



DONOR

SATISFACTION

SURVEY REPORT

11 July 2022

*"SECTION27 is doing work which changes lives of
the communities on socio-economic rights."
Respondent*

1. Background

As with NGOs all around the world, SECTION27 relies on external funding sources to continue its operations and achieve its vision and mission. In a highly competitive funding landscape, one of SECTION27's critical fundraising objectives is to establish and maintain long-term partnerships with donors, where funding is renewed on an annual basis (or as per donor funding cycles).

While SECTION27 does have a number of donors who have supported the organisation with multiple renewals, and there is sufficient anecdotal feedback to indicate that SECTION27's donors are generally satisfied with the organisation, we have never carried out a donor satisfaction survey to solicit formal feedback.

Furthermore, Goal #Four of our new Strategic Plan 2022-2025 refers to an organisation that is values driven, diverse, effective and financially sustainable. One important indicator to assess financial sustainability is the strength of our donor relationships, which can be measured through a donor satisfaction survey. We are currently carrying out a Baseline Study of our new Strategic Plan, and this survey forms part of the Study.

Objectives of the survey

- To collect baseline data and feedback from donors to assess the strength of their support. A similar survey will be conducted at the end of the Strategic Plan period to assess the gains we've made.
- To use any positive feedback from the survey to support future funding proposals and share with new prospective donors.
- To address any gaps or challenges that are identified through the survey.

2. Methodology

The target audience for this survey was our donors who have been funding us for at least one year. The donors included:

1. Ford Foundation
2. Open Society Foundation of South Africa
3. Legal Aid
4. Levi Straus Foundation
5. Oppenheimer Memorial Trust
6. RAITH Foundation
7. RED Foundation/ Mary Oppenheimer and Daughters Foundation
8. Massmart
9. Discovery Fund
10. Donald Gordon Foundation
11. Constitutionalism Fund
12. ELMA South Africa Foundation
13. Claude Leon Foundation
14. Ackerman Family Foundation
15. Sigrid Rausing Trust*
16. Millenium Trust*

*Not currently funding SECTION27, however they have been long term donors and we continue to engage with them for future funding.

We used Survey Monkey as the survey tool for its simplicity and ease of access. A personalised email with a link to the survey was sent to each donor, outlining why we were carrying out the survey. The survey was open for a period of two weeks and donors were given the opportunity to complete the survey anonymously or indicate which organisation they were representing.

A list of 10 questions were asked on three broad themes, namely:

1. Overall grant management, including reporting and compliance
2. Performance, including values, communications and impact
3. Link to strategic objectives

The purpose of this report is to provide a summary of the results of the donor satisfaction survey.

“The importance of advocacy work to bring about systemic changes. This can only be achieved by organisations like SECTION27. SECTION27 is consistent and committed in its fight for health and education rights. SECTION27 doesn't give up! The organisation is well-managed”.

3. Highlights

The overall results from the donor satisfaction survey confirmed that SECTION27 has a very high level of credibility and reputational capital amongst its long-term donors. This is evidenced by the fact that **100% of the respondents indicate they feel SECTION27 is making an impact** through its work. One of the respondents explained why they continued to fund SECTION27's work in the following manner:

“Access to quality health care is a basic human right. South Africa has adequate resources to deliver quality health care to her citizens. SECTION27 is both a watchdog in this regard, but also making a constructive contribution to better delivery.”

Although the quote is in relation to SECTION27's health work, the sentiment cuts across all the organisation's programmes as SECTION27 makes constructive contribution in both the health and education sector.

Furthermore, an overwhelming majority of the respondents, **(90%), were very satisfied with their overall relationship with SECTION27.**

It was also encouraging to note that **90% of respondents indicated they would consider renewing SECTION27's funding** at the end of their respective grant cycles. The remaining 1 (10%) felt it was too soon to tell.

4. Results

Q1 and Q2: Respondents

A total of 10 of the 16 invited donors completed the survey, which translates to a **completion rate of 63%.**

- Eight of the 10 respondents who completed the survey opted to identify themselves, with only two responding anonymously.
- Nine of the respondents who completed the survey are **returning funders** to SECTION27, with 7 (70%) of the respondents funding SECTION27 for a minimum of 6 years and 3 (30%) funding SECTION27 for 3-5 years.

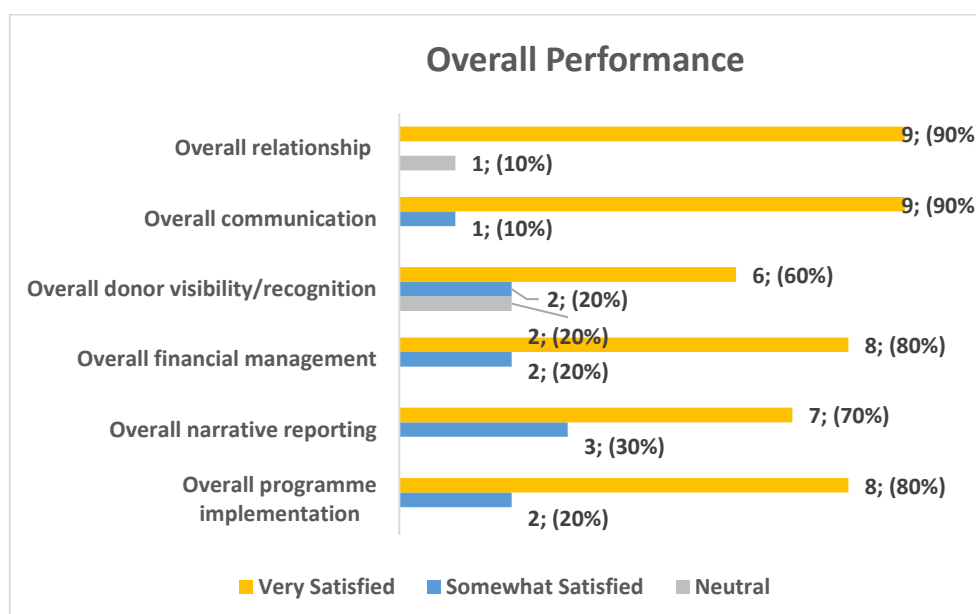
Q3: Overall Performance

The respondents were asked to rate their level of satisfaction with SECTION27's overall performance on a scale of 1-5 using the following rating scale:

Rating	Description
1	Dissatisfied
2	Somewhat dissatisfied
3	Neutral
4	Somewhat satisfied
5	Very satisfied

As seen in Figure 1, all the respondents were satisfied (to varying degrees) with SECTION27’s overall performance, with the majority of the responses rated as either somewhat satisfied or very satisfied. An overwhelming majority of the respondents, **9 (90%)**, were very satisfied with their overall relationship with SECTION27 as well as how the organisation manages its communications (website, newsletter, announcements etc). Most of the respondents, **8 (80%)**, were very satisfied with SECTION27’s overall programme implementation and overall financial management with one respondent explaining how part of the reason they keep funding SECTION27’s work is “based on the impact of SECTION27’s work and the mobilization around its work”. Regarding donor visibility, **6 (60%)** respondents reported being very satisfied and **2 (20%)** reported being somewhat satisfied with their visibility and recognition in SECTION27’s work. All of the respondents were either very satisfied or somewhat satisfied with SECTION27’s narrative reporting, with one respondent indicating that past reports have sometimes been repetitive and too detailed. Only **2 (20%)** were neutral.

Figure 1: SECTION27’s Overall Performance



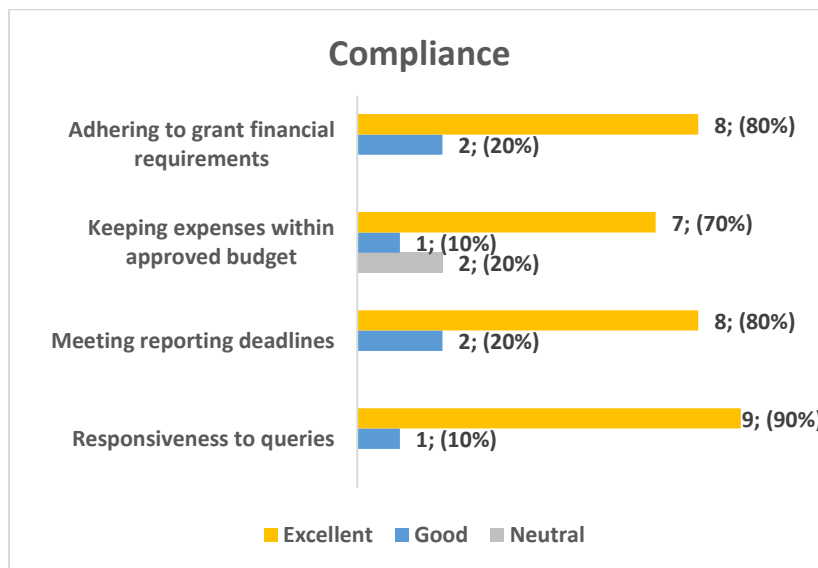
Q4: Grant Compliance

Respondents were asked to rate SECTION27’s compliance with grant requirements based on their experience using the following scale:

Rating	Description
1	Very poor
2	Poor
3	Neutral
4	Good

Overall, the respondents were very satisfied with SECTION27's level of compliance with grant requirements. As seen in Figure 2, the majority of the respondents (**9; 90%**) feel SECTION27 is excellent at responding to queries. **Eight (80%)** respondents feel SECTION27 is excellent at adhering to grant financial requirements and meeting reporting deadlines. In terms of financial management, **7 (70%)** of respondents feel SECTION27 is excellent at keeping its expenses within the approved budget, with **2 (20%)** saying they were neutral on the matter.

Figure 2: SECTION27's Overall Compliance



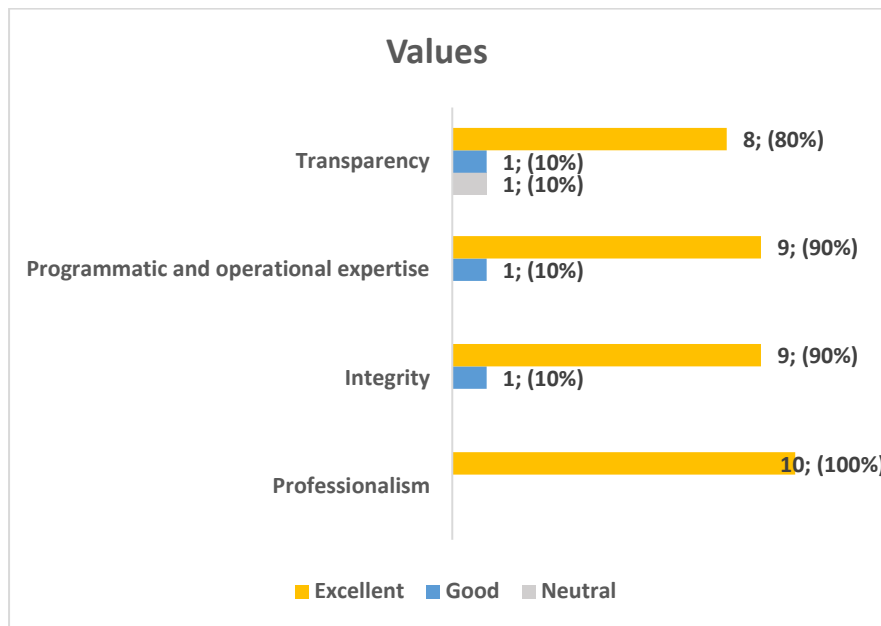
Q5: Values

The perception of SECTION27 in terms of values and expertise is rated extremely high by all respondents. As seen in Figure 3, **100%** of the respondents feel SECTION27's level of professionalism is excellent with one respondent neatly summarising their experience with SECTION27 in the following manner:

Nine (90%) respondents feel our programmatic/operational expertise as well as our integrity are excellent. Qualitative feedback provides better insight into this rating with one respondent listing some of the contributing factors towards their continued support for the organisation as:

- 1) *Having an affinity to the sector in which SECTION27 is active, and believing in the issues the organisation is fighting for;*
- 2) *SECTION27's excellent reputation, transparency and ability to continue to strive for excellence; and*
- 3) *The management team is highly skilled and always eager to build deeper and meaningful relationship with donors.*

Figure 3: Values



Q6: Communication

This question focused on SECTION27’s commitment to keeping our donors informed of our work and successes. Respondents were asked whether they felt they heard from us too often, not enough or the right amount. **Eight (80%) of the respondents felt they received just the right amount of communication** from SECTION27 while the remaining 2 (20%) felt they received communication too often, although this was not perceived in a negative way, as one of these respondents indicated *“It is always best to hear more than less from a grantee even if there is no official response from the donor. The communication is always recognized.”*

“Just to keep in mind that it's also important to report on failures and things that did not work out.”

Q7: Impact

Respondents were asked whether they felt SECTION27 was making an impact, and were given the following response options:

- Yes, definitely
- Yes, but more could be done
- It is difficult/too early to tell
- No

As mentioned earlier, **fully 100% of respondents indicated that SECTION27 is definitely making an impact**, which is something to be celebrated.

Q8: Future Funding

Donors were asked whether they would consider renewing SECTION27’s funding at the end of the current grant period, if it was possible within their grant making guidelines. They were given the following response options:

- Yes
- Maybe
- Too soon to say at the moment
- No

An overwhelming majority of respondents, **9 (90%)**, indicated they would in fact renew their funding, with the one respondent indicating it was too soon to say.

Q9 and Q10: SECTION27 Competitive Advantage and Additional Comments

In an effort to understand what factors influence a donor's decision when selecting grantees and what it is about SECTION27 that persuades them to support our work, we asked respondents to share 1 or 2 reasons why they fund our work. Some of the notable responses have been highlighted throughout the report, and also include:

"The focus on policy and advocacy is a key factor. But also because SECTION27 is connected/linked/able to use levers in the government systems to influence and create change."

"You have an excellent reputation, are transparent and strive for excellence 3) Management team is highly skilled who are always eager to build deeper and meaningful relationship with donors"

"Always had a good relationship - professional, solid organisation (in terms of both programme and operations) that delivers on grant objectives and extremely good at communicating the work of the organisation."

"The importance of advocacy work to bring about systemic changes. This can only be achieved by organisations like SECTION27. SECTION27 is consistent and committed in its fight for health and education rights. SECTION27 doesn't give up! The organisation is well-managed."

"Programmatic work is in line with our strategic focus areas. Visibility of the work of Section27. Collaboration with other orgs in the field. Ability to stay with the same cause over a length of time - strategic focus. Supporting black women leaders."

5. Conclusion

Overall, SECTION27 donors are very satisfied with the relationship they have with the organisation. The majority of the donors who participated in the survey have multi-year funding cycles with SECTION27 and it is encouraging to see they are ready to build on their relationship and their funding commitments. The high levels of satisfaction with SECTION27's overall performance, grant compliance and values of the organisation (including programme expertise) speaks to the ability of SECTION27 to utilise donor funds in a responsible manner in order to deliver meaningful impact.