Example NGO Fora Survey:
Annual Member Feedback and Satisfaction Survey

Introduction
A common inclusive and simple way to gain input is through an annual member survey to assess perceptions, satisfaction, identify gaps and gain member input on future fora priorities. Overall an annual member survey helps a for a stay in touch with and be responsive to the needs and demands of the membership – within the mission, vision and priorities of a fora. A survey can be issued online, using a platform such as Survey Monkey. A clear timeline will be set for completion and response rates can be enhanced by providing paper based forms for manual completion at all fora meetings during the period that the survey is open.

This document provides an example of an member feedback and satisfaction survey. The document can be used by NGO Fora globally to inform their member feedback processes.

Survey
Overall FORA Functioning
Aim: A strengthened forum that supports coordination, information exchange and collective voice of NGOs to influence and improve policy and practice for effective and safe delivery of principled humanitarian assistance.

1. How often do you visit, or use, the FORA website:
   a. Visit it regularly.
   b. Visit it from time to time.
   c. Rarely visit it.
   d. Have never visited it.

2. The New FORA website has a number of new features, have you used:
   a. The member log in pages, with the FORA Calendar and archive of FORA products
   b. The Breaking news section yes/no
   c. The FORA Updates section yes/no
   d. The members in action section yes/no
   e. The new reports and publications section yes.no

   What could make the website more functional/useful for your organisation?

3. Why is your organisation a member of FORA? Please tick all that apply:
   a. Enhanced coordination amongst NGOs
   b. Getting information on humanitarian and development work in Pakistan
   c. Getting information on issues that affect NGO operations in Pakistan
   d. Being able to input into the humanitarian policy and practice (e.g. through Humanitarian Country Team, Policy Strategy Meeting, donor meetings etc.)
   e. Being jointly positioned on common concerns as an NGO community
   f. To receive safety and security information
   g. I don’t know
   h. Other. Please specify:

4. How familiar are you with the FORA Strategic Framework 2014-19?
a. Have received and read the FORA Strategic Framework and disseminated it within my organisation
b. Have received and read the FORA Strategic Framework
c. Am aware of the FORA Strategic Framework, but have not read it
d. I am not aware of the FORA Strategic Framework

5. Do you know and understand the breadth of FORA products and services provided by FORA?
a. Know and understand the different products and services
b. Know most products and services
c. Know some products and services
d. Am unaware of FORA products and services

6. On a scale of 1 - 10, to what extent is your organisation satisfied with FORA’s products and services? (with 1 being dissatisfied)
   1 = dissatisfied / 10 = completely satisfied
What types of things could FORA do to improve their activities, products and services? Blank

7. Does participating in FORA benefit your organisation?
a. Greatly
b. Somewhat
c. Not much
d. Not at all
   Please let us know why you chose that answer:

8. What activities, products or services should FORA do more of? Blank

9. What activities, products or services should FORA do less of? Blank

10. If you were to identify three key priorities to help FORA develop over the coming year what would they be? 1, 2, 3.

11. In the past year have you discussed the work and operations of FORA with one or more Executive Committee members:
   - Yes
   - No
   Please elaborate:

12. Do you feel that the FORA Executive Committee represents the views and opinions of the wider membership:
   - Yes
   - No
   - Please elaborate:

13. Do you feel that the Executive Committee provide strategic leadership to the Forum?
   - Yes
   - No
   - Please elaborate

   Coordination
Aim: To provide consistent representation, information collection, analysis, dissemination and coordination, primarily for FORA members, to support principled humanitarian assistance

14. Approximately how often does your organisation attend a FORA meeting?
   a. More than 3 a month
   b. Once a month
   c. One every other month
   d. Rarely / Never

   If you attend irregularly why and could something be done to improve your attendance?
   Please detail:

15. What FORA Meetings does your organisation regularly attend?
   • General Member’s Meeting
   • Advocacy Working Group
   • Afghanistan Refugee Task Force
   • Bi-weekly Security Meeting
   • Admin- Finance Working Group
   • Ad-hoc Member Meetings on humanitarian and development issues (NWA response etc)
   • Ad-hoc Member Meeting on NGO operations issues (MOU etc)
   • DRR Forum, hosted by FORA

   Do you have any recommendations for improving the monthly General Members Meeting?

16. What information does your organisation regularly share with FORA when requested?
   a. Contact details
   b. 4 Ws (who, what, where, when)
   c. Data on MoUs
   d. Data on NOCs
   e. If you don’t regularly share information please specify why not:

17. Data received from NGO members is compiled, prepared and shared with FORA Members in a timely fashion (e.g. NOC data):
   a. Always
   b. More often than not
   c. Rarely
   d. Never

   If you are unsatisfied with how FORA shares this data please tell us why:

18. Does your organisation initiate information sharing with FORA for documents/information that are relevant to the operation of other FORA members (e.g. lessons learned, best practice, etc.), or issues that affect your organisation e.g. operational issues at the field level, registration issues etc
   a. Always
   b. More often than not
   c. Rarely
   d. Never

   What would encourage you to share more resources and information with the FORA?: 
19. On a scale of 1-10 (with 1 being no trust at all and 10 being complete trust) how much does your organisation trust FORA to maintain the confidentiality of any individual member and share data/information with members and key stakeholders appropriately?

a. 1 – No trust / 10 – Complete trust
b. Other, please specify: blank

20. Regarding information dissemination, the amount of information your organisation receives from FORA is:

a. Too much
b. Right amount
c. Too little
   If you answered ‘too much’ or ‘too little’ please let us know why and how we can improve dissemination:

21. On a scale of 1 – 10 (with 1 being poorly informed and 10 being well informed) to what extent does email and communication from FORA keep you informed of the wider humanitarian context?

   1 – poorly informed / 10 – well informed

22. Does FORA provide sufficient opportunities to raise, discuss and feedback on issues important to your organisation?

a. Always
b. More often than not
c. Rarely
d. Never
   If rarely/never please detail issues you would like additional opportunities to have raised:

23. When FORA agrees an internal position among members (e.g. sharing staff data, CivMil Coordination) does your NGO adhere to that position?

a. Always
b. More often than not
c. Only if it agrees with what our organisation had already planned to do
d. Never
   If it is difficult for you to adhere to common FORA positions please detail why:

24. FORA produces monthly member bulletins. Do you read the bulletins:

a. Always
b. Sometimes
c. Never
   What do you find most useful about these bulletins
   What do you find least useful about these bulletins

Advocacy & Communications
Aim: To be an independent and credible voice that facilitates timely advocacy and communications to positively influence policy and practice on principled humanitarian assistance by 2015
25. What areas are you interested in FORA supporting join advocacy of members through the FORA (please tick as many as appropriate)
   a) Improved public and government perception of NGOs to support acceptance and access for delivery of programmes
   b) Facilitation of an enabling operating environment for NGOs (registration, permits, permissions etc) to support delivery of programmes
   c) Effective aid architecture and coordination in Pakistan
   d) Needs based humanitarian financing
   e) Application of and adherence to standards, principled and guidelines in humanitarian and development assistance
   f) Feeding input from Pakistan into global NGO Fora and discussions
   g. Other/ elaboration: Please specify

26. Please give three examples of how your organisation has engaged in common advocacy over the past year through FORA:
   1. 2. 3.

27. FORA members position on issues and share data through FORA to support external communication products (e.g. factsheets, briefings, press releases, snap shots, talking points for Government meetings on operational issues or humanitarian support). In your opinion, FORA external positions represent the views of its membership:
   a. Always
   b. More often than not
   c. Rarely
   d. Never
   Please elaborate: blank

28. In your view, FORA outputs (e.g. press releases, factsheets, briefing papers, talking points etc.) on key issues affecting the humanitarian community are developed and circulated:
   a. At the most opportune time
   b. Within a relevant timeframe
   c. Later than required (with advocacy opportunity missed)
   d. Not at all
   Please elaborate:

29. As a member organisation/observer of FORA, your organisation reviews and input into FORA external positions and events:
   a. Always
   b. More often than not
   c. Rarely
   d. Never
   Why/why not. Please elaborate:

30. As a member organisation/observer of FORA we use FORA outputs (factsheets, briefing papers, talking points, annual report, NGO snapshot etc) to inform our work and our external engagement:
   a. Always
   b. Frequently
   c. Rarely
   d. Never
   Why/Why not. Please elaborate?
31. Do you feel that FORA actively engages a range of stakeholders (NGO, UN, Donor, Government, Media) to influence and achieve results on FORA agreed advocacy priorities:
   a. FORA engages with all key stakeholders
   b. FORA engages with most key stakeholders
   c. FORA engages with some stakeholders
   d. FORA fails to engage with key stakeholders

Where and how could FORA further enhance our strategic networking? Please elaborate:

32. FORA is strategic in its advocacy work and follows through on priorities:
   a. Always
   b. More often than not
   c. Rarely
   d. Never

Please elaborate: blank

33. FORA is seen as a credible voice of NGOs by key stakeholders:
   a. Always
   b. More often than not
   c. Rarely
   d. Never

Please elaborate: blank

34. Can you provide examples of policy and practice influenced in 2014 – 15 by FORA joint advocacy or products?
   Yes
   No

Please specify:

35. In your opinion, how should FORA further develop the platform for joint NGO advocacy and communications over the coming year?