

Retaining Rural Access Knowledge of Experienced Rural Transport Sector Experts

Knowledge Acquisition 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 gives an update on the knowledge acquisition process, highlighting the steps taken during this phase, the activities completed and ongoing, as well as identifies the next steps going forward.

Key words

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

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 and Management
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 seek to map, document and package the key expertise of a selection of between 12 and 20 senior rural transport experts through a combination of desk research, an online survey and filmed interviews with the experts. The project activities are grouped into four phases:

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

This report details progress made to date under Phase Two: Knowledge Acquisition. During this period the team successfully:

- Agreed the participation of 20 of the initially 23 identified experts (with signed consent);
- Finalised the interview guide after conducting two pre-test interviews;
- Collected online survey responses and conducted pre-interview calls with the experts;
- Produced a filming schedule and conducted filmed interviews with 19 of the identified experts;
- Started the process of reviewing the data collected, such as interview footage and other contributions by the selected experts (images, reports etc.);
- Commenced editing the interviews into the final short films according to theme.

The project is on schedule according to the proposed work plan and the key knowledge acquisition activities are now complete. These include the finalising of the knowledge acquisition tools, collecting answers for the online survey and completing all of the filmed interviews (18 in total).

The next steps will include finalising the expert's profiles, completing the knowledge mapping and translating it into an electronic format suitable for general access, finalising the themes for each of the short films, commencing the short film production and editing process, and producing a dissemination report (Phase Three) with recommendations.

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 highlighted under strategic direction number two. In addition, bearing in mind the existing pool of experienced senior international rural transport experts is small, a recognised need to harness their knowledge and increase access to this knowledge to a wider rural transport practitioner audience has been identified. This assignment, Retaining Rural Access Knowledge of Experienced Rural Transport Sector Experts is a response to this demand for knowledge retention.

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 into four phases:

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

The original 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 to the wider rural transport audience. The results of the assignment will be presented as two key outputs:

1. **A completed 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** of the transport experts to be used for wider dissemination, presenting the key messages, lessons and issues that they choose to convey to future generations relating to their key areas of expertise.

This Knowledge Acquisition Report details the progress made to date and marks the completion of Phase Two: Knowledge Acquisition.

1.1 Phase Two: Knowledge Acquisition

The objective of this report is to document the knowledge acquisition process carried out during Phase Two of this project and includes a progress update on the filming and editing of the rural transport expert interviews.

Phase Two encompasses the following activities, as per the approved work plan:

- i. Map and document each expert's key areas of expertise, values, beliefs and attitudes through a combination of an online survey, desk research and interviews.
- ii. Identify relevant explicit knowledge that the experts have authored or contributed to.
- iii. Identify other key messages or resources that the experts think are essential knowledge for professionals in the sector.
- iv. Map the location of each expert and produce a schedule for filming the senior experts.
- v. Record and edit short, filmed interviews with the experts on their key areas of expertise.
- vi. Capture the information under the previous headings in an electronic format suitable for general access.

- vii. Prepare a Knowledge Acquisition report.

2 Knowledge Acquisition Process and Update

The objective of this report is to document the knowledge acquisition process carried out during Phase Two of this project and to offer a progress update on the filming and editing of the expert interviews.

The project team has completed the following Phase Two activities to date:

- **Agreed the participation of identified experts (with signed consent):** the team were able to contact 22 of the 23 experts from the revised list of experts approved by ReCAP. Only one expert (Stephen Newport) was not reachable by email or telephone. 20 of the contacted experts agreed to participate in the project, either by completing the online survey, by taking part in the video interviews or both (see Annex 1 for a detailed list of experts who agreed to participate in this project).
- **Finalised the interview guide:** after conducting two separate pre-test interviews with experienced professionals in the field, formerly affiliated with Transaid, the interview guide and its instructions to the interviewer were reviewed (only minor changes were necessary – see Annex 2 for the final Interview Guide that was used).
- **Collected survey responses and conducted pre-interview calls with the experts:** completed surveys were collected (17 to date) and short pre-interview calls to brief the experts on the interview structure (as well as other logistical issues) were conducted with each expert who agreed to take part in the filmed interviews.
- **Produced a filming schedule and conducted filmed interviews with 18 of the experts:** based on the availability of the experts and their location, the team completed interviews with 18 of the target experts carried out in the UK, East and West Africa, and SE Asia (see Annex 1 for details of the experts who took part in the interviews).
- **Started the process of treating the data collected:** the process of treating the data collected in both survey and interviews was initiated, in order to document the knowledge gathered from participating experts.
- **Started the process of editing the interviews into the final themed videos:** the footage was pre-edited by the editing team and transcripts of the interviews were obtained to make the editing process easier at a later stage.

2.1 Mapping and documenting knowledge acquired

During this period, data was collected via the two principal tools initially designed for this purpose: the online survey and the filmed interviews.

2.1.1 Online Survey

The information gathered from the online survey allowed for the team to do an initial mapping of the areas of expertise for each of the survey respondents, aligned with ReCAP's Strategic Pillars (see Annex 3). This initial exercise will be the basis for the final knowledge mapping exercise, which will include the identification of explicit knowledge and capturing this information in an appropriate electronic format for general access.

2.1.2 Filmed Interviews

After the interview guide was pre-tested and completed, 18 interviews were carried out (see section 3). The editing team produced transcripts of the interviews, which will be used to support the editing process as well as to document the knowledge acquired for the final report, namely:

- Lessons learned from successful/less successful experiences in the field;

- Factors that contribute to/inhibit the uptake of research outputs;
- Emerging issues in rural access for further research and future challenges in the sector.

2.2 Identification of explicit knowledge

The process of identifying the explicit knowledge produced by each of the experts is underway with desk research being conducted to collect expert CVs and identify key publications (measured in terms of citation numbers). There is continuous dialogue with the experts participating in this project in order to finalise this task. Two examples of expert profiles with identified areas of expertise and key publications can be found below (both are still subject to review by the experts).

EXPERT NAME	GINA PORTER
Areas of Expertise	<p>Access to Rural Transport Services</p> <p>Passenger transport</p> <p>Rural transportation of freight and goods</p> <p>Transport/ICT connectivity</p> <p>Qualitative participatory approaches for understanding transport services issues</p>
Profile	<p>Gina Porter has a background in Geography and over 30 years' experience in the field of rural mobility. Her research has focused on gender and social exclusion in the transport sector in sub-Saharan Africa. This has included work on gender and transport, older people's mobility and access to services, Intermediate Means of Transport, off-road communities and issues of physical access, social networks of refugee youth and transport related to marketing and trade. Gina Porter is a Professor at the Department of Anthropology, Durham University, UK.</p>
Recent Publications	<p>Porter G, Hampshire K, Abane A, Munthali A, Robson E & Mashiri M, 2017. <i>Young people's daily mobilities in sub-Saharan Africa. Moving young lives</i>. London: Palgrave Macmillan.</p> <p>Porter G, 2016. <i>Mobilities in rural Africa: new connections, new challenges</i>. <i>Annals of the American Association of Geographers</i> 106:2, 434-441</p> <p>Porter G, 2016. <i>Reflections on co-investigation through peer research with young people and older people in sub-Saharan Africa</i>. <i>Qualitative Research</i> 16 no. 3 293-304.</p> <p>Porter G, 2015. <i>Reflections on co-investigation through peer research with young people and older people in sub-Saharan Africa</i>. <i>Qualitative Research</i> DOI: 10.1177/1468794115619001</p> <p>Porter G, 2015. <i>Mobile phones, mobility practices and transport organisation in sub-Saharan Africa</i>. <i>Mobility in History</i> 6.</p>
Other Key Publications	<p>Porter G, Hampshire K, Abane A, Munthali A, Robson E, Mashiri M & Tanle A, 2012. <i>Youth, mobility and mobile phones in Africa: findings from a three-country study</i>. <i>Information Technology for Development</i> 18-2.</p> <p>Porter G, 2011. <i>'I think a woman who travels a lot is befriending other men and that's why she travels': mobility constraints and their implications for rural women and girls in sub-Saharan Africa</i>. <i>A Journal of Feminist Geography</i> 18-1.</p> <p>Porter G, Hampshire K, Abane A, Munthali A, Robson E, Mashiri M & Tanle A, 2010. <i>Moving young lives: Mobility, immobility and inter-generational tensions in urban Africa</i>. 41-5.</p> <p>Robson E, Porter G, Hampshire K & Bourdillon, M, 2009. <i>'Doing it right?': Working with young researchers in Malawi to investigate children, transport and mobility</i>. <i>Children's Geographies</i> 7-4.</p> <p>Porter G, 2007. <i>Progress report: Transport planning in sub-Saharan Africa</i>. <i>Progress in Development Studies</i> 7-3.</p> <p>Fernando P & Porter G, 2002. <i>Balancing the lead: women, gender and transport</i>. London, Zed Books.</p>

	Porter G , 2002. <i>Living in a Walking World: Rural Mobility and Social Equity Issues in Sub-Saharan Africa</i> . World Development 30-2.
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EXPERT NAME	FRANCIS AFUKAAR
Areas of Expertise	Road Safety Passenger transport Rural transportation of freight and goods Rural transport services rules and regulations
Profile	Francis Afukaar is an Engineer by training and has over 30 years of experience in research management, road transport data collection and analysis under rural and urban road conditions. He has also vast experience in road traffic safety analysis using descriptive and inferential statistical methods to identify key contributory factors leading to the designing of cost-effective remedial measures for safety improvements on national and rural (low volume) roads. He has demonstrated experience in training, mentoring and capacity building of road engineers and planners as well as working on donor funded projects. He has authored several peer reviewed research papers in both local and international journals and has also to his credit several technical reports on road safety and transportation engineering.
Recent Publications	Ackaah W, Afukaar F , Agyemang W, 2012. <i>The use of non-standard motorcycle helmet in low and middle income countries</i> . Injury Prevention Journal 19 (3) 158-163: http://www.ncbi.nlm.gov/pubmed/23143345 Aidoo EN, Agyemang W, Monkah JE & Afukaar F , 2013. <i>Passenger satisfaction with public bus transport services in Ghana; A case study of Kumasi – Accra route</i> . Theoretical and Empirical Researches in Urban Management 8 (2) 5-17. Damsere-Derry J, Afukaar F , Palk G, King M, 2014. <i>Determinants of drink-driving and association between drink-driving and road traffic fatalities in Ghana</i> . International Journal for Alcohol and Drug Research Vol.3 (2) 135-141. Stewart BT, Yankson IK, Afukaar F , Medina MCH, Cuong PV & Mock C, 2016. <i>Road traffic and other unintentional injuries among travellers to developing countries</i> . Medical Clinics of North America. Travel and Adventure Medicine Vol. 100 (2) 331- 343.
Other Key Publications	Damsere Derry J, Afukaar F , Donkor P & Mock C, 2006. <i>Study of Vehicle Speeds on a Major Highway in Ghana: Implication for monitoring and control</i> . Traffic Injury Prevention Vol 8, 2007 - Issue 2. Damsere Derry J, Afukaar F , Donkor P & Mock C, 2008. <i>Assessment of vehicle speeds on different categories of roadways in Ghana</i> . International Journal of Injury Control and Safety Promotion Vol 15, 2008 - Issue 2. Afukaar F , Damsere-Derry J & Ackaah W, 2010. <i>Observed Seat Belt Use in Kumasi Metropolis, Ghana</i> . Journal of Prevention & Intervention in the Community Vol 38, 2010 - Issue 4 Ackaah W & Afukaar F , 2010. <i>Prevalence of Helmet Use Among Motorcycle Users in Tamale Metropolis, Ghana: An Observational Study</i> . Traffic Injury Prevention 2010 Oct 11 (5): 522-5. Afukaar F , Antwi P & Ofosu-Amaah S, 2010. <i>Pattern of road traffic injuries in Ghana: Implications for control</i> . Injury Control and Safety Promotion Vol 10, 2003 - Issue 1-2.

2.3 Identification of additional resources

2.3.1 Bibliographic References

Using the information collected through the online survey and from ongoing dialogue with the experts, the project team is now compiling a list of documents (articles, manuals, tools) that the experts have identified as being key to their field of expertise. A non-exhaustive list for ReCAP Strategic Pillar "Provision of Rural Access (Infrastructure)" can be found below as an example.

ReCAP Strategic Pillar	Key bibliographic references identified by experts
Provision of Rural Access (Infrastructure)	<p>Transport Research Board, 2016. <i>Landslides, Investigation and Mitigation</i>, TRB Special Report 247.</p> <p>Ethiopian Roads Authority, 2016. <i>Manual for Low Volume Roads</i>. Addis Ababa: Ethiopian Roads Authority (ERA).</p> <p>Studer R, Zeh, H & De Cesare G 2014. <i>Soil Bioengineering, Construction type manual, European Federation for Soil Bioengineering</i>, Zurich: vdf Hochschulverlag.</p> <p>Hearn GJ (ed.), 2011. <i>Slope Engineering for Mountain Roads</i>. Geological Society Engineering Geology Special Publication – 24. London.</p> <p>Joannessen B, 2008. <i>Building Rural Roads</i>. ILO.</p> <p>Transport Research Laboratory, 2004 (1988). Overseas Road Notes 1-9 and 31.</p> <p>Head KH, 2003. <i>Manual of Soil Laboratory Testing</i>, 3 Vols, Whittles Publishing.</p> <p>IT Transport, 2003. <i>Community Participation in Road Maintenance: Guidelines for Planners and Engineers</i> DFID Research Scheme Number: R6476, Arlington.</p> <p>Lebo J, & Schelling D, 2001. <i>Design and Appraisal of Rural Infrastructure</i>, World Bank Technical Paper No. 496, World Bank, Washington DC.</p> <p>Howell J, 1999. Roadside Bio-engineering. Department of Roads, Kathmandu.</p> <p>Transport Research Laboratory, 1997. <i>Principles of Low Cost Road Engineering in Mountainous Regions</i>. Overseas Road Note 16.</p> <p>Smith MR & Collis L (ed.), 1993. <i>Aggregates: Sand, Gravel and rock aggregates for construction purposes</i>, Geological Society Special Publication No 9.</p> <p>Blyth FGH & De Freitas MH, 1984. <i>A Geology for Engineers</i>. CRC Press.</p>

2.3.2 Communities of practice

Apart from the ReCAP community, only the Geneva-based International Road Federation (IRF) was mentioned as a community of practice in the survey by more than one expert. A full list of communities of practice identified by all experts will be included in the final mapping exercise.

3 Filmed Interviews and Editing Progress Update

3.1 Scheduling and Completion of Video Interviews

Between 27 July and the 21 September 2018, the project team completed the filmed interviews which include 19 of the 23 identified experts (see Annex 1 for details). As mentioned previously, the four experts for whom the team were unable to acquire footage were unavailable due to schedule clashes. Planning the schedules for the filmed interviews was challenging; firstly due to the timing of this assignment during what is commonly regarded as the holiday season, and secondly due to the location of many of the identified experts. Where possible, experts in the UK and overseas were clustered to reduce the need for travel by the project team. Where clustering was not possible, the team either travelled to the expert, or funded the expert's travel to the Transaid office in London, UK.

The scheduling and location selection was also done in such a way as to minimise the time spent by the experts on contributing to the project. The location of the interviews was therefore as follows: UK (14 experts carried out at the Transaid office London and on site at the expert's homes or offices), Tanzania (3 experts), Vietnam (1 expert), Philippines (1 expert), Ghana (1 expert).

In cases where the filming was required to be conducted overseas, the interviewer hired a film team in-country, which proved to be the most cost effective means and allowed the team to ensure that the high-quality of the outputs was maintained. The film team in the UK were also able to provide remote technical support and instructions to ensure continuity in sound and image quality.

Additionally the experts have been widely supportive of the project's aims and have expressed a willingness to engage in a continuing dialogue as the team gathers wider materials relating to the aims of this assignment.

3.2 Editing of the Interviews into Themed Films

The editing process has commenced and a first edit has been completed, whereby material not suitable for the final versions of the short films has been cut. Transcripts of each of the first edit films were obtained and at present a review is taking place during which a final list of topics will be confirmed, one for each of the final versions of the short films. These topics will, as has been previously mentioned, be in line with ReCAP's overall strategy.

Once the contributions of individual experts have been selected, the team will liaise with the experts to collect footage available from the fieldwork in order to illustrate the issues being discussed and make the films more engaging to the audience. Before the films are finalised, the team will also contact the few experts that requested approving their selected contributions.

4 Conclusion and Next Steps

In conclusion, whilst there have been some challenges in completing the filmed interviews, in line with the original work plan, this assignment is on schedule and the key knowledge acquisition activities have been completed, i.e. to finalise the knowledge acquisition tools and acquire knowledge from experts through a combination of the online survey and filmed interviews.

The anticipated next steps to complete Phases Two (Knowledge Acquisition) and Three (Dissemination) will be as follows:

- Finalise the mapping and documenting of knowledge from the experts, using the data collected to produce:
 - Expert profiles and overall knowledge mapping in an electronic format suitable for general access that identifies: key areas of expertise, explicit knowledge that the experts have authored or contribute to, other key resources that the experts consider essential

- knowledge for professionals in the sector (expert profiles will also be developed for those experts that agreed to participate but were unavailable for the filmed interviews);
- Thematic short films using footage from the 18 completed interviews on their key areas of expertise, lessons learned (including tacit knowledge such as values, beliefs and attitudes), issues and challenges anticipated for the rural transport sector in the future.
 - Prepare a dissemination report that will include recommendations on the possible extension of the programme and the production of a hard copy output.

Annex 1 List of Experts Participating in the Project (from the initially approved list) as at 23 September 2018

Specialist		Area of Expertise (confirmed with each expert)	Interview Date, Location and Comments
Afukaar	Francis	Rural transport research, road safety	Full participant: both survey and interview completed
Beusch	Andreas	Capacity building/training	Full participant: both survey and interview completed
Cook	Jasper	Low volume roads/materials/climate/research management	Full participant: both survey and interview completed
Duncan	Tyrell	(Former ADB) Rural access planning, project management, donor perspective	Full participant: both survey and interview completed
Fernando	Priyanthi	Rural access and gender issues	Full participant: both survey and interview completed
Greening	Tony	Low volume road design/materials	Participant: incomplete survey and interview completed*
Haule	Joseph	Road funds	Participant: interview completed*
Hine	John	Transport economist	Full participant: both survey and interview completed
Howell	John	Bio-engineering/slope protection	Full participant: both survey and interview completed
Jennings	David	Knowledge transfer	Full participant: both survey and interview completed
Lema	Camila	Rural mobility and access	Full participant: both survey and interview completed
Mgonja	Eli	Road safety and transport services	Full participant: both survey and interview completed
Morosiuk	Greg	Statistical analysis/HDM4	Participant: survey completed**
Newport	Stephen	Maintenance	Did not participate**
Phuong	Nguyen Thi Minh	(World Bank) Project planning, gender in Maintenance	Full participant: both survey and interview completed
Paige-Green	Phillip	Low volume road design/materials	Participant: survey completed**
Petts	Rob	Low volume roads/maintenance	Potential participant: waiting for survey submission*
Pinard	Michael	Rural road materials	Full participant: both survey and interview completed
Porter	Gina	Transport services, gender	Full participant: both survey and interview completed
Rolt	John	Pavement design	Did not participate**
Starkey	Paul	Transport services and gender issues	Participant: incomplete survey and interview completed*
Taylor	Gary	Rural transport planning	Full participant: both survey and interview completed
Turner	Jeff	Transport economist	Full participant: both survey and interview completed

* Follow up is taking place where experts have partially completed or are yet to complete the survey.

** Four experts were unable to participate due to conflicting schedules

Annex 2 Interview Guide (Final Version)

1. Objective of the video interviews

As per the project's Terms of Reference (ToRs), task B of Phase 2 (knowledge acquisition) is described as follows:

“Record and edit short (4-6 minute) video interviews with the experts on their key areas of expertise, lessons and messages they would want to convey to future generations in their specific area and key issues they think need solving to improve the sector’s performance and enhance rural access.”

(ToRs, p.7)

It is also important to note that the video interviews are the key task in this project that contributes to recording the experts’ tacit knowledge (areas of expertise, beliefs, values and attitudes).

2. Introduction to the Interview Guide

In line with the objectives defined in the ToRs and with the approach designed and presented in the Inception Report, this interview guide is divided into four sections. The goal is to capture the following information through the video interviews with the rural transport experts:

- Key areas of expertise
- Lessons learned from experience
- Key issues that need solving to improve the sector’s performance and enhance rural access
- Messages for future generations working in their field

Background

Semi-structured interviews are a qualitative research method designed to collect information that is not easily quantifiable (as opposed to a survey), such as processes and personalized knowledge (such as tacit knowledge). The interviewer typically asks a set of open-ended questions, which can then be developed by prompts and follow-up questions as the discussion progresses. This type of interview is also frequently used during filmed interviews, as it allows for more flexibility on the choice of materials to use during the editing phase. As such, this was the approach chosen by Transaid for the video interviews with the rural transport experts, as detailed in the Project’s Inception Report (see section 2.1). Since each video will likely contain answers from more than one expert, this broader guide will give the team more varied answers and therefore a more in-depth spread of knowledge and experience.

Careful advance preparation by the interviewer is essential for a good quality semi-structured interview. The interviewer needs to be able to go beyond the initial question and have the freedom to investigate some answers in greater depth, prompting the experts if needed to obtain the necessary information.

At the same time, it will be important to limit the time and input required from the experts. Each 4-6 min video will present the most important views on the subject and the contributions of a selection between 1 and 4 experts. More than 4 experts in such a short video can make it harder for the viewer to follow. On the other hand, it is possible that the selected experts have experience in many of the topics. Therefore, we will use the results from the online survey and the knowledge mapping phase to select two topics for the interviews with each expert. The two topics more relevant to the experience of each expert will be selected, thus ensuring that the team is not taking more than 2 hours of the expert’s time and that quality information is recorded (rather than having too much information on record).

Pre-interview call

Before the interview, the team will call the expert in order to brief him on practical details for the interview day and manage the experts’ expectations. The call will include:

- Confirming the participant has a room available to film in at their home/office which is quiet and well lit. It might be necessary to temporarily move some furniture around on the day to achieve the best filming set-up and these details need to be discussed and agreed in advance.
- Explaining that the participant will most likely be filmed sitting down for the duration of the interview – and the interviewer will also require a chair of similar height (to ensure eye lines are balanced).

- Informing the participant about the topics chosen for the interview and the type of questions that we will ask (an overview of the interview structure).
- Informing the participant about the duration of the interview (which should not take longer than 3 hours, including time to set up the equipment before and pack after).

3. Interview Guide

Please note that the prompt/question development sections are for now just indicative. These will be further developed and adapted to each expert as part of the interview preparation phase.

A. Key areas of expertise

1. Invite the participant to introduce him/herself, give a brief description of their background, key areas of expertise and experience.

B. Lessons learned from experience (learning-by-doing)

Introduce the topic we will be discussing, ensuring that it is clear for the interviewer that the overarching theme of the interview is ReCAP's mission to enhance rural accessibility and understand the factors that contribute to the uptake and embedment of research outcomes.

2. Can you give us an example of a successful [relevant topic(s) of expertise] intervention you were involved in?
 - a. Why do you consider it successful?
 - b. Can you point out the reasons leading to a successful intervention?
 - c. What did you learn from it? (*learning from success*)
3. Can you give us an example of a less successful [relevant topic(s) of expertise] intervention you were involved in?
 - a. Why do you consider it less successful?
 - b. Can you point out the reasons leading to a less successful intervention?
 - c. What did you learn from it? (*learning from failure*)
4. Considering research projects, from your experience, what factors contribute to the uptake of research outcomes in [relevant topic(s) of expertise]?
5. Considering research projects, from your experience, what type of factors are barriers to the uptake of research outcomes in [relevant topic(s) of expertise]?

Prompts/Question development

- Explore issues related to processes: planning, methodologies, evaluation
- Differences between pilots, scaling up of proven approaches, adaptation, policy development work
- Role of technology
- KM efforts, learning, training new staff / knowledge transfer

C. Key issues that need solving to improve the sector's performance and enhance rural access

6. What kind of challenges have you faced while working in [relevant topic(s) of expertise] and how have these challenges changed over the years?
7. When you compare [relevant topic(s) of expertise] when you first started working in the field with how it is today, where do you think the most progress has been made?
8. When you compare [relevant topic(s) of expertise] when you first started working in the field with how it is today, where do you think the least progress has been made?
9. What are the key lessons you've learned working in [relevant topic(s) of expertise]?
10. In your opinion, which are the key issues that need to be addressed in [relevant topic(s) of expertise] so that it can improve its performance and thus effectively contribute to improved rural access?

Prompts/Question development

- For access to rural transport: how do you ensure gender and vulnerable groups' inclusion in projects/policies to improve access to rural transport services?

D. Future challenges / messages for future generations working in their field

11. What major developments will influence the sector and the solutions sought in the near future (e.g. climate change, mobile technology, economic developments, demographics etc.)?
12. What advice would you give to new professionals starting in the [relevant topic(s) of expertise] field today and who will be working on the current and future challenges in [relevant topic(s) of expertise]?

Annex 3 Knowledge Mapping: Areas of Expertise

Specialist		Project Participation	Area of Expertise (identified by the expert in the online survey)	
			ReCAP Strategic Pillars	Topic
Afukaar	Francis	- Completed survey - Interview completed	Access to Rural Transport Services	Passenger transport Rural transportation of freight and goods Road safety Rural transport services rules and regulations
Beusch	Andreas	- Completed survey - Interview completed	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
			Access to Rural Transport Services	Road safety
			Other	Capacity development and training
Cook	Jasper	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure)	Rural road design Rural road construction methods Rural road materials & aggregates
			Preservation of Rural Access (Infrastructure)	Impact of climate change (on infrastructure provision and preservation)
			Other	Rural roads research
Duncan	Tyrell	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure)	Rural road construction methods Management of rural road infrastructure Network planning
			Preservation of Rural Access (Infrastructure)	Impact of climate change (on infrastructure provision and preservation)
			Access to Rural Transport Services	Passenger transport

			Other	Rural transportation of freight and goods Rural roads policy and programme design
Fernando	Priyanthi	- Completed survey - Interview completed	Access to Rural Transport Services Other	Passenger transport Rural transportation of freight and goods Road safety Rural transport services rules and regulations Socially inclusive transport infrastructure and services
Greening	Tony	- Incomplete survey - Interview completed	Provision of Rural Access (Infrastructure) Preservation of Rural Access (Infrastructure) Other	Rural road design Rural road construction methods Rural road materials & aggregates Management of rural road infrastructure Development of transport research capacity LICs
Haule	Joseph	- Interview completed		Did not reply to survey
Hine	John	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure) Preservation of Rural Access (Infrastructure) Access to Rural Transport Services	Rural road design Management of rural road infrastructure Network planning Passenger transport Rural transportation of freight and goods Rural transport services rules and regulations
Howell	John	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure) Preservation of Rural Access (Infrastructure) Other	Rural road design Rural road construction methods Management of rural road infrastructure Impact of climate change (on infrastructure provision and preservation) Rural roadside land management
Jennings	David	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure)	Rural road design Rural road construction methods

			<p>Preservation of Rural Access (Infrastructure)</p> <p>Other</p>	<p>Rural road materials & aggregates</p> <p>Management of rural road infrastructure Network planning Axle loading Impact of climate change (on infrastructure provision and preservation)</p> <p>Socio-economic impact</p>
Lema	Camila	<p>- Completed survey</p> <p>- Interview completed</p>	<p>Access to Rural Transport Services</p> <p>Other</p>	<p>Passenger transport, Rural transportation of freight and goods</p> <p>Rural transport policies and planning</p>
Mgonja	Eli	<p>- Completed survey</p> <p>- Interview completed</p>	<p>Access to Rural Transport Services</p> <p>Other</p>	<p>Passenger transport, Rural transportation of freight and goods Road safety Rural transport services rules and regulations</p> <p>Availability of appropriate maintenance facilities (for non-motorised and motorised vehicles)</p>
Morosiuk	Greg	Did not participate (schedule conflict)		Did not reply to survey
Newport	Stephen	Did not participate (unreachable via email or phone)		Unreachable
Phuong	Nguyen Thi Minh	<p>- Completed survey</p> <p>- Interview completed</p>	<p>Provision of Rural Access (Infrastructure)</p> <p>Preservation of Rural Access (Infrastructure)</p> <p>Access to Rural Transport Services</p> <p>Other</p>	<p>Rural road design</p> <p>Management of rural road infrastructure Network planning Impact of climate change (on infrastructure provision and preservation)</p> <p>Road safety Rural transport services rules and regulations</p> <p>Rural road asset management Gender mainstreaming in rural road maintenance</p>

				Climate resilient rural road design and maintenance
Paige-Green	Phil	- Completed survey - Interview not possible (schedule conflict)	Provision of Rural Access (Infrastructure) Preservation of Rural Access (Infrastructure) Other	Rural road design Rural road construction methods Rural road materials & aggregates Management of rural road infrastructure Impact of climate change (on infrastructure provision and preservation) Use of alternative materials - industrial and mining wastes
Petts	Rob	Unavailable to participate in video interview, awaiting completed survey		
Pinard	Mike	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure) Preservation of Rural Access (Infrastructure) Other	Rural road design Rural road construction methods Rural road materials & aggregates Management of rural road infrastructure Axel loading Measures for preserving investments in rural road infrastructure
Porter	Gina	- Completed survey - Interview completed	Access to Rural Transport Services Other	Passenger transport, Rural transportation of freight and goods Transport/ICT connectivity [especially mobile phone use for informal TS organisations] Importance of qualitative participatory approaches for understanding TS issues Importance of communicating transport service issues to the wider development community
Rolt	John	Unavailable to participate		
Starkey	Paul	- Incomplete survey - Interview completed	Access to Rural Transport Services	Passenger transport Rural transportation of freight and goods Rural transport services rules and regulations

			Other	Rural transport stakeholders and their transport needs
Taylor	Gary	- Completed survey - Interview completed	Provision of Rural Access (Infrastructure) Preservation of Rural Access (Infrastructure) Other	Rural road design Rural road construction methods Rural road materials & aggregates Management of rural road infrastructure Network planning Impact of climate change (on infrastructure provision and preservation) Political and institutional Setting
Turner	Jeff	- Completed survey - Interview completed	Access to Rural Transport Services Other	Passenger transport Rural transportation of freight and goods Rural transport services rules and regulations Gender Links between agriculture and transport