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د افغانستان آواز  
Awaaz Afghanistan



# Awaaz Afghanistan

The Inter-Agency Communication and Accountability Centre

## Partner Satisfaction Survey Report

April  
2023

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## ABBREVIATIONS

CRM	Complaint Response Mechanism
FRM	Feedback Response Mechanism
IEC	Information, Education and Communication
MoU	Memorandum of Understanding
NGO	Non-governmental organisation
UN	United Nations
UNOPS	United Nations Office for Project Services

## Executive Summary

This report presents the results of the Awaaz Afghanistan Partner Satisfaction Survey conducted by UNOPS/Awaaz in February 2023. The study evaluated the degree of the clusters, working groups, UN agencies and humanitarian partner's satisfaction with Awaaz products. These products include information sharing, data presentation, analysis, referral pathways and partnerships. Data was collected using an online platform (Google Forms).

The survey gathered feedback from 61 field-based respondents representing a wide range of partners: UN agencies (9), representatives of the clusters (3), international (22) and national (27) NGOs.

Overall, responses from the humanitarian partners and agencies show a similar pattern as during the previous survey in 2022, with improvements on some questions. Respondents who are using Awaaz as a complementary Complaint Feedback Response Mechanism (CFRM) feel slightly more positive about most questions, particularly in comparison to respondents who rarely used Awaaz services.

Key findings from the survey were as follows:

- Awaaz services, referral platform, data sharing, partnerships and handling complaints and feedback received positive high respondent ratings.
- More than 91% of respondents are satisfied with the quality of the information shared through the referral system.
- 90% of partners surveyed, particularly those who have a signed MoU with Awaaz, were satisfied with the way Awaaz mainstreams gender in its operations, especially in terms of handling complaints/feedback from the crisis-affected men and women.
- A significant number of respondents agreed that one of the main benefits of Awaaz is the availability of data that can be used for project/programme planning and implementation from the Awaaz Dashboard. Another main benefit of Awaaz is the knowledge gained by the humanitarian field staff at the ground level through outreach and capacity-building initiatives.
- Majority of respondents agreed that Awaaz is a knowledgeable, trustworthy, confidential and reliable Complaint Feedback Response platform for humanitarian intervention.

## 1. Background

Awaaz Afghanistan is the country's first and only inter-agency communication and accountability helpline, a call centre providing toll-free cross-network hotline (410) open seven days a week that affected populations with access to a mobile phone can dial to access information and register feedback/complaints on assistance programmes. Established in 2018, Awaaz has been operating as an integral part of the humanitarian response, fully integrated into the Accountability to Affected Populations Working Group (AAPWG) in Afghanistan. As a community engagement initiative, Awaaz provides a two-way communications channel where needs and priorities, as reported on the ground, are circulated to partners to help improve the quality of programming in Afghanistan. By dialling 410, anyone with access to a phone can speak to one of Awaaz's multilingual operators (50% of whom are women) in either Dari, Pashto, Urdu or English to access information on, or lodge feedback about, ongoing humanitarian activities around the country.

Awaaz provides information on humanitarian services to affected people, enhancing access to humanitarian assistance, linking callers with the established referral systems and providing a complementary complaint and feedback mechanism to united nations and active humanitarian partners. Relaying this self-identification of needs and priorities to the humanitarian community (disaggregated by gender, age, location and needs), both via regular dashboards for situational awareness and on a case-by-case basis with relevant clusters and partners, promotes a better understanding of the priority concerns and preferences of affected people across the country.

## 2. Objectives and Scope

This report summarises results from the Awaaz partner satisfaction survey 2023, exploring perceptions of humanitarian partners regarding Awaaz's services and products. Awaaz conducted this annual survey among UN agencies, clusters, working groups, and national and international organisations in Afghanistan. The survey's main objective was to track how effectively Awaaz is perceived to be performing in the view of the humanitarian partners and agencies. In addition, the 2021 survey also measures awareness and perceptions of Awaaz's key partners and its pledge to strengthen the complementary Complaint Feedback Response Mechanism CFRM in Afghanistan.

The partner satisfaction survey was not designed to measure the call centre's performance in handling the calls but to capture respondents' views on Awaaz's overall performance in a given context and help identify potential areas for improvement. The 2023 partner satisfaction survey covers Awaaz's four core functions: coordination,

information management, referral pathway, and dashboard. The survey enables Awaaz to improve its products and services and monitor progress against its assigned objectives.

### 3. Survey Methodology

As with previous years, survey respondents were identified through the Awaaz Afghanistan existing referral channel. Awaaz invited 119 partners to participate in the survey via an online Google Form platform from 15 February 2023 to 5 March 2023.

A total of 36 questions were asked in the survey. Partners were asked to describe themselves and their role in the humanitarian response. The survey then asked partners to measure and evaluate Awaaz's coordination and collaboration; to rate Awaaz's analysis, dashboard, referral pathway and relationship. The 2023 partner satisfaction survey employed a three-point rating scale similar to other surveys.

As a perception-based questionnaire, the partner survey strictly reflects respondents' individual perceptions at the time of the survey.

### 4. Key Findings

#### 4.1. Details of person filling out this survey

Awaaz Afghanistan conducted its second 2023 response-wide perceptions survey in Afghanistan. The total number of respondents was 61. The respondents were humanitarian partners operating in Afghanistan. Figure 1 below indicates that 45.1% were National NGOs, 34.9% were International NGOs, 14.3% were UN agencies, and 4.7% were clusters and working groups.

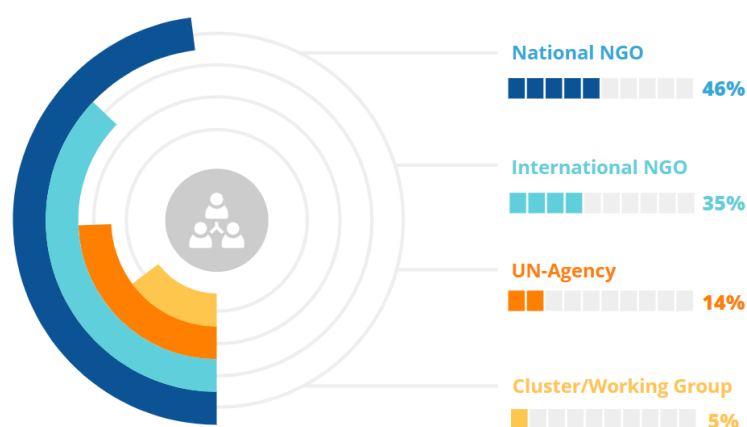


Figure 1: Details of person filling out this survey

From the survey, **79.4%** identified as male and **20.6%** as female. By profession, **63.4%** respondents were from the senior management and **36.6%** were accountability and CRM focal points who participated in Awaaz survey 2023.

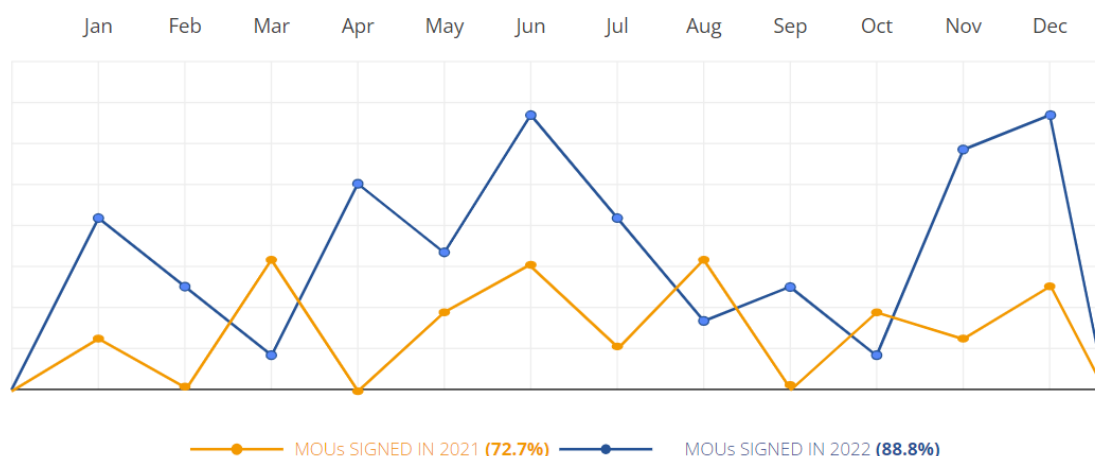


**Figure 2: Respondents details based on sex**

## 4.2. Overall Perception

### Question 1: Describe your cluster's/organisation's relationship with Awaaz?

**88.8%** of the respondents signed the Partnership Agreement with Awaaz. The remaining **11.2%** of respondents do not have a signed data sharing Memorandum of Understanding (MoU) with Awaaz Afghanistan but promote and share information about Awaaz as a feedback-complaints-response mechanism with different stakeholders. In comparison to the 2022 survey, it is notable that more partners are interested to use Awaaz as a complementary complaint and feedback response mechanism in their programs (**16.1%** increase from 2022 survey).



**Figure 3: Respondents relationship with Awaaz**

## Question 2: How satisfied are you with Awaaz services?

Figure 4 describes - **50.8%** of partners were highly satisfied with Awaaz's products and services. **47.6%** of the respondents are moderately satisfied. **1.6%** of the partners are not satisfied at all with Awaaz services. The **98.4%** of respondents who provided a highly/moderately satisfied rating was higher than the rating seen in 2022 survey results.



Figure 4: Respondents satisfaction with Awaaz services

## Question 3: How does your organisation promote and share information about Awaaz to your project partners/participants?

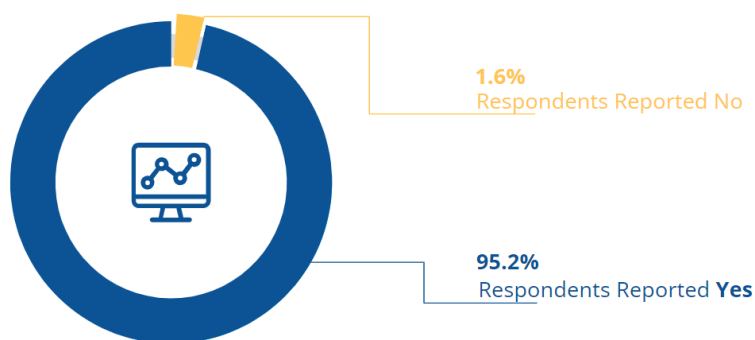
Most of the partners and agencies **71.5%** promoted and shared information about Awaaz with their partners at the ground level participants through Awaaz Information, Education and Communication (IEC) materials on a regular basis (**71.5%**, up from **55.4%** in 2022). The proportion that had promoted Awaaz hotline through community-based sessions and in-person interventions decreased in the 2023 survey (**20.6%**, down from **32.1%** in 2022). **7.9%** of the respondents used different approaches (e.g. email, phone).



Figure 5: How respondent's organisation promote and share information about Awaaz

**Question 4: Do you feel that Awaaz clearly and adequately communicates its policies and processes, including the referral process?**

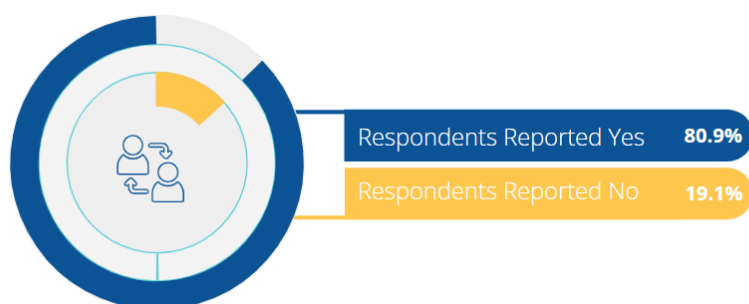
As shown in figure 6.0 below, strength of opinion was greatest for Awaaz communications related to its policies and processes. **95.2%** of the respondents felt that Awaaz clearly and adequately communicates its policies and processes, including the referral process which shows an increase of **6.6%** consistent with the 88.6% seen in 2022. The survey findings indicate that **4.8%** of the respondents reported otherwise.



**Figure 6: Respondent's perception on Awaaz communication on policies, processes including referral pathway.**

**Question 5: Do you know the name of Awaaz's focal person to respond to the feedback/complaints of the crisis-affected people registered through Awaaz?**

Figure 7.0 shows that the majority of the respondents (**80.9%**) reported that they are familiar with the name of Awaaz's focal person, an increase from **64.3%** in 2022. **19.1%** of the respondents don't know the name of the focal point.



**Figure 7: Respondent's know the focal person to respond to Awaaz feedback/complaints.**

**Question 6: Are you satisfied with the way AWAAZ mainstreams gender in its operations especially in terms of handling complaints/feedback from the crisis-affected men and women?**

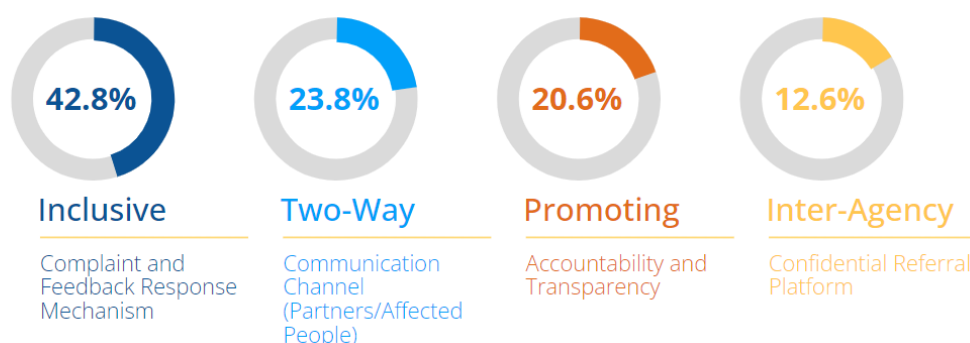
Respondents were generally positive about the way Awaaz mainstream gender in its operations. As with the results from 2022, survey respondents indicated that **44.4%** of the partners were highly satisfied with the way Awaaz mainstreams gender in its operations, especially in terms of handling complaints/feedback from the crisis-affected men and women and **55.6%** are moderately satisfied.



**Figure 8: Awaaz gender mainstreaming initiatives**

**Question 7 : What do you think is Awaaz' greatest strength?**

Amongst respondents, strength of opinion was greatest for Awaaz's main strengths. **42.8%** of the respondents agreed that Awaaz provides an inclusive complaint and feedback response mechanism, **23.8%** of respondents think another Awaaz's strength is a two-way communication channel among partners and the affected population. **20.6%** rated Awaaz playing an essential role in promoting accountability and transparency in the humanitarian sector and **12.6%** rated that Awaaz had put a great deal of effort in the referral pathway and relationship among the humanitarian partners.



**Figure 9: Awaaz greatest strength according to the respondents**

### Question 8: What do you think are Awaaz' areas of improvement?

In terms of Awaaz's areas of improvement, the respondents were split in their perceptions. **33.3%** of the partner respondents felt that the Awaaz data visualisation, analysis and reporting process need improvement.

The findings also indicated that Awaaz has to improve data analysis, increase participation in in-country activities in their dashboard, and regularly update information and data on all platforms. **22.2%** of the respondents considered that Awaaz should focus on improving local partners' awareness and capacity. **16.7%** of respondents indicated that Awaaz needs to engage more with the community and increase awareness at the ground level.



Figure 10: Awaaz area of improvement suggested by the respondents

### Question 9: Have your project participants tried to call Awaaz?

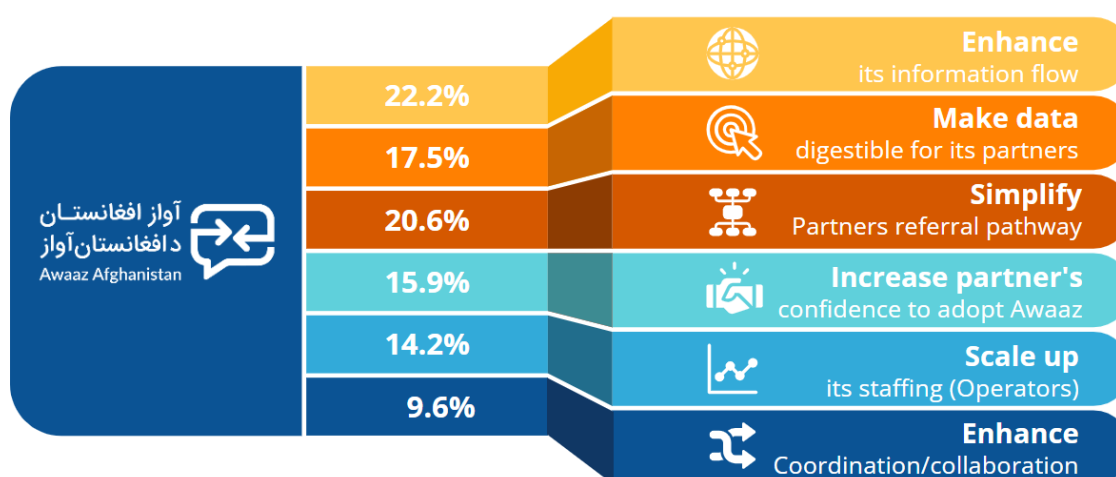
As seen in figure 11.0, in relation to Awaaz reach among project participants, **31.8%** of the respondents reported that project participants could not reach Awaaz. **26.9%** stated that project participants could call and reach Awaaz services which shows a decrease of 8.5% from 2022. **41.3%** of the respondents were unable to judge this and answered 'don't know'.



**Figure 11: Respondent's response related to their ability to reach Awaaz**

**Question 10 : What would make Awaaz a more effective feedback response mechanism?**

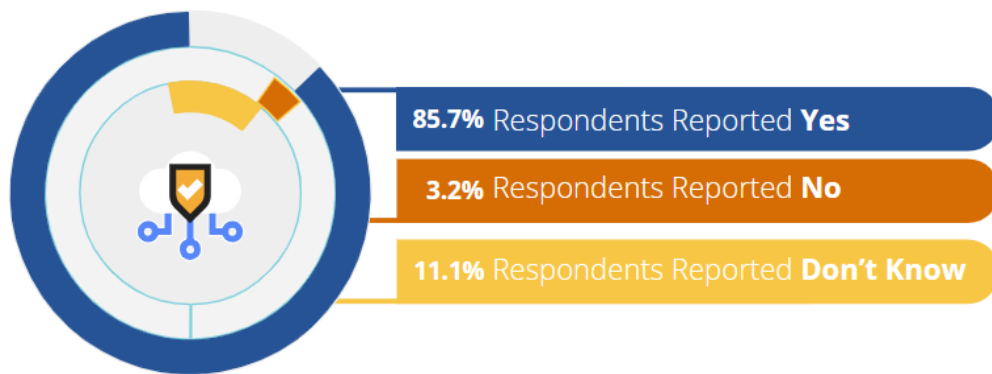
Across the statements relating to the 'Awaaz' effectiveness, the respondents **39.7%** suggested that Awaaz should enhance its information fellow and make data digestible for its partners. **20.6%** recommended that Awaaz needs to simplify the process of referral pathway and call segments. **15.9%** of respondents recommended Awaaz has to increase partner's confidence in adopting Awaaz as a complementary CRM platform for humanitarian related projects. **14.2%** suggested awaaz should scale up its staffing particularly 'Operators' and **9.6%** recommended Awaaz should enhance coordination and collaboration among Awaaz and its partners.



**Figure 12: Suggestion on how to increase Awaaz effectiveness as feedback response mechanism**

**Question 11 : Is Awaaz transparent regarding how many people utilise its services, visit its web pages, and how the monthly feedback analysis is used?**

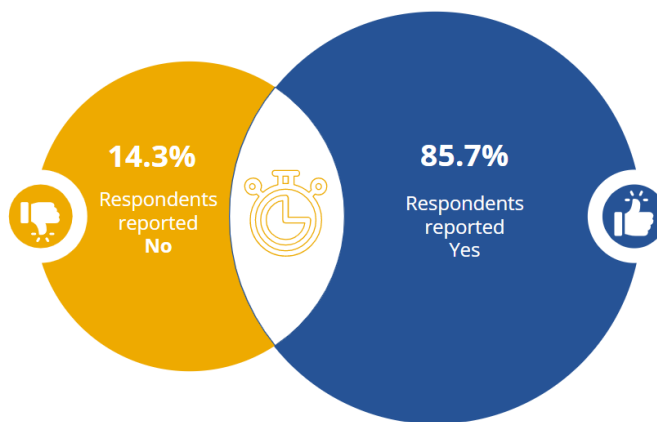
Respondents were asked how they would like to access or receive information from Awaaz and its web pages, **85.7%** of respondents have indicated that Awaaz is transparent in terms of its services and monthly updates. Awaaz dashboard on Awaaz's website informs evidence-based decision-making and programming for the humanitarian partners from the feedback provided by the affected communities.



**Figure 13: Suggestion on how Awaaz is transparent in terms of its services and monthly updates**

**Question 12: Do you feel your questions and requests to Awaaz have been answered in a timely and satisfactory manner?**

As shown in the figure 14.0 below, most of the respondents **85.7%** in the survey agreed that Awaaz had answered the question and requests in a timely and satisfactory manner, while **14.3%** of respondents disagreed with the statement.



**Figure 14: Respondents feedback on the time taken for Awaaz to respond to questions requests.**

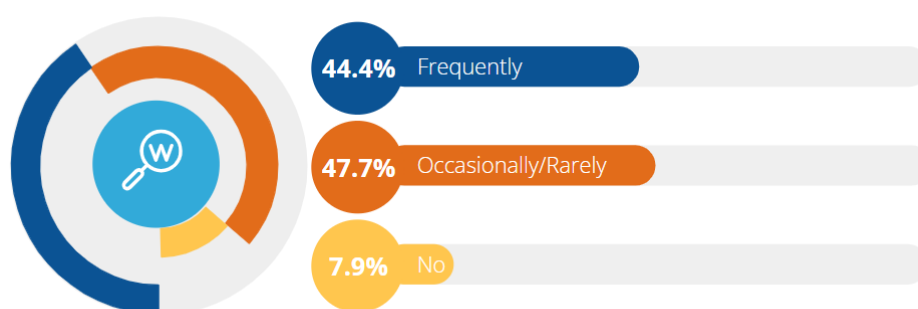
### 4.3. Analysis and Dashboard

Awaaz dashboard presents humanitarian needs and gaps of the ground level to the stakeholders with the objectives to facilitate a more systematic approach to identifying, understanding and addressing humanitarian related issues and gaps affecting persons of concern and directly impacting Afghan lives at national and sub-national levels. Since May 2018, Awaaz shares the data via regular dashboards for situational awareness and on a case-by-case request basis with relevant clusters and partners.

In this section, the survey examined the effectiveness of Awaaz's dashboard.

**Question 13: How many times in the last six months has your cluster/organisation looked at the monthly feedback data analysis dashboard on the Awaaz website?**

According to the figure below, the majority of the respondents (**on average 92.1%**) have visited the Awaaz dashboard frequently, occasionally or rarely. Only **7.9%** of respondents stated that they never visited the Awaaz website which decreased from the **16.3%** seen in last year's survey.



**Figure 15: Respondents visited Awaaz website in the last six months.**

**Question 14: If you never or rarely looked at the monthly feedback analysis dashboard on the Awaaz website, why don't you?**

Among the respondents who stated that they never or rarely visited the Awaaz website were asked to describe why they never or rarely looked at the monthly feedback analysis dashboard on the Awaaz website. About **14.3%** of the respondents reported that the website requires a strong internet connection, and the dashboard took too long to load. **6.2%** reported that they don't know how to filter the information provided in the dashboard.



**Figure 16: Respondents feedback on the Awaaz dashboard.**

### Question 15: How does your organisation use the feedback information on the dashboard?

Awaaz dashboard produces a standardised information management service, reflecting the phases and types of emergencies across the country. Awaaz continued to follow up and respond to numerous requests by callers for referral, information sharing, humanitarian access support and mainstreaming their assistance request into the different clusters, humanitarian partners and agencies.

Perceptions around the use of feedback information by the humanitarian partners and agencies have remained consistent across the respondents. Figure 17 below, the majority of the respondents reported that the partners use the dashboard data to improve planning and strategies; to establish evidence-based approaches; to triangulate with the feedback; to improve and provide reference in the reporting to donors; to inform decision makers; to improve policies and priorities and to strengthen communication channels with the project participants.

In line with findings throughout this survey, the result shows that the Awaaz dashboard is providing meaningful information to partners. **68.2%** of the respondents stated that the dashboard information is useful in improving planning and strategies; **42.7%** rated strengthening communication channels with project participants, while **55.7%** rated the dashboard information as improving their policies and priorities in the humanitarian sector.

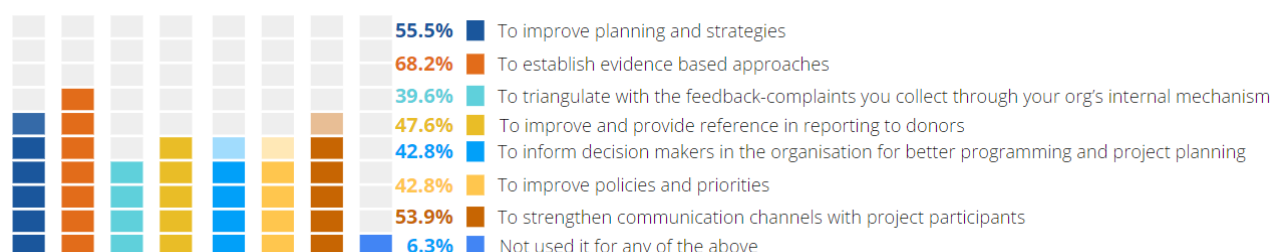


Figure 17: How respondents use the information on Awaaz's dashboard.

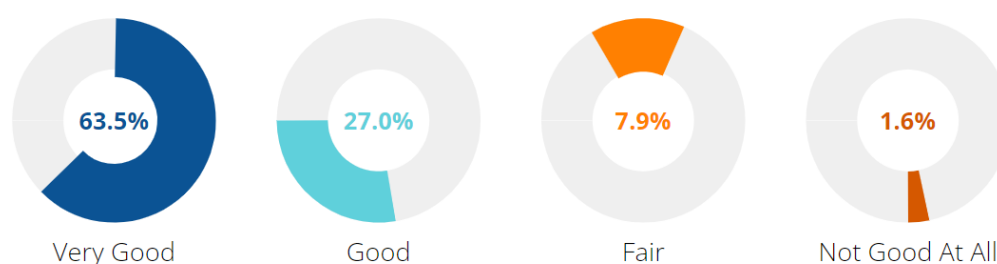
### Question 16: How could the dashboard and analysis be made more useful for your cluster/ organisation?

From the responses, it was found that, of the **82.5%** of the respondents who are using the dashboard information indicated that the information provided by the dashboard is well organised and useful for them. **17.5%** stated that the dashboard needs improvement related to the data presentation and detailed data should be provided for each cluster along with the referral results.

Details feedback can be found in Annex III.

**Question 17: To what extent is Awaaz efficiently and effectively providing two-way communication between crisis-affected people and your organisation?**

Rating for the Awaaz's performance in providing an efficient and effective two-way communication between crisis-affected and humanitarian partners and agencies were generally consistent with the last year's survey 2022. The vast majority of respondents **90.4%** rated excellent and good, which increased from **65.9%** of last year. Some of the remainder described Awaaz's performance as fair( **5.9%**), with **1.5%** giving a rating of not good at all.



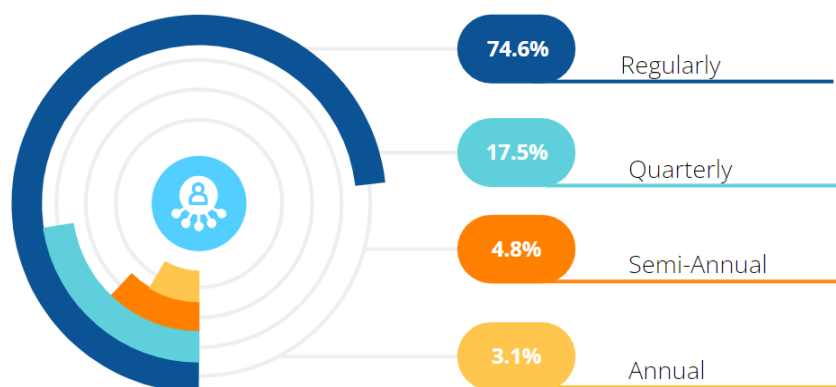
**Figure 18: Respondents perception on the efficiency of Awaaz in providing two-way communication between crisis-affected people**

## **4.4. Referrals and Relationship**

It is important for Awaaz that the referral mechanism serves as a platform to provide safe, functional, dignified and confidential complaints and referral mechanisms to the humanitarian partners and agencies. Awaaz shares relevant information with clusters through dedicated referral pathways set up by focal points of all clusters and with the national/international NGOs. To assess the extent to which the partner respondents are satisfied with the Awaaz coordination and collaboration with the partners. The respondents were asked to suggest or recommend any improvement Awaaz can implement.

**Question 18: How frequently Awaaz coordinates with your cluster/Working Group/Sub-Working Group/Organisation?**

The disaggregation of data showed that **74.6%** of respondents felt that Awaaz regularly coordinates with the partners. This percentage has increased substantially in comparison to last year's survey 2022. However **17.5%** of respondents rated Awaaz coordinate on a quarterly basis. **4.8%** stated that Awaaz coordinates with them on a semi-annual basis and **3.1%** stated that Awaaz coordinates with them annually.



**Figure 19: Awaaz coordination frequency with clusters, working groups, sub-working groups and organisations.**

**Question 19: How can Awaaz improve its engagement and coordination with Clusters/WG/Sub-WG/your organisation?**

The majority of the respondents **80.1%** in the survey feel that Awaaz effectively engages with national and sub-national partners, particularly in the referral pathway. However, about **19.9%** of respondents stated that Awaaz has to increase its coordination and collaboration with the partners through regular meetings, outreach activities to engage more with diverse stakeholders and increase support to the local NGOs.

Details feedback is listed in the Annex IV.

**Question 20: How many cases Awaaz referred you through its referral pathway?**

Those respondents who already have signed the MoU with Awaaz were asked how relevant were the number of cases referred to them. **61.9%** of the respondents stated Awaaz referred around 50-100 cases to their Clusters/WG/Sub-WG/Organisation.

**Question 21: How satisfied are you with the timeliness of the referrals?**

The survey results show that **95.2** of the respondents are moderately satisfied or highly satisfied with the timeliness of the referrals.



**Figure 20: Awaaz timeliness of referrals.**

**Question 22: How satisfied are you with the information that Awaaz provides you in order to allow you to take action?**

Higher proportion of the survey respondents **95.2%** rated either moderately satisfied or highly satisfied with the above statement. Only **4.8%** of respondents were not satisfied at all which shows a decrease of **10.7%** from 2022.



**Figure 21: Respondents satisfaction towards information provided by Awaaz.**

**Question 23: How satisfied are you with the relevancy of information Awaaz provides you?**

Most of the respondents **93.6%** rated either 'moderately satisfied' or 'highly satisfied' for the relevancy of the information provided by Awaaz.



**Figure 22: Respondents satisfaction towards the relevancy of information provided by Awaaz.**

**Question 24: How satisfied are you with the timeliness Awaaz provides you with callers' information?.**

Results of the survey show that **93.6%** of the respondents stated that they are either moderately satisfied or highly satisfied with the timeliness of callers' information provided by Awaaz.



**Figure 23: Respondents' satisfaction towards the callers' contact information Awaaz provided to address referrals/feedback/complaints.**

**Question 25: How satisfied are you with Awaaz’s response to feedback you provide on any aspect of its operations?**

In response to the question regarding their satisfaction towards the responses provided by Awaaz, **44.4%** of the respondents from the survey stated that they are satisfied while **50.8%** of respondents are moderately satisfied with the responses from Awaaz.



**Figure 24: Respondents' satisfaction towards the responses provided by Awaaz.**

**Question 26: How satisfied are you with the suitability of Google Sheets as a referral platform?**

Awaaz has upgraded its referrals and feedback loop management information system (Online Referrals MIS) at the beginning of 2023. The online referrals MIS is expected to improve the processes and procedures in handling referral cases to better serve the affected population with the response partners. The survey results show that **46.1%** of the respondents are highly satisfied while **42.8%** moderately satisfied with the Google Sheets as a referral platform. However as shown in the figure below **11.1%** of the respondents are not satisfied at all.



**Figure 25: Respondents' satisfaction on google sheets as a referral platform.**

### Question 27: To what extent is Awaaz effective in improving the CRM - FRM system of your organisation?

Positive rating for the statement that Awaaz effectively improves complaints, feedback response mechanisms at the country level is greatly rated. 92.1% of the respondents reported highly satisfied and moderately satisfied.



Figure 26: Respondents' rating on Awaaz effectiveness in improving the CRM - FRM system

## 5. Recommendations

In this survey, the majority of humanitarian partners and agencies shared their thoughts related to the improvement initiatives that Awaaz can implement. While the level of satisfaction reported here is very gratifying, there is still room for improvement. The respondents perceive improvements in Awaaz's performance, particularly in the following priority areas:

- Awaaz should ensure better access to information, particularly on the ongoing humanitarian mechanism, mobility, and the roles of different aid organisations in the humanitarian sector.
- Majority of respondents suggested that Awaaz should increase awareness of complaints mechanisms among the humanitarian partners and agencies, which is particularly low among the field staff. Awaaz should provide capacity-building initiatives, develop easy-to-understand IEC materials and assess partner needs.
- Respondents suggested that Awaaz must scale up its operation as a complementary compliant feedback response mechanism across the country and has to increase the number of operators to improve the effectiveness of the call centre.
- Majority of the survey respondents recommended improving internal communication and coordination among UN agencies and other humanitarian

partners (specifically on referral pathways, processes and compliance) to ensure that the quality of the accountability and transparency within the organisations are improved.

- Awaaz needs to establish comprehensive policies and develop partnerships that provide humanitarian partners and agencies with the necessary support at all stages of the complaint and feedback process and close the loop.
- Awaaz must improve the analysis and reporting process.
- The respondents suggested that Awaaz should allocate sufficient resources for outreach and public information efforts across the country.
- More attention needs to be put towards the realisation of Awaaz Afghanistan from all stakeholders particularly UN agencies.

## 6. Conclusion

The survey results show that the Awaaz, 'the inter-agency communication and accountability centre,' performed with a better understanding and confidence in the role of the Complementary Compliant Feedback Response Mechanism CFRM. The survey shows that the respondents had a good general knowledge of Awaaz services and provided a positive response in the survey to the overall services.

The survey also shows that Awaaz's services have significantly improved from 2021 to 2022. These differences between the two surveys reflect a significant positive change in overall Awaaz services this year. The respondents were highly satisfied with Awaaz's role in handling affected population complaints and feedback. They believed that the Awaaz helped the affected people be more informed about humanitarian assistance and handling their complaints.

In the future humanitarian partners and agencies expect Awaaz to serve the affected population by providing information, thereby helping to raise national and international community awareness on a range of referral platforms and establish a data management system to be used by all referral mechanism partners.

The survey responses identify areas of improvement for Awaaz. Some of the improvements suggested include:

- Improving the reporting system
- Improved data analysis
- Improved data visualisation
- Referral pathway

## Document Information

### Revision History

Date	Name	Title	Contribution
23 March 2023	Abdul Mateen ASHRAFI	Communications and Reporting Officer	Created the document
13 April 2023	Edrees Omed	Project Manager	Reviewed
28 April 2023	Muhamad Syafiq Salehudin	Programme & Partnership Specialist	Reviewed
29 April 2023	Nick Gardner	Head of Programme	Final Approval

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## Annexes

### Annex I: Survey Questionnaire

Partner satisfaction survey questionnaire ([Link](#))

### Annex II: Partners list

#	Organisation Name	Abbreviation
1	Organisation for Human Relief	OHR
2	Afghan Amputee Bicyclists for Rehabilitation and Recreation	AABRAR
3	Education Cluster	EC
4	World Vision	WV
5	Danish Committee for Aid to Afghan Refugees	DACAAR
6	Accountability to Affected People- Working Group	AAP-WG
7	Action Against Hunger	AAH
8	Concern Worldwide	CWW
9	Swedish Committee for Afghanistan	SCA
10	Green Afghanistan Agriculture and Livestock Organization	GAALO
11	Organisation for Community Coordination and Development	OCCD
12	Solidarity for Afghan Families	SAF
13	Première Urgence - Aide Médicale Internationale	PU-AMI
14	Asia Community Development Organization	ACDO
15	Food and Agriculture Organization of the United Nations	UN-FAO
16	Conference on Interaction and Confidence Building Measures in Asia	CICA
17	HealthNet	HN-TPO
18	Development and Humanitarian Services for Afghanistan	DHSA
19	Norwegian Church Aid	NCA
20	Organisation for Health Promotion and Management	OHPM
21	Agency for Technical Cooperation and Development	ACTED
22	Norwegian Afghanistan Committee	NAC
23	Adventist Development and Relief Agency	ADRA
24	New Way Social and Development Organization	NSDO
25	Sustainable Welfare Social Services Organization	SWSSO
26	United Nations Development Programme	UNDP

27	Afghan Women's Educational Center	AWEC
28	Welfare Association For The Development Of Afghanistan	WADAN
29	Bakhtar Development Network	BDN
30	Norwegian Refugee Council	NRC
31	World Health Organization	WHO
32	HEALTHO	HEALTHO
33	World Food Programme	WFP
34	United Nations High Commissioner for Refugees	UNHCR
35	Youth Health & Development Organisation	YHDO
36	Women for Afghan Women	WAW
37	Ansari Rehabilitation Association for Afghanistan	ARAA
38	United Nations Children's Fund	UNICEF
39	Caritas Germany	CG
40	WeWorld-GVC	GVC
41	Relief Humanitarian Development Organization	RHDO
42	Islamic Relief Worldwide	IRW
43	Afghan Women Rights Organization	AWRO
44	Human Resources Development Agency	HRDA
45	Agency for Assistance and Development of Afghanistan	AADA
46	Afghan Women Association for Rehabilitation & Development	AWARD
47	Medical Management and Research Courses for Afghanistan	MMRCA
48	The International Rescue Committee	IRC
49	United Nations Mine Action Service	UNMAS
50	Rural Rehabilitation Association for Afghanistan	RRAA
51	United Nations Office for the Coordination of Humanitarian Affairs	OCHA
52	Organisation for Coordination of Humanitarian Relief	OCHR
53	Afghan Youth Service Organization	AYSO
54	Aga Khan Foundation	AKF
55	Bu Ali Rehabilitation and Aid Network	BARAN
56	CARE International	CARE
57	Organization of Human Welfare	OHW
58	Protection sub-cluster	PSC
59	New Consultancy and Relief Organization	NCRO
60	International Organization for Migration	IOM
61	Terre des hommes	TDH

## Annex III: Details feedback for Q16

How can Awaaz improve its engagement and coordination with partners/ Clusters/ WG/ Sub-WG/ your organisation?	
1	Awaaz should use social media groups for the public awareness
2	Enhance accountability to affected people in Afghanistan
3	Increase engagement with the people and communities.
4	Improving the online referral database
5	Community complaints should be appropriately investigated and shared with the partners
6	Strong referral mechanism, timely response and closing loop
7	Awaaz is the only CFRM source where we can refer to the non-relevant complaints/feedback.
8	Awaaz is performing well but it needs some improvements.
9	Awaaz should continually follow up each individual organisation complained and put the organisation in picture for any further concern
10	To facilitate virtual or physical meeting with the partners and share relevant issues
11	Awaaz is following the right way and can be further effective by conducting meetings and gathering events to let more people understand about AWAAZ Afghanistan's mission.
12	The only principle that Awaaz makes more effectively would be focusing on sensitive cases.
13	Sharing timely feedback with us and to conduct the capacity building programs for the focal points
14	To increase community awareness about Awaaz by publishing and distributing more IEC materials.
15	Referring of the complaints is very useful for ACTED and it helps us to be in contact with those beneficiaries who are not aware of our CRM platform and follow up their complaints. We can use people's feedback to find our strengths and weaknesses and learn from them for future plans and projects in order to have better humanitarian assistance.
16	Receiving complaints on time.
17	Real time tracking of cases
18	We recommend that Awaaz should arrange training about the CRM for Awaaz Partners
19	Awaaz must focus on regular monitoring and evaluation of its results.
20	Awaaz hotline numbers need to be accessible all the time in order to receive complaints and feedback in a timely manner.
21	I don't know exactly whether Awaaz has developed an application for registering the complaints, if not one must be developed.
22	To explore further options on how to improve two-way communication with the beneficiaries.
23	Transparency, availability of information on social media for NGOs as well as beneficiaries

	and effective feedback mechanism
24	Supporting two-way referrals. Awaaz could maintain full referral lists/available services, enabling partners (e.g. WFP) to refer cases to Awaaz as well as receive for onward referral
25	To follow -upon the referrals on timely manner
26	Participate in case follow up and share summary of responses quarterly with clusters especially CP AOR. Collectively take corrective measures to improve redress.
27	Availability of enough Operators to make sure all stakeholders' calls are responded
28	Share register complaints with the respective organisation on a routine basis
29	Awaz Afghanistan should enhance coordination and collaboration among Awaaz and its partners.
30	So far it's effective for our organisation.

## Annex IV: Details feedback for Q19

How can Awaaz improve its engagement and coordination with partners/ Clusters/ WG/ Sub-WG/ your organisation?	
1	To be more specific and relevant to the needs of individual organisations.
2	Specific work on the caller's feedback and complaints, because as I saw in the AAP-WG monthly meetings there was focus on the people's needs and or they may need information, but not focus on feedback and complaints. AWAAZ must work more on how to get people's feedback and complaints in regard to humanitarian assistance.
3	Awaaz needs improvement, needs innovation.
4	Awaaz could be more useful if it is better managed.
5	Since the dashboard help us to handle the reported complain and provide suitable feedback
6	By adding 1-2 pages narration on the monthly situation and provision of the dashboard in local languages as well.
7	The dashboard is a very good practice for our information sources.
8	I think the current dashboard is useful for us and we do not have any problem with it.
9	It should be more user-friendly
10	If we can filter it by organisation selection
11	More qualitative analysis can help shed light on programming beyond our own agency
12	Present the data that can enhance the planning and project design purposes to focus on underserved areas.
13	Improve our transparency and accountability toward our beneficiaries.
14	Can contains more information and relevant to the need of the organisations
15	It's already useful, especially the trend analysis.

16	The Dashboard would be more effective for NGOs where we could solely see complaints associated with our Organisation.
17	Clear, obvious and on time information sharing could be useful to our organisation
18	Share update regularly with partner
19	We Suggest arranging a training session by Awaaz and updating all partners about the dashboard.
20	It is quite useful.
21	We are happy with the current dashboard and data.
22	Awaaz should incorporate more humanitarian relevant information to the dashboard.