

PARTNER SATISFACTION SURVEY REPORT (1ST ROUND)

JULY 2024



Table of Contents

Abbreviations	2
Executive Summary	3
1. Background	4
2. Objectives and Scope	4
3. Survey Methodology	5
4. Key Findings	5
4.1. Details of the persons filling out this survey	5
4.2. Overall Perception	6
4.3. Analysis and Dashboard	14
4.4. Referrals and Relationships	17
5. Recommendations	24
6. Conclusion	24
7. Way Forward	25
Document Information	26
Annexes	27
Annex I: Survey Questionnaire	27
Annex II: Partners list	27

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

Executive Summary

This report presents the results from the first round of Awaaz's 2024 partner satisfaction survey, which explores the perceptions of humanitarian partners regarding Awaaz's services and products. Awaaz conducted this response-wide perception survey from July 1 to 31, 2024. This and future surveys are part of Awaaz Afghanistan's commitment to serving as an interagency communication and accountability centre. The survey assessed the satisfaction levels of humanitarian partners, UN agencies, humanitarian clusters, and working groups with Awaaz services, including information sharing, data presentation, analysis, referral pathways, and partnerships. Data was collected via an online platform (Google Forms).

The survey received feedback from 89 field-based respondents, representing a diverse group of partners: 5 from UN agencies, 12 from cluster representatives, 22 from international NGOs, and 50 from national NGOs. Overall, the responses followed a similar trend to the previous survey conducted in November-December 2023. Respondents who actively use Awaaz as a complementary Complaint Feedback Response Mechanism (CFRM) expressed slightly more positive feedback, particularly when compared to those who seldom use Awaaz services.

Key findings from the survey were as follows:

- About 60% of respondents reported being highly satisfied with Awaaz's services, while 39% were moderately satisfied, and only 1% expressed dissatisfaction.
- A vast majority of respondents were satisfied with the quality of information shared through Awaaz's referral system.
- 100% of partners, particularly those with an MoU, were satisfied with how Awaaz mainstreams gender in handling complaints and feedback from both men and women.
- About 94% of respondents felt that Awaaz communicates its policies and processes, including the referral pathway, though 6% noted a need for greater engagement and training.
- 96% of respondents were satisfied with the timeliness of referrals, with 50% being highly satisfied and 46% moderately satisfied.
- A significant number of respondents reported having visited Awaaz's dashboard regularly, but 13% never accessed it, with reasons including lack of awareness, slow loading times, and the desire for local language options.
- 74% of respondents used feedback information from the dashboard to improve planning and strategies, while 61% used it for better decision-making and reporting to donors.
- 30% of respondents identified communication and awareness as key areas for improvement, suggesting enhanced communication with partners and beneficiaries.

1. Background

Awaaz Afghanistan is the country's first and only inter-agency communication and accountability helpline, offering a toll-free cross-network hotline (410) that operates seven days a week. This call centre allows affected populations with access to a mobile phone to obtain information and register feedback or complaints about assistance programs. Since its establishment in 2018, Awaaz has been an integral part of the humanitarian response, fully integrated into Afghanistan's Accountability to Affected Populations Working Group (AAPWG). As a community engagement initiative, Awaaz serves as a vital two-way communication channel, relaying on-the-ground needs and priorities to partners to enhance the quality of humanitarian programming in Afghanistan.

By dialling 410, anyone with access to a phone can connect with one of Awaaz's multilingual operators (**60%** of whom are women) who can assist in Dari, Pashto, Urdu, or English. Awaaz not only provides information on available humanitarian services but also enhances access to assistance by linking callers with established referral systems. It offers a complementary complaint and feedback mechanism to the United Nations and active humanitarian partners. By communicating self-identified needs and priorities—disaggregated by gender, age, location, and specific needs—to the broader humanitarian community, Awaaz promotes a better understanding of the key concerns and preferences of affected populations across the country. This is done through regular dashboards for situational awareness and case-by-case coordination with relevant clusters and partners.

2. Objectives and Scope

Conducted bi-annually, this survey includes inputs from UN agencies, clusters, working groups, and national and international organizations operating in Afghanistan. The primary objective of the survey is to assess how effectively Awaaz is perceived by its humanitarian partners and agencies. Additionally, the 2024 survey measures awareness and perceptions among key partners regarding Awaaz's commitment to strengthening the interagency-independent complementary CFRM in Afghanistan.

It's important to note that the partner satisfaction survey is not designed to evaluate the call centre's performance in handling calls. Instead, it aims to capture respondents' views on Awaaz's overall performance in a broader context, helping to identify potential areas for improvement. The 2024 survey focuses on Awaaz's four core functions: coordination, information management, referral pathways, and the dashboard. By gathering this feedback, Awaaz can enhance its products and services while monitoring progress toward its objectives.

3. Survey Methodology

As with the previous survey, respondents were identified through Awaaz Afghanistan's existing referral channels. Awaaz invited 196 partners to participate in the survey, which was conducted via an online Google Form from July 1 to July 31, 2024. The survey consisted of 36 questions, where partners were asked to describe their role in the humanitarian response and to evaluate Awaaz's coordination and collaboration efforts.

Additionally, partners were asked to rate Awaaz's analysis, dashboard, referral pathways, and overall relationship with them. The first round of the 2024 partner satisfaction survey utilized a three-point rating scale, consistent with other surveys. As this is a perception-based questionnaire, the survey strictly reflects the respondents' perceptions at the time it was conducted.

4. Key Findings

4.1. Details of the persons filling out this survey

Awaaz Afghanistan conducted its first-round 2024 response-wide perceptions survey, with 89 participants from active partners across Afghanistan. The respondents included UN agencies, as well as international and national NGOs. As shown in Figure 1 below, **56%** of participants were from national NGOs, **25%** from international NGOs, **12%** from UN agencies, and **6%** from clusters and working groups.

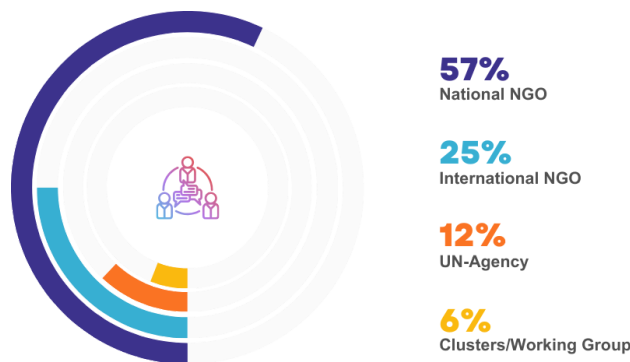


Figure 1: Details of the persons filling out this survey

In terms of gender representation, **18%** of the respondents were female, while **82%** were male.

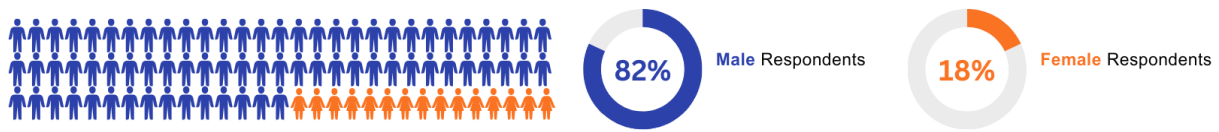


Figure 2: Respondents details based on gender

4.2. Overall Perception

Question 1: Describe your cluster's/organization's relationship with Awaaz.

About **72%** of the respondents stated to have signed a Partnership Agreement with Awaaz, **18%** of the respondents stated that they do not have an MoU with Awaaz but promote and share information about Awaaz as a feedback-complaints-response mechanism with different stakeholders, and the remaining **10%** of respondents do not have a signed data-sharing Memorandum of Understanding (MoU) with Awaaz Afghanistan but would be interested in signing one.

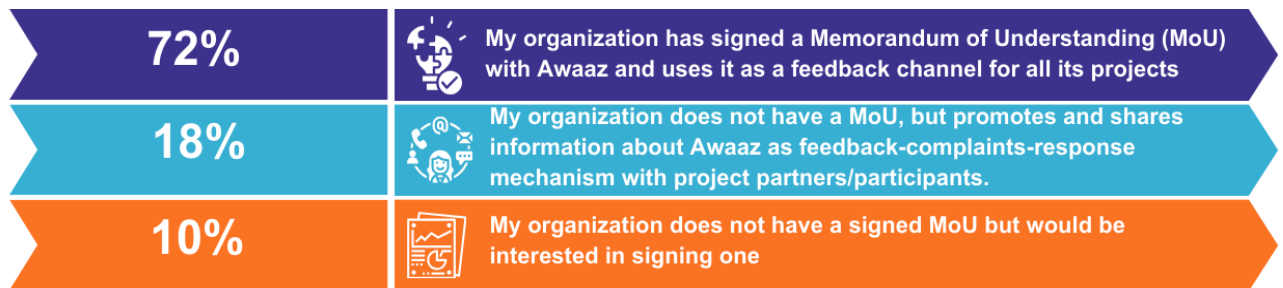


Figure 3: Level of organizational engagement with Awaaz

Question 2: How satisfied are you with Awaaz's services?

60% of respondents reported being highly satisfied, which is slightly lower than in the second round of the 2023 survey, while **39%** indicated they are moderately satisfied. Only **1%** of respondents expressed that they were not satisfied at all with Awaaz's services. These results suggest that the vast majority of respondents are pleased with the services provided by Awaaz, with minimal dissatisfaction.

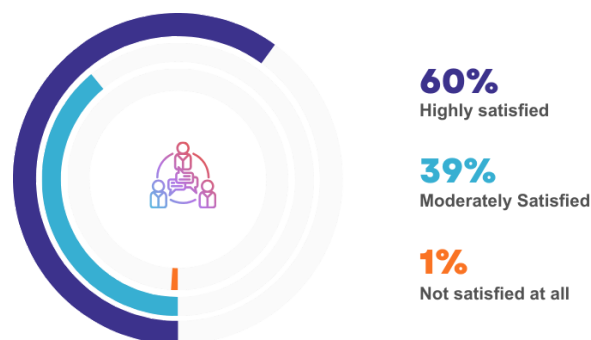


Figure 4: Respondents' satisfaction with Awaaz services

Question 3: How does your organization promote and share information about Awaaz with your project partners/participants/beneficiaries?

Responses would indicate that the Information, Education, and Communication (IEC) materials are convenient and easy to understand at the community level. It would appear that all respondents agree that agency and humanitarian actors are actively involved in affected populations' awareness about Awaaz and the distribution of IEC materials. About **40%** of the respondents promoted and shared information about Awaaz with their partners at the ground level participants through Awaaz IEC materials regularly. **25%** of respondents stated that they promoted Awaaz through direct engagement with their beneficiaries such as training sessions, awareness meetings, and workshops, etc, **15%** stated to have used digital channels to promote Awaaz, **10%** of respondents stated that they promoted Awaaz in a community meeting, stakeholder forums and community dialogues, and **10%** stated to have incorporated Awaaz (410) hotline number in their existing complaints and feedback mechanisms.

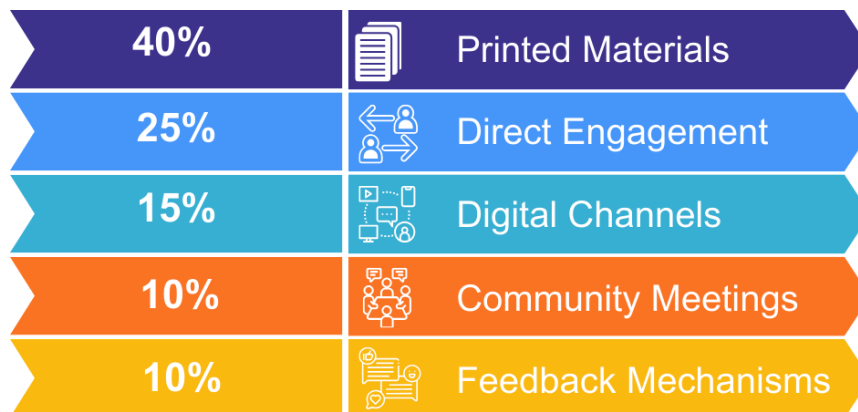


Figure 5: How the respondent's organizations promote and share information about Awaaz

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

As shown in Figure 6 below, the majority of respondents' perception rates high to question (4) on Awaaz communications related to its policies and processes. The majority of the respondents **94%** felt that Awaaz clearly and adequately communicates its policies and processes, including the referral process which is slightly lower than **96%** with the analysis of 2nd round survey in 2023 and shows an increase of **5%** from the **88.6%** seen in 2022. The survey findings indicate that **6%** of the respondents reported otherwise.

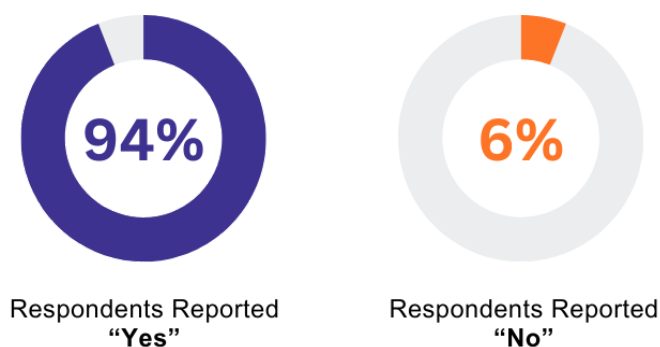


Figure 6: Respondent's perception of Awaaz's communication on policies, and processes including referral pathway.

Among the **6%** of respondents who answered 'No,' several issues were highlighted. They cited limited engagement from Awaaz Afghanistan, noting that they had not been invited to meetings or provided with sufficient orientation or training, particularly regarding the hotline's policies and procedures. Additionally, there is a call for Awaaz to be more proactive in its engagement with partners, as stakeholders believe that while Awaaz plays a crucial role, it requires more active involvement and communication. Some organizations also reported a lack of information during the complaint registration process, which they felt hindered their ability to respond effectively.

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?

To better assess stakeholders' familiarity with Awaaz, Figure 7 shows that the majority of respondents (**63%**) reported being familiar with the name of Awaaz's focal person, a slight decrease from **78%** in the second round of the 2023 survey. Meanwhile, **37%** of respondents indicated that they do not know the name of the focal point.

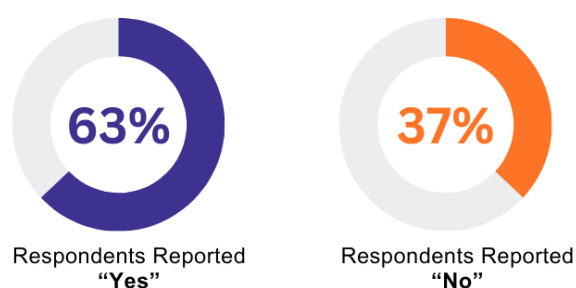


Figure 7: Respondents know the focal person to respond to Awaaz's feedback/complaints.

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

58% of respondents reported being highly satisfied with how Awaaz mainstreams gender in its operations, particularly in handling complaints and feedback from crisis-affected men and women, while **39%** indicated they are moderately satisfied. A small portion, **3%**, expressed that they were not satisfied at all. These results suggest that the majority of respondents are pleased with Awaaz's efforts to address gender considerations in its operations, though there is a small percentage that sees room for improvement.

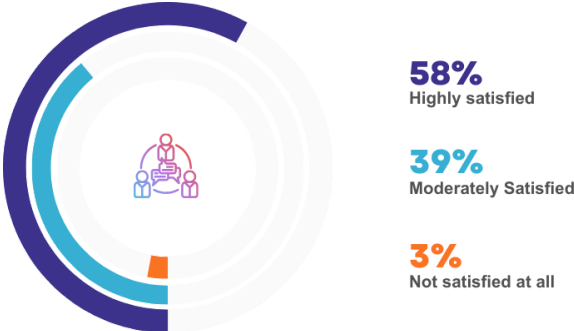


Figure 8: Awaaz gender mainstreaming initiatives

Question 7: What do you think is Awaaz’s greatest strength?

Awaaz Afghanistan exhibits significant strengths across various areas, enhancing its effectiveness as a feedback-response mechanism. Approximately **25%** of respondents identified Effective Communication and Engagement as a key strength.

Awaaz maintains direct contact with both the community and project beneficiaries, engages equally with both genders and utilizes multilingual call operators to ensure timely information sharing and clear procedures. Accessibility and Coverage account for **20%** of its strengths, with the service being accessible across all regions of Afghanistan, supported by extensive coverage and operational hours from 7 AM to 7 PM, seven days a week. The toll-free hotline (410) ensures that all provinces are within reach.

Additionally, Timeliness and Responsiveness is other critical areas in which, as highlighted by **18%** of respondents, Awaaz excels in providing on-time responses, taking quick action on cases, making early decisions, and conducting regular follow-ups on referred cases, ensuring that feedback is promptly and effectively addressed. Supporting vulnerable populations makes up **15%** of its strengths, with Awaaz playing a vital role in amplifying the voices of marginalized communities and ensuring their rights are addressed.

The organization is also recognized for its Confidentiality and Neutrality (**10%**), where it maintains the confidentiality of complainants and handles complaints impartially. Furthermore, Dedicated and Capable Staff (**7%**) contribute to its success through their commitment and regular follow-ups. Finally, among the additional Strengths (**5%**) include Awaaz's commitment to raising awareness, advocating for environmental protection, and using local languages to enhance communication.

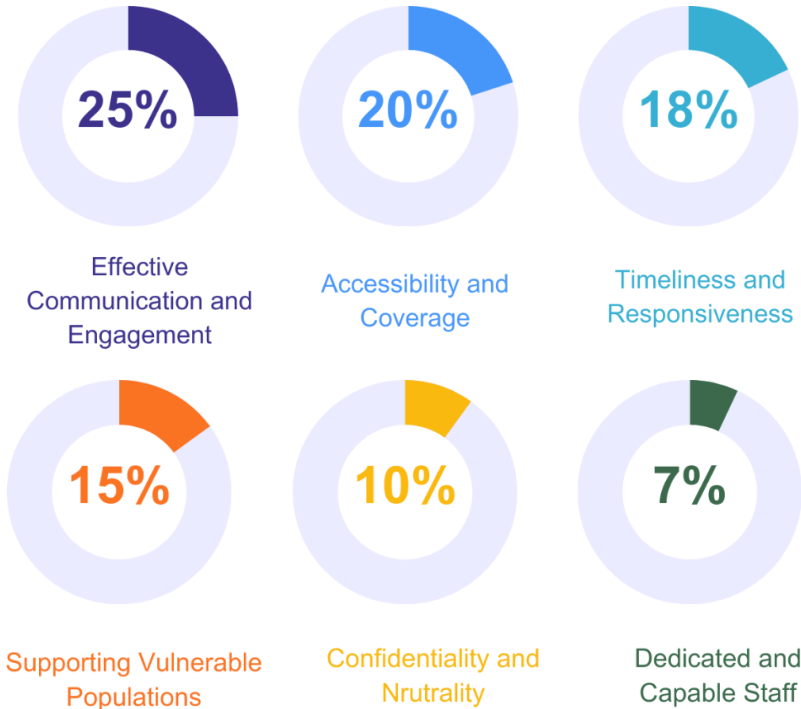


Figure 9: Awaaz's greatest strength according to the respondents

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

Awaaz has several key areas for improvement, with Communication and Awareness being the most significant, as identified by **30%** of respondents. Suggestions include increasing awareness of the Awaaz hotline, improving communication with both partners and beneficiaries, enhancing overall communication processes, and fostering more coordination and interaction among member organizations. Capacity Building and Training is another crucial area, highlighted by **20%** of respondents. This includes investing in the capacity building of staff, increasing training sessions for partners, focusing on the capacity building of partner organization focal points, and providing additional training sessions for new partners.

Other areas of improvement include the Referral System and Case Management (**15%**), where respondents suggested enhancing the referral system, strengthening the referral mechanism, addressing busy lines, and ensuring the precise registration of complaints.

Accessibility and Technology also accounted for **15%** of the feedback, with recommendations to improve access to remote and marginalized areas, introduce alternative feedback channels such as WhatsApp and email, and leverage technology to improve service efficiency. Response Time and Follow-Up (**10%**) were highlighted as needing improvement by ensuring timely responses and follow-ups, including increasing the number of staff in call centre to avoid delays. Additionally, Feedback Mechanisms (**5%**) were mentioned, with a focus on implementing more robust mechanisms to ensure feedback is acted upon. Lastly, Cultural Sensitivity and Inclusivity (**5%**) were noted as areas for improvement, emphasizing the need to strengthen gender principles and ensure all communications are culturally sensitive and inclusive.



Figure 10: Awaaz's areas of improvement suggested by the respondents

Question 9: Have your project beneficiaries tried to call Awaaz but could not get through to an operator?

When the respondents were asked whether their project beneficiaries had tried to call Awaaz but could not get through to an operator, **26%** of them indicated Yes, that their beneficiaries had encountered this issue. **25%** of respondents said No, however, a significant portion, **49%**, responded with Don't Know, indicating uncertainty or a lack of awareness regarding whether their beneficiaries faced difficulties in reaching an operator. These results suggest that while a quarter of respondents have noticed this issue, nearly half are unsure, highlighting a potential area for further investigation or improvement.

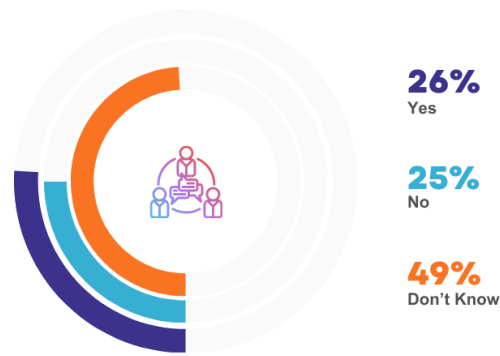


Figure 11: Respondent's response related to their ability to reach Awaaz

Question 10: What would make Awaaz a more effective feedback-response mechanism for your cluster/organization?

As indicated by the graph below, one of the primary strengths of the Awaaz is its ability to provide a comprehensive complaint and feedback mechanism across the humanitarian sector in Afghanistan. Awaaz platform continues to be the primary feedback tool in the Interagency sector. Respondents identified the value that, information sharing and the updated online referral system have headed Awaaz in the right direction.

Among the collected responses **5%** suggested Awaaz should improve communication with partners and beneficiaries and increase coordination with member organizations. **20%** recommended improving timely response to feedback and providing prompt and actionable responses to feedback. **15%** of respondents recommended that Awaaz should increase training sessions for partner organizations, **15%** indicated that Awaaz should extend services to remote and marginalized areas and introduce multiple feedback channels such as SMS, and online forms, etc, **10%** of respondents recommended optimizing the feedback system to be more efficient and user-friendly and to use the data analysis tools to identify trends and improve processes, and **10%** recommended Awaaz should regularly update stakeholders on actions taken based on feedback.



Figure 12: Suggestion on how to increase Awaaz's effectiveness as a feedback response mechanism

Question 11: 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?

Respondents were asked how they would like to access or receive information from Awaaz and its web pages, and **75%** of respondents indicated that Awaaz is transparent in terms of its services and monthly updates. The dashboard on Awaaz's website informs evidence-based decision-making and programming for the humanitarian partners from the feedback provided by the affected communities.

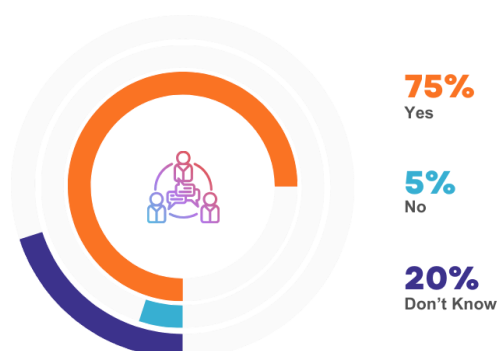


Figure 13: Suggestion on how Awaaz is transparent in terms of its services and monthly updates

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

An overwhelming **96%** of respondents reported their questions and requests to Awaaz have been answered in a timely and satisfactory manner, indicating that they are satisfied with the timeliness and quality of Awaaz's responses. Only **4%** of respondents

reported No, suggesting a very small portion of respondents feel that their questions and requests were not handled satisfactorily. These results demonstrate a high level of satisfaction with Awaaz's responsiveness among the majority of respondents.

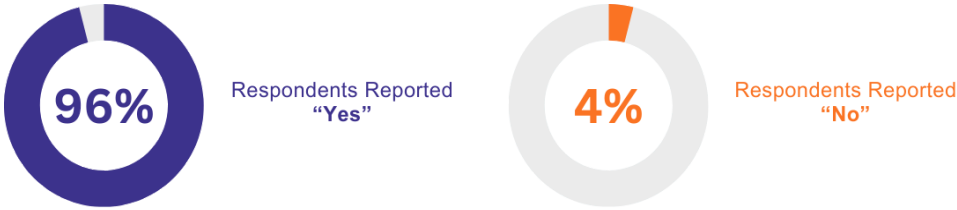


Figure 14: Respondents' feedback on the time taken for Awaaz to respond to questions and requests.

4.3. Analysis and Dashboard

Awaaz has made evidence-based datasets publicly accessible through an interactive dashboard (www.awaazaf.org), which disaggregates data by gender, age, location, needs, and priorities. This dashboard aims to provide stakeholders with a clear view of humanitarian needs and gaps at both national and sub-national levels. The objective is to facilitate a more systematic approach to identifying, understanding, and addressing issues affecting persons of concern and directly impacting Afghan lives. Since May 2018, Awaaz has shared this data via regular dashboards for situational awareness and through case-by-case requests with relevant clusters and partners.

In this section, the survey evaluates the effectiveness of Awaaz's dashboard in fulfilling the goals of Data accessibility, identifying humanitarian needs and gaps, and facilitating action.

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

According to the figures below, the majority of the respondents **87%** have visited the Awaaz dashboard frequently, occasionally, or rarely. Only **13%** of respondents stated that they never visited the Awaaz website.

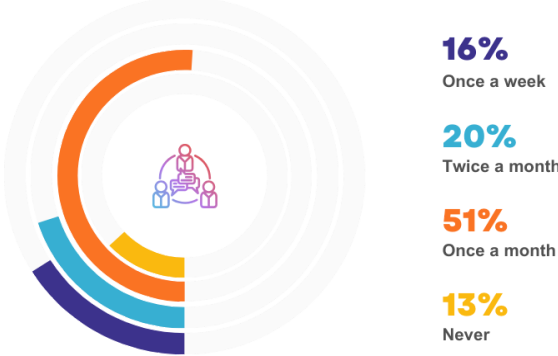


Figure 15: Respondents visited the Awaaz website in the last six months.

Question 14: If you never looked at the monthly feedback analysis dashboard on the Awaaz website, could you please state which are the reasons?

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. Of the **13%** of respondents, **38%** reported that they did not know about the dashboard; **23%** reported that they had not visited the website because they had just started engaging with Awaaz; **23%** of respondents stated that they could not visit the dashboard due to their other responsibilities and busy schedule; **8%** recommended having the dashboard in local languages Dari and Pashto and **8%** stated that the dashboard too long to load.



Figure 16: Respondents' feedback on the Awaaz dashboard.

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

Based on the graph, organizations use the feedback information on the dashboard for various strategic purposes. **74%** of respondents use it to improve planning and strategies, highlighting the importance of feedback in shaping organizational direction. **72%** leverage the information to strengthen communication channels with project participants, ensuring that the feedback loop remains open and effective. **61%** of respondents utilize the feedback to improve and provide references in reporting to donors, emphasizing the role of feedback in maintaining transparency and accountability. Additionally, **61%** use the data to inform decision-makers in their organizations, contributing to better programming and project planning.

Furthermore, **60%** of organizations triangulate the feedback from Awaaz with complaints collected through their internal mechanisms, enhancing the accuracy and reliability of their data. **57%** of respondents employ the feedback to establish

evidence-based approaches, ensuring that their strategies and interventions are grounded in actual data. Lastly, **55%** of organizations use feedback to improve policies and set priorities, underscoring the significance of feedback in guiding overall organizational governance and decision-making.



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/ organization?

To enhance the usefulness of the dashboard and analysis for your cluster or organization, several improvements have been suggested. **Customization** is a key area where many respondents believe the dashboard could be more effective if it allowed for tailored options such as filtering, customized analytics, and personalized data visualization to meet specific needs. **Real-time updates** are also emphasized, with some organizations highlighting the importance of having up-to-date data to improve decision-making and responsiveness. The **user-friendly design** of the dashboard is another area of focus, with calls for simplifying the interface and adding interactive features to make data exploration easier and more intuitive.

Moreover, respondents appreciate the current regular updates but suggest further enhancements, including the addition of **monthly reports**, downloadable PDFs, and ensuring timely updates of information. **Improving accessibility and speed** was also noted, with some respondents mentioning that the dashboard were slow, indicating the need for performance optimization to provide quicker access to information. Additionally, regular **training and support** on how to effectively use the dashboard, along with better communication and capacity-building efforts, are recommended to maximize its utility. While some organizations are satisfied with the current system, there is also a suggestion to focus more on **specific data**, such as the corrective action

section, incorporating community needs, and providing more detailed data tailored to the organization's goals.

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

The chart indicates the extent to which Awaaz is efficiently and effectively providing two-way communication between crisis-affected people and organizations. **29%** of respondents rated Awaaz's performance as Excellent, indicating a high level of satisfaction with the communication services provided. The majority, **55%**, rated it as Good, suggesting that Awaaz is generally effective in facilitating communication, though there may be room for improvement. **12%** of respondents considered the communication as Fairly Good, while a small portion, **3%**, rated it as Not Good At All, indicating some dissatisfaction with the current communication mechanisms. Overall, these responses show that Awaaz is largely seen as a competent communication facilitator, with a majority of organizations viewing its performance positively.

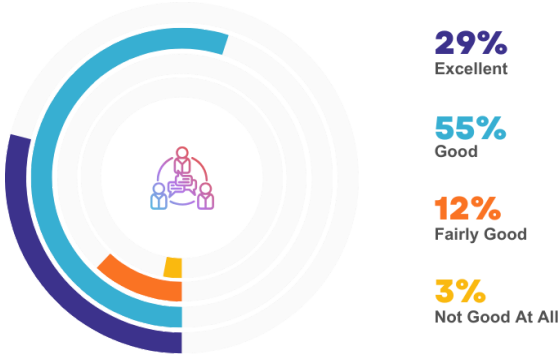


Figure 18: Respondents' perception on the efficiency of Awaaz in providing two-way communication between crisis-affected people

4.4. Referrals and Relationships

Communicating with and providing timely information to people affected by the current crisis is a critical, lifesaving priority. The primary goal of the Awaaz Afghanistan call centre is to enhance the humanitarian response by facilitating the exchange of information between affected populations and humanitarian actors, collecting and disseminating data on urgent needs and priorities, and addressing complaints and feedback effectively.

Given the evolving needs, an updated information management system has become essential for Awaaz to present data in a more informative and actionable way for its partners. In response, Awaaz has made continuous improvements to its information management systems. In early March 2023, Awaaz launched its upgraded and simplified

intake forms, designed to help the call centre handle more calls efficiently and improve reporting processes. Additionally, efforts are being concentrated on optimizing referral pathways, aiming to implement or design an automated system that enhances the centre's functionality, including call handling, information management, and dashboard updates. To evaluate the satisfaction of partners with Awaaz's coordination and collaboration, respondents were invited to suggest or recommend improvements for Awaaz to consider.

Question 18: How frequently does Awaaz coordinate (Referrals & information sharing) with your cluster/WG/Sub-WG/organization?

The chart shows the frequency with which Awaaz coordinates referrals and information sharing with clusters, working groups (WG), sub-working groups (Sub-WG), and organizations. **49%** of respondents reported that Awaaz coordinates with them every month. **25%** indicated that coordination occurs quarterly, while **18%** said it happens semi-annually. Lastly, **8%** of respondents said that Awaaz coordinates with their organization annually. These figures suggest that the majority of organizations experience regular coordination with Awaaz, with monthly interactions being the most common.

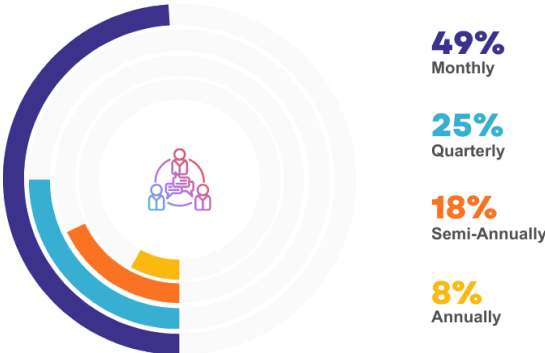


Figure 19: Awaaz coordination frequency with clusters, working groups, sub-working groups, and organizations.

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

Awaaz Afghanistan can significantly enhance its effectiveness by focusing on **Communication and Collaboration** strategies. Establishing consistent communication channels, such as monthly or quarterly meetings, newsletters, and updates, is crucial to keeping partners informed and aligned on goals and activities. Organizing more **in-person meetings**, workshops, and seminars can strengthen relationships and improve collaboration. Additionally, online **collaboration tools and platforms** will facilitate real-time information sharing and project coordination among partners. Clearly defining and documenting the roles and responsibilities of each partner and cluster will

help avoid duplication of efforts and ensure accountability. Furthermore, offering regular training sessions and **capacity-building workshops** will improve partners' understanding of Awaaz's processes, enhancing overall coordination.

To further strengthen engagement, Awaaz should implement robust feedback mechanisms to regularly gather input from partners, ensuring their concerns and suggestions are addressed. **Joint planning sessions** could be conducted to align objectives and coordinate activities more effectively. Enhancing cultural competency and ensuring equitable resource allocation will support partners with the greatest needs.

Maintaining transparency in reporting activities, outcomes, and resource use will build trust and demonstrate accountability to partners. Additionally, conducting **regular crisis simulations and drills** with partners will improve preparedness and coordination during emergencies. Increasing the frequency of coordination meetings, both in-person and online, will foster closer collaboration and timely communication.

Lastly, **raising awareness** of Awaaz's services among partners through visibility efforts, posters, and continuous communication would further strengthen engagement, leading to more effective and cohesive humanitarian responses.

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

Respondents who have already signed an MoU with Awaaz were asked about the number of cases referred to them. Of these, **80%** reported that Awaaz referred between 1 and 100 cases to their Clusters/WG/Sub-WG/Organization. Additionally, **13%** indicated that 101 to 200 cases were referred, **2%** reported receiving 201 to 300 cases, and **5%** stated that over 300 cases were referred to them.

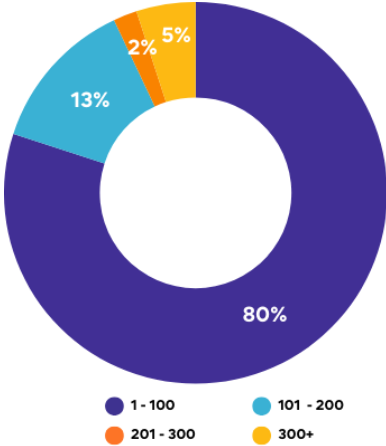


Figure 20: Number of cases referred by Awaaz

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

96% of respondents reported being satisfied, with 50% indicating they are highly satisfied and 46% stating they are moderately satisfied. A small portion, 4%, indicated that they were not satisfied at all with the timeliness of the referrals. Overall, the vast majority of respondents are satisfied with the promptness of referrals, though there is a small group that sees room for improvement.

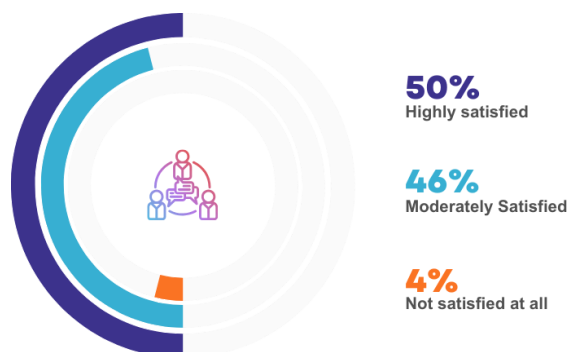


Figure 21: Awaaz timeliness of referrals.

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

A higher proportion of the survey respondents 98% rated either moderately satisfied or highly satisfied with the above statement. Only 2% of respondents were not satisfied at all which shows a decrease of 2% from the last survey in 2023.

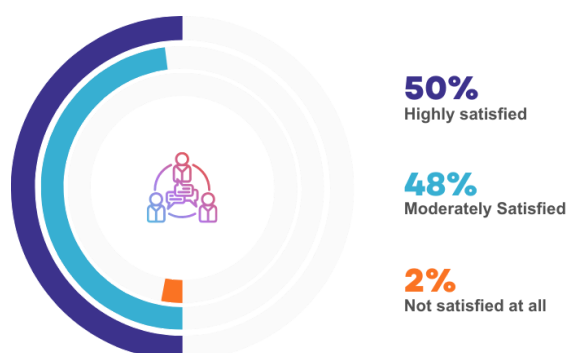


Figure 22: Respondents' satisfaction with information provided by Awaaz.

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

A combined 95% of respondents reported being satisfied, with 40% indicating they are highly satisfied and 55% stating they are moderately satisfied. A small portion, 5%, expressed dissatisfaction with the relevancy of the information. Overall, the majority of

respondents are satisfied with the information provided by Awaaz, although there is a slight decrease of **2%** in satisfaction compared to the last survey.

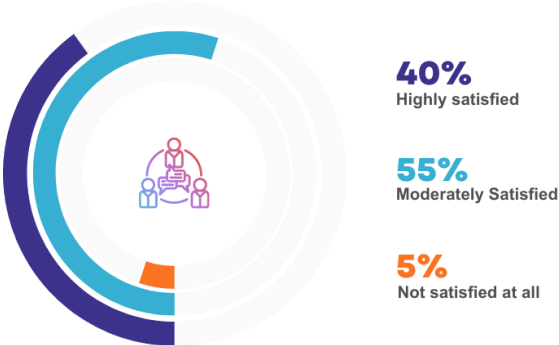


Figure 23: Respondents' satisfaction with the relevancy of information provided by Awaaz.

Question 24: How satisfied are you with the specified timeline to address referrals/feedback/complaints?

Results of the survey show that **98%** of the respondents stated that they are either moderately satisfied or highly satisfied with the timeliness of callers' information provided by Awaaz with an increase of **2%** in satisfaction compared to the last survey.

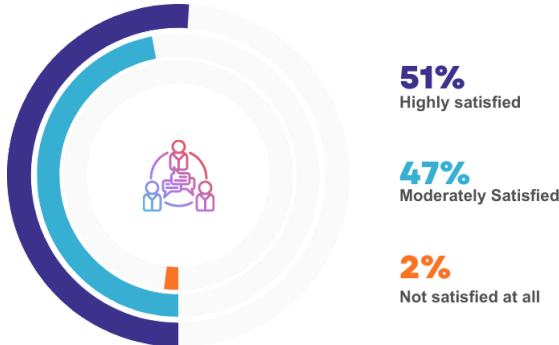


Figure 24: Respondents' satisfaction towards the callers' contact information Awaaz provided to address referrals/feedback/complaints.

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

The chart reflects the level of satisfaction with Awaaz's response to feedback on its operations. **54%** of respondents reported being highly satisfied, and **45%** indicated they were moderately satisfied. Only **1%** of respondents expressed that they were not satisfied at all with Awaaz's response to their feedback. These results suggest that nearly all respondents are content with how Awaaz handles feedback, with a very small percentage seeing room for improvement.

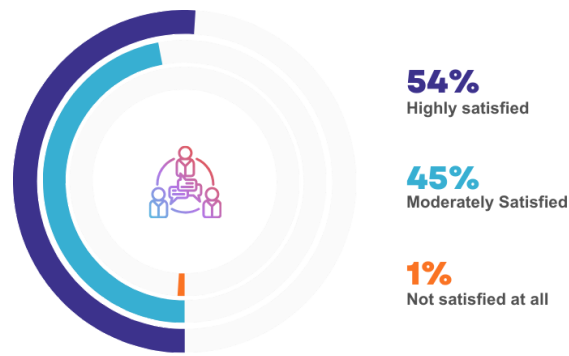


Figure 25: Respondents' satisfaction with the responses provided by Awaaz.

Question 26: How satisfied are you with the usability of the Awaaz referral platform?

Awaaz has upgraded and simplified its referral pathways to ensure an automatic system is identified and/or designed for the effective functionality of the centre including call handling, information management, and dashboard data updates. The survey results show that **97%** of the respondents are highly/moderately satisfied with the Online MIS system as a referral platform. However, as shown in the figure below **3%** of the respondents are not satisfied at all.

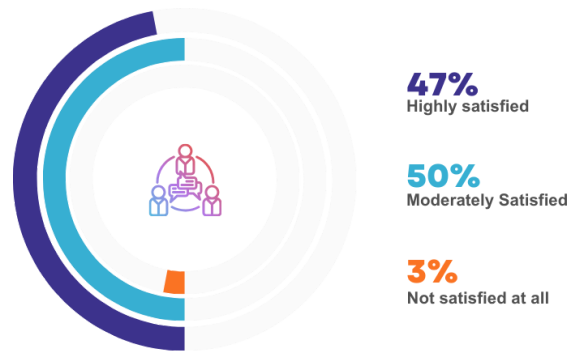


Figure 26: Respondents' satisfaction with the referral platform.

Question 26.1: How can Awaaz improve its referral platform?

To improve its referral platform, Awaaz could implement several key strategies. **Simplification and Accessibility** are crucial, with many respondents suggesting that the referral process should be simplified to make the platform more user-friendly and accessible. This includes optimizing it for mobile devices and ensuring easier navigation. Enhancing **Communication and Coordination** with NGOs, partners, and local organizations is also recommended to ensure better information exchange and more effective use of the referral platform.

Additionally, **Training and Support** are essential, with regular training sessions for users and partners being highlighted as a way to improve engagement and the quality of

referrals. Implementing robust **Feedback Mechanisms** to gather input from users would enable continuous improvement of the platform, along with the inclusion of more detailed information about complainants. Improving the **User Experience** by streamlining the interface, making the dashboard faster and lighter, and incorporating features like PDF downloads for record-keeping is also suggested. Providing **Regular Updates and Reports** on the platform's usage, including the status of referrals and complainant satisfaction, is recommended to keep users informed.

Moreover, some respondents propose introducing **Incentives and Rewards** to motivate users to make referrals and actively participate in the platform. Ensuring strong **Privacy and Security** measures is also crucial to maintaining trust among users. Establishing a system for continuous **Two-Way Communication** between Awaaz and its partners could enhance collaboration and improve the referral process. Finally, conducting more **Meetings, Training Sessions, and Awareness Programs** would better inform partners about the referral platform and its benefits, further enhancing its effectiveness.

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

The graph indicates the extent to which Awaaz is effective in improving the CRM-FRM system of respondents' organizations. **43%** of respondents reported being highly satisfied with Awaaz's effectiveness in enhancing their CRM-FRM systems. The majority, **52%**, expressed being moderately satisfied with the improvements made by Awaaz. Meanwhile, a smaller portion, **5%**, indicated that they were not satisfied at all with Awaaz's impact on their CRM-FRM systems. These results suggest that while the majority of organizations are at least moderately satisfied with Awaaz's contributions, there is still room for improvement in meeting the needs of all stakeholders.

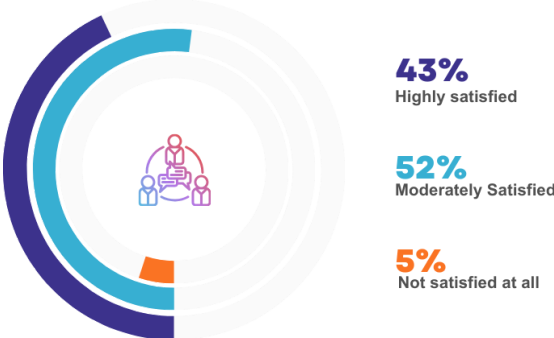


Figure 27: Respondents' rating on Awaaz's effectiveness in improving the CRM - FRM system

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 enhance access to its information, especially regarding the mobility of humanitarian mechanisms and the roles of various organizations in the sector.
- There is a need to raise awareness about complaint mechanisms among humanitarian partners and field staff. Awaaz should prioritize capacity-building initiatives and assess partner needs for improvement.
- Awaaz should expand its operations as a complementary Complaint Feedback Response Mechanism (CFRM) across Afghanistan. Increasing the number of call operators is recommended to improve the call centre's effectiveness.
- There is a call for improved communication and coordination between UN agencies and humanitarian partners, particularly regarding referral processes, to enhance transparency and accountability.
- Awaaz should establish clear policies to provide partners with the necessary support throughout the complaint and feedback process, ensuring that all concerns are addressed.
- There is a need for Awaaz to refine its analysis and reporting processes, ensuring that the data shared with partners is accurate, actionable, and timely.
- The survey recommends that Awaaz allocate more resources to public outreach across Afghanistan to raise awareness of the services provided.
- Greater involvement of all stakeholders, including UN agencies, is essential to the successful realization of Awaaz's objectives.

6. Conclusion

The 2024 Partner Satisfaction Survey of Awaaz Afghanistan revealed several key insights into the overall performance and areas for improvement. Overall, respondents expressed a high level of satisfaction with Awaaz's services, including its role as a communication and accountability centre. The survey demonstrated that Awaaz has implemented several changes in enhancing its services since the last survey, with a focus on information sharing, referral pathways, and two-way communication with crisis-affected populations.

However, respondents also identified several areas that require improvement, including accessibility, data management, and operational efficiency.

One of the most consistent themes from the survey was the need for Awaaz to improve its referral system and enhance its communication mechanisms with partners. Respondents suggested better engagement with stakeholders, clearer roles and responsibilities, and regular updates to improve the effectiveness of partnerships. Additionally, there was a strong call for the organization to focus on improving the accessibility and responsiveness of its services, particularly in remote areas. This includes ensuring that the referral platform is user-friendly, efficient, and capable of handling a high volume of cases.

Moreover, respondents emphasized the importance of continued capacity-building initiatives, particularly regarding training for humanitarian partners and local NGOs. Many respondents expressed the need for Awaaz to invest in public outreach, improving awareness of its services and complaints mechanisms across Afghanistan.

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

- **Communication and Awareness:** Improve communication with partners and beneficiaries, raise awareness of the hotline, and enhance coordination.
- **Capacity Building:** Increase training sessions for partners, focusing on capacity building for focal points and new partners.
- **Referral System:** Streamline the referral system, address busy lines, and ensure precise complaint registration.
- **Accessibility and Technology:** Improve access to remote areas and introduce alternative feedback channels like WhatsApp and email.
- **Response Time:** Enhance response times by increasing call centre staff and ensuring timely follow-ups.
- **Feedback Mechanisms:** Strengthen feedback mechanisms to ensure feedback is acted upon effectively.

7. Way Forward

Awaaz is committed to continued development and adaptations to the response needs. Awaaz will ensure the mechanism serves people in need and partners as an effective mechanism. However, it's important to note, AAP is a shared responsibility and in most cases, Awaaz remains dependent on partners' timely sharing of information on their programming, and response to referrals to ensure effective feedback loop closure.

Although Awaaz already uses different outreach strategies to ensure the effectiveness of the mechanism, in the coming period as per the recommendations, Awaaz will further increase efforts in outreach and briefing of partners through ad hoc and regular training and information sessions to partners.

Awaaz's referral system remains a key component of the mechanism that will be further quality-assured to ensure precise information (from the community's feedback and complaints) is shared with partners. Awaaz strives to hire more operators and further advance its systems to the extent possible to ensure timely and adequate responses to calls and queries on referral cases.

However, with its current resources compared to the volume of cases being recorded on a daily basis, Awaaz will continue to focus on quality and effectiveness of its services. It's important to reiterate that the mechanism's work (information sharing and feedback loop management) will remain dependent on the responsiveness of partners. These steps would help ensure that Awaaz remains a vital component of Afghanistan's humanitarian response infrastructure, addressing both immediate needs and long-term goals.

Document Information

Revision History

Date	Name	Title	Contribution
05 September 2024	Nasratullah Omed	Communications and Reporting Officer	Drafted the document
18 September 2024	Edrees Omed	Project Manager	Reviewed
26 September 2024	Maria Casiana Stama	Programme and Partnerships Specialist	Reviewed
26 September 2024	Nicholas Mark GARDNER	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

#	Organization Name	Abbreviation
1	Afghan Women's Educational Center	AWEC
2	Just for Afghan Capacity and Knowledge	JACK
3	Organization for Afghan Women Capacity and Knowledge	OAWCK
4	Care of Afghan families	CAF
5	Humanitarian Organization for the People of Afghanistan	HOPA
6	Hungarian International Aid	HIA
7	Sustainable Goals Organization for Afghanistan	SGOQ
8	Community Driven Development Organization	CDDO
9	New Way Social & Development Organization	NSDO
10	La Chaîne de l'Espoir	CDE
11	Islamic Relief Afghanistan	IRW
12	Rural Rehabilitation Association for Afghanistan	RRAA
13	Organization for Social and Economic Development	OSED
14	MHPSS_TWG	Cluster
15	Education Cluster	Cluster
16	Danish Refugee Council	DRC
17	Cordaid	Cordaid
18	Afghanaid	Afghanaid
19	Afghan Women Right Organization	AWRO
20	Terre des hommes	TDH
21	Solidarity for Afghan Families	SAF
22	United Nations Office for Project Services	UNOPS
23	HealthNet TPO	TPO
24	Hand in Hand Afghanistan	HIHAO
25	United Nations Children's Fund	UNICEF
26	People In Need	PIN
27	Social Association for Development of Afghanistan	SADA

28	Women for Afghan Women Organization	WAW
29	Food and Agriculture Organization of the United Nations	UN-FAO
30	Afghanistan National Hope Charity Organization	ANHCO
31	Sustainable Welfare Social Services Organization	SWSSO
32	Danish Committee for Aid to Afghan Refugees	DACAAR
33	Organization for Health Promotion and Management	OHPM
34	Kandahar Refuge Organization	KRO
35	La Chaine de l'Espoir	CDE
36	ACBAR Women Working group	Cluster
37	Rehabilitation and Welfare Development Organization for Afghanistan	RWDOA
38	National Organization of Initiative and Action	NOIA
39	Afghan Youth Services Organization	AYSO
40	Community Action for Healing Poverty Organization	CAHPO
41	Organization for Human Relief	OHR
42	Sound Humanitarian, Participatory & Organizational Uplift	SHPOUL
43	Organization for Sustainable Development & Research of Afghanistan	OSDRA
44	Welthungerhilfe	WHH
45	Afghan Reconstruction Organization	ARF
46	Caritas Germany	Caritas Germany
47	International Medical Corps	IMC
48	Afghanischer Frauenverein e.V.	AFV
49	International Committee of the Red Cross	ICRC
50	Food security and wash cluster	Cluster
51	Norwegian Afghanistan Committee	NAC
52	Agency for Technical Cooperation and Development	ACTED
53	AidTrends Organization Afghanistan	AidTrends
54	World Food Programme	WFP
55	Development, Education Learning & Training Association	DELTA
56	INTERSOS	INTERSOS
57	Health and Nutrition cluster	Cluster
58	Asia Community Development Organization	ACDO
59	ESNFI Cluster	Cluster
60	Central Afghanistan Welfare Committee	CAWC
61	Afghanistan Young Greens	AYG
62	Mine Action cluster	Cluster

63	Organization for Relief Development	ORD
64	Concern WorldWide	CWW
65	Action for Welfare and Development of Rural Environment Organization	AWDREO
66	Afghan Amputee Bicyclists for Rehabilitation and Recreation	AABRAR
67	MOVE Welfare Organization	MOVE
68	Rural Rehabilitation Association for Afghanistan	RRAA
69	Afghan Bureau Collaboration Office	ABCO
70	Sanayee Development Organization	SDO
71	Rah-e-Rahnaward Social Welfare Organization	RRSWO
72	Aga Khan Health Services	AKHS
73	Health Cluster	Cluster
74	Skill Training And Rehabilitation Society	STARS
75	Accessibility Organization for Afghan Disabled	AOAD
76	Women's Activities and Social Services Association	WASSA
77	Mercy Corps	Mercy Corps