



5th General Meeting
Network of Asian River Basin Organizations
 Chiang Mai, Thailand • 15–18 May 2013

CRBOM Activity on RBO-Performance Benchmarking

Isnugroho

Center for River Basin Organization and Management (CRBOM)

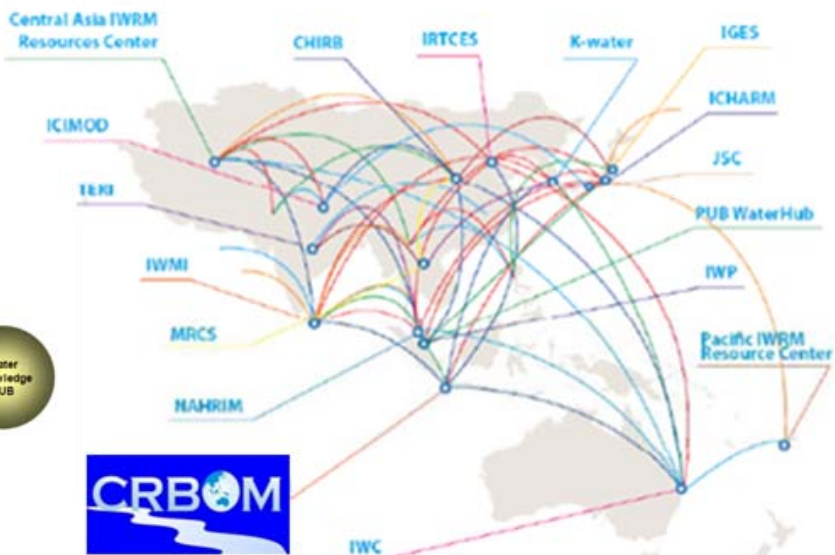
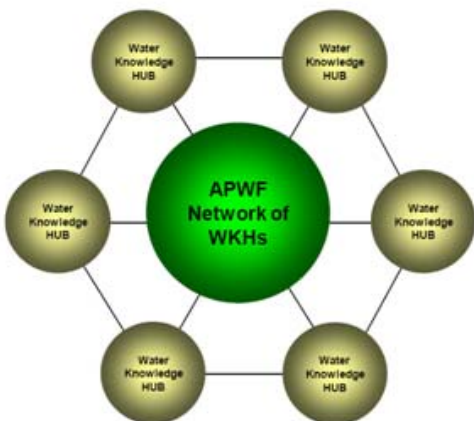


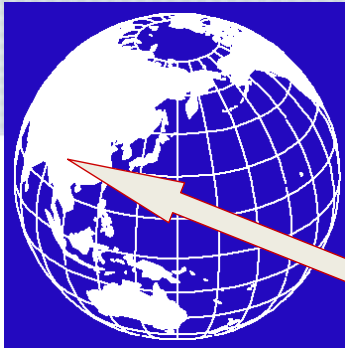
Knowledge Networking for Water Security in the 21st Century

Knowledge Networking through *KnowledgeHubs*

Overview of Regional Water Knowledge Hubs

APWF's network of regional water knowledge hubs





CRBOM

Share and exchange of Knowledge
River basin management experience
Expertise from knowledge hubs
- many disciplines

Ideas for bridging
regional knowledge
and experiences

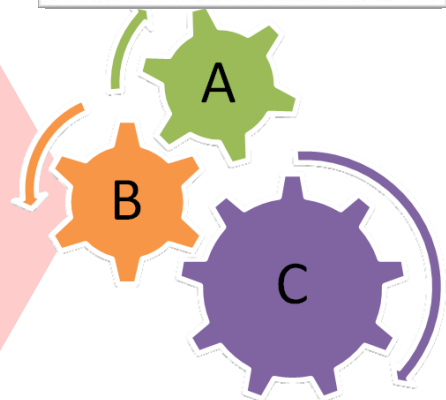


What is benchmarking?

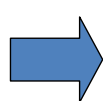


Bench
marking

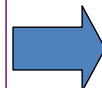
Performance
measurement of the
Organization



Where are
we now?



Where are
we going ?



Action Plan

NARBO RBO-Performance Benchmarking

- Small Workshop on Benchmarking, Jatiluhur, Indonesia, October 2004
- Members Consultation Workshop on Benchmarking, Batu, Indonesia, November 2004
- Launching of Performance Benchmarking, Bali, Indonesia, September 2005
- Piloting NARBO's Performance Benchmarking Tool and Peer Review Process Jatiluhur, Indonesia, Oktober 2006
- Peer Review Process in Mahaweli Authority, Sri Lanka, December 2006
- A benchmarking exercise was conducted in 2006-2008 for 10 Asian RBOs: one in Sri Lanka, one in the Philippines, one in Vietnam, and seven in Indonesia



NARBO Benchmarking Tools

The NARBO-RBO Performance Benchmarking use a set of 14 performance indicators clustering in 5 Key Performance Area as follows:

Critical Performance Factor/Area	Objectives	Measures
Mission	IWRM	RBO status
		RBO governance
Stakeholders	Customer satisfaction	Customer involvement
	Environmental conditions	Customer feedback
Learning and Growth	Livelihoods	Environmental audits
	Human resources	Basin livelihoods
	Infrastructure	Human resources dev't
	Systems dev't	Technical development
Internal Business Processes	Planning	Organizational dev't
	Resource management	Planning maturity
	Information management	Water allocation
Finance	Financial independence	Data sharing
	Financial performance	Cost recovery
		Financial efficiency



Indonesian RBO Performance Benchmarking (1/2)

Benchmarking is now applied as a standard practice for Indonesian RBOs. The approach is presently being consolidated and streamlined for applications elsewhere in Asia.

CRBOM in collaboration with Directorate General for Water Resources conducted RBO-Performance Benchmarking for Indonesian RBOs.

RBO-Performance Benchmarking for Indonesian RBOs is implemented with the following steps:

- a. Self Assessment and Peer Reviewer training
- b. Socialization to the RBO's staff
- c. Self Assessment and Action Plan Program
- d. Peer Review
- e. Reporting
- f. Action Plan Evaluation



Indonesian RBO Performance Benchmarking

Progress of RBO-PBM in Indonesia:

2008 :	7 RBOs
2009 :	10 RBOs
2010 :	9 RBOs
2011 :	6 RBOs
2012 :	10 RBOs





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THANK YOU

