



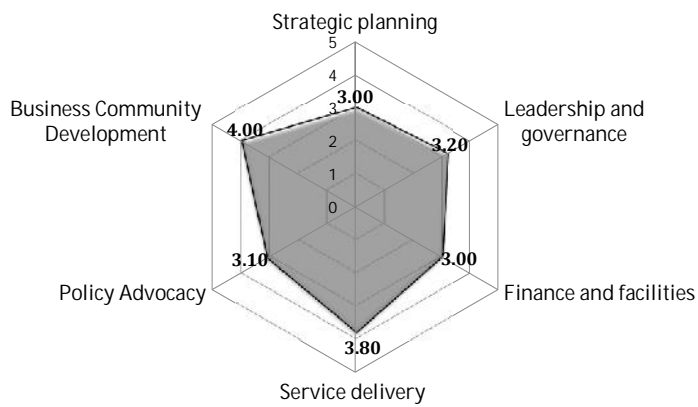
Australian Government
Department of Foreign Affairs and Trade



**AN INTRODUCTION TO
THE BUSINESS ASSOCIATION CAPACITY BUILDING
SELF-ASSESSMENT TOOL**

Hanoi, 06 March 2015

Business Association Capacity Assessment Summary Chart



50 indicators

5 level (1-Ad hoc or no practices, 3-Stable, 5-Best Practices)

(1) Strategic Planning

- (1) Develop the development **strategy** for the business association (BA)
- (2) Consult stakeholders to improve the strategy
- (3) Publish the strategy
- (4) Evaluate the implementation of the strategy
- (5) Develop the annual **working plan/program**
- (6) Consult stakeholders to improve annual working plan
- (7) Publish the annual working plan
- (8) Evaluate the implementation of the working plan

1	Develop the development strategy					5-Promulgated, implemented into practice (programs/plans of action), evaluated the results and achieved the targets
		1-No strategic plan (or informal)	2-Drafting	3-Promulgated, but hardly implemented into practice	4-Promulgated, implemented into practice (programs/plans of action) but not evaluated the results	

(2) Leadership and Governance

- (1) **Selecting members** for the Board
- (2) **Succession** Planning
- (3) Capacity of the **standing committee**,
- (4) Governance capacity of the **BA's Office**
- (5) Capacity of the **head of divisions**
- (6) Capacity of the **staffs**
- (7) **Decentralization** - Prompting the effective activity of association's apparatus
- (8) Association's **regulation of governance**
- (9) Organize the group of members for communicating and connecting members
- (10) Evaluate the effective of some association's important activities

2	Succession Planning					5-Have plan, performed totally. Trained the successor; handover in fact, and this succession has promote the development of association
		1-No strategic plan (or informal)	2-Drafting	3 Have plan, but have just performed a part	4-Have plan, performed totally. Trained the successor; handovered in fact	

(3) Finance and facilities

- (1) **Financial regulation**
- (2) Annual budget plan
- (3) The **transparency** of the BA's budget spending
- (4) The finance **sustainability** of the BA
- (5) The **diversification** of income
- (6) The workplace
- (7) Work equipment
- (8) Application of **information technology**
- (9) Building internal information system

2	The transparency of the BA's budget spending					5-Publish in Executive Department and all members, post all financial reports on association's website
		1-Not publish, just in the Standing Committee of the Board	2-Publish, but just in the Board	3-Publish, but just in the Board and a few members	4-Publish in the Board and majority of members (more than 50%), post a brief on association's website.	

(4) Service delivery

- (1) Service providing plan
- (2) Consult stakeholders to improve the service providing plan
- (3) **Select services** to provide;
- (4) **Evaluate** the quality of services delivered
- (5) Capacity of staffs delivering services
- (6) Provide knowledge for members
- (7) Provide skill training for members
- (8) Provide consultancy services
- (9) Support members in **solving problems** with other agencies

2	Evaluate the quality of services delivered					5-Have a system of evaluation criteria. Performed. Members can evaluate the quality of providing services. The results are used for internal reports, improving working-deployment in the future and publishing to all members
		1-Have no criterion for evaluation.	2-Have a system of evaluation criteria, but haven't monitored, evaluated the quality of services provided	3-Have a system of evaluation criteria. Monitored, evaluated the quality of providing services, but the results are only used for synthesizing internal reports, not for improving working-deployment in the future	4-Have a system of evaluation criteria. Performed. Members can evaluate the quality of providing services. The results are used for internal reports and improving working-deployment in the future	

(5) Policy Advocacy

- (1) **Allocate resources** for policy advocacy
- (2) **Harmonize** the interest of members and the public;
- (3) Providing comments to policy and legal documents.
- (4) **Follow-ups activities** for policy advocacy activities
- (5) Evaluate the effectiveness of policy advocacy
- (6) **Networking with other BAs** for policy advocacy
- (7) Working with **media** in public advocacy

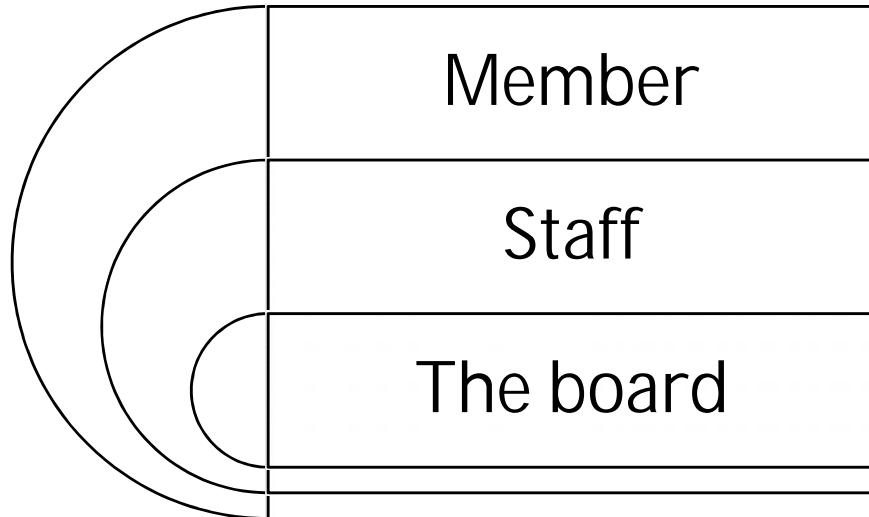
2	Networking with other BAs for policy advocacy	1-No	2-Yes, but just passively on the request of other BAs	3- Yes, did it actively but ad hoc	4-Yes, did it actively. Established a formal process with other BAs to share and seek harmonized views.	5-Yes, did it actively. Established a formal process with other BAs to share and seek harmonized views. Have some positive results met the objects of the BAs

(6) Business Community Development

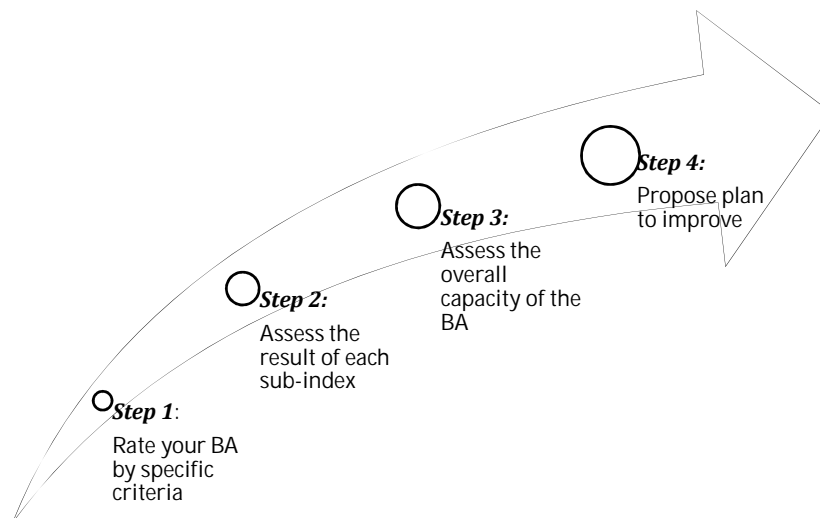
- (1) Membership development planning
- (2) **Crisis management** plan
- (3) Establish internal business networks in the BAs
- (4) Establish business network with other BAs;
- (5) Maintain the membership database
- (6) Develop the development plan for the industry/business community
- (7) Establish **standards** to improve the capacity of members.

1	Membership development planning	1-No plan	2-Drafting	3-Have plan, hardly implemented into practice.	4-Have plan, implemented into practice. Already developed membership plans for specific group.	5-Have plan, implemented into practice. Already developed membership plans for specific group. This plan works effectively for membership recruitment & retention

WHO SHOULD COMPLETE THE ASSESSMENT?



Four-step process to use the assessment tool:



Where can find this tool?

- Excel files:



- Online version: www.hiephoi.VIBonline.com.vn.



THANK YOU VERY MUCH!

For detailed information regarding this tool, please send email to :

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thuypm@vcci.com.vn / thuyminh@gmail.com (Mrs. Phan Minh Thuy)