What is CNA?

CNA – Capability Needs Analysis – is a systemic method of measuring the skills and knowledge gap that shows the gap between the known knowledge and the knowledge that needs to be acquired to reach the desired knowledge level of a particular subject or skill.

In summary, it measures the capability of a person.

How is it used in organization?

In an organization, it helps to give to the overall understanding of the knowledge gap in your organization so that you can identify which area your employees need improvements on. These results will help you to plan for their specific trainings to improve their skills and knowledge in their own specific areas.

Case Example

CNA is now integrated into the East Sepik Provincial Administration HR Division. It was transformed from a concept into a software in 2018 and was used to conduct the 1st CNA analysis on all the Public Servants under the East Sepik Provincial Administration.

Outcome of 1st CNA

The outcome of the CNA results were used to do a Major Restructure of the East Sepik Provincial Administration and also used to write the Corporate Plan for the Provincial Administration.

How where the results used?

Restructure: In the restructure, the CNA helped to reveal the gaps in workforce or service delivery. It also clearly showed the imbalance of work load in the previous structure that caused workload on some offices and relieved on others as time and technology and policies change.

Identifying all these and taking into account all these results, the need to create a new organizational structure was proposed and the project implemented.

Corporate Plan: In the corporate plan, the results from CNA where used to identify target areas of improvements which aided very much to set insights and focus at specific areas to improve. This measurement points made CNA really helped to develop the corporate plan for the provincial administration.