

## Minute of Sub-National Workshop

### Communications and Do No Harm

12 November 2018 at President Hotel, Battambang City

#### INTRODUCTION

The Cooperation Committee for Cambodia (CCC) organized Communications and Do No Harm (DNH) workshop in Battambang Province on 12 November 2018. The workshop was discussed on the need of members and provincial NGOs network related to the social media and communications as a whole. The workshop included the updated information on NGOs database, effective of social media tools, and DNH cases. There were 51 participants (20 female) from Battambang, Banteay Mean Chey, Pursat and Kampong Chhnang.

#### OBJECTIVES

- To visit and promote CCC members and non-members
- To seek understanding and challenges at sub-national development
- To share social Media Guideline version 2, and discuss on need of social media platform, and Do No Harm that can better supports the program



## EXPECTED RESULTS

1. The members and provincial NGO networks will clearly understand of membership platform and aware of NGOs database, effective of social media tools, and DNH cases.
2. The members and provincial NGO networks are able talk about their need in social media and important of social media for their beneficiaries and other stakeholders.
3. CCC will better understand of members and non-members needs, challenges to development at sub-national, and better developed communication and other strategies for its members.



## DETAILED DISCUSSION

Topic	Detailed Discussion
Welcome and Remark	<p><b>Welcome by Dr. El Sotheary, Head of Program of CCC</b></p> <p>She sincerely thanks for the participants and highlight some objectives of the workshop in relevant to technology advancement and how we can promote ourselves, who are civil society to the public. Do No Harm is another aspect that we can minimize the negative impacts from our program implementation, and how we can mutual support to each other. Partnership agreement among different stakeholders is another aspect that we wish to discuss to improve our working together.</p> <p>As you may aware that we CSOs have an MoU to work together on four dimensions such as capacity building, improve enabling environment and so on. In addition, there will be having survey and reflection on CCC services for our future improvement for CCC member and partners which we work together so far.</p> <p><b>Opening Remark by Ms. Ros Chhorvyvoin, representative of CSOs in Battambang Province.</b></p> <p>She gave respective to venerable and all honorable guest, which coming from the</p>

	<p>four provinces of Battambang, Banteay Mean Chey, Pursat and Kampong Chhnang. She expressed her headful and delighted to deliver an opening remark on behalf of the host province.</p> <p>She highlighted the topic for discussion today as important such as Do No Harm which help to minimize the unintended impacts within the program where we working within the community.</p> <p>She expected to have a fruitful discussion and improve our collaboration working together in civic development as well as to achieve the upcoming Sustainable Development Goal. Finally, she wished to have successful discussion and opening the workshop.</p>
<p><b>Session 1: Effective Communication</b></p> <ul style="list-style-type: none"> <li>• What is Communication?</li> <li>• Why is it important for CSO?</li> <li>• Communication Process</li> </ul>	<p><b>Ms. Sin Putheary, Head of Communication and Member Development of CCC</b></p> <p>She introduced the participants to know more about CCC related to roles of CCC to Governance Champion, Coordinator, and Advocate.</p> <p>The communication is means of exchange of information through common system of symbols, signs or behaviors. Mechanism to promote the communication and visibility is important, which it is needed to outreach to the stakeholders rather just inform to supervisor or manager/director.</p> <p>Group discussion within the table for the communication means that is using within the organization.</p> <ul style="list-style-type: none"> <li>• Some means of communication such as email, Facebook, T-shirt, and other materials which attached visibility of donors and organization. Website is the common tool. Other tools such as weblog, newsletter, leaflet, etc.</li> </ul> <p>The process of communication goes through: Sender -&gt; Encoding -&gt;Message -&gt;Channel -&gt;Receiver -&gt;Encoding -&gt;Feedback.</p> <p>For better communicate we need to know the audience and better use the channels of our communication.</p> <p>The quiz: when was CCC was establish and roles of CCC? (the first five with the correct answer will be the winner for this testing.</p>
<p>Coffee break</p>	<p>All</p>
<p><b>Session 2: Communication Dissemination</b></p> <ul style="list-style-type: none"> <li>• Social media handbook V2</li> <li>• Database promotion</li> <li>• CCC online platform promotion</li> <li>• CCC Member promotion</li> </ul>	<p><b>Ms. Sin Putheary, Head of Communication and Member Development</b></p> <p>She gave a presentation on Social Media Handbook to all participants with the 6-main content as below:</p> <ul style="list-style-type: none"> <li>• What is social media?</li> <li>• What is the value of social media?</li> <li>• Understanding social media (pro &amp; con)</li> <li>• Tips to engage audiences</li> <li>• Popular social media tools</li> <li>• Privacy &amp; security</li> </ul> <p>She had alert about the security for user on certain application that could heck or get into our account and access our account for other uses:</p> <ul style="list-style-type: none"> <li>• Not try to play with unknown and un-trust on App.</li> <li>• The password should frequency change.</li> <li>• Log out the account and never save the password that could be public access.</li> </ul>

Q: How can we note that the information is having a great filter? And whether the like page will affect from the like?

A: We need to see the sources of information whether it has the identity for this page.

Q: how to better set security account?

- Not to use unknown App,
- Often change the password,
- Log out the page,
- Reporting to the host for blog access

For specific on security protection is page 50 for English and Khmer page 66 in social media guideline.

Q: I have many Spam email, how should I do?

A: Every email of professional organization, there is identity (@ccc-cambodia.org). if not or you don't know about it, please do not click on it or open it.

Q: Fake news: how to know fake news? Should we Like or Share it?

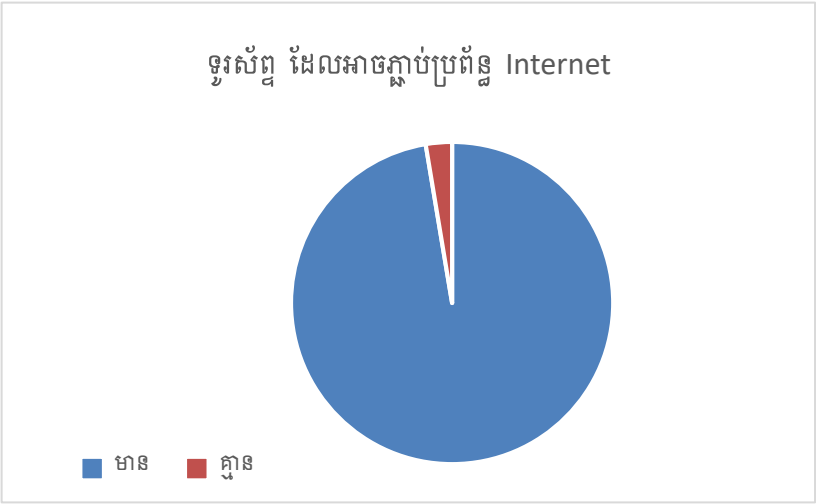
A: We need to see the source of information (identity, eg. [www.ccc-cambodia.org](http://www.ccc-cambodia.org)). If you don't know the source of information, please do not Share and Like.

**Session 3:  
Communication  
Need Assessment**

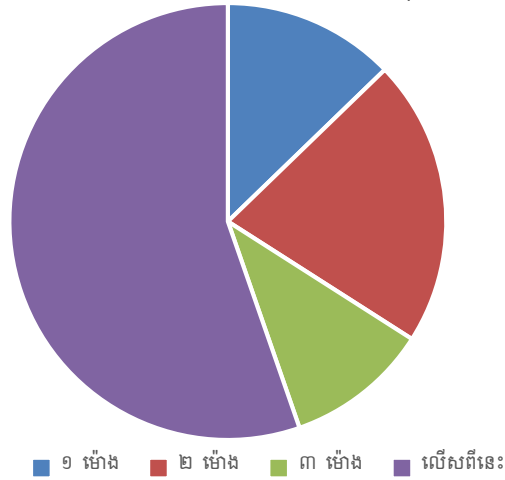
- Questionnaire

**Mr. Chhouk Phal Puthiridh, Communication Specialist of CCC**

He distributed the questionnaire of communication need assessment to all participants, then gave an instruction on how to fill-in the questionnaire. For more detail about questionnaire, please see in the attached file.  
There were results from the communication need assessment:



រយៈពេលប្រើប្រាស់ប្រព័ន្ធ Internet ក្នុងមួយថ្ងៃ



Around 80% of the respondents used social media for personal sharing and 20% used it for the work purpose. Family photos and personal activity photos were posted on social media (Facebook) which only 10 % of the photos are the work place activity. Users mainly received positive feedback and encouragement words rather than complaint.

Lunch break All

**Session 4:  
Do No Harm and  
Conflict Sensitive  
for Programing  
and Organization**

- Dividers & Connectors
- (Case Study)

**Ms. Luy Theary, Do No Harm Project Coordinator of CCC**

For the start of the afternoon session, Do No Harm & Conflict Sensitive was discussed among participants. Ms. Luy Theary reviewed the last DNH training in August 2018 with provincial NGO network committees, there were 4 persons of 51 participants who participated DNH training. There were about 50% of participants heard about DNH, however there was no participant know about the meaning of DNH or what is DNH.

She gave a brief presentation of DNH included background of DNH, goal and objective of DNH project, and the main 5 activities of DNH:



Then, she distributed a case study on “AFSC Community Fisheries Project and the Fisheries Conflict in Kompong Som Bay” for analysis and exercise together. For her presentation, she focused on Dividers and Connectors by using case study of AFSC. For more detail about presentation, please see in the attached file.

After reading case study, she asked participants:

- Do you think that any conflict in the case study?
  - Yes
- What is the area of the conflict?

	<ul style="list-style-type: none"> <li>○ The fisheries and fishers around Kompong Som Bay</li> <li>● What is the main conflict in the case study? <ul style="list-style-type: none"> <li>○ Fisheries interests</li> </ul> </li> </ul> <p>Later, she asked participants to work in 4 groups, by 2 groups discussed and identified Dividers and 2 other groups discussed and identified Connectors in the case study. Then, representative of each group had impression on the exercise that it is very important to know Dividers and Connectors in the target province or target project implementation, especially how to work and cooperate with local authority because the good communication and relationship with them is a Connector too. And, we also aware that law and policy can be a Divider or Connector also.</p> <p>This session was ended by the summary key points of Dividers and Connectors by facilitator that:</p> <ul style="list-style-type: none"> <li>● Always present in groups (societies, families, workplaces colleagues), even when there is no obvious conflict</li> <li>● Can shift in strength, importance, and meaning over time</li> <li>● Can be prioritized (i.e. some are more powerful than others)</li> <li>● Able to be categorized: ethnicity, geography, power, infrastructure, economic, leadership, common or public space, politics, gender, community concerns</li> </ul>
<p><b>Session 5: Identify challenges at Subnational level</b></p> <ul style="list-style-type: none"> <li>● What challenges did your organization meet in program implementation?</li> </ul>	<p><b>Mr. Ry Sovanna, Research and Policy Specialist of CCC</b></p> <p>In this session was facilitated by Mr. Ry Sovanna, he asked 5 main questions to all participants for plenary discussion as below:</p> <p><i>Q1: What Mechanism does CSO have in partnership working between government and development partners?</i></p> <ul style="list-style-type: none"> <li>● Partnership agreement through ISAF.</li> <li>● Sign MoU with government</li> <li>● Harmonization with commune investment plan (CIP)</li> </ul> <p><i>Q2: Approach that CSOs made, what recommendations made to improve?</i></p> <ul style="list-style-type: none"> <li>● As the project stakeholders to participate with us</li> <li>● Want to have cooperation from authority, as well as support from donors.</li> <li>● We need to ask the local authorities to cooperate with work within the project.</li> <li>● Have specific staff working with the competent department i.e. social affair, and this staff support in salary from our donor and project.</li> <li>● We are (Battambang province) not yet bring the common concern from CSOs and brought for discussion with the authorities for addressing the issues.</li> <li>● The common approach for CSOs to work together effectively not yet clear.</li> <li>● We need open mind from authorities, and open access to information such as what is the plan of provincial authorities in dealing with poverty reduction. i.e. if we have plan of having everyone access to toilet by 2025.</li> </ul> <p><i>Q3: Recommendations that CSOs brought for dealing with the issues:</i></p> <ul style="list-style-type: none"> <li>● Clean water had brought and discussed for the solution</li> <li>● Disaster Risk Management had been shared and connected from different level of authorities.</li> <li>● For children rights had been made through the slide the presentation,</li> </ul>

certain issues had been monitored and follow up. It is appreciated with the follow up activities.

*Q4: What recommendations accepted for dealing:*

- Not yet having common CSOs having common issues yet, therefore, it is to further response.

*Q5: How to improve multi-stakeholder engagement for better working together?*

- We already have MoU, especially with CCC, therefore, we can better use this mechanism for better coordination work together.
- Should have frequently meeting among CSOs, as well as sharing information together with other stakeholders.
- Legal compliant should more support to provincial CSOs.
- CSO alone will difficult to bring the private sector and government to work together smoothly but if the government drive the process will good for kick the partnership to go.
- Some CSOs who work oppose to government philosophy will difficult to work together.

**Coffee break**

**Session 6:  
GHP indicator survey**

- Questionnaire

**Mr. Vang Sean, Monitoring & Evaluation and Reporting Specialist of CCC**

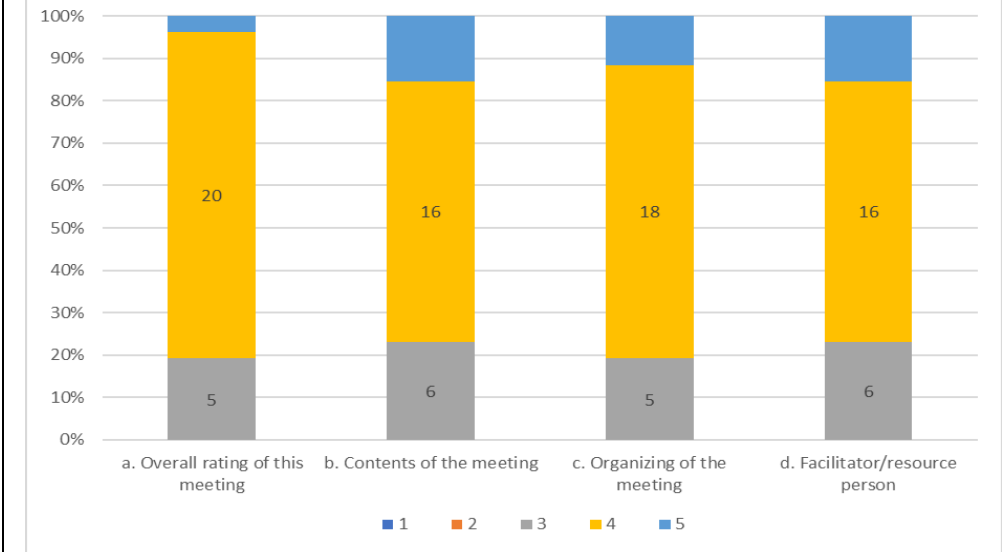
Another important agenda of the workshop was about Governance Hub Program indicator survey that was facilitated by Mr. Vang Sean.

Questionnaire was distributed to all participants to fill-in with the clear instruction from facilitator. For more detail, please see the questionnaire in the attached file.

**Evaluation  
Closing Remarks**

At the end of the workshop, a participant’s feedback sheet was distributed to all participants to evaluate the organization of the workshop aimed at improving the next workshop. The evaluation was separated into 2 main parts, the first part is the self-scoring from 1=don’t know to 5=very good, and the second part is about participant’s comments. As the result, there were 26 respondents as below.

*Part 1: Self-scoring of the organization of the workshop*



*Part 2: Participant's comments:*

*2.1: The three main points you have learned from today workshop*

- Do No Harm (24 responses)
- Effective communication (19 responses)
- Privacy and security of using social media (5 responses)

*2.2: Improvement points of the workshop*

- Need more documents (7 responses)
- Should be longer time for practicing social media and Do No Harm (6 responses)
- Some letter on the slide presentation is unclear (2 responses)
- Questionnaire is too long (2 responses)

*2.3: Topics you propose for the next workshop/meeting*

- Do No Harm (10)
- Communication (4)
- Standard financial report to NAC (4)

**Ms. Peng Sokunthea, a Representative from Diakonia**

She gave a remark that through this workshop, CSO now is mature enough to work in development sector. Today, we learned together about Dividers and Connectors, and we know that there are more Connectors for CSO's work in Cambodia. And, she also said, after learning DNH, I felt that I am a divider too because when I said I am from International organization, it will make you feel that you are from local organization. So, I need to careful about my word too.

Actually, we CSO have worked for common ended version is sustainable development in Cambodia.