In total 64 responses received

Responses from 9 of the 11 DWP partner countries (all countries except Albania and Ukraine)

90% of responses from utilities, 10% from utility associations

Even split between management and technical experts (48% vs. 52%)
34% of respondents participated in more than one capacity building program.
Support of utility management level is a big incentive, as well as the quality of the programs.
On average 90% of respondents satisfied with programs

95% of respondents would recommend the program they attended
Virtually all respondents feel the programs had a positive impact.

Strongest impact on knowledge of regional trends and best practices.
### AREAS OF FOCUS

#### Areas of focus and interest

<table>
<thead>
<tr>
<th>Area</th>
<th>No focus area</th>
<th>Focus area</th>
<th>Will participate in programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmarking</td>
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<tr>
<td>Asset Management</td>
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<td>Energy Efficiency</td>
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<td>Non-revenue Water Management</td>
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<td>Risk Management</td>
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<td>Commercial Efficiency</td>
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<tr>
<td>Strengthening of WSS Associations</td>
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</tbody>
</table>

- **Strongest interest in benchmarking and asset management**
- **NRW management also focus area of many respondents**
- **Less interest in commercial efficiency and strengthening of associations**
Strong interest in additional capacity building programs
EFFECTIVENESS OF CAPACITY BUILDING METHODS

- Learning by doing seen as most effective
- Pool of trainers on regional level also very popular
- Distance learning perceived as least effective method
Around 90% of respondents agree to at least one approach.

30% agree to more than one cost sharing approach, 15% to four or all approaches.
Around 50% of respondents find the current capacity building offering in their country sufficient

The other 50% highlight the important role IAWD plays in providing capacity building

“… international experience more than welcome”, “That is why this IAWD program is excellent and well received”
Responses highlight the benefits of regional cooperation

“Exchange of experience and knowledge”

“Learning from other people’s experience”

“Very useful”

“build a network of people working on the same or similar problems, which enables us to solve our problems faster and easier”
Around 90% of respondents consider capacity building in the local language important.

- “important for correct understanding”
- “would make the whole process a lot easier”
- “most of the utility employees do not know English”