

Summary Analysis and Secretariat Response to Membership Survey 2020

“GNDR is one of the leading networks in the world.”

Introduction

In December 2020, the annual membership survey was circulated to GNDR members in order to assess whether the network is meeting members’ expectations. The results of this survey are summarised below and have fed into activity planning for the 2021-22 annual workplan.

Response rate and geographical distribution

There was a response rate of 9% (246 responses). This is much lower than last year, when we had 555 responses (32% response rate), though last year members were keen to input into the new strategy. As a result, we will ensure that future surveys serve a practical purpose and show how we’ve taken feedback on board.

Over half of the responses this year were from Africa alone (17% West and Central Africa, 12% Southern Africa, 18% Eastern Africa, 4% North Africa and West Asia). 38% of the responses were from Asia, and only 3% from the Americas. With the exception of the Americas, this response rate distribution matches the regional distribution of GNDR’s membership. As a result, the Americas Regional Lead will identify ways to strengthen membership engagement in the region and will actively involve the RAGs.

The majority of the responses were from newer members, with 30.2% having been with GNDR for less than a year and 31.6% 1-2 years. As a result, we will develop welcome and engagement journeys to ensure that members receive relevant communications from GNDR staff and volunteers throughout the year. We will promote engagement via different outlets including the relaunch of the global members newsletter.

Is communication happening effectively?

“When it comes to communication, GNDR is doing a great job.”

The vast majority of members agreed that the quality of GNDR communication and outputs are high (90.8%), and 88.2% of members said that they read GNDR’s communications via email. Considering this preference for email communications, we will continue engaging with members via outputs that reach their inbox. We will prioritise relaunching the members’ newsletter featuring ways to get involved and spotlighting activity from across the network.

49.1% of members use the Community Platform to access information and contact other members, 35.8% use it to share information with others and 57.7% to communicate with others. In order to boost the effectiveness of the Community Platform, we will assess the needs it is meeting (e.g. as a library of resources and donor grant opportunities) and which ones it is not. For those needs not met, we will evaluate and test different solutions.

Are members feeling included?

“GNDR has proven to be accountable in its engagement; this is attributed to the fact that the membership is inclusive and diverse.”

65.3% of members agreed that they felt represented by their Regional Representative to the Global Board. However, there is a perceived poor communication from the National Focal Points (NFPs) and a lack of sharing and reporting feedback mechanisms. Members also pointed to the lack of collaboration and planning at the national level, along with a gap in meeting the need for members in the same country to get to know each other so they can work together. In response to these perceptions, GNDR has started taking, and will continue to take several actions. Following the Board elections that took place in February 2021, GNDR staff developed communications to ensure that all members in the region where elections were held were aware of their new representative. Furthermore, information about governance structures, including the role of regional representatives and NFPs, will be part of the new welcome journeys to be introduced in 2021. We will implement the RAG evaluation recommendations, including developing tools so that NFPs can collect country priorities to feed up to the regional level (and RAG Chair to subsequently present to the Global Board) and to help with reporting updates to the Secretariat. We are also exploring ways that do not breach data protection but allow NFPs and regional representatives to communicate with members outside of the Community Platform. It is also important to break the one-way communication channel, and regional coordinators will encourage members to be active and contact their NFPs as needed.

To further enhance engagement, members proposed holding quarterly meetings (face-to-face or online) to: (1) unite the membership, and (2) facilitate collaborative planning and evaluation. They expressed a keenness to have a space to meet with others as a first step to collaboration. GNDR will be launching a Local Leadership Academy, which will provide a targeted opportunity. We will also encourage NFPs to organise and set up quarterly meetings (online). Regarding collaborating with other stakeholders, we will develop guides on collaboration (as part of the ECID project) of CSOs with government service providers so that they can provide services that more effectively reach communities/people most at risk.

Are we remaining relevant to CSOs?

“Through networking and close collaboration with other CSOs in the area of DRR, we have been able to influence local decisions and state government or national policies.”

69.9% of GNDR members agreed that GNDR has helped their organisation’s activities meet community priorities and 73.5% agreed that GNDR has improved their organisation’s ability to implement risk-informed development. Members highlighted the importance of a shift of focus towards facilitating partnerships at the grassroots level, and emphasised the need for research to increase understanding and ensure projects meet communities’ needs. In response to this, we will increase research around localisation and identify countries where it is happening, along with the critical success factors that could be replicated elsewhere. In addition, the new membership strategy shifts focus to view members as the entry point to empower communities, so that those most at risk may advocate for their rights themselves and input directly into resilience decision-making. As such, we will ensure that our members’ capacities to collaborate and broker partnerships is strengthened via a Local Leadership Academy, but also that the network has members with the reach to be able to empower the most-at-risk communities and those in contexts of the risk drivers, thus focusing our outreach efforts.

Is the Secretariat meeting members' expectations?

"Our membership and participation in GNDR's webinars and other educating articles and reports, has helped improve our organisation's capacity in the last 2 years."

Members highlighted a particular need for capacity-strengthening around technical skills such as fundraising and resource management, along with the development of internal systems such as organisational policies that make them more attractive to donors. These technical skills identified were further explored in a capacity-strengthening consultation to inform a Local Leader Academy. This will allow us to understand the specific needs within broader subjects. The consultation will also identify members with expertise to deliver training in those areas, promoting member-to-member knowledge exchange.

In addition, members reiterated the need for funding and financial support. In response to this, Secretariat staff will need to continue amplifying that GNDR is not a source of funding or resources, but rather GNDR supports and facilitates collaboration to access funding, including via the Community Platform and the Resilience Livelihood Awards that will be introduced this year.

Are we meeting our principles?

"There is an inclusion of all groups in the work of GNDR. GNDR is also gender-sensitive when you check its staff and those who constitute focal points in different countries."

Most members agreed that GNDR's work recognises the local context and understands community perspectives of risk (85.5%), and that GNDR works with and across all groups and levels to pursue the interests of people at risk (81.7%). Members also agreed that GNDR ensures the inclusion of all groups, particularly those most at risk (81.1%), and that GNDR implements gender-transformative approaches (78.5%). To ensure we continue to meet our principles, our new membership strategy will prioritise outreach to members with expertise of building resilience of those most at risk (women, children, young people, older adults, indigenous populations and LGBTQ groups) and in risk drivers contexts. Gender transformative approaches will be prioritised and the Secretariat will be contracting an independent evaluator to develop recommendations for how GNDR can become more gender transformative in its policies and programmes.