



**HELVETAS**

Swiss Intercooperation



# Learning NGO Survey 2013

## - Main Findings -



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Knowledge and  
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# Background

- Analysis based on “The Learning NGO Questionnaire” (from Bruce Britton)
- Overall 40 questions
- Questions divided into **8 Components**
  - supportive culture
  - gathering internal experience
  - accessing external learning
  - communication systems
  - mechanisms for drawing conclusions
  - developing an organisational memory
  - integrating learning into strategy and policy
  - applying the learning



# Number of Respondents

2013:

239 respondents - 102 women - 137 men

2010:

134 respondents – 61 women – 73 men

2005:

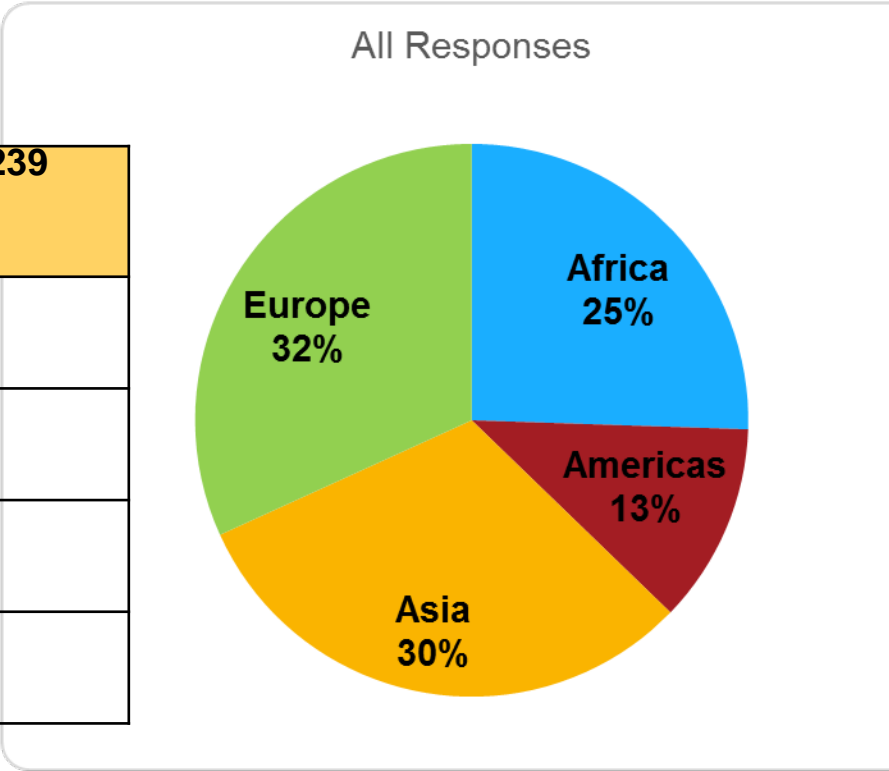
106 respondents – 34 women – 74 men



# General Overview of 2013 Data

- A total of 239 responses (147 in English, 46 in French, 19 in Spanish, and 27 in German)
- By region:

Continent	Female	Male	TOTAL = 239
Africa	18	43	61
Asia	22	50	72
Americas	20	10	30
Europe	42	34	76



# How to Interpret the Results

- Questions not worded as comparative questions
- Responses given on a scale of 0-4 with 0=Strongly Disagree, 1=Disagree, 2=Somewhat Agree, 3=Agree and 4=Strongly Agree
- Results scale magnified (1-3) to clearly show differences





# Main Findings



Field staff more positive in their responses than HO staff in 2013

Country Directors & Programme Coordinators **least positive in their responses** in 2013

Heads of Department, Project Officers and Project Staff **most positive in their responses** in 2013

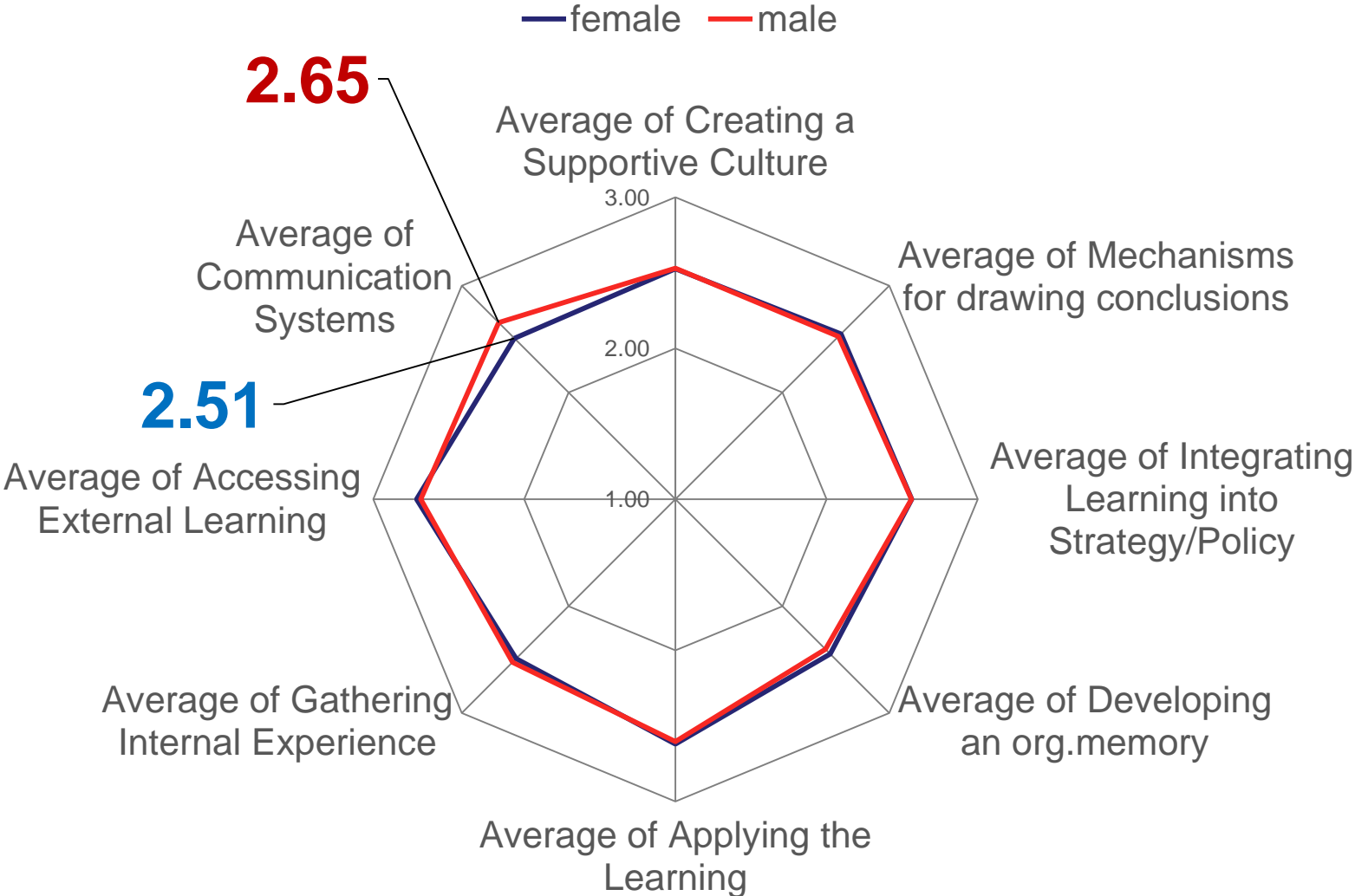
➔ With the exception of Country Directors, Field staff score more positively than HO staff

➔ Management in Switzerland more positive than management in the Field



# No Major Gender Differences

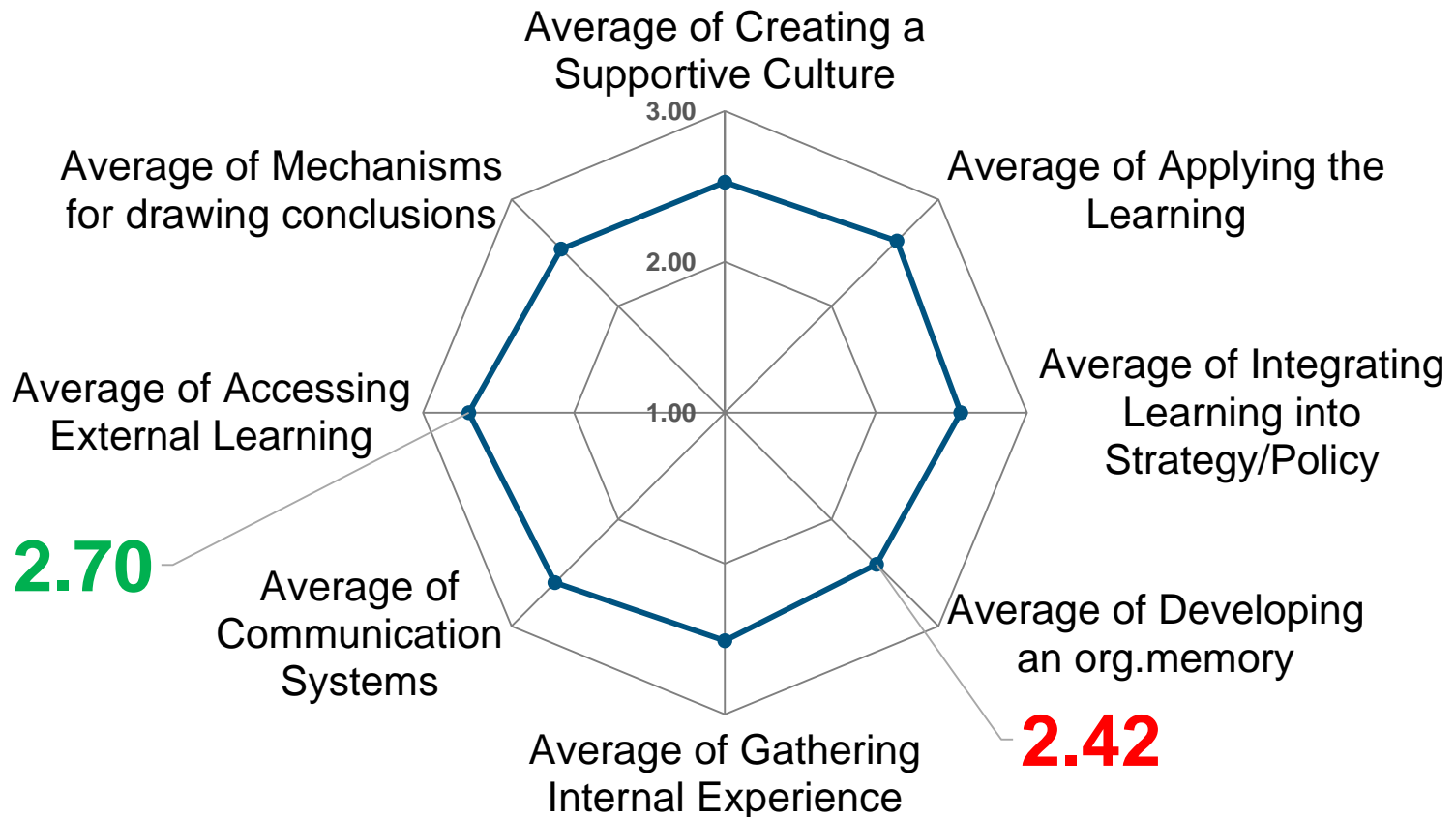
2013 Survey Data - 239 responses: 102 women; 137 men





In 2013, respondents scored most positively along the Accessing External Learning component and least positively along the Developing an Organisational Memory component.

**Learning NGO HELVETAS Swiss Intercooperation 2013: Overview of Results across the Survey components**  
239 responses: 102 women; 137 men



# Comparison 2005 - 2013

*Most increase* in average scores compared to 2005 and 2010:

- Organisational Memory
- Creating a Supportive Culture
- Strategy and Policy

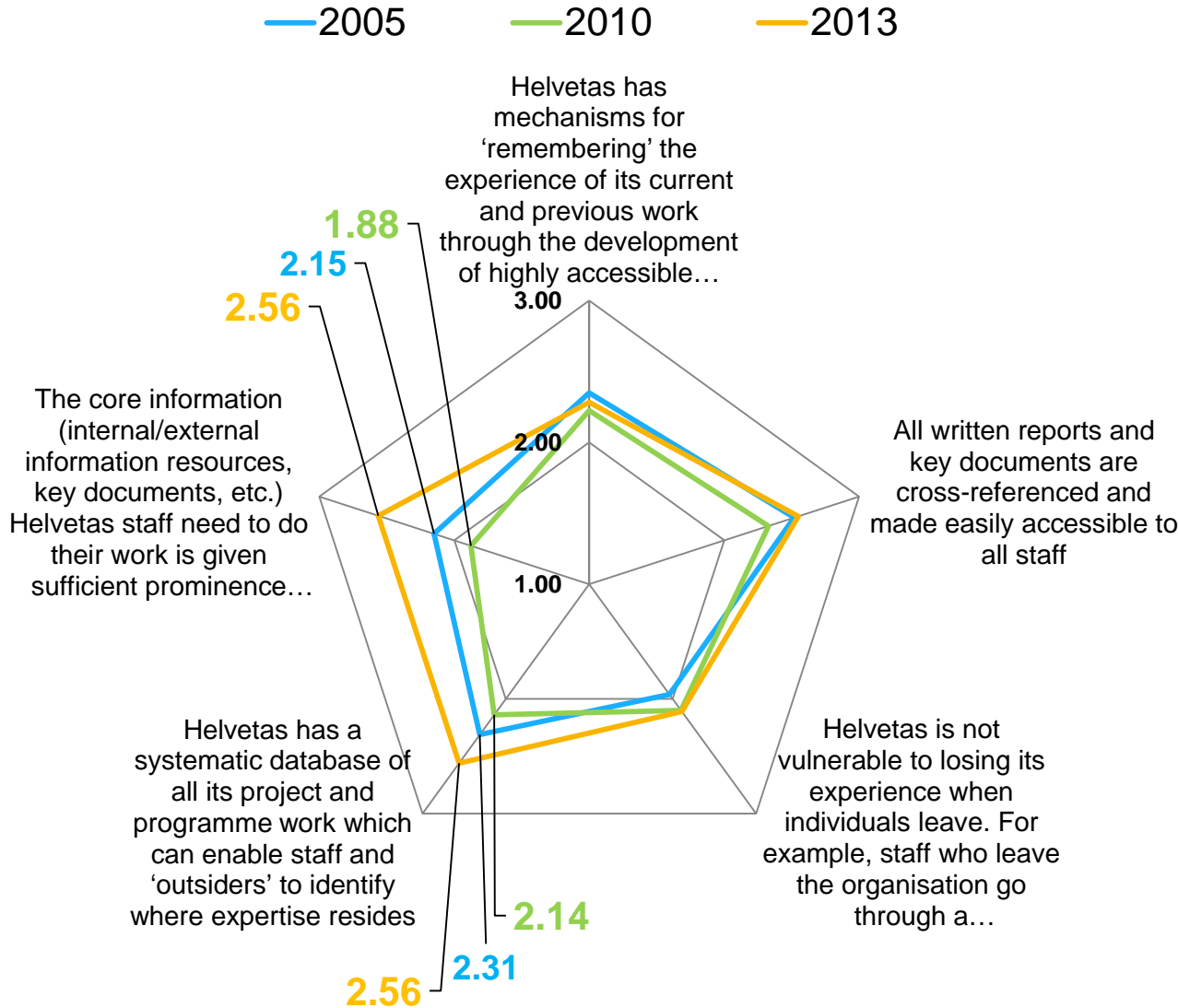
In 2013, *least positive* average result:

Organisational Memory



➔ **Organisational Memory is the lowest scoring component in 2013, but it is also the most improved compared to previous years**

# Comparison 2005-2010-2013: Organisational Memory



Most Improvement Observed Within Developing Organisational Memory:

Key documents/resources given sufficient prominence

Helvetas has a systematic database for its project and programme work

➔ Scores most positive in 2013; less positive in 2010 than in 2005





# Main Findings *within* Survey Components (II)

*Most positive scores* reported within *Communication Systems*: 'Staff Feel Encouraged to Use Communication Systems such as the Internet and Pamoja (intranet)'

-> Slight but steady increase in average scores from 2005 and 2010

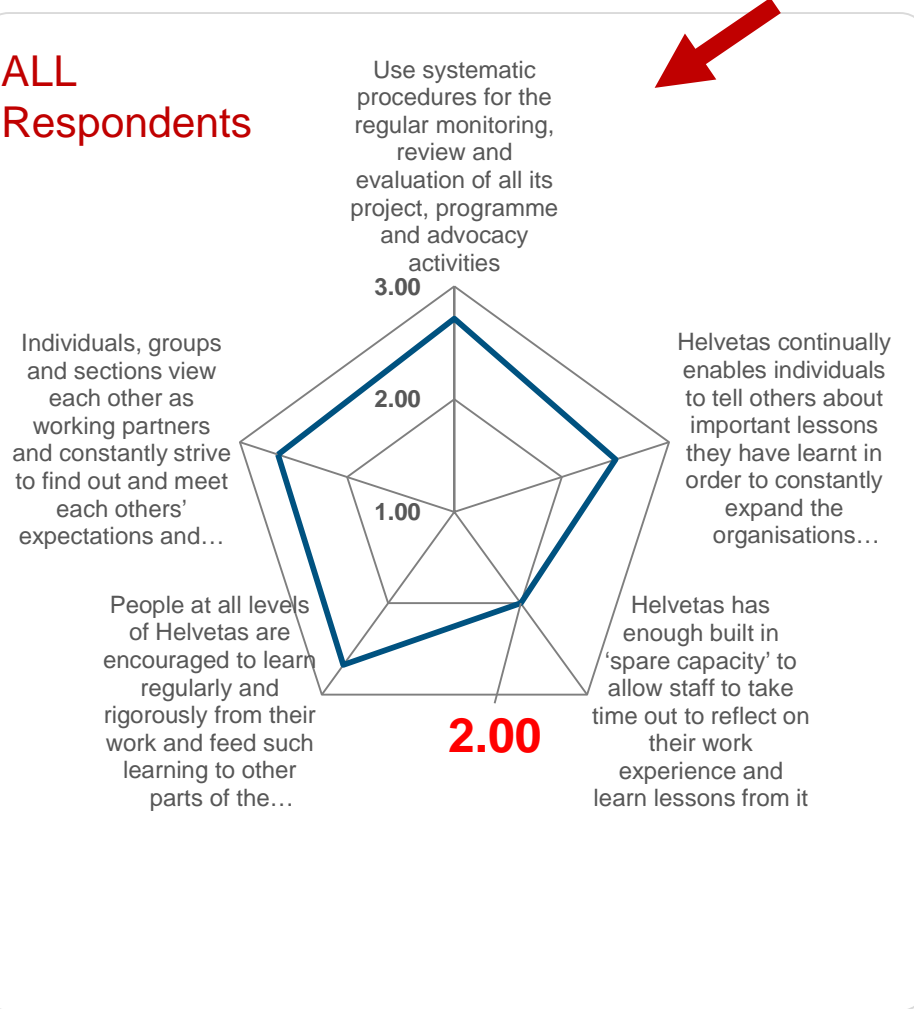
-> Only minor differences in scores between men and women

➔ **Staff perceive internet/intranet as increasingly important tools for knowledge sharing & learning**

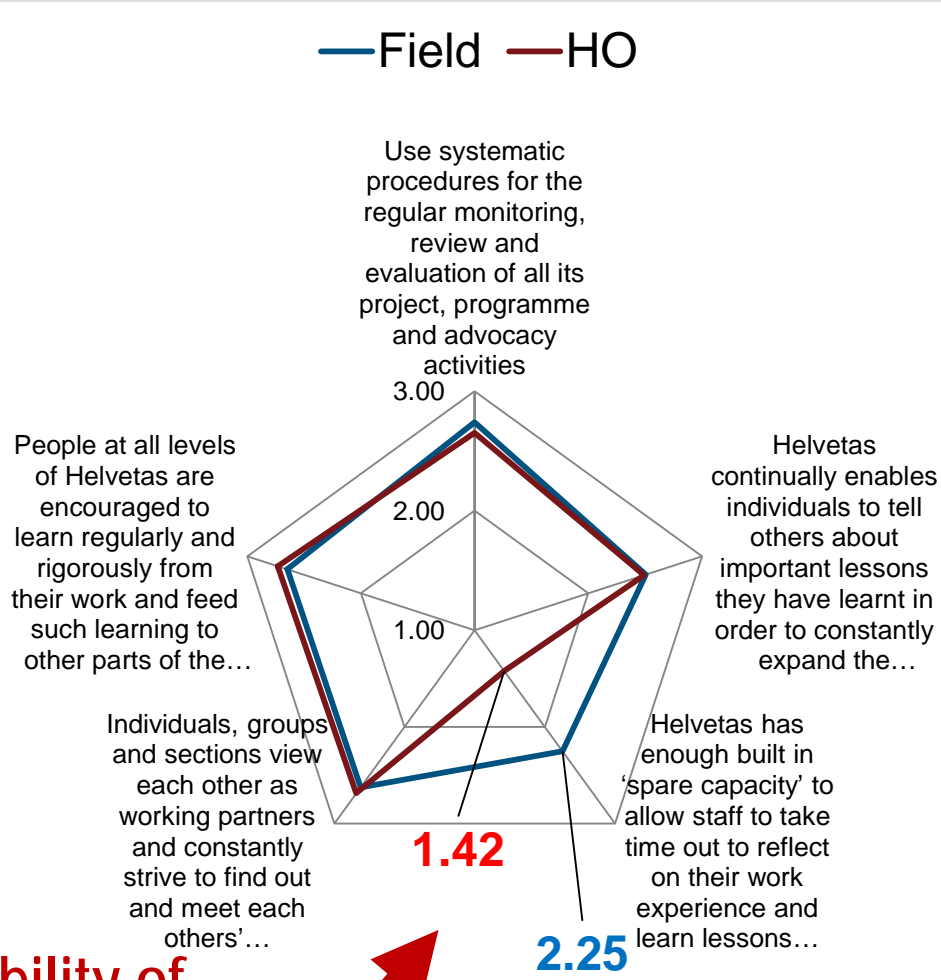


# Within Gathering Internal Experience, 2013 respondents rated spare capacity to take time out and reflect on lessons learned as low.

## ALL Respondents



## —Field —HO



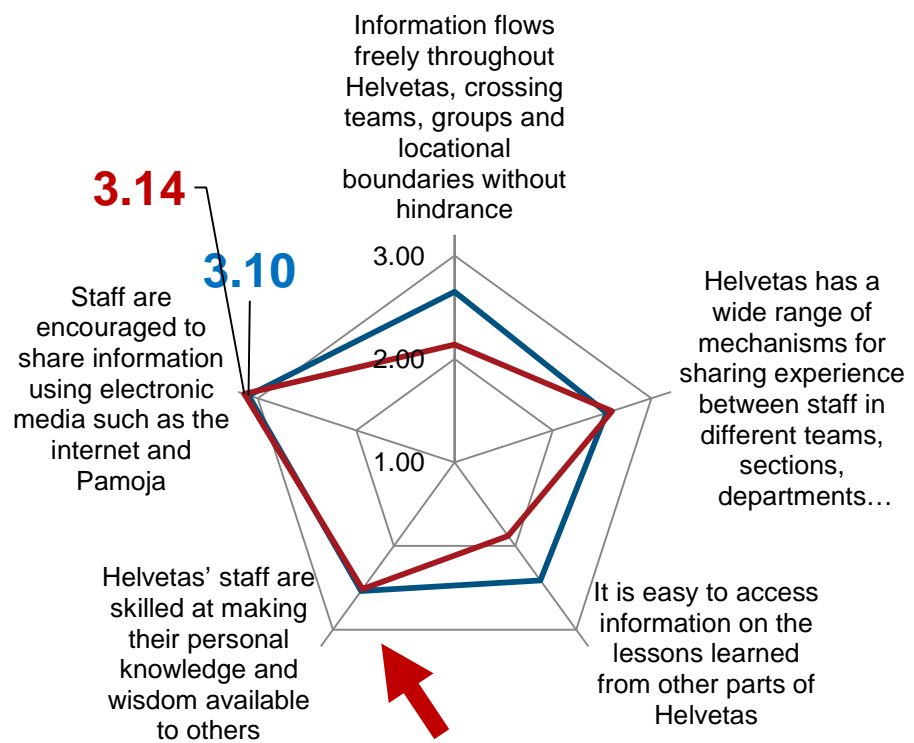
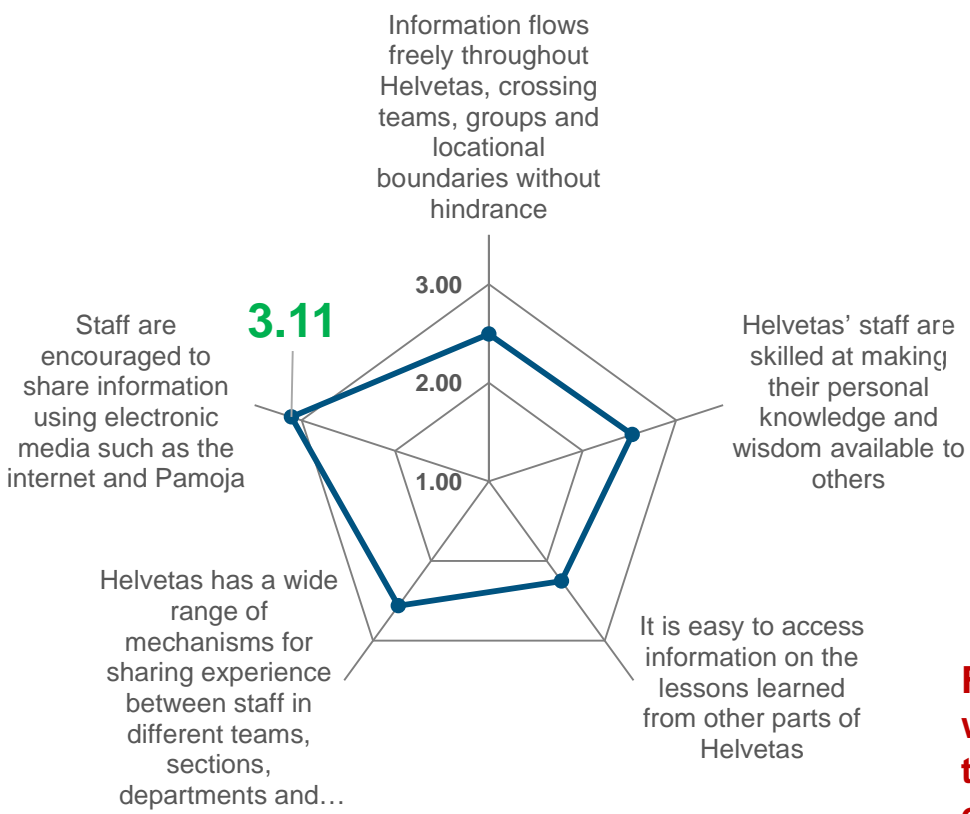
Field respondents regarded the availability of 'spare capacity' to learn and reflect more positively as compared to HO respondents.

# Within Communication Systems, all respondents scored rather high on being encouraged to share information using electronic media such as the Internet and Pamoja.



Learning NGO Helvetas Swiss Intercooperation  
 2013:  
**Communication Systems**  
 239 responses: 102 women; 137 men

—Field —HO



**Field and HO respondents, as well as men and women, converged in their responses regarding that staff are encouraged to share information using electronic media such as the Internet and Pamoja. Highest average score.**



# Thank you!

