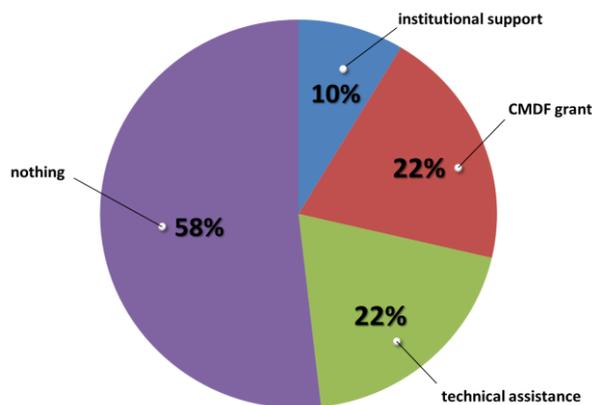


## Customer Survey of Pact programs in Belarus

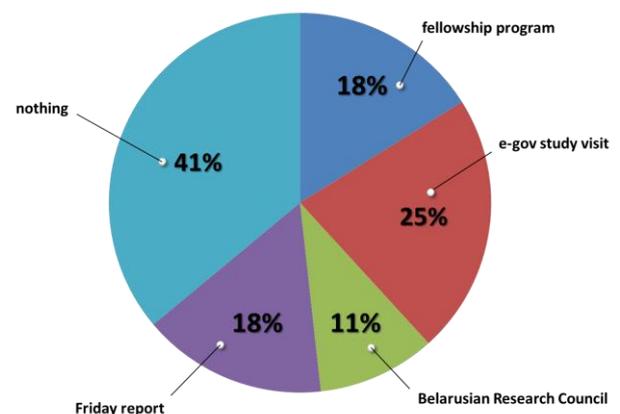
In March 2014 Pact conducted an internal evaluation of its program in Belarus. The purpose of the evaluation was to assess the effectiveness of Pact assistance to Belarusian organizations and receive recommendations on how our work may be improved. The invitation to voluntarily participate in the questionnaire was sent to about **750** people who represent Pact partner organizations, beneficiaries or recipients of Pact products and services. Two hundred and two (**202**) people participated in the survey giving their answers to the questions of the on-line questionnaire. Thus, we received quite high response rate of **27%** for making justified and evidence-based conclusions suggested by the survey findings.

The following services, products and activities of Pact were the subject of customer evaluation:

- Institutional grants (large-scale, long-term financial support);
- Small grants of the Community Development Fund (CMDF);
- Technical assistance (consultation, training, mentorship);
- Civil Society Fellows Leadership Program.
- E-governance/ICT study visits;
- Belarus Research Council;
- Friday Report.



respondents' disaggregation by type of service they receive



respondents' disaggregation by type of activity they participate

### Key findings

- The survey showed that Pact provides multifaceted impact on its partners building local capacities and promoting stronger civil society organizations. A vast majority of our customers reported vivid positive changes not in singular, but in many different areas of their organizations' development. Among the most mentioned areas where respondents experience the most critical progress are the following:
  - **39%** of the respondents reported strengthened organizational capacity;
  - **39%** reported enhanced quality of work;
  - **35%** increased outreach of target groups;
  - **23%** increased number of products and services;
  - **23%** improved sustainability of organization.
- Among the most frequently mentioned characteristics of Pact style of work the following are on the top:
  - *Professionalism* – **46%** of the respondents consider this association describes Pact style of work the best;

- *Knowledge of the local context* – was chosen by **36%** of the respondents;
  - *Expertise and technical/methodological knowledge* (**33%**);
  - *Clarity of communication* (**28%**);
  - *Openness and sensitivity to feedback* (**27%**).
- Out of all the respondents participated in the survey **94%** reported they want continue doing business with Pact, while **92%** would recommend others working with Pact.
  - Forty three percent (**43%**) of the respondents think that it is **easy or very easy doing** business with Pact; another **43%** think it is **neither easy nor difficult**; and for the rest **14%** doing business with Pact is **difficult or very difficult**.

*The given below data and analysis reflect respondents' answers with respect to their evaluation of Pact products, services, activities, style of work and approaches. Conclusions we made are based on quantitative data assessment as well as explained with qualitative feedback left by respondents.*

