

**1st Regional Positive Deviance Forum
Bali, 18 – 21 January 2010**

Solution Exchange Indonesia





NETWORKING in HEALTH AND NUTRITION COMMUNITY (SOLUTION EXCHANGE INDONESIA)

Presented by:

Franky Pardomuan Sitompul

WHAT IS SOLUTION EXCHANGE?

- A United Nations initiative
- Internet based (mailing list) which covers 7 (seven) communities, they are:
 - Governance, **Health and Nutrition**, Economy Development, Education, Disaster Risk Reduction, Gender, and Urban Development (was once named Infrastructure Housing).
- Has been developed in India since 2003.
- Designed by Steve Glovinsky.
- Started since October 2008 in Indonesia, named SEAN – Solution Exchange Aceh Nias.
- Funded by United Nations Agencies.



THE OBJECTIVES OF SOLUTION EXCHANGE INDONESIA HEALTH & NUTRITION COMMUNITY

- To connect development practitioners across Indonesia to interact and share knowledge and experiences.
- To make a documentation of best practices, so that they can become solutions to program managers/implementers.
- To develop knowledge based on others' experiences.
- To escalate program efficiency by avoiding "reinventing the 'development' wheel."
- To become a space for members to share experiences, knowledge, ideas, and information.



KEY PLAYERS in SOLUTION EXCHANGE?

- Internal (Moderation Team)
 - Moderator: looks for members, receives Queries, and encourages people to give Responses
 - Research Assistant: conducts desk research mainly through web, and produces the Consolidated Reply (CR).
- External
 - Member (provides Queries and Responses)
 - Steering Committee (SC): takes part as technical resources

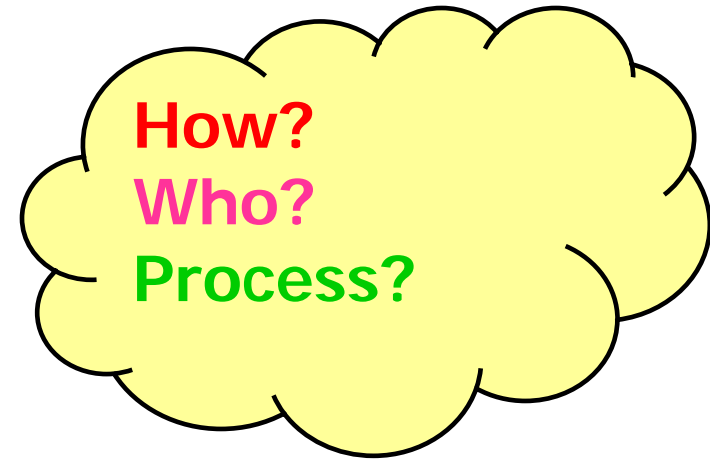


WHAT HAPPENS in SOLUTION EXCHANGE?

- Inviting Members
- Creating Steering Committee → based on their skill and background.
- Pooling → to maintain the quality – spreading questionnaires to members
- Searching, gathering, and posting Query
- Encouraging potential members as key informants to send their responses through
 - Face to face interview/phone calls
 - E-mail
- Producing the Consolidated Reply (CR)
- Updating issues and information related to Health and Nutrition
- Gathering Information

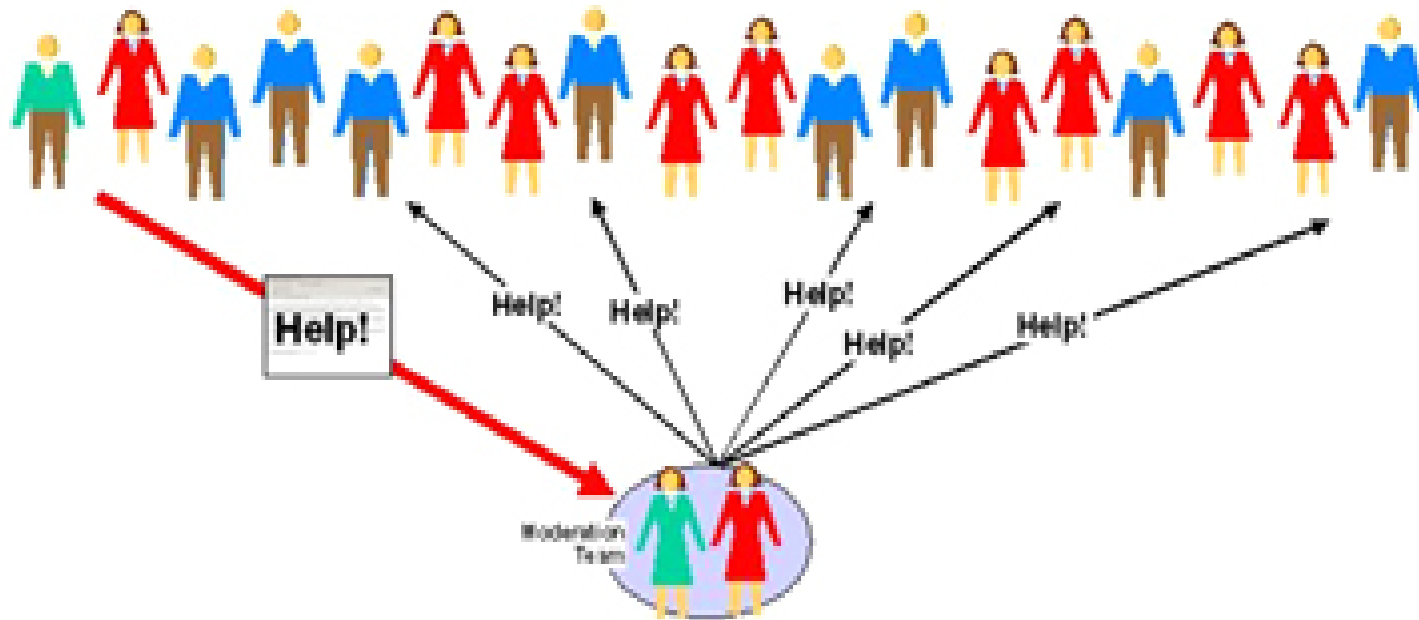


HOW SOLUTION EXCHANGE WORKS?



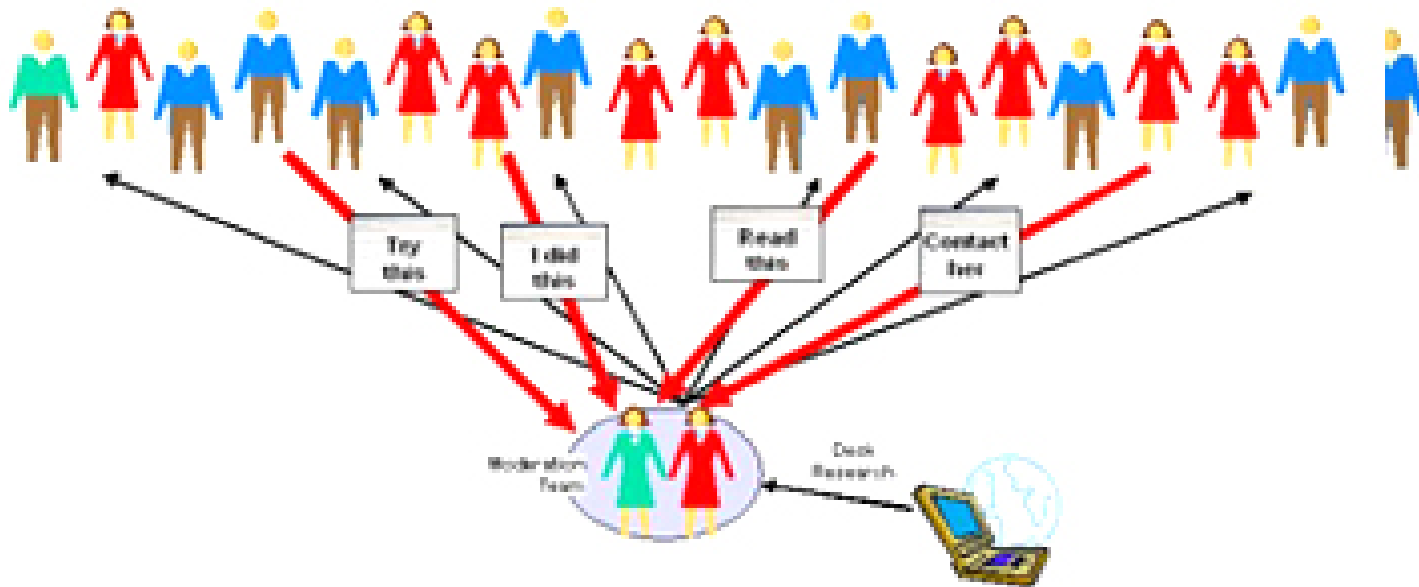
A MEMBER SENDS A QUERY TO MODERATOR →
MODERATION TEAM LOOKS FOR HELP FROM
COMMUNITY MEMBERS/STEERING COMMITTEE

1. Member sends the Community a query



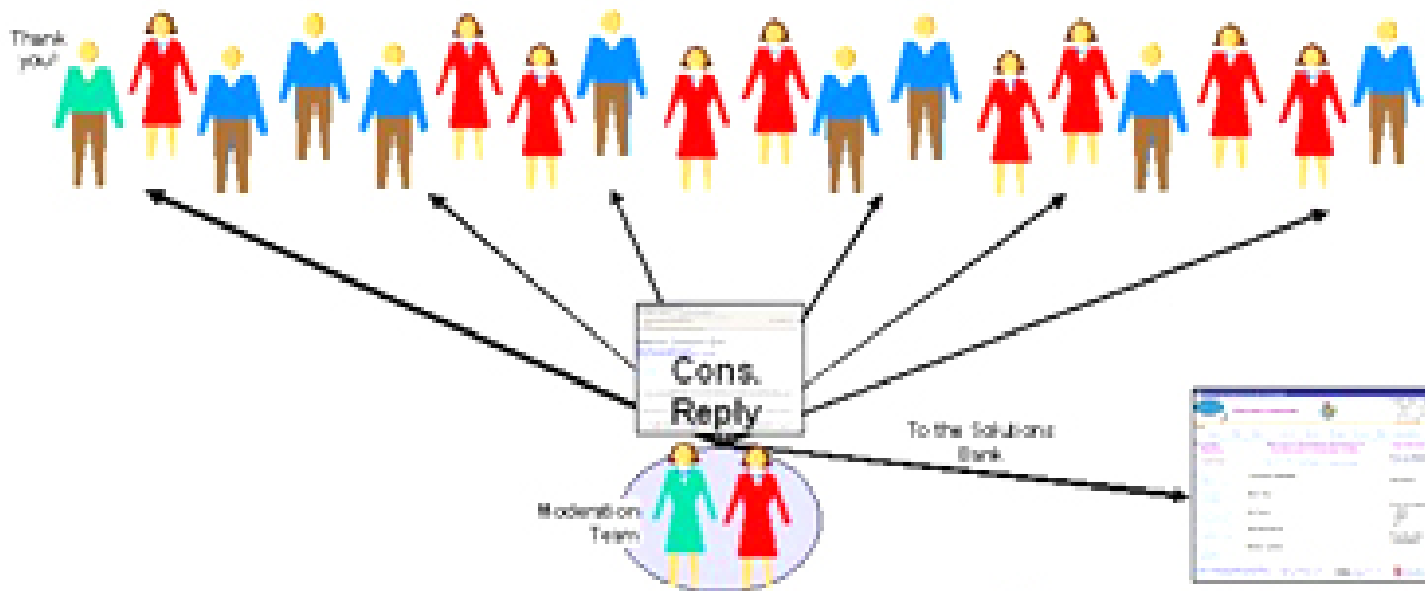
SC & MEMBERS WITH RELEVANT EXPERIENCES, IDEAS, KNOWLEDGE AND INFORMATION SEND THEIR ANSWERS/RESPONSES THROUGH MODERATION TEAM

2. Community offers Member solutions



MODERATION TEAM PREPARE THE CONSOLIDATED REPLY (CR) AND SEND IT TO THE QUERY POSER AND THE COMMUNITY

3. Consolidated Reply is prepared, sent & archived



SOLUTION EXCHANGE'S PRODUCTS

- Query
- Consolidated Reply (CR)
- E-Discussion
- Comments
- Information



PERFORMANCE INDICATORS

- Members' growth 50/month
- A query posted every 14 days
- Minimum 11 responses per query
- 2 Consolidated Replies in 3 months
- Members composition/organizational background



CHALLENGES & BARRIERS

- The inconsistency of active members
- Passive members
- Convincing members, this forum is “Different”
- Members are registered in more than one community
- Irrelevant responses
- Members with limited internet access



RECOMMENDATIONS

- Invite as many practitioners who work in particular issue as possible to get more experiences, ideas, knowledge and information.
- Adequate internet access (to manage community website)
- Sufficient budget for operation (printed materials, leaflets, brochures, meetings with SC, transportation, and communication devices)



RECOMMENDATIONS

- Issue: *clear* and *specific*
- Moderation Team: Moderator and RA
“understand” about the issue and strong internet skill
- Members are identified/mapped/classified based on the issue



REFERENCES

- Solution Exchange Indonesia – Health and Nutrition Community
 - <http://solutionexchange.or.id/health/>
- Damaris Monteiro – Moderator
 - dmonteiro@unfpa.org
- Franky Pardomuan Sitompul – Research Assistant
 - franky.pardomuan@gmail.com
- Solution Exchange India – Food & Nutrition Security
 - <http://www.solutionexchange-un.net.in/en/Food-&-Nutrition-Security/introduction.html>



THANK YOU VERY MUCH

