



# 2nd NARBO General Meeting, Jatiluhur, Indonesia

14-16 February 2006

**Suparuek Puttakhrot**  
**IWMI**

[www.iwmi.org](http://www.iwmi.org)

# System Overview

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NARBOBench has been developed as a potential tool for river basin management and monitoring software.

This software is developed as a web-based application to be made easily access throughout the organizations.

## System Overview (Cont')

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A web site

<http://203.209.62.200/NARBOBench> will be set up to facilitate the dissemination of this software and information.

The objective of the software development is to find the best management practice and solution to minimize the performance gaps

# System Overview (Cont')

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Functionality captured in NARBOBench:

- Management Initiatives and activities
- Progress report
- Performance evaluation of RBO
- Sharing data related to river basin management and performance among organizations

## System Overview (Cont')

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IWMI is responsible for software development and database construction.

IWMI will participate in implementation of the system.

*The pilot test of this software will start from February 2006.*

# Core components of NARBO Performance Benchmarking

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- Critical Success Factors
- Objectives
- Indicators

# How to use the performance benchmarking

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[URL: http://203.209.62.200/NARBOBench](http://203.209.62.200/NARBOBench)

# Adding, Updating data to Performance Benchmarking

NARBO RBO Benchmarking Critical Performance Areas		
	Stakeholder	
Internal Processes	Organizational Goals	Learning and Growth
	Financial	

NOTE : Please select the Critical Performance Area to Access the Definition.

[Reporting](#)

[Back to Select RBO form](#)

[ADB](#)

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# Adding, Updating data to Performance Benchmarking (Cont')

**Stakeholder Perceptions Performance Objectives**

Select Objectives for Monitoring

Customer Satisfaction  
Environmental conditions  
Improved Livelihoods

**Next Screen**

Return to Score Card

# Adding, Updating data to Performance Benchmarking (Cont')

Stakeholder Perceptions Performance Objectives		
<p>Selected Objective</p> <p>Customer Satisfaction</p>	<p>Indicators</p> <p>Customer feedback Customer involvement</p> <p><input checked="" type="checkbox"/> Check this box for annual data</p> <p>Edit Performance Data</p>	<p>Initiatives</p> <p>Smallholder Market</p> <p>Add Edit Delete</p> <p>Select Objective, Indicator and up to five (5) Initiatives</p> <p>Click to Create Matrix</p>
<p>Return to Score Card</p>		

# Adding, Updating data to Performance Benchmarking (Cont')

Record of Performance Observations at Bang Pakong		
Using Indicator	Measure of response to customers complaints.: Defined as: Measured as the number of complaints received per 1000 residents per period (month or year)	
	<input type="text" value="Enter Year"/>	<input type="text" value="Enter Performance"/>
<input type="button" value="Submit Details"/> <input type="button" value="Clear Entries"/>		

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# Adding, Updating data to Performance Benchmarking (Cont')

Define Indicators of Performance Stakeholder Relations Objectives at Bang Pakong	
Short Description (max 30 Characters)	<input type="text" value="Improved Maintenance"/>
Description of Initiative	<input type="text" value="By maintaining our equipment in operational conditions we will recover costs more effectively"/>
<input type="button" value="Submit Details"/> <input type="button" value="Clear Entries"/>	

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# Adding, Updating data to Performance Benchmarking (Cont')

Specify expected outcome of at Bang Pakong		
To achieve our declared objective of	Our customers will be fully satisfied by the services provided by the RBO	
By implementation of the following Initiatives	By maintaining our equipment in operational conditions we will recover costs more effectively	
We expect to improve the indicated performance of	Measure of response to customers complaints.	
	Year	Performance
Initial Performance	<input type="text" value="2006"/>	<input type="text" value="1"/>
Target Performance	<input type="text" value="2011"/>	<input type="text" value="1.2"/>
<input type="button" value="Submit Details"/> <input type="button" value="Clear Entries"/>		

# How to get performance benchmarking report

## River Basin: **Bang Pakong**

Contact Person: **Ian Makin**

Email: **[imakin@adb.org](mailto:imakin@adb.org)**

Characteristic		Organization		Hydrology	
Basin Area:	0 Km <sup>2</sup>	Professional Staff:	20	MeanAnnual Discharge:	0 MCM
Population:	0	Technical Staff:	12	Wet:Dry Ratio:	0 MCM
Sponsor By:	Private Sector Organization	Administration Staff:	25	Storage:	0 MCM
Revenue:	Unknown	Field Staff:	2	Domestic Use:	0 MCM
				Industrial Use:	0 MCM
				Agricultural Use:	0 MCM
				Enviroment Reserve	0 MCM

### Mission

Objective: **Our misison is to deliver safe and reliable water supplies and services within an IWRM approach**

### Stakeholders

# How to get performance benchmarking report (cont')

## Stakeholders

Objective: **Customers will be fully satisfied by the services provided by the RBO**

Indicator	Initial		Target		Reported	
	Year	Value	Year	Value	Year	Value

Objective: **Aiming for a positive improvement in environmental indicators.**

Indicator	Initial		Target		Reported	
	Year	Value	Year	Value	Year	Value

Objective: **Measures improving quality of life for basin communities**

Indicator	Initial		Target		Reported	
	Year	Value	Year	Value	Year	Value

## Capacity Building

# Q&A