



## Survey to Stop TB Partners - 2013 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. The 2013 survey also aimed to:

- collect feedback and ideas on the services that partners would like the Secretariat to provide;
- establish a baseline for evaluating the success of our work moving forward.

### Methodology

The survey was designed by the Stop TB Partnership Secretariat in April/May 2013 and is composed of two sections. The 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 - 1022 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 30 partners (TB REACH grantees, Challenge Facility grantees, focal points of national partnerships, private sector, developed NGOs, and communities) between 30 May and 7 June. The survey was adjusted to reflect the comments received. Using "SurveyMonkey", the survey was sent out by the Executive Secretary on 12 June and concluded on 25 June. Two reminders were sent on 20 June and 25 June by the stoptbpartnerships email address (annex 1).

### **Response rate**

The average response rate cited in literature for online surveys conducted with external partners is 20%. As the Directory of Partners is updated on an ongoing basis, it is assumed that most recipients were reached. There were 309 survey responses fully completed. This provides a response rate of 30.23%, which is considerably higher than the average response rate (20%) for such a survey. It is also important to note that the answers from those respondents who left the survey before completing it (60 respondents) were not counted in the final scenario. The Secretariat acknowledges that, although with a high response rate, this survey does not represent the collective views of all our partners.

## **Description of respondents**

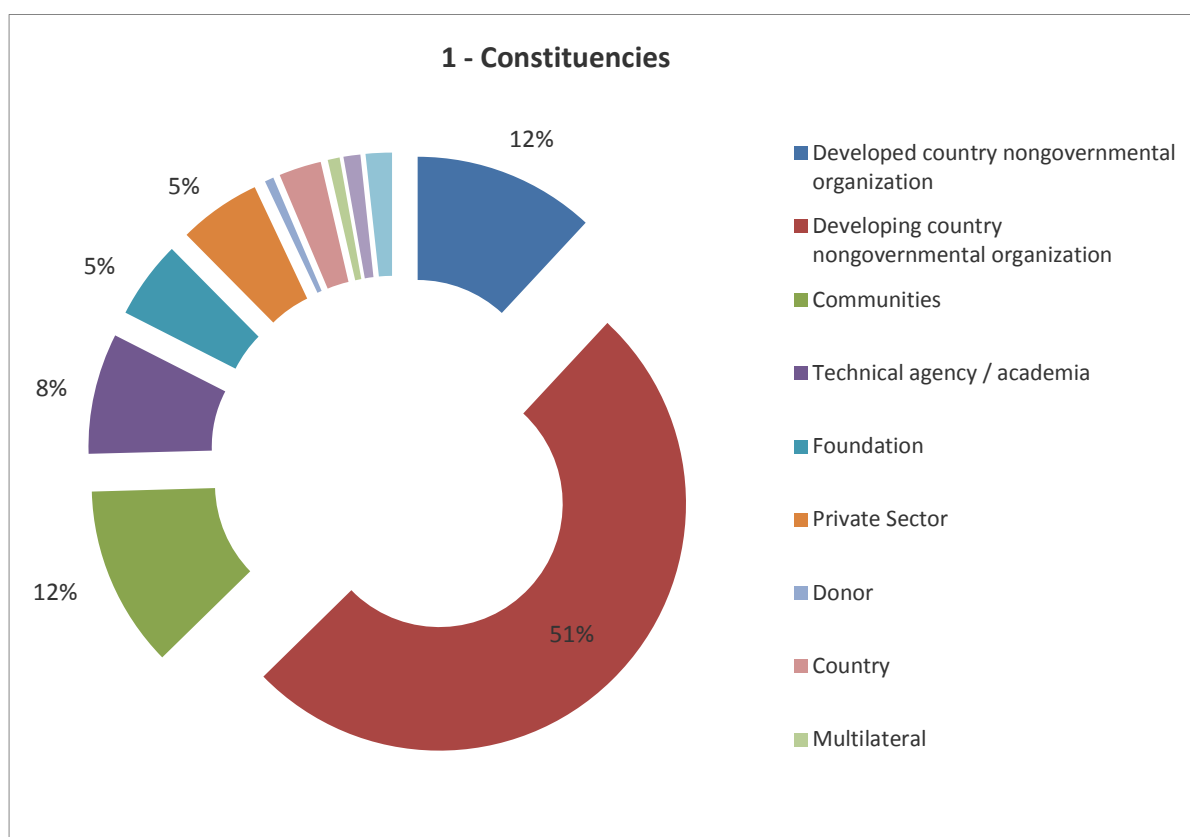
This section describes the responses to the first part of the survey collecting general information about the respondents.

### **Constituencies and countries**

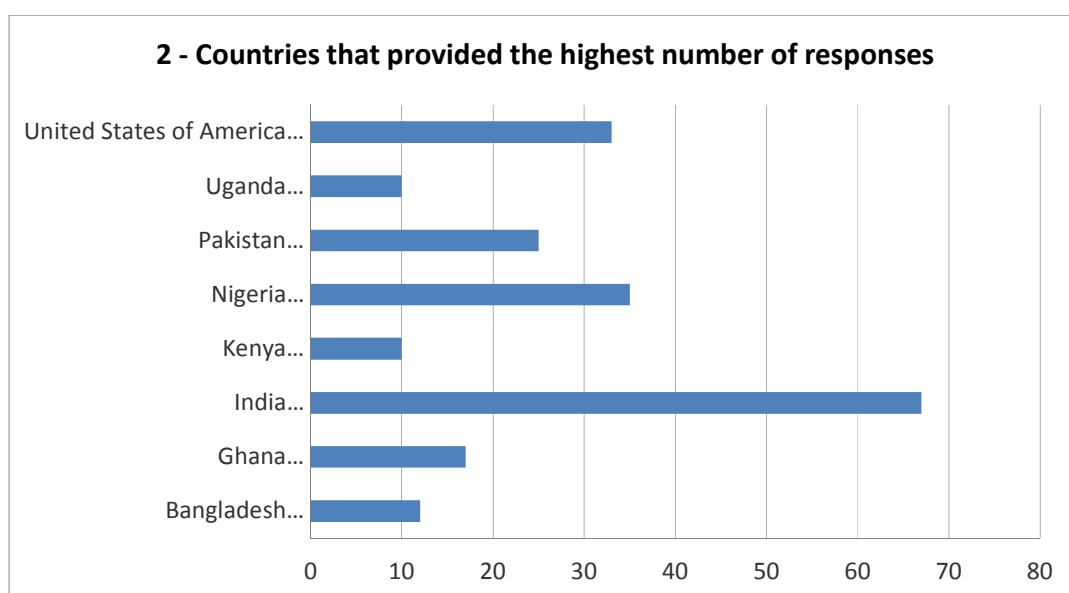
Respondents were mainly from developing country NGOs (51%), communities (12%) and developed country NGOs (12%) (graph 1). Partner constituencies with less numbers of registered partner organizations (technical agencies, academia, foundations and private sector) also showed a relatively high response rate. This response rate is in line with our overall partner constituency split.

- nongovernmental organizations (NGOs) constitute 75%, with a split between headquarters being based in developing countries (65%) and developed countries (10%)
- private sector account for 8%
- technical agencies and academia account for 7%

Representatives from donors, countries (ministries of health and national TB programmes) and multilaterals were the least respondent.

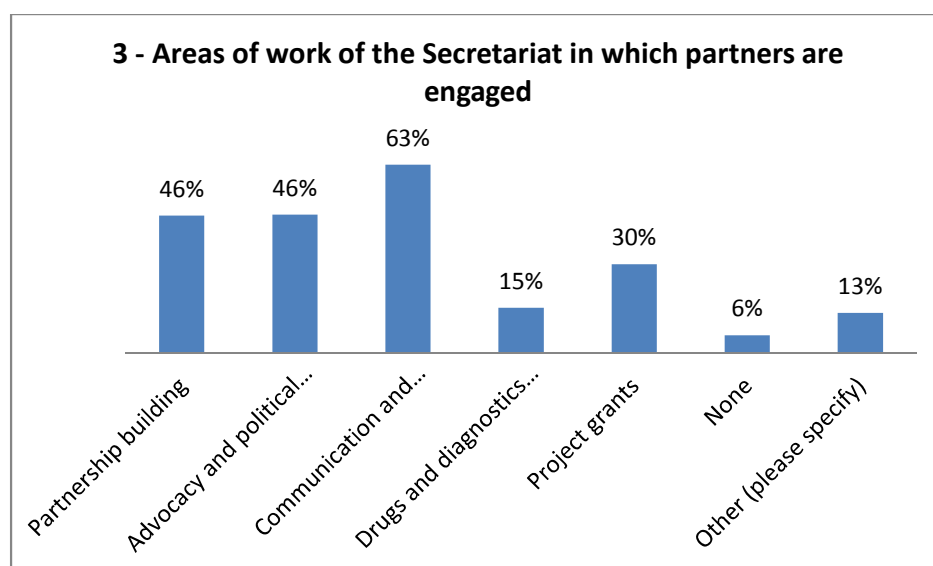


Developing countries such as India, Nigeria and Pakistan, as well as the USA, where NGOs are highly represented partners, were the most responsive. The highest response rates were from countries in which there is an established national TB partnership.

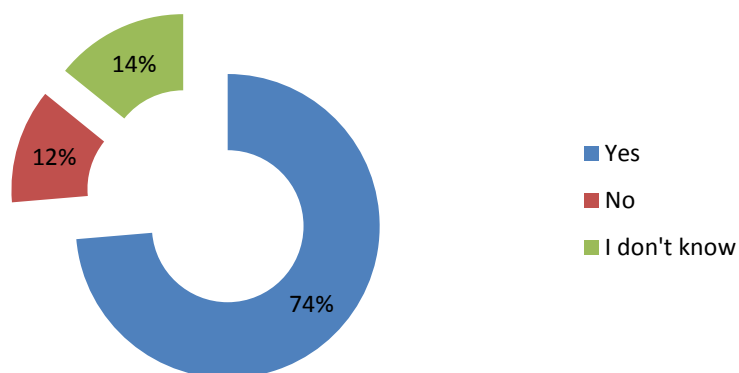


### Areas of work in which partners engage with the Secretariat

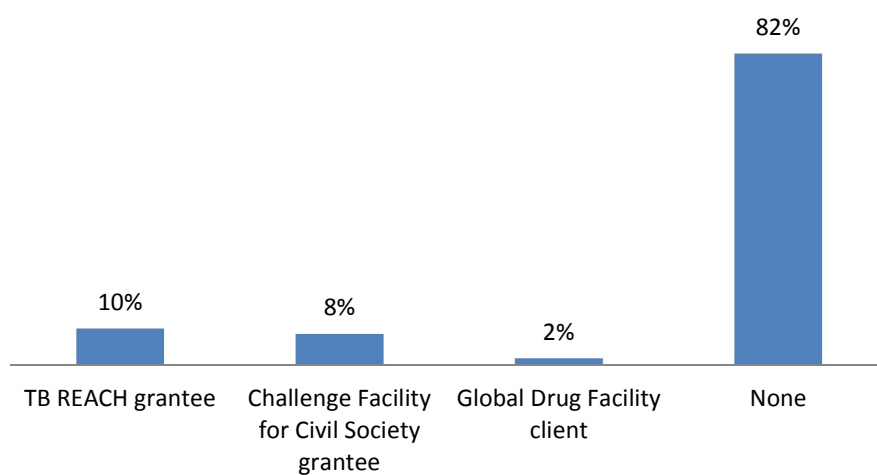
The majority of respondents engage with the Secretariat in communication and information sharing (63%), partnership building (46%) and advocacy and political engagement (46%) (graph 3). As cited in the Operational Strategy 2013-2015, the comparative advantage of the Partnership is in facilitating, catalyzing 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. Respondent feedback in the open questions (see pag. 13) suggest that communication and sharing of information happens in a way where partners are informed by the Secretariat, but do not have much opportunity to send in their feedback. Survey results show that respondents are keen to get involved and let us know what they think. For example, 74% stated that they would like to provide input and feedback on key issues discussed prior to and after the Stop TB Partnership Coordinating Board meetings (graph 4). Only 30% of respondents are in contact with the Secretariat for project grants (see graph 3). The vast majority of partners has never received resources such as grants, drugs or commodities from the partnership (82%) (graph 5).



#### 4 - Inputs and feedback to Coordinating Board

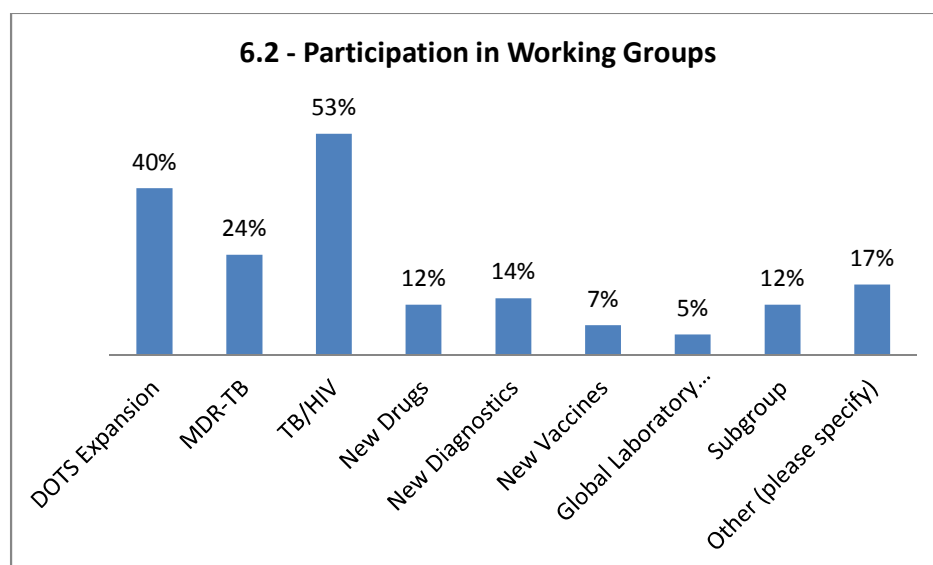
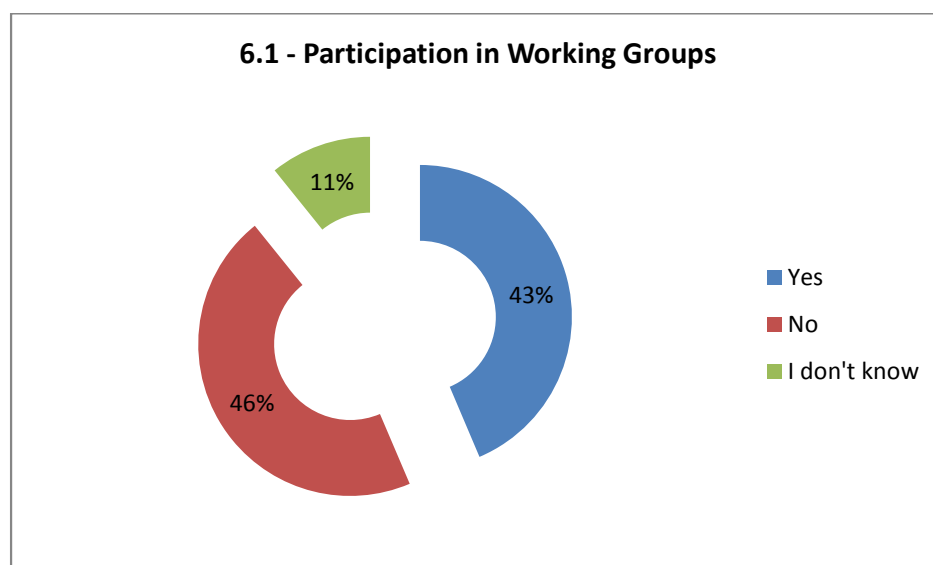


#### 5 - Reception of grants, drugs and commodities



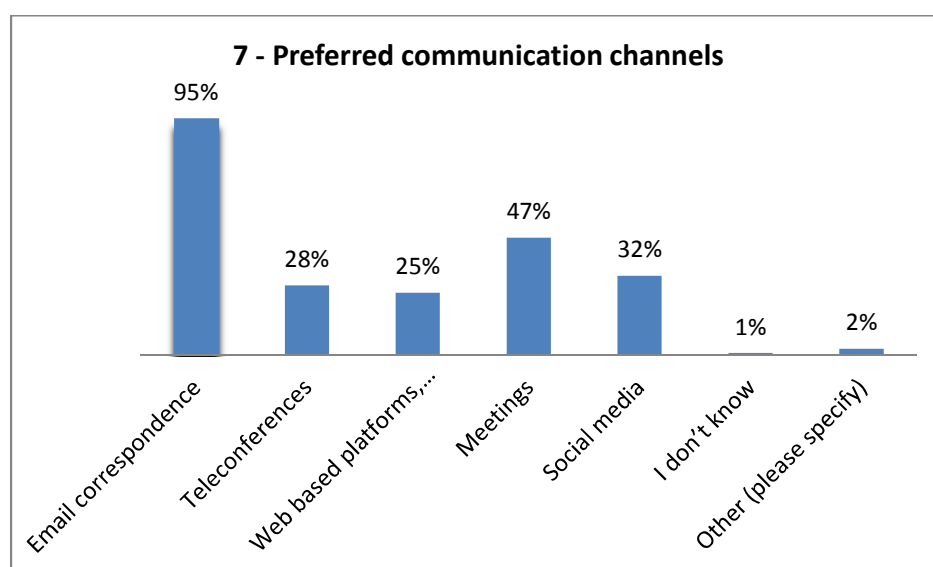
### Participation in Working Groups

The majority of respondents is either 1) not engaged with Working Groups or 2) do not know about them (graph 6.1). TB/HIV (53%), DOTS expansion (including advocacy, communications and social mobilization) (40%) and MDR-TB (24%) are the Working Groups which most respondents are engaged with (graph 6.2). 17% clicked on others, and these are mainly subgroups of current Working Groups. This suggests that respondents may not be informed of the overarching Working Group structure.



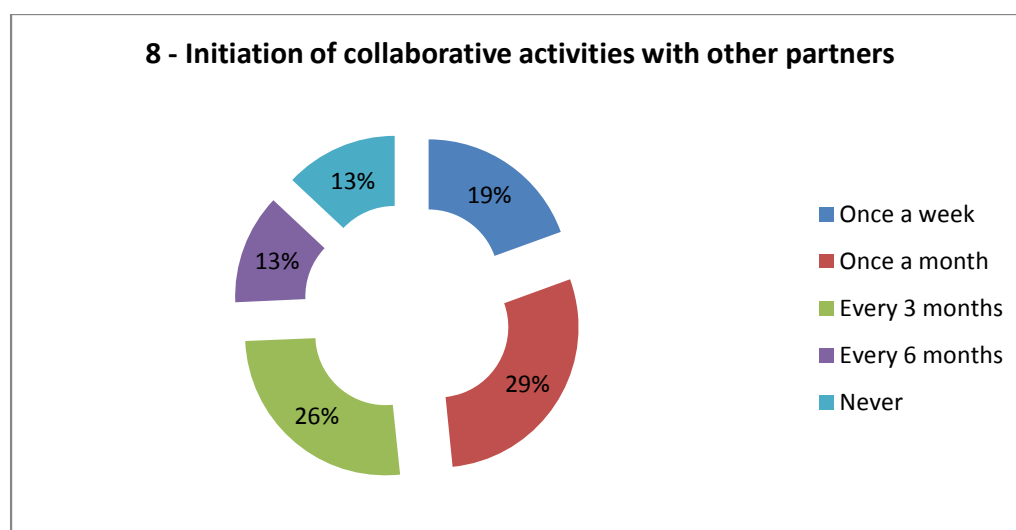
**Preference about communication channels**

Email correspondence is seen as the best and most pragmatic way to keep in touch with the Secretariat (95%), followed by meetings (47%) and social media (32%) (graph 7). Teleconferences and web based platforms seem to be less popular, but this could be due to lack of usage by the Secretariat of these communication channels. A preference for meetings suggests a wish for person-to-person communication.



**Frequence 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 19% of the respondents initiate collaborative activities every week, 26% within 3 months and 13% 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.



## Satisfaction results

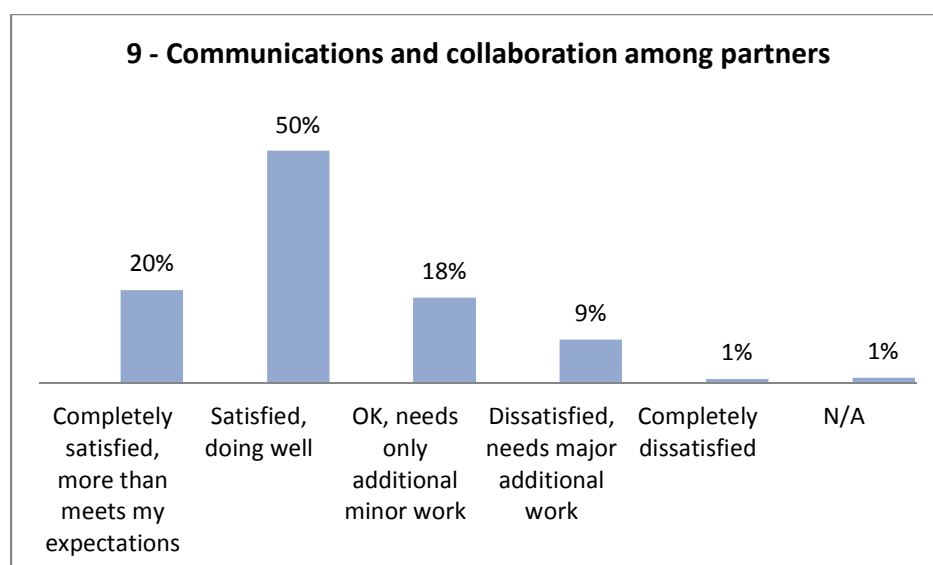
This section describes the responses to the second part of the survey on the level of satisfaction with the services and support provided by the Secretariat.

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

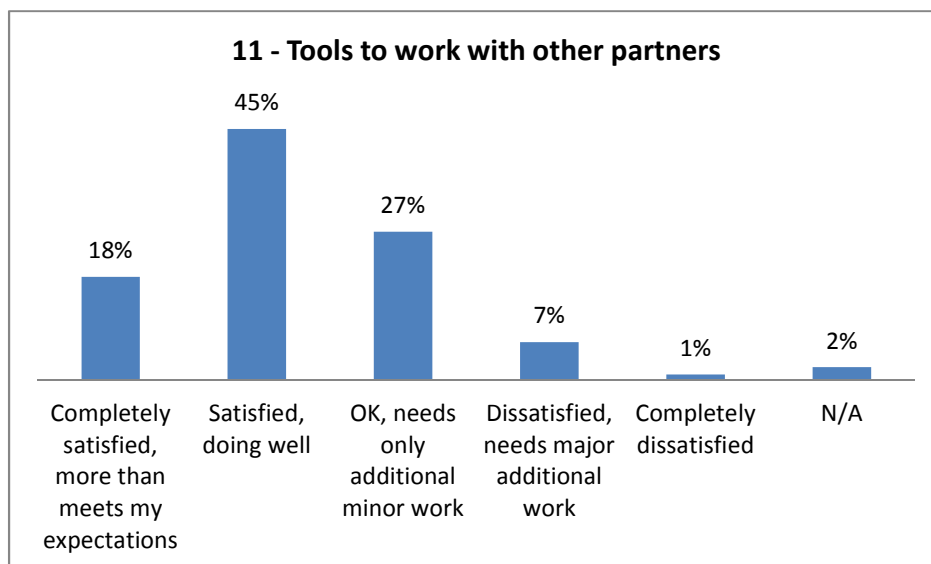
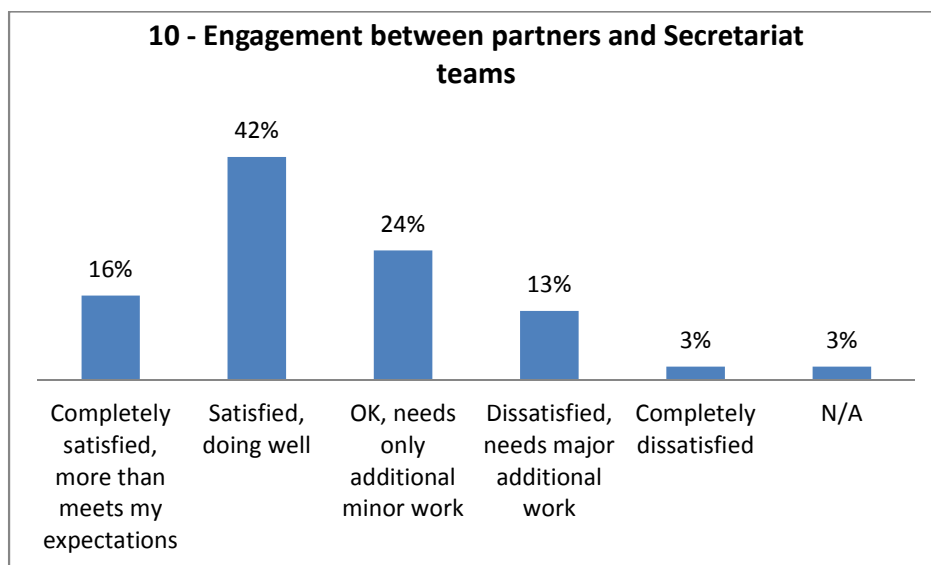
This section of the survey was built around strategic goals 1 and 2 of the Operational Strategy and aims to establish a baseline that will serve to assess the work of the Secretariat on a yearly basis. For the purpose of this survey, GDF and TB Reach were not included as they have their own independent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

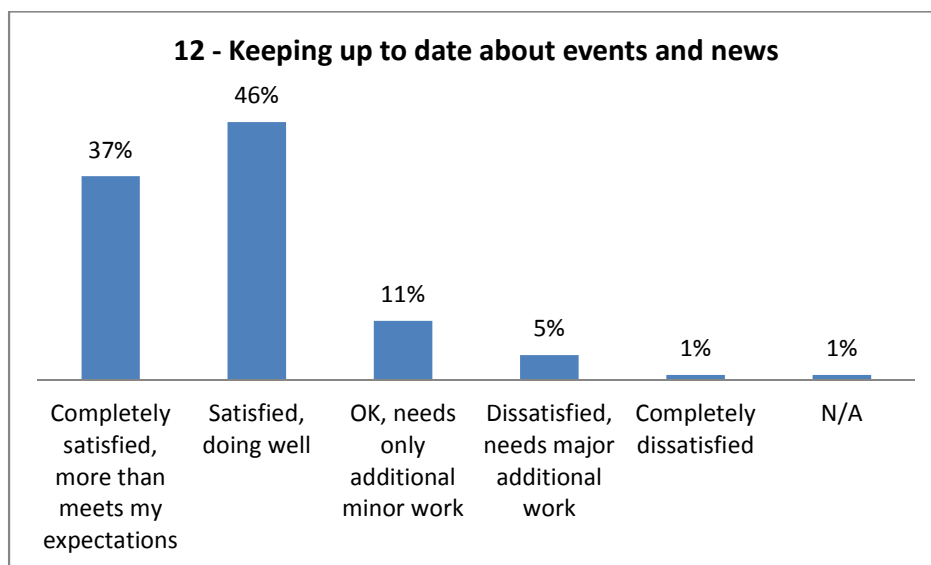
The questions 9 through 12 relate to **strategic goal 1**. Respondents chose the satisfied and completely satisfied options in the following percentage:

- Facilitating communication and collaboration among partners (graph 9) = 70%
- Fostering engagement between partners and Secretariat teams (graph 10) = 58 %
- Tools (e.g. meetings, websites, social media, google groups, Partners’ Directory, listservs, etc.) provided to work with other partners (graph 11) = 63%
- Keeping partners up-to-date about important events and news in the TB world (see graph 12) =83%



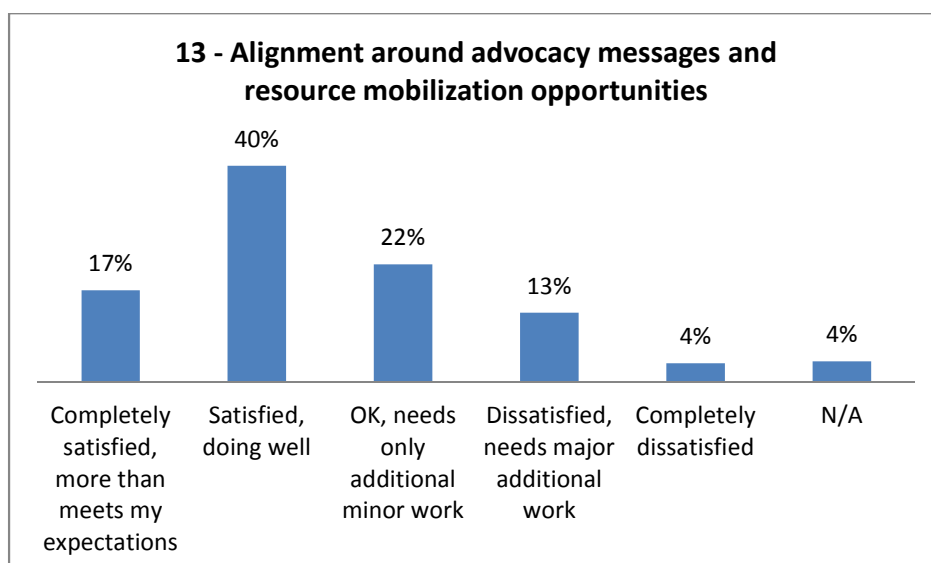


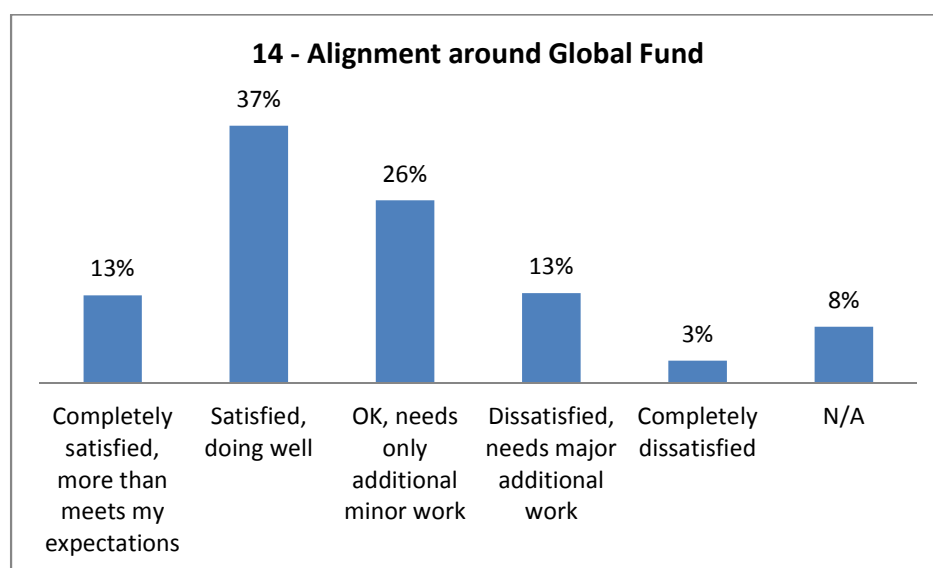




The next two questions relate to **strategic goal 2**. Respondents chose the satisfied and completely satisfied options in the following percentage:

- Facilitating, supporting and aligning partners around key advocacy messages and resource mobilization opportunities for the global fight against TB (graph 13) = 57%
- Aligning partners and developing shared positions around the Global Fund (graph 14) = 50%



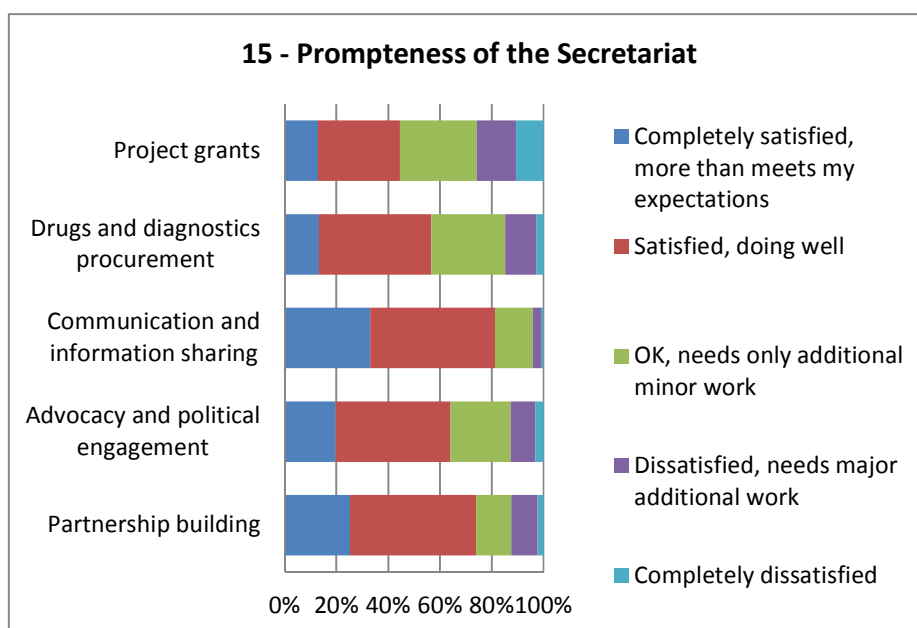


### Promptness and importance of the Secretariat

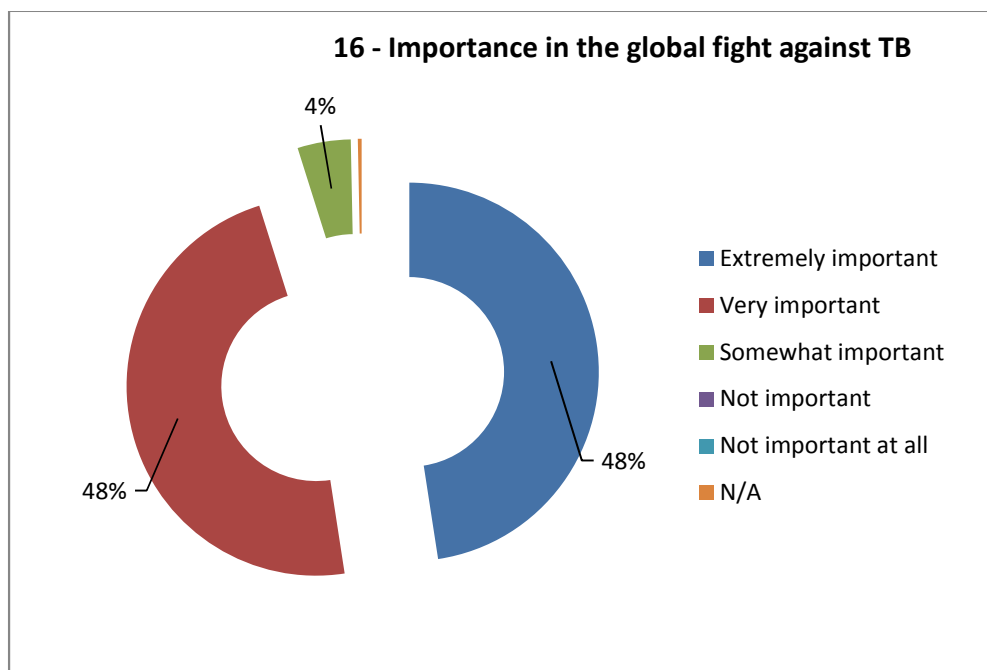
This section provides the Secretariat with an overview of partners' perception about its promptness and importance.

Concerning the **promptness** of the Secretariat to respond to queries, partners expressed their satisfaction as follows (graph 15):

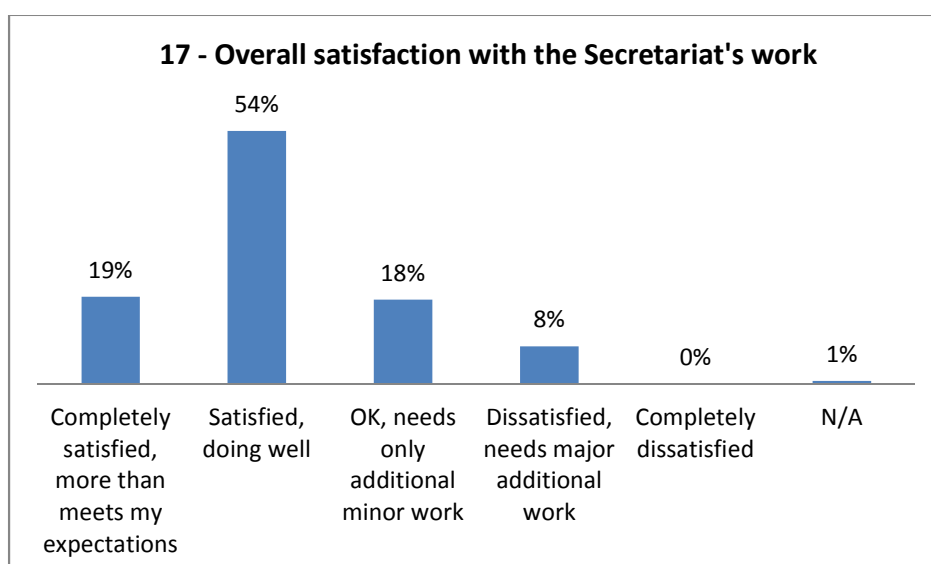
- communication and information sharing (80%)
- partnership building (70%)
- advocacy and political engagement (62%)
- drug and diagnostics (58%)
- project grants (52%)



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 16). This result is extremely positive for the Stop TB Partnership and validates its mandate as a global partnership and collective force to fight TB.



In addition, when asked about their **‘overall satisfaction’**, a large majority of the respondents (73%) said that they were either “completely satisfied” or “satisfied” with the Secretariat’s work (graph 17).



## Overview of responses to open questions

The survey concluded with two open questions:

- Products and/or services that the Secretariat could provide to better support partners' work. Partners were asked to list a maximum of three in order of priority.
- An open box for general comments.

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

### 1. Capacity building

A significant number of partners expressed a need for capacity building at state and even district level. This includes support for:

- project design ,implementation and monitoring and evaluation
- training, "training the trainer" approach, drug management training
- resource materials in additional languages for grassroots advocacy and community-based mobilization such as "fact sheets" (Global TB Report), simple to use guidelines, access to TB experts, PPT templates for advocacy, etc.

### 2. Grants and resources

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

- Guidance/help in writing proposals
- Timely information about future funding opportunities, including at regional level and outside TB
- Scholarships for conferences / training programs
- Sponsorship of workshops, forums and meetings at regional level

### 3. Advocacy and political engagement

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

- Support and tools (PPTs, Advocacy message "templates" using disease burden data) to help engage with the National TB Programme and Ministry of Health.
- Convene and/or facilitate more meetings in countries to build collaboration and link with other disease areas such as HIV/AIDS and Nutrition, Maternal and Child health.
- Identify TB advocates and champions across the globe
- Linking with and inviting key opinion leaders and academia outside of TB world to address the challenges of the TB community
- More regular convening of advocacy groups globally and regionally

### 4. Communication and information sharing

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

- Increased media outreach to generate wide coverage of TB issues
- More use of social media to keep information fun and motivating
- Weekly international press round up
- Key resources translated (French, Portuguese and Russian cited)

- More inspiring stories of change and partners' successes, by using pictures/images to deliver messages as they bypass language barriers

### 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 2014-2015.

Looking at the **description of respondents and the satisfaction results**, the Secretariat is considering the following points for action:

- Given that the majority of partners represent civil society, the Secretariat could put in place mechanisms to enable systematic and active engagement of the developing and developed NGO and community constituencies and to collect their inputs/feedback on issues to be addressed at the Coordinating Board meetings.
- Expand the partner base to increase representation both geographically and by constituency; for example, by reaching out to less represented partners such as the private sector, the donor community and foundations, or by engaging more stakeholders, champions and experts from outside the TB community.
- There is currently no direct link between the process to become a Stop TB Partner, and to become affiliated with the Working Group of interest and the respective Coordinating Board constituency. The Secretariat could develop a formal process to facilitate and support communication and information sharing between partners, the secretariats of the Working Groups and the Coordinating Board.

Looking at the **open questions**, there are areas in which the Secretariat could facilitate resources and support:

Capacity building:

- Contact all partners to consolidate existing materials that might be available.
- Produce a number of materials which could be of immediate use for partners at country level.

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.
- Convene advocacy groups and collaborations more regularly.

Communication and information sharing:

- Provide a regular international press round up.
- Promote stories of change and partners' successes, including through photographs and images.

- Explore using teleconferences, video conferences, Skype and webcasts to create a more personalized dialogue.
- Translate relevant documents.

## Annex 1

### 1<sup>st</sup> Email on 12 June

Dear colleagues and partners,

We would like to invite you to participate in a survey on your level of satisfaction with the Stop TB Partnership Secretariat.

Since the beginning of this year, the Secretariat has been aligning its resources and work priorities to the 4 strategic goals of the new 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 requires the Secretariat to conduct an annual survey with partners in order to evaluate their satisfaction with the services and support provided by the Secretariat.

We would be very grateful if you could take the time to complete the survey that is available at <https://www.surveymonkey.com/s/TXFGJNV> by Tuesday, 25 June. If you have any questions, please do not hesitate to contact us at [stoptbpartnerships@who.int](mailto:stoptbpartnerships@who.int).

We thank you sincerely for your feedback which will help us to better support your work.

With kindest regards,

Lucica Ditiu

([www.stoptb.org](http://www.stoptb.org))

### 2<sup>nd</sup> Email on 20 June

Dear colleagues and partners,

This is a kind reminder to complete the survey below which expires on Tuesday, 25 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 25 June

Dear partners,

Today, 25 June, is the last day to complete the Stop TB Partners Survey available at <https://www.surveymonkey.com/s/TXFGJNV>.

Thank you to everyone who has already completed the survey. For those of you who have yet to participate, we would be very grateful if you could take a few minutes of your time to provide us with your feedback.

Many thanks,

The Stop TB Partnership Secretariat