

Partner Satisfaction Survey Report

1st Round

2026

UNOPS

AHF Afghanistan Humanitarian Fund | THE WORLD BANK IBRD • IDA | WORLD BANK GROUP | IOM UN MIGRATION | UN WOMEN | UNFPA | UNDP | United Nations CERF Central Emergency Response Fund | From the People of Japan | WFP | UNHCR

Table of Contents

Executive Summary 3

1. Background 4

2. Objectives and Scope 5

3. Survey Methodology 6

4. Key Findings 7

4.1. Details of the persons filling out this survey 7

4.2. Overall Perception 8

4.3. Analysis and Dashboard 18

4.4. Referrals and Relationships 22

4.4.1. Partner Satisfaction with Referral Processes and Information Support 25

5. Recommendations 29

6. Conclusion 31

7. Way Forward 32

Document Information 33

Annexes 34

Annex I: Survey Questionnaire 34

Annex II: Partners' list who participated in the survey 34

Abbreviations

CFRM	Complaint Feedback Response Mechanism
IEC	Information, Education, and Communication
MIS	Management Information System
MOU	Memorandum of Understanding
NGO	Non-governmental Organization
UN	United Nations
UNOPS	United Nations Office for Project Services
ADIWG	Accountability and Disability Inclusion Working Group

Executive Summary

This report sets out the results of Awaaz Afghanistan's first Partner Satisfaction Survey round of 2026, administered through Google Forms from **1 to 31 July 2026**. It captures the views of implementing partners, United Nations agencies, clusters, working groups and other stakeholders involved in Awaaz's feedback and referral arrangements. The assessment considered partner experience across coordination, referral pathways, information management, dashboard use, inclusion and the overall effectiveness of Awaaz's services, supporting the mechanism's continued focus on accountability and improvement.

The survey received **143 responses** from a varied group of humanitarian and basic human needs actors, including national and international NGOs, United Nations agencies and coordination bodies. Through 36 questions, participants reflected on Awaaz's principal functions: enabling two-way communication, facilitating referrals, producing evidence for analysis, supporting complaint and feedback mechanisms, and coordinating systematically with partner organizations.

Key findings include:

- Timely and satisfactory answers to questions and requests were reported by **93%** of respondents.
- Only **1%** reported no effectiveness; the other **99%** selected either 'Highly Effective' or 'Moderately Effective' for Awaaz's contribution to their own complaint and feedback response mechanism.
- Awaaz's reach across different community groups was rated inclusive or very inclusive by **83%** of respondents.
- Accessibility for persons with disabilities and people with limited literacy was affirmed by **71%**, although **26%** were uncertain.
- Transparency in reporting service use and showing how feedback contributes to decisions was recognized by **76%** of respondents.
- Across the six referral-process indicators, highly satisfied responses ranged from **60%** to **78%**, while dissatisfaction was **0–1%**.
- Regarding engagement frequency, **52%** reported monthly coordination with Awaaz and **38%** reported quarterly coordination.

- During the preceding six months, **90%** had received between 1 and 100 referrals; the remaining **10%** reported volumes above 100.
- The three most frequently reported dashboard uses were communication with project participants (**67%**), development of evidence-based approaches (**63%**), and support to organizational decision-makers (**61%**).

Building upon a strong **99%** effectiveness rating, Awaaz is proactively optimizing its operational pipelines. Priority efforts focus on accelerating referral turnaround times, digitizing case-status loops, and expanding partner capacity-building programs to sustain high-impact service delivery across all provinces.

Taken together, the results position Awaaz Afghanistan as a dependable and responsive channel for structured system-wide feedback within the country's aid system. Applying the targeted improvements raised by partners can further reinforce transparent, coordinated and accountable practice.

1. Background

Awaaz Afghanistan has operated since 2018 as the country's only inter-agency helpline dedicated to communication and accountability. Its toll-free 410 service is available across mobile networks seven days a week, giving crisis-affected people with telephone access a direct means to request information, provide feedback or raise complaints concerning humanitarian and basic human needs assistance.

Within the Accountability and Disability Inclusion Working Group (ADIWG), Awaaz serves as an important link in Afghanistan's response coordination arrangements. The mechanism records priorities and concerns expressed by communities and conveys them to relevant actors, helping partners make assistance more transparent, responsive and attentive to the quality of delivery.

Calls to 410 are handled in Dari, Pashto, Pashai and English by trained multilingual operators, of whom **63%** are women. Operators provide information on available assistance and, when further action is required, route requests and complaints to the appropriate organization through established referral channels for partner follow-up.

Awaaz functions as an inter-agency complaint and feedback mechanism for national and international NGOs, United Nations entities, and civil society organisations (CSOs). Caller-provided data undergoes structured analysis based on demographic and contextual factors, such as gender, age, geographic location, and vulnerability criteria. Aggregated findings are made available through the interactive dashboard for planning, situational awareness and evidence-informed decisions, while individual cases are shared securely with the relevant partners and coordination structures. Together, these functions help the response better understand and act on community priorities across Afghanistan.

2. Objectives and Scope

The Awaaz Partner Satisfaction Survey is conducted twice a year to obtain feedback from United Nations agencies, coordination groups, and national and international partners working in Afghanistan. It examines partner perceptions of Awaaz and the extent to which it performs effectively as an independent, inter-agency Complaint and Feedback Response Mechanism (CFRM). Areas covered include coordination, referral management, information exchange, dashboard functionality, accessibility and responsiveness.

The assessment is concerned with partners' experience of the mechanism as a whole; it is not a technical review of how individual calls are handled. Its scope therefore centres on four connected functions: structured engagement with partners, management and dissemination of feedback information, operation of referral pathways, and provision of an accessible evidence platform for planning and decision-making. It also invites partners to identify both established strengths and areas where performance could be improved.

Regular analysis of these partner perspectives enables Awaaz to detect operational weaknesses, adjust working processes and strengthen collaboration and accountability to affected populations. Successive survey rounds also provide a reference point for monitoring change and checking whether services continue to reflect the needs of partners and crisis-affected communities in an inclusive and responsive manner.

3. Survey Methodology

For Round 1 of 2026, invitations were sent to **283** Awaaz partner organizations. Data collection took place online through Google Forms from **1 to 31 July 2026** and generated **143** completed responses. Participants represented national and international NGOs, United Nations agencies, clusters, working groups and other stakeholders involved in Awaaz's coordination and referral systems.

The instrument retained the structured 36-question format used in earlier rounds and included three-point rating scales, multiple-choice items and open-ended questions. Potential respondents were drawn from organizations connected to Awaaz through referral and coordination channels. The questionnaire examined organizational roles and experience across coordination frequency, referral timeliness, the clarity and usefulness of information, dashboard usability, inclusion, accessibility and Awaaz's contribution to complaint and feedback response systems.

Because the survey records perceptions, the results describe how respondents viewed Awaaz's performance during the first half of 2026 at the point of data collection. They are intended to guide practical adjustments to coordination, information sharing and referral management, while supporting wider accountability and service improvement.

4. Key Findings

4.1. Details of the persons filling out this survey

The 143 completed questionnaires provided perspectives from a wide cross-section of organizations working with Awaaz Afghanistan.

Figure 1 shows that national NGOs formed the largest respondent group at **56%**, with international NGOs accounting for a further **34%**. United Nations agencies represented **6%** and clusters **4%**. The profile indicates particularly strong participation by national partners, alongside continued input from international organizations and United Nations actors using Awaaz's coordination and referral arrangements.

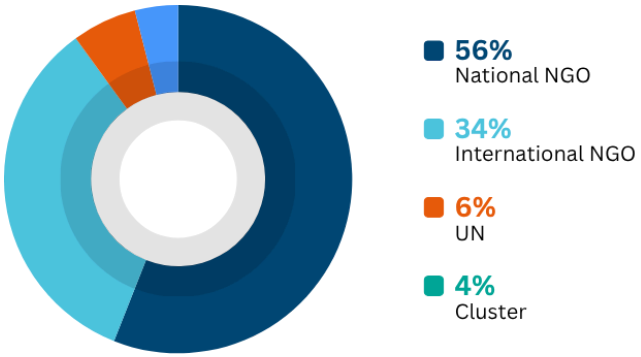

Figure 1: Details of the persons filling out this survey

As presented in Figure 2, men accounted for **73%** of respondents and women for **27%**. Although participation was weighted toward men, women professionals remained represented in the partner coordination and accountability structures covered by the survey.

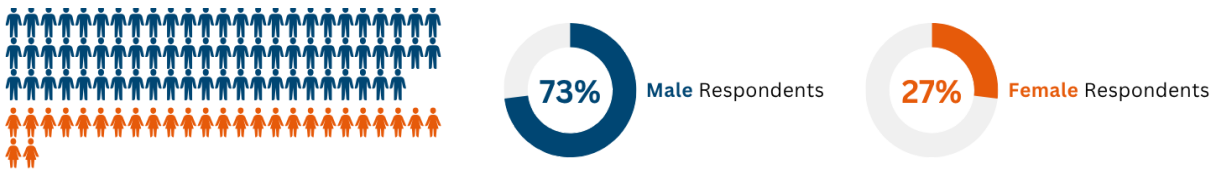

Figure 2: Respondents' details based on gender

4.2. Overall Perception

Question 1: How satisfied are you with the services provided by Awaaz?

Partner satisfaction was overwhelmingly positive. Of all respondents, **74%** selected 'Highly satisfied', **25%** selected 'Moderately satisfied', and only **1%** selected 'Dissatisfied'. This distribution indicates broad confidence in Awaaz's delivery, responsiveness and coordinating function. The moderately satisfied group, together with the small dissatisfied share, nevertheless provides a useful basis for identifying focused improvements without detracting from the strong overall assessment.



Figure 3: Respondents' satisfaction with Awaaz services

Question 2: How does your organization promote and share information about Awaaz to your project partners/participants/beneficiaries?

The findings show that organizations use several complementary methods to promote and share information about Awaaz. Awareness sessions and training were reported most often (**68%**), followed by printed and visual materials (**63%**) and integration into project activities and service-delivery points (**46%**). These results underscore the importance of combining direct engagement with practical visibility materials at locations where communities access assistance.

Other approaches included integration into CFM/AAP systems and referrals (**31%**), hotline promotion, digital platforms and media (**27%**), and communication through field staff and community networks (**23%**).

Overall, promotion remains strongly grounded in community-facing and project-based approaches. The comparatively lower use of digital, media and community-network channels suggests opportunities to diversify outreach and extend awareness among remote, underserved and less-connected population groups. Future outreach should

therefore make greater use of Awaaz's digital and social media channels and explore coordinated promotion through UNAMA's nationwide weekly radio programmes to expand awareness of the toll-free 410 hotline.

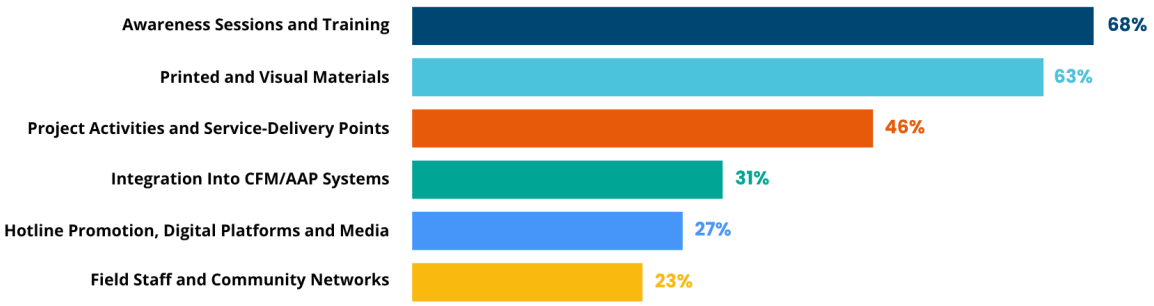

Figure 4: How the respondent's organizations promote and share information about Awaaz
Note: Multiple responses were permitted; therefore, percentages may exceed 100%.

Question 3: Do you think Awaaz communicates its policies and processes, including the referral mechanism, clearly and adequately?

Nine out of ten respondents (**91%**) considered Awaaz's policies, processes and referral mechanism to be communicated clearly and adequately; **9%** did not. The result indicates that most partners can access and understand the procedural information they need. Existing guidance, meetings, onboarding and direct communication appear to work well for the majority. However, the responses from the smaller group point to uneven exposure across organizations, especially among newer partners, and support more consistent documentation, orientation and communication of system changes. Clear communication is therefore a strong feature of the mechanism, but one that requires regular reinforcement across the network.

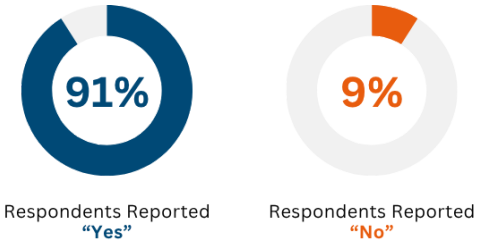

Figure 5: Respondents' perception of Awaaz's communication on policies, processes, and the referral mechanism.

Among respondents who considered Awaaz's policies, procedures and referral mechanism clear, examples included designated and registered organizational focal points, regular communication with those focal points, and the sharing of updated information that enables staff, partners and beneficiaries to access complaint and referral channels.

Respondents who reported insufficient understanding primarily attributed this to limited written guidance, orientation and practical training. Several noted that their current understanding was largely confined to displaying posters and informing beneficiaries to call the toll-free 410 hotline. They requested written policies and procedures, referral links, step-by-step guidance in local languages, clear complaint-processing timelines, and regular in-person or online orientation and refresher sessions.

Some respondents also recommended broader community sensitization beyond the relatively small number of project participants currently reached. Taken together, the findings indicate that communication is broadly effective, but more systematic documentation, onboarding and refresher support would help ensure consistent understanding across all partner organizations.

Question 4: Do you know the name of Awaaz's focal person assigned to liaise with your organization regarding follow-up on feedback and complaints submitted through the system?

Awareness of the designated Awaaz liaison was high: **86%** knew the focal person assigned to their organization, whereas **14%** did not. This suggests that contact arrangements are in place for most partners and generally enable direct coordination, referral follow-up and discussion of submitted feedback or complaints.

Visible and consistently communicated focal-point arrangements make it easier for organizations to request clarification, trace individual cases and coordinate within agreed timeframes. They also establish clearer accountability for information exchange and follow-up across the referral pathway.

Respondents who were unaware of their assigned focal person primarily reported that no individual had been formally introduced or that they had not received the person's

name and contact details. Communication was sometimes conducted through general Awaaz emails, messages signed only as the 'Awaaz Team', or emails from different staff, making the designated contact difficult to identify. Others noted that communication was managed by their Kabul or central office, that engagement had been infrequent, or that no cases had yet required follow-up. Respondents requested formal notification of each organization's focal person and contact details to support timely coordination and accurate guidance, particularly for sensitive GBV- and PSEA-related matters.

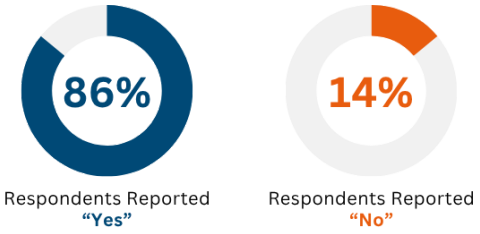

Figure 6: Respondents know the focal person to respond to Awaaz's feedback/complaints.

Question 5: How satisfied are you with how Awaaz mainstreams gender in its operations (especially handling complaints from both men and women)?

Views on gender mainstreaming were uniformly positive: **71%** were highly satisfied and **29%** moderately satisfied, with no dissatisfied responses. Partners therefore appear to recognize the value of Awaaz's gender-sensitive complaint handling, including multilingual assistance and access to both women and men operators. The lack of negative ratings is encouraging, while the moderately satisfied proportion signals that gender responsiveness should continue to be tested and strengthened. Overall, respondents regard this dimension as a well-established part of Awaaz's operating approach.



Figure 7: Awaaz gender mainstreaming initiatives

Future action should focus on converting more moderate ratings into high satisfaction by widening engagement with women and other underserved groups, particularly outside easily reached locations, and by making the availability of women operators

more visible. Refresher support on gender-sensitive referrals and continued review of feedback patterns can help ensure that services respond appropriately to different population groups.

Question 6: What do you think are Awaaz's greatest strengths?

As illustrated in Figure 8, accessible, free and nationwide service was the most frequently identified strength (**50%**). Respondents emphasized the toll-free hotline, multilingual support and Awaaz's ability to provide a national channel through which crisis-affected people can seek information, submit feedback and raise concerns.

Timely response and follow-up (**48%**) and confidentiality, trust and accountability (**42%**) were also widely recognized. These findings reflect appreciation for Awaaz's responsiveness, neutral positioning and commitment to handling feedback and complaints through a trusted and accountable mechanism.

Partner coordination and communication (**38%**) and referral and case management (**32%**) were also identified as important strengths.

Collectively, the responses show that partners value Awaaz not only for its reach, but also for the combination of timely engagement, confidentiality, structured referrals and coordination support that strengthens Accountability to Affected Populations across sectors.



Figure 8: Awaaz's greatest strength according to the respondents

Note: Multiple responses were permitted; therefore, percentages may exceed 100%.

Question 7: In your view, what areas could Awaaz improve to enhance its impact and effectiveness?

Community awareness and outreach was the most frequently identified area for improvement (**44%**). Partners emphasized the need for broader and more sustained visibility at the community level, particularly in remote and hard-to-reach locations, supported by community sessions, locally appropriate IEC materials and diversified communication channels.

Partner coordination and information sharing (**43%**) and referral follow-up and case resolution (**39%**) were also prominent. Respondents called for clearer and more regular communication, timely case-status updates, predictable response and closure timelines, and stronger feedback loops with both partners and beneficiaries.

Partner training and capacity-building (**22%**) was another recurring area. Respondents recommended regular orientation and refresher sessions to strengthen understanding of Awaaz policies, referral procedures, roles, safeguarding and confidentiality requirements, and use of the referral platform.

Hotline capacity and communication channels (**20%**) completed the five main themes. Overall, the findings point to practical opportunities to deepen outreach, coordination, follow-up, partner capacity and accessibility while preserving the strengths of the existing mechanism.



Figure 9: Awaaz's areas of improvement suggested by the respondents

Note: Multiple responses were permitted; therefore, percentages may exceed 100%.

Question 8: Have your beneficiaries ever tried to call Awaaz but were unable to reach an operator?

As shown in Figure 10, **47%** of respondents selected 'Don't Know', **27%** responded 'No', and **26%** answered 'Yes' when asked whether beneficiaries had tried to call Awaaz but were unable to reach an operator. The large unsure group suggests that many organizations may not systematically track unsuccessful call attempts. At the same time, the **26%** reporting such experiences warrants continued monitoring of call accessibility and peak demand, alongside communication with partners and communities on alternative or repeat-contact options.

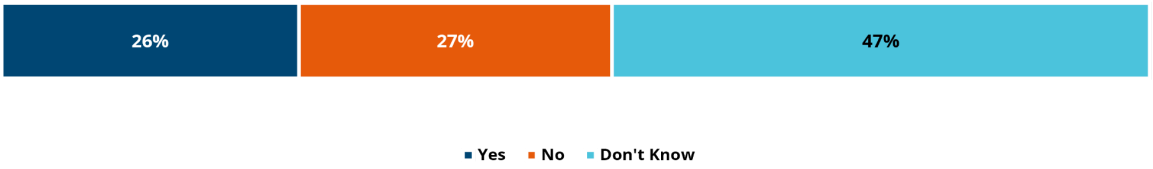

Figure 10: Reported difficulties beneficiaries faced in reaching Awaaz operators

Question 9: What would make Awaaz a more effective feedback-response mechanism for your cluster/organization?

Faster referrals, responses and follow-up were the most frequently identified improvement (**44%**). Respondents emphasized clearer response timelines, more timely case-status updates, and confirmation of referral outcomes and closure to strengthen transparency and confidence throughout the referral cycle.

Partner coordination and communication (**36%**) and community awareness and outreach (**34%**) were also prominent. Partners recommended more regular engagement, clearer focal-point arrangements, closer alignment with clusters and working groups, and broader promotion of Awaaz, particularly in remote and underserved areas.

Other suggestions included case updates and feedback analysis (**26%**), accessibility and communication channels (**22%**), and partner training and capacity-building (**19%**). Together, the findings show that timeliness, coordination, outreach, information use,

accessibility and partner capacity are the main priorities for further strengthening Awaaz's effectiveness.



Figure 11: Suggestions on how to increase Awaaz's effectiveness as a feedback response mechanism

Note: Multiple responses were permitted; therefore, percentages may exceed 100%.

Question 10: Is Awaaz transparent regarding how many people utilize its services, visit its web pages, and how the monthly feedback analysis is used to advocate for crisis-affected people's feedback and concerns, influencing humanitarian response decision-making?

More than three-quarters of respondents (**76%**) considered Awaaz transparent regarding service-utilization figures, website engagement and the use of monthly feedback analysis to inform advocacy and humanitarian decision-making. A further **24%** selected 'Not sure', while no respondents selected 'No'. The results demonstrate broad confidence in Awaaz's transparency while indicating that a sizeable group would benefit from clearer and more regular communication on how aggregated feedback data is analyzed, shared and translated into advocacy, planning and response decisions.



Figure 12: Suggestion on how Awaaz is transparent in terms of its services and monthly updates

Question 11: Do you feel your questions and requests to Awaaz have been answered in a timely and satisfactory manner?

A strong majority of respondents (**93%**) reported that their questions and requests to Awaaz had been answered in a timely and satisfactory manner. A further **6%** selected 'Sometimes', while **1%** responded 'No'. Respondents who selected 'No' or 'Sometimes' primarily cited delays in receiving responses, further clarification, and follow-up on submitted feedback or complaints; one respondent also reported that calls were occasionally left unanswered.

Respondents recommended more proactive and time-bound communication, regular updates on case status, and timely sharing of final outcomes with partners. One response also referred to a perceived gap between the high number of people seeking assistance and the support available. A few respondents had not yet contacted Awaaz or had only recently joined their organizations and were therefore unable to assess responsiveness.

Overall, the findings demonstrate high satisfaction with responsiveness, while emphasizing the importance of consistent communication, predictable follow-up and clear case outcomes across all referrals and partner requests.

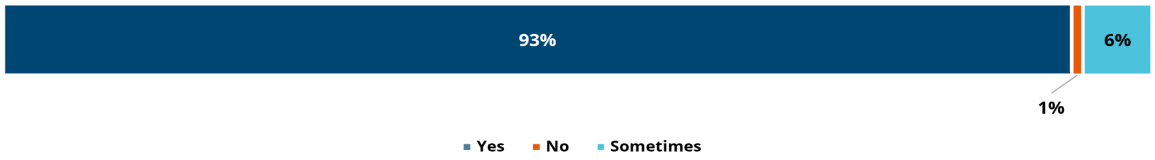

Figure 13: Respondents' feedback on the time taken for Awaaz to respond to questions and requests.

Question 12: What is the most significant challenge in coordinating with Awaaz?

Among the substantive challenges identified, delays in case follow-up and feedback accounted for the largest proportional share (**32%**). Limited coordination and direct engagement represented **20%**, followed by hotline and referral-system challenges (**19%**). These findings emphasize the importance of timely updates, visible case progress and predictable partner engagement.

Limited community awareness and accessibility accounted for **16%**, while incomplete or unclear referral information represented **13%**. The percentages show the proportional distribution of substantive coordination challenges and total 100%; responses reporting no challenge were excluded. Overall, the results point to follow-up, direct engagement, system accessibility and referral-information quality as the main areas requiring attention.

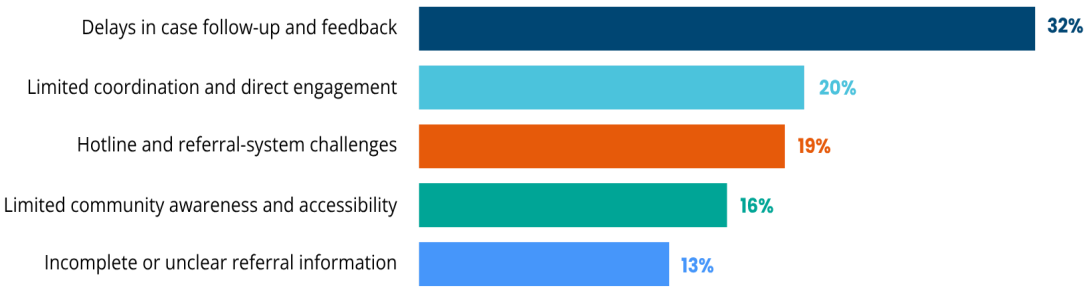

Figure 14: Key challenges in coordinating with Awaaz.

Question 13: Do you think Awaaz is accessible to people with disabilities and those with limited literacy?

A clear majority of respondents (**71%**) believe Awaaz is accessible to persons with disabilities and individuals with limited literacy. This reflects positive perceptions of features such as verbal hotline communication and multilingual support. However, **26%** selected 'Not sure', suggesting that many partners may have limited visibility into how accessibility measures operate in practice, while **3%** responded 'No'. The results support continued accessibility improvements and clearer communication about inclusive features and reasonable accommodations.



Figure 15: Accessibility for persons with disabilities and individuals with limited literacy.

Question 14: How inclusive is Awaaz in reaching different groups (women, youth, elderly, ethnic minorities, rural communities)?

Perceptions of inclusivity are strongly positive, with **47%** rating Awaaz as Inclusive and **36%** as Very Inclusive, bringing the combined positive rating to **83%**. These findings indicate that partners generally view Awaaz as effective in reaching women, youth, older people, ethnic minorities and rural communities. A further **8%** described the mechanism as Somewhat Inclusive.

Only **1%** rated Awaaz as Not Inclusive, while **8%** selected 'Don't Know'. Although the findings demonstrate broad confidence in Awaaz's inclusivity, the somewhat inclusive and unsure responses highlight the value of more targeted outreach and accessible communication for harder-to-reach and marginalized groups.



Figure 16: Inclusivity in reaching diverse and underserved communities.

4.3. Analysis and Dashboard

Awaaz provides evidence-based datasets through its interactive dashboard (www.awaazaf.org), offering disaggregated information by gender, age, location, feedback type and sectoral theme. Survey findings show that most partners accessed the dashboard at least monthly and used the data for communication with project participants, evidence-based programming, organizational decision-making, planning and reporting.

Awaaz has disseminated aggregated feedback analysis through coordination structures since May 2018, supporting a shared understanding of community concerns and evidence-informed decisions. In this survey, partners generally trusted the transparency of the information made available and recognized the dashboard's value for advocacy and operational choices. Their suggested improvements centred on more detailed disaggregation, simpler visualization, timelier information on case progress and referral

outcomes, stronger filtering and export tools, and periodic user orientation. These refinements would make an already important two-way communication resource more accessible and operationally useful.

Question 15: How many times in the last six months has your cluster/organization looked at the monthly feedback data analysis dashboard on the Awaaz website?

Engagement with the Awaaz monthly feedback data analysis dashboard varied among respondents. The largest group (**43%**) reported accessing it once a month, while **24%** reviewed it twice a month and **25%** accessed it once a week. These results show that **92%** of respondents used the dashboard at least monthly during the previous six months.

A further **8%** indicated that they had never accessed the dashboard. Overall, the results demonstrate regular use among most partners while highlighting an opportunity to strengthen awareness, orientation and routine application of dashboard insights among non-users.

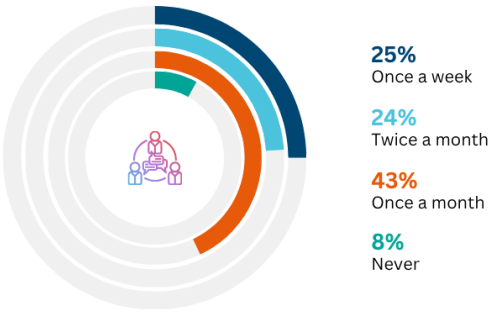

Figure 17: Respondents visited the Awaaz website in the last six months.

Question 16: If you have never viewed the monthly feedback analysis dashboard on the Awaaz website, what are the main reasons?

Among respondents who had never accessed the dashboard, **42%** cited other responsibilities or a busy schedule. A further **33%** reported that they had only recently started engaging with Awaaz and had not yet visited the website, while **17%** did not know about the dashboard. These findings suggest that competing priorities and limited exposure are the main barriers to use.

The remaining **8%** reported difficulty filtering information and identifying what would be most useful. Increasing awareness, demonstrating the dashboard's practical value and providing concise orientation on navigation, filtering and interpretation could therefore support wider and more effective use.



Figure 18: Respondents' feedback on the Awaaz dashboard.

Question 17: How does your organization use the feedback information on the dashboard?

Partners use Awaaz dashboard information for several strategic and operational purposes. Strengthening communication channels with project participants was reported most often (**67%**), followed by establishing evidence-based approaches (**63%**) and informing organizational decision-makers for better programming and project planning (**61%**).

The data are also used to improve planning and strategies (**59%**), strengthen donor reporting (**59%**), triangulate findings with complaints and feedback collected through organizations' internal mechanisms (51%), and improve policies and priorities (**49%**). Overall, the dashboard supports communication, analysis, planning, reporting and organizational decision-making across partner organizations.



Figure 19: How respondents use the information on Awaaz's dashboard.

Note: Multiple responses were permitted; therefore, percentages may exceed 100%.

Question 18: In your view, how could the Awaaz dashboard and data analysis be improved to better support your cluster or organization?

Partners generally regarded the dashboard as a useful source for planning, reporting, coordination and follow-up, but asked for greater analytical flexibility. They proposed more customizable disaggregation by district or village, sector or cluster, gender, age, vulnerability and feedback type, subject to confidentiality requirements. Greater granularity would allow organizations to isolate recurring concerns, tailor programme decisions and examine patterns relevant to their own geographic or sectoral responsibilities.

Respondents also sought a clearer presentation of trends. Proposed features included more intuitive graphics, comparisons across periods and locations, heat maps, and short analytical summaries that convert complex datasets into practical messages. Accompanying interpretive briefs were viewed as particularly useful for highlighting emerging risks and priority issues without requiring each organization to conduct extensive additional analysis.

A further set of suggestions concerned the speed and visibility of updates. Partners wanted more frequent data refreshes and clearer information on referral stage, response time, closure and final outcome. Where technically and ethically appropriate, notifications for urgent or high-risk cases were also proposed. Such functions could improve oversight of follow-up and clarify accountability for both clusters and implementing partners.

Ease of access and navigation formed another priority. Respondents requested simpler filters, more convenient exports, views tailored to individual organizations or clusters, and interfaces that work effectively on mobile devices. They also raised accessibility for persons with disabilities and recommended recording incidents according to the relevant project location rather than only the caller's residence. Regular demonstrations and refresher sessions would further help staff interpret the dashboard and apply its findings appropriately.

Question 19: How effectively is Awaaz facilitating two-way communication between your organization and crisis-affected communities?

Responses indicate a very strong perception of Awaaz's effectiveness in facilitating two-way communication between organizations and crisis-affected communities. More than half (**55%**) rated Awaaz as Excellent and **40%** as Good, producing a combined positive rating of **95%**. This reflects broad partner confidence in Awaaz's role as an intermediary mechanism through which communities can raise concerns and organizations can receive and act on feedback.

A further 4% rated the mechanism as Fairly Good and **1%** as Not Good at All. Although negative perceptions remain minimal, continued attention to responsiveness, accessibility and closure of feedback loops can help ensure that two-way communication remains timely, inclusive and effective.

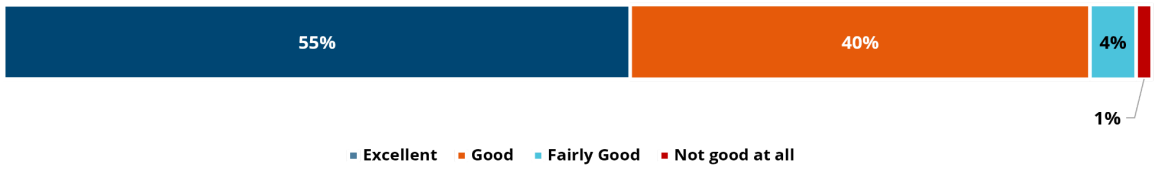

Figure 20: Efficiency of Awaaz's two-way communication with crisis-affected people.

4.4. Referrals and Relationships

The referral findings show that Awaaz continues to connect communities and organizations through timely information exchange, case routing and coordinated follow-up. Partners generally rated the timing of referrals, the usefulness and relevance of supporting information, and the platform's usability positively. This pattern indicates that the underlying referral mechanism is regarded as reliable and practical for operational use.

Engagement with partner organizations is also reasonably regular, most commonly on a monthly or quarterly basis. Ratings for response timeliness, information quality and clarity of timeframes were consistently strong. Even so, respondents asked for more

predictable communication after referral, better visibility of case progress and closure, and clearer application of agreed coordination procedures.

Potential coordination improvements included formally identifying focal points, using cluster and working-group forums more systematically, and closing the feedback loop with both organizations and beneficiaries. Partners also encouraged earlier checks on whether a referral falls within an organization's mandate and area of operation, supported by current service mapping, to reduce avoidable transfers and processing time.

The dashboard complements these referral functions by supplying information for programme planning, communication, donor reporting and evidence-based decisions. Partners would like more disaggregated analysis, easier-to-read graphics, faster updates and stronger case-monitoring functions. Better filters, mobile access and practical user orientation were likewise identified as ways to increase effective use.

In summary, partners expressed confidence in Awaaz's referral and feedback arrangements while identifying a focused set of improvements that could make coordination, transparency and response follow-up more consistent.

Question 20: How frequently does Awaaz coordinate with your cluster, working group, sub-working group, or organization regarding referrals and information sharing?

Coordination between Awaaz and clusters, working groups, sub-working groups and partner organizations occurs regularly. More than half of respondents (**52%**) reported monthly coordination and **38%** reported quarterly coordination, meaning **90%** experienced engagement at least once per quarter. Smaller proportions reported semi-annual (**3%**) or annual (**7%**) coordination. The findings demonstrate generally consistent communication while indicating an opportunity to increase the predictability of engagement for organizations interacting less frequently.

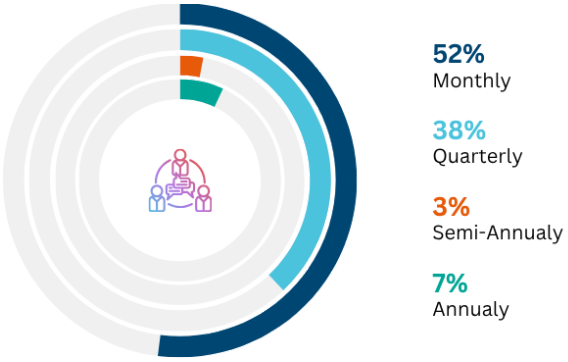

Figure 21: Awaaz coordination with clusters, working groups, and partners.

Question 21: In your view, how can Awaaz further enhance its engagement and coordination with your organization, cluster, working group, or sub-working group?

Partners generally considered their engagement with Awaaz constructive, but many wanted it to occur on a clearer and more regular schedule. Monthly or quarterly meetings, short briefings and joint case-review sessions were suggested as practical formats for exchanging updates and resolving operational issues. A predictable calendar of engagement would also help align expectations and maintain systematic referral follow-up.

Responses further emphasized the need for recognizable contact persons and dependable two-way communication. Formally shared focal-point details, agreed handling periods and prompt case-status information would clarify who is responsible for each step. Consistent application of these arrangements could improve both accountability and the speed of coordination with implementing partners and coordination bodies.

Capacity support and more purposeful information exchange were also proposed. Partners recommended initial and refresher orientation on referral pathways and accountability requirements, regular Awaaz contributions to existing cluster and working-group meetings, and sector-focused summaries of feedback patterns. These measures would strengthen shared understanding and help organizations use community evidence in programme decisions.

Question 22: Approximately how many cases has Awaaz referred to your organization through its referral pathway in the past 6 months?

A large majority of respondents (90%) reported receiving 1–100 cases through the Awaaz referral pathway in the previous six months. A further 5% received 100–200 cases, 3% received 200–300 cases, and 2% received more than 300 cases. The distribution shows that referral volumes vary considerably according to organizational mandate, scale, sector and geographic coverage, with most partners managing lower volumes and a small group handling substantially larger caseloads.

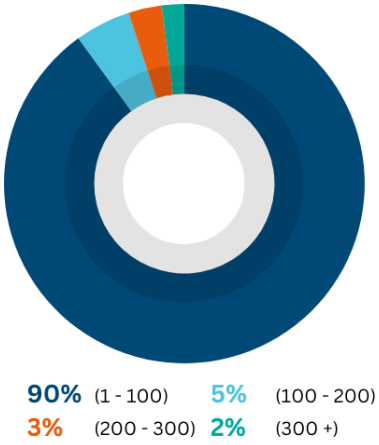

Figure 22: Number of cases referred by Awaaz

4.4.1. Partner Satisfaction with Referral Processes and Information Support

Figure 23 brings together six measures of partner experience with Awaaz's referral pathway and information support. The measures cover how promptly referrals are shared, whether the information is sufficient and relevant, responsiveness to partner feedback, clarity of case-handling timelines and ease of using the platform. High satisfaction predominates across every measure, indicating consistent confidence in the pathway's timeliness, information quality and usability.

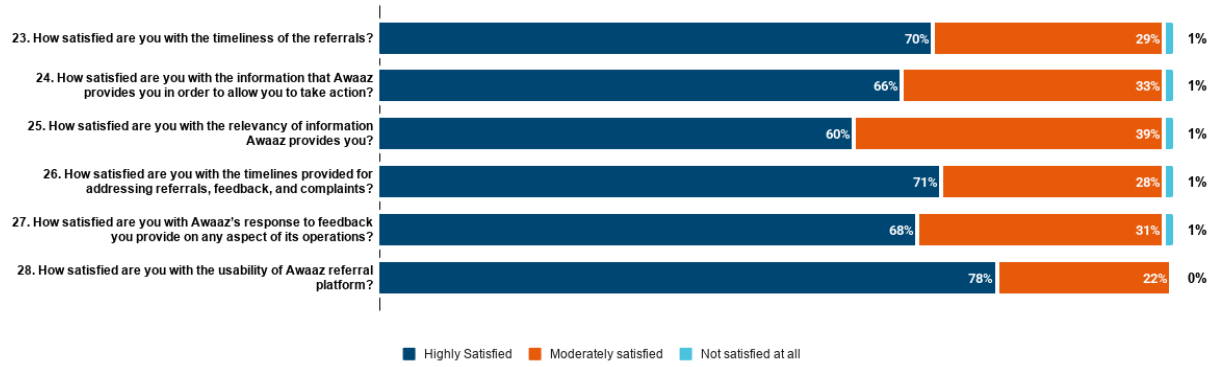

Figure 23: Partner Satisfaction with Referral Processes and Information Support.

Across Questions 23–28, partners reported consistently high satisfaction with Awaaz's referral processes and information support. For referral timeliness (Q23), **70%** were highly satisfied, **29%** moderately satisfied and **1%** dissatisfied. For the timelines provided to address referrals, feedback and complaints (Q26), **71%** were highly satisfied, **28%** moderately satisfied and **1%** dissatisfied.

Regarding the adequacy of information provided to enable action (Q24), **66%** were highly satisfied, **33%** moderately satisfied and **1%** dissatisfied. For the relevance of information (Q25), **60%** reported high satisfaction, **39%** moderate satisfaction and **1%** dissatisfaction, confirming that partners generally consider Awaaz's information actionable and relevant.

Responsiveness to partner feedback (Q27) received **68%** highly satisfied, **31%** moderately satisfied and **1%** dissatisfied. Platform usability (Q28) received the strongest rating: **78%** were highly satisfied, **22%** moderately satisfied and no respondents were dissatisfied. This indicates that the platform is widely perceived as intuitive and supportive of efficient referral management.

Across all six indicators, highly satisfied responses ranged from **60%** to **78%**, while dissatisfaction remained at **0–1%**. The consistency of these results underscores strong partner confidence in the timeliness, information quality, responsiveness and usability of Awaaz's referral pathway.

Question 29: How can Awaaz improve its referral platform?

Respondents primarily recommended strengthening case tracking and follow-up by accelerating referral processing, establishing clear response timelines, and providing real-time updates on referral status and outcomes. Suggested platform enhancements included automated email or SMS notifications, two-way case tracking, clearer assignment of responsible focal points, response-time monitoring, and regular feedback to referring organizations. Several respondents also called for a more user-friendly interface, improved dashboard navigation and filtering, standardized referral forms, more detailed reporting features, and offline or mobile access for personnel working in areas with limited connectivity.

Other recommendations focused on coordination and referral quality. Respondents proposed expanding and regularly updating service-provider mapping, increasing referral coverage across provinces, improving coordination with partners, clusters and working groups, and holding regular coordination meetings. They also requested clearer referral guidance, periodic orientation and refresher training for focal points, and practical training on case management, safeguarding, confidentiality and survivor-centred approaches. Respondents emphasized that improvements should maintain strong confidentiality controls, inclusive access and appropriate protection of sensitive information.

A smaller number suggested broader community engagement, more responsive handling of calls and regular communication among focal points. Some indicated that the platform was already functioning well and required no major improvement, while several offered no substantive suggestion. Overall, the responses favour objective, standardized eligibility and prioritization criteria for referrals, supported by improved tracking, coordination, guidance and system usability.

Question 30: To what extent is Awaaz effective in improving the complaint and feedback response mechanism of your organization?

Respondents almost unanimously viewed Awaaz as strengthening their organization's complaint and feedback response mechanism: **67%** selected 'Highly Effective', **32%** 'Moderately Effective', and **1%** 'Not Effective at All'. The **99%** combined positive result reflects confidence in Awaaz's support to case management, referrals, organizational accountability and responses to community concerns.



Figure 24: Respondents' rating of Awaaz's effectiveness in improving the CRM - FRM system

5. Recommendations

The closed and open-ended findings point to a clear overall message: partners value Awaaz's coordination, referral and information-management functions, but also see specific opportunities to improve how these functions are delivered. The following actions bring together the priorities most consistently raised across the questionnaire:

- Establish a predictable schedule of monthly or quarterly coordination and complete a periodic focal-point refresh across the partner network. Formally share updated contact matrices identifying primary and secondary focal points at national and sub-national levels, including designated contacts for sensitive PSEA and GBV referrals, and maintain regular communication on referral progress, outcomes and closure.

- Broaden awareness of Awaaz in remote and underserved communities through face-to-face sessions, locally appropriate IEC materials, digital and social media campaigns, and coordinated use of broadcast opportunities, including UNAMA's nationwide weekly radio programmes. Promote the toll-free 410 number as the principal inter-agency feedback and referral hotline, while coordinating messaging with partners to reduce confusion and risks associated with multiple hotlines.

- Further improve dashboard usability through clearer navigation and visualization, simplified and interactive filtering, advanced disaggregation, downloadable reports and concise analytical summaries tailored to busy programme managers. Develop a simple "Quick Start" infographic for partner onboarding and provide short, periodic refresher clinics or micro-learning sessions to help partners interpret and apply dashboard findings.

- Make referral processing more transparent and efficient by displaying standardized case-status labels such as Pending, In Progress and Resolved; introducing automated notifications and two-way tracking; identifying the responsible focal person for each case; and confirming outcomes. Agree with partner focal points on differentiated target response and resolution periods for urgent and standard referrals, while applying robust confidentiality measures to sensitive cases.

- Keep the hotline, platform and outreach materials accessible through mobile-friendly, multilingual, gender-responsive and disability-inclusive design, and assess safe supplementary channels and offline options for low-connectivity locations.
- Monitor unsuccessful call attempts, peak-hour demand and abandonment patterns, and use the findings to adjust operator coverage and shift arrangements where feasible. Communicate clearly with partners and communities on the hotline's operating hours and available follow-up channels.
- Provide systematic induction and refresher support for partner focal points covering Awaaz policies, referral steps, platform functions, case management, safeguarding, confidentiality and survivor-centred practice. Include practical dashboard demonstrations, the Quick Start infographic and brief refresher clinics as part of new-partner onboarding and continuing support.
- Share consolidated feedback patterns, referral results, operational updates and lessons with partners and coordination groups on a regular basis, making clear how community input contributes to advocacy, planning and response decisions.
- Strengthen service-provider mapping and referral alignment with organizational mandates and geographic coverage; periodically review partner satisfaction and future survey design, including confidentiality assurances and opportunities to reduce repetitive questions.

6. Conclusion

Results from the first 2026 survey round confirm that partners continue to see Awaaz Afghanistan as a credible, cross-sectoral mechanism for complaints, feedback and referrals. Strong ratings were recorded for accessibility, confidentiality, coordination, referral performance and responsiveness. By linking crisis-affected communities with the organizations responsible for assistance, Awaaz supports both accountability and meaningful two-way communication within Afghanistan's response system.

Partners were particularly positive about the explanation of policies and referral procedures, the timeliness and relevance of shared information, and the practicality of the referral platform. Monthly or quarterly engagement was common, while dashboard data continued to inform communication, programming, planning and donor reporting. The near-unanimous positive assessment of Awaaz's contribution to organizational complaint and feedback systems further demonstrates the mechanism's perceived value.

Partners also recognized Awaaz's efforts to reach diverse groups. While overall perceptions of inclusivity were positive, the sizable proportion unsure about accessibility for persons with disabilities and people with limited literacy indicates a need to strengthen both inclusive measures and communication about how those measures work in practice.

Targeted priorities include faster and more visible referral follow-up, clearer focal-point arrangements, more predictable coordination, wider community outreach, improved dashboard analysis and navigation, and regular partner orientation. Addressing these areas while preserving confidentiality, neutrality and inclusive access will further strengthen the mechanism's efficiency, transparency and credibility.

7. Way Forward

- Strengthen structured coordination through predictable engagement and a regular partner focal-point refresh, supported by formal contact matrices that identify primary, secondary and sensitive-case contacts.
- Improve referral transparency through standardized case-status labels, automated notifications, two-way tracking and agreed response and resolution targets differentiated for urgent and standard cases.
- Monitor call accessibility and peak-hour demand, adjust operator coverage where feasible, and communicate the hotline's operating hours and follow-up arrangements clearly to partners and communities.
- Increase awareness of the toll-free 410 hotline through community outreach, digital and social media campaigns, and coordinated broadcast opportunities, including UNAMA's nationwide weekly radio programmes, while promoting consistent messaging to reduce confusion arising from multiple hotlines.
- Improve dashboard use through simpler interactive filters, concise analytical summaries, a Quick Start infographic for partner onboarding, and short periodic refresher clinics or micro-learning sessions.
- Maintain updated service mapping, strong confidentiality safeguards, inclusive and low-connectivity access options, and sustained partner cooperation to support timely case resolution and collective accountability.

Document Information

Revision History

Date	Name	Title	**Contribution**
August 2026	Nasratullah Omed	Communications and Reporting Officer	Drafted the document
September 2026	Edrees Omed	Project Manager	Reviewed
September 2026	Maria Casiana Stama	Project Management Office Specialist - Head of PMO	Reviewed
September 2026	Ffion Conlon	Head of Partnerships Development Unit	Reviewed
September 2026	Azusa Chiba	Head of Programme	Final approval

For more information on this document, please contact:

Edrees Omed

Project Manager

Awaaz Afghanistan

UNOPS Afghanistan

+93 (0) 728 932 760

EdreesO@unops.org

Annexes

Annex I: Survey Questionnaire

Partner satisfaction survey questionnaire (Link)

Annex II: Partners' list who participated in the survey

#	Organization Name	Abbreviation
1	Afghan Amputee Bicyclists for Rehabilitation And Recreation	AABRAR
2	Agency for Assistance and Development of Afghanistan	AADA
3	Action Against Hunger	AAH
4	Afghan Alfouz Innovational Welfare Organization	AAIWO
5	Afghanistan Blind Management	ABM
6	Asia Community Development Organization	ACDO
7	Afghanistan Center for Training and Development	ACTD
8	Agency for Technical Cooperation and Development	ACTED
9	ActionAid Afghanistan	ActionAid
10	Accountability and Disability Inclusion Working Group	ADIWG
11	Afghanistan Development and Welfare Services Organization	ADWSO
12	Afghanaid	Afghanaid
13	Afghans Humanitarian Aids and Development Org	AHADO
14	Afghanistan Institute for Civil Society	AICS
15	Aga Khan Foundation	AKF
16	Afghanistan National Re-Construction Coordination	ANCC
17	Afghanistan National Hope Charity Organization	ANHCO
18	Afghan Peace Builders Humanitarian Organization	APBHO
19	Ansari Rehabilitation Association for Afghanistan	ARAA

20	Agency for Rehabilitation Assistance & Development of Afghanistan	ARADA
21	Afghanistan Relief and Sustainable Development Organization	ARSDO
22	Afghanistan Rehabilitation and Women Education Organization	ARWEO
23	Afghan Social Organization for Women	ASOW
24	Afghan Women Association for Rehabilitation & Development	AWARD
25	Action for Welfare and Development of the Rural Environment Organization	AWDREO
26	Afghan Women Educational Center	AWEC
27	Afghanistan Women Mission Empowerment Organization	AWMEO
28	Afghan Women United Development Organization	AWUDO
29	Afghan Youth Education and Health Organization	AYEHO
30	Afghan Youth Services Organization	AYSO
31	Bu Ali Rehabilitation & Aid Network	BARAN
32	Bakhter Development Network	BDN
33	Care International Afghanistan	CARE
34	Community Development And Social Affairs Charity Organization	CDSACO
35	Coordination of Humanitarian Assistance	CHA
36	Cordaid	Cordaid
37	Coordination of Rehabilitation and Development Services for Afghanistan	CRDSA
38	Community World Service Asia	CWSA
39	Concern Worldwide	CWW
40	Development & Ability Organization	DAO
41	Danish Refugee Council	DRC
42	Education Cluster	Education Cluster
43	Educational, Social and Agricultural Organization	ESAO

44	Ehsas Welfare and Social Services Organization	EWSSO
45	Female Rehabilitation and Development Organization	FRDO
46	Green Social Research Organization	GSRO
47	Green Way Organization	GWO
48	Humanitarian Assistance & Development Association	HADAAF
49	Hagar International	Hagar International
50	Harakat - Afghanistan Investment Climate Program	HARAKAT
51	HealthNet TPO	HealthNet TPO
52	Handicap international	HI
53	Hungarian International Aid	HIA
54	Hand in Hand Afghanistan Organization	HIHAO
55	Humanitarian Organization for the People of Afghanistan	HOPA
56	Health Care and Social Development Organization	HSDO
57	International Committee of the Red Cross	ICRC
58	International Medical Corps	IMC
59	Relief International	International NGO
60	INTERSOS	INTERSOS
61	International Organization for Migration	IOM
62	International Rescue Committee	IRC
63	Islamic Relief Worldwide	IRW
64	Kunduz Rehabilitation Agency	KRA
65	Kandahar Refugee Organization	KRO
66	Medical and Nutrition Global Aid	MAGNA
67	Medica Afghanistan Women Support Organization	MAWSO
68	Mission East	ME

69	Medair	Medair
70	Maihan Humanitarian Convergence Organization	MHCO
71	Mine Action Sub-Cluster	Mine Action Sub-Cluster
72	Medical Management Research Courses for Afghanistan	MMRCA
73	MOVE welfare Organization	MOVE
74	Mahboba Promise Afghanistan	MPA
75	Norwegian Afghanistan Committee	NAC
76	Norwegian Church Aid	NCA
77	National Organization of Initiative and Action	NOIA
78	NOVE ONLUS	NOVE ONLUS
79	Norwegian Refugee Council	NRC
80	New Way Social and Development Organization	NSDO
81	New Society Reconstruction and Development Organization	NSRDO
82	Organization for Afghan Women Capacity and Knowledge	OAWCK
83	Organization for Community Coordination and Development	OCCD
84	Organization for Coordination of Humanitarian Relief	OCHR
85	Organization for Development and Sustainable Services in Afghanistan	ODSSA
86	Organization for Human Relief	OHR
87	Organization of Human Welfare	OHW
88	Organization for Management, Education, Environment and Development	OMEED
89	Operation Mercy	Operation Mercy
90	Organization for People Health in Action	OPHA
91	People in Need	PIN
92	Premiere Urgence Internationale	PU-AMI

93	Relief International	Relief International
94	Relief Humanitarian Development Organization	RHDO
95	Rural Rehabilitation Association for Afghanistan	RRAA
96	Rah-e-Rahnaward Social Welfare Organization	RRSWO
97	Razi Social Development Organization	RSDO
98	Solidarity for Afghan Families	SAF
99	Save the Children	SCI
100	Society Educational Awareness Research Consultancy and Health Organization	SEARCHO
101	Serve Afghanistan	Serve Afghanistan
102	Sustainable Goals Organization for Afghanistan	SGOA
103	Shelter for Life International	Shelter for Life International
104	Sound Humanitarian, Participatory & Organizational Uplift	SHPOUL
105	Supportive Organization for Destitute Children	SODC
106	Skills Training and Rehabilitation Society	STARS
107	Shanti Volunteer Association	SVA
108	Today's Afghanistan Conciliation Trust	TACT
109	Terre des hommes	Tdh
110	The HALO Trust	The HALO Trust
111	The Liaison Office	TLO
112	Turquoise Mountain - Afghanistan	TM
113	United Nations Development Programme	UNDP
114	United Nations Educational, Scientific and Cultural Organization	UNESCO
115	United Nations Children's Fund	UNICEF
116	United Nations Office for Project Services	UNOPS

117	The Welfare Association For The Development Of Afghanistan	WADAN
118	Water Aid for Afghanistan	WAFA
119	War Child Canada	War Child Canada
120	WASH Cluster	WASH Cluster
121	Women for Afghan Women	WAW
122	Women Cooperation Organization for Development	WCOD
123	Watan Development and Initiative organization	WDIO
124	WeWorld-GVC Afghanistan	WeWorld-GVC
125	Welthungerhilfe Afghanistan	WHH
126	World Health organization	WHO
127	Welfare Organization Rehabilitation Livelihood and Development	WORLD
128	World Vision International	WVI
129	Youth's Assembly for Afghanistan Rehabilitation	YAAR
130	Youth Health & Development Organization	YHDO
131	Your Voice Organization	YVO