

Annex 4 – Overview of surveys



Two user surveys were done for Nepal:

1) From May 27 to June 9, 2015:

- Shared through the Nepal mailing list – 700 recipients
- 29 answers collected (some partial)
- Response rate was 4 percent (of all recipients) or 26 percent if viewed against number of organisations (110) who had attended meetings to date

2) From September 17-29, 2015:

- Shared through the Nepal mailing list - 782 recipients
- 35 answers collected (some partial)
- Response rate was 4 percent (of all recipients) or 27 percent if viewed against number of organisations (130) who had attended meetings to date

Survey results – Respondents I



Characteristics of respondents:

- They are mainly from INGOs or UN organisations
- Mainly responsible for logistics or managing operations
- They represent all sectors but in particular Shelter and health, and their organisations are present throughout the prioritised districts

	May survey	September survey
Organisation type	INGO (64%), UN (29%), Local NGO (4%)	INGO (71%), UN (17%), Local NGO (6%)
Position	Logistics coordinator/officer (46%) as well as programme or operations coordinator, IM officer, and head of mission	Logistics coordinator/officer (40%) as well as programme or operations coordinator, and head of mission
Sector (top 3)	1) Shelter, 2) Health, 3) Logistics	1) Shelter, 2) Health, 3) WASH
Location	Operating in at least 14 districts – 68% KTM, 61% Sindhupalchok, 54% Gorkha	Operating in 9 districts – 97% KTM, 51% Chautara, 37% Dhading Besi

Survey results – Respondents II



Characteristics of respondents:

- They frequently participate in meetings
- They have a high utilisation level of services (higher in May than in September), with air being the lowest

	May survey	September survey
Participation in meetings	61% participate regularly or frequently in LC meetings	68% participate regularly or frequently in LC meetings
Utilisation of services level	GIS and IM products were used on a regular basis by 89%, followed by road (71%) and storage (53%) (occasionally, regularly, frequently). 39% <i>never</i> used air and RAO was not set up yet	More than 50% use common service in general, storage, road or IM or GIS products regularly (occasionally, regularly, frequently). More than 40% <i>never</i> used air or RAO services

Survey Findings – Strategy



Appropriateness of the Logistics Cluster Strategy:

The Logistics Cluster strategy (as per Concept of Operation – ConOPS) was in general found appropriate in both surveys (May 88%, September 62%)

-the rest in September answered 'dont know' – which was not an option in the May survey

Main comments/issues related to strategy:

- It was a challenge to identify and assess all needs
- It was in line with identified priorities, though there were issues with implementation of priorities
- The WFP preparedness work helped facilitate the preparation of a well suited strategy
- Deactivation strategy - In the September survey, 64% of respondents were not aware of the Cluster deactivation strategy

Cluster performance in addressing key challenges



Key challenges found by the respondents to get their cargo to the beneficiaries:

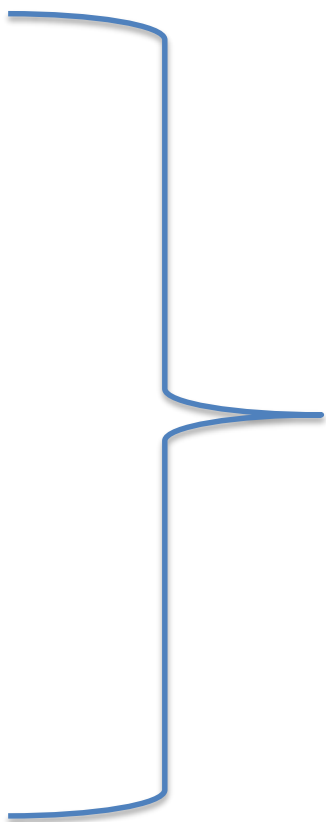
- Customs regulations (May)
- Access to beneficiaries (May + Sept)
- Scarce access to air transport (May + Sept)
- Unclear implementation of prioritisation (Sept)

Could the Cluster help alleviate the challenge?

- May: **47% yes**
- September: **50% yes**

Did the Cluster fulfill its commitments:

- May: **90% yes**
- September: **77% yes**



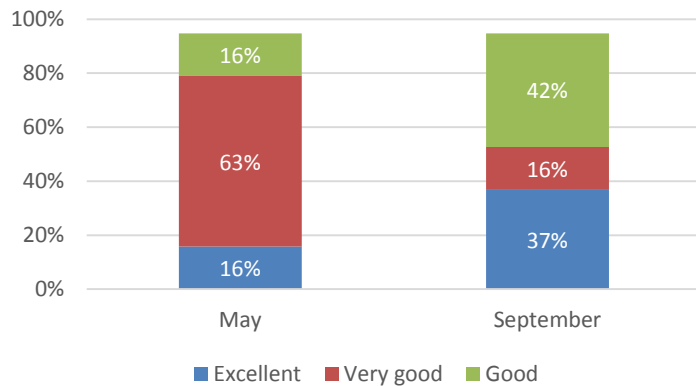
The key issues here were the scarce air transport means and prioritisation of the use of them

Logistics Cluster overall performance

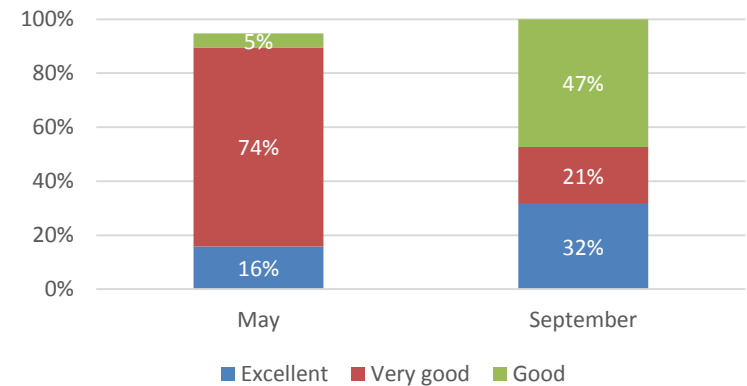


Logistics Cluster performance rating:

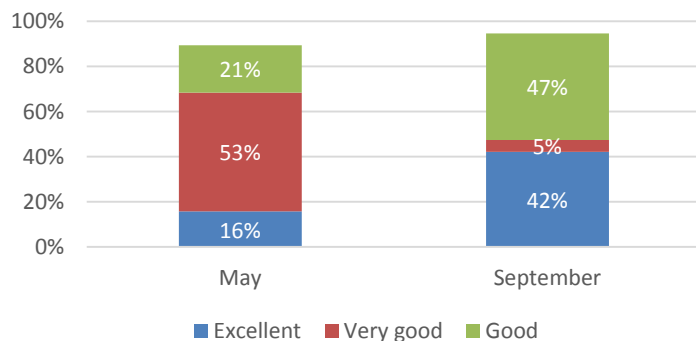
Encourage Collaboration



Listening and responding to needs



Liaison with Key Actors



- **More find the performance to be excellent in September**
- **However, the overall performance is rated lower in September, as there has been a shift towards 'good' rather than 'very good'**

Only Excellent, very good and good ratings are included due to differences in answering scales in May and Sept

Survey Findings – Coordination meetings



Quality rating of coordination meetings:

Above 60% found the coordination meetings to be very good or excellent in both surveys

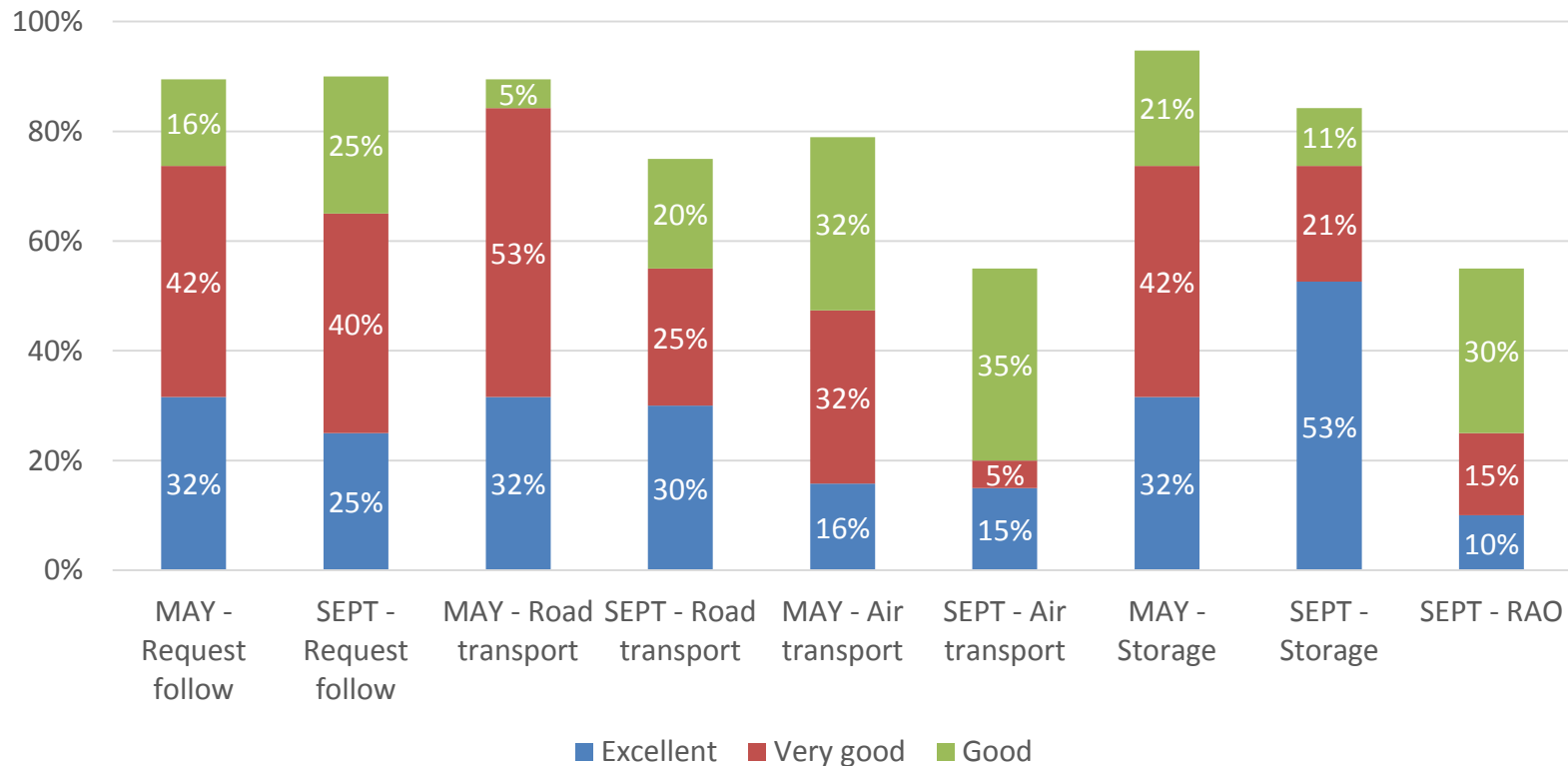
Suggestions for improvement were:

- Less top-down, more actual participation
- Better facilities to accommodate the large number of attendants (room, IT and sound systems)
- Prioritisation system and tracking of consignments (improved planning)
- Forum for organisations to present their work
- More information on who is doing what where (logistics) and contact details
- An open online forum for users
- Inclusion of Nepali Civil Society
- More inter-cluster coordination needed, a more proactive Cluster
- **MAY Survey:** more control on e-mails and feedback to cluster users

Survey Findings – Logistics services



Rating of Logistics Cluster Services – speed for follow up and provision of service – May vs September survey:



Only Excellent, very good and good ratings are included due to differences in answering scales in May and Sept

Survey Findings – IM and GIS I



Information Management and GIS services:

There was high satisfaction with IM and GIS services in both surveys:

- **The website** was considered easy to access, easy to navigate, and content was considered up-to-date and useful by between 87-100% of respondents in both surveys
- **The mailing list** worked well in keeping recipients up-to-date (between 95-100%)
- **The maps** were found useful by 90-91% of respondents

Examples of additional IM products requested were:

- Overview of warehouse usage/space available (May and September)
- Daily flight schedules (May)
- Planning information on accepted SRFs and frequent cargo tracking reports per organisation (May and September)
- Market information on suppliers, service providers (September)
- Provision of a platform for organisations to fill in relevant logistics information

Survey Findings – IM and GIS II



Top 10 most valued products on the website:

N	May survey	September survey
1	Situation Reports – 96%	Maps – 95%
2	Maps – 78%	Situation Reports – 85%
3	Meeting minutes – 74%	Meeting minutes – 80%
4	Overview of Services – 52%	Assessments – 50%
5	SOPs -44%	CO SOPs – 45%
6	Customs Snapshots – 44%	Schedules of services – 45%
7	Concept of Operation (ConOPS) – 22%	General SOPs – 30%
8	Operational Overviews – 22%	Concept of Operation (ConOPS) – 25%
9	Infographics – 13%	Overview of Services – 25%
10	Other Snapshots – 9 %	Infographics/Snapshots – 25%