

## RESOURCE: TYPES OF KEY INFORMANTS

### SANITATION AND HYGIENE HUMAN RESOURCE CAPACITY NEEDS ASSESSMENT TOOLKIT

#### Relevant stakeholders for the capacity assessment could include:

- Public administration – or the department responsible for human resources (HR) for the public sector
- The ministries responsible for the sector you are investigating – this can be a combination of Ministry of Health, Ministry of Water and Sanitation, Ministry of Water Resources, Ministry of Environment. Also, the Ministry of finance and labor could be useful to include
- Key knowledge and training institutes – this includes knowledge centers, knowledgeable academics, as well as formal education institutes (e.g. universities, training centers)
- Professional associations – these are networks of professionals (or certain professions) at country level
- Development partners, (international) non-governmental organizations, and civil society organizations
- Sub-national/local government – coordinating or executing national policies locally. Here it will be necessary to understand the mandated local authorities for sanitation and hygiene
- Service providers – these can constitute both public and private service providers
- At the district/local level: (health) volunteers or volunteer groups, and informal private sector actors

#### Key considerations for the identification of key informants include the following:

- Be sure to identify the right person to speak to in the identified key organizations. E.g., whilst HR managers/personnel could very well be put forward and can provide valuable information on issues such as remuneration, benefits, and staff composition, these professionals would likely not be able to identify the technical/functional competency gaps. That would require managers of the technical departments.
- Include the supply side of the sanitation and hygiene sector (such as universities, training institutes, professional associations). Relevant institutes/departments will typically not be sanitation (or hygiene) focused only, but more likely fall in the category of Public Health Engineering, Environmental engineering or science, Masonry, Plumbing and others.
- Include a mix of public, private, and civil society organizations, including NGOs/INGOs. Consider that for rural sanitation and hygiene, private sector actors are likely to be small private entrepreneurs, although government in larger rural sanitation programs may have contracted larger construction companies.

- Include at minimum one case of cross-sectoral actors (i.e., choose the most relevant non-WASH sector collaborating on sanitation and hygiene efforts - this could be the Ministry of Education, Health, Labor, Climate Change, or those involved in Water Resource Management).
- Make sure that gender is balanced in the actors invited to take part in interviews and workshops, and ideally different age-groups are represented.
- Select interviewees on the basis of their extensive knowledge of the issue/sector, and their knowledge/ability to refer to other people to speak to, and to identify or find documents and records important to your assessment.

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