Listserv subscribers?"

Base: Total who have posted a question on listserv at least once, n=30



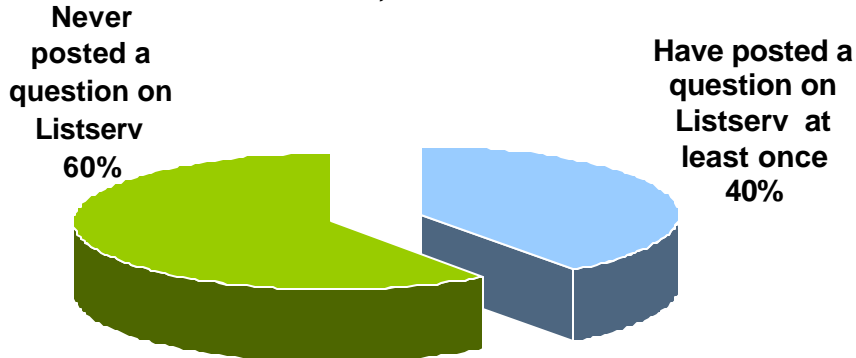
3.77 Mean score

64 Top 2 box score

## Incidence of posting a question on Listserv

Q8: "Have you posted a question on the CAI-Asia Listserv?"

Base: Total listserv subscribers, n=75



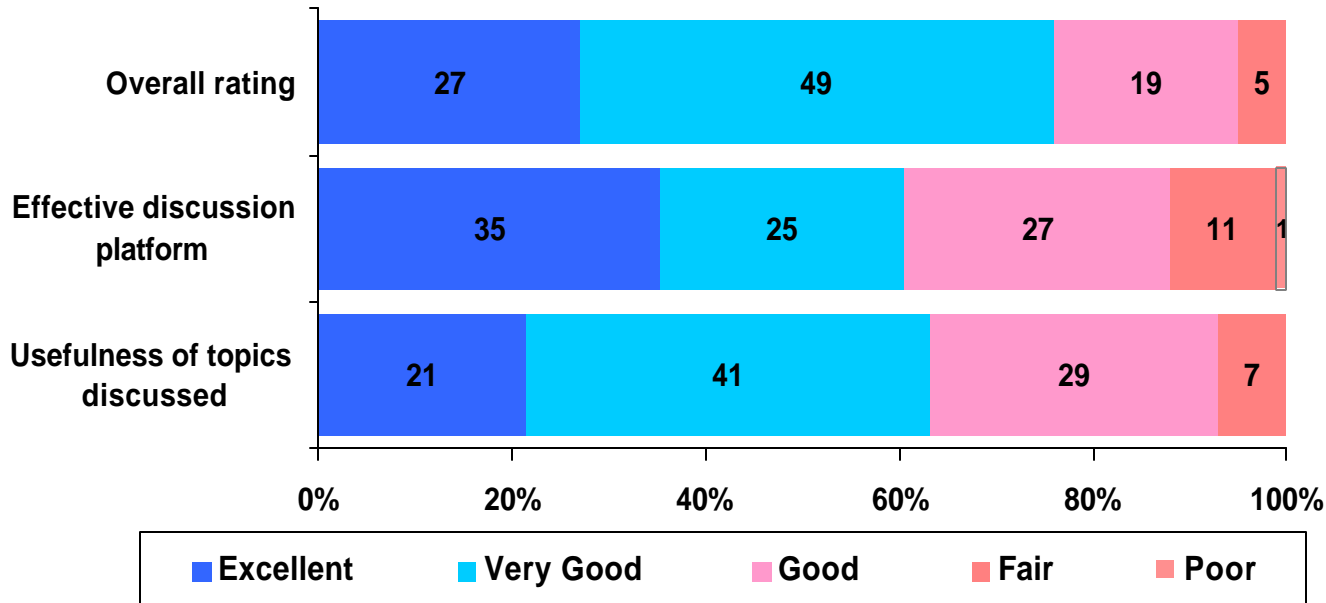
Top 2 Box Scores: Total who answered either very satisfied or somewhat satisfied

# Ratings on CAI-Asia Listserv

Q10: "How would you rate CAI-Asia's listserv on the following aspects?"

Base: Total listserv subscribers

- Most subscribers view listserv as either excellent or very good and this is reflected in being an effective and useful discussion platform.
- However, listserv received lower ratings from non CAI-Asia members, particularly in terms of usefulness of topics discussed.



Mean Scores	Top 3 Box Scores		
	Total (n=75)	Member (n=45)	Non Member (n=30)
	%	A %	B %
3.97	95	98	90
3.89	87	91	80
3.85	91	97 <sup>B</sup>	84

AB – Significant at 95% confidence level

Top 3 Box Scores: Total who answered excellent, very good or good

# Sources of Information about CAI-Asia

Base: Total respondents, n=98

About eight out of 10 survey participants currently get information about CAI-Asia through electronic media, i.e. emails and Internet (website and Listserv). These are also their most preferred sources of information, as these are the media they have access to.

## Current sources

Q11: "Generally, where do you currently get your information on CAI-Asia?"

	TOTAL	Membership to CAI-Asia	
		Member	Non-member
		A	B
	%	%	%
Listserv	63	61	69
Bulk emails from CAI-Asia			
Secretariat	54	59	44
Website	49	55	38
Others members of CAI-Asia	21	30 <b>B</b>	3
Personal phone calls from CAI-Asia staff	8	11	3

## Most preferred sources

Q12: "What are your most preferred sources of information on CAI-Asia?"

	TOTAL	Membership to CAI-Asia	
		Member	Non-member
		A	B
	%	%	%
Website	46	45	47
Bulk emails from CAI-Asia			
Secretariat	43	44	41
Other organizations, e.g.			
USAEP	28	27	28
Listserv	24	21	31
Others members of CAI-Asia	21	20	25
Personal phone calls from CAI-Asia staff	15	17	13

AB – Significant at 95% confidence level