



PARTNER SATISFACTION SURVEY REPORT

1st Round

2025



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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
AAPWG	Accountability to Affected People Working Group

Executive Summary

This report summarizes the findings of the first Awaaz Afghanistan Partner Satisfaction Survey in 2025. Conducted online via Google Forms from July 1 to 31, 2025, the survey gathered perceptions from humanitarian partners, UN agencies, humanitarian clusters, and working groups. It is an integral part of Awaaz Afghanistan's ongoing commitment to its role as an interagency communication and accountability center. The survey assessed satisfaction levels with Awaaz's services and resources, specifically focusing on key areas such as information sharing, data presentation, analysis, referral pathways, and partnerships.

A total of 103 field-based respondents participated in the survey, representing a diverse group of humanitarian actors: **51%** from national NGOs, **39%** from international NGOs, **8%** from UN agencies, and **2%** from clusters and working groups. The gender breakdown was **69%** male and **31%** female, a distribution consistent with previous survey rounds. Respondents who regularly engage with Awaaz reported more positive experiences overall, especially in areas related to referrals and data use.

Key findings from the survey were as follows:

1. **98%** of respondents were satisfied with Awaaz's services, with **79%** highly satisfied.
2. **91%** confirmed their queries were addressed in a timely and satisfactory manner.
3. **86%** felt Awaaz communicates its policies and referral processes clearly, though some requested better onboarding and training.
4. **100%** were satisfied with Awaaz's gender-sensitive complaint handling, with **71%** highly satisfied.
5. Respondents expressed high satisfaction with Awaaz's referral system, especially platform usability and timeliness.
6. **77%** viewed Awaaz as transparent in sharing service usage and how feedback informs decisions; 23% were unsure or disagreed.
7. **51%** reported monthly coordination with Awaaz; most requested more structured engagement and clear focal points.

8. **92%** had accessed the dashboard in the last six months; main uses included planning, reporting, and beneficiary engagement.
9. Key improvement areas included outreach (**30%**), follow-up (**27%**), and coordination systems (**25%**).
10. 72% believed Awaaz is accessible to people with disabilities and low literacy, while **86%** rated it as inclusive across community groups.

1. Background

Awaaz Afghanistan, established in 2018, is the nation's sole inter-agency communication and accountability helpline. Operating seven days a week, this toll-free, cross-network hotline (410) serves as a vital two-way communication channel, allowing crisis-affected populations with mobile access to seek information, provide feedback, and report complaints regarding humanitarian assistance programs.

Integrated into the Accountability to Affected People Working Group (AAPWG), Awaaz plays a central role in Afghanistan's humanitarian response. It ensures that on-the-ground needs and priorities are effectively relayed to humanitarian partners, thereby enhancing the quality and responsiveness of aid efforts.

By dialing 410, callers can connect with Awaaz's multilingual operators, 63% of whom are women, providing assistance in Dari, Pashto, Pashai, and English. Beyond offering information on available humanitarian services, Awaaz facilitates direct access to assistance through established referral pathways.

As a complementary complaint and feedback mechanism for the United Nations and humanitarian partners, Awaaz strengthens transparency and accountability. It collects and analyzes self-identified needs and priorities, disaggregated by gender, age, location, and specific vulnerabilities. These insights help humanitarian actors better understand the concerns and preferences of affected populations. This information is disseminated through dashboards for situational awareness and case-by-case coordination with relevant clusters and partners, leading to a more informed, responsive, and effective humanitarian response across Afghanistan.

2. Objectives and Scope

Conducted bi-annually, this survey collects insights from UN agencies, clusters, working groups, and national and international organizations operating in Afghanistan. Its main goal is to assess how Awaaz is perceived by its humanitarian partners and agencies. The survey also evaluates awareness and perceptions among key partners regarding Awaaz's role in strengthening the interagency-independent complementary CFRM in Afghanistan.

It is important to note that the partner satisfaction survey does not evaluate the call center's performance in handling calls. Instead, it aims to capture respondents' perspectives on Awaaz's overall performance, identifying strengths and areas for improvement. The survey specifically examines Awaaz's four core functions: coordination, information management, referral pathways, and the dashboard. By gathering this feedback, Awaaz can refine its services, enhance collaboration with partners, and track progress toward its strategic objectives.

3. Survey Methodology

For the first round of the 2025 survey, Awaaz Afghanistan invited 217 partners to participate. The survey, conducted via an online Google Form from July 1 to July 31, 2025, used a three-point rating scale, consistent with previous surveys.

Similar to the previous survey, respondents were identified through Awaaz Afghanistan's existing referral channels. The 36-question survey asked partners to describe their role in the humanitarian response and evaluate Awaaz's coordination and collaboration efforts. Additionally, partners assessed Awaaz's dashboard, referral pathways, and overall relationship with their organizations.

As a perception-based assessment, the survey strictly reflects respondents' views at the time of data collection on Awaaz's performance in the first half of 2025.

4. Key Findings

4.1. Details of the persons filling out this survey

Awaaz Afghanistan's second-round 2025 response-wide perceptions survey gathered responses from a diverse group of **103** partners across the country. As illustrated in the chart, **51%** of participants represented **national NGOs**, followed by **39%** from **international NGOs**. **UN agencies** accounted for **8%** of respondents, while **2%** were affiliated with **clusters or working groups**. This distribution reflects a continued strong representation from local and international humanitarian actors, with slightly increased engagement from UN entities compared to the previous round.

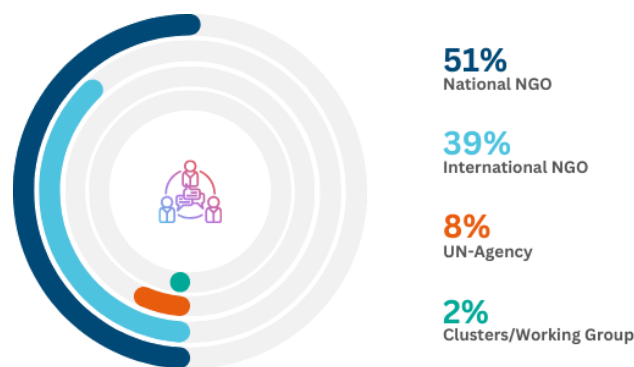


Figure 1: Details of the persons filling out this survey

In terms of gender representation, **69%** of survey respondents were **male**, while **31%** were **female**, indicating a gender distribution consistent with previous survey rounds and highlighting the continued participation of both male and female humanitarian actors.

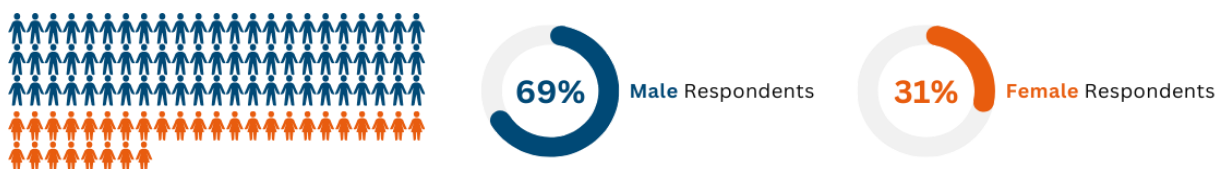


Figure 2: Respondents' details based on gender

4.2. Overall Perception

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

79% of respondents reported being **highly satisfied**, indicating strong overall confidence and appreciation for the platform's performance. Additionally, **19%** are **moderately satisfied**, suggesting that while they recognize the value of Awaaz, they may see areas for enhancement. Only **2%** indicated **dissatisfaction**, which is relatively low but still points to specific issues or unmet expectations among a small subset of stakeholders. These could stem from gaps in service delivery, communication, or response timelines. Overall, the results reflect a high level of satisfaction, reinforcing Awaaz's role as a valuable accountability and feedback mechanism within the humanitarian response in Afghanistan.

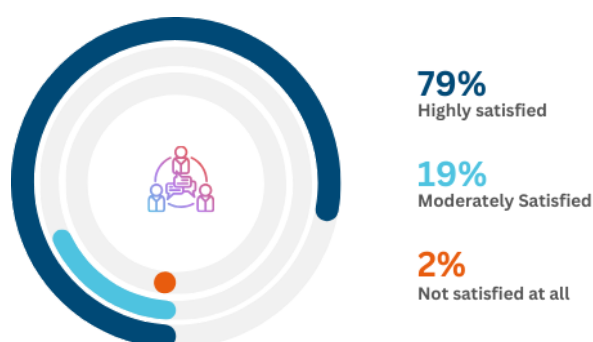


Figure 3: Respondents' satisfaction with Awaaz services

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

The chart indicates that **Community Engagement (40%)** is the most common approach organizations use to promote and share information about Awaaz with their stakeholders. This includes direct interaction with beneficiaries and communities through awareness sessions, meetings, or field visits. Following that, **Printed and Visual Materials (30%)** play a significant role in communication, suggesting that brochures, posters, and banners are widely used tools.

Staff Training and Direct Communication (15%) ranks third, showing that internal capacity building and direct interpersonal communication are also essential for information dissemination. Meanwhile, **Integration into Accountability Systems (10%)** reflects efforts to align Awaaz with existing feedback and complaint mechanisms within organizations. Lower on the list are **Collaboration with Partners (3%)** and **Digital and Other Platforms (2%)**, indicating underutilization of inter-agency partnerships and digital tools like websites, SMS, or social media to amplify Awaaz’s reach.

This suggests a strong reliance on in-person engagement and traditional media, with room to strengthen digital strategies and partner coordination to ensure broader and more efficient outreach.

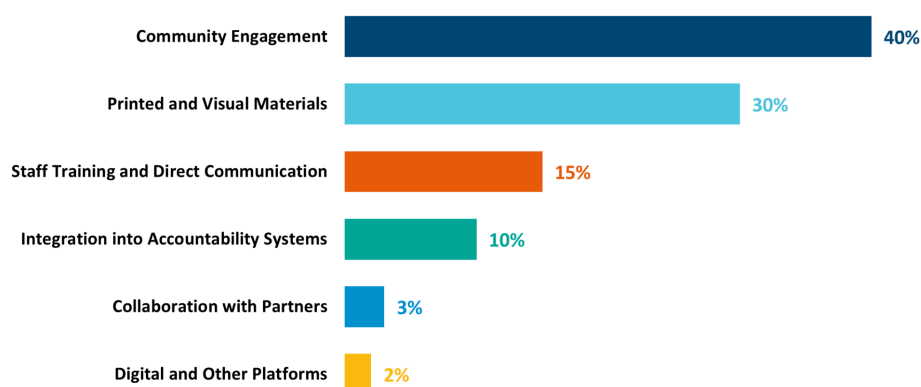


Figure 4: How the respondent’s organizations promote and share information about Awaaz

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

As shown in Figure 5, the majority of respondents (**86%**) believe that Awaaz communicates its policies and processes, including the referral mechanism, clearly and adequately. This reflects a high level of confidence in Awaaz’s ability to convey important procedural information to its stakeholders. The remaining **14%**, however, expressed concerns, suggesting room for improvement in how such information is shared and explained. Overall, the results indicate that while communication is largely effective, targeted improvements could enhance clarity and consistency for all partners.

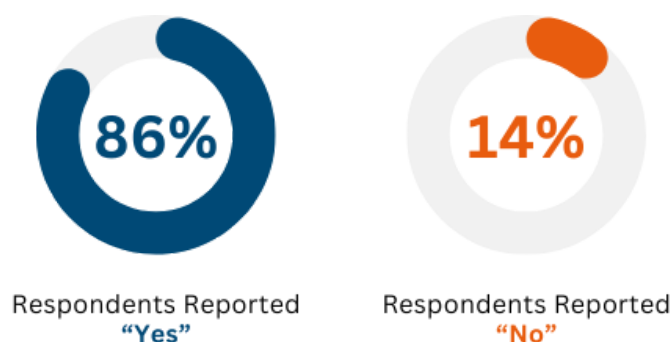


Figure 5: Respondents' perception of Awaaz's communication on policies, processes, and the referral mechanism.

Among the **14%** of respondents who indicated that Awaaz does not communicate its policies and processes clearly, several recurring concerns emerged. **Insufficient awareness and outreach** were a primary issue, with respondents noting limited dissemination of IEC materials and a lack of visibility of Awaaz's services among both community members and NGOs. **A need for training and orientation** was also evident, particularly for newly engaged or long-standing partners who reported not receiving formal onboarding, clear guidance, or refresher training on referral procedures and feedback systems.

Gaps in feedback and information sharing were also cited, including unclear updates on how feedback is handled and a lack of consistent communication around project updates. Respondents emphasized the value of **regular coordination meetings and evidence of action taken** on feedback shared. UNICEF notably suggested **system-level improvements**, such as integrating Awaaz's database with other feedback systems through APIs, to enhance interoperability and follow-up timeliness.

Lastly, some respondents **lacked enough personal experience or exposure to Awaaz's systems**, either due to recent MoU signings or limited engagement, highlighting a potential disconnect in outreach or partner engagement strategies. Addressing these gaps through strengthened orientation, expanded communication efforts, and improved system integration could significantly enhance partners' understanding and use of Awaaz's mechanisms.

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

The majority of respondents (**86%**) indicated that they **do know the name of Awaaz’s focal person** responsible for liaising with their organization on feedback and complaint follow-up. However, **14%** responded **“No”**, highlighting a potential gap in communication or orientation that could affect the **efficiency and clarity of coordination** between Awaaz and some partners. This suggests a need for **more consistent** introduction or visibility of focal points across all collaborating organizations.

Among the **14%** who responded **"No,"** several noted that while they have had some level of interaction with Awaaz, they are **unaware of a specific focal person assigned** to their organization. Some mentioned that communication has occurred via **general emails** or responses from **various Awaaz staff**, but **without formal introductions or clarity** on who their designated focal point is. Others reported having **forgotten the name or never officially receiving it**, while a few indicated that they had only heard of the focal person through **surveys or indirect communication**. This highlights a need for **clearer, more consistent** introductions and visibility of focal points, particularly for newer or less-engaged partners.

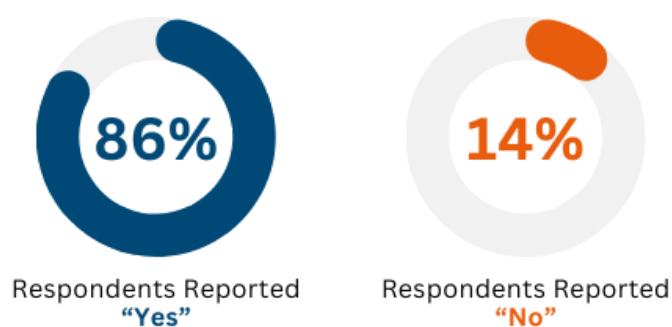


Figure 6: Respondents know the focal person to respond to Awaaz's feedback/complaints.

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

The chart shows a strong level of satisfaction with how Awaaz integrates gender considerations into its operations, particularly in handling complaints from both men

and women. A notable **71%** of respondents reported being **highly satisfied**, while the remaining **29%** expressed **moderate satisfaction**. Importantly, **no** respondents indicated **dissatisfaction**, reflecting positively on Awaaz's efforts to promote **gender-sensitive practices** and **inclusive complaint management**. This suggests that the platform is perceived as a **safe and equitable space** for addressing the concerns of both male and female beneficiaries.

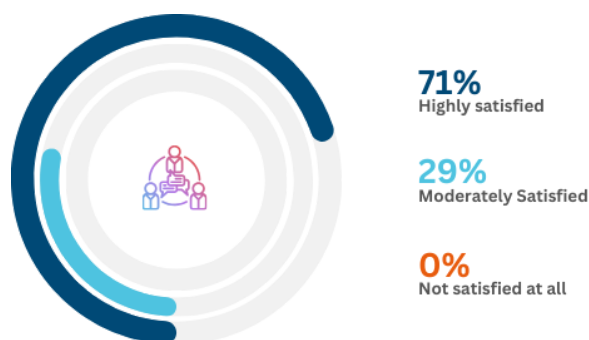


Figure 7: Awaaz gender mainstreaming initiatives

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

Respondents overwhelmingly identified **accessibility and reach** as Awaaz's most valued strength, with **46%** recognizing its effectiveness in making services available across the country. Key drivers behind this high rating included Awaaz's **nationwide toll-free hotline (410)**, **24/7 operations**, and **multilingual support** in Dari and Pashto. Participants also praised Awaaz's efforts to reach **remote and underserved areas**, distribute **IEC materials**, and maintain a strong **outreach presence**, all contributing to broad and equitable access for both beneficiaries and partners.

Neutrality and trust, selected by **20%** of respondents, was another positively noted feature. Awaaz was commended for being a **neutral and independent platform**, offering a **safe and confidential space** for reporting feedback or complaints. These attributes help foster a sense of **trust among communities and organizations**, with beneficiaries feeling that their **privacy is respected** and their concerns handled without bias.

Meanwhile, **responsiveness and follow-up** were cited by **18%** of participants, reflecting appreciation for Awaaz's timely and professional communication, consistent follow-up

on feedback, and an efficient referral system. Respondents noted the platform's ability to take swift action on issues and maintain clear lines of communication with relevant partners. Although **effective systems and coordination (10%)** and **professionalism and accountability (6%)** were selected less frequently, respondents still valued Awaaz's centralized MIS system, partner coordination, and **dedicated team of trained operators**, reinforcing its credibility as a humanitarian feedback mechanism.



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

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

Outreach and Awareness emerged as the top priority for improvement, selected by **30%** of respondents. Suggestions emphasized the need to expand efforts in remote and underserved areas, particularly where mobile access is limited. Participants recommended moving beyond conventional methods such as brochures and awareness sessions by incorporating **SMS alerts, social media, podcasts, and community radio**. Enhancing **visual and audio materials** was also noted as a way to improve engagement with low-literacy populations. Additionally, there was a strong call to reduce dependence on partner organizations and take a more direct, proactive approach to awareness-building.

Close behind, **27%** of respondents highlighted **Responsiveness and Follow-up** as an area needing attention. This includes **shortening referral turnaround times**, especially for complex or sensitive cases, and ensuring **timely, documented updates** to complainants. Respondents urged Awaaz to **assign dedicated teams** to physically

follow up on difficult cases and to close cases only when the complainant is fully satisfied. Many pointed to the lack of follow-up as a barrier to trust and effectiveness.

System and Coordination Improvements were cited by **25%** of respondents. Feedback stressed the need for stronger coordination with partners, greater transparency in the referral process, and better data sharing. Recommendations included implementing a standardized feedback protocol, enabling **interoperable systems** (e.g., API integration), maintaining up-to-date project data, and conducting **lessons-learned sessions** with partners. There was also encouragement to engage **organizations that receive few or no complaints** to identify blind spots in the referral network.

Other areas included **Staffing and Capacity Building (12%)**, with calls to increase the number of **call center staff**, move toward **24/7 coverage**, and strengthen staff capacity through training on referrals, digital skills, SGBV policies, and community engagement. Lastly, **Quality and Inclusivity (6%)** focused on improving access for women, minorities, and people with disabilities, ensuring the availability of **female operators**, and enhancing **culturally sensitive communication** in local dialects. Respondents also stressed the need to collect **accurate and contextual information** for sensitive referrals, especially those involving SGBV or vulnerable groups.



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

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

A majority of respondents (**57%**) indicated they **did not know** whether their beneficiaries had ever faced difficulty reaching an Awaaz operator, suggesting a lack of direct communication or tracking on this issue. Meanwhile, **23% confirmed** that their beneficiaries had experienced issues connecting with Awaaz, while **19% stated** that their

beneficiaries had **not** encountered such problems. This points to a need for improved awareness and better coordination between partners and Awaaz regarding caller access and service coverage.

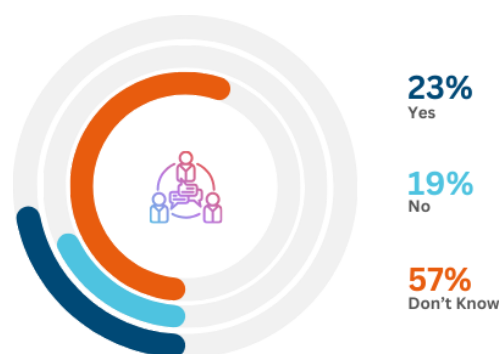


Figure 10: Reported difficulties beneficiaries faced in reaching Awaaz operators

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

To improve Awaaz's effectiveness as a feedback-response mechanism, **35%** of respondents called for **enhanced coordination and information sharing**, highlighting the need for stronger inter-agency linkages and streamlined referral pathways. **18%** emphasized **improved data utilization and reporting**, suggesting that data should be better analyzed, tailored, and shared in formats that aid decision-making. **17%** recommended **more targeted outreach and awareness**, underscoring the need to increase visibility and understanding of Awaaz's services among both partners and communities.

Meanwhile, **15%** of respondents pointed to the importance of **increased responsiveness and follow-up**, reflecting a desire for quicker, more consistent case handling and partner engagement. Others focused on **capacity building and operational improvements (10%)**, such as training sessions and system enhancements. A smaller share (**5%**) stressed the need for **more user-centric and accountable processes**, encouraging approaches that place affected people at the center of response efforts and reinforce transparency.



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

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

While **77%** of respondents **affirmed** Awaaz's transparency in sharing how its services are used and how feedback informs humanitarian action, a notable **21%** were **unsure**, and **2% disagreed**. This suggests that although most stakeholders recognize Awaaz's efforts in visibility and advocacy, there remains a gap in awareness or communication that may require more consistent reporting or clearer dissemination of impact and usage data.

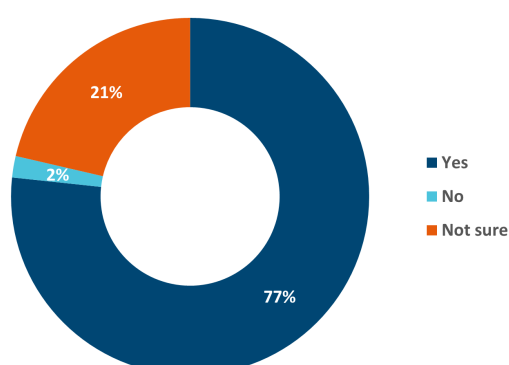


Figure 12: Suggestion on how Awaaz is transparent in terms of its services and monthly updates

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

An overwhelming majority of respondents (**91%**) indicated that their questions and requests to Awaaz were **answered in a timely and satisfactory manner**, reflecting a high level of confidence in Awaaz's responsiveness. A small minority (**9%**) noted that their queries were **only sometimes** addressed adequately, suggesting **room for improvement in consistency** of response quality and timeliness.

Those who selected "sometimes" cited a few recurring challenges. Several mentioned **delays or no follow-up** after submitting requests or forms, including unanswered calls for technical meetings. One respondent noted that the **absence of complaints** could reflect **limited awareness or accessibility**, not necessarily satisfaction, suggesting the need for stronger engagement efforts. Others mentioned that while Awaaz **occasionally requests feedback or surveys**, these do not always result in the resolution of their specific concerns.

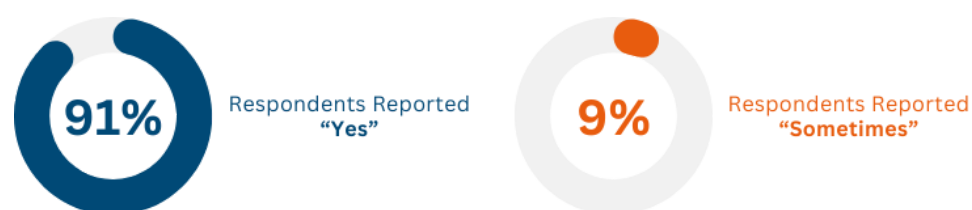


Figure 13: Respondents' feedback on the time taken for Awaaz to respond to questions and requests.

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

The most significant challenge reported in coordinating with Awaaz is **delays in communication, feedback, and follow-up**, cited by **51%** of respondents. This indicates a pressing need to enhance the timeliness and responsiveness of interactions. Meanwhile, **15%** of respondents each pointed to issues related to **connectivity and accessibility, information and case management**, and **coordination and partnerships**, underscoring the importance of improving both technical infrastructure and inter-agency collaboration. Only **4%** highlighted **IEC materials and visibility** as a challenge, suggesting this area may be comparatively less problematic but still worth addressing for broader outreach.



Figure 14: Key challenges in coordinating with Awaaz.

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

Based on the chart, **72%** of respondents believe that Awaaz is accessible to people with disabilities and those with limited literacy, indicating a generally positive perception of inclusivity. However, **24%** were not sure, highlighting a notable gap in awareness or clarity about Awaaz's accessibility features. Only **4%** felt that Awaaz is not accessible to these groups. This suggests that while current efforts are broadly recognized, more visibility and communication around Awaaz's accessibility measures, such as audio content, simplified language, and disability-friendly platforms, could further strengthen confidence and inclusivity.

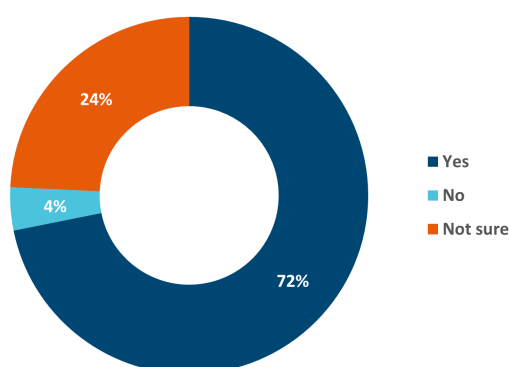


Figure 15: Perceptions of Awaaz's accessibility for persons with disabilities and individuals with limited literacy.

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

Awaaz Afghanistan is widely perceived as inclusive in its outreach efforts, with a combined **86%** of respondents rating it as either **"Inclusive" (54%)** or **"Very inclusive" (32%)** in reaching diverse groups such as women, youth, the elderly, ethnic minorities, and rural communities. A smaller portion (**8%**) found the efforts only **"Somewhat inclusive,"** while **6%** were unsure. Importantly, **no** respondents rated Awaaz as **"Not inclusive,"** highlighting strong perceptions of equity and representation across various community segments.

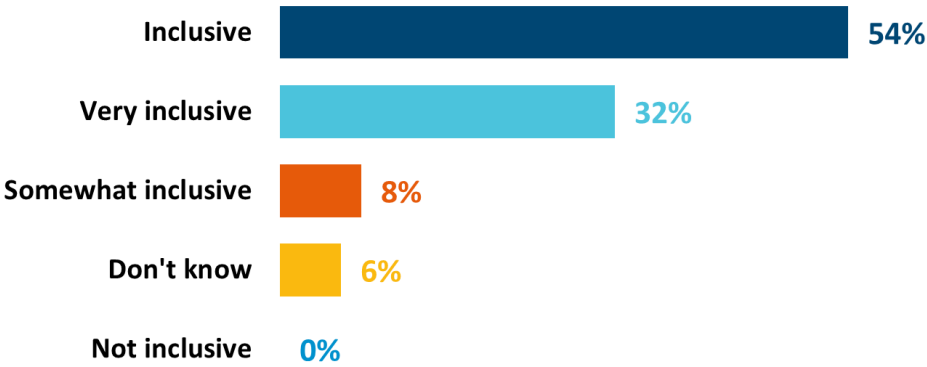


Figure 16: Perceptions of Awaaz's inclusivity in reaching women, youth, the elderly, ethnic minorities, and rural communities.

4.3. Analysis and Dashboard

Awaaz provides evidence-based datasets via an interactive dashboard (www.awaazaf.org), with data disaggregated by gender, age, location, needs, and priorities. This dashboard is a vital tool for stakeholders, enabling them to assess humanitarian needs and gaps at national and sub-national levels. By offering real-time insights, Awaaz aims to foster a more systematic approach to identifying, understanding, and addressing the challenges faced by crisis-affected populations.

Since its launch in May 2018, Awaaz has consistently shared data through regular dashboard updates for situational awareness, alongside case-by-case requests from

relevant clusters and partners. The dashboard has evolved to enhance data accessibility, facilitate decision-making, and improve response coordination. The current survey evaluates the dashboard's effectiveness in meeting these objectives, focusing on its usability, relevance, and ability to support humanitarian action.

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

Half of all respondents (**50%**) reported accessing the Awaaz monthly feedback data analysis dashboard **once a month**, indicating a strong, recurring engagement with the platform. Additionally, **23%** viewed the dashboard **twice a month**, and **19%** accessed it **once a week**, reflecting more frequent usage by a smaller segment of partners. Notably, **only 8%** indicated they **never accessed** the dashboard during the past six months. These figures suggest that the dashboard is a regularly used tool for many organizations, though there is still room to increase the frequency of engagement and awareness among a portion of users.

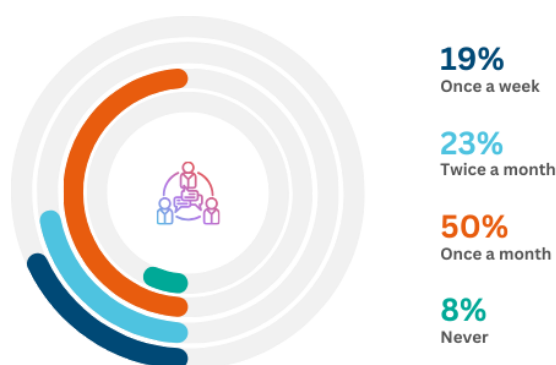


Figure 17: Respondents visited the Awaaz website in the last six months.

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

A significant portion of respondents who had not accessed the Awaaz monthly feedback analysis dashboard cited limited engagement as the primary reason, with **55%** indicating they had **only recently begun collaborating with Awaaz** and had not yet visited the website. Additionally, **36%** reported they were **unaware of the dashboard's existence**, highlighting a gap in visibility and outreach. A smaller yet important segment (**11%**) expressed difficulty in **filtering the information** or in identifying content that would be

most relevant to their work. These findings point to a clear need for stronger onboarding, clearer communication, and practical user support to ensure that partners are both aware of and equipped to navigate the dashboard effectively.

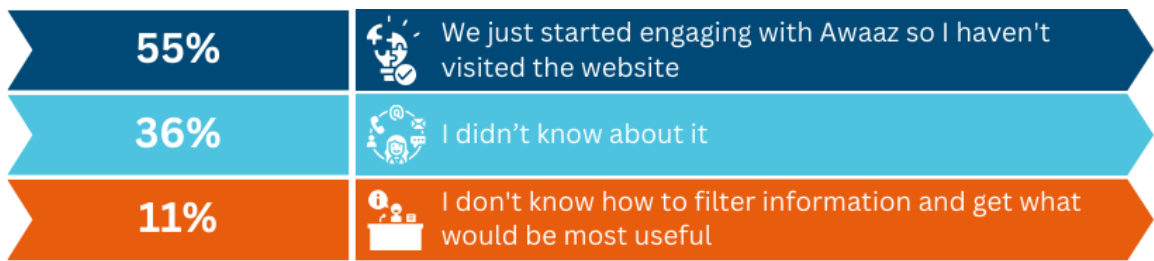


Figure 18: Respondents' feedback on the Awaaz dashboard.

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

The chart highlights the various ways organizations utilize the feedback information provided on the Awaaz dashboard. The most common use, cited by **71%** of respondents, is to **strengthen communication channels** with project participants, underscoring Awaaz’s role in bridging gaps between partners and affected communities. A close second, reported by **70%**, is to **inform decision-makers** within organizations for **better programming and project planning**, demonstrating the dashboard’s influence on internal strategic processes.

Additionally, **66%** use the data to **improve planning and strategies**, while **61%** leverage it to **enhance donor reporting** and to **triangulate** feedback with their own internal complaint mechanisms. This reflects the dashboard’s value not only in accountability but also in validation of internally gathered information. Other notable uses include supporting the **development of evidence-based approaches (59%)** and guiding the **refinement of policies and priorities (52%)**. Collectively, these responses illustrate that Awaaz's dashboard is a critical tool for operational decision-making, program refinement, and strategic alignment across humanitarian and development partners.



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

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

Respondents offered a range of suggestions to improve the Awaaz dashboard and its data analysis features to better support their clusters and organizations. A major theme was the need for **improved data customization and filtering**. Partners emphasized the importance of being able to apply more granular filters, such as by region, feedback type, date, and location, to extract meaningful insights. Many also expressed interest in generating **customized and disaggregated reports**, including **demographic breakdowns** and the option to view data through organization-specific dashboards.

Another frequently raised point was the desire for **enhanced reporting and analysis** capabilities. This includes access to **detailed breakdowns, downloadable reports**, and the ability to conduct **real-time analysis** of feedback categories and thematic trends. Several respondents suggested incorporating **smarter analytical tools** to derive more actionable insights. The introduction of **automated and scheduled reporting** was also recommended to improve consistency and reduce manual effort.

The importance of an intuitive and accessible platform was also underscored. Suggestions around **user experience and interface** focused on the need for a **more user-friendly layout**, clearer **data visualizations** (such as charts and graphs), and support for **localized language options**. Respondents also highlighted the value of

providing **regular training sessions** to help partners navigate and fully utilize the dashboard's features.

In terms of functionality, the call for **real-time updates and improved accessibility** was a recurring theme. Many partners noted that **timely data updates** are critical for informed decision-making. Additionally, ensuring that the dashboard remains accessible in **areas with limited internet connectivity** was considered important for equitable access.

Respondents also recommended strengthening the dashboard's **integration and referral tracking** functions. This includes better filtering tools for **Implementing Partners**, facilitating **data exchange with partner systems**, and introducing mechanisms to **track the status and outcomes of referrals**, including timestamped updates.

Finally, many emphasized the importance of **collaboration and training**. Involving partners in the iterative improvement of the dashboard and conducting **technical sessions or orientation workshops** were seen as essential steps to enhance overall capacity in data analysis and reporting. These collective insights suggest a clear pathway for Awaaz to make its dashboard more responsive, insightful, and partner-centric.

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

Awaaz's role in facilitating two-way communication between partners and crisis-affected communities is viewed very positively by respondents. **Half (50%)** rated this function as **excellent**, with an additional **46%** describing it as **good**, demonstrating strong confidence in Awaaz's ability to support meaningful engagement. Only **4%** considered it **fairly good**, and just **1%** rated it as **not good at all**, suggesting that concerns about communication effectiveness are rare. This overwhelmingly positive feedback highlights Awaaz's credibility as a trusted intermediary and reinforces its position as a key enabler of community-centered dialogue.

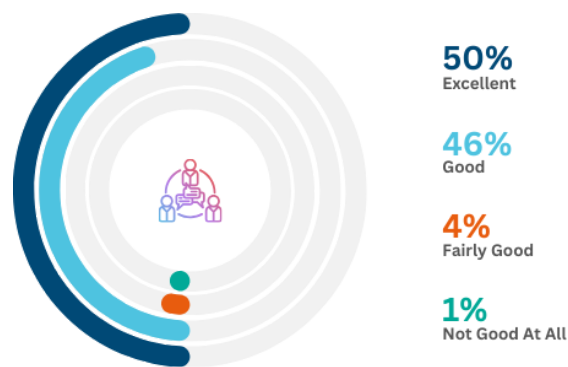


Figure 20: Respondents' perception of the efficiency of Awaaz in providing two-way communication between crisis-affected people

4.4. Referrals and Relationships

Effective communication and timely information delivery remain vital for people affected by crises. Awaaz Afghanistan continues to bolster humanitarian efforts by facilitating information exchange between those impacted and humanitarian organizations. This includes collecting and sharing data on urgent needs and efficiently addressing complaints and feedback.

As partner engagement and coordination evolve, a more structured and transparent referral system has become increasingly crucial. Recent survey results indicate an improvement in coordination frequency, with more respondents reporting monthly engagement. However, there's a continued need for enhanced structured coordination mechanisms, such as regular updates on referrals, improved data-sharing platforms, and more interactive partner engagement.

Awaaz has implemented measures to strengthen its information management systems, aiming to present data in a more informative and actionable way for its partners. Continuous improvements have been made to optimize referral pathways, including efforts to automate and enhance case tracking, information sharing, and dashboard updates. While most respondents were satisfied with the timeliness and usability of Awaaz's referral platform, they suggested further streamlining processes, enhancing tracking systems, and integrating automated notifications for improved efficiency.

To assess partner satisfaction with Awaaz’s coordination and collaboration, respondents were invited to suggest areas for improvement. Their feedback emphasized the need for more frequent and structured coordination meetings, including both online and in-person formats, to enable two-way engagement, timely updates, and joint planning. Respondents also called for clearer identification of focal points, stronger inter-agency referral tracking, and regular follow-up on submitted cases. In addition, partners recommended expanding digital integration, such as linking systems via API and improving access to updated referral data. While Awaaz has made considerable progress in streamlining referrals and enhancing collaboration, further improvements in responsiveness, data sharing, and partner engagement mechanisms are needed to ensure a more accountable and efficient feedback loop for crisis-affected communities.

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

The chart illustrates how frequently Awaaz Afghanistan currently coordinates with partners, including clusters, working groups, and organizations, on referrals and information sharing. Just under half of respondents (**46%**) reported being engaged on a **monthly basis**, while another **41%** indicated **quarterly coordination**. Together, these figures suggest that the majority of partners are receiving regular and structured communication from Awaaz. In contrast, only **7%** reported **semi-annual**, and another **7%** reported **annual coordination**, highlighting that less frequent engagement remains the exception. Overall, the data indicate that Awaaz maintains an active coordination rhythm with most partners, although a small portion may benefit from increased frequency or consistency in communication.

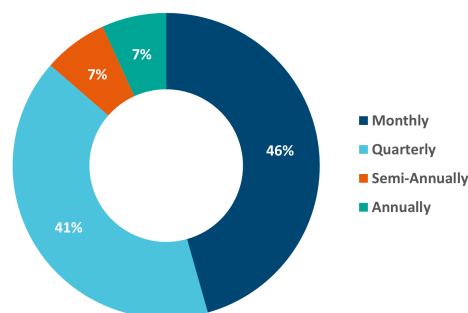


Figure 21: Awaaz coordination with clusters, working groups, and partners.

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

Respondents shared a range of practical suggestions to strengthen Awaaz's engagement and coordination with partners. A prominent theme was the call for **more frequent and structured meetings**, including monthly or quarterly coordination sessions, both online and in-person, to enable two-way feedback, joint planning, and real-time discussion of challenges. Many also recommended assigning **dedicated focal points per cluster or working group** to streamline communication and enhance responsiveness on referred cases.

Communication and information sharing emerged as another priority. Suggestions included creating **WhatsApp groups** for focal points, delivering tailored updates by sector, and sharing **trend-based data and reports** more regularly. A few partners proposed integrating Awaaz's feedback mechanisms with their own systems to facilitate smoother coordination.

Beyond coordination, partners recommended **capacity-building and outreach initiatives** such as in-person training, orientation sessions, and workshops on referral tools and data use. Some also called for **joint community awareness efforts** to boost visibility and trust. To enhance the referral system, suggestions included faster feedback loops, the ability to **upload documents or photos**, and improved follow-up on complaints until resolution. A recurring sentiment emphasized the need for Awaaz to be seen not only as a feedback channel but as a platform that ensures community voices are acknowledged and acted upon.

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

The chart reflects the number of cases that Awaaz Afghanistan has referred to partner organizations through its referral pathway over the past six months. A substantial majority of partners (**90%**) reported receiving **between 1 and 100 referrals**, indicating consistent yet manageable caseloads across most organizations. A smaller segment (**6%**) received **101 to 200 cases**, while **3%** received **201 to 300 cases**. Only **1%** of partners

reported receiving **more than 300 referrals**. These figures illustrate that while Awaaz’s referral system is widely active, the volume of referrals is typically scaled to match partner capacity and operational footprint.

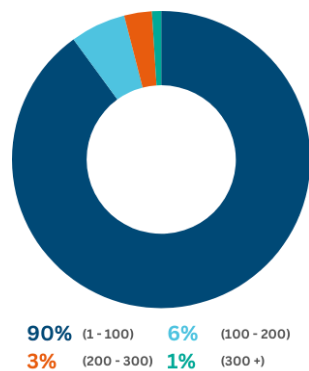


Figure 22: Number of cases referred by Awaaz

4.4.1. Partner Satisfaction with Referral Processes and Information Support

The following chart presents partner feedback on key aspects of Awaaz’s referral processes and feedback mechanisms. Respondents were asked to rate their satisfaction with the timeliness, relevance, and usability of referrals and information provided by Awaaz. The results reflect strong overall satisfaction, with the majority of partners indicating high satisfaction across all six areas, including timeliness, relevance, usability, and responsiveness.

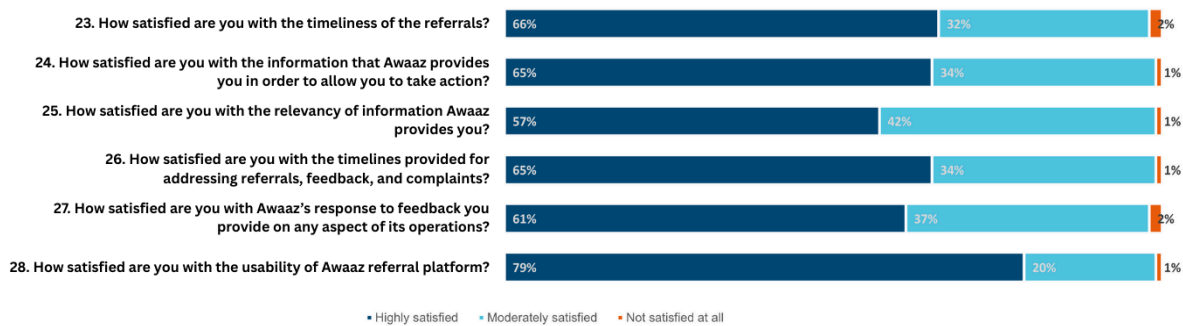


Figure 23: Partner Satisfaction with Referral Processes and Information Support.

The comprehensive analysis of partner satisfaction data for Questions 29 through 34 highlights Awaaz Afghanistan’s strong performance across critical service delivery and

engagement domains. Partners expressed consistently high levels of satisfaction with Awaaz's referral processes, the quality and utility of information shared, responsiveness to inquiries, and the overall functionality of its support tools.

Notably, the data reveal that in most areas, a majority of partners reported being **highly satisfied**, rather than simply moderately satisfied, a distinction that underscores the effectiveness and reliability of Awaaz's systems. Among all areas assessed, the **usability of the referral platform** emerged as a particular strength, with nearly four out of five partners rating it at the highest level. This points to a platform that is not only user-friendly but also instrumental in enhancing partners' operational experience.

Other key service components, including the **timeliness of referrals** and the **actionability of shared information**, were also highly regarded, reinforcing Awaaz Afghanistan's image as a responsive and dependable partner within the humanitarian coordination landscape.

While no major weaknesses were identified, the analysis points to subtle opportunities for enhancement. Two specific areas, the **relevance of the information provided** and the **responsiveness to partner feedback**, received slightly lower proportions of "highly satisfied" responses. Although overall satisfaction in these areas remains strong, these findings suggest room to elevate moderate satisfaction to high satisfaction.

By further tailoring information to partners' needs and strengthening feedback follow-up mechanisms, Awaaz Afghanistan can reinforce existing strengths and deliver an even more partner-responsive experience. Such improvements will not only deepen satisfaction but also demonstrate Awaaz's continued commitment to accountability, collaboration, and service excellence, ultimately fostering stronger partnerships and more impactful humanitarian outcomes.

Question 29: How can Awaaz improve its referral platform?

To significantly enhance the referral system, a **multi-faceted approach** is required, one that prioritizes **user experience**, **operational efficiency**, **data-driven insights**, and **inclusive accessibility**. A complete redesign of the current user interface is essential to improve intuitiveness and ease of use. This should include **streamlined navigation**, reduced visual clutter, and the use of plain, user-friendly language. To support user

engagement and autonomy, the platform should incorporate **interactive tutorials**, **contextual help tips**, and a **visual progress bar** to guide users through each stage of the referral process.

A well-functioning **notification system** is also critical. **Automated alerts** via email, SMS, and in-app messaging should ensure timely updates on referral statuses and prompt users to take action when needed.

From an operational perspective, the introduction of **clear service level agreements (SLAs)** is essential to standardize expected response times at each stage of the referral process. This would necessitate **well-defined internal workflows** and a **dedicated team** to monitor and uphold SLA adherence. Strengthened **partner coordination** can be achieved through **integrated communication tools** such as shared dashboards, secure messaging features, and standardized data exchange protocols. Additionally, NGO partners should be actively engaged in system improvement processes, with a **clear escalation framework** for addressing concerns under direct oversight.

Robust reporting functionality is necessary to enable data-driven decision-making. This should go beyond basic statistics to include **in-depth analysis** of feedback, categorized by urgency, and an **interactive dashboard** providing real-time referral success metrics. Advanced reporting tools should help identify systemic gaps by highlighting patterns in unresolved referrals, recurring service issues, and user feedback trends, thereby informing strategic planning and resource prioritization.

The platform must also be fully optimized for **mobile accessibility**, with a **responsive design** and **multilingual support** (including local languages) to ensure equitable access for all users. Strict data protection protocols are paramount to safeguarding sensitive information. This includes implementing **robust access controls**, **data encryption**, and **regular security audits**.

Further, the platform should integrate seamlessly with relevant systems through **open APIs** and be capable of **automatically flagging and prioritizing high-risk referrals**, such as those related to **gender-based violence (GBV)** and **health emergencies**, triggering immediate alerts for rapid response. Lastly, the success of these improvements will depend on sustained user engagement through targeted awareness

campaigns, capacity-building initiatives, and personalized communication strategies tailored to partner and community needs.

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

The graph illustrates partner perceptions of the effectiveness of Awaaz Afghanistan's engagement and coordination with humanitarian actors. A significant majority of respondents (71%) rated Awaaz as **highly effective**, indicating strong satisfaction with its collaborative approach and support for inter-agency coordination. An additional 28% found the engagement to be **moderately effective**, reflecting generally positive experiences with minor room for improvement. Only 1% of partners considered the coordination efforts **not effective at all**, suggesting that dissatisfaction is minimal. Overall, the data points to a well-regarded coordination mechanism that is largely meeting partner expectations.

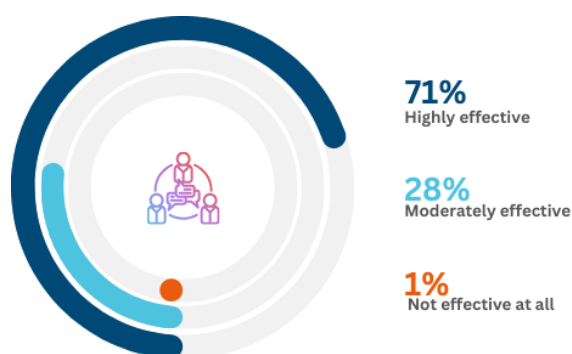


Figure 24: Respondents' rating of Awaaz's effectiveness in improving the CRM - FRM system

5. Recommendations

Based on the survey findings, humanitarian partners and agencies expressed a high level of satisfaction with Awaaz's services while identifying several priority areas for further enhancement. The following recommendations aim to strengthen Awaaz's performance, impact, and alignment with partner needs:

- Hold **regular coordination meetings**, assign **clear focal points**, and ensure consistent referral follow-up and closure.
- **Expand outreach** in remote areas using diverse channels (**radio, SMS, social media**) and reduce reliance on **partner-led awareness**.
- Enable **advanced filtering, real-time** and **downloadable reports**, and provide training for partners to better use dashboard tools.
- **Redesign** the interface for usability, introduce **automated** referral updates, and track outcomes with timestamps.
- Ensure platforms are **mobile-friendly**, support **multiple languages** and dialects, and offer **gender-sensitive** outreach and services.
- Provide onboarding, refresher **training**, and targeted sessions on **referrals, data use, Sensitive case handling**, and **CFM systems**.
- Enable **API-based** data sharing, **standardize protocols**, and regularly update partner and project information.
- Share referral outcomes, demonstrate how **feedback informs decisions**, and increase visibility of usage data and partner contributions.
- Implement **service-level agreements (SLAs)**, assign follow-up teams for complex cases, and **close cases upon beneficiary confirmation**.
- Conduct **regular surveys**, monitor **satisfaction trends**, and use findings to **adapt systems** and strengthen **accountability**.

6. Conclusion

The 2025 Round 1 Partner Satisfaction Survey reaffirms **Awaaz Afghanistan's vital role** as a **trusted, inclusive, and responsive** feedback mechanism within the country's humanitarian architecture. Overall satisfaction with Awaaz's services remains remarkably high, with partners recognizing the platform's strengths in **accessibility, neutrality, responsiveness, and referral management**.

Partners reported clear improvements in areas such as **two-way communication, gender-sensitive complaint handling**, and the **usability of Awaaz's referral system**. The dashboard continues to be a valuable tool for informing programming, coordination, and decision-making across sectors. Importantly, **high levels of engagement and satisfaction** were recorded across both national and international NGOs, with increased participation from UN agencies.

While the feedback is overwhelmingly positive, the survey also highlighted key areas for improvement. These include **expanding outreach** in remote locations, **enhancing responsiveness and follow-up**, strengthening **system integration and data sharing**, and **increasing transparency** around how feedback informs action. Additionally, partners requested **clearer onboarding, regular training sessions, and more structured coordination efforts**.

The findings of this round will directly inform Awaaz's **operational priorities** and ongoing efforts to strengthen collaboration with humanitarian partners. By addressing the **recommendations outlined in this report**, Awaaz can further improve its **effectiveness**, strengthen **accountability to affected populations**, and contribute to a more coordinated and responsive humanitarian response in Afghanistan.

7. Way Forward

Awaaz is committed to ongoing improvement and adaptation to meet evolving response needs. As a cross-sectoral, two-way communication and accountability platform, it effectively serves both **people in need** and **responding partners**. However, Accountability to Affected People (AAP) is a **shared responsibility**. Awaaz relies on partners for **timely information sharing** about their programs and **swift responses to referrals** to ensure an effective and closed feedback loop, which strengthens **trust and responsiveness**.

Awaaz currently employs **diverse outreach strategies**, and these efforts will be further enhanced and refined based on survey recommendations. In the coming period, Awaaz will expand its engagement initiatives by introducing **regular and ad hoc training sessions**. These sessions will better equip partners with knowledge on **referral processes, data-sharing mechanisms, and feedback management**.

Furthermore, Awaaz will strengthen partner engagement to **boost awareness**, increase website visits, and **improve access to key information**, fostering **collaboration, transparency**, and effective system use.

In response to partner feedback, Awaaz will also prioritize **enhancements** to its dashboard and data analysis tools. Planned improvements include **more advanced filtering options, disaggregated reporting features**, and the ability to generate **real-time, customizable** insights. Additional efforts will focus on improving dashboard usability, visualizations, and **accessibility in low-connectivity settings**, alongside targeted training to support partners in making full use of the platform. These upgrades aim to make the dashboard more **responsive, actionable**, and **user-centered**.

The Awaaz referral system remains central to its operations, with ongoing **quality assurance** to ensure **accurate and actionable** community feedback reaches partners. To enhance efficiency, Awaaz plans to strengthen **operator capacity** and upgrade technology and tracking systems for **faster response times**. However, the **sustainability of these improvements** depends on the **funding outlook**, with priority given to maintaining current capacity.

Given the **high volume of cases** recorded daily and **current resource constraints**, Awaaz will prioritize **service quality and effectiveness** to maximize its impact. Nevertheless, the success of the mechanism remains heavily dependent on **partners' responsiveness**, particularly in **timely information sharing and follow-up on referrals**. Strengthening this collaboration is crucial to ensuring that Awaaz continues to serve as a **key pillar of Afghanistan's response infrastructure**, effectively addressing both **immediate humanitarian needs** and **long-term resilience goals**.

Document Information

Revision History

Date	Name	Title	Contribution
September 2025	Nasratullah Omed	Communications and Reporting Officer	Drafted the document
October 2025	Edrees Omed	Project Manager	Reviewed
October 2025	Maria Casiana Stama	Programme and Partnerships Specialist	Reviewed
October 2025	Azusa Chiba	Head of Programme	Final approval

For more information on this document, please contact:

Edrees Omed

Project Manager
Awaaz Afghanistan
UNOPS Afghanistan
+93 (0) 728 932 760
EdreesO@unops.org

Annexes

Annex I: Survey Questionnaire

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

Annex II: Partners' list who participated in the survey

#	Organization Name	Abbreviation
1	Humanitarian Organization for the People of Afghanistan	HOPA
2	Just for Afghan Capacity and Knowledge	JACK
3	International Organization for Migration	IOM
4	Medical Management and Research Courses for Afghanistan	MMRCA
5	Rural Rehabilitation Association for Afghanistan	RRAA
6	ActionAid Afghanistan	ActionAid
7	Aid Trends Organization Afghanistan	ATOA
8	New Way Social & Development Organization	NSDO
9	United Nations Office for Project Services	UNOPS
10	Organization for Community Coordination and Development	OCCD
11	Bu Ali Rehabilitation and Aid Network	BARAN
12	Medair	Medair
13	Aga Khan Health Services	AKHS
14	Agency for Technical Cooperation and Development	ACTED
15	The HALO Trust Afghanistan	HT
16	Agency For Assistance And Development For Afghanistan	AADA
17	World Vision International	WVI
18	United Nations High Commissioner for Refugees	UNHCR
19	Hand in Hand Afghanistan	HIHAO
20	United Nations Children's Fund	UNICEF
21	Coordination of Humanitarian Assistance	CHA

22	Your Voice Organization	YVO
23	Citizens` Organization for Advocacy and Resilience	COAR
24	Organization for people's health in Action	OPHA
25	Afghan Youth Services Organization	AYSO
26	HealthNet TPO	HNTPO
27	Afghanaid	AfghanAid
28	Hungarian International Aid	HIA
29	Sustainable Goals Organization for Afghanistan	SGOA
30	Kandahar Refugee Organization	KRO
31	Help – Hilfe zur Selbsthilfe e.V.	Help Germany
32	Organization for Afghan Women Capacity and Knowledge	OAWCK
33	AAP-WG	AAP-WG
34	Welthungerhilfe	WHH
35	Women's Activities and Social Services Association	WASSA
36	Rah-e-Rahnaward Social Welfare Organization	RRSWO
37	People in Need	PIN
38	Norwegian Afghanistan Committee	NAC
39	Skills Training and Rehabilitation Society	STARS
40	Shantee Volunteer Association	SVA
41	Islamic Relief Afghanistan	IRW
42	Solidarity for Afghan Families	SAF
43	Afghanistan Development and Welfare Services	ADWSO
44	Afghan Peace-Builders Humanitarian Organization	APBHO
45	Medical Aid Here and Now	MAGNA
46	United Nations Human Settlements Programme	UN-Habitat
47	CARE International	CARE
48	Afghan Amputee Bicyclists for Rehabilitation and Recreation	AABRAR
49	Aga Khan Agency for Habitat	AKDN

50	Future Generations Afghanistan	FGA
51	Green Afghanistan Agriculture and Livestock Organization	GAALO
52	New Consultancy and Relief Organization	NCRO
53	Creative Think for Change Organization	CTCO
54	La Chaîne de l'Espoir	CDE
55	Green Social Research Organization	GSRO
56	Organization for Promotion of Health and Community Development	OPHCD
57	Equality for Peace and Development Organization	EPDO
58	Society Educational Awareness Research Consultancy and Health Organization	SEARCHO
59	Afghanistan National Re-Construction Coordination	ANCC
60	Harakat - Afghanistan Investment Climate Program	HARAKAT
61	Care of Afghan Families	CAF
62	Afghan Paramount Welfare and Development Organization	APWDO
63	Community World Service Asia	CWSA
64	INTERSOS	INTERSOS
65	Cordaid	Cordaid
66	Bangladesh Rural Advancement Committee	BRAC
67	NOVE ONLUS	NOVE ONLUS
68	Mission East	Mission East
69	War Child Canada	WCC
70	The Liaison Office	TLO
71	Afghanistan Resilience and Climate Initiative Organization	ARCIO
72	Concern Worldwide	CWW
73	Mine Action Sub-Cluster	MA sub-cluster
74	Afghanistan National Urban and Rural Development Organization	ANURDO
75	Afghan Women Educational Center	AWEC
76	Afghanischer Frauenverein e.V.	AFV
77	Afghanistan Children and New Approach	Aschiana

78	Catholic Relief Services	CRS
79	Mercy Corps	Mercy Corps
80	Organization for Sustainable Development	OFSD
81	Female Rehabilitation and Development Organization	FRDO
82	Johanniter International Assistance	Johanniter International Assistance
83	Afghanistan Institute for Civil Society	AICS
84	Afghanistan Blind Management	ABM
85	Community Development and Research Organization	CDRO
86	Norwegian Refugee Council	NRC
87	Rupani Foundation	Rupani Foundation
88	Organization for Human Relief	OHR
89	Afghanistan Development National Organization	ADNO
90	Social Uplift Organization	SUO
91	Ansari Rehabilitation Association for Afghanistan	ARAA
92	United Nations Food and Agriculture Organisation	UNFAO
93	Organization for Development of Economic, Social and Capacity Building	ODESC
94	Dutch Committee for Afghanistan	DCA
95	Médecins du Monde	MdM
96	Health Efficient, Accessible, Long-Lasting and Treatment at Homeland Organization	HEALTHO