Global WASH Cluster

Field Support Team Services Satisfaction Survey, December 2019

BACKGROUND

The OFDA-funded Global WASH Cluster Field Support Team (FST) provides operational and capacity-building support to Humanitarian WASH coordination platforms. This support is provided via in-country FST deployments and also remotely, including via the GWC Helpdesk Skype Group and GWC email address. The FST supports both Sector and Cluster lead platforms. The FST includes WASH Coordinators, Information Managers and Assessment Specialists each of whom are hosted by member agencies of the FST Consortium. Between January and October 2019, **the FST saw 25 deployments to 17 country coordination platforms and 61 items of country-specific remote support work completed by 9 FST members.**

OBJECTIVES

The objectives of this **first-ever** *FST Field Support Services Satisfaction Survey* were to:

1. *Identify challenges and barriers encountered by client country coordination platforms to accessing FST services*
2. *Gauge perception of FST field deployment/administration mechanism*
3. *Measure satisfaction levels of FST support provided against 2 indicators in the OFDA monitoring framework* specifically:

Indicator 1.0: % of NHWC platforms supported by FST satisfied with the timeliness and effectiveness of FST support through deployments, remote and help desk support

Indicator 1.3: % of NHWC platforms supported by FST satisfied with the timeliness and effectiveness of FST support through remote and help desk support

4. *Identify use, barriers and perception of GWC Coordination Toolkit (CTK)*

The objectives of the survey thus focus on 3 key sequential categories: quality of support and processes available before an individual FST deploys (and/or supports remotely); support provided via the FST in-country deployment(s) and lastly, support provided more informally via the CTK.

METHODOLOGY

Survey questions related to the 4 objectives above were designed, piloted and implemented by FST members with support from CAST. The 27-question survey was shared with 50 WASH coordination platforms on 20th October 2019 with a closing date of 14th November. Questions were a mix of closed questions with respondent-selectable scores and focussed questions with text boxes for written responses. Survey responses were collected and analysed using the Survey Monkey platform that allowed for skip logic (skipping some questions based on relevance as identified by the respondent answer to specific preceding questions). The survey's target population was both WASH coordinators (regardless of whether they had requested FST support in 2019 or not) as well as anyone who had requested FST support during 2019. Note that a request for FST support is usually initiated by the respective national coordinators who were thus the key informants for the survey. Annex A is a copy of the Survey Monkey Satisfaction Survey questions in pdf format.

RESULTS INTRODUCTION

The 26 of 50 platforms who responded to the survey are listed below, with the 13 of 17 platforms who received FST deployments in 2019 highlighted. Of the 26 respondents, 23 were WASH Coordinators (or co-leads) and 4 were UNICEF WASH Section Staff. Annex B shows a full list of the 50 countries contacted for the survey and which ones responded, together with a breakdown of numbers for CC/IMO/AS deployments and remote support items. Note that some FST support (deployed and/or remote) was not captured by the survey due to a) 6 platforms[1] who received FST support in 2019 not responding to the survey, b) changes in national coordinator staffing meant that survey responses excluded the period when FST support was provided[2], c) some questions were not answered by respondents who had not received an FST deployment (those not highlighted in table below) and d) some deployments[3] not being complete by the survey end date of 14th November 2019 or starting after this date and likely only completing in 2020.

Afghanistan	Iraq	Pakistan
Bangladesh	Kenya	Somalia
Burkina Faso	Kinshasa, DRC	South Sudan
CAR	Libya	State of Palestine
Colombia	Malawi	Sudan
Ecuador	Mozambique	Turkey
Ethiopia	Myanmar	Yemen
Djibouti	Nepal	Zimbabwe
Haiti	Niger	

Annex C is a full set of survey questions and response data in Excel. The bar chart title numbers shown below correspond to the numbered chart tabs in Annex C coloured blue and red. 68% of respondents had requested FST support (i.e. in-country support through an FST deployment or remote support) with 60% of this group receiving all support requested and 35% receiving some (not all) of requested support. Overall, 74% of respondents had received in-country support through an FST deployment i.e. some FST support was received by the respondent but someone else had made the original FST support request. 58% of respondents had received remote support of some kind.

Note: not every survey question was answered/answerable by every respondent i.e. there was a range of response rates across all the questions, depending on whether or not the respondent has received support (deployed and/or remote) or not at all.

RESULTS & CONCLUSIONS BY OBJECTIVE

1. *Identify challenges and barriers encountered by client country coordination platforms to accessing FST services*

For the 32% of respondents *who did not request FST support* there were a number or reasons. 37.5 % did not need the support, 37.5% sought alternative support via consultancy or in-house capacity, 12.5% were not aware of the process to request FST support services and 25% were not aware of FST support services.

Conclusion: A third of respondents were not aware of FST support services and/or how to access FST support services.
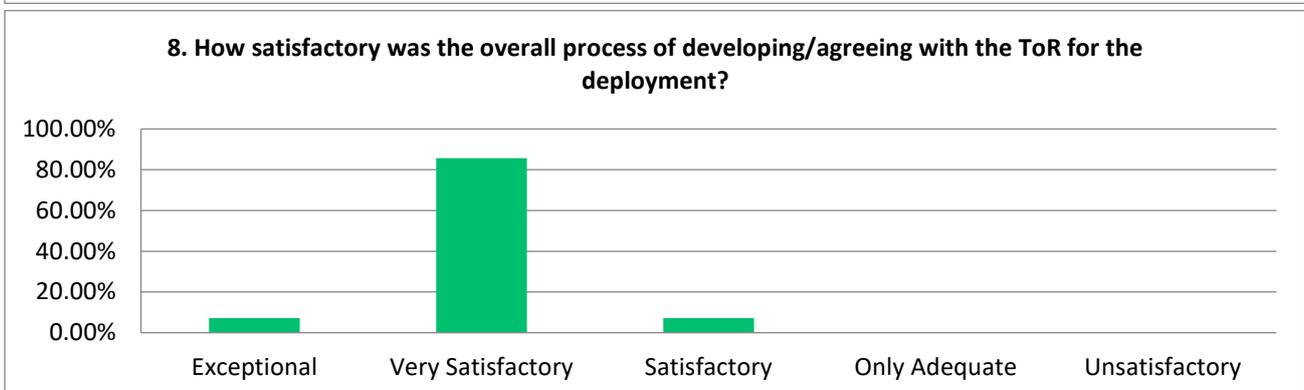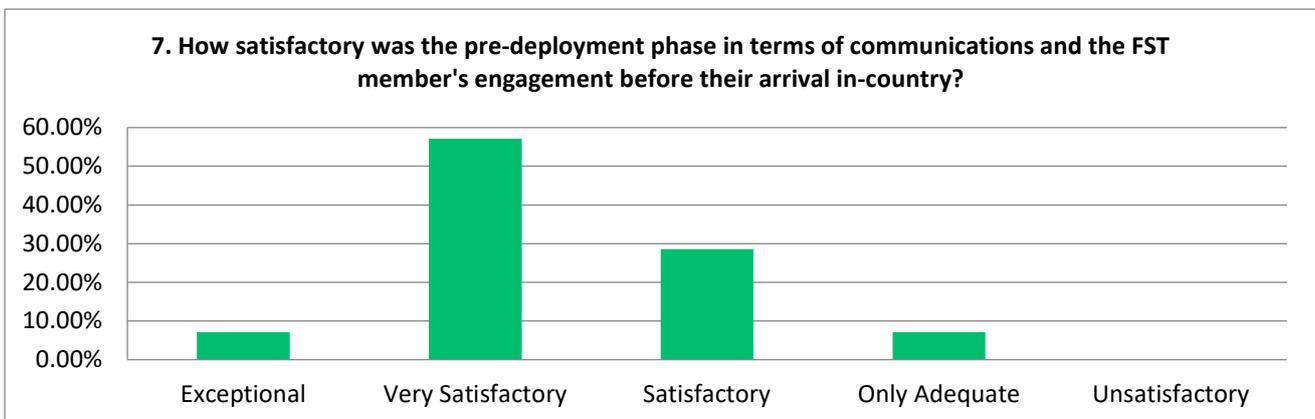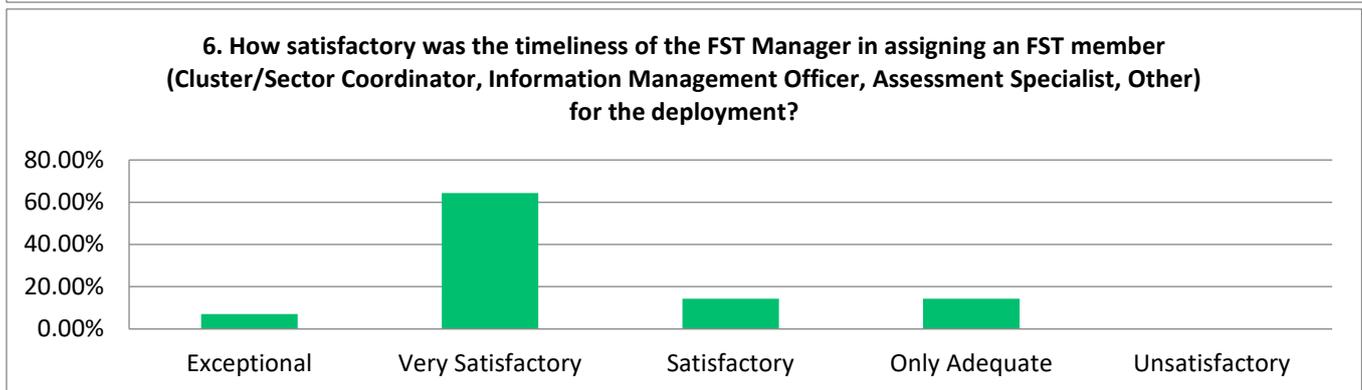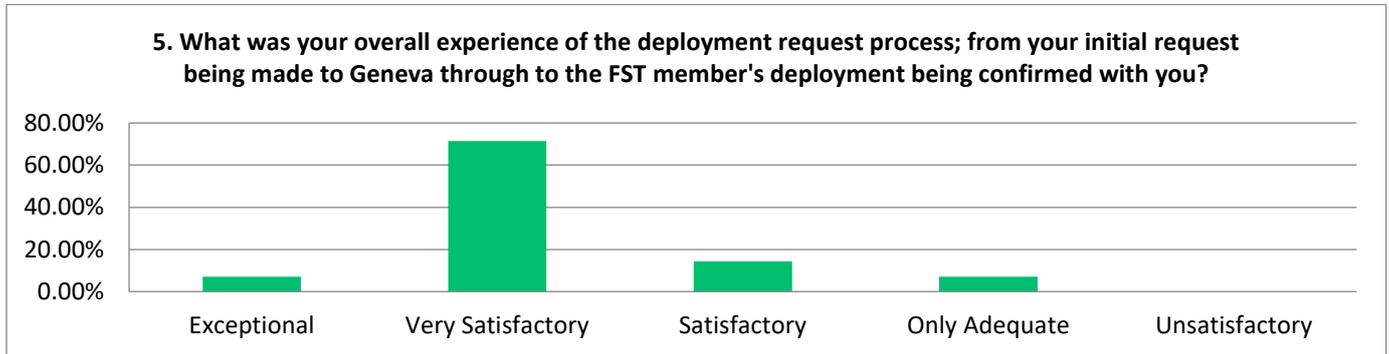
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[1] Burundi, Cameroon, Nigeria, Venezuela, Whole of Syria – Amman, Whole of Syria - Damascus
[2] Myanmar
[3] Nigeria, Niger, North East Syria

2. *Gauge perception of FST field deployment/administration mechanism*

This area was assessed via 4 ratings-based questions with the results summarised below. The questions covered satisfaction with deployment request process, timeliness of FST manager response, pre-deployment communications and overall deployment process for developing terms of reference and other administrative task.

5. What was your overall experience of the deployment request process; from your initial request being made to Geneva through to the FST member's deployment being confirmed with you?

6. How satisfactory was the timeliness of the FST Manager in assigning an FST member (Cluster/Sector Coordinator, Information Management Officer, Assessment Specialist, Other) for the deployment?

7. How satisfactory was the pre-deployment phase in terms of communications and the FST member's engagement before their arrival in-country?

8. How satisfactory was the overall process of developing/agreeing with the ToR for the deployment?

In addition, an open question was included: *"What could be done to improve the timeliness and or effectiveness of the FST deployment procedure?"*

Results: Overall in responding to the 4 questions asked on deployment administration, the FST deployment mechanism is generally considered "very satisfactory".
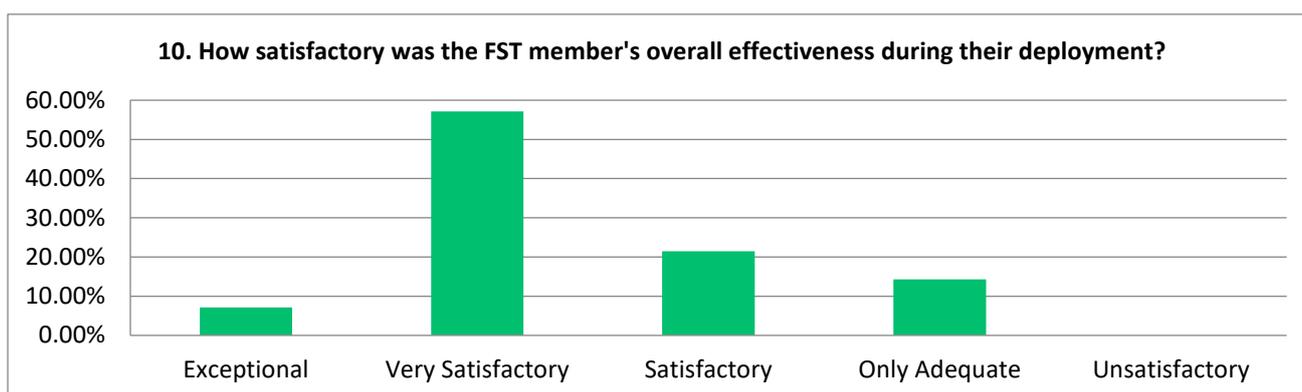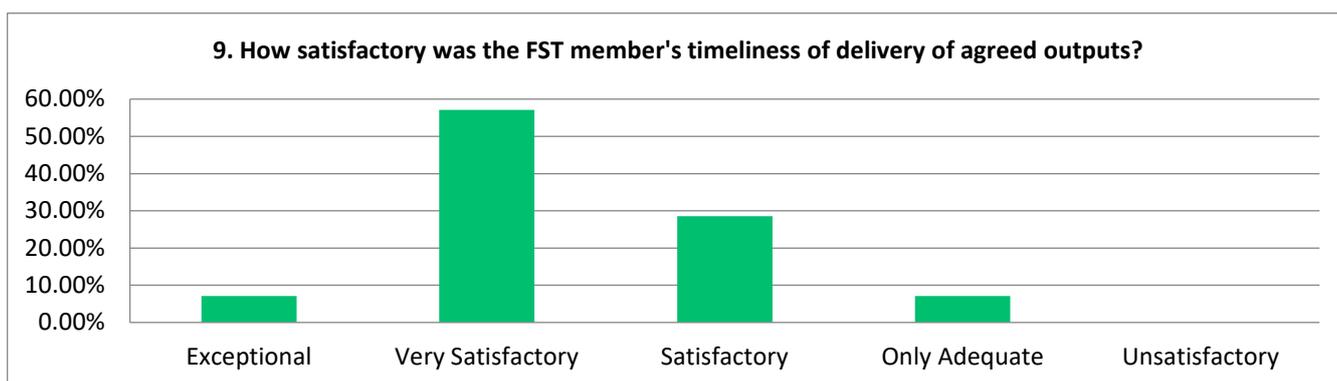
Individual case comments from the open section of the survey include: "*Do not mobilize all FST resources when a highly visible emergency hits and spare some resources for chronic contexts*". This referred to a deployed FST IMO being diverted from Somalia to Zimbabwe and is understood, however it is likely to remain the case that a rapid-onset emergency will take priority. A second comment related to the need for better pre-deployment remote briefings to understand the local context, especially in relation trainings.
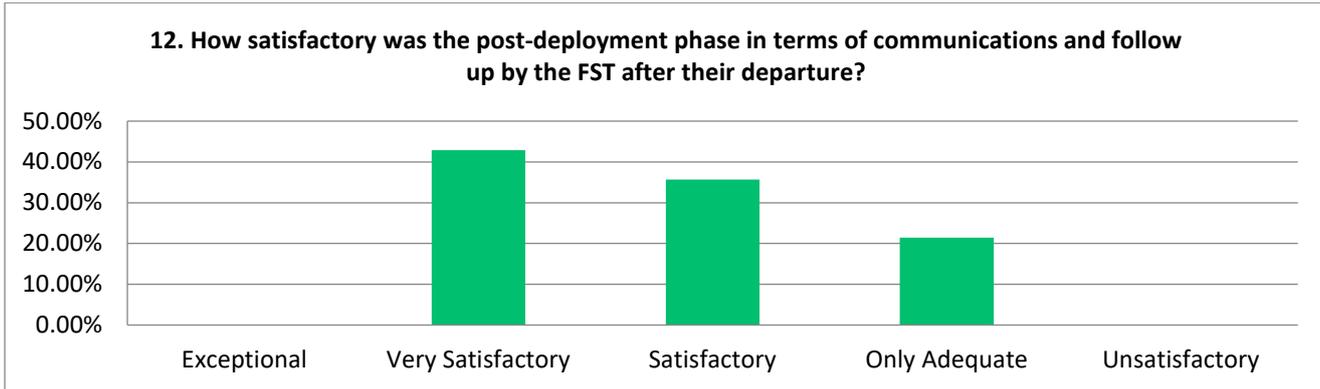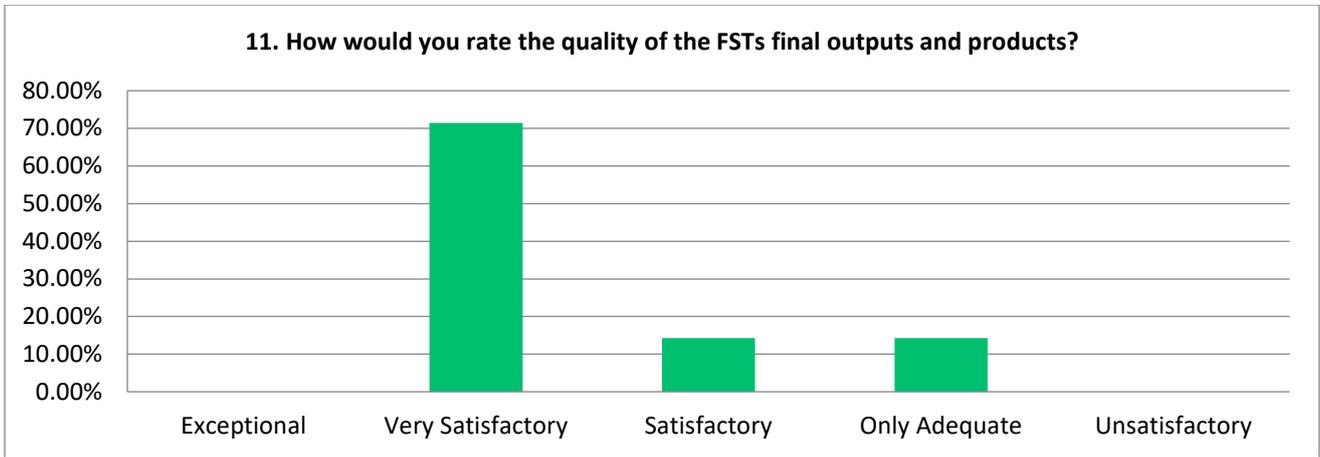
Conclusion: The overall deployment request procedure is fit for purpose. The FST should maintain attention on the communication reliability with the requesting office.

3. *Measure satisfaction levels of FST support provided against 2 indicators in the OFDA monitoring framework*

*Indicator 1.0: % of NHWC platforms supported by FST satisfied with the **timeliness** and **effectiveness** of FST support through deployments, remote and help desk support.*

For *deployed support* this was assessed via 4 questions with summary data below. The questions covered timeliness of outputs, effectiveness during deployment, quality of products and outputs and post deployment communication and follow up.
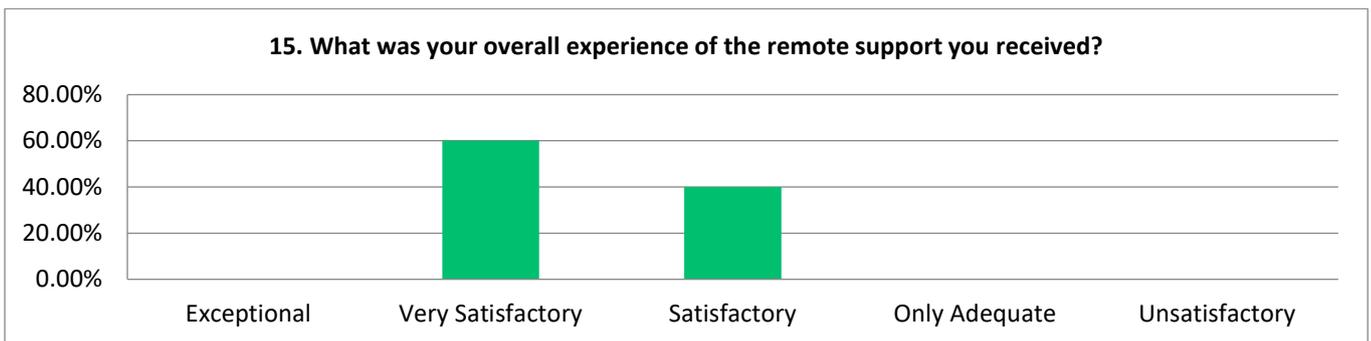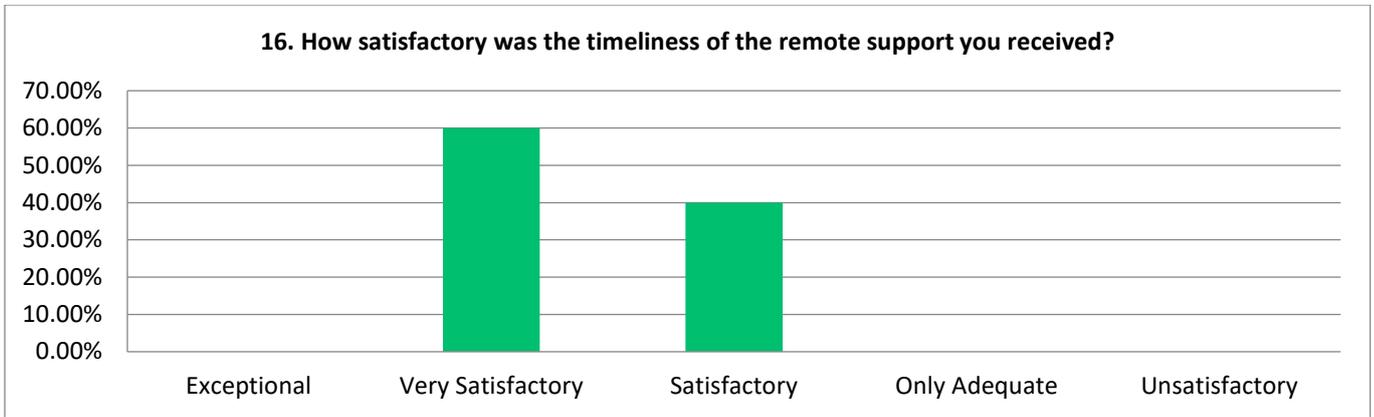

9. How satisfactory was the FST member's timeliness of delivery of agreed outputs?

10. How satisfactory was the FST member's overall effectiveness during their deployment?

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11. How would you rate the quality of the FSTs final outputs and products?

12. How satisfactory was the post-deployment phase in terms of communications and follow up by the FST after their departure?

For *remote support*, this was assessed via questions 15 and 16 both of which gave 100% satisfied or very satisfied (see charts 15 and 16 below).

Therefore, for indicator 1.0, the average % of questions 9, 10, 15 and 16 is 0.25 (92.85 + 85.71+100+100) is 94.64%

Indicator 1.3: % of NHWC platforms supported by FST satisfied with the timeliness and effectiveness of FST support through remote and help desk support

This was assessed via 2 questions with the results summarised below:

15. What was your overall experience of the remote support you received?

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16. How satisfactory was the timeliness of the remote support you received?

In addition, 2 open questions were also asked in relation to FST remote support: "What thematic areas could be developed for improving FST remote support for coordination and/or IM?" and "What remote support tools/techniques would you like the FST to make use of in providing remote support?"
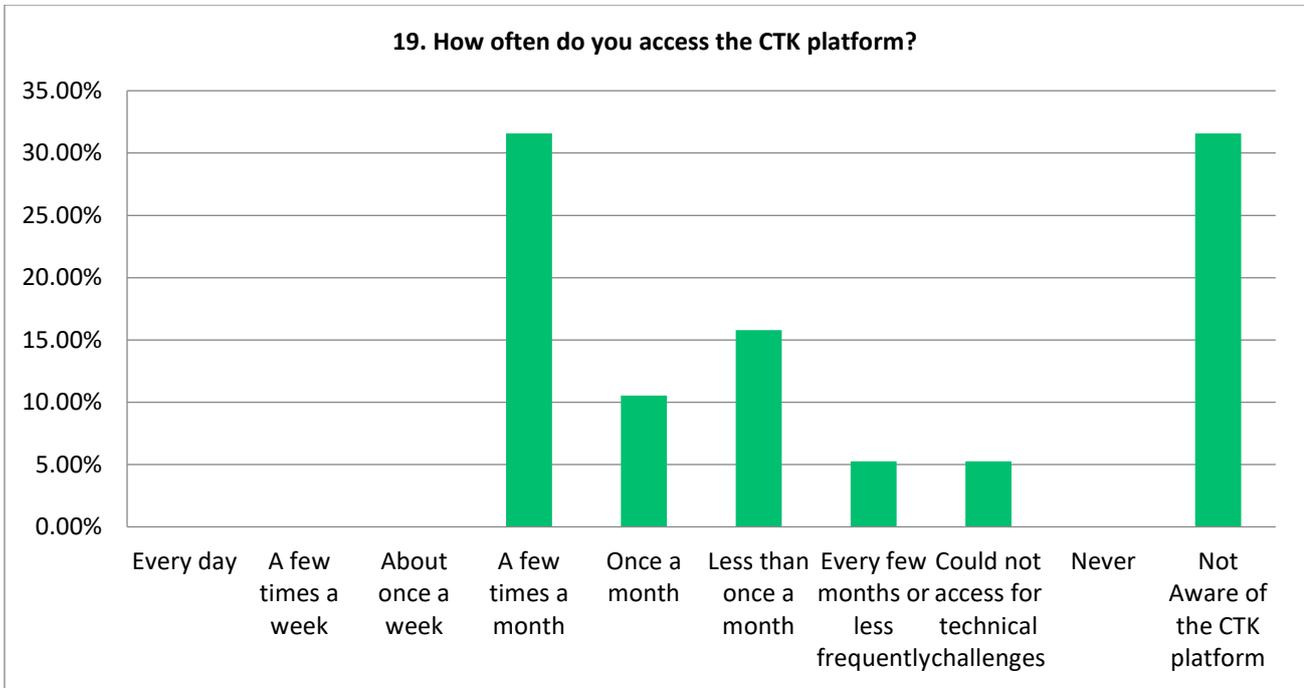
Thematic areas mentioned included: training on coordination, adaptation of assessment tools that support the link between emergency and development (nexus); developing inter -NHWCP sharing opportunities; an IM checklist for IM tools and products; having an IM global common platform; handling atypical coordination platforms (e.g. Venezuela where the cluster was rejected); sharing tools and experiences at ground level; communications, factsheets and advocacy.

For RS tools/techniques area mentioned included: online editing of common documents; elaboration of tools (assessment and evaluation); self-assessment tools to monitor cluster performance; support on tools for specific contexts; use of WhatsApp groups to share information in real time.

Conclusion: Although complimentary, the 100% rating for remote support should be interpreted in the context of remote support often being very discrete and time bound work of a "quick win" nature e.g. simply providing a document or weblink in response to a specific request for information, while other remote support work is much more substantial in nature. It would certainly be worthwhile exploring developing remote support for selected thematic areas mentioned above. Also bear in mind that remote support requests via the GWC Helpdesk Skype group are often responded to by non-FST members whereas requests via the GWC email are handled internally by CAST/FSTs by default.

4. _Identify use, barriers and perception of GWC Coordination Toolkit (CTK)_

The CTK was assessed with just 2 basic questions, see below:

19. How often do you access the CTK platform?

20. What was your overall experience with the resources included in the CTK platform?

The CTK section also asked 3 open questions: *"Are there any areas of coordination expertise that your coordination platform would like to see featured more of in the CTK?"; "How can the CTK layout/format be improved or made more user-friendly?" and "What are the areas of support where the GWC-FST can improve on?"*

Conclusion: over a third of respondents don't know about CTK. For those that are aware of the CTK many are not familiar with the content, for example there are many field level examples, and this is planned to be a growing resource on the CTK. There is room for improvement in some areas eg advocacy, nexus, transition, inter-cluster. Two new tools suggested: self-evaluation tools and guidelines for engaging governments.

RECOMMENDATIONS BY OBJECTIVE FOR IMPROVING FST SERVICE DELIVERY

1. <u>Identify challenges and barriers encountered by client country coordination platforms to accessing FST services</u>

   ➔ FST should be pro-active in informing National Coordination platforms (and supervisors) of the available FST services both deployment and remote and the mechanism for requesting support.
   ➔ FST should continue to maintain a regular communication with priority coordination platforms that are in particularly challenging contexts and/or are new and growing as coordination mechanisms.

2. *Gauge perception of FST field deployment/administration mechanism*

➔ The deployment mechanism is satisfactory, FST should remain vigilant on the communication with requesting coordination platforms and particularly pre-deployment briefings.
Initiate better tracking and responsiveness on post-deployment services and outputs.

3. *Measure satisfaction levels of FST support provided against 2 indicators in the OFDA monitoring framework*

➔ Consider refining the OFDA Indicators to avoid the overlap of multiple types of FST service delivery within individual indicators e.g. Indicator 1.3 is a subset of indicator 1.0.
➔ Consider thematic areas of support: developing opportunities for inter-NHWCP (beyond the National Cluster Coordinators annual workshop); updating the IM checklist for tools and products; HNO/PIN
➔ Explore the feasibility of a common global IM platform
➔ Develop self-evaluation tools for the Cluster Performance monitoring, or encourage use of the Cluster Coordination Performance Monitoring tools through the year (as conducted by Nutrition Cluster)

4. *Identify use, barriers and perception of GWC Coordination Toolkit (CTK)*

➔ Address issue of over 30% of respondents being unaware of CTK through better and more regular communication on FST services and resources.
➔ While satisfaction with post-deployment hovers within the same range as that of deployments (11 out 13) it is an area that could be strengthened through clear communication that highlights both the start and end dates of the post-deployment. Furthermore, sending a brief of the support provided during the period would help improve the perception of the in-country focal point.
➔ Follow up to the survey is to probe into what additional resources that users expect to find on the CTK.
➔ Add questions to identify alternative resources used besides the CTK and to the types of use

Annex A – Satisfaction Survey Questions

Annex B – Survey Countries List

Annex C – Survey Response data (Excel attachment)