



**GROUND TRUTH
SOLUTIONS**

WORLD HUMANITARIAN SUMMIT

FIELD SURVEY AND ANALYSIS

SURVEY OF LOCAL PARTNER ORGANISATIONS
PROVIDING HUMANITARIAN AID IN HAITI

– ROUND ONE –

JUNE 14, 2017





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OVERVIEW

Introduction

As the focus of the humanitarian response in Haiti shifts from major international agencies to greater provision of aid by local organisations, this report is based on surveys conducted in Haiti with 17 local partners of three international NGOs and four United Nations agencies. The survey instruments were shared by the international agencies with the designated focal points in their partner agencies using an online survey tool. Completed surveys went straight to Ground Truth for analysis. The questions are adapted from the Partnership Survey developed by Keystone Accountability.¹

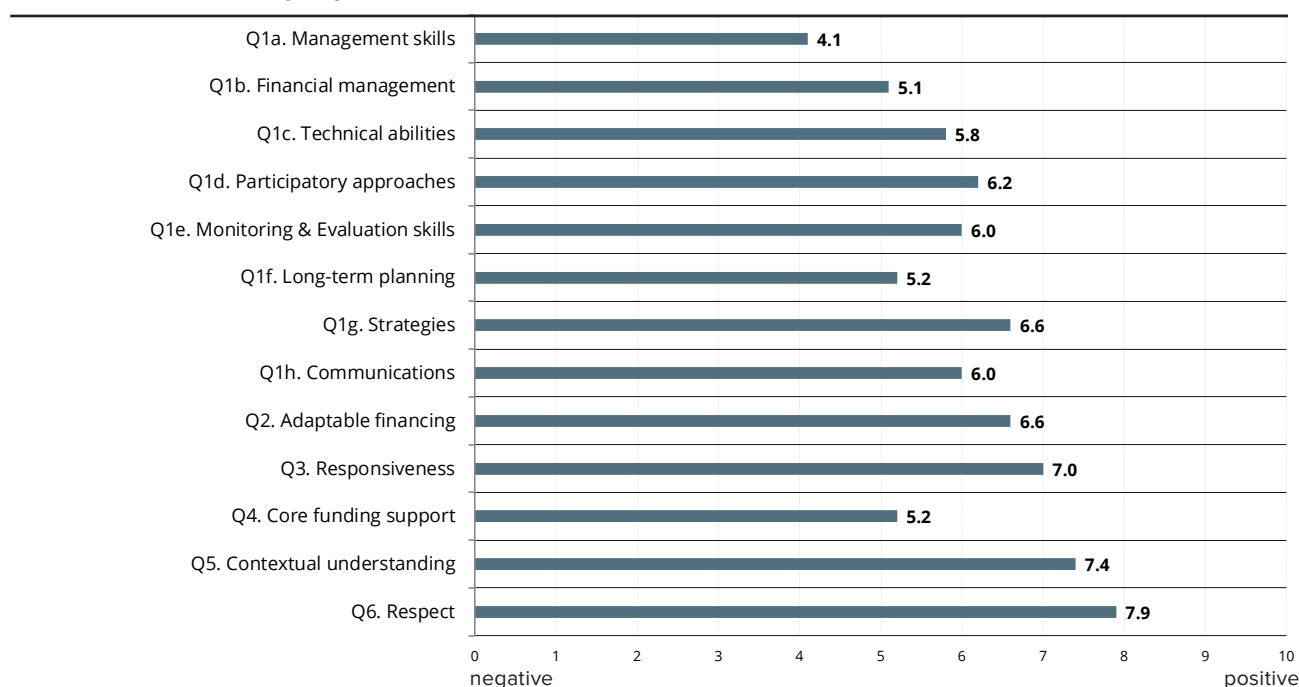
The data presented in this report is aggregated from the responses of all participating organisations. When drawing inferences from the findings, bear in mind that responses differ significantly from one organisation to another. In addition to strengthening collaboration among international and local partners, the information serves to inform progress towards the fulfilment of The Grand Bargain’s second commitment – support for the successful localisation of humanitarian aid assistance.

Summary findings

Our data indicates that the local partners are:

- Satisfied with their international partners’ contextual understanding of the work that is conducted at the local and national levels (Q5), and the way in which international partners treat them respect (Q6).
- Complimentary about the efforts made by their international partners to listen and respond to questions and concerns (Q3).
- Least positive about the support they receive to strengthen the management and leadership skills of their organisation (Q1a).
- Critical of the non-financial support offered to enhance the financial management skills (Q1b) and long-term planning of their organisation (Q1f), as well as the financial support offered to help cover core costs (Q4).
- More dissatisfied with the support offered to them than other organisations in the region as NP scores fall below the benchmark score on all but one question.

Overview of mean scores per question



¹Keystone Accountability International Non-Governmental Organization Survey. For more see: <https://keystoneaccountability.org/international-non-governmental-organization-survey/>



Reading this report

The responses to the survey questions are illustrated in two graphs. The bar charts show the frequency of each chosen answer option from 0 to 10. In addition to the frequencies, the mean score is shown to allow for easy comparison of results across each question.

To add another layer of analysis, the bar charts are colour-coded according to the Net Promoter Analysis²: Detractors are on the left in red (i.e. rating of 0 to 6), passives are in the middle in yellow (i.e. rating of 7 or 8), and promoters are found on the right in green (i.e. rating of 9 or 10).

For benchmarking purposes, we use the net promoter score (NP score). The NP scores of the respondents to this survey are compared to the benchmark data, which is an aggregated score of 40 international NGOs operating across Central America, Mexico, and the Caribbean who were included in the Keystone Accountability partnership survey. We provide scatter charts which fall along an axis that spans from an NP Score value of -100 to 100.

For more information on the Net Promoter Analysis and the benchmarking of the data, please refer to our methodology section on page 10.

² 'Net Promoter' is a registered trademark of Fred Reichheld, Bain & Company and Satmetrix. For more see: www.netpromotersystem.com, as well as the open source net promoter community at www.netpromoter.com



SURVEY QUESTIONS

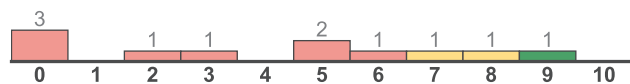
◇ COHORT NP SCORE	DETRACTORS
○ KEYSTONE NP SCORE	PASSIVES
	PROMOTERS

Q1. Non-financial support

Please rate the different types of non-financial support you received:

a. Strengthening our management and leadership skills

Distribution of responses Mean: 4.1



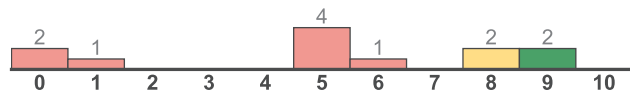
Net promoter score



Almost three-quarters of respondents rate the support from partners that strengthens their management and leadership skills between 0 and 6, resulting in the lowest mean score among the survey questions. The NP score is well below that of the Keystone benchmark (-64 vs. 4).

b. Strengthening our financial management skills

Distribution of responses Mean: 5.1



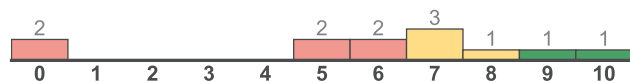
Net promoter score



Two-thirds of the respondents negatively view their international partner's assistance in strengthening their own financial management skills. It is worth highlighting the large disparity between the NP score of -50 and the Keystone benchmark of -7.

c. Strengthening our technical abilities to deliver services

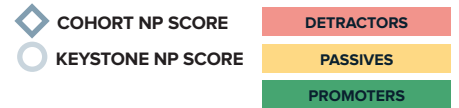
Distribution of responses Mean: 5.8



Net promoter score



Half of the respondents rate their international partner's assistance in building technical abilities as 6 or lower. The NP score is substantially lower than the Keystone benchmark for the region (-33 vs. 15).

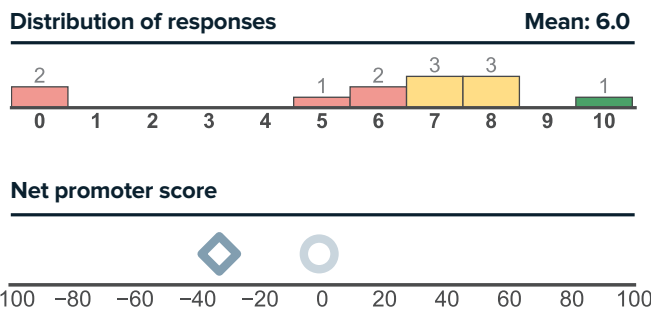


d. Strengthening our participatory approaches



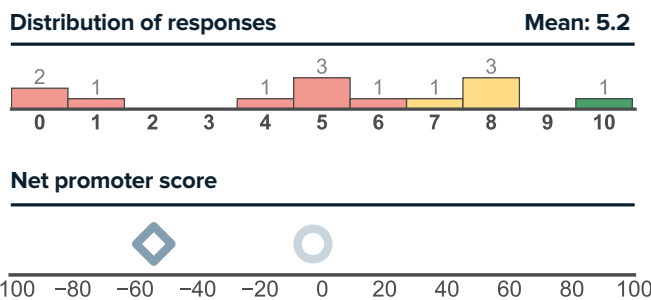
Most respondents rate the support from their partners in improving their strategies and practical approaches as 8 or lower. The NP score is lower than the Keystone benchmark for the region (-18 vs. 6).

e. Strengthening our monitoring and evaluation skills



Half of the respondents rate the support they receive for building their monitoring and evaluation skills with a score of 7 or 8. The NP score is again lower than the Keystone benchmark (-34 vs. -1).

f. Strengthening our long-term planning/financial viability

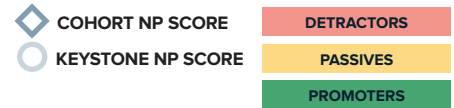


A majority of respondents rate their partner's support for the strengthening of the long-term planning and financial viability of their organisation as 6 or lower. The NP score falls well below the Keystone benchmark (-54 vs. -3).

g. Improving our strategies and practical approaches

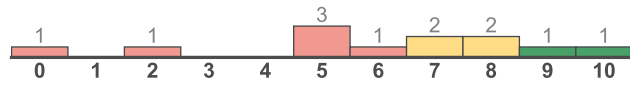


Most respondents rate the support they receive from their international partner to improve their strategies with a score of 7 or higher. However, the NP score (-20) falls below the Keystone benchmark (4).



h. Communications and publicising our work

Distribution of responses Mean: 6.0



Half of the respondents rate the effort of their partner to strengthen their communications and publicise their work with a score of 6 or lower. The NP score is below the Keystone benchmark for the region (-33 vs. 2).

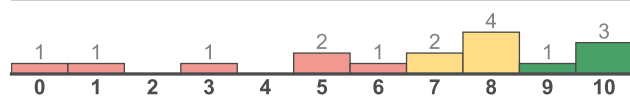
Net promoter score



Q2. Adaptable financing

Flexibility in adapting the terms of financial support so we can adjust our programmes to changing needs.

Distribution of responses Mean: 6.6



Results are mixed and scattered across the scale from 0 to 10, with the majority rating the flexibility in adapting financing as 7 or higher. The NP score is below the Keystone benchmark (-13 vs. 28).

Net promoter score



Q3. Responsiveness

[Name of organisation] listens and responds appropriately to our questions and concerns.

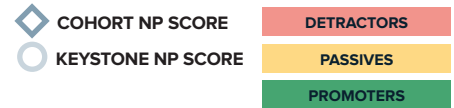
Distribution of responses Mean: 7.0



Respondents offer split perceptions on how well their partner listens to them and responds appropriately to questions and concerns, with an equal number of local organisations scoring negatively (0 to 6) and positively (9 and 10). The NP score is positive, however still falls below the Keystone benchmark (12 vs. 44).

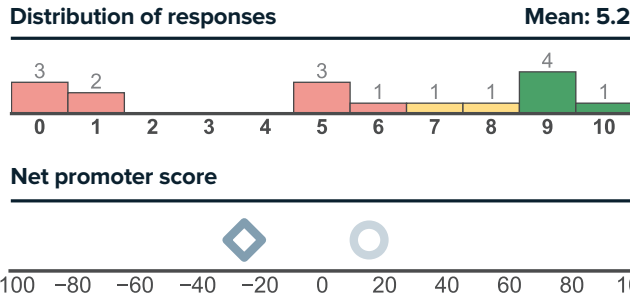
Net promoter score





Q4. Core funding support

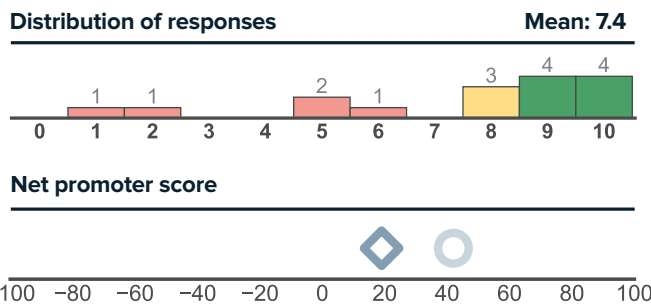
The funding we receive from [name of organisation] makes an appropriate contribution to my organisation’s core costs.



Well over half of respondents rate the financial support they receive to contribute to their organisation’s core costs with a score of 6 or lower. The NP score lies below the Keystone benchmark for the region (-25 vs. 15).

Q5. Contextual understanding

[Name of organisation] understands the context in which we work.



Half of the respondents positively view their partner’s contextual understanding of the work that is conducted at the local and national levels. Nevertheless, the NP score lies behind the Keystone benchmark (19 vs. 42).

Q6. Respect

[Name of organisation] treats us with respect.

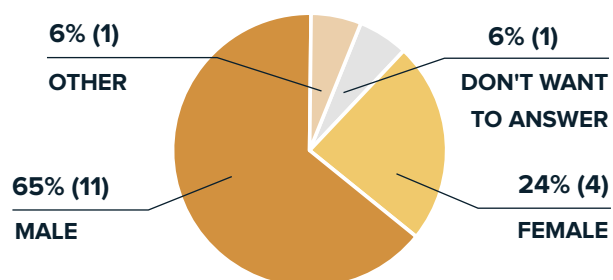


Most respondents give high ratings to whether their partners treat them with respect. The mean score of 7.9 is the highest among the survey questions. The NP score for this question is the only one above the Keystone benchmark for the region (44 vs. 34).

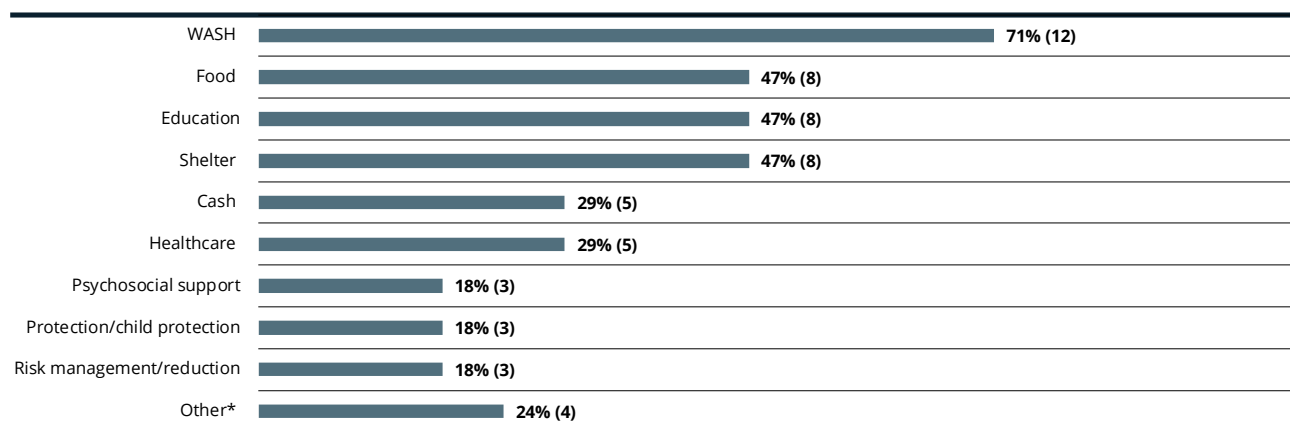


DEMOGRAPHICS

Gender



Services provided by local partners**



** Respondents were given the option to select multiple services.

* 'Other' includes entrepreneurship development, advocacy, non-food items, and volunteering.



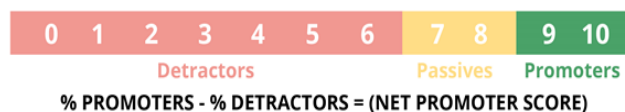
NOTE ON METHODOLOGY

Background

OECD donors and humanitarian actors made a series of commitments at the World Humanitarian Summit in Istanbul to increase the efficiency and effectiveness of humanitarian aid. The OECD secretariat seeks to assess whether the commitments made in The Grand Bargain are having the intended impact. As part of this exercise, Ground Truth Solutions has been commissioned to track the reforms set out in The Grand Bargain. The partner survey investigates Commitment 2 under The Grand Bargain – “more support and funding tools for local and national responders.”

Net Promoter Score

The NP score distinguishes between three constituent profiles: promoters, passives, and detractors. The NP score is widely accepted as a key performance indicator within the private sector capable of helping to understand customer loyalty to products or services. In the humanitarian context, the support provided by international agencies to national responders can be seen as surveyable services. This analysis provides the basis for the development of distinct strategies to work with each of the constituent profiles.



Promoters are people who rate a question as 9 and 10 on a 0 to 10 point scale. These are the champions. They are likely to be wholehearted and active enthusiasts who recommend services or, in this case, organisations, to their friends and colleagues.

Passives are those who give ratings of 7 and 8. They do not have major concerns, but they are not particularly enthusiastic about the specific aspects of the collaboration. However, with the right incentives, they could well become promoters.

Detractors are people who rate the questions from 0-6. They have fairly negative or mediocre perceptions on the question and their views are likely to negatively affect the collaboration and even the reputation of the international partner.

The NP score is calculated by subtracting the detractors from the promoters while ignoring the passives. A positive NP score indicates that among the respondents to a specific question, there are more promoters than detractors. Alternatively, a negative score indicates more detractors than promoters among those who answered a question.

Benchmarking the data

As the survey’s questions are adapted from the Keystone Accountability Partnership Survey, the results of this report have been compared to those of 40 international NGOs operating across Central America, Mexico, and the Caribbean and have also answered the questions posed to the current respondents. While these organisations have different goals and structures, there is a commonality that provides the basis for useful comparisons through benchmarks. The benchmarks offer a point of comparison based on the views of the partners of other international organizations in the region. Considering each organisation’s specific context, goals, and activities, the data should be interpreted with care. The benchmarks are calculated as the average ratings of the seven organisations, not the average of all survey respondents. This reduces the chance that data is skewed by larger organisations with larger respondent numbers.

Survey development

Ground Truth developed a survey tailored to gauge the experiences of local and national responders who administer humanitarian assistance in collaboration with INGOs and UN agencies. Closed questions use a 0-10 Likert scale to quantify answers, which have been analysed by comparing means, response patterns, as well as comparing their Net Promoter Score with benchmark data.

Sample size

Participation was voluntary and the sample consists of local partners of the seven international organisations who participated in the survey. Overall, 17 local partners provided feedback.

Sampling methodology

The partner survey was commissioned by the OECD and managed by Ground Truth Solutions. The questionnaire was built on an online platform and was administered to frontline partners in Haiti via email by the INGOs and UN agencies. Focal points were chosen to complete the survey on behalf of local partner organisation. Focal points are those who regularly manage donor relations on behalf of the organisation. Data was collected between April 28 and May 21, 2017.

Language of the survey

The survey was conducted in French, Haitian Creole, and English.

For more information about Ground Truth surveys in Haiti, please contact Nick van Praag (nick@groundtruthsolutions.org) or Andrew Hassan (andrew@groundtruthsolutions.org).