

## **Aflatoun 2009 Secretariat Performance Assessment**

Aflatoun believes in accountability. As a network organization, the Secretariat must be responsive to the needs and demands of partner organizations that constitute its membership. For the second year in a row, we have conducted a survey to determine whether our work and efforts meet the expectations of our partners. This year, Aflatoun joined a pilot project run by [Keystone Accountability](#) and [iScale](#) to develop a survey that could compare the performance of different network organizations. They called this a comparative feedback survey.

The resulting [report](#) and [presentation](#) allows Aflatoun to compare its work to that of 8 other networks that participated in the survey. Aflatoun linked 205 Aflatoun partners and stakeholders to the external organization and the survey was conducted in October of 2009. The results are informative and have helped highlighted key strengths and weaknesses of the Aflatoun Secretariat and its work.

The conclusion was that “Aflatoun’s constituents rate the value they get from Aflatoun generally as high. Compared to other networks Aflatoun is rated at a mid or average level in four out of five major areas of satisfaction. This suggests that Aflatoun is meeting its constituents’ expectations in general, although there is scope for improving the value that members gain from their involvement in the network.” There are five overall categories in the survey and three ratings (Low, Middle, and High).

- Secretariat meeting the needs of members in general: Middle
- Overall value of relationships established as a result of Aflatoun: Middle
- Synergy of members with the goals/concerns of Aflatoun: High
- Satisfaction with Levels of Participation in the Aflatoun network: Middle
- General impact on participants work: Middle

Within each category were questions designed to look more closely at the work of Aflatoun. Key positive findings included that Aflatoun had the highest reported level of participation of all networks in the survey, that services provided by the Secretariat, notably around response to feedback, were highly rated and that Aflatoun was rated 2nd in network effectiveness.

Points to improve include the need to facilitate high quality links both between network members and with external organizations, to increase knowledge of how Aflatoun functions as a network, disseminate the role of the Aflatoun board and partner taskforces in network decision making, as well as concerns expressed around Aflatoun’s policy of not providing funding to partners.

Aflatoun felt that the feedback survey report highlighted key issues that needed to be addressed. Preliminary results were used in the strategic planning sessions for 2010 and, to rectify the issues identified, Aflatoun plans on making the following changes:

- Aflatoun will include in the monthly network update the work of the Aflatoun board and taskforces. Internally, ensuring the consistent involvement of taskforces will now be the responsibility of the Senior Programme Manager
- To improve knowledge of how the network functions, Aflatoun will include a session at its upcoming 5 regional meetings on the functioning of the network
- While not changing our funding policy, we have worked to systematize and provide a dedicated staff person for resource mobilization
- To improve the quality of links between partners and with stakeholders, Aflatoun is looking into social networking platforms

The Secretariat Performance Assessment has demonstrated that Aflatoun was meeting the needs of most of its members in most areas. That said, key changes have already taken effect to ensure that the work of Aflatoun remains relevant to its members and that the Aflatoun Secretariat delivers high quality services.