

Constituent Voice Operational Cycle

1. Preparation

- Familiarize organizations & their constituents with feedback as an effectiveness tool
- Recruit and train local data collectors
- Prepare survey questionnaires with organizations & their constituents

2. Collect feedback

- Confidential
- Comparative
- Quantitative and qualitative
- Supplemented by observation and group discussions

3. Triangulation & analysis of data

- Analyze and interpret the data alongside other data sets, benchmarks, including other relevant surveys, audits, 3rd party evaluations, project monitoring data, & other extant data sets

4. Deliberation

- Review effectiveness / theory of change against feedback data
- Assess staff performance against data
- Develop plans for improvement

5. Reporting back to constituents

- Validate feedback & plans for improvement in dialogue with survey respondents

6. Improve!

7. Formal reporting: internal and public

- Donor reporting
- Partner reporting
- Public reporting
- Anonymized benchmark feedback data sets