



## Survey to Stop TB Partners - 2014 Final report

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### Purpose

The Secretariat has been aligning its resources and work priorities since the beginning of 2013 to the following 4 strategic goals of the Operational Strategy 2013-15:

1. Facilitate meaningful and sustained collaboration among partners
2. Increase political engagement by world leaders and key influencers to double external financing for TB from 2011 to 2015
3. Promote innovation in TB diagnosis and care through TB REACH
4. Ensure universal access to quality assured TB medicines and diagnostics in countries served by the Global Drug Facility (GDF)

The Operational Strategy mandates the Secretariat to conduct an annual partner survey to evaluate the level of satisfaction with the services and support provided by the Secretariat.

Description of feedback and suggestions from respondents in the [2013 Survey](#) has been addressed by the Secretariat.

1. The Coordinating Board was reformed to become a constituency based structure, with constituencies like Working Groups, Multi-Lateral Organizations, Technical Agencies, Countries, NGOs, Donors, Foundations, Private Sector and Communities Affected by TB.
2. Increase in membership since the last survey, with an increasing number from the private sector, donor community and foundations.
3. There has been an active reach out to the grantees of TB REACH, Challenge Facility for Civil Society, NGOS currently engaged and also with recently formed Advocacy groups.
4. We have developed the Standard Operational Procedures for the Stop TB Partnership Working groups with supportive communication being vital. The [WGs SOPs](#) have been approved by the Executive Committee and are being implemented.
5. We have produced a summary of experiences of [Partnering and Public Health Practice](#) and shared with partners.

6. Formation of the Global Coalition of TB Activists as global and regional advocacy groups.
7. Our communications has been enhanced with regular News releases and E Alerts. Partners' success and stories are being collected monthly and regularly updated on the website. Translation has been conducted of: World TB Day Campaign Documents, Posters and T-Shirt designs into Arabic, Chinese, English, French, Russian and Spanish.

This 2014 survey aim to:

- Collect feedback and ideas on the services that partners would like the Secretariat to provide
- Evaluate the success and pitfalls of our work and moving forward

## Methodology

The survey was designed by the Stop TB Partnership Secretariat in May 2014 and is composed of two sections. First part '**general information about you**' is to collect information about the partners' general profile. The second part '**what do you think about the Stop TB Partnership Secretariat?**' is to assess and understand the level of satisfaction of partners, as required by the Operational Strategy.

### Recipients

The survey was sent to the listserv of Stop TB Partners - 1200 organizations based in more than 100 countries. The partners have been aligned to the partnership constituencies (developing and developed country nongovernmental organizations, communities, foundations, technical agencies/academia, private sector, donors, country representatives, multilaterals).

### Timeline

The Secretariat piloted the survey with 20 partners (Focal points of national partnerships, Constituency representatives from the private sector, developed NGOs, and communities and few members from the Executive Committee of the Partnership) between 1 May and 10 May. The survey was adjusted to reflect the comments received. Using "SurveyMonkey", the survey was sent out by the Executive Secretary on 19 May and concluded on 10 June. Two reminders were sent on 23 May and 2 June by the stopbpartnerships email address and mail chimp for Stop TB Partners (annex 1).

### Response rate

As the Directory of Partners is updated on an ongoing basis, it is assumed that most recipients were reached. There were 142 survey responses fully completed. This provides a response rate of 11.45%, which is lower than the first year's response of 30.23%.

The Secretariat acknowledges that, with a low response rate, this survey does not truly represent the collective views of all its partners.

## Description of respondents

This section describes the responses to the first part of the survey collecting **general information** about the respondents.

### Constituencies and countries

Respondents were mainly from developing country NGOs (44%) (Chart 1). Partner constituencies with less numbers of registered partner organizations (technical agencies, countries and private sector) also showed a relatively high response rate. This response rate is in line with our overall partner constituency split.

- Nongovernmental organizations (NGOs) constitute 57%, with a split between headquarters being based in developing countries (44%) and developed countries (13%)
- private sector account for 4%
- technical agencies and countries account for 12% together

Representatives from donors, foundations and multilaterals were the least respondent.

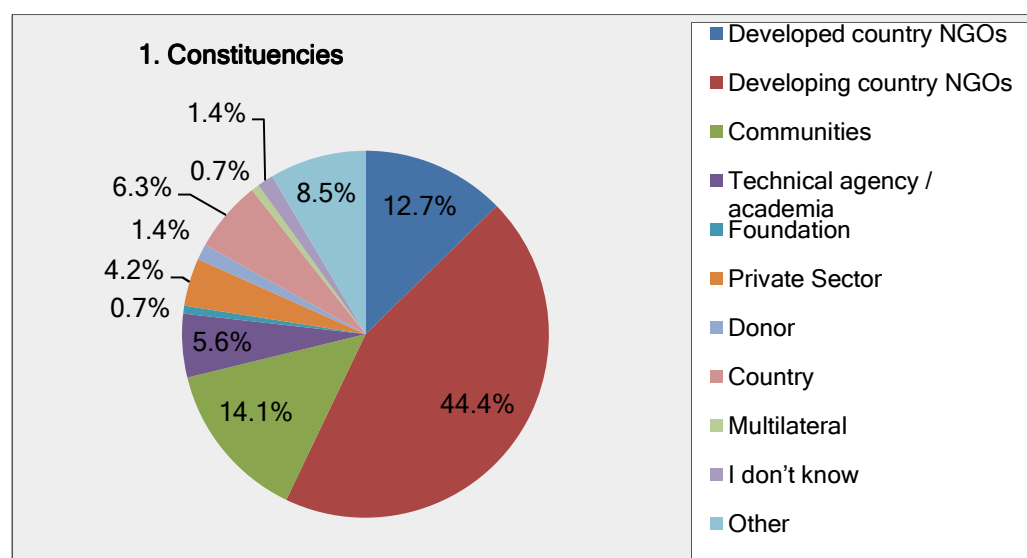
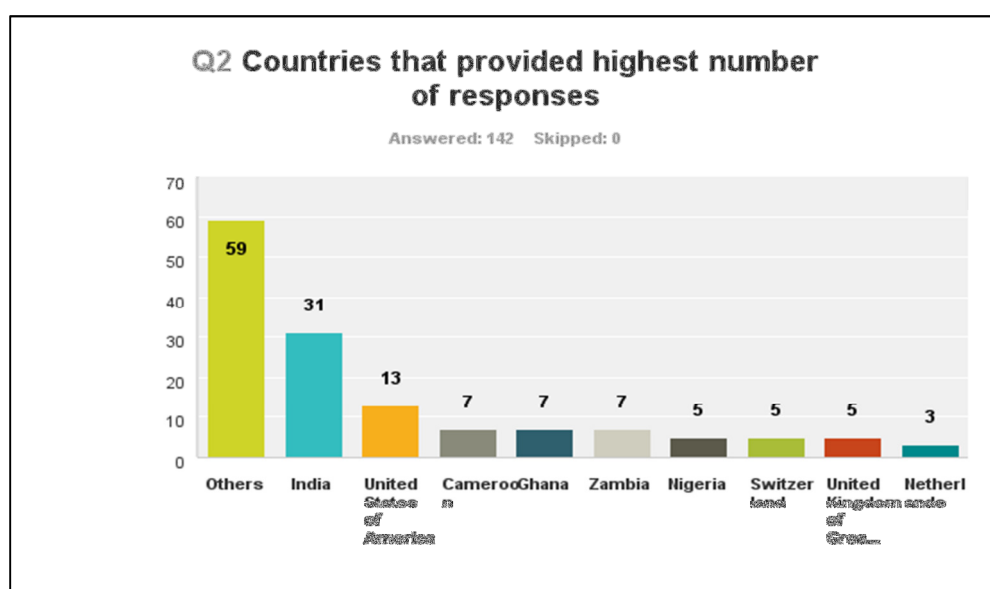


Chart 1

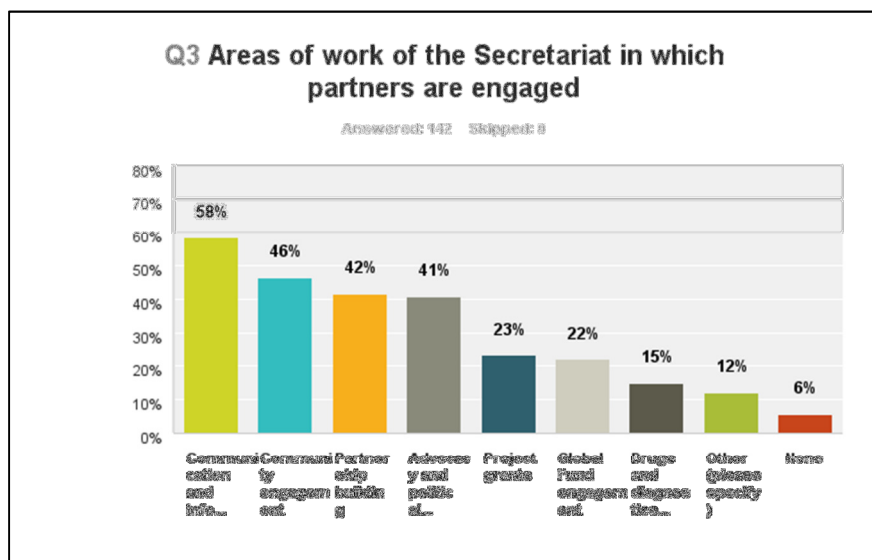
Developing countries such as India, Cameroon, Ghana and Zambia, as well as the USA, where NGOs are highly represented partners, were the most responsive. The highest response rates were from countries in which there is an established national TB partnership with the exception of Zambia. (Graph 2)<sup>1</sup>



Graph 2

<sup>1</sup> Others constitute countries having 1 respondent each

### Areas of work in which partners engage with the Secretariat



Graph 3

The Majority of respondents engage with the Secretariat for communication and information sharing (58%), community engagement (46%), partnership building (42%) and advocacy and political engagement (41%) (Graph 3)

As cited in the Operational Strategy 2013-2015, the comparative advantage of the Partnership is in facilitating, catalyzing and coordinating partners, and through global advocacy efforts as a neutral voice in TB advocacy and resource mobilization, with the ability to amplify the collective voice of partners.

### Participation in Working Groups

The majority of respondents are engaged with Working Groups (47%) though about 16 % are unaware of their engagement with the Working Groups (Chart 4).

Of them, the majority are part of the TB/HIV (50%), Global Drug-resistant TB Initiative (26%) and Global Laboratory initiative (15%) Working Groups (Graph 5). There were also respondents belonging to other sub groups like ACSM, PPM, Infection control and Childhood TB. 9 % each from the new drugs and new vaccines working groups also completed the survey.

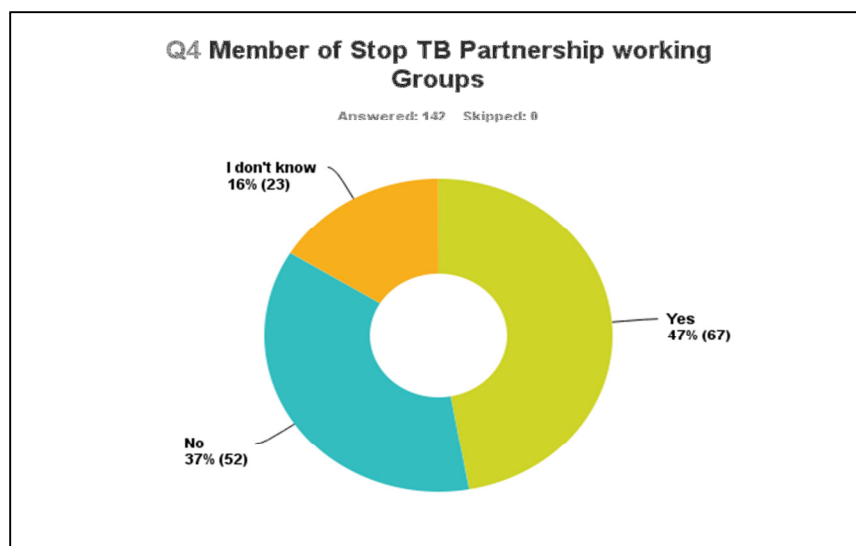
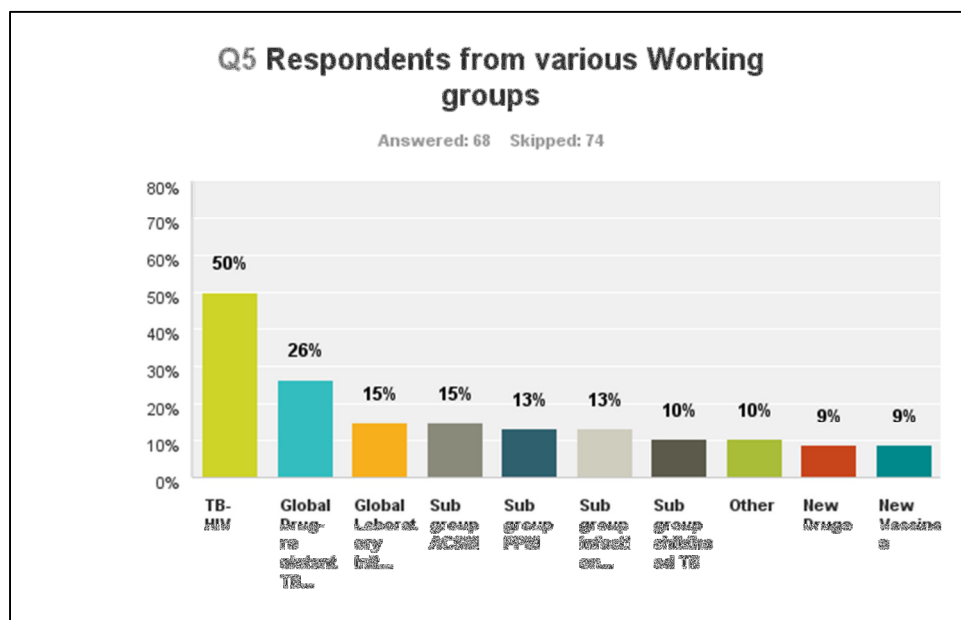


Chart 4



Graph 5

### Receiving grants or drugs/commodities

Majority of the respondents (82%) are not grantees of any of the available grants. Of the 18% who are grantees 7 % are involved with TB REACH, 8% with the Challenge Facility for Civil Society and 3 % are clients of the Global Drug Facility. (Chart 6)

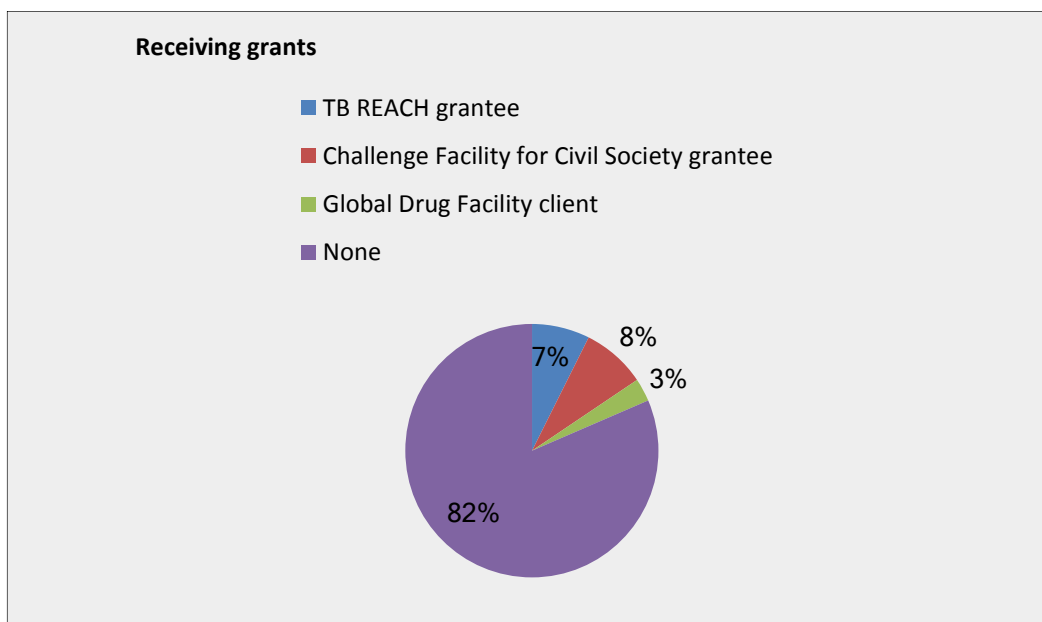
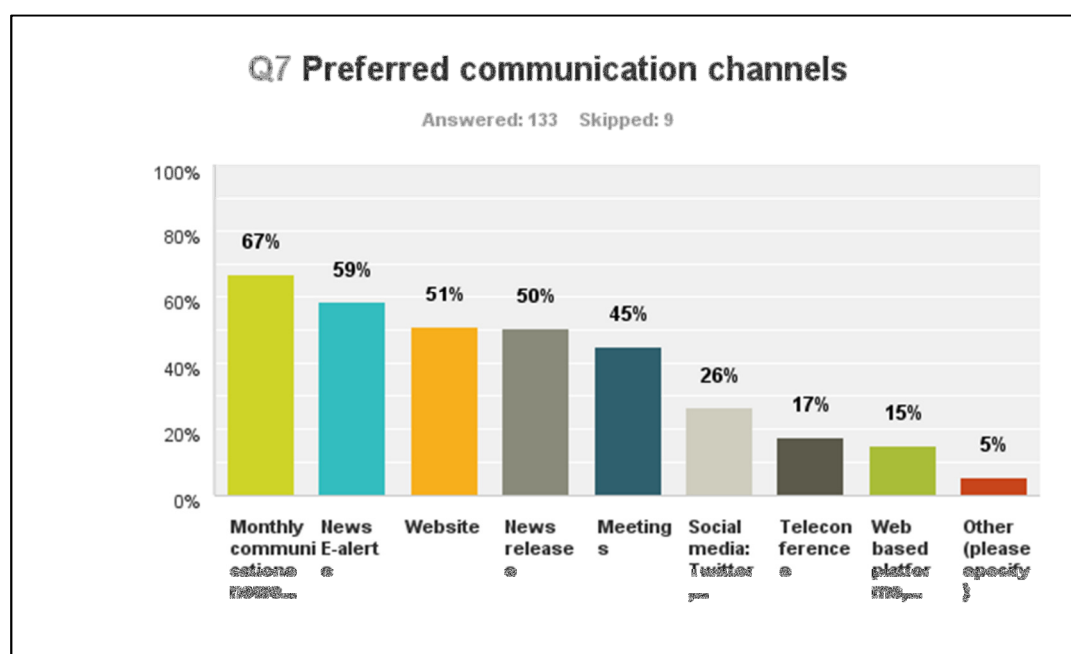


Chart 6

### Preference about communication channels

Monthly communications newsletter is preferred as the best way to keep in touch with the Secretariat (67%) followed by receiving news E-alerts (59%), an updated website (51%) and news releases (50%) (Graph 7). A lesser percentage prefer meetings (45%) and Social media (26%) which could be increased for usage by the Secretariat. Teleconferences and web-based platforms are less popular and were not preferred as reflected from the 2013 survey as well. Of the other 5% respondents believe emails are best for delivery of communication.

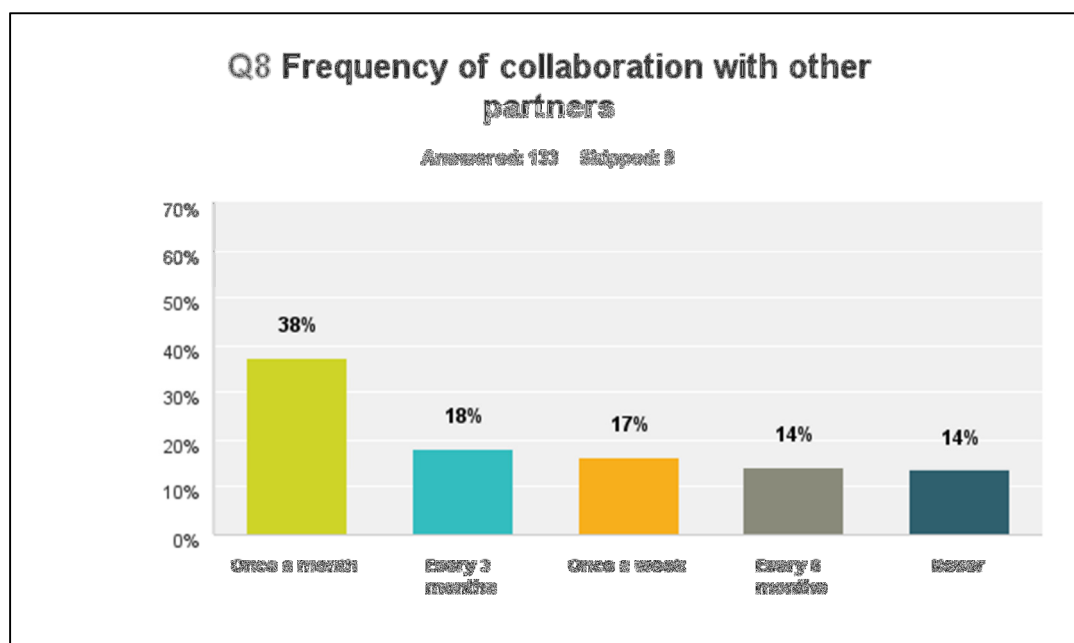


Graph 7

### Frequency of collaboration with other partners

A responsibility of partners by definition is to actively initiate and participate in collaborative activities with other partners. Results show that 17% of the respondents initiate collaborative activities once a week, 38% every month, 18% within 3 months, and 14% within 6 months (graph 8).

The frequency of collaboration between partners is striking and more than has been perceived. This would suggest that partners are truly “working in partnership” by communicating and collaborating with partners.



Graph 8

## Satisfaction results

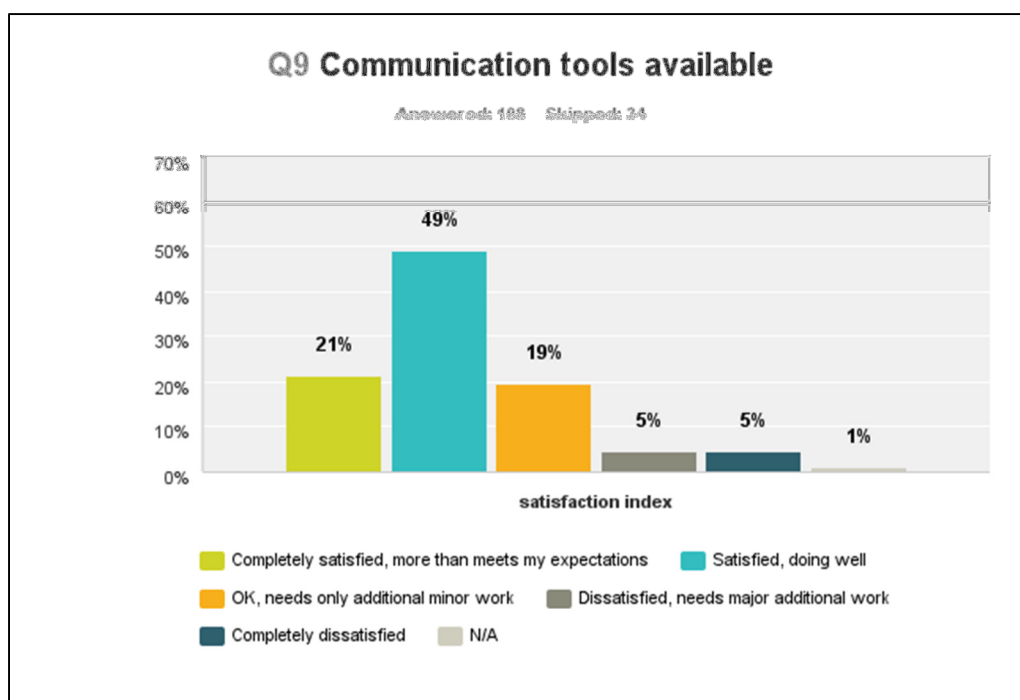
This section describes the responses to the second part of the survey on the level of satisfaction with the services and support provided by the Secretariat.

### Satisfaction around strategic goal 1 and 2 of the Operational Strategy

This section of the survey was built around strategic goals 1 and 2 of the Operational Strategy and aims to establish a baseline that will serve to assess the work of the Secretariat on a yearly basis. For the purpose of this survey, GDF and TB Reach were not included as they have their own independent evaluation mechanisms.

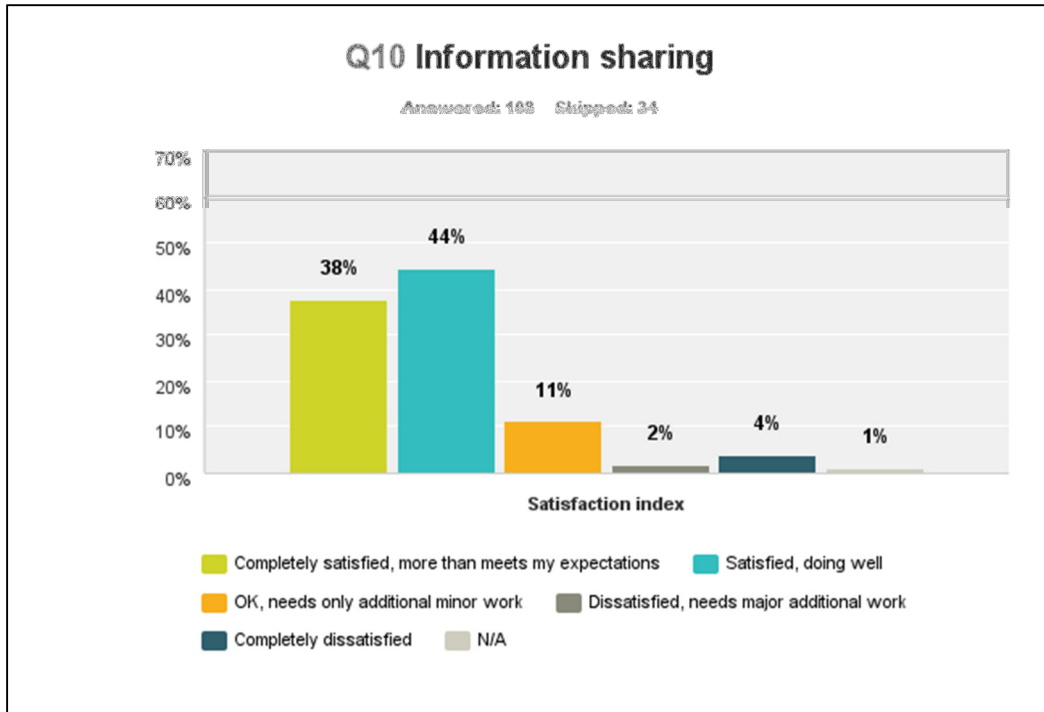
The questions 9, 10,16,17 and 20 relates to **strategic goal 1**. Respondents chose the satisfied and completely satisfied options in the following percentage:

- Tools provided to facilitate communication and collaboration among partners (graph 9) = 70%
- Keeping partners up-to-date about important events and news in the TB world (graph 10) = 82%
- Creation of platform/for a for communities to engage in TB Care and control = 61%
- Engaging in the decision-making process through Constituency representatives = 45%
- Belonging to a network/platform i.e. Constituencies/Working groups/GCTA = 56/47/37 %

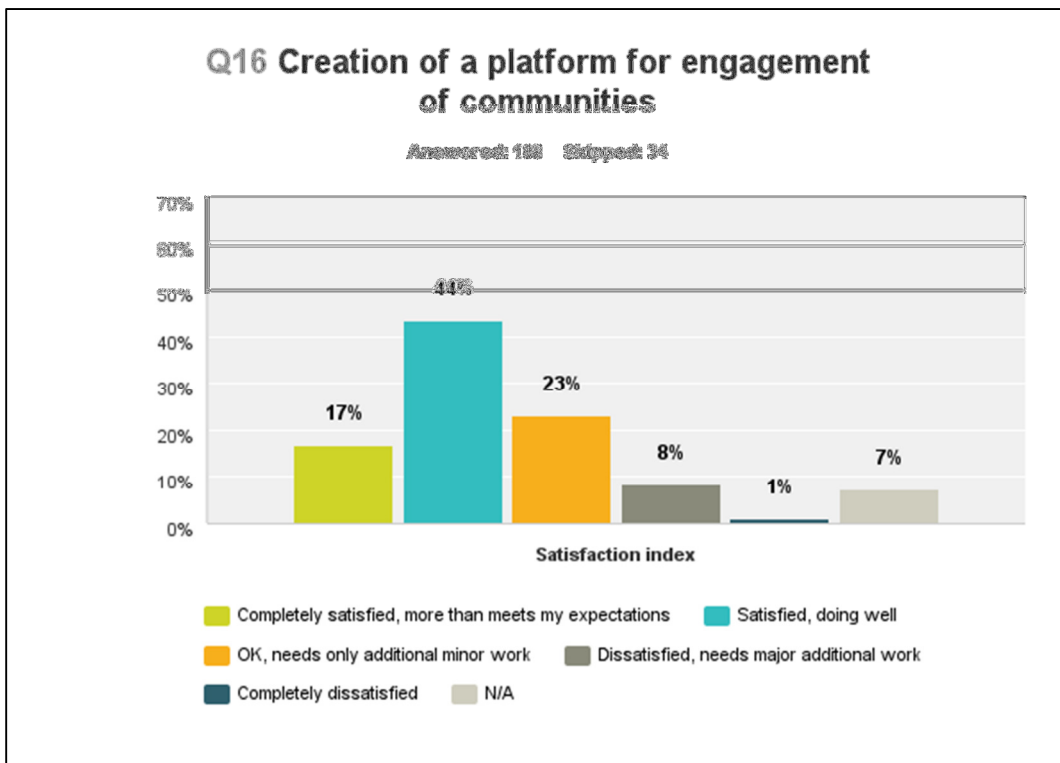


Graph 9

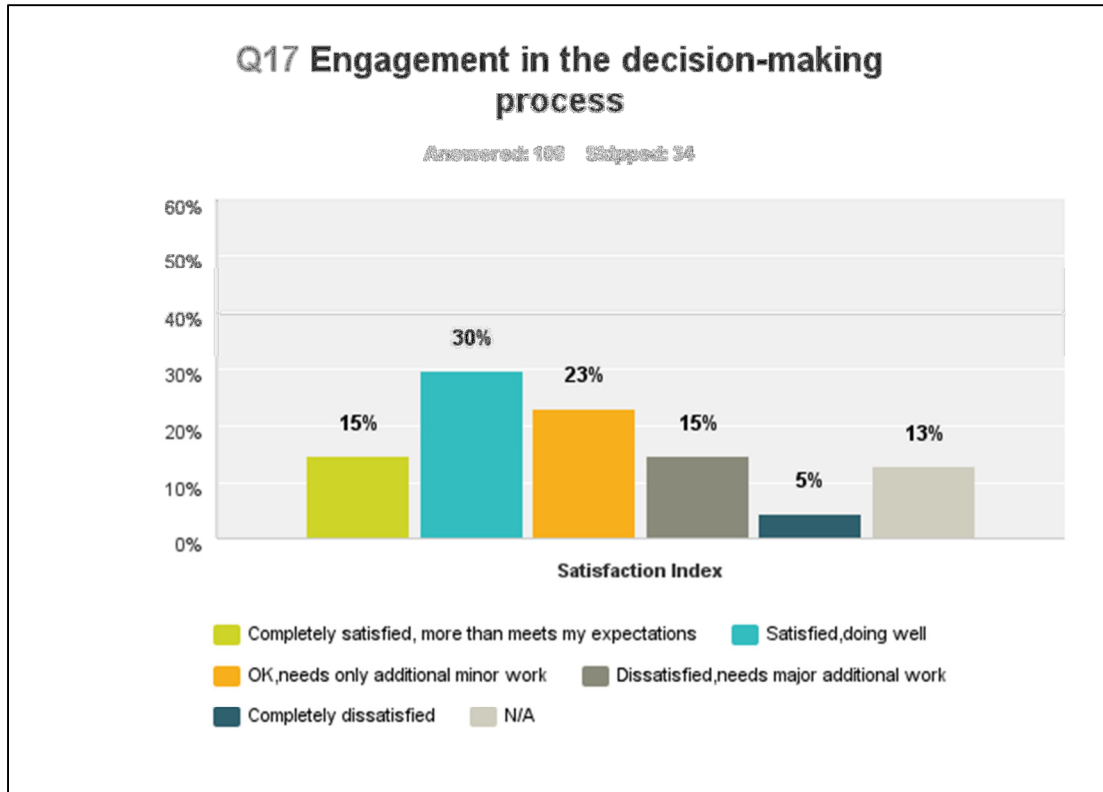




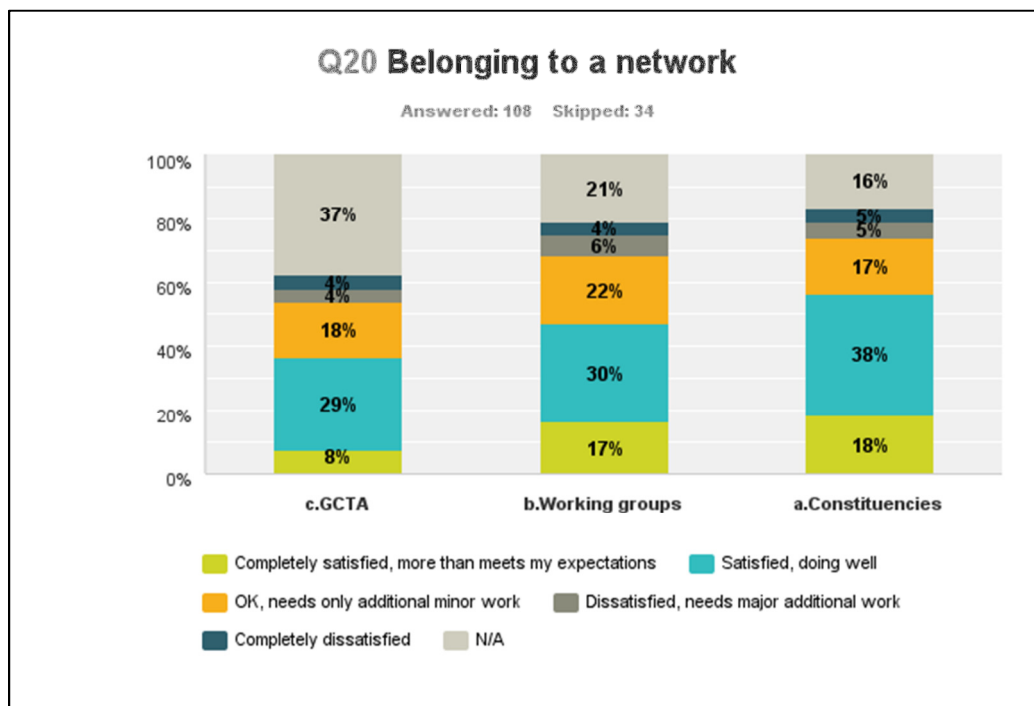
Graph 10



Graph 16



Graph 17

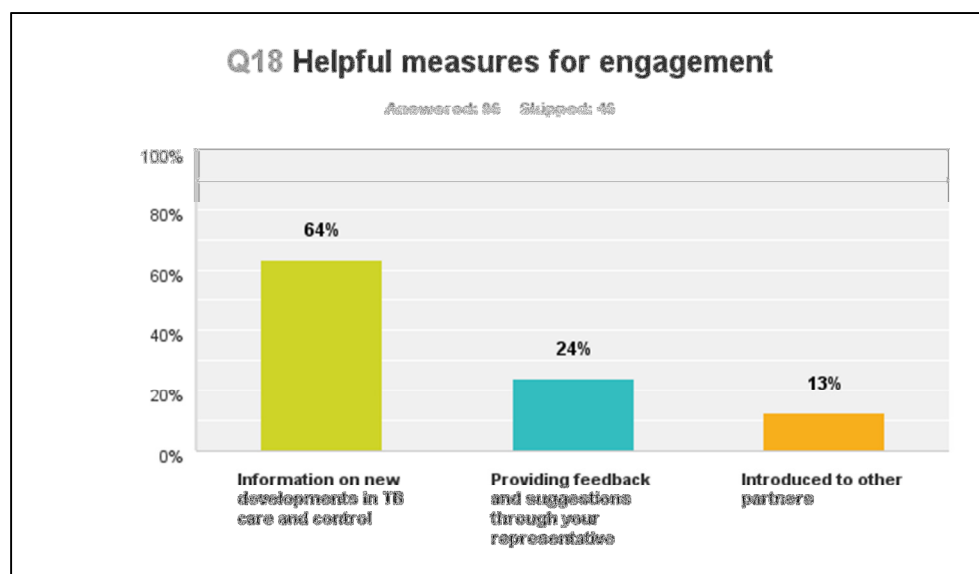


Graph 20

## Participation

Questions 18 and 19 collected feedback on what worked on engagement of partners in decision making process of the Stop TB Partnership and how it can be improved.

- What worked or the helpful measures that improved their engagement was receiving information on new developments in TB Care and control (64 %)(Graph 18) and about 24 % agree that providing feedback and suggestions through their constituency representative



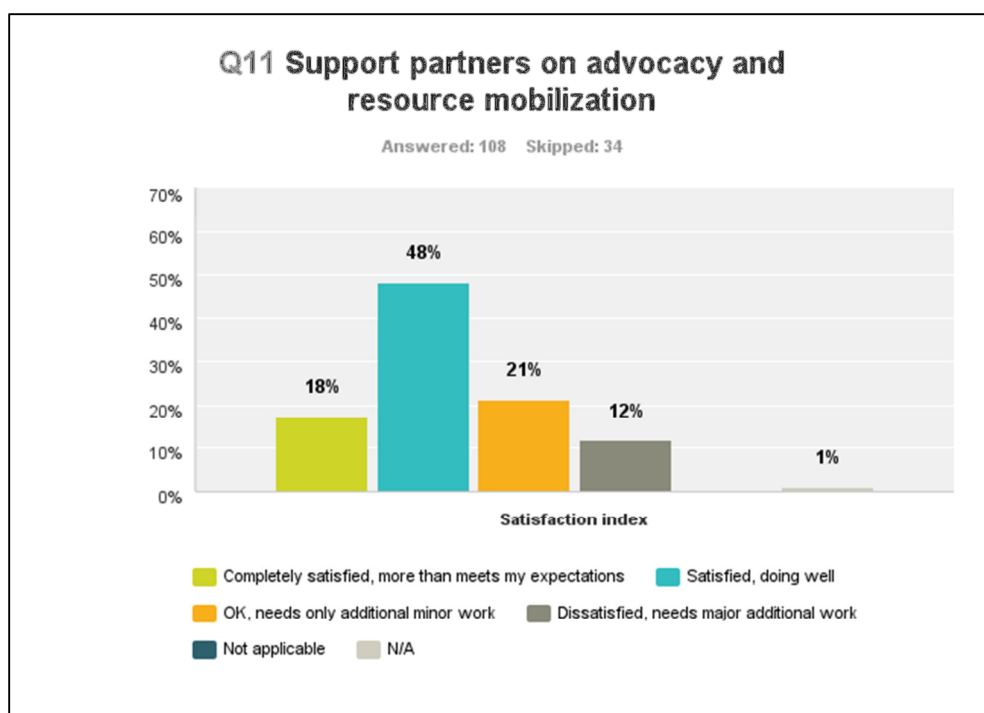
Graph 18

Suggestions for improvement include the following;

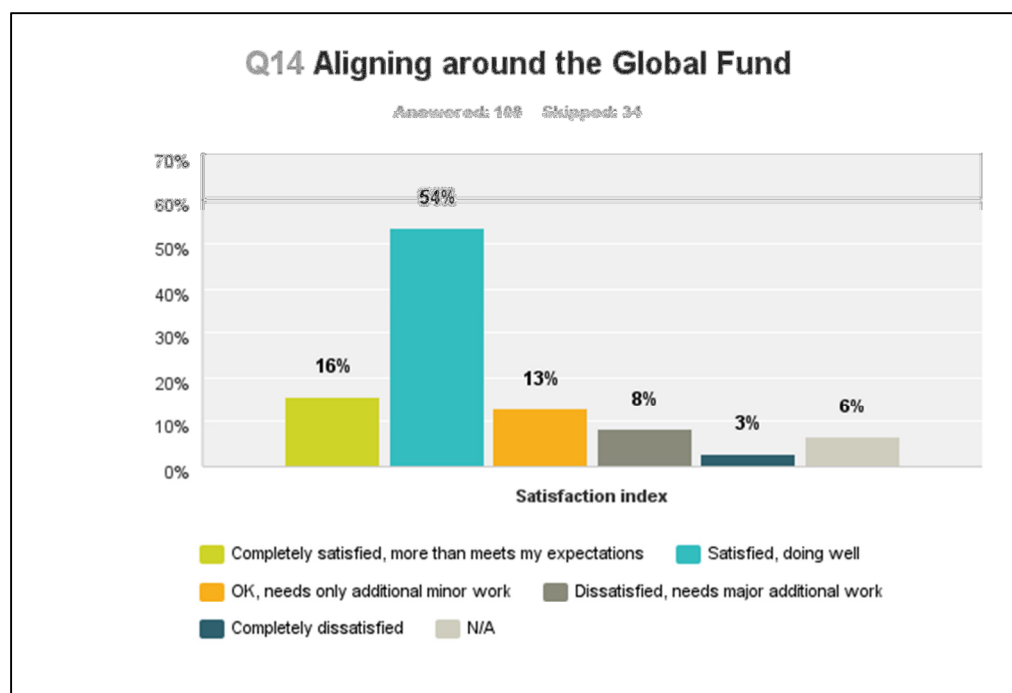
- In country meetings of Stop TB members through national partnerships to develop strategic plans , understand about working groups, constituency representatives and other work of Stop TB Partnership
- Certificate for membership to partners
- Equal funding for all Working groups
- Establishment of a communication hub

The questions 11, 14 relate to **strategic goal 2**. Respondents chose the satisfied and completely satisfied options in the following percentage:

- Supporting and aligning partners around key advocacy messages and resource mobilization opportunities for the global fight against TB (graph 11) = 66%
- Aligning partners and developing shared positions around the Global Fund (graph 14) = 70%



Graph 11



Graph 14

In support of question 11 , Question 12<sup>2</sup> listed the advocacy activities and outputs and respondents were requested to prioritised as most useful in supporting advocacy work. It was seen that :

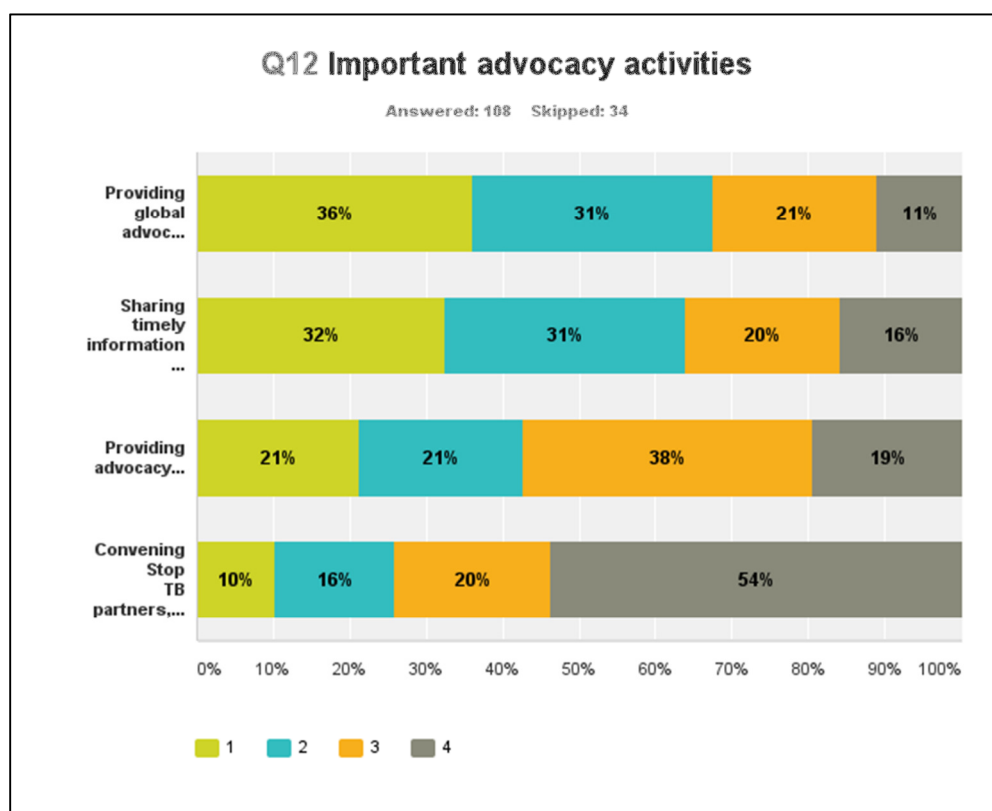
<sup>2</sup> Note: Question layout had minor problems so results may not be conclusive

Priority 1 = Providing global advocacy leadership through campaigns and activities that ensure TB is high on the international agenda (36%)

Priority 2 = Sharing timely information on key global policy developments and meetings relevant to TB (32%)

Priority 3 = Providing advocacy materials, messages, and publications to support national advocacy to TB (21%)

Priority 4 = Convening Stop TB partners, facilitating discussions, and building a strong global advocacy network (10%)



Graph 12

In connection to aligning partners and developing shared positions around the Global Fund ( graph 14) an open ended question (Q15) on suggestions for improvement was included. The recommendation on need for greater involvement of grass root organizations at local and regional level was the most common. Other suggestions included,

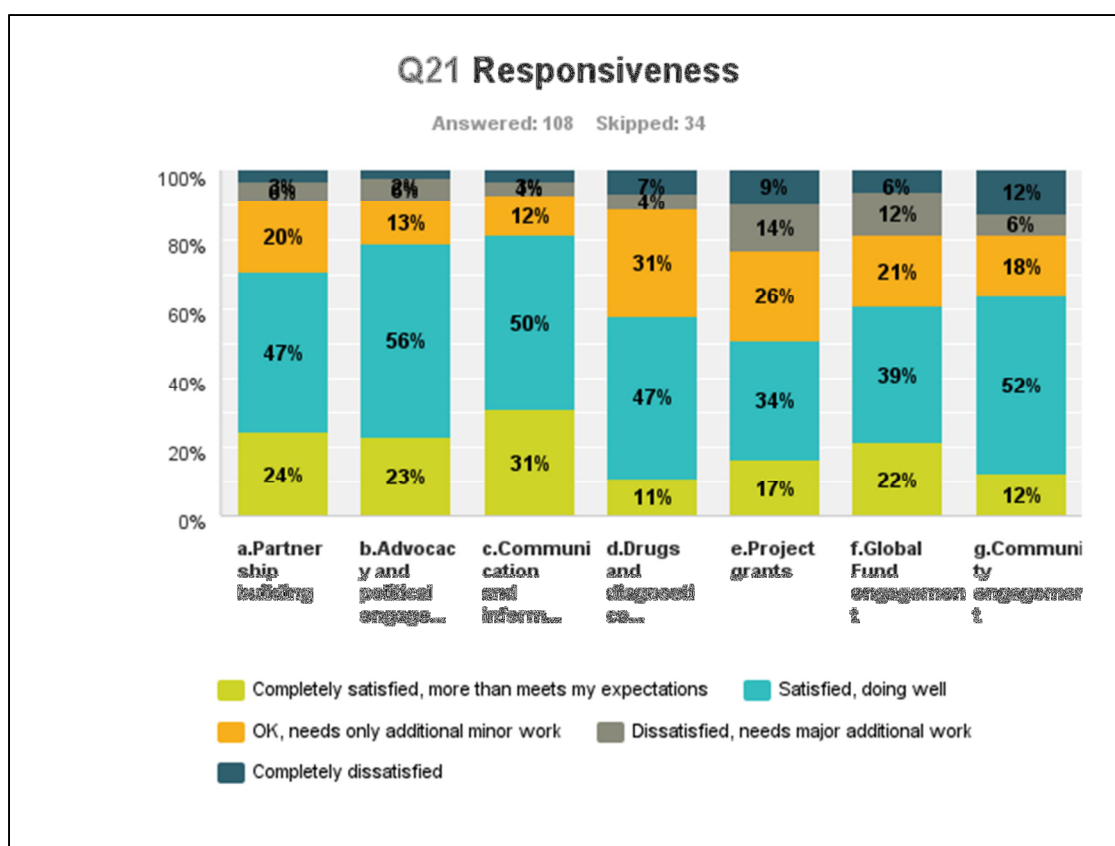
- Organize fundraising opportunities
- Increase capacity building of partners
- Timely information on funds and opportunities to partners
- Country specific position papers should be developed especially for high burden countries
- Strengthen civil society engagement through the Challenge Facility
- Increase use of social media for information sharing and gather stakeholders opinions
- Stop TB should be more open to new ideas and not restrict members to the 'usual suspects'

## Promptness and importance of the Secretariat

This section provides the Secretariat with an overview of partners' perception about its promptness and importance.

Concerning the **promptness** of the Secretariat to respond to queries, partners expressed their satisfaction as follows (graph 21):

- Partnership building (71%)
- Advocacy and political engagement (79%)
- Communication and information sharing (81%)
- Drug and diagnostics (58%)
- Project grants (51%)
- Global Fund engagement (61%)
- Community engagement (64%)

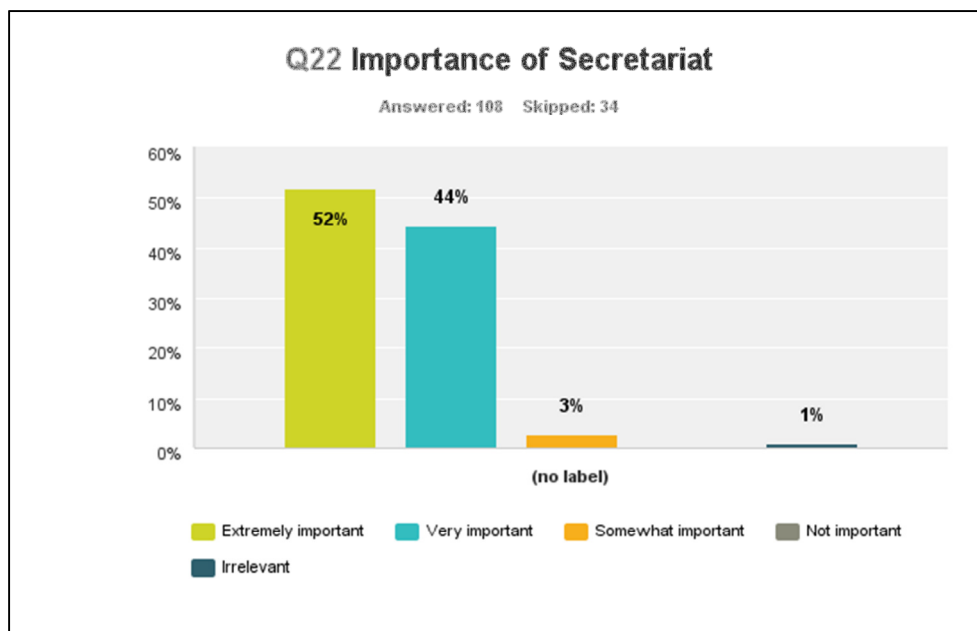


Graph 21

The partners were also asked about the **importance** of the Stop TB Partnership Secretariat in the global fight against TB.

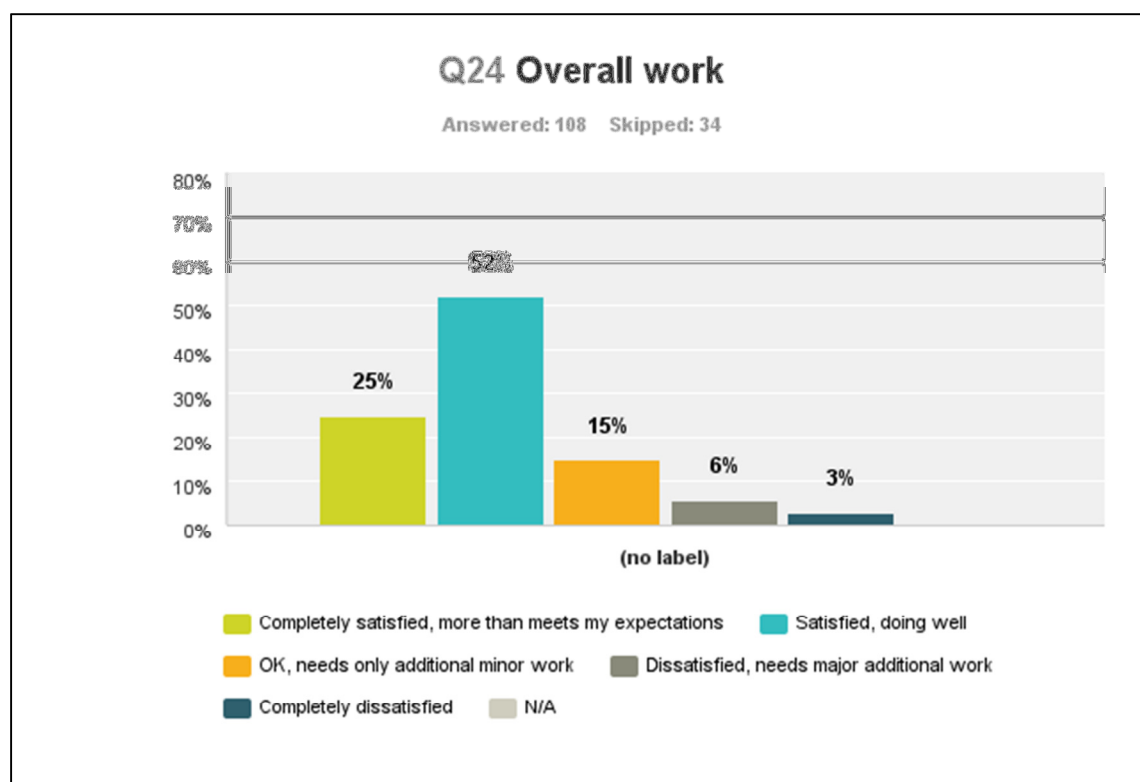
An overwhelming 96% of respondents said that the work of the Secretariat was either “very important” or “extremely important” in the fight against TB (graph 22). This result is extremely positive for the

Stop TB Partnership and validates its mandate as a global partnership and collective force to fight TB.



Graph 22

In addition, when asked about their **‘overall satisfaction’**, a large majority of the respondents (77%) said that they were either “completely satisfied” or “satisfied” with the Secretariat’s work (graph 24).



Graph 24

## Overview of responses to open questions

The survey concluded with two open questions:

An analysis of these comments and suggestions was carried out and is presented below in six programmatic areas.

### 1. Capacity building

A significant number of partners expressed a need for capacity building

This includes support for:

- proposal writing to ensure good project proposals
- project design ,implementation and monitoring and evaluation
- training, “training the trainer” approach
- Support and advice country level partnerships through trainings and consultations

### 2. Grants and resources

A significant number of respondents want to receive “resources”, in particular financial resources, from the Secretariat. Partners suggest that the Secretariat could help with facilitating:

- Timely information about future funding opportunities
- Sponsorship of workshops, forums and meetings at international and regional level
- Project grants and technical support
- Support with monitoring and evaluation of projects
- Simpler methods of application for TB REACH and Challenge Facility
- Help small NGOs lobby for funds and enable partners to participate in meetings

### 3. Advocacy and political engagement



As the responses to this survey confirm, partners want to be involved with advocacy issues. Suggestions from partners include:

- Clear advocacy messages built on global advocacy
- Support and tools to help engage with the National TB Programme and Ministry of Health.
- Linking with and inviting key opinion leaders and academia outside of TB world to address the challenges of the TB community

#### **4. Communication and information sharing**

Partners gave a number of suggestions that could improve and/or enhance effective communications. Some of these are:

- More use of social media to keep information fun and motivating
- Key resources translated (UN languages)
- More inspiring stories of change and partners' successes, by using pictures/images to deliver messages as they bypass language barrier
- Sharing of more IEC materials
- Establishment of a communication hub

#### **5. Partners Engagement**

Few partners suggested improving the engagement with partners through the Working groups and Constituency representatives and few actions could be to;

- Ensure that the Civil Society Organizations and Community representatives truly engage their constituencies and community members
- Create more linkages between partners
- Certificate for membership to partners
- Equal funding for all Working groups

#### **6. Overall functioning of the Secretariat**

A few suggestions on the status of the Secretariat and its work include,

- Stop TB Partnership should be autonomous and hire appropriately skilled people to develop a robust and highly active civil society participation
- Should mobilize for more funding resources to ensure global coverage of its program
- Reduce the TB REACH grant amount to USD 50,000 to be able to fund smaller organizations.

### **Next steps for the work of the Secretariat**

The Stop TB Partnership Secretariat is grateful to all respondents for participating in this survey and is addressing your feedback as it moves forward to the next biennium 2015-2016.

Looking at the **description of respondents and the satisfaction results**, the Secretariat will act on:

#### **Capacity building:**

- Implement the technical assistance agreement with the Global Fund to support demand-based assistance to countries as they develop their concept notes under the new funding model grant process.
- Encourage partners, national partnerships and all platforms for cross country experience sharing consultations.

#### **Grants and resources:**

- Provide timely information about funding opportunities from the Secretariat and other donors.
- Provide guidance, help or training for writing proposals.
- Facilitate sponsorships for conferences, training programs and meetings.

The last two activities will be highly dependent on donors' funding.

**Advocacy and political engagement:**

- Facilitate consultative processes for the development of the Global Plan 2016-2020.
- Provide support and tools to help engage with relevant political leaders and policy-makers.
- Strengthen advocacy groups like GCTA and ensure participation in high level meetings.

**Communication and information sharing:**

- Highlight the work of partners on website using monthly themes for different type of partners.
- Enhance participation or use of social media for information sharing
- Promote stories of change and partners' successes, including through photographs and images.
- Translate relevant documents.
- Establish a communication hub.

**Partners Engagement:**

- Encourage constituency representatives and GCTA to update on their engagement with group members to Secretariat
- Ensure representatives attend events to share their constituency inputs and feedback on various issues in TB care and control.

**Overall functioning of the Secretariat:**

- Revision of the resource mobilization strategy for the Secretariat

## Annex 1

### 1<sup>st</sup> Email on 19 May

Dear All,

Greetings! Thank you for participating in the 2013 survey. We have placed the survey report which generated a good response rate at the website.

The Operational Strategy of the Stop TB Partnership Secretariat 2013-2015 requires the Secretariat to conduct this annual survey with partners in order to evaluate their satisfaction with the services and support provided by the Secretariat.

We would like to once again invite you to participate in our 2014 survey to assess your level of satisfaction with the Stop TB Partnership Secretariat. This survey should take about 10-15 minutes of your time.

We would be very grateful if you could take the time to complete this survey

<https://www.surveymonkey.com/s/PNM6MWP> by Wednesday, 28 May and request you to share with your network encouraging them to participate in the survey.

Thanking you.

With kindest regards,  
Lucica Ditiu

### 2<sup>nd</sup> Email on 23 May

Dear colleagues and partners,

This is a kind reminder to complete the survey below which has been extended to the Tuesday, 10 June. The survey will only take a few minutes of your time and your feedback will help improve the way that we work with our partners.

Many thanks,

The Stop TB Partnership Secretariat

3<sup>rd</sup> Email on 2 June

Dear All,

In continuation with the below request on completing the satisfaction survey 2014, we have extended the deadline to Tuesday, 10 June so kindly share with all Stop TB partners.

Survey is available at <https://www.surveymonkey.com/s/PNM6MWP>

Thanking you in advance.

Best regards,