

Retaining Rural Access Knowledge of Experienced Rural Transport Sector Experts

Inception Report



KMN2131A

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Abstract

The project Retaining Rural Access Knowledge of Experienced Rural Transport Sector Experts was awarded to Transaid in April 2018, with the objective of mapping, documenting and storing the knowledge of senior rural transport experts, packaging this knowledge into electronic formats appropriate for dissemination to a wider audience. The project will produce short films based on core themes and will feature interviews with the selected experts. In addition, the short films will link to the key published materials of each of the targeted senior rural transport experts. This report presents the results of the Inception Phase, namely: the detailed project work plan, the details of the knowledge acquisition methodology and approach, and a list of proposed rural transport experts for participation in this assignment. The report also includes the key challenges observed during this phase and concludes by detailing the next steps.

Key words

Knowledge Management, Senior Transport Experts, Interviews, Videos, Tacit Knowledge

Research for Community Access Partnership (ReCAP)

Safe and sustainable transport for rural communities

ReCAP is a research programme, funded by UK Aid, with the aim of promoting safe and sustainable transport for rural communities in Africa and Asia. ReCAP comprises the Africa Community Access Partnership (AfCAP) and the Asia Community Access Partnership (AsCAP). These partnerships support knowledge sharing between participating countries in order to enhance the uptake of low cost, proven solutions for rural access that maximise the use of local resources. The ReCAP programme is managed by Cardno Emerging Markets (UK) Ltd.

www.research4cap.org

Acronyms

AfCAP	Africa Community Access Partnership
AsCAP	Asia Community Access Partnership
HDM-4	Highway Development Maintenance software version 4
ReCAP	Research for Community Access Partnership
RFP	Request for Proposals
UK	United Kingdom (of Great Britain and Northern Ireland)
UKAid	United Kingdom Aid (Department for International Development, UK)

Executive Summary

This assignment - Retaining Rural Access Knowledge of Experienced Rural Transport Sector Experts - is the result of concern by ReCAP regarding the need to capture the existing knowledge contained within a relatively small pool of existing experienced senior rural transport experts. In line with ReCAP's Knowledge Management strategy ReCAP has commissioned Transaid to acquire, package appropriately and disseminate this knowledge to a wider transport practitioner audience.

This assignment will therefore seek to map, document, store, and package the key expertise of a selection of between 12 and 20 senior rural transport experts. Both explicit and tacit knowledge will be captured and presented in two key outputs:

1. **A complete mapping exercise** to document the key expertise of the senior rural transport experts, including tacit knowledge such as beliefs, values and attitudes;
2. **A collection of filmed interviews** with participating transport experts to be used for wider dissemination, presenting key messages, lessons and issues of concern that they would like to convey to future generations relating to their key area(s) of expertise.

The assignment commenced on the 23rd April 2018 and activities will be carried out over a seven-month period with final report due for submission on 23rd November 2018. In the project work plan activities are grouped into four different phases:

- Phase 1: Inception and Methodology
- Phase 2: Knowledge Acquisition
- Phase 3: Dissemination
- Phase 4: Final Report

This report details progress made to date and marks the completion of Phase 1: Inception and Methodology. During this period the team successfully:

- Updated the work plan and finalised the methodology and approach for knowledge acquisition;
- Identified 30 senior rural transport experts to potentially participate in the project and initiated the process of seeking the support of identified experts;
- Created an initial list of themes for video production (this list will be validated and revised if necessary, once the detailed mapping exercise with the experts is complete);
- Mapped the geographical location of the identified experts to enable the development of a filming calendar;
- Started developing the knowledge acquisition tools for the second phase.

The project is on schedule according to the proposed work plan and all inception activities were completed. The team has also started working on the next steps and identified potential challenges, such as acquiring tacit knowledge and the fact that the interview stage will fall during what is typically a holiday period in the UK.

The project will now move into Phase 2: Knowledge Acquisition. The key tasks will be to finalise the knowledge acquisition tools, complete the mapping exercise for each expert's area of expertise, finalise a filming schedule based on the experts' availability, and record and edit short filmed interviews.

1 Background

The Research for Community Access Partnership's (ReCAP) Knowledge Management strategy aims to improve access to, and dissemination of, information and evidence relating to rural road and transport services research. Efforts to acquire and improve access to relevant and diverse types of rural transport knowledge, including tacit knowledge from experts, are part of ReCAP's Knowledge Management strategy under strategic direction two. In addition, from the observation that the existing pool of experienced senior international rural transport experts is small, with some approaching retirement age, there is a recognised need to harness their knowledge and increase access to this knowledge to a wider rural transport practitioner audience. This assignment, Retaining Rural Access Knowledge of Experienced Rural Transport Sector Experts, is a response to this concern.

The assignment was awarded to Transaid and commenced on 23rd April 2018 and activities will be carried out over 7 months between April and November 2018. The activities are grouped in four phases:

- Phase One: Inception and Methodology
- Phase Two: Knowledge Acquisition
- Phase Three: Dissemination
- Phase Four: Final Report

This Inception Report details the progress made to date and marks the completion of Phase One: Inception and Methodology.

1.1 Key definitions: Knowledge, Knowledge Transfer and Tacit Knowledge

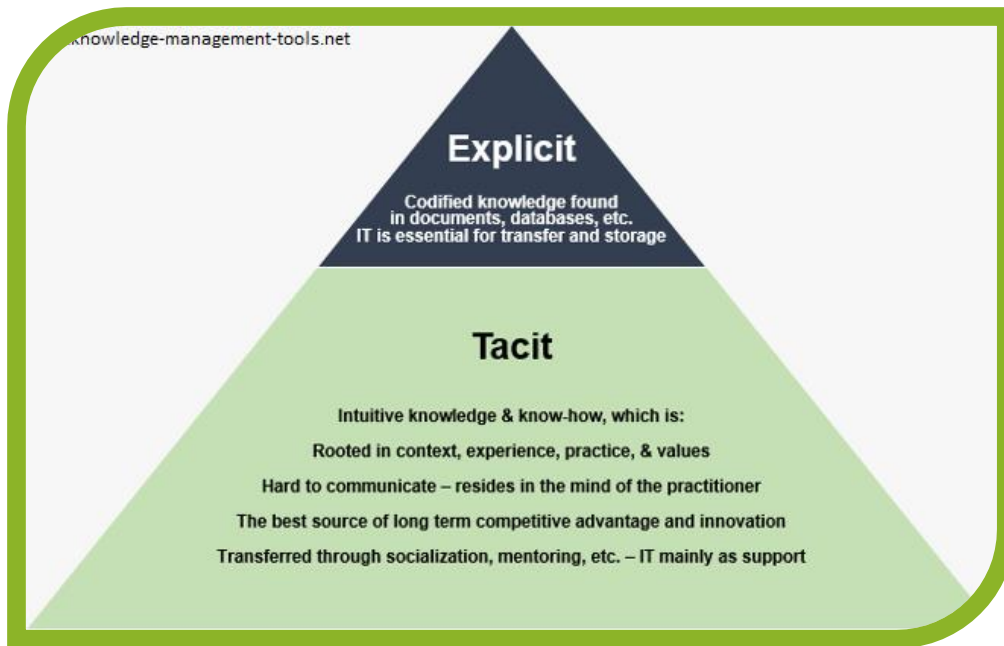
Knowledge, especially scientific knowledge, has been key to the development, competitive advantage and capacity to innovate of countries (Mokyr, 2010). One simple distinction that can be made when defining knowledge is between knowledge and information. They essentially differ in the modes and costs of replication. Information can simply be copied and transferred – it constitutes a form of codified knowledge. Knowledge, and consequently knowledge transfer, is a complex process that takes time and involves learning and accumulation (Dosi and Nelson, 2010). The process of knowledge creation therefore implies an individual, very human process, composed of both structured and unstructured components, in other words, explicit and tacit dimensions.

The concept of tacit knowledge is attributed to Michael Polanyi who, when defining personal knowledge, identified the two extremes of knowledge: a tacit and unconscious dimension and an explicit, structured and coded one (Mahroeian and Foroza, 2012). Broadly, tacit knowledge is difficult to capture in written or other forms of documentation.

For this assignment, tacit knowledge is defined as the knowledge that is learned through experience ('learning by doing' and 'learning by using'). This type of knowledge is typically shared and expanded by communities of practice, who work together as teams. When those communities disappear, there is a risk that the knowledge is also lost.

Figure 1 below, also included in ReCAP's Request for Proposals (RFP) for this assignment, gives a visual overview of the two types of knowledge relevant to this assignment, explicit and tacit.

Figure 1 Organisational knowledge pyramid, composed of explicit and tacit knowledge



Source: www.knowledge-management-tools.net/different-types-of-knowledge.html. [Accessed on: 21 May 2018].

1.2 Project Objectives and Expected Outputs

The objective of this assignment is to map, document and store the key expertise of between 12 and 20 international senior rural transport experts. The knowledge mapping and documentation will include both explicit and tacit knowledge, to be captured in a format that is easily accessible by the wider rural transport audience.

The results of the assignment will be presented in two key outputs:

1. **A complete mapping exercise** to document the key expertise of the senior rural transport experts, including tacit knowledge such as beliefs, values and attitudes;
2. **A collection of video interviews** of the transport experts to be used for wider dissemination, presenting the key messages, lessons and issues that they chose to convey to future generations relating to their key areas of expertise.

1.3 Updated Work Plan

The work plan presented below is an updated version of the plan presented at proposal stage.

	Task	May	June	July	Aug	Sept	Oct	Nov
Phase 1: Inception and Methodology	Identification of between an initial minimum of 12 and a maximum of 20 senior rural transport experts							
	Finalise a methodology for acquiring and storing of relevant knowledge held by experts							
	Prepare an inception report outlining the approach, detailed work plan, and identification of key issues for the assignment							
Phase 2: Knowledge Acquisition	Map & document each expert's key areas of expertise, values, beliefs and attitudes through a combination of an online survey, desk research and interviews							
	Identify relevant explicit knowledge that the expert authored or contributed to							
	Other key messages or resources the expert thinks essential knowledge for professionals in the sector							
	Map the location of each expert and produce a calendar for filming the senior experts							
	Record and edit short video interviews with the experts on their key areas of expertise							
	Capture the information in an electronic format suitable for general access							
	Prepare a Knowledge Acquisition report							
Phase 3: Dissemination	Compile and edit the acquired information into a final electronic file to be initially held on the ReCAP website							
	Make recommendations on possible extension of the programme							
	Make recommendations on the production of a hard copy output							
	Prepare a Dissemination report covering the requested recommendations							
Phase 4: Final report in	Prepare a final project report addressing approach, methodology and summary of outcomes							
	Submit a set of edited files (text and video) in suitable electronic format							

2 Progress to Date: Inception and Methodology

The objective of this Inception Report is to provide an update on progress to date and lay the foundations for phases 2 (Knowledge Acquisition) and 3 (Dissemination) of the project, as outlined in the work plan (section 1.3).

Phase 1 has two desired outputs:

- i) Identify, in association with ReCAP, between a minimum of twelve (12) and a maximum of twenty (20) experienced rural transport experts willing to participate in the research project;
- ii) Finalise the methodology for acquiring and storing of relevant knowledge held by the experts.

The project team has completed the following inception activities to date:

- **Finalised the methodology for knowledge acquisition:** the methodology developed for the proposal was reviewed to ensure that it is the most appropriate way to capture knowledge in a video format for a wide rural transport audience;
- **Created a list of provisional themes for the video outputs:** based on ReCAP's areas of research identified in the *Way Forward Strategy* strategic areas of research, the project team developed a list of initial themes, which will be the focus themes for the interviews and the knowledge mapping activities, although some additional themes may be added based on feedback from the targeted group of experts;
- **Identified a minimum of 12 and maximum of 20 rural transport experts:** from ReCAP's initial proposed selection of 19 senior rural transport experts to participate in this project¹ and referring to the provisional list of themes, Transaid has developed a list of 30 senior transport experts to widen the pool of experts slightly by proposing experts based in sub-Saharan Africa and South Asia. The list is still being finalised with the ReCAP PMU;
- **Sought the consent of identified experts:** the team has started to contact the identified experts to understand their willingness and availability to participate in the project. So far the initial feedback from the experts was very positive, showing an interest in participating if schedules allow;
- **Mapped the location of the identified experts:** the team has mapped the location of the identified experts, with a view to developing a travel plan to ensure filming trips are carried out in the most cost effective and efficient way;
- **Started developing the knowledge acquisition tools:** a draft of the first tool that will be used to map the expert's knowledge; the online survey, is under development. An initial discussion was held on the techniques to have in mind when developing an interview guide that allows the interviewer to engage in a deeper conversation with the interviewee without compromising the quality of the short film.

The results of the main inception activities are described below: updated knowledge acquisition methodology, proposed list of experts and issues identified so far.

2.1 Knowledge Acquisition Methodology

This section of the report expands on Transaid's approach and knowledge acquisition methodology presented in the initial proposal for phases two, three and four.

The approach is divided into the following three steps, aligned with the steps predefined by ReCAP in the RFP:

- To document the experts' knowledge to include areas of expertise, beliefs, values and attitudes;

¹ See Annex 1 for ReCAP's preliminary list of experts to include in this assignment shared at a meeting between Cardno and Transaid on the 17th of April 2018.

- To record and edit short 4-6 minute long videos with identified experts;
- To develop an appropriate dissemination strategy.

To enable the knowledge acquisition process, Transaid will develop two tools for knowledge acquisition during the project:

- An online survey will be sent to experts ahead of the filming to support the knowledge mapping phase and to collect further information ahead of the filming phase. This tool has been designed to take no longer than 20 minutes for each expert to complete;
- A semi-structured interview guide will be used as guidance for the interviewer during the filming phase. This will assist in ensuring that the content is relevant and will assist the interview in keeping to time for each interview, for which a maximum of two hours has been allotted. No further input from the experts will be required.

2.1.1 Documenting the experts’ knowledge to include: areas of expertise, beliefs, values, and attitudes

Knowledge mapping and proposed themes

The mapping of senior transport practitioners’ knowledge will consist of a mix of desk-based research, an online survey and a semi-structured interview. To date a provisional list of core themes has been developed based on determining key areas of research carried out and published in ReCAP’s Rural Access Library (see table 1). The provisional list of themes will be finalised based on feedback from an online survey, which will be completed by each of the senior rural transport expert participants. Each core theme present on the final list will form the basis for each of the short films to be produced. The final list is expected to contain no more than 12 core themes covering both ReCAP’s core areas of research, Transport Infrastructure and Transport Services.

Table1 Provisional Video Themes

ReCAP Strategic Pillars	Themes
Provision of Rural Access (Infrastructure)	Rural road design Rural road construction methods Rural road materials & aggregates
Preservation of Rural Access (Infrastructure)	Management of rural road infrastructure Network planning Axle loading Impact of climate change (also impacts on Provision)
Sustainable use of and access to Rural Transport Services	Passenger transport Rural transportation of freight and goods Road safety Rural transport services rules and regulations Gender and vulnerable users

The online survey currently being developed², whilst being concise so as not to be too time-consuming for targeted participants, will serve a number of purposes. As mentioned above, it will assist us in finalising the core themes on which the short films will be based.

It will also assist the project team in creating profiles for each of the selected experts highlighting their core areas of expertise in line with the abovementioned themes. The profiles will link to a bibliography of published literature for each expert, which will be a largely desk-based task.

² See Annex 2 for the current online survey draft.

In addition, the online survey will be created in such a way so as to start unlocking the experts' tacit knowledge, which in turn will inform the design of the guidelines for each of the semi-structured interviews.

The following outputs will result of the knowledge mapping exercise:

- A final list of video themes, in line with ReCAP's strategy and the experts' combined knowledge;
- An overview of how knowledge is acquired and created in rural transport;
- A profile for each expert, including a short bio and list of key publications;
- A knowledge map for each of the three strategic pillars, which will include the list of experts in each sub-topic, the list of key publications in those fields (both identified by the experts and produced by the experts themselves) and other resources, such as existing communities of practice.

2.1.2 Record and edit 4-6 minute long videos with identified experts

Design and develop interview guidelines

Based on the results of the knowledge mapping phase, the project team will develop guidelines for a semi-structured interview with each individual expert based on their core areas of expertise. The interviewer will be chosen according to their own area of expertise – transport infrastructure (the lead being Kingstone Gongera) or transport services (the lead being Ana Luisa Silva) – and for both areas, the guidelines will be pre-tested internally within Transaid, with members of the wider Programmes Team and the appropriate trustees (one of whom is a named expert in this project - Jeff Turner). Carrying this out internally will ensure the pre-testing is completed quickly so that the filming can commence as soon as possible. To avoid taking up additional amounts of the targeted experts' time, no pre-testing will be carried out with the experts identified by this assignment, with the possible exception of the Transaid trustee as named above.

The guidelines will be designed to allow the interviewer to explore and expand on key issues of interest according to the content requirements of each short film (see at the end of this section for more details on film content and proposed structure) whilst ensuring that a maximum of two hours is allotted for each interview.

Conduct filmed interviews

The approach to producing the short films was designed to ensure that both explicit and tacit knowledge are adequately unpacked and recorded during the filming stage and with a view to producing a series of theme-based short films that present the key messages and learnings in a way that is clear, and effective in engaging a diverse audience.

The participation of the wider project team members in the filming process will ensure that flexibility exists later on when the interview teams are determined when it comes to developing a travel plan. These teams will on the whole consist of one member from the wider team with transport expertise, and one team member with filming and communications expertise. The former brings an in depth transport knowledge to the process, strengthening the team's ability to guide the filmed conversation with the targeted expert. The latter brings an understanding of film making, interview structure and will provide creative input.

Filming will take place from June to August, establishing the availability of each expert at an early stage. Based on their availability, a travel plan will be developed which will seek to target experts in geographical clusters. This approach will be a cost effective way of maximising the output of each filming trip. Experts will be sent a pre-filming preparation guide to clarify the process, and to make sure the time the team has with experts is used effectively and efficiently.

The collaborative cross-cutting approach, between transport and communications expertise within the project team, will be important to the film making as well as the video editing to ensure that the outputs are of the highest quality both content wise and from a creative perspective.

Short film structure and editing

As mentioned above, the short films will be developed in line with the core themes linked to the *Way Forward Strategy*. It is expected that a maximum of 12 short films will be produced, and will incorporate the edited inputs from senior rural transport experts into the film/theme relevant to their expertise. Targeted transport practitioners with cross-cutting expertise will speak to more than one of the core themes. The structure of each of the short films is likely to be as follows:

- Introduction to the theme
- Focus on knowledge gained through experience with particular reference to pre-defined core theme
- Summary with key messages, lessons and issues to address in the future

Interviews will be carried out in a setting chosen by the interviewee in an environment that they feel most comfortable. The short films themselves will be a mix of interview footage, interweaved with text when appropriate and will include the use of still images and relevant footage where possible. At an early stage experts will be asked whether they have images that they would like to contribute to this process, however, the project team will also draw on its own materials. The contribution of relevant still images and other footage will contribute to further engaging the interest of a wider than expected audience.

2.1.3 Develop an Appropriate Dissemination Strategy

This assignment in itself demonstrates a commitment to the importance of openly shared knowledge and the potential this has in assisting and inspiring practitioners. The processes described above demonstrate efforts to capture the tacit and explicit knowledge of targeted experts in the most appropriate and viewer friendly ways. This must be matched by providing the most effective means through which to share the knowledge acquired in carrying out this assignment so that the outputs will reach the widest possible audience.

It is expected that the most logical platform for hosting these materials will be ReCAP's own website and YouTube channel. This may or may not become part of a dedicated section of the website developed specifically to house the outputs from this and any future assignment with similar aims. To reach a wider audience and to maximise the number of views that the short films receive, the team will recommend linking this resource to knowledge management platforms hosted by other organisations with similar strategic outcomes. This would likely include a link with Transaid's own Knowledge Centre which in 2017, saw the number of downloaded documents, a mixture of project case studies, reports and implementation tools, reach almost 1900.

Likewise to effectively promote this resource, ReCAP 's and Transaid's marketing and programmes e-shots which are disseminated quarterly, will be a valuable way of reaching more than 2500 people instantaneously.

2.2 Mapping of Senior Rural Transport Experts

In the early stages of this assignment, ReCAP provided Transaid with a suggest list of 19 rural transport experts with the intention of inviting them to participate in this assignment (see annex 1). Transaid proposes the addition of a further 11 experts to the original list. The reasons for doing so are as follows:

- To increase the overall size of the pool of experts to ensure that the required number of participant experts is met comfortably, taking into account the fact that a proportion of those identified may not be available during the duration of the assignment
- To add balance to the pool of targeted transport practitioners between those with expertise in transport infrastructure and those who are experts in transport services

- To capitalise on the fact that Transaid has a significant presence in parts of sub-Saharan Africa meaning that a cost effective way of reaching experts based there can be reached

Transaid has started the process of contacting the experts from ReCAP’s original list to confirm their willingness to participate in this assignment. To date the project team has received seven responses all of which were positive. In addition to this, the project team has identified the location of each of the targeted experts with a view to designing a filming schedule based on clustering experts geographically to make the process as cost effective as possible.

Table 2 shows the proposed list of experts which is still being finalised with the ReCAP PMU.

Table 2 List of experts

Specialist		Area of Expertise
Afukaar	Francis	Rural transport research
Beusch	Andreas	Capacity building/training
Cook	Jasper	Low volume roads/materials/climate/research management
Fernando	Priyanthi	Rural access and gender issues
Greening	Tony	Low volume road design/materials
Haule	Joseph	Road funds
Hine	John	Transport economist
Howell	John	Bio-engineering/slope protection
Jennings	Dave	Knowledge transfer
Lema	Camila	Rural mobility and access
Mgonja	Eli	Road safety and transport services
Morosuik	Greg	Statistical analysis/HDM4
Newport	Stephen	Maintenance
Paige-Green	Phil	Low volume road design/materials
Petts	Rob	Low volume roads/maintenance
Pinard	Mike	Rural road materials
Porter	Gina	Transport services, gender
Rolt	John	Pavement design
Sampson	Les	Low volume roads/climate/materials/research management
Starkey	Paul	Transport services and gender issues
Taylor	Gary	Rural transport planning
Turner	Jeff	Transport economist

2.3 Potential Challenges Identified

Tacit Knowledge

The challenges in capturing tacit knowledge have already been highlighted in section 1.1. This Inception Report defines tacit knowledge as that which is learned through experience (‘learning by doing’ and ‘learning by using’). The effective capture of tacit knowledge and the project team’s ability to do so, will place emphasis on the importance of developing appropriate tools and guidelines both for the interview team and the interviewee to ensure information is presented in the most accessible way.

Project Timeline and Availability of Experts

The timing of this assignment falls largely during the summer months in the UK, which is expected to present a challenge to ensuring the availability of the targeted experts based in the UK. To mitigate for this challenge, Transaid has commenced contacting participants, first of all to seek their consent but also to develop an understanding of people's availability between June and August when the filming is planned. It is essential that availability must be established as early in the process as possible and the relevant travel plans confirmed. The fact that Transaid has expanded the initial proposed list of experts to close to 30 experts will also contribute to reduce the risk of lack of editing material in case some participants are not willing/available to participate.

Experts Expectations

At this early stage, in establishing the targeted experts' willingness to participate, questions have been asked whether the project will pay for their time. To mitigate for this, the project will at all times aim to minimise the level of effort expected of each of the experts with strong planning and preparation.

3 Conclusion and Next Steps

In line with the original work plan, this assignment is on schedule and all inception activities have been completed. The project team has started working on the next steps, such as drafting the knowledge acquisition tools, and identified issues of concern, such as the challenges of acquiring tacit knowledge and the potential challenge presented by the timing of the proposed filming phase.

The anticipated next steps for Phase Two: Knowledge Acquisition, will be as follows:

- Finalise confirmation from all targeted experts to establish final participants list. Clarification will be provided regarding the objectives of the project and the time requirement from them (limited to the completion of an online survey - 20-30 minutes, and the participation in a filmed interview that will not take more than one hour);
- Using the results of the online survey and interviews with the experts, map & document each expert's key areas of expertise, values, beliefs and attitudes, as well as any explicit knowledge such as published journal papers;
- Complete development of the online survey and interview guidelines (pre-filming interviews and filming interviews);
- Develop a travel plan in collaboration with the experts and based on their availability;
- Carry out and record interviews with the experts on their key areas of expertise and edit short videos based on each identified theme;
- Prepare a knowledge acquisition report.

4 References

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- Mahroeian H & Forozia A, 2012. Challenges in Managing Tacit Knowledge: A Study on Difficulties in Diffusion of Tacit Knowledge in Organizations. *International Journal of Business and Social Science* Vol. 3 No. 19.

Annex 1 Preliminary list of experts to be consulted (received from ReCAP)

Specialist		Expertise
Beusch	Andreas	Capacity building/training
Cook	Jasper	LV roads/materials/climate
Greening	Tony	LV roads
Haule	Joseph	Road funds
Head	Mike	Materials
Hine	John	Transport economist
Howell	John	Bio-engineering/slope protection
Jennings	Dave	Knowledge transfer
Morosuk	Greg	Statistical analysis/HDM4
Newport	Stephen	Maintenance
Paige-Green	Phil	LV Road design/materials
Petts	Rob	LV roads/Maintenance
Pinard	Mike	Materials
Porter	Gina	Transport services, gender
Rolt	John	Pavement design
Sampson	Les	LV roads/climate/materials
Starkey	Paul	Transport services/gender issues
Taylor	Gary	Rural transport planning
Turner	Jeff	Transport services/

Annex 2 Pre-interview online survey for experts

Introduction note: Thank you for agreeing to participate in this project. The objective of this survey is to help map the knowledge of the rural transport experts who will later be interviewed during the video production phase. The results of the survey will inform the next stages of the project, namely the structure of the interviews and topics covered during video production. The survey also aims to give the experts an idea of the type of knowledge acquisition issues that will be discussed during the filmed interviews and open the space for the experts to ask any questions to the project team ahead of the interviews.

Basic information & areas of expertise

1. Name (first, last)
2. Which of the following topics do you think fall under your area of expertise and would you be willing to share your expertise on?
 - a. Provision of Rural Access (Infrastructure)
 - i. Rural road design
 - ii. Rural road construction methods
 - iii. Rural road materials & aggregates
 - b. Preservation of Rural Access (Infrastructure)
 - i. Management of rural road infrastructure
 - ii. Network planning
 - iii. Axle loading
 - iv. Impact of climate change
 - c. Access to Rural Transport Services
 - i. Passenger transport
 - ii. Rural transportation of freight and goods
 - iii. Road safety
 - iv. Rural transport services rules and regulations
3. Is there any other topic related to rural transport that you would like to share your experience on and that was not listed in the previous question (e.g. gender, vulnerable groups and mobility, funding and investment for rural roads, etc.)?

Knowledge acquisition and access to knowledge

4. How is knowledge acquired today in your field of expertise? (select all options that apply)
 - a. Through work experience
 - b. Through communities of practice
 - c. Through formal education (at undergraduate level)
 - d. Through formal education (at post-graduate level)
 - e. Through other types of formal education, please specify

- f. Through an apprenticeship or specialised training, please specify
 - g. Through other means, please specify
5. How did you initially acquire the knowledge you have in your area of expertise? (select all options that apply)
- a. Through work experience
 - b. Through communities of practice
 - c. Through formal education (at undergraduate level)
 - d. Through formal education (at post-graduate level)
 - e. Through other types of formal education, please specify
 - f. Through an apprenticeship, cadetship or specialised training, please specify
 - g. Through other means, please specify
6. Do you think knowledge transfer processes in your area of expertise could be improved and why?
7. How do you keep up to date with knowledge creation in your area of expertise?
8. Do you think there is enough emphasis on knowledge management in your field of expertise and why?
9. How easy is it to access knowledge in your area of expertise in your opinion?
(scale 0 extremely difficult to 10 extremely easy)
10. How do you think access to knowledge and knowledge sharing could be improved in your area of expertise?

Key references and communities of practice

- 11. In your area of expertise, can you identify the top 3-5 bibliographic references or tools of reference (these could be books, reports, manuals, guidelines, repositories/databases, websites, any written references) that you use regularly for work or that you would recommend to someone starting in the field?
- 12. Which rural transport communities of practice do you belong to, if any? (for example: working groups, research communities and online communities)

Preparation for video interview

- 13. Do you have access to any visual materials that relate to your work (pictures and videos of past field work, physical reports from past projects) that you own the rights to and which we could use as part of the footage in the video? (Please select all that apply)
 - a. Photographic prints
 - b. High resolution digital photographs
 - c. Video footage
 - d. Physical reports
 - e. Other (please specify)