



គណៈកម្មាធិការ
សហប្រតិបត្តិការដើម្បីកម្ពុជា
Cooperation Committee
for Cambodia
Comité de Coopération
Pour le Cambodge

ទស្សនវិស័យ: ការអភិវឌ្ឍប្រកបដោយនិរន្តរភាពសម្រាប់ប្រទេសកម្ពុជា

Vision: Sustainable development for Cambodia

Minutes Virtual Learning Forum

“Do No Harm (DNH)”

6th October 2020, 9:30 am – 12:00 pm

Virtual Platform through Google Meet

Virtual Learning Forum:



DO NO HARM

06 October 2020 | 09:30AM - 12:00PM

Online Platform : **Google Meet**



Sessions : →

- Introduction of Do No Harm
 1. History of DNH
 2. 6 lessons of DNH
 3. Brief DNH Framework and 7 steps
- Presentation and Discussion
 - Step 1: Understand the context of conflict
 - Step 2: Analyze Dividers and Sources of Tension
 - Step 3: Analyze Connectors in the context.

Registration →

Mr. Sok Neng, Learning Specialist
neng.sok@ccc-cambodia.org
 012 266 234 | 098 777 905

Partnerships for Sustainable Development in Cambodia

www.ccc-cambodia.org
info@ccc-cambodia.org
 T +855 (0)23 214 152

#9-11, Street. 476,
 Toul Tompoung1, Chamkamorn
 P.O. Box 885, Phnom Penh, Cambodia



Table of Contents

1. Introduction	3
2. Objectives of the Learning Forum	3
3. Process and Results	4
3.1. Setting the Ground Rules	4
3.2. Open Remarks	4
3.3. The Presentations	5
4. Questions and Answers session	11
5. Interesting from Participant at the End	12
6. Feedback Survey Result	13
6.1. Feedback Survey Result	13
6.2. Overall Learning Forum	13
7. Annex	14

Partnerships for Sustainable Development in Cambodia

www.ccc-cambodia.org
info@ccc-cambodia.org
T +855 (0)23 214 152

#9-11, Street. 476,
Toul Tompoung1, Chamkamorn
P.O. Box 885, Phnom Penh, Cambodia

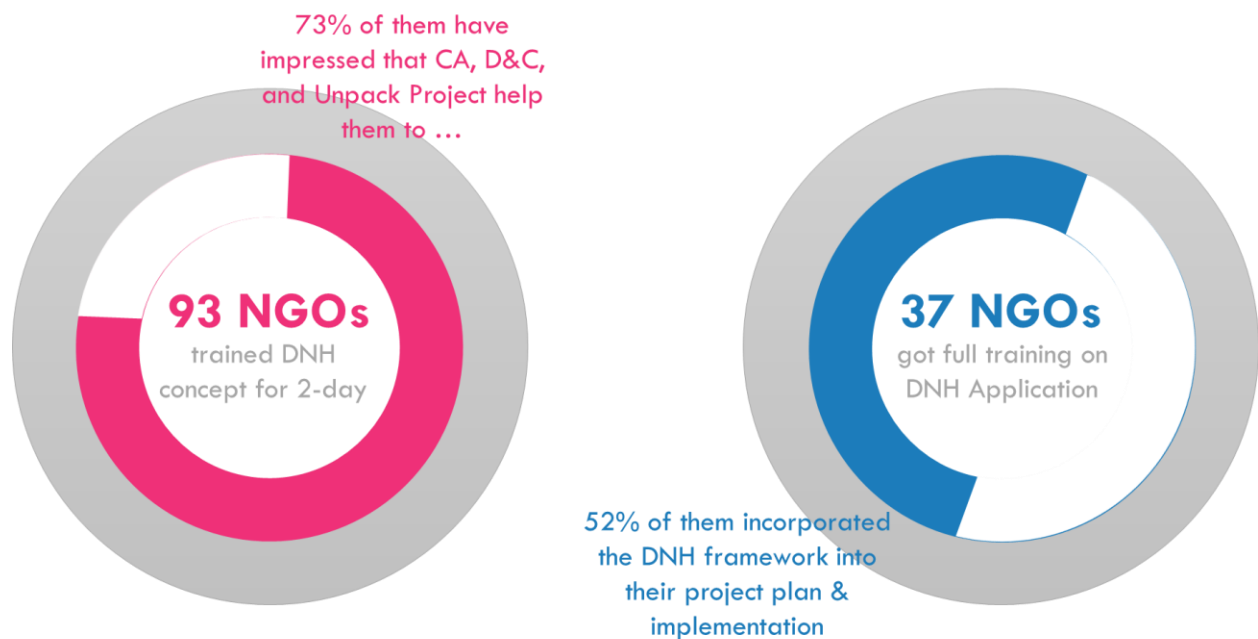


1. Introduction

The Cooperation Committee for Cambodia (CCC) is a leading membership organization with 175 Local and International Non-Governmental Organizations (NGOs) in Cambodia.

Do No Harm and Conflict Sensitive Programming was hosted by CCC with the financial supports from Bread for the World (BfdW) who is concerned about the impacts of NGO's work on local conflict. Do No Harm (DNH) is one of the key working approaches of CCC's Governance Hub Program (GHP) 2017-2021.

Between September 2017 and June 2020, 93 NGOs were introduced to the Do No Harm methodology, and 37 NGOs were given DNH application workshop to apply or mainstream DNH in their project planning, implementation and monitoring. 95% (35) of 37 organizations who completed DNH Application Workshop were able to identify new approaches for their project's implementation in order to reduce potential harm. 52% (19) of the 37 organizations have incorporated the DNH framework into their project proposal and project plan by analyzing the interaction between program intervention with dividers and connectors (D/C) in the target community and check for project negative impacts through resource transfers and staff behavior (ethical implicit messages), and 75% (28 NGOs) of them transferred DNH concept to their other team members and community leaders through meeting and training in the target communities. Further DNH coaching to the trained NGOs after the application workshop should have continued through various ways, however, in many cases the coaching process was challenged by the time constraints of the trained NGOs.



By seeing the demands of NGOs on the Do No Harm and conflict sensitivity, CCC would like to Do No Harm Virtual Learning Forum with the specific objective as below.

2. Objectives of the Learning Forum

You will learn fundamental concept of Do No Harm and Conflict Sensitivity. This will enable you to

Partnerships for Sustainable Development in Cambodia

have a better understanding how aid interacts with conflict dynamic.

3. Process and Results

Mr. Sok Neng, the facilitator, greeted the participants. And introduce the ground rules for the participants as well as the objectives of the meeting. The forum was conducted via online (Google Meet) which there were 73 participants from both Local and International NGOs including CCC members and non-CCC members.

3.1. Setting the Ground Rules

Mr. Sok Neng behaved warmest greetings toward Do No Harm participants and encouraged them to pre-read the case study before the forum begins. Moreover, informing to participants how to use Google Meet functions in responding to questionnaire session which is allowed to raise and drop in the box chat thereafter. Here are the following instruction:

- Please stay in quiet room and make sure that your internet is stable enough.
- Use headphones/earphones is recommended for better learning experience.
- Mute and turn off your camera if it is not necessary.
- Do not disturb the guest speaker and other participants.
- Please introduce your full name, position and organization in chatbox.
- Please drop it in chatbox if you have any questions.
- Do not mute the guest speaker(s) and the facilitator. If this happened again and again to one participant, the facilitator has the right to remove the participant immediately.

3.2. Open Remarks

Dr. El Sotheary said that, “I would like to welcome and warmest greetings to you all this morning in the online platform on Do No Harm learning forum. It will be introduced the fundamental learning on Do No Harm concept and mainstreaming Do No Harm methodology in organizations. It will address to the CSOs who want to apply Do No Harm approach, raising and updating the essence of Do No Harm approach to measure the positive and negative impacts by mitigating and minimizing the negative consequence through intervention of Civil Society. I also expect that in the near future of other next three years, it is continuously conducting Do No Harm approach and CCC will support all members in Do No Harm approach, Ms. Luy They who is responsible for the Do No Harm project, so you are able to get understanding the essence of Do No Harm approach in regarding to institutionalizing plan, as well as to live in better life. It can also help to local communities and actions, reviewing organizational plan or project plan. I encourage all members to actively engage in Do No Harm approach as much as possible in order to strengthen group working, cooperation and solidarity through the intervention by Civil Society in

Cambodia. Do No Harm project is continuously implementing until 2023 regarding to setting plan. I would like to thank you again for your time to the event and wish you all the best.”

3.3. The Presentations

Ms. Luy Theory introduced participants to get familiar and understand the Do No Harm’s background:

- Raising supporting project of Do No Harm by Bred for the World (Bftw) donor during three years, at now we are continuing the project until 44 months
- Comprehensively understanding all Do No Harm in the first three steps in the discussion (in total 7 steps) also making succinct analysis on Divider and Connector factors
- The supporting of implementing Do No Harm project of the Course 1 from 2015-2017, the Course 2 from September 2017 to December 2020, and the Course 3 from 2021 to 2023)

កម្មវិធីដើមគណនីមិនបង្កទំនាស់ និង ការយកមិត្តភាពជាដាច់ខាត

កម្មវិធីបានទទួលការគាំទ្រថវិកាពីអង្គការ Bread for the World (Bftw) តាំងពីឆ្នាំ ២០១៥។ ក្រុមការងារខុបករណ៍មិនបង្កទំនាស់កម្ពុជាក៏បានបង្កើតឡើងក្នុងឆ្នាំ ២០១៤ ផងដែរ។ សម្រាប់វគ្គទី២ នេះ កម្មវិធីទទួលបានថវិកាគាំទ្រពី Bftw រយៈពេល ៤០ខែ (កញ្ញា ២០១៧ - ធ្នូ ២០២០)។

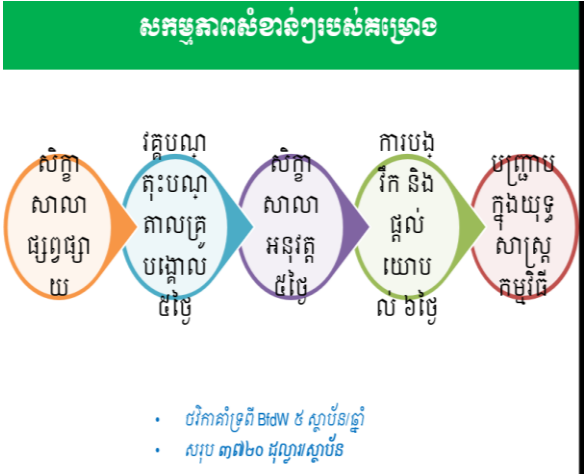
គោលដៅ

អង្គការសង្គមស៊ីវិលកម្ពុជា អនុវត្តកម្មវិធីរបស់ខ្លួនដោយមានការយកចិត្តទុកដាក់នឹងទំនាស់ ដោយមិនមានបង្កទំនាស់ដល់សហគមន៍។

គោលបំណង

ត្រឹមឆ្នាំ ២០២០ អង្គការសង្គមស៊ីវិលកម្ពុជា ធ្វើការកែលម្អផែនការគម្រោង ការអនុវត្ត និង ប្រព័ន្ធត្រួតពិនិត្យរបស់ខ្លួន ដោយបានប្រើប្រាស់ក្របខណ្ឌការងារខុបករណ៍មិនបង្ក ទំនាស់។

- Reviewing the project implementation system and Do No Harm framework
- Depicting the importance of activity of the Do No Harm project while activating to Implement Do No Harm as workshop, training of trainers from teacher-oriented team

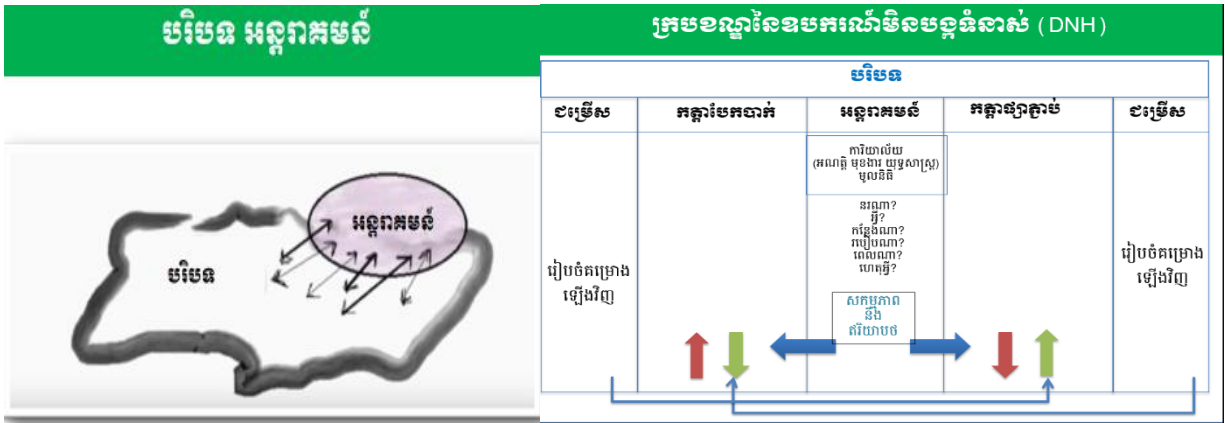


- So, what does the DO NO Harm is all about? What is a Connector and Divider factor? And raising the consequence of every intervention whether connector or divider causing problem or solution.
- Do No Harm approach helps us to see the negative impact from our intervention?

- Relevant to the inexperience of NGO to help one group while leaving another group (like in this case study for example)
- Reflecting by Do No Harm, in the case the evaluating project was successful but 6 months later it occurred the issue again severely (notify that have a lot of illegal fishing cases)
- In Do No Harm approach under our assistance to community, does it minimize the risks or maximize the risks? What is our influential assistance to implementing project? What is methodology to pay attentions in the conflict---understanding precise context intervention, identified problem clearly, whom do we work with (stakeholders to work with)
- When using Do No Harm approach in policy-making could help to increase the positive impact on organizations effectively.
- Do No Harm implementation promotes accountability and in learning at all levels, ranging service provider, community-based to central office
- Raising the evolution step of Do No Harm process. In Do No Harm concept: Understanding *context and Intervention*

អ្វីទៅជាទំនាស់ (Harm)?

- យើងចង់ប្រើភាសាជាក់លាក់ថា "ផលជះអវិជ្ជមាន លើកត្តាផ្សេងៗគ្នា រវាង ក្រុម ក និង ក្រុម ខ" ឬ "ផលជះអវិជ្ជមាន លើកត្តាបែកបាក់ រវាង ក្រុម គ និង ក្រុម ឃ" ។



Partnerships for Sustainable Development in Cambodia



Then the speaker requested the participants to spend time about 5 minutes to read the short case study.

ករណីសិក្សា

សហគមន៍មួយ ប្រកបរបរចិញ្ចឹមជីវិតពីងង្កែកលើការនេសាទ។ ទោះយ៉ាងណា ពួកគេជួបបញ្ហាជាច្រើនជាមួយការនេសាទ ខុសច្បាប់ ជាពិសេសការនេសាទខុសច្បាប់ពីមនុស្សនៅខាងក្រៅសហគមន៍។ អង្គការមិនមែនរដ្ឋាភិបាល មួយ បានផ្តល់មូលនិធិ ដល់សហគមន៍ដើម្បីធ្វើល្បាត។ ភាគច្រើននៃថវិការបស់អង្គការក្រៅរដ្ឋាភិបាល បានទៅមនុស្សមួយចំនួនតូចដែលមានទូកធំៗតែ ប៉ុណ្ណោះ។ លទ្ធផលនៃការល្បាតនេះ បានធ្វើឱ្យការនេសាទខុសច្បាប់ធ្លាក់ចុះ ប៉ុន្តែនៅពេលដែលគម្រោងអង្គការក្រៅរដ្ឋាភិបាល បានបញ្ចប់ ប្រាក់ចំណូលសម្រាប់ប្រជាជនដែលមានទូកធំៗ ក៏បានបញ្ចប់ដែរ។ ប្រជាជនដែលមានទូកធំៗ ពួកគេបានខ្ចីប្រាក់ពី ធនាគារ ដោយពឹងផ្អែកលើប្រាក់ចំណូលពីអង្គការក្រៅរដ្ឋាភិបាលទាំងស្រុង។ ដូចនេះនៅពេលគម្រោងបានបញ្ចប់ ប្រជាជនដែល មានទូកធំៗទាំងនោះ ចាប់ផ្តើមនេសាទខុសច្បាប់ដើម្បីរកប្រាក់ចំណូល មកជំនួសចំណូលដែលពួកគេធ្លាប់ទទួលបានពីអង្គការ ក្រៅ រដ្ឋាភិបាល ដើម្បីសងបំណុលទៅធនាគារវិញ។

នៅពេលដែលគម្រោងកំពុងដំណើរការប្រជាជនដទៃនៅក្នុងសហគមន៍ មានអារម្មណ៍ថាការល្បាត "មិនមែនការងាររបស់ពួកគេ" ដូច្នេះពួកគេមិនចាប់ផ្តើមទេ (ពួកគេនិយាយថា វាជាតួនាទីរបស់ម្ចាស់ទូកធំៗដែលគាំទ្រដោយអង្គការក្រៅរដ្ឋាភិបាល)។ ការវាយតម្លៃលទ្ធផលគម្រោង បានធ្វើរួចរាល់នៅចុងបញ្ចប់នៃគម្រោងនេះ បាននិយាយថាគម្រោងនេះទទួលបានជោគជ័យយ៉ាង ខ្លាំង ប៉ុន្តែ ៦ខែ បន្ទាប់ពីគម្រោងបានបញ្ចប់ ការនេសាទខុសច្បាប់ មានការកើតឡើងច្រើនជាងមុនពេលគម្រោងរបស់អង្គការ ក្រៅ រដ្ឋាភិបាលបានចាប់ផ្តើមទៅទៀត។

Then, the speaker asked the question does it have (Harm) caused by the NGO? What?

The participant responded yes. The intervention from the NGO supported to the fishers who had big fishing boat but it did not support to the fisher who had small fishing boat. The impact effected after the project ended. Because during the project implementation, the fishers got the loan from the bank to buy the boats and after the project ended, they owed the loan from the bank. The speaker had the follow-up question "Is it the negative effect that the project has anticipated before the project started or not?"

The participant responded that the project might not have anticipated because the scope of the project was to support the livelihood and protect the fishing prone.

Ms. Luy Theory, asked the questions to the participants to reflect and analyze as below:

ឧបករណ៍មិនបង្កទំនាស់ (Do No Harm)

- តើជំនួយអាចធ្វើឲ្យស្ថានភាពទំនាស់កាន់តែធ្ងន់ធ្ងរឡើង ឬ កាន់តែថយចុះ តាមវិធីដែលយើងធ្វើការ និងជម្រើសដែលយើងបានជ្រើសរើសដោយរបៀបណា?
- តើអ្វីខ្លះជាឥទ្ធិពលសំខាន់ៗ របស់ជំនួយក្នុងបរិបទផ្សេងគ្នា? និង តើអ្វីខ្លះជាឥទ្ធិពលរបស់បរិបទទៅលើការងារផ្តល់ជំនួយ?
- តើអ្វីខ្លះជាវិធីសាស្ត្រអនុវត្តជាក់ស្តែង ដើម្បីបញ្ចូលការយកចិត្តទុកដាក់នឹងទំនាស់ទៅក្នុងការវិភាគបរិបទ និងទៅក្នុងការរៀបចំកម្មវិធី ការអនុវត្ត ការត្រួតពិនិត្យ និងវាយតម្លៃ?
- នៅក្នុងការលើកកម្ពស់គុណនេយ្យភាព និងការរៀនសូត្រនៅគ្រប់កម្រិតចាប់តាំងពីអ្នកផ្តល់សេវា រហូតដល់សហគមន៍មូលដ្ឋាន និងទៅដល់ការិយាល័យកណ្តាល និងម្ចាស់ជំនួយ តើការយកចិត្តទុកដាក់នឹងទំនាស់ អាចត្រូវបានត្រួតពិនិត្យ និងវាយតម្លៃប្រកបដោយប្រសិទ្ធភាពតាមរបៀបណា?

➢ The speaker presented that it (DNH) first started from medical practice-about the treatment fee (Monday) or about the medical professionalism response to the patients. At that time, it was not called DNH. In 90's, there was the event, the vast majority of the two ethnicities massacre-killing hundred thousand of people in Rwanda between Tutsi and Hutu due to NGO's assistance/ aids during 100 days (800000 deaths). So, it was initially reflected, collected and produced as the book called Do No Harm in humanitarian action.

ឧបករណ៍មិនបង្កទំនាស់ (Do No Harm)

- ឧបករណ៍មិនបង្កទំនាស់ គឺជាវិធីសាស្ត្រមួយដែលអាចធ្វើការព្យាករណ៍ទុកជាមុន ហើយមានគោលបំណងបង្កើនការយល់ដឹងពីរបៀបដែលជំនួយអាចបង្កើតឲ្យមានជាសកម្មភាពទំនាស់។ ឧបករណ៍មិនបង្កទំនាស់ បង្កើនការអនុវត្តនៃការយកចិត្តទុកដាក់នឹងទំនាស់ (Conflict Sensitivity) ក្នុងគោលនយោបាយ និងប្រតិបត្តិការក្នុងការផ្តល់ជំនួយ ក្នុងគោលបំណងកាត់បន្ថយផលជះអវិជ្ជមានជាអប្បបរមា និងបង្កើនផលជះវិជ្ជមានជាអតិបរមា។

ព្រឹត្តិការណ៍នៅក្នុងជា



ការសន្និដ្ឋាន
 ការសម្លាប់រៀបរយនៅក្នុងជា គឺជាឧក្រិដ្ឋកម្មប្រឆាំងនឹងមនុស្សជាតិមួយដ៏អាត្រាភ័យខ្លាច ដែលក្នុងរយៈពេល ១០០ថ្ងៃ មានមនុស្សជាង ៨០០.០០០នាក់ត្រូវបានសម្លាប់។ សោធនភាពមនុស្ស បានកន្លងផុតទៅហើយក្តី ប៉ុន្តែប្រវត្តិសាស្ត្របានកត់ត្រាពីការលឺចាប់ និងផលប៉ះពាល់ដែលបានកើតឡើង។

- There are six Do No Harm lessons: 1) whenever one intervention is put in a context is part of the context, 2) All contexts are determined by two distinguished factors—Divider and Connector, 3) One intervention has inter-action to both divider and connector, 4) The frame work of impacts (be predictable/foreseeable through action, assistance, attitude), 5) The analysis of project detail of the program, and 6) All matters have options. And it has 7 steps. There are 5 types of dividers and connectors.

ជំហានទាំង៧ នៃឧបករណ៍មិនបង្កទំនាស់



ប្រភេទទាំង៥ នៃកត្តាបែកបាក់ និង កត្តាផ្សារភ្ជាប់



After that, the speaker asked the participant to reflect the case study that was sent to read first.



ការសាងសង់កសិម្មត្រកំពង់សោម ២០០៤



Partnerships for Sustainable Development in Cambodia

www.ccc-cambodia.org
info@ccc-cambodia.org
 T +855 (0)23 214 152

#9-11, Street. 476,
 Toul Tompoung1, Chamkamorn
 P.O. Box 885, Phnom Penh, Cambodia



Then the discussion between the speaker and the participants were conducted:

- Tension area is between three communities: Chikhor-Krom, Stueng-Hav, Srea-Ambil (Sihanoukville bay)
- Tension context: Conflict between three nationalities between Cambodia, Vietnames and Thai. It was happened both pre and post after coming into effect of regulations (fishery law), new comers, economic interest conflicts, or fishing between new comer communities who are supported by AFSC and the Chroy Svay community.
- Second step regarding to a succinct analysis of divider: relevant to gender, ethnicities, religion, pregnant women. Divider is a root of cause tension, doubt, anger. It can be divided by human, stuff or tool.
- Third step regarding to succinct analysis of connector: without discrimination, not except marginalized group, and solidarity.

Then the speaker present the summary of the situation of the case study:

ស្ថានភាព

- ក្នុងទស្សវត្ស៩០ មានអំពើហិង្សាមួយកើតឡើង និងបន្តរវាងក្រុមអ្នកនេសាទក្នុងឆកសមុទ្រកំពង់សោម។ អ្នកនេសាទ ២២នាក់ ត្រូវបានគេសម្លាប់ក្នុងអំពើហិង្សានេះ។ ទោះបីជាយ៉ាងណាត្រឹមឆ្នាំ ២០០០ ស្ថានភាពហិង្សានេះ មានសភាពធ្ងន់ស្បើយ។
- ក្នុងឆ្នាំ ១៩៩៧ អង្គការគណៈកម្មាធិការសេវាកម្មវិទ្យាសាស្ត្រ (AFSC) បានចាប់ផ្តើមអនុវត្តកម្មវិធីចិញ្ចឹមជីវិតក្នុងស្រុកស្រែអំបិល នៃតំបន់ឆកសមុទ្រកំពង់សោម។
- នៅដើមទស្សវត្ស២០០០ កម្មវិធីរបស់អង្គការ AFSC បានចាប់ផ្តើមការងារទៅលើគម្រោងសហគមន៍នេសាទ ជាមួយអ្នកនេសាទស្រែអំបិល
- ក្នុងឆ្នាំ ២០០៤ អំពើហិង្សាថ្មីរវាងក្រុមអ្នកនេសាទក្នុងឆកសមុទ្រកំពង់សោមបានផ្ទុះឡើង។ កំហុសនេសាទធំៗ ដែលមកពីសហគមន៍ផ្សេង បានចូលប្លន់ និងដុតបំផ្លាញផ្ទះសំបែងអ្នកស្រែអំបិលខ្លះខ្លីអស់។ ការិយាល័យកណ្តាលរបស់សហគមន៍នេសាទ ដែលគាំទ្រដោយ (AFSC) ត្រូវបានដុតបំផ្លាញចោលខ្លះខ្លី។

The context Analysis

- **តំបន់ដីពាសៈ**
ក្រុមអ្នកនេសាទនៅជុំវិញឆកសមុទ្រកំពង់សោម
- **បរិបទដីពាសៈ**
ការប្រកួតប្រជែងរបស់អ្នកនេសាទទៅលើធនធានផលជល ជាពិសេសរវាងអ្នកនេសាទតូចតាចក្នុងស្រុកស្រែអំបិល និងអ្នកនេសាទកំពង់សោមពីស្ទឹងហាវ

Partnerships for Sustainable Development in Cambodia



❖ Actor mapping tool:

ជំហានទី១: ការវិភាគបរិបទ

២. ផែនទីទំនាក់ទំនងក្នុងបរិបទ
តើតួអង្គនៅក្នុងបរិបទមាន
ទំនាក់ទំនងជាមួយគ្នាដូចម្តេច
ខ្លះ?

Source: Adapted from Fisher, et al. (2002: 23)

❖ Stakeholder Analysis tool:

ជំហានទី១: ការវិភាគបរិបទ

៣. វិភាគតួអង្គពាក់ព័ន្ធនៅក្នុងបរិបទ៖

ក្រុម/ភាគី	បញ្ហា	ជំហរ	ផលប្រយោជន៍	តម្រូវការ	ឥទ្ធិពល/អំណាច	ការក្រៅមន្ទីរក្នុងការចរចា

❖ Dividers and Connector Analysis:

Please see the detail presentation from the slides attached.

The facilitator announced to the participants that CCC also has been announced the DNH's call application for workshop five days to member or non-member who are interested in and able to apply to get full scholarship.

4. Questions and Answers session

The facilitator asked the participants to raise the questions directly to the speaker or drop it in the chartbox.

Question 1: When is DNH used to analyses in the project?

Answer 1: The DNH is used all stages of the project if compared to the project management cycle, in the design and implementation stages.

Question 2: By Do No Harm, should we think the impact in short, medium or long term?

Answer 2: All levels are considered if we implement these seven steps by creating new framework. In all projects have many tools to make a positive change but DNH approach is a tool to minimize the negative impact but maximize the positive impact in project. Otherwise, if we do not use DNH approach to apply in the project, the problem might be resulted long-term.

Question 3: In a project design, if we normally use Risk Management tool to respond, is it required to use DNH tool to support? (when we do design project, some points have risk management tool, when we have it already do we need Do No Harm tool?)

Answer 3: Risk management tool is analyzed by external factor but DNH approach is used to analyze internal factor. For sure, DNH can help your every project implementation to be more effective. It is easy to write report, since we have much information to submit to Donor's requirement/beneficiaries, as well as helping to program implementation.

Question 4: I have just heard DNH for several years since it benefits enormously for NGOs to apply, how long DNH has been implemented in Cambodia context?

Answer 4: It has been implemented since 90s at oversea while taken implementation in Cambodia in 1992. Based on written document, the first implementer is World Vision Organization. Until in 2014, Bred for the World (Bftw) has delivered to apply in Cambodia and Now there are more than 100 NGOs. Its key term as the same word "Peace-building"

Mr. Socheoun shared ideas and key points of risk management tools. When we use it since first project begin from step one to step seven. Do No Harm does not only anticipate the project begin but also help us to evaluate and review the project at the end.

For further information of the case study, please kindly access to the attachment file below:

- ❖ First step of the case study: Understanding context of conflict:
- ❖ Time-rule
- ❖ Map of interaction between one actor to another
- ❖ Relevant to actor analysis engaged in the context
- The five different kind of divider and connector: 1) System and institution, 2) Attitude and actions
3) Values and interests, 4) Experience, and 5) Symbol and Occasions

5. Interesting from Participant at the End

I am very interested in this forum. Before I supposed it is used to be like an approach working on child abuse or violation, but in reality, it is used for capacity building in local community for strengthening organization.

Ms. Luy Theory said profound thank to all participants who joined the event. She also encouraged the participant to approach her for any questions information about DNH. Thanks!

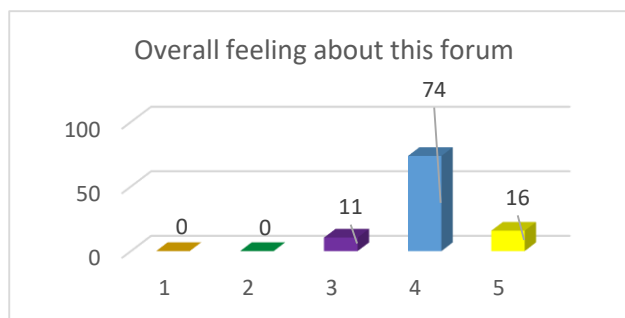
6. Feedback Survey Result

6.1. Feedback Survey Result

After the DNH virtual learning forum, Mr. Sok Neng, Learning Specialist, requested the participants to provide feedback on the Learning Forum through Google Form. Below is the result of feedback survey which were 19 responses who provided the feedback among 73 participants attended the virtual learning forum.

6.2. Overall Learning Forum

Based on the graphic, it showed that the participants were satisfied to the learning forum because they provided rating 74% at the scale 4th and 16% at 5th.



The topic covered were relevant to me was provided 32% and 47% at the scaling 4th and 5th and the content was organized and easy to follow 68% and 16% as the higher and highest rating scale. The speaker/facilitator was knowledgeable about the forum topics is 58% and 21% at the scal 4th and 5th, it showed that they satisfied. Understand clearly on how to use Google Meet for learning forum 37% and 26% at rating scale 4th and 5th; it reflected that the participant know how to use Google Meet and the ground roles of the virtual platform. Please see the table below:

How do you feel about the statement below? Rating Scale from 1 to 5. 1=Very Unsatisfied, 5=Very Satisfied	1	2	3	4	5	Total	Average
	%	%	%	%	%	%	
1. Questions and interaction were encouraged through Chart Box.	0	0	21	47	32	100	4
2. The topic covered were relevant to me.	0	0	21	32	47	100	4
3. The content was organized and easy to follow.	0	0	16	68	16	100	4
4. The materials distributed were helpful	0	5	5	53	37	100	4
5. The speaker/facilitator was knowledgeable about the forum topics	0	0	21	58	21	100	4
6. The speaker/facilitator was well prepared.	0	0	21	58	21	100	4
7. The forum objectives were met	0	5	16	58	21	100	4
8. The time allocated for the forum was sufficient	0	16	37	37	11	100	3
9. Understand clearly on how to use Google Meet for learning forum.	0	0	37	37	26	100	4
Total Average							36

7. Annex

- Detail Agenda

Time	Detailed Activity	Facilitator
9:00-9:30	Online registration to the learning forum	CCC Team
9:30-9:40	Introduction objectives of learning forum, Group Rule setting and general announcements	Mr. Sok Neng Learning Specialist, CCC
9:40-9:50	Welcome and Opening Remarks	Ms. El Sotheary Head of Program, CCC
9:50-10:10	Session 1: Introduction of Do No Harm <ul style="list-style-type: none"> • History of DNH • 6 lessons of DNH • Brief DNH framework and 7 steps 	Ms. Luy Theary Capacity Development Manager, CCC
10:10-11:00	Session 2: Presentation and discussion <ul style="list-style-type: none"> • Step 1: Understand the context of conflict 	Mr. Chen Sochoeun RMD Manager, CCC DNHC member
11:00-11:50	Session 3: Presentation and discussion <ul style="list-style-type: none"> • Step 2: Analyze Dividers and sources of tension in the context. • Step 3: Analyze Connectors in the context. 	Representative of DNHC members
11:50-12:00	Summary and Closing	DNHC members

Partnerships for Sustainable Development in Cambodia