

Practical innovations in accountability: Comparative constituency feedback

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An emerging field

- An alternative approach to measuring performance and driving improvements:
 - “Ask them!”
 - Ask recipients how useful they find an organisation’s work.
- Related to ‘customer satisfaction’.
- Empowers primary constituents.

Comparative feedback





Comparative constituency feedback

- Structured feedback from less powerful constituents on their experience of receiving funding / services / assistance.
- Generates quantitative data, for a group of similar actors. Performance can be aggregated and benchmarked.
- Provides data from the bottom upwards for learning and improvement.

Leading examples

Macro level	
Center for Effective Philanthropy www.effectivephilanthropy.org	Grantee perceptions of US foundations
Humanitarian Response Index www.daraint.org	All OECD government funding for humanitarian response
Micro level	
Measuring Empowerment quality.bond.org.uk	Social movement in Bangladesh
Listen First www.listenfirst.org	Concern Worldwide pilot

Keystone: specialists in comparative constituency feedback



Case study

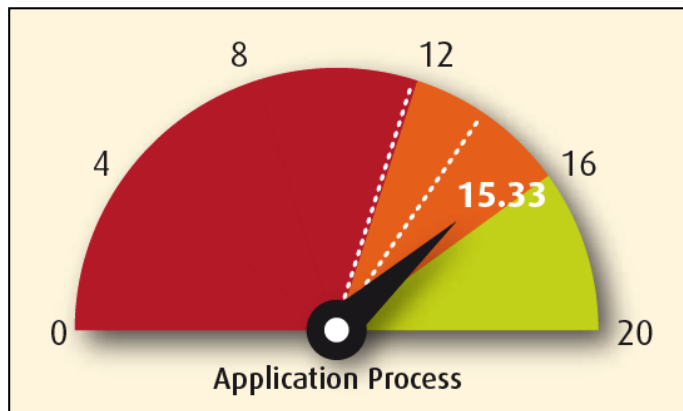


East-African grantmakers

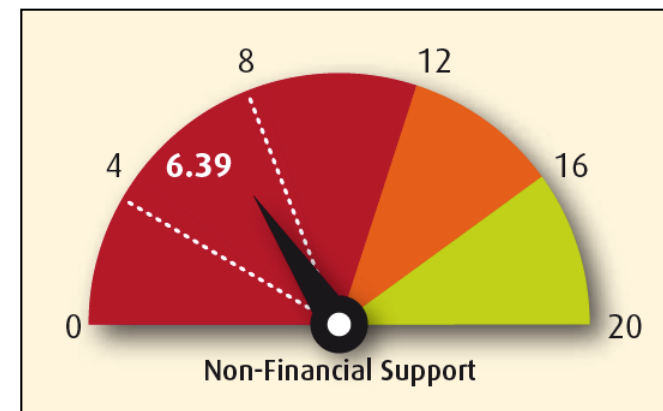
- Cohort of 10 grantmakers.
- Keystone surveyed all of their grantees.
 - 50% response rate, 336 completed surveys
 - Six key areas:

Nature of funding	Application process	Monitoring, reporting & evaluation
Relationship	Non-financial support	Grantmaker's knowledge & influence

Summary findings (extract)



“XXX’s grantees are very satisfied with XXX’s application processes, rating it 15.3 out of 20. ... XXX keeps grantees better informed of progress and provides them with clearer information than most other grantmakers.”



“XXX’s grantees rated it 6.4 out of 20 for non-financial support (e.g. capacity building or advice). All grantmakers struggle in this area. Around 40% of XXX’s grantees do not receive assistance in each area; and in some areas over 20% of grantees receive assistance that they do not find helpful.”