

Appendix 2. Acronyms and glossary of terms

Acronyms

AM	Adaptive management
BN	Bayesian networks
CBO	Community based organisation
EMPOWERS	Euro-Med Participatory Water Resources Scenarios
EU	European Union
GPS	Global positioning system
IWRM	Integrated water resources management
INGO	International non-governmental organisation
IT	Information technology
IRC	IRC International Water and Sanitation Centre
M&E	Monitoring and evaluation
NGO	Non-governmental organisation
PRA	Participatory rural appraisal
PTD	Participatory technology development
QIS	Qualitative information system
RAAKS	Rapid appraisal of agricultural knowledge system
RIDA	Resources, infrastructure, demand and access
SDCA	Stakeholder dialogue and concerted action
SMART	Specific, measurable, achievable, realistic, time-bound
SWOT	Strengths, weaknesses, opportunities, threats
TOR	Terms of reference
WRA	Water resources assessment
WUA	Water users' association

Glossary of terms

Terms used in EMPOWERS materials – and how they are used in the EMPOWERS context.

Access

The right, entitlement and ability of an individual or a group to obtain or make use of water resources or of services that provide water for different uses.

Accountability

Giving an account how you have carried out your responsibilities and being answerable for your actions. Often used synonymously with answerability, responsibility or liability. Accountability is an important factor in securing good governance and in the legitimacy of public power. It is important not only that someone is accountable, but to whom they are accountable. See also “transparency”.

Adaptive management

A type of flexible management in which actions, strategies and plans are continually adjusted in the light of new information.

Aquifer

A geological formation that can yield a useful water supply in wells and springs. Aquifers have two fundamental characteristics: a capacity for groundwater storage and an ability to support groundwater flow.

Awareness raising

The process by which the importance of an issue, problem or opportunity is brought to the attention of individuals or organisations, so that they give it a higher priority in their thinking and actions. Often a component in capacity development.

Bayesian networks

Bayesian Networks (also known as Belief Networks) provide a method of representing and analysing cause and effect relationships between variables and therefore analysing uncertainty. More information on the method can be found at www.norsys.com.

Capacity development

A long-term continuing process by which individuals or institutions develop and/or improve their knowledge, skills, competencies and abilities in areas that are important to them. It goes beyond training and includes organisational development, resource allocation and activities aimed at creating a favourable enabling environment.

Catchment area

Area drained by a river system. Also referred to as a watershed.

Civil society

Legal organisations or groupings that are not part of the state but are capable of influencing public policy. Civil society exercises collective action around shared interests, purposes and values.

Civil works

Infrastructure created or constructed for the benefit or use of the general public (e.g. water supply systems).

Concerted action

See Stakeholder dialogue and concerted action (SDCA), below.

Demand management

The use of price, quantitative restrictions, and other devices to manage demand for water, ideally by reducing less essential or valuable use.

Demand

In economic terms, demand is an expression of willingness to pay for goods or services. Non-economists often understand it as being the same as needs or requirements. In these guidelines it is used somewhere between the two – as an expression of need based on an understanding and acceptance of the monetary and other costs that a given level of service entails.

Demographics

The characteristics of a population such as age, sex, marital status, family size, education, geographic location and occupation. Demographic analysis involves analysing trends such as population growth rates.

Effectiveness

Extent to which actual performance succeeds in meeting targeted performance or aims.

Efficiency

The ratio of the effective or useful output to the total input in any system. Efficiency (e.g. irrigation efficiency) is usually defined so that it can be measurable and often expressed as a percentage.

Enabling environment

The policies and legislation (international, national, district and local) that constitute the “rules of the game” and enable (or otherwise) stakeholders to participate in governance.

Equity

The degree to which different individuals or groups within a community or society have an equal opportunity to benefit from a relevant good or service. An equity-based approach requires special attention to meeting the needs of the most marginalised members of society who may otherwise be excluded from benefits. Equity of access to water does not necessarily mean that everybody has the same access, since irrigators, producers and households have different needs. Equity does mean that different interests are determined in a fair and reasonable way.

Externality

An economic term for the effect of one party's actions on another party, often ignored in financial assessments and in decision making by the party causing the effects (which may be unintended and non-monetary).

Facilitator/Facilitation

A facilitator uses his or her skills to help a group understand their common and different problems, reach a consensus on objectives and plan to achieve them. The facilitator helps to ensure that all interests are taken into account but does not personally taking sides. The facilitator assists the group in achieving a consensus on any pre-existing disagreements or those that emerge during the process, creating a strong basis for future action. Note that process facilitation is an ongoing long-term process, much deeper than meeting facilitation, which is related to the smooth running of a single meeting.

Gender

Gender relates to the different roles played by men and women, boys and girls because of societal and cultural expectations or power relationships. A gender based approach means recognising and dealing explicitly with these differences. Because gender roles are often taken for granted, a gender approach implies an element of empowerment of women. However, a gender approach is about the roles of women and men, not only about women. Gender is closely related to issues of equity (see above).

Gender mainstreaming

Gender mainstreaming ensures that gender inequities are addressed in all decision-making processes.

Geographical information system (GIS)

A computer system for storage, analysis and retrieval of information, in which all the data are spatially referenced by geographic coordinates. GIS tends to store similar data in "layers" – for instance information about wells in one layer, roads in another, and economic activities in another. Different layers can be coded and superimposed on one another to create visual displays (maps) and analysed in different ways. Many GIS also contain modelling elements – for instance hydrological models that generate stream flows from information on soils, topography, and rainfall.

Governance

Water governance relates to the range of political, social, economic and administrative systems in place to develop and manage water resources and the delivery of water services at different levels of society. These guidelines focus particularly on local and intermediate level water governance – that is governance ranging from community to district or governorate levels.

Global positioning system (GPS)

A system of 24 satellites which circle the earth twice a day and transmit information to earth. If GPS handsets are able to receive signals from three or more satellites, they are able to calculate the coordinates of their current location.

Groundwater

Underground water that can be abstracted from boreholes or wells using pumps or buckets. Groundwater exists in aquifers (see above), in the spaces between soil (pores) and rocks, in cracks and fissures. Unlike soil moisture, it is not bound to the soil/rock and is free to flow under the force of gravity – for instance into a well or into rivers, or can be forced to the surface as a spring.

Indicator

Something measurable that acts as a surrogate marker for a condition that you cannot easily measure directly. For example, levels of diarrhoeal disease in a community can be an indicator of the quality of water and of hygiene practices. The proportion of a population with sustainable access to an improved water source is an official indicator of the Millennium Development Goal target to halve by 2015 the proportion of people without sustainable access to safe drinking water and sanitation. Finding the right indicators to measure is an important part of monitoring and evaluation.

Information

Data that is captured and stored – typically in written form, but also as audio or video recordings, in diagrams and pictures etc. It is sometimes referred to as explicit knowledge. Information can be (relatively) easily transferred from one person to another. See also knowledge below.

Information management

Process of gathering, storing, analysing and disseminating information needed for a specific purpose, such as planning or making management decisions.

Infrastructure

In the context of these guidelines and the RIDA framework (see below), infrastructure refers to the systems (hardware and software) that are needed for abstracting, treating and conveying water for different purposes and the institutions required to manage these activities.

Institutional level

Stakeholder dialogue takes place at different institutional levels, referring to where, and at what scale, institutions function, from local level to intermediate, national and international levels.

Integrated water resources management (IWRM)

A process which promotes the coordinated development and management of water, land and related resources, in order to maximise economic and social welfare in an equitable manner without compromising the sustainability of vital ecosystems.

Intermediate level and local level

In the context of these guidelines, the local level comprises towns, villages, hamlets etc., while the intermediate level is considered to be districts and governorates.

Key stakeholders

See "Stakeholders", below.

Knowledge

Information that has been internalised and can be used. Tacit knowledge is what people know and take for granted. The knowledge of people in communities is deep and often under-estimated by those who bring new information.

Management

The decision-making and overseeing process whereby a plan or a course of action is agreed on and implemented. Planning is a management function as are the allocation of resources and resolutions of conflicts of interest. Effective management is only possible when managers have access to reliable information.

Marginalised

Marginalisation is the overt or covert process whereby sub-groups tend to be excluded by wider society. Marginalised social groups tend to be poor and have limited access to water for both domestic and productive purposes. They also tend to be excluded from and/or unable to influence decision-making processes that influence their access to safe water. Marginalised groups often have low status and are perceived by others as lacking desirable traits or being outside "normal society".

Mesqa

The third level of irrigation canals in Egypt. Primary and secondary canals are large, lined, and managed by the state. Tertiary canals or mesqas are field level, typically unlined, and managed by farmer (water user) groups.

Modelling

Computer-based systems that use mathematical formulas to represent systems and processes. A model that is an acceptable representation of a given system or process, can be used to answer hypothetical "what if" questions and/or to assess the sensitivity of a system or change process.

Monitoring and evaluation

Monitoring is the continuous assessment of project (or programme) implementation in relation to agreed schedules and the use of inputs, infrastructure and services by beneficiaries. Evaluation is the periodic assessment of a project (or programme) with respect to relevance, performance, efficiency, and impact relative to stated objectives. Monitoring is about keeping a flow of relevant information about a programme, while evaluation is more about making a judgement on how far aims have been met.

Ownership

Possession of or control over an object, land, water, intellectual property or similar. Ownership may be exclusive or shared. In relation to a programme or intervention, it is to do with being in the driving seat with a significant influence on decisions, rather than simply being a beneficiary.

Participation

Participation in water governance means having a stake or share in decision-making processes. Participatory processes actively attempt to involve the public or stakeholders in dialogues and decision-making processes to ensure that decisions match needs and aspirations.

Partnership

In the context of these guidelines, partnerships refer to agreements and arrangements between organisations to work cooperatively to achieve a public policy objective for which there is: 1) Shared authority and responsibility for results; 2) Joint investment of resources (time, funding, expertise); 3) Shared risk-taking; and 4) Mutual benefit.

Plan

A coherent set of decisions about the use of resources, translated into activities with the potential to achieve agreed objectives. A plan includes an explicit statement of methods, costs, responsibilities, schedule of activities and targets. Planning is the process of creating and refining a plan, or integrating it with other plans

Policy

An overarching statement of aims or principles to guide decisions and actions. Policies may be adopted by government, private sector organisations and groups, or individuals. A policy process identifies alternative programme or spending priorities and chooses among them on the basis of their impact. Policies can be understood as political, management, financial, and administrative mechanisms arranged to reach explicit goals. Policy alignment is the process by which consistency is achieved across a number of policies that have the potential to interfere with each other. Policies and legislation together create the enabling environment (see above) and supports (or, when lacking, hinders) good governance.

Participatory rural appraisal (PRA) tools

A range of participatory tools designed to involve stakeholders in the collection and analysis of information, and therefore to involve them actively in processes of improvement and change. Originally devised in rural settings, they are now widely used and usually known simply as PRA tools. Sometimes referred to by other acronyms such as Participatory Learning and Action (PLA) or Rapid Rural Appraisal (RRA).

Problem focused

An approach to planning that starts with an analysis of problems and matches solutions to these problems. It contrasts with approaches which assume that solutions to problems are universally applicable and that "one size fits all".

Problem tree

A visual problem-analysis tool that can be used to specify and investigate in a structured way the causes and effects of a problem, to highlight relationships between them and to promote stakeholder dialogue. The use of a problem tree deepens analysis and achieves a better understanding of underlying problems, thus helping to identify root causes.

Process documentation

In the context of these guidelines, process documentation focuses on monitoring and documenting processes by which water-related decisions are made. It allows reflection on processes of change through the eyes of those taking part.

Process facilitation

See "facilitation".

Management cycle

A project or programme proceeds through evolutionary stages from visioning to planning to implementation and evaluation, as part of an identifiable, rational cycle of development. The need to manage the cycle through all its various stages is central, and this should be understood as managing a process, rather than a series of one-off events.

RAAKS

RAAKS (rapid appraisal of agricultural knowledge systems) is a participatory action research methodology that provides ways for those involved in complex situations to understand what is happening and to begin to find answers for themselves.

For more information see: <http://www.kit.nl/smartsite.shtml?ch=FAB&id=4616&Part=Resources>

Resistance to change

Resistance to change is action taken by individuals or groups to frustrate or slow down a process or change that they perceive as a threat. It can be either conscious or unconscious.

RIDA framework

The resources-infrastructure-demand-access (RIDA) framework is an analytical framework that helps to structure water related information logically and transparently. It is used to develop water resource assessments (WRAs –see below). A RIDA framework takes into account users' demand for water, provider concerns as managers of infrastructure, and the natural resources on which they all rely and which must be managed and protected.

Rights-based approach

An approach which regards access to water (for example) as a right, can be contrasted to an approach which sees communities as beneficiaries of aid or charity. A rights-based approach focuses on building people's awareness of their rights (and responsibilities) and empowers them to demand their rights from those who are accountable for providing them.

Risk

A combination of the inherent uncertainty about whether a strategy and/or plan will achieve an agreed end and the adverse effects of failure. Risks may be high because the outcome is uncertain or because the consequences of an adverse outcome would be severe, or both. In many cases, risks can be mitigated by carrying out a risk assessment and by modifying strategies and/or plans accordingly.

Scale

In these guidelines, scale refers to temporal and spatial boundaries within which decisions are made or relevant events occur. Water management objectives and governance issues are usually scale-dependent.

Scenario building

A scenario is a description of a possible future situation, drawn up by considering factors that are both important and uncertain. Scenarios are stories about the way the world might turn out tomorrow. Scenario building involves stakeholders in jointly developing a set of narrative scenarios as a basis for identifying possible strategies towards reaching a shared vision of the future. Narrative scenarios are based on extensions of current trends and knowledge about uncertainty, and typically relate to factors, such as population growth or the economic climate, that are outside the direct control of stakeholders. They include both qualitative and quantitative information.

Semi-structured interview

Allows for focused, conversational, two-way communication, to give or receive information. The interviewer starts with a framework of broad questions, but allows the person being interviewed to diverge into areas of interest. (In contrast to a formal structured interview, where detailed questions are prepared and followed in strict order.)

Stakeholders

In the context of EMPOWERS, stakeholders are institutions and individuals with an interest in water resources, who are potentially affected by decisions relating to water resource management. Key stakeholders are the stakeholders most important to the process or most strongly affected by the outcome. Note that this does not refer to their status but to their significance in the process. Government agencies and community based organisations may both be key stakeholders. Key stakeholders must be brought into the process, and kept involved.

Stakeholder dialogue

See “stakeholder dialogue and concerted action”, below.

Stakeholder dialogue and concerted action (SDCA)

A formalised process of interactions and discussions between stakeholders aimed at analysing competing interests and views on the nature and severity of water supply problems, resolving differences and reaching a consensus on how best to tackle these problems in a way that is efficient, equitable and sustainable. Action or activity is agreed through stakeholder dialogue and planned and adjusted jointly. The action or activity is carried out by stakeholders or under the supervision of stakeholders with the aim of achieving a common vision. SDCA is mediated by one or more facilitators.

Stakeholder platform

The forum where groups of stakeholders with a common interest, or problem discuss and make decisions about actions together. Stakeholder dialogue, conflict resolution and integrated planning all happen here. A stakeholder platform can take the form of a regular committee meeting or a series of village meetings or workshops. It usually involves a planned series of meetings and activities that bring different stakeholders together. A key aspect is mediation (by a facilitator or facilitators) using a range of tools and methods, leading to constructive dialogue.

Strategy

A strategy is a medium to long-term planning framework within which specific activities are described and plans implemented. Over time, an effective strategy should lead to a vision being achieved.

Strategic planning

Strategic planning consists of the process of defining objectives and developing strategies to reach an agreed vision. Strategic planning is expected to operate on a larger scale (in time or space) to take in “the big picture” in contrast to tactical planning, which focuses on individual detailed activities.

Subsidiarity

The notion that decision-making should occur at the level where the people most directly concerned can take responsibility. Usually, this means that decisions should be taken at the lowest possible relevant level.

Summary sheets

In these guidelines, summary sheets provide a concise summary of the outputs from dialogue and management processes, built up using outputs from different activities and phases, and used to ensure that the outcomes of stakeholder dialogue are disseminated to all those affected.

Sustainability

Sustainability relates to the ability of a system or service to continue indefinitely. It often has the connotation that this can be achieved without outside interference. Sustainable development refers to a development path that maximises well-being for today’s generation without damaging prospects for future generations. Sustainability implies that humanity and natural resources are in harmony, so that current use can continue without destroying, using up or polluting resources for the future.

SWOT

Strengths, weaknesses, opportunities and threats. SWOT analysis is used to promote stakeholder dialogue and to identify positive and negative factors so that potential solutions can be found to water-related problems.

Trade-off

The balance between what is gained and what must be given up, when an (economic) decision is made.

Transparency

Openness in decision making and resource allocation so that those affected know who took decisions, when, and according to what criteria and rules. Transparency allows those affected by decisions to scrutinise the process and to challenge what they believe to be unfair or corrupt decisions. A transparent process means that everyone is involved in upholding standards of fairness and equity. See also accountability.

Triangulation

A method of corroborating the accuracy of information by comparing different sources or viewpoints.

Uncertainty

Uncertainty indicates a range within which a measured quantity could be in error. It gives an answer to the question, how well does the result represent the true value of the quantity being measured? Uncertainty is inevitable when assessing knowledge, and leads to an element of risk (see above) in decision-making.

Up-scaling

The process by which programmes in pilot studies are increased in size or replicated to cover new and larger areas and more people, addressing challenges relating to sustainability, cost and institutional capacity.

Variability

A measure of statistical dispersion, indicating how values are spread around the average or expected value. In many cases, higher levels of variability are linked to higher levels of uncertainty and risk (see above).

Vision

A concise description of a desired future state. Visions provide a picture of how we would like the world to be at some future time. Consensus on a water resources and services vision is required before a strategy is developed.

Water balance

An equation that brings together the inflow and outflow of water in a given area over a given time frame, taking into account net changes of storage.

Water resource assessments (WRAs)

Knowledge about the current status of water resources, trends in demand and water use is essential to successful water management. Water resource assessments, under various names (such as water accounting and water resource audit), are promoted as a key component of integrated water resources management. WRAs involve collating, quality controlling and analysing secondary information from a wide range of sources, where necessary complementing it with (limited) primary data collection. The design of a WRA, in terms of complexity, duration and outputs should be determined through a needs assessment involving all key stakeholders.

Water service delivery

The process of meeting the wide variety of water needs and expectations of users and customers. Water services can be described in terms of access, reliability, quantity and quality of water received.

Water users

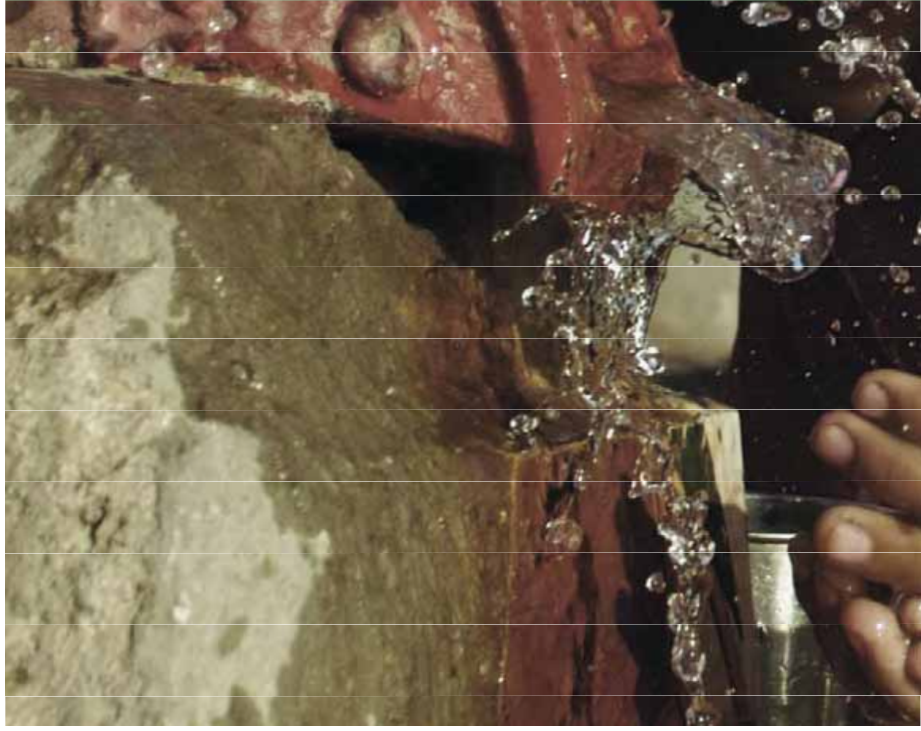
There are many different uses for water, and many different users. The EMPOWERS approach considers the needs of all potential users and all potential use – domestic, agricultural, industrial, commercial and municipal – as well as the needs of the environment.

Watershed

An area drained by a river system. Also referred to as a catchment area.







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