

AGM 2018: Evaluation Survey Results

The evaluation survey was created with SurveyMonkey and distributed at the end of the AGM 2018 by providing a link to the participants in the room. **24 participants** used the opportunity to reply to the survey in the 10 minutes before the closing of the meeting.

After the AGM, the link was sent to participants who left early or who did not have a device with them during the event. **3** participants took up this offer. Therefore, **27** of approximately **40 participants** in total replied to the survey.

AGM 2018 in a nutshell

Overall the participants showed high satisfaction with a score of **70,65**. The lowest satisfaction rating was **44** and the highest rating was **100**. In *total*, most participants thought the content presented was helpful to them. The *mean* score was **76,19** with the *range* of scores however being higher. The lowest score that was given was **41** and the highest again a full **100**.

Even higher was the likeliness of participants to attend the AGM again in 2019. The lowest score here was **49** and the highest **100**.

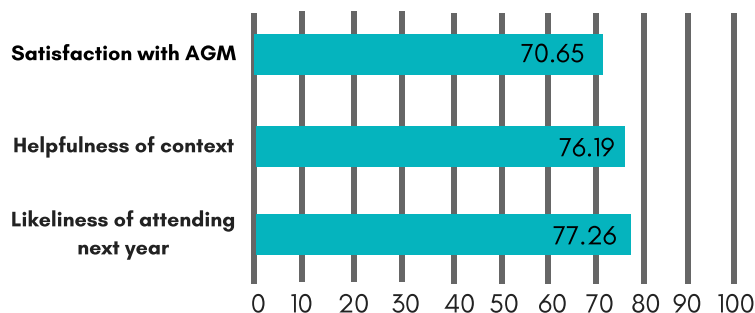
Though these scores show that most people were satisfied, Accountable Now will explore the areas where structure, processes and content can be improved for the AGM 2019 and the work of Accountable Now overall, especially outliers with the lower scores.

Most liked topics of the AGM 2018

In terms of thematic focus, most people were interested in the topic of how to transparently report and learn from failures. **18 out of 27** indicated this as one of the most liked topics of the AGM 2018.

11 participants especially liked the topic of *CSO Accountability as a tool against shrinking civic space*, **9** liked *interoperability between different standards* and **8** liked the discussions around how we can use *Dynamic Accountability in practice*.

Participants indicated that they were interested in hearing about the experiences of Terre des Hommes with the new reporting framework. The presentation of financial position was positively mentioned as being "sleek and informative, in friendly non-finance terminology".



Participant responses

What did you like about the AGM 2018?

The evaluation survey revealed generally positive feedback from participants which highlighted appreciation for the openness and frankness of panel and working group discussions and particularly the opportunities provided for networking. Participants particularly noted the focused discussions on improving reporting and ensuring clear roles between accountability actors in the sector.



"Reconnecting with organisations working on the similar issues and having the opportunity to share challenges and exchange on key accountability issues."

"Discussions were focused on improving reporting and ensuring clear roles between accountability actors in the sector."

"There was a good mix of business and discussion, and inviting external speakers was very helpful – overall, challenges and insights were shared."

What can be improved for the AGM 2019?

Constructive and useful feedback was provided for improvement for the AGM 2019. This feedback from participants included, among others, the need for more challenging voices and for there to be improvement in the way working groups compiled results from discussions, so as to be more usable.

Lack of diversity was also highlighted with participants requesting panels have better gender balance and more representation from member organisations based in developing countries. In terms of how the event was structured, requests were made for increased interactivity during sessions and more space offered for discussions with participants.

"Work on improving breakout sessions so that they produce cleaner/usable outcomes."

"Include more discussion on the reporting framework from a technical perspective."

"Include interactive sessions or more dynamic activities after lunch to keep energy levels up."

Changes participants would like to see in Accountable Now's work

In support to members

- Better use of technology to ease reporting
- Reach out to ask for input and hold more calls to discuss priorities, engagement opportunities, added value etc.
- Be the members' voice by representing us when discussing accountability standards
- Have a higher frequency of interaction
- Develop more peer exchanges.
- Communicate about Accountable Now's new strategy
- More templates and customised support

Topics to focus on

- Sector integration and accountability across regions
- Further focus on dynamic accountability and use of social media
- Upcoming trends, best practices and new initiatives
- Environmental issues
- The impact Resilient Roots project had in 2018
- How to manage accountability in decentralised networks
- Practical ways to prepare report for decentralized confederations
- Linking accountability to impact

External communication

- Amplify importance of genuine accountability
- More board and CEO-focused
- Become more vocal about global accountability
- Be more relevant to donors

In other areas

- Convene more webinars and meetings to discuss and share ideas, best practice and provide solutions
- Further work on alignment and collaboration with other standards

In order to improve our work, the following will be considered throughout the upcoming yearly period:

- Look into technology solutions and create templates to ease reporting and make it more practical for different types of organisations. Distribute more experience when more members have completed reporting with the new reporting framework.
- Improve contact with members through a monthly internal newsletter to update members on the work of Accountable Now (e.g. IRP and reporting framework, Resilient Roots and its impact, etc.) and provide the option to have quarterly calls with the secretariat to ask members for input and discuss strategy, priorities, engagement opportunities and added value.
- Create more opportunities for members to exchange and share experiences with each other and explore how members can support one another on common issues of accountability.
- We will make sure to focus more on upcoming trends and innovations in dynamic accountability (through social media) and its added value, accountability across regions and networks as well as explore how the sector can collectively drive accountability through integration or simplification across multiple initiatives.
- Within our external communications, we will promote the importance of (global) accountability, leverage the ICSC events and focus more on promoting this topic and the initiative to donors.
- We will further work on alignment and collaboration with other standards.