

Interpretations from the survey report [3484098](#) for Meba Haruni Msuya

Dear Meba,

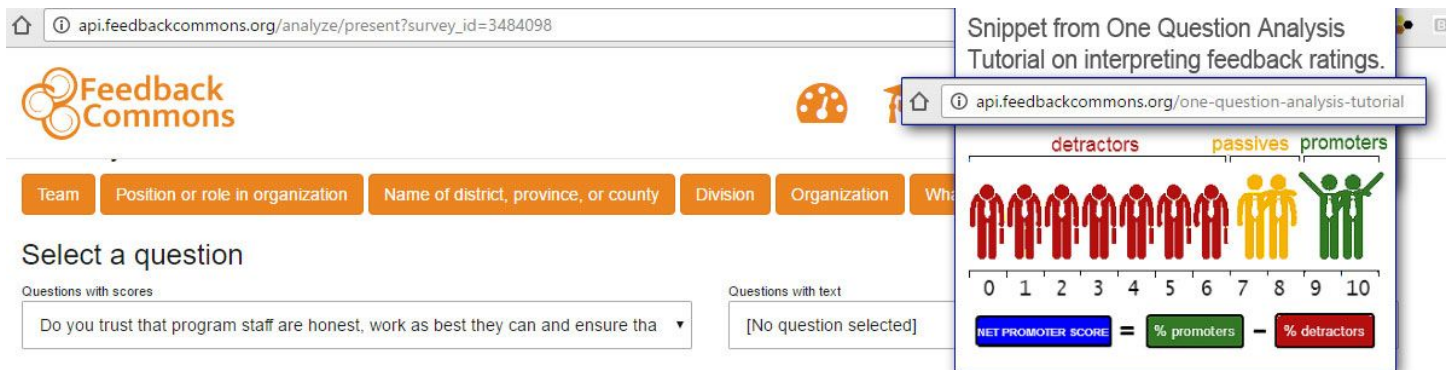
In this short document we would like to walk you through some interpretations of your survey data. But before we do, please read the attached one page explanation of Net Performance Analysis – the method we use in most of our surveys. You can also browse the short interactive tutorial here <http://api.feedbackcommons.org/one-question-analysis-tutorial>.

.....

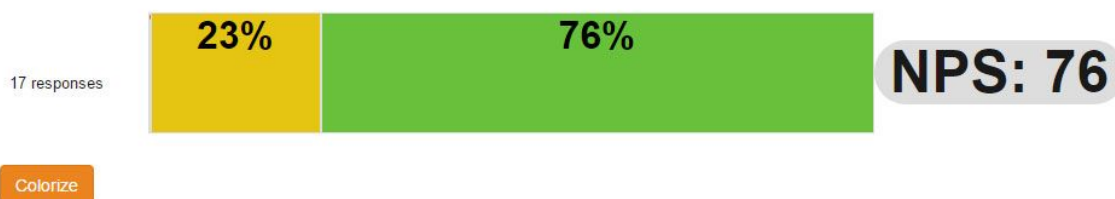
1. Net Performance Analysis of single questions

The question with the **highest NP score** was **76** “Do you trust that program staff are honest, work as best they can and ensure that resources are not wasted?”

The results for this question show that of 17 responses, **0% were in a range between 0-6**, which are ‘**detractors**’, **23% were in a range of 7-8**, which are ‘**passives**’, and **76% were in a range of 9-10**, which are ‘**promoters**’. The NP score is 76 (calculated by subtracting the percentage of detractors from promoters).



Do you trust that program staff are honest, work as best they can and ensure that resources are not wasted?



The question with the **lowest** NP score was “**Does (this project) ask partner staff and affected groups for their views and ideas and act on what they say?**”

Select a question

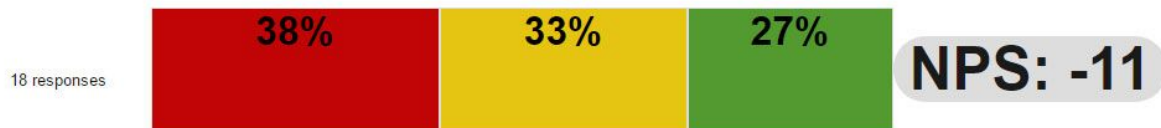
Questions with scores

Does (this project) ask partner staff and affected groups for their views and ideas ▾

Questions with text

[No question selected] ▾

Does (this project) ask partner staff and affected groups for their views and ideas ☐ and act on what they say?



Colorize

This data from your organization (CARE) covers 19 responses to 9 questions.

Overall, NER is seen by its partners as performing less well on the **relationship questions** than it is on the **reputable questions** (such as trustworthiness, honesty and fairness).

2. Filtering results by respondent characteristics

To gain a better context to the scores to your questions, you can select one of the four **Filter** options at the top of the report.

Response Timeline

Position or role in organization

Name of district, province, or county

What is your gender?

Example 1

Start by selecting the filter that you wish to use.



Home / Reports / Choose Data

Filter by Position or role in organization (selected)

Response Timeline

Position or role in organization

Name of district, province, or county

What is your gender?

Select a question

Questions with scores

[No question selected] ▾

Questions with text

[No question selected] ▾

Colorize

This data from your organization (CARE) covers 29 responses to 10 questions.

After you've selected your filter, select your question and see the filter applied to your results.

Select a question

Questions with scores

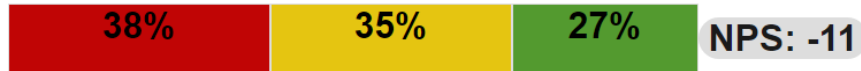
Does (this project) ask partner staff and affected groups for their views and ideas ▾

Questions with text

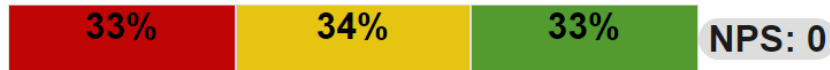
[No question selected] ▾

Does (this project) ask partner staff and affected groups for their views and ideas ☐ and act on what they say?

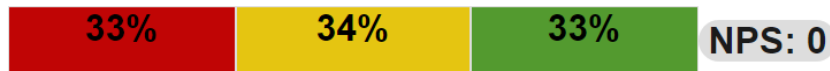
All answers
18 responses



Field Officer
3 responses



Project Manager
3 responses



No Answer
5 responses

Other
7 responses

This allows you to compare the scores given by people in different positions in the partner organization. Currently there isn't enough data to come to any firm conclusions, but a pattern is beginning to emerge. This can help you respond to feedback from each group.

Example 2

Here is another example applying the filter of respondents' gender to the question, **“Do you trust that program staff are honest, work as best they can and ensure that resources are not wasted?”**

Filter by What is your gender? (selected)

Team Position or role in organization Name of district, province, or county Division Organization What is your gender? Type of Organization Role

Select a question

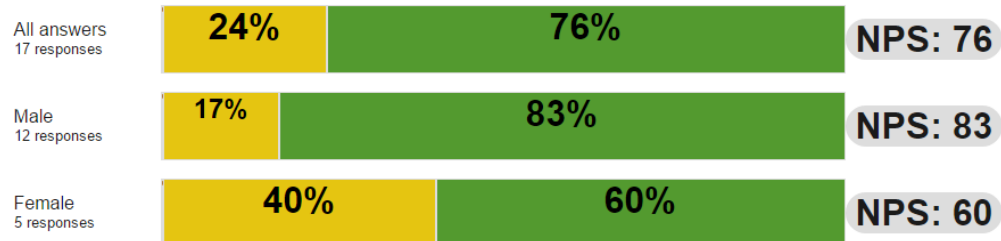
Questions with scores

Do you trust that program staff are honest, work as best they can and ensure tha

Questions with text

[No question selected]

Do you trust that program staff are honest, work as best they can and ensure that resources are not wasted?



Colorize

This data from your organization (CARE) covers 19 responses to 9 questions.

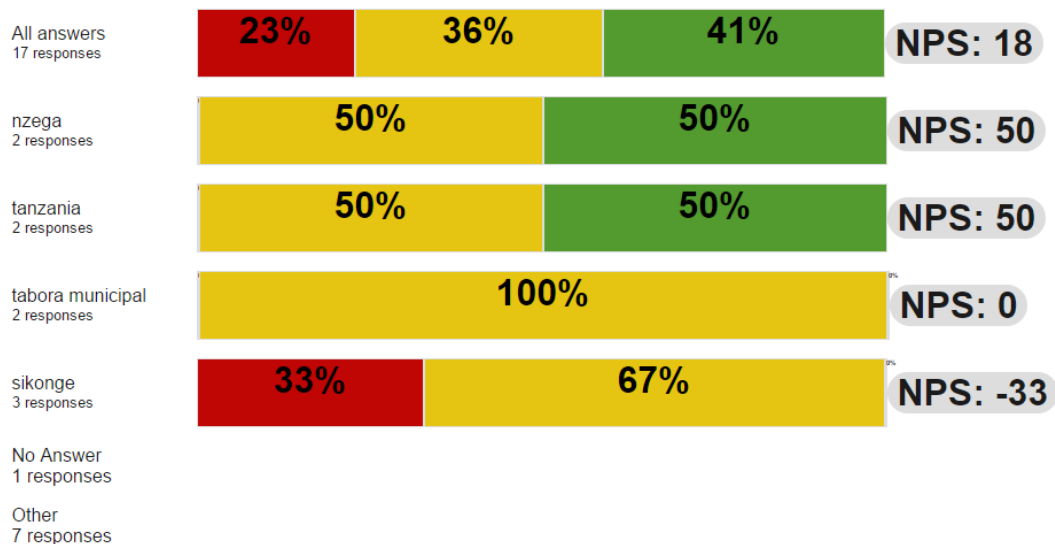
Example 3

Looking at the question, “To what extent do you think that (this project) is making things better for the people that need it most?”

Name of district, province, or county

When filtered with, you can compare the perceptions of people in different districts.

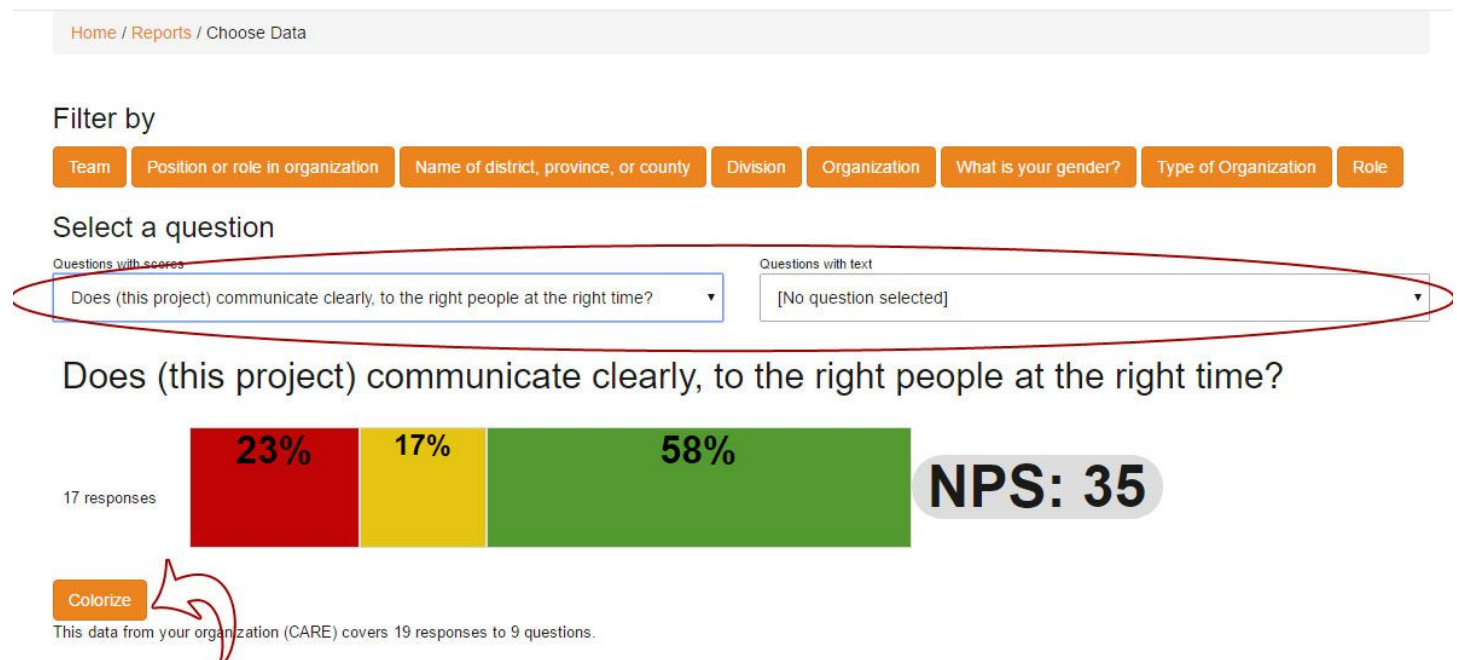
To what extent do you think that (this project) is making things better for the people that need it most?



3. Comparing questions with scores and questions with text (open questions) using “colorize”

Follow these three simple steps:

1. First, select a question with scores.
2. Then, in a box alongside, select a question with text responses.
3. Then click the “colorize” button at the lower left corner of the graph:



You will see the color-coded NP score appear alongside each of the open text responses. This allows you to see the score each person gave for that question alongside their open comment.

Showing comments from "With the current implementing approach used by Project, do you think the project will be able to reach its objectives within a specified period? " colored by answers to the question "Does (this project) communicate clearly, to the right people at the right time?"

- 9 It will for 75%
- 5 I hope so, not sure. Time will tell
- Yes
- 9 Yes
- 9 Yes
- 9 Yes
- 9 Yes
- 5 No
- 5 no,because of delaying of funds for implimentation of activities
- 9 Absolutely Yes, because targets have significantly decreased.
- 7 Yes
- 10 Yes
- 10 yes
- 9 YES

If an answer does not have a color, it means they did not give a score.

.....

We hope that this brief interpretation of your data will help you to explore your data further!

If you need any help don't hesitate to contact us and one of our team will explore it together with you. We would love to get your feedback on using the data analysis tools – so that we can improve them and make them more useful.

Note: We are in the process of upgrading our analysis function to make it much easier and more useful. In the meantime, you can take a screenshot of any graph that you think would be useful to frame a discussion on your performance with partners.

More guidance on this will follow shortly.

The Keystone team

