

Pact in Belarus: 2017 Customer Survey Findings

51 Respondents completed the survey



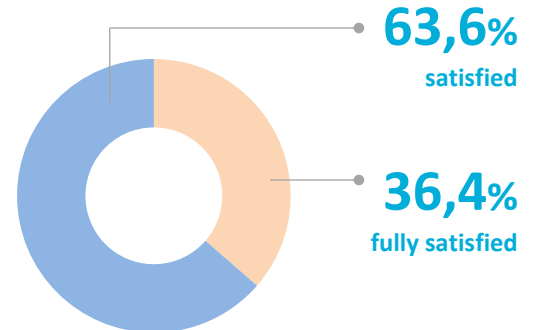
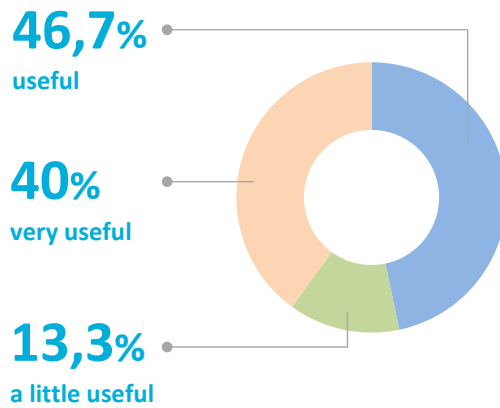
Pact releases the results of the third consecutive survey among stakeholders of its civil society project in Belarus. The online survey was conducted in February 2017 among stakeholders who were directly involved in Pact's Belarus program throughout 2016. The response rate was 32%.

The purpose of the annual survey is to assess the level of customers satisfaction with respect to Pact's development assistance in Belarus and to collect feedback to improve Pact's operations.

100% Would recommend others to do business with Pact



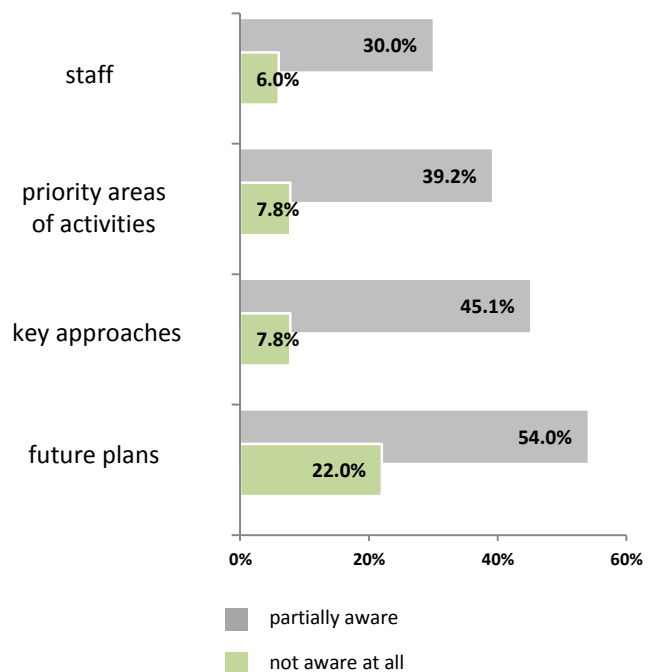
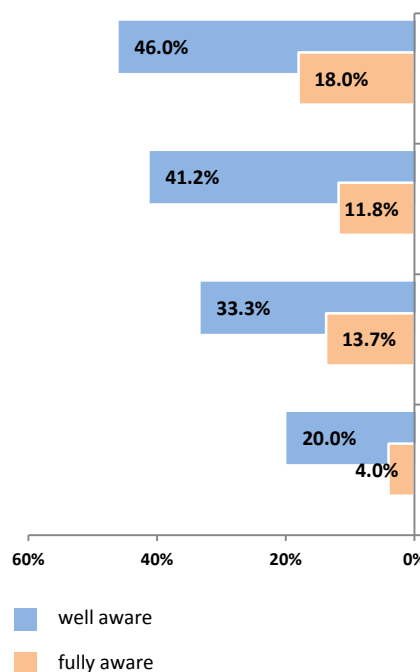
Perceptions of usefulness of and satisfaction from engagement with Pact



Most are aware about Pact staff
Least are aware about future plans



Awareness about different aspects of Pact's operations in Belarus



64% fully or well aware about staff

76% partially or not aware about future plans

Awareness about different Pact's activities in Belarus

Most are aware

about Civil Society Friday Report and Belarus Research Council

44%

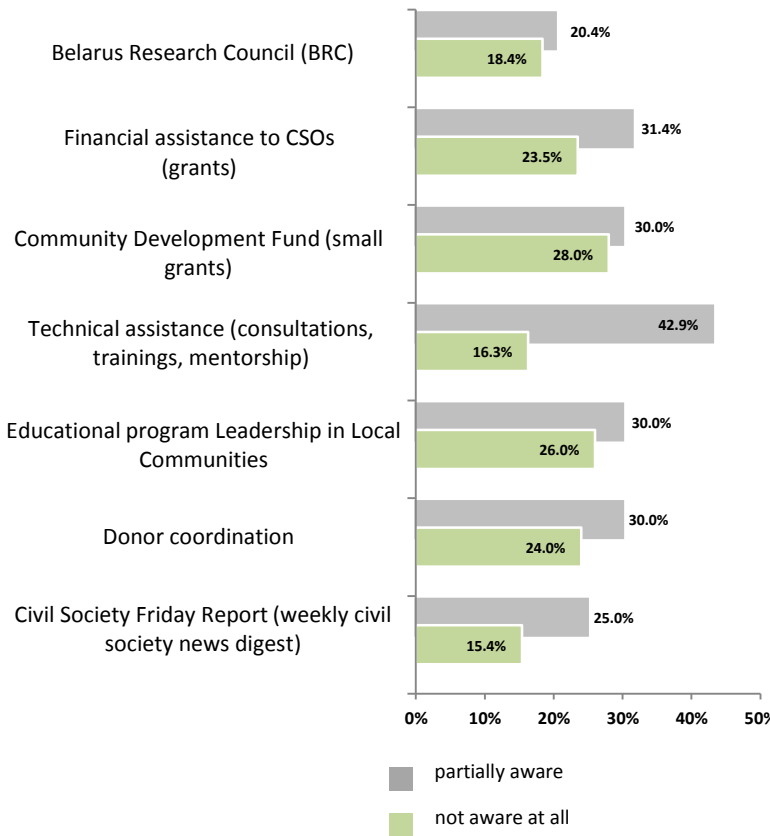
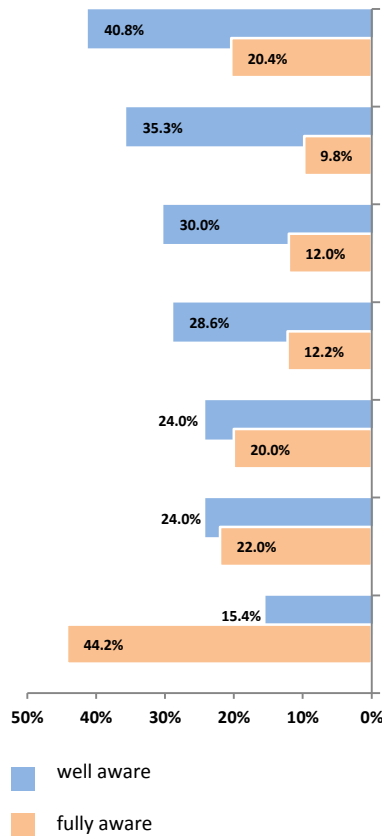
fully aware about Civil Society Friday Report

61%

well or fully aware about Belarus Research Council

28%

not aware about Community Development Fund



Comments from survey participants

- “Pact is a team of professionals who are open to changes, new approaches and growth, and who are capable of hearing and supporting their partners and share own experience in many areas”
- “Pact follows the principle of transparency in its activities and avails information about its mission and priorities. This allows building partnerships and coordinate activities effectively. Pact is a source of expertise and creative approaches to civil society development in Belarus”
- “We are fully satisfied with engagement with Pact staff; great communication and often creative approaches to project management”
- “As Pact's strategy is changing it is currently unclear how the organization will work in the future”

Recommendations of survey participants

- “Provide more information about opportunities and current activities. Disseminate information about future events and trainings, and share research results more actively”
- “Focus on local actors. Make the Leadership in Local Communities program more effective”
- “Engage less in project engineering and limit imposition of own views about what constitutes effective implementation of supported projects”
- “Continue changing for the better”