

SUMMARY OF KM ASSESSMENT RESULT

AGENCY / OFFICE: DILG Region 1

DATE CONDUCTED

Respondents	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Total	Ave. Score
CRITERIA CATEGORY 1.0: KM LEADERSHIP																		
1	The organization has shared Knowledge, Vision, and Strategy strongly linked to the organization's vision, mission, and goals.																79	5.00
2	Organizational arrangements have been undertaken to formalize KM initiatives (i.e., a central coordinating unit for knowledge/information management, Chief Knowledge/Information Officer, ICT team, quality improvement teams/Communities of Practice, knowledge networks).																65	4.25
3	Financial resources are allocated for KM initiatives.																55	3.50
4	The organization has a policy for safeguarding knowledge (i.e., copyrights, patents, KM, and knowledge security).																38	2.75
5	Managers role-model the values of knowledge sharing and collaborative working. They spend more time disseminating information to their staff and facilitating the horizontal flow of information between their staff and with staff of other departments/divisions/units.																66	4.75
6	Management promotes, recognizes, and rewards performance improvement, organizational and employee learning, sharing of knowledge, and knowledge creation and innovation.																79	5.00
SUBTOTAL CAT 1.0 KM LEADERSHIP																	382	25.25
CRITERIA CATEGORY 2.0: PROCESS																		
7	The organization determines its core competencies (strategically important capabilities that provide a competitive advantage) and aligns it to their mission and strategic goals.																71	4.75
8	The organization designs its work systems and key processes to create value to customers and achieve performance excellence.																69	4.75
9	New technology, knowledge shared in the organization, flexibility, efficiency, and effectiveness are factored into the design of processes.																63	4.25

10	The organization has an organized system for managing crisis situations or unforeseen events that ensures uninterrupted operations, prevention, and recovery.	4.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	52	3.50	
11	The organization implements and manages its key work processes to ensure that customer requirements are met and business results are sustained.	4.00	5.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.00	5.00	5.00	65	4.25
12	The organization continually evaluates and improves its work processes to achieve better performance, to reduce variations, to improve products and services, and to be updated with the latest in business trends, developments, and directions.	4.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	5.00	5.00	4.00	4.00	3.00	4.00	5.00	5.00	73	4.75	
SUBTOTAL CAT 2.0: PROCESS		25.00	28.00	26.00	26.00	26.00	25.00	25.00	25.00	27.00	27.00	20.00	20.00	18.00	19.00	28.00	28.00	393	26.25	
CRITERIA CATEGORY 3.0: PEOPLE																				
13	The organization's education, training, and career development program builds employee knowledge, skills, and capabilities, supports achievement of overall objectives, and contributes to high performance.	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.00	4.00	4.00	3.00	3.00	5.00	5.00	71	4.75	
14	The organization has a systematic induction process for new staff that includes familiarity with KM and its benefits, the KM system, and KM tools.	4.00	4.00	2.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	4.00	52	3.25
15	The organization has formal mentoring, coaching, and tutoring processes.	4.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	49	3.25	
16	The organization has a database of staff competencies.	4.00	4.00	4.00	4.00	3.00	4.00	4.00	3.00	4.00	4.00	4.00	4.00	3.00	3.00	4.00	4.00	60	4.00	
17	Employees are organized into small teams/groups (i.e., quality circles, work improvement teams, cross-functional teams, communities of practice) to respond to workplace problems/concerns.	5.00	3.00	3.00	3.00	3.00	3.00	3.00	2.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	49	3.50	
18	The organization encourages stakeholders to share and exchange knowledge widely and effectively with other organization stakeholders. Users of knowledge are able to provide feedback to stakeholders who created and shared such knowledge (both explicit and tacit).	5.00	5.00	4.00	4.00	4.00	3.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	5.00	5.00	60	4.50	
SUBTOTAL CAT 3.0: PEOPLE		26.00	24.00	21.00	22.00	21.00	21.00	22.00	19.00	20.00	20.00	20.00	20.00	18.00	19.00	24.00	24.00	341	23.25	
CRITERIA CATEGORY 4.0: TECHNOLOGY																				

19	Management has established an IT infrastructure (i.e., Internet, intranet, and website) and has developed capabilities to facilitate effective KM. There are available tools and channels for wide and effective dissemination of knowledge.	4.00	5.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.00	3.00	4.00	5.00	5.00	64	4.25
20	The IT infrastructure is aligned to the organization's KM strategy.	5.00	4.00	3.00	3.00	3.00	3.00	3.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	54	3.75
21	Everyone has access to a computer.	5.00	5.00	4.00	3.00	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	3.00	5.00	5.00	73	4.25
22	Everyone has access to the Internet/intranet	5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	4.00	4.00	5.00	5.00	4.00	3.00	5.00	5.00	74	5.00
23	Information delivered in the website/intranet	5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	4.00	4.00	4.00	4.00	4.00	3.00	5.00	5.00	72	5.00
24	Intranet (or a similar network) is used as a major source of organization-wide communication to support knowledge transfer or information sharing. There is a common telecommunication platform to communicate and exchange information between stakeholders.	5.00		5.00	5.00	4.00	4.00	5.00	5.00	4.00	4.00	5.00	5.00	3.00	3.00	5.00	5.00	67	5.00
SUBTOTAL CAT 4.0: TECHNOLOGY		29.00	24.00	26.00	25.00	23.00	26.00	27.00	28.00	24.00	24.00	25.00	25.00	21.00	19.00	29.00	29.00	404	27.25
CRITERIA CATEGORY 5.0: KNOWLEDGE PROCESSES																			
25	The organization has systematic processes for identifying, creating, storing, sharing, and applying knowledge.	5.00	4.00	4.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	3.00	3.00	4.00	4.00	57	4.25
26	The organization maintains a knowledge inventory that identifies and locates knowledge assets or resources throughout the organization.	4.00	4.00	4.00	3.00	3.00	3.00	3.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	54	3.75
27	Knowledge accrued from completed tasks or projects is documented and shared.	4.00	4.00	3.00	4.00	4.00	4.00	4.00	3.00	4.00	4.00	3.00	3.00	3.00	3.00	4.00	4.00	58	3.75
28	Critical knowledge from employees leaving the organization is retained.	4.00	4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.00	3.00	3.00	4.00	4.00	59	3.75
29	The organization shares best practices and lessons learned across the organization so that there is no constant re-inventing of the wheel or work duplications.	4.00	4.00	3.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	53	3.75
30	Benchmarking activities are conducted inside and outside the organization, the results of which are used to improve organizational performance and create new knowledge.	5.00	5.00	3.00	4.00	3.00	3.00	3.00	4.00	4.00	3.00	3.00	3.00	3.00	3.00	5.00	5.00	59	4.25
SUBTOTAL CAT 5.0: K PROCESSES		26.00	25.00	20.00	23.00	20.00	20.00	20.00	21.00	21.00	20.00	19.00	19.00	18.00	18.00	25.00	25.00	340	23.50
CRITERIA CATEGORY 6.0: LEARNING AND INNOVATION																			
31	The organization articulates and continually reinforces the values of learning and innovation. There are organizational initiatives/ Government programs that support and adds value to learning and innovations.	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	3.00	5.00	5.00	76	5.00

32	The organization regards risk taking or committing mistakes as learning opportunities, so long as they are not performed repeatedly.	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	3.00	5.00	5.00	76	5.00
33	Cross-functional teams are organized to tackle problems/concerns that cut across the different units in the organization.	5.00	5.00	5.00	5.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	5.00	5.00	3.00	3.00	5.00	5.00	70	5.00
34	People feel empowered and that their ideas and contributions are generally valued by the organization.	5.00	5.00	5.00	5.00	4.00	4.00	5.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.00	5.00	5.00	69	5.00
35	Management is willing to try new tools and methods.	5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	5.00	5.00	4.00	4.00	3.00	3.00	5.00	5.00	73	5.00	
36	Individuals are given incentives to work together and share information.	5.00	5.00	5.00	5.00	4.00	4.00	5.00	4.00	5.00	5.00	5.00	5.00	3.00	3.00	5.00	5.00	73	5.00	
SUBTOTAL CAT 6.0: LEARNING &		30.00	30.00	30.00	30.00	26.00	27.00	29.00	27.00	28.00	28.00	28.00	28.00	18.00	18.00	30.00	30.00	437	30.00	
CRITERIA CATEGORY 7.0: KM OUTCOMES																				
37	The organization has a history (and maintains measures) of successfully implementing KM and other change initiatives.	4.00	4.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00	4.00	3.00	4.00			55	3.50
38	Measures are in place for assessing the impact of knowledge contributions and initiatives.	5.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00			50	3.50
39	The organization has achieved higher productivity through reduced cycle time, cost efficiency, enhanced effectiveness, more efficient use of resources (including knowledge), improved decision-making, and increased speed of innovation.	4.00	3.00	3.00	3.00	3.00	3.00	4.00	3.00	3.00	3.00	4.00	4.00	3.00	3.00				52	3.25
40	The organization has increased its effectiveness as a result of productivity, quality, and customer satisfaction improvements.	4.00	4.00	4.00	4.00	4.00	5.00	4.00	3.00	4.00	4.00	4.00	4.00	3.00	3.00				62	4.00
41	The organization has improved the quality of its products and/or services as a result of applying knowledge to improve business processes or customer relationships.	4.00	4.00	4.00	4.00	4.00	3.00	4.00	3.00	4.00	4.00	4.00	4.00	3.00	3.00				60	4.00
42	The organization has sustained its growth as a result of higher productivity, increased efficiency, and better quality product and services.	4.00	4.00	4.00	4.00	3.00	3.00	4.00	4.00	4.00	4.00	5.00	5.00	3.00	3.00				62	4.00
SUBTOTAL CAT 7.0: KM OUTCOMES		25.00	22.00	21.00	21.00	20.00	20.00	22.00	19.00	21.00	21.00	24.00	24.00	18.00	19.00	22.00	22.00	341	22.25	
GRANDTOTAL (Cat 1.0+2.0+3.0+4.0+5.0+6.0+7.0)		188.00	180.00	167.00	171.00	160.00	162.00	168.00	164.00	164.00	163.00	158.00	158.00	133.00	132.00	185.00	185.00	2638	177.75	

SCORING / RATING SHEET

KM Assessment Criteria

Cat 1.0	KM Leadership	25.25
Cat 2.0	Process	26.25
Cat 3.0	People	23.25
Cat 4.0	Technology	27.25
Cat 5.0	Knowledge Process	23.50
Cat 6.0	Learning and Innovations	30.00
Cat 7.0	KM Outcomes	22.25

Total **177.75**

Description of Level of KM Readiness **Refinement**

CATEGORY SCORES	1.0 KM LEADERSHIP	2.0 PROCESSES	3.0 PEOPLE	4.0 TECHNOLOGY	5.0 KM PROCESSES	6.0 LEARNING & INNOVATION	7.0 KM OUTCOMES	TOTAL SCORE
Respondent 1	27	25	26	29	26	30	25	188
2	27	28	24	24	25	30	22	180
3	23	26	21	26	20	30	21	167
4	24	26	22	25	23	30	21	171
5	24	26	21	23	20	26	20	160
6	23	25	21	26	20	27	20	162
7	23	25	22	27	20	29	22	168
8	25	25	19	28	21	27	19	164
9	23	27	20	24	21	28	21	164
10	23	27	20	24	20	28	21	163
11	22	20	20	25	19	28	24	158
12	22	20	20	25	19	28	24	158

13	22	18	18	21	18	18	18	133
14	20	19	19	19	18	18	19	132
15	27	28	24	29	25	30	22	185
16	27	28	24	29	25	30	22	185
TOTAL SCORE	101	105	93	104	94	120	89	706
AVERAGE SCORE	25	26	23	26	24	30	22	177
RANK	3	2	5	2	4	1	6	

GROUP SIGNIFICANT FINDINGS MATRIX

KNOWLEDGE STRENGTHS AND OPPORTUNITIES FOR IMPROVEMENT MATRIX

REGION

Region 1

CATEGORY	STRENGTHS	OPPORTUNITIES FOR IMPROVEMENT
CAT 1.0 KM LEADERSHIP	<p>The organization has shared Knowledge, Vision, and Strategy strongly linked to the organization's vision, mission, and goals.</p> <p>Organizational arrangements have been undertaken to formalize KM initiatives</p> <p>Managers role-model the values of knowledge sharing and collaborative working. They spend more time disseminating information to their staff and facilitating the horizontal flow of information between their staff and with staff of other departments/divisions/units.</p> <p>Management promotes, recognizes, and rewards performance improvement, organizational and employee learning, sharing of knowledge, and knowledge creation and innovation.</p>	<p>Increase in allocation of financial resources for KM activities</p> <p>Issuance of a policy for safeguarding knowledge</p>

<p>CAT 2.0 PROCESSES</p>	<p>The organization determines its core competencies (strategically important capabilities that provide a competitive advantage) and aligns it to their mission and strategic goals.</p> <p>The organization designs its work systems and key processes to create value to customers and achieve performance excellence.</p> <p>New technology, knowledge shared in the organization, flexibility, efficiency, and effectiveness are factored into the design of processes.</p> <p>The organization implements and manages its key work processes to ensure that customer requirements are met and business results are sustained.</p> <p>The organization continually evaluates and improves its work processes to achieve better performance, to reduce variations, to improve products and services, and to be updated with the latest in business trends, developments, and directions.</p>	<p>Organize a system for managing crisis situations or unforeseen events that ensures uninterrupted operations, prevention, and recovery.</p>
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<p>CAT 3.0 PEOPLE</p>	<p>The organization's education, training, and career development program builds employee knowledge, skills, and capabilities, supports achievement of overall objectives, and contributes to high performance.</p> <p>The organization has a database of staff competencies.</p> <p>The organization encourages stakeholders to share and exchange knowledge widely and effectively with other organization stakeholders. Users of knowledge are able to provide feedback to stakeholders who created and shared such knowledge (both explicit and tacit).</p>	<p>Include in the On-boarding program the orientation and familiarization of KM.</p> <p>Strengthen the use SPMS.</p>
<p>CAT 4.0 TECHNOLOGY</p>	<p>Management has established an IT infrastructure (i.e., Internet, intranet, and website) and has developed capabilities to facilitate effective KM. There are available tools and channels for wide and effective dissemination of knowledge.</p> <p>Everyone has access to a computer.</p> <p>Everyone has access to the Internet/intranet and an email address.</p> <p>Information delivered in the website/intranet is updated on a regular basis.</p> <p>Intranet (or a similar network) is used as a major source of organization-wide communication to support knowledge transfer or information sharing. There is a common telecommunication platform to communicate and exchange information between stakeholders.</p>	<p>Strengthen IT infrastructure</p>

<p>CAT 5.0 KNOWLEDGE PROCESSES</p>	<p>The organization has systematic processes for identifying, creating, storing, sharing, and applying knowledge.</p> <p>Benchmarking activities are conducted inside and outside the organization, the results of which are used to improve organizational performance and create new knowledge.</p>	<p>Designate a library manager to be in charged of knowledge inventory and facilitate the collection of training/seminar materials for future references</p>
<p>CAT 6.0 LEARNING & INNOVATION</p>	<p>The organization articulates and continually reinforces the values of learning and innovation. There are organizational initiatives/ Government programs that support and adds value to learning and innovations.</p> <p>The organization regards risk taking or committing mistakes as learning opportunities, so long as they are not performed repeatedly.</p> <p>Cross-functional teams are organized to tackle problems/concerns that cut across the different units in the organization.</p> <p>People feel empowered and that their ideas and contributions are generally valued by the organization.</p> <p>Management is willing to try new tools and methods.</p> <p>Individuals are given incentives to work together and share information.</p>	

CAT 7.0 KM OUTCOMES	<p>The organization has increased its effectiveness as a result of productivity, quality, and customer satisfaction improvements.</p> <p>The organization has improved the quality of its products and/or services as a result of applying knowledge to improve business processes or customer relationships.</p> <p>The organization has sustained its growth as a result of higher productivity, increased efficiency, and better quality product and services.</p>	Create an Impact Evaluation Tool to measure the knowledge contributions and initiatives.
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