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PROGRAM

Survey Instrument for the Cap-WASH Project



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Front Cover: Local NGO in Burkina Faso demonstrating the importance of aquatic ecosystems in maintaining water quality in streams, ponds and rivers.

Back Cover: Local NGO in Burkina Faso demonstrating the importance of aquatic ecosystems in maintaining water quality in streams, ponds and rivers.

1. Introduction

Local NGOs/CBOs in Africa still require significant support and technical assistance to improve their capabilities in sustainable, state-of-the art WASH approaches. To address this need, USAID is investing in activities to help fill the significant knowledge and capacity gap among African local/national NGOs/CBOs working in the WASH sector.

The primary goal of Cap-WASH is to support capacity building and knowledge management for African local/national WASH NGOs/CBOs. To accomplish this, we will be assessing the existing networks engaged in capacity building (CB) and knowledge management (KM) by: (1) conducting a survey of international NGOs to determine existing sector capacities; (2) developing an adaptable modular WASH training tool; and (3) supporting the participation of NGO/CBO members to a Sustainable water and sanitation Services at Scale (Triple-S) Forum.

The survey aims to assess the WASH capacity building and knowledge management efforts of international NGOs in Africa. The survey, presented in the next section, covers five important areas: general information, leadership, organization, programs, and engagement. Because your organization is active in Africa, we are requesting that you will help us by completing the survey and returning it to me by April 22, 2011.

The analysis of the survey data will allow us to: (1) to highlight any trends; (2) Identify strengths and weaknesses of current efforts at the system, organizational and individual levels, and (3) identify gaps in current efforts and opportunities within the WASH sector.

For questions or additional information concerning the survey instrument please contact me:

Ryan Stoa

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**ASSESSMENT OF INTERNATIONAL AND REGIONAL NGOs/CBOs
WATER SANITATION AND HYGIENE CAPACITY BUILDING ACTIVITIES
IN AFRICA**

Date survey completed:

Part I – Information about International NGOs

Section I.A: General Information

1. Please provide your name and contact information

- First Name:
- Last Name:
- Title:
- Name of Organization:
- Type of NGO organization: (please circle one): Regional National International
- Country where main office is located:
- Tel:
- Fax:
- Email address:
- Organization website:

2. Does your organization currently have a physical presence in more than one country in Africa? If yes, please list the country (ies)?

List of countries: _____

3. How many of your staff members are directly involved in WASH activities/programs (please specify by country)?

List of countries (include number after each country): _____

4. Has your organization benefited from capacity building training? If yes please complete the next questions.

Yes _____ No _____

Section I.B: WASH related activities

5. What capacity building activities has your organization benefited from (please check all that apply, if possible please specify the organization that conducted the capacity building training/efforts).

Organization and Management

- a. Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis
- b. Define the critical issues facing the organization
- c. Define the organization capacity building needs
- d. Develop goals and measurable objectives
- e. Define expected outcomes for the organization's activities
- f. Financial viability or NGOs/CBOs
- g. Have an expenditure tracking and reporting system
- h. Develop a long-term plan and project sustainability
- i. Clearly define and articulate the staff job descriptions
- j. Clearly define the budgeting process and financial management procedures
- k. Generate formal reports (financials, performance, etc.)
- l. Develop a human resources development plan
- m. Organizational capacity and sustainability
- n. Other (please specify)

Data collection, monitoring and Evaluation

- o. Define a monitoring and evaluation in plan to measure service delivery progress and achievements
- p. Collect data on service delivery and performance indicators
- q. Other (please specify)

Technical programming

- r. Address the full-life cycle cost of WASH services
- s. System design process
- t. Build appropriate sanitation infrastructures
- u. Build appropriate water distribution infrastructures
- v. Involve the community participation in operation and maintenance of infrastructures
- w. Develop community level system operation and maintenance programs
- x. Have effective programs in good hygiene (hand washing, use of latrines, toilets, etc.)
- y. Other (please specify)

Legal, Policy and Advocacy

- z. Foster a good public image of the organization
- aa. Have adequate and effective advocacy programs
- bb. Understand the country’s legal environment
- cc. Other (please specify)

Communication, Fundraising, and Community Involvement

- dd. Communicate with and disseminate information to the stakeholders
- ee. Fund raise enough resources for the efficient implementation of the programs
- ff. Mobilize the community
- gg. Mainstream gender issues into their programs
- hh. Encourage and involve private sector investment
- ii. Other (please specify)

6. How long has your organization been involved in the WASH sector in Africa (please provide the information for each of the countries you are involved in)?

List of countries (include number of years after each country): _____

7. Please list the African countries where your organization has benefited from WASH related capacity building activities in the last five years, include the type of activities (workshop, short course, other) that took place and the organization which conducted the training.

List of countries	Organizations which conducted training	Type of activities

Part II – Information about the NGOs/CBOs you work with in Africa

Section II.A: Organization Development and Management

8. Are the mission, goals, and objectives of your organization well understood by the Board of Directors and staff.

Yes _____
No _____

9. Does your organization have strategic plan?

Yes _____

No _____

10. Has your organization done any of the following: (please check all that apply):

- a. _____ Conducted a strength, weaknesses, opportunities, and treats (SWOT) analysis
- b. _____ Defined the critical issues facing the organization
- c. _____ Defined capacity building needs
- d. _____ Developed goals and measurable objectives
- e. _____ Defined expected outcomes for its activities
- f. _____ Defined a monitoring and evaluation in plan to measure progress and achievements

Section II.B: Organizational Leadership

11. Are the Board members of your organization aware of the challenges facing the organization?.

Yes _____

No _____

12. The staff members of our organization are aware of the challenges facing the organization.

Yes _____

No _____

13. The Board members of our organization are aware of the organization's capacity building needs

Yes _____

No _____

14. The staff members of our organization are aware of the organization's capacity building needs.

Yes _____

No _____

15. The Board members of our organization have been the recipients of capacity building exercises/training in the past five years. If yes, please specify the theme of the capacity building training.

16. The staff members of our organization have been the recipients of capacity building exercises/training in the past five years. If yes, please specify the theme of the capacity building training.

Section II.C: Organizational Programming and Funding

17. Does your organization have the internal financial resources to meet its program goals and objectives

Yes _____
No _____

18. Does your organization rely on international funding to meet its program goals and objectives?

Yes _____
No _____

19. Does your organization collaborate with other local/national NGOs/CBOs in the country to produce sound and relevant programs?

Yes _____
No _____

20. Does your organization collaborate with international NGOs/CBOs to produce sound and relevant programs?

Yes _____

No _____

21. What percentage of your organization's programs are tailored to the needs of the communities you serve?

- a. 0 – 10%
- b. 10-25%
- c. 25-50%
- d. 50-75%
- e. 75 – 100%

Section II.D: Observed Gaps

22. The organizational capacity gaps I have observed within our organization include the lack of ability to (please check all that apply):

Organization and Management

- a. _____ Conduct a strength, weaknesses, opportunities, and treats (SWOT) analysis
- b. _____ Define the critical issues facing the organization
- c. _____ Define the organization capacity building needs
- d. _____ Develop goals and measurable objectives
- e. _____ Define expected outcomes for the organization's activities
- f. _____ Financial viability or NGOs/CBOs
- g. _____ Have an expenditure tracking and reporting system
- h. _____ Develop a long-term plan and project sustainability
- i. _____ Clearly define and articulate the staff job descriptions
- j. _____ Clearly define the budgeting process and financial management procedures
- k. _____ Generate formal reports (financials, performance, etc.)
- l. _____ Develop a human resources development plan
- m. _____ Organizational capacity and sustainability
- n. _____ Other (please specify)

Data collection, monitoring and Evaluation

- o. _____ Define a monitoring and evaluation in plan to measure service delivery progress and achievements
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Communication, Fundraising, and Community Involvement

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- gg. Mainstream gender issues into their programs
- hh. Encourage and involve private sector investment
- ii. Other (please specify)

23. The cause of the actual/potential deficiencies or lack of capacity I have observed within our organization are due to (please check all that apply):

- a. There is no link between the staff's professional background and the NGO/CBO goals/objectives.
- b. The staff members do not have the skill set to accomplish the goals/objectives of the organization.
- c. The technical staff members have not received adequate training in the WASH sector.
- d. The staff are not motivated.
- e. The staff are not allowed to take initiative.
- f. There is not team work within the organization.
- g. There is a lack of collaboration between the staff of the NGOs/CBOs we work with and that of other organizations in the area.
- h. The staff has too many responsibilities.
- i. There is not enough staff within the local NGO/CBO.



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