

Results of the internet surveys for the Review of IASC Products

Prepared 29. December 2009

Introduction

Since 1992, the Inter-Agency Standing Committee (IASC) has issued several policy statements, guidelines, and manuals, which help to set the normative frameworks, common standards and good practice for humanitarian community. In 2009, the IASC undertook a review of these products, including a series of electronic surveys. This document summarises the results of the e-surveys.

The e-surveys targeted different groups, separated into “users”, “managers”, “originators” and “non-users”. In total, 361 completed responses to all surveys were received.

The user survey was broken down into 8 different surveys, each targeted on a specific product. The products reviewed were:

- IASC advocacy paper on Humanitarian Action and Older Persons: An essential brief for humanitarian actors, 2008
- Civil-Military Guidelines and References for Complex Emergencies, 2008
- Women, Girls, Boys and Men. Different Needs – Equal Opportunities. IASC Gender Handbook in Humanitarian Action, 2006
- Guidelines for HIV/AIDS Interventions in Emergency Settings, 2003
- IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings, 2007
- Inter-Agency Contingency Planning Guidelines for Humanitarian Assistance, 2007
- Protecting Persons Affected by Natural Disasters – IASC Operational Guidelines on Human Rights and natural Disasters, 2006
- Saving Lives Together: A Framework for Improving Security Arrangements Among IGOs, NGOs and UN in the Field, 2006

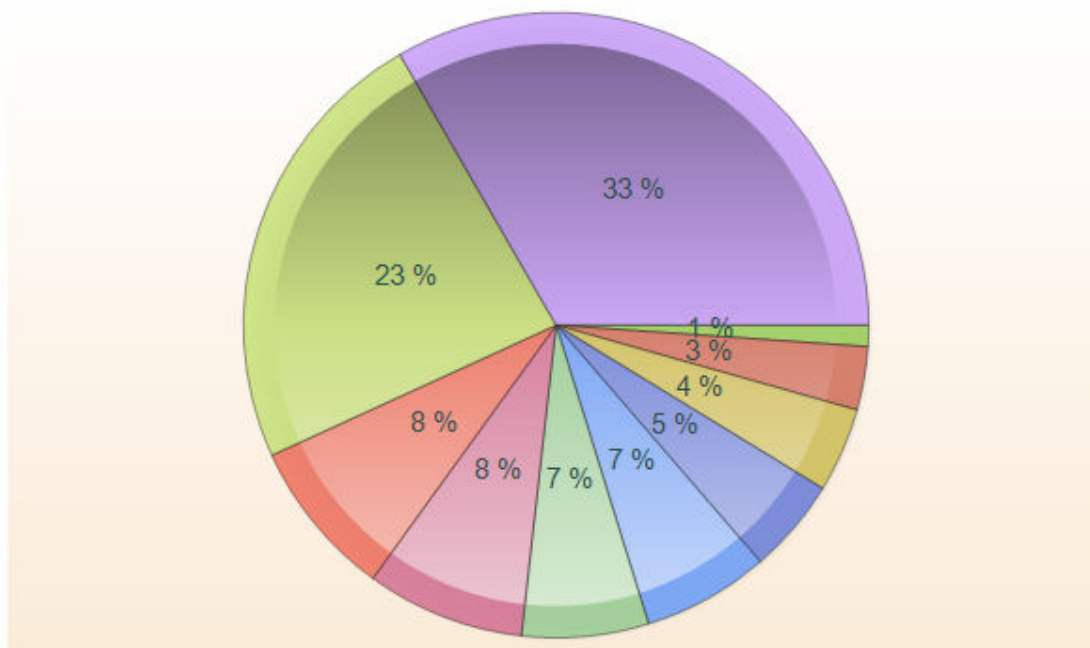
The “Managers survey” was targeted on program and other managers without sector specific areas of work. The third survey was for the originators of the products, groups which either originated or act as custodians of the product. The fourth survey was targeted on “Non-Users”, those not already familiar with IASC products.

I. SURVEY RESULTS USERS

Feedback by 183 respondents. This report summarises across all products included in the survey.

1.1. Type of organisation you work for (select one)

The two biggest groups who filled out the survey were from the United Nations/ UN agencies, 33% and International NGOs, 23 %.

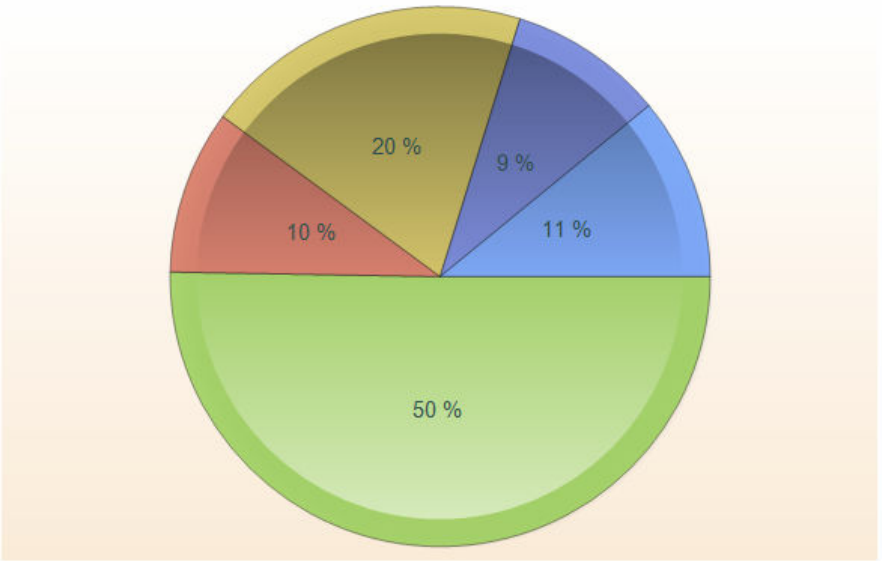


1.3. In which kind of office are you working?

Exactly half of the respondents work in Headquarters, followed by 20 % of the respondents working in Country Offices.

In which type of office do you currently work?

- Headquarters
- Country Office
- Field/sub office
- Other, please specify
- Regional Office

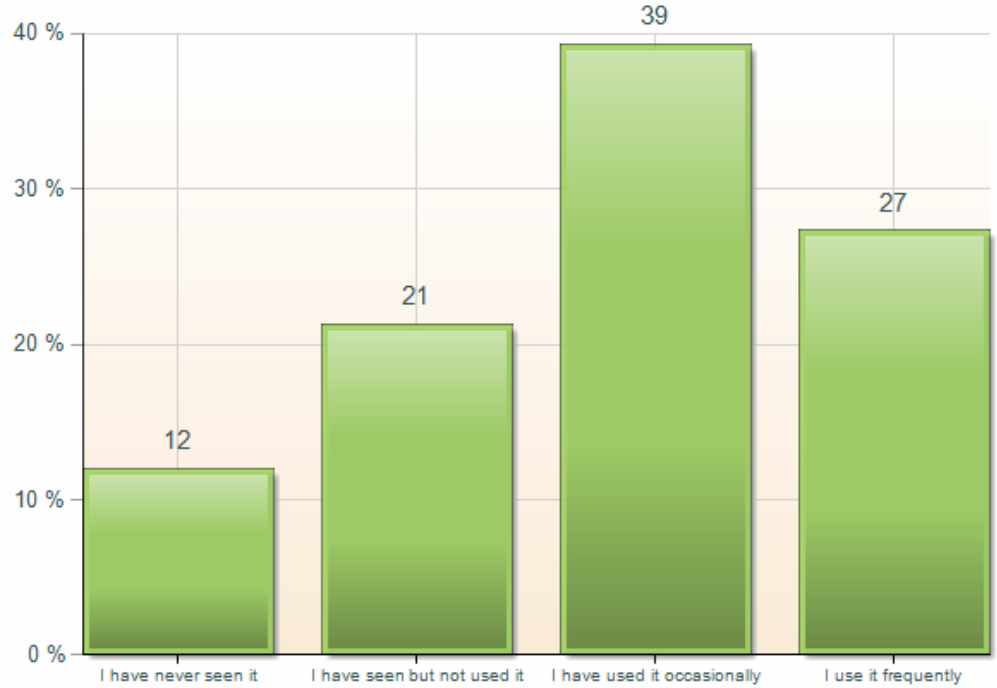


Under “Other, please specify” 10 % were consultants, self-employed, private firms, and government.

1.4. Which statement best describes your familiarity with and use of this IASC product?

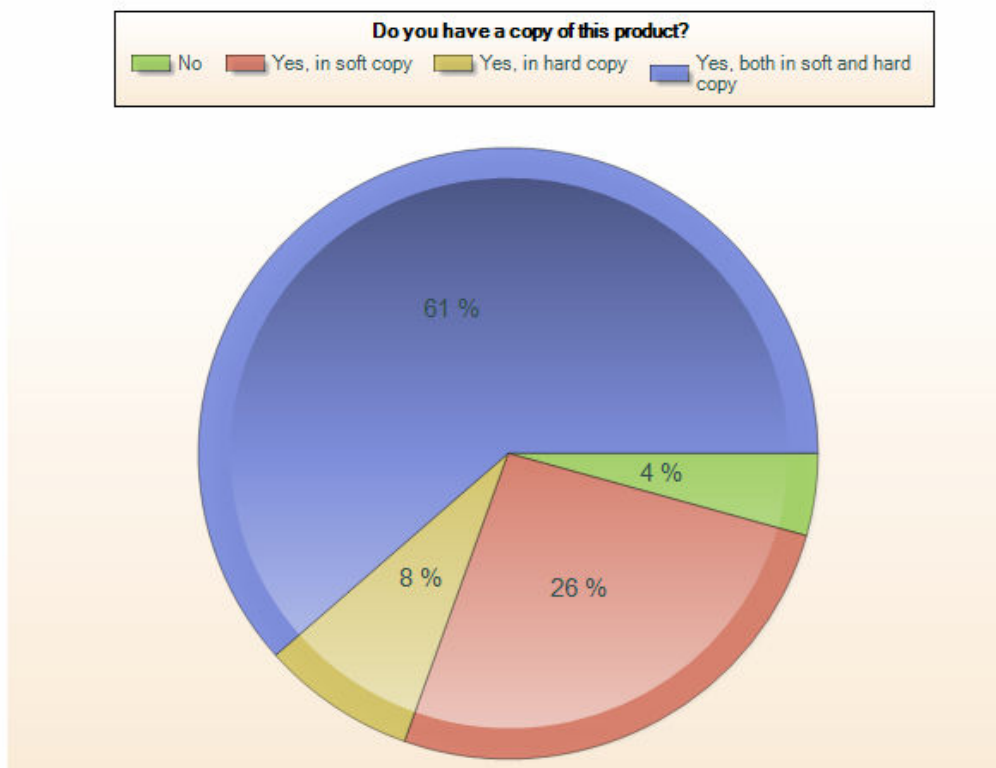
27 % indicated that they use IASC products regularly, while 33% had not used them.

Which statement best describes your familiarity with and use of this IASC product?



1.5. Do you have a copy of this product?

96 % of the respondents answered that they have a copy of the product, either in hard or soft copy or both.



(22 respondents did not answer that question)

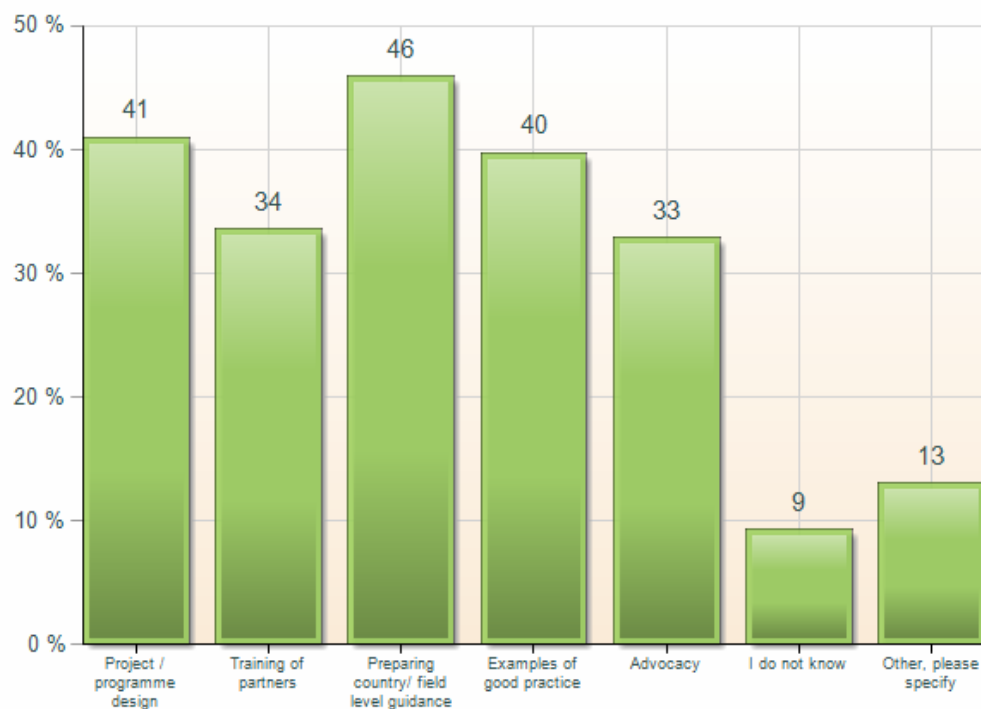
1.6. If Yes, how did you find / receive the document?

22 % indicated that they received the document directly from the IASC or IASC sub group, 16 % from their headquarters, 13 % from a colleague in his/ her office, 12% from an interagency meeting.

1.7. How has the product been used? (multiple choice)

46% indicated that the product has been used for “preparing country/ field level guidance”, and 41% for “project/ programme design” and ‘Examples of good practice’. 34% indicated that the product had been used for “Training of partners” and 33% “advocacy”.

How has the product been used?

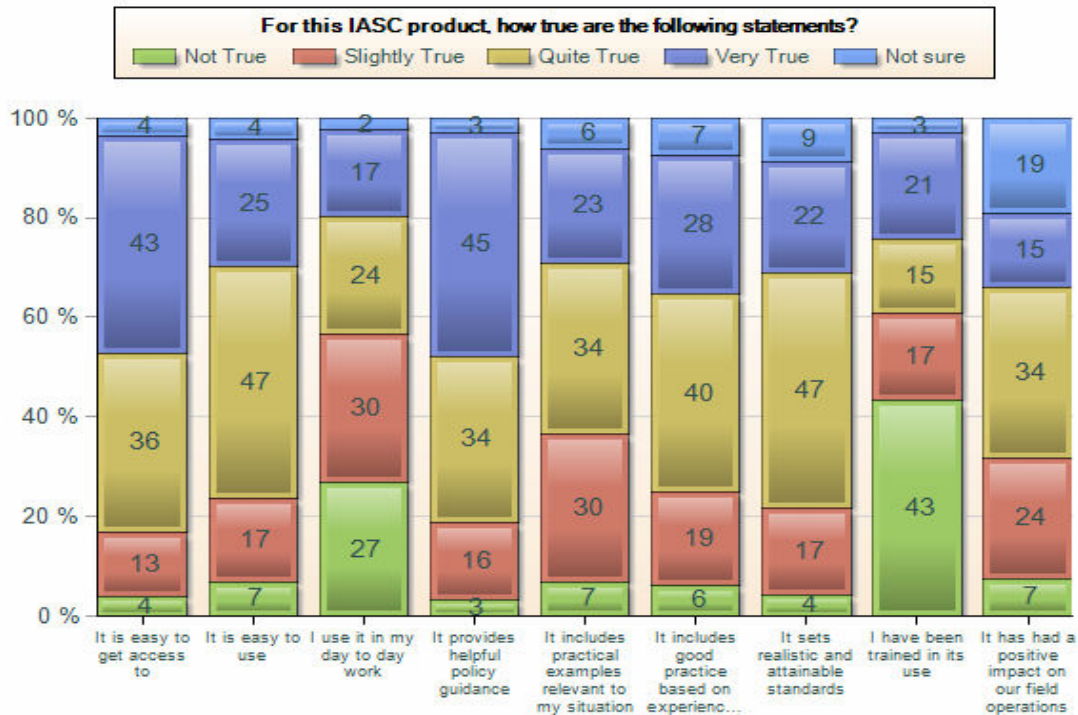


1.8. For this IASC product, how true are the following statements?

| For this IASC product, how true are the following statements? | Average score 1 = "not true" 4 = "very true" |
|--|--|
| It is available in my preferred working language 81 % of the respondents chose "very true" as their answer, whereas 9 % indicated "not true" | 3.6 |
| I know at least one organisation actively promoting the use of this product 47 % of the respondents indicated that it is "very true" that they knew at least one organization who is actively promoting the use of the product. | 3.1 |
| My organisation is fully committed to its use 58 % indicated either "very true" or "quite true" whereas just 12 % chose "not true" as their answer. | 2.9 |
| It has been incorporated into my own organisation's policy | 2.8 |
| In our inter-agency discussions, it is the common standard | 2.6 |
| My HQ has instructed my office to use it 37 % of the respondents chose "not true", whereas 24 % chose "very true". 20 % gave the answer "not sure". | 2.3 |

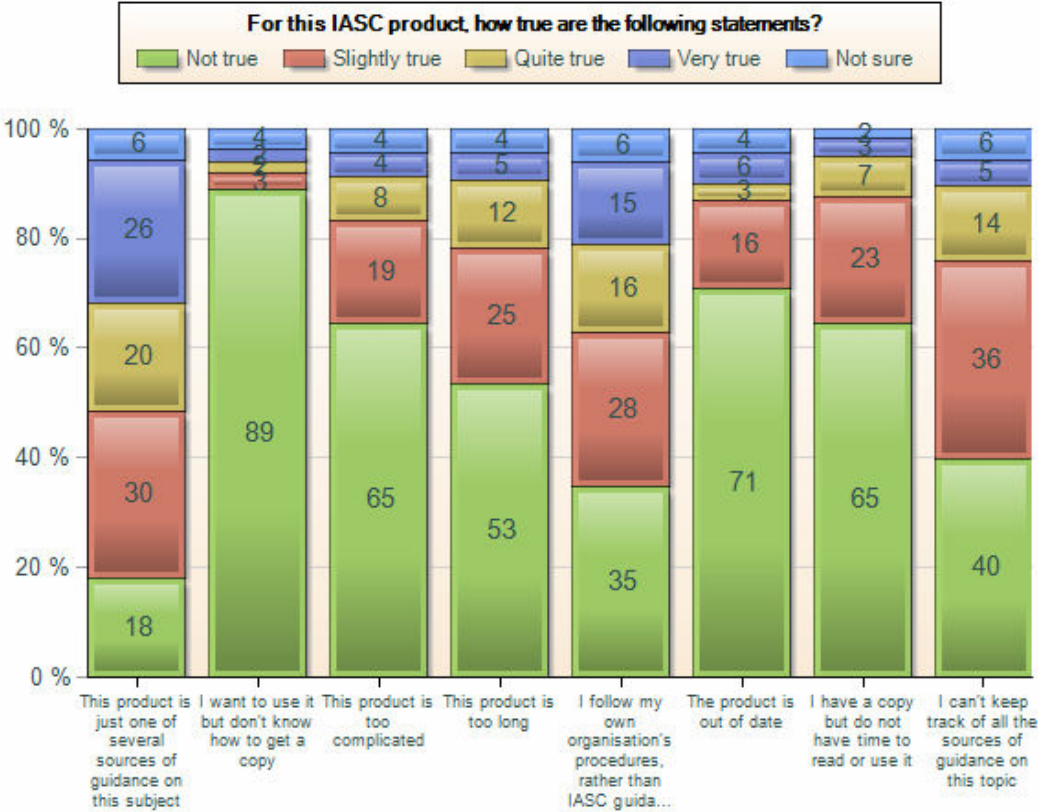
1.9. For this IASC product, how true are the following statements?

1 = “not true”, 4 = “very true”



| For this IASC product, how true are the following statements? | Average score 1 = “not true” 4 = “very true” |
|--|--|
| It is easy to get access to | 3.2 |
| It provides helpful policy guidance | 3.2 |
| 79 % of the respondents answered with “quite true” or “very true”. | |
| It includes practical examples relevant to my situation | 3 |
| It includes good practice based on experience of what works | 3 |
| It sets realistic and attainable standards | 3 |
| It is easy to use | 2.9 |
| 72 % of the respondents answered “quite true” or “very true”. | |
| It has had a positive impact on our field operations | 2.7 |
| I use it in my day to day work | 2.3 |
| I have been trained in its use | 2.1 |
| 43 % of the respondent answered that they haven’t had training on the use of the guidance. | |

1.10. For this IASC product, how true are the following statements?



| For this IASC product, how true are the following statements? | Average score 1 = "not true" 4 = "very true" |
|---|--|
| I follow my own organisation's procedures, rather than IASC guidance | 2.0 |
| I can't keep track of all the sources of guidance on this topic 40 % indicated that this was "not true", 36 % indicated "slightly true". | 1.8 |
| This product is too long | 1.7 |
| This product is too complicated 65 % "not true" | 1.5 |
| I have a copy but do not have time to read or use it 65% "not true" | 1.5 |
| The product is out of date 71% "not true" | 1.4 |
| I want to use it but don't know how to get a copy 89% "not true" | 1.1 |

1.11. How could this IASC product be improved?

Open responses: 93 answers

Common themes:

- User friendliness
 - Include practical examples/ case studies (24 comments)
 - Shorten guidelines (13 comments)
 - Simplify/ shorten guidelines (5 comments)

- Updating the IASC products (9 comments)
- Training (11 comments)
- More translation (4 comments)
- More dissemination (4 comments)
- Include more cluster information (3 comments)

1.12. How could this IASC product be more widely known and used?

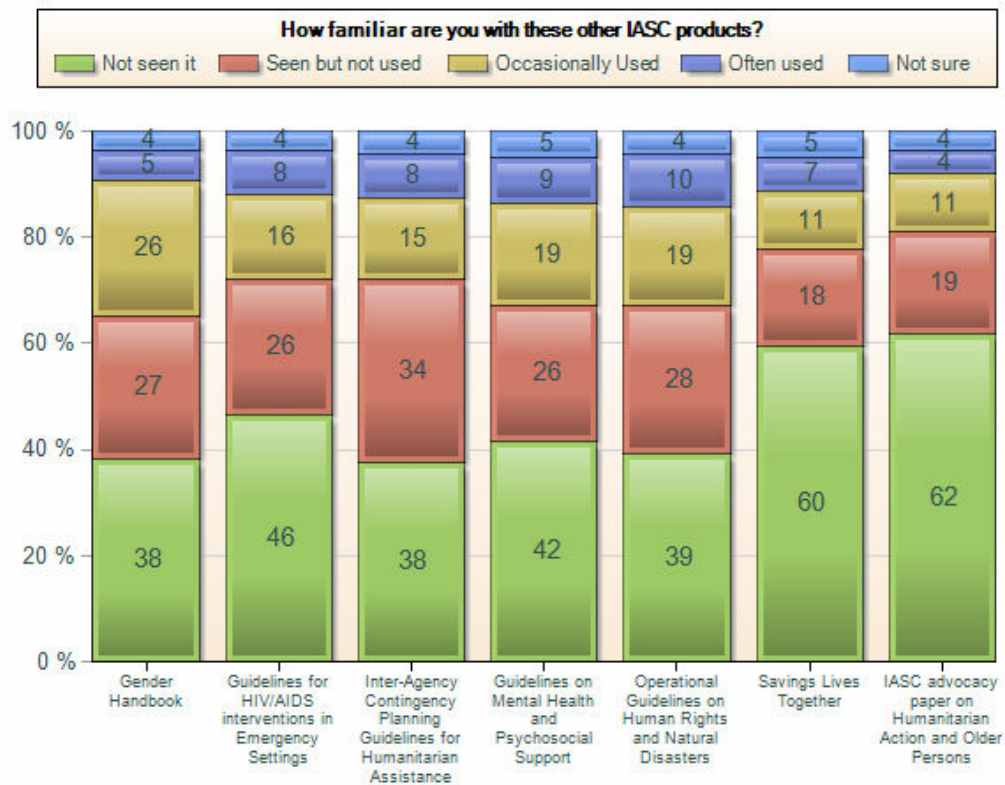
Open responses: 92 answers

Summary of intersecting answers:

- Broader Dissemination (33 comments):
Disseminate to HCs, wider fields, conferences, member organizations, all humanitarian organizations, national stakeholders
- Training (20 comments)
Including cluster leads, INGOs, governments, mainstreaming with other trainings, web and email training, national staff
- Promotion (13 comments)
Through OCHA, IASC, HCs information campaigns, internet
- Simplification/ Shorten (4 comments)
- Translation into more languages (3 comments)

1.13. How familiar are you with these other IASC products?

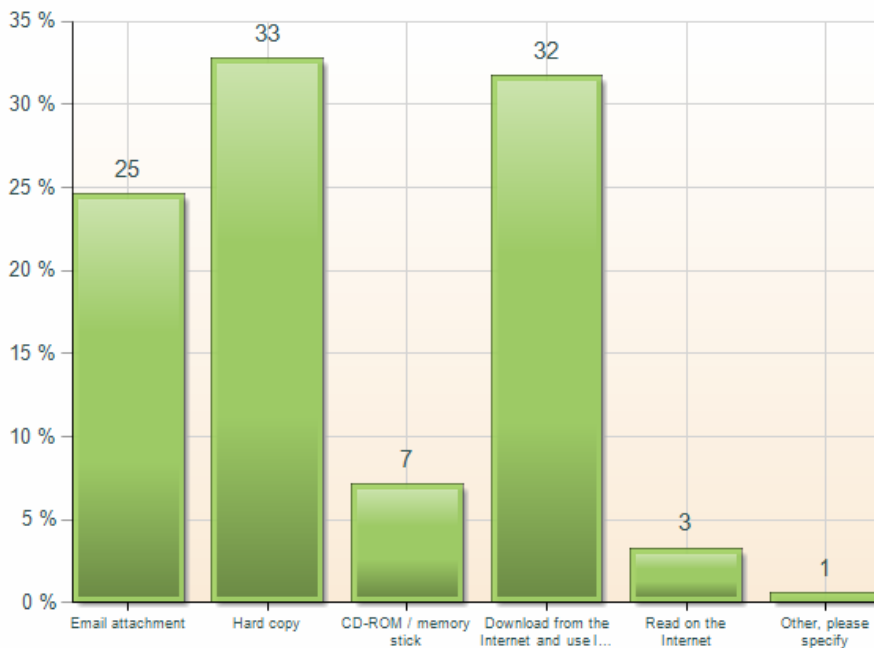
The least known guidelines in the survey were “Saving lives together” and “IASC advocacy paper on Humanitarian Action and Older Persons”, where around 60% indicated that they had not seen. The other guidelines are known by over 50 % of the respondents.



1.14. How do you prefer to access guidance materials, in general? (select one)

About a third of the respondents chose either “Hard Copy” (33 %) or “Download from the internet and use later” (32 %) as their preferred means of access to the guidelines. 25 % chose “Email attachment” as their answer.

How do you prefer to access guidance materials, in general? (select one)



II. Results of Survey ORIGINATORS

46 responses

2.2. Type of Organisation in which you work

Close to half of the surveys were filled out by people who work for the United Nations/ UN agencies (49 %). Other groups were International NGOs (12 %), Red Crescent Movement with 5 % and Governments/ National authorities (12 %).

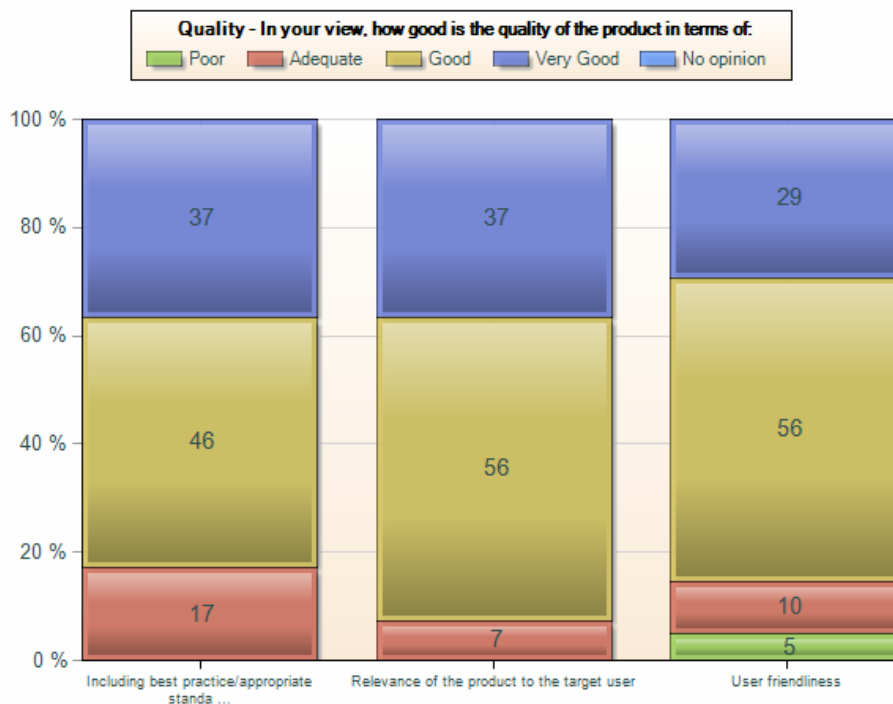


2.3. Who are the main target users for this product (select a maximum of 4)

More than two thirds of the originators indicated that the main target users as “Country based programme staff” 76% , more than half of the responses for “Country based technical advisers” (56%) and “Country based managers” (59% or 24 total). Others included “Governments” (44%) , “National NGOs” (41%), “Regional technical advisers” (34%) and “HQ based technical advisers” (29%).

2.4. Quality - In your view, how good is the quality of the product in terms of:

| Quality - In your view, how good is the quality of the product in terms of | Average score 1 = “not true” 4 = “very true” |
|---|--|
| Relevance of the product to the target user 93% indicated either Good or Very Good | 3.3 |
| Including best practice/ appropriate standards Positive feedback, with 81% Good or Very Good | 3.2 |
| User friendliness 85% Good or Very Good, with 10% adequate and 5 % poor. | 3.1 |



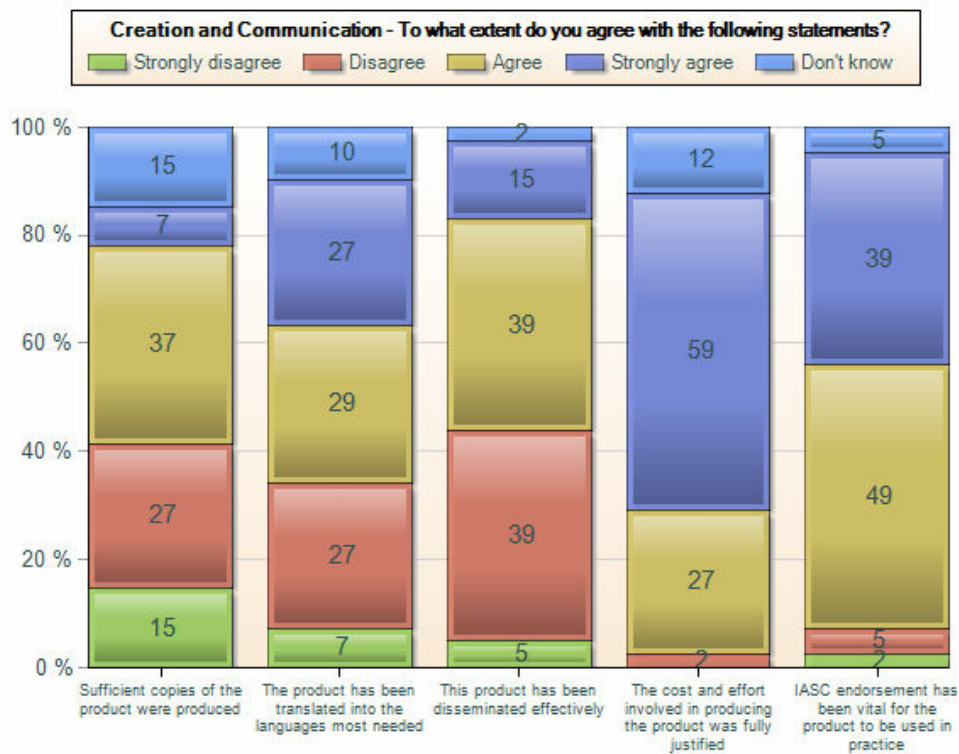
2.5. Utility - To what extent do you agree with the following statements?

The utility of the products is judged highly by the respondents, with an average grade between 3.1 and 3.8, with 4 is the highest approval grade.

| Utility - To what extent do you agree with the following statements? | Average score 1 = "not true" 4 = "very true" |
|--|--|
| The product can be readily understood by the target users | 3.8 |
| The product has had a positive impact on field practice | 3.3 |
| The product can be readily applied in practice by the target users | 3.1 |

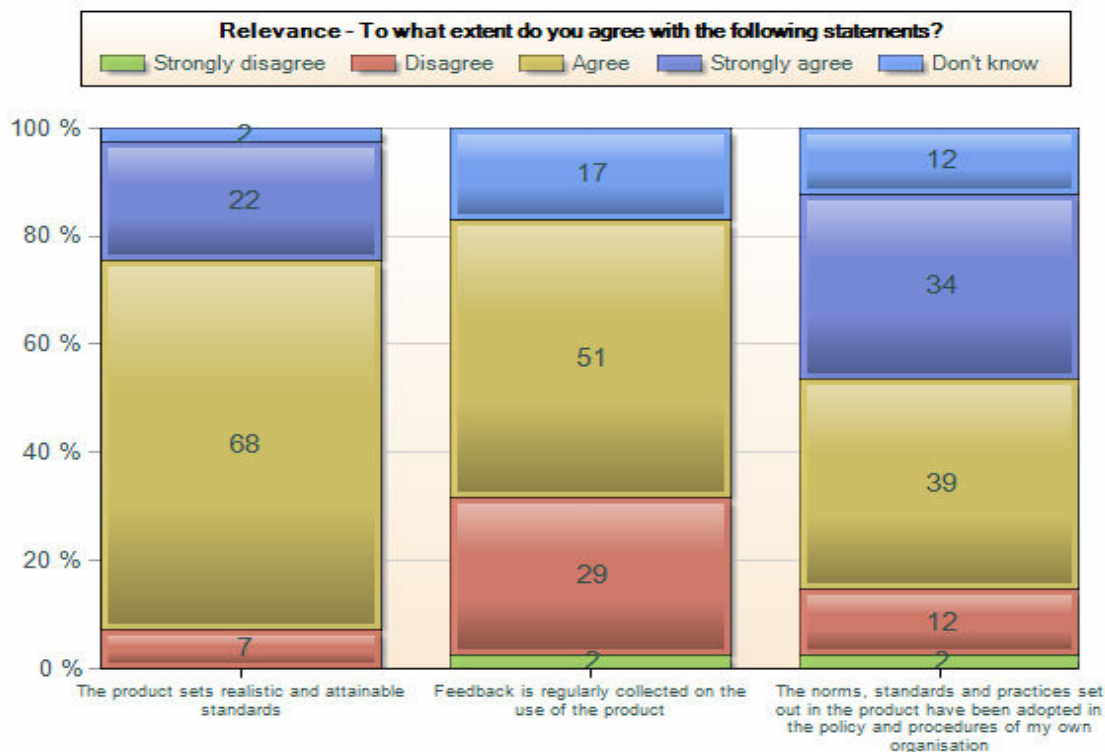
2.6. Creation and Communication - To what extent do you agree with the following statements?

Highest approval of the respondents came for the statements "The cost and effort involved in producing the product was fully justified" and "IASC endorsement has been vital for the product to be used in practice", with an average grade between 3.3 and 3.6. ('1' being "strongly disagree" and '4' being "strongly agree"). However, 39 % of the respondents disagreed that "This product has been disseminated effectively".



| Creation and Communication - To what extent do you agree with the following statements | Average score 1 = "not true" 4 = "very true" |
|---|---|
| The cost and effort involved in producing the product was fully justified | 3.6 |
| IASC endorsement has been vital for the product to be used in practice | 3.3 |
| The product has been translated into the languages most needed | 2.8 |
| This product has been disseminated effectively | 2.7 |
| Sufficient copies of the product were produced | 2.4 |

2.7. Relevance - To what extent do you agree with the following statements?

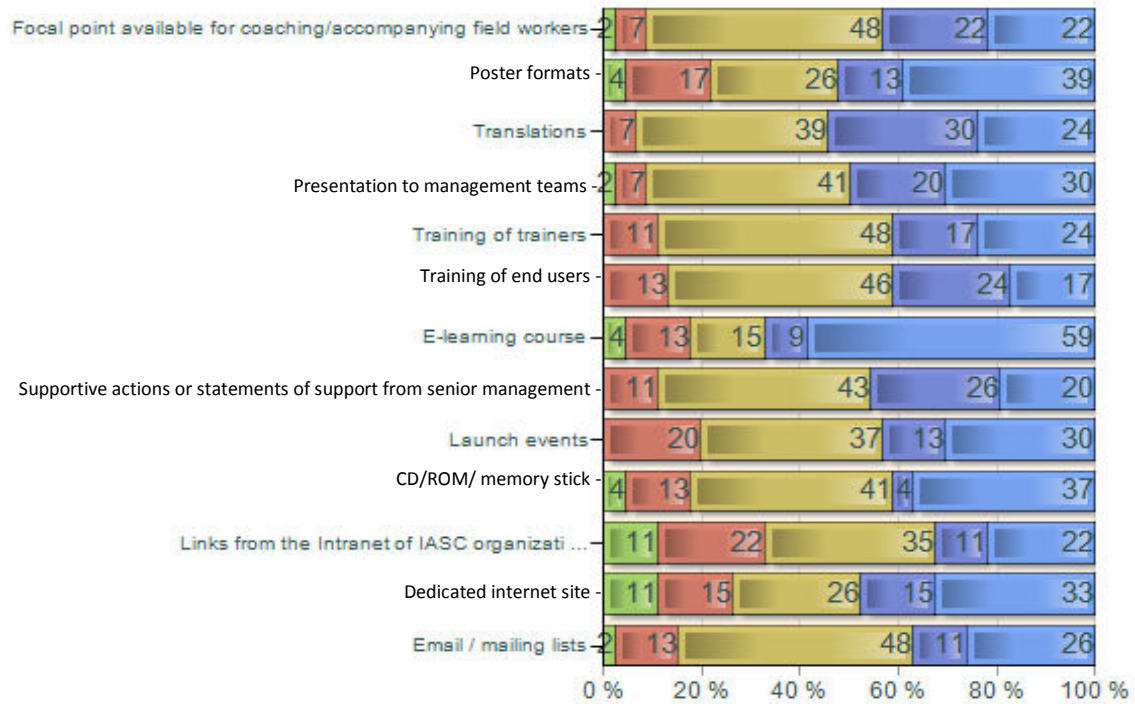


| Relevance - To what extent do you agree with the following statements | Average score 1 = "not true" 4 = "very true" |
|---|--|
| The norms, standards and practices set out in the product have been adopted in the policy and procedures of my own organisation | 3.2 |
| The product sets realistic and attainable standards | 3.1 |
| Feedback is regularly collected on the use of the product | 2.6 |

2.8. What have been the most effective ways of publicising and disseminating this product? (select Not Used where that method was not applied)

What have been the most effective ways of publicising and disseminating this product? (select Not Used where that method was not applied)

■ Not effective
 ■ Not very effective
 ■ Quite effective
 ■ Very effective
 ■ Not used



| Section | Average score 1 = "not true" 4 = "very true" |
|---|--|
| Translations | 3.3 |
| Supportive actions or statements of support from senior management | 3.2 |
| 73 % considered this either "quite effective" or "very effective". | |
| Training of end users | 3.1 |
| Training of trainers | 3.1 |
| Presentation to management teams | 3.1 |
| Focal point available for coaching/accompanying field workers | 3.1 |
| Email / mailing lists | 2.9 |
| 51% of the respondents judged the Email/ mailing lists "quite effective" and 12 % "very effective". | |
| Launch events | 2.9 |
| Poster formats | 2.8 |
| 39% have not used "Poster format". | |

| | |
|--|-----|
| CD-ROM / memory stick 34% they have not used the tool “CD-ROM / memory stick” | 2.7 |
| E-learning course 56 % have not used the tool “E-learning course” | 2.7 |
| Dedicated internet site 29% did not use a “dedicated internet site”. | 2.6 |
| Links from the Intranet of IASC organizations | 2.6 |

2.10. The best ways of disseminating this product in future are:

35 comments

Intersecting comments:

- Training/ workshops (13 comments)
- More translation (5 comments): Arabic, Russian and Spanish
- Joint coordination of dissemination (2 comments): probably by OCHA or IASC
- Easier access on the internet (2 comments)
- Incorporate into cluster training (2 comments)
- More dissemination (2 comments)

2.11. This content and format of this product could be further improved by:

33 comments

Intersecting comments:

- Shortened guideline (6 comments)
- Make it easier and more readable (3 comments), put graphics in.
- Include best practice

2.12. The main obstacles to greater use of the product are:

35 responses

Intersecting comments:

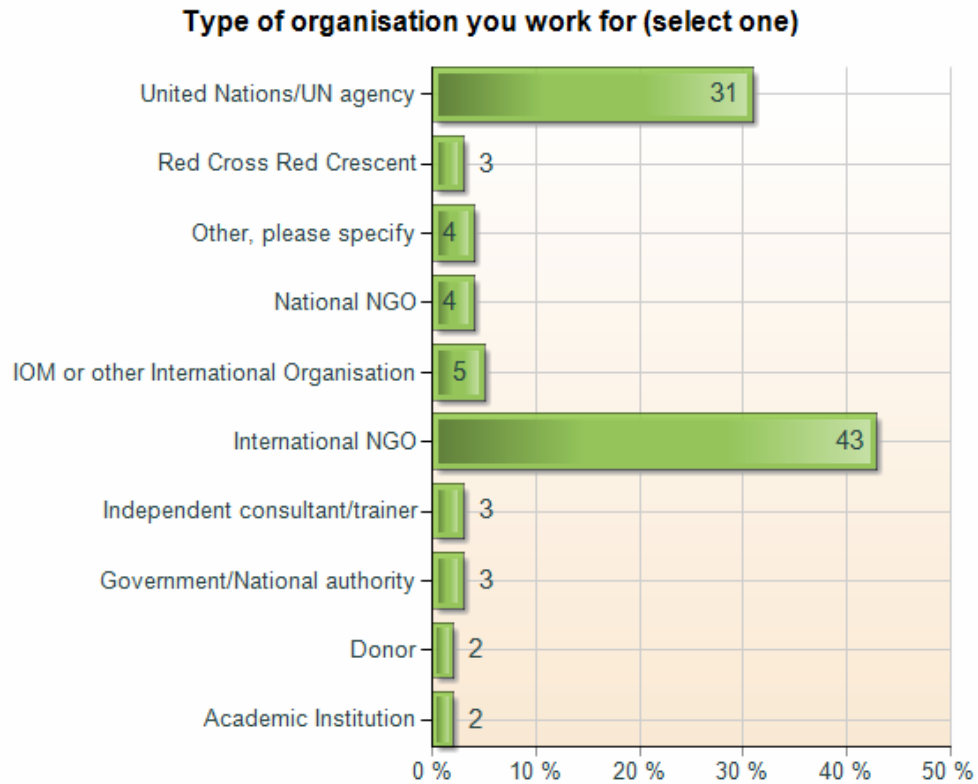
- Not enough translation languages (3 comments)
- Lack of training (6 comments)
- Lack of dissemination (7 comments)
- Complexity (3 comments)

III. Results from Survey MANAGERS

100 surveys completed

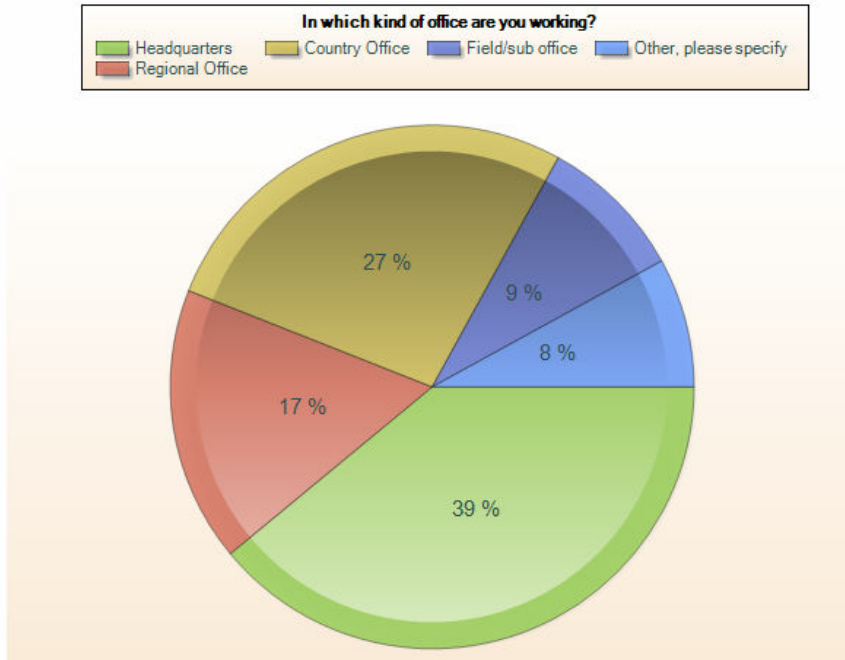
3.1. Type of organisation you work for (select one)

International NGOs 43%, 31 % work for the United Nations or UN agencies.



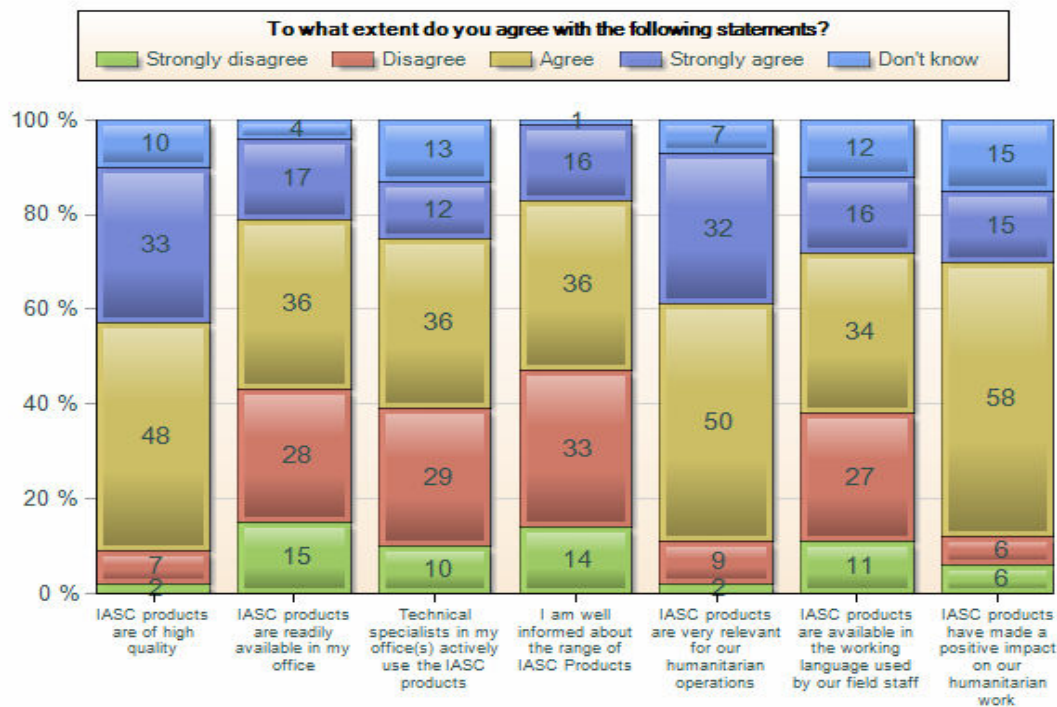
3.3. In which kind of office are you working?

39 % of the respondents worked in Headquarters, with 27 % based in Country Offices and 17 % in Regional offices.



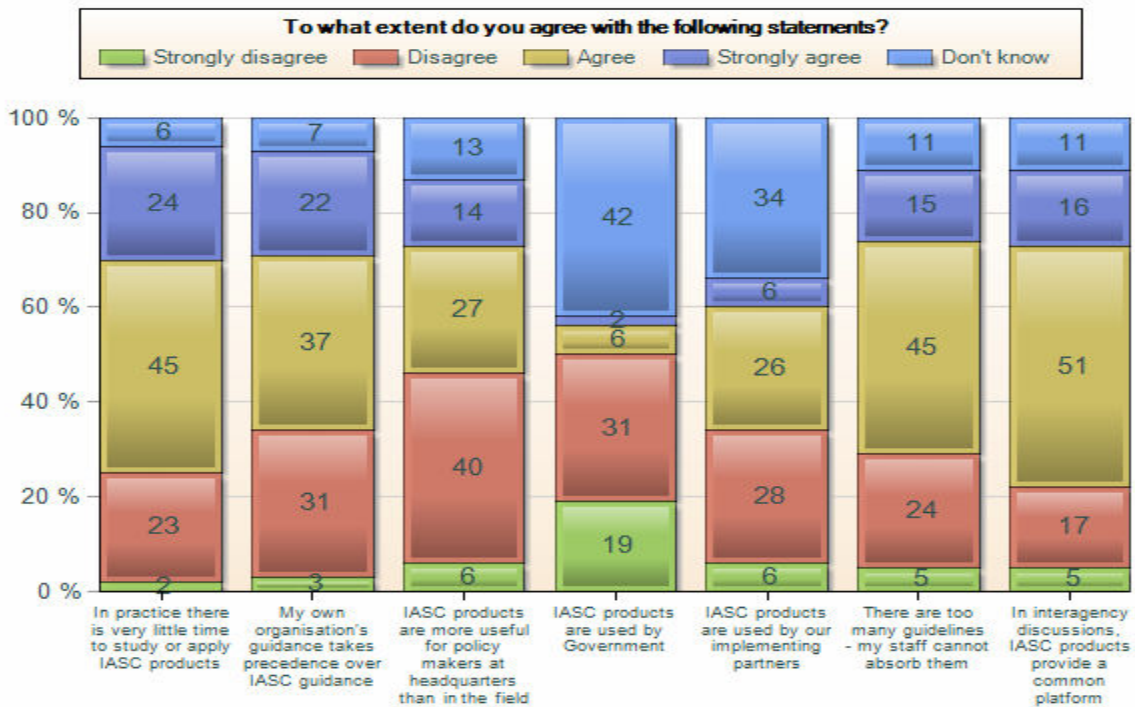
3.4. To what extent do you agree with the following statements?

| To what extent do you agree with the following statements? | Average score 1 = “not true” 4 = “very true” |
|---|---|
| IASC products are of high quality | 3.6 |
| Most respondents “strongly agreed” with the high quality of IASC products. | |
| IASC products are very relevant for our humanitarian operations | 3.2 |
| IASC products have made a positive impact on our humanitarian work | 2.9 |
| IASC products are readily available in my office | 2.6 |
| Technical specialists in my office(s) actively use the IASC products | 2.6 |
| IASC products are available in the working language used by our field staff | 2.6 |
| I am well informed about the range of IASC Products | 2.5 |



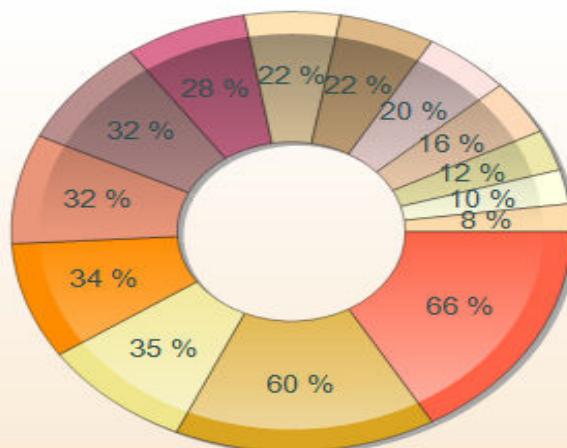
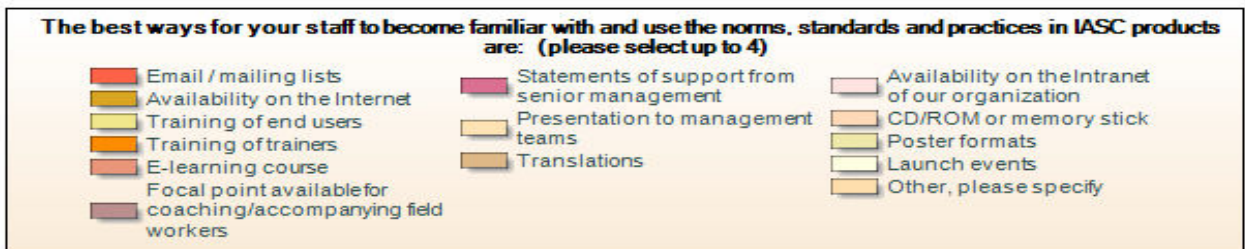
3.5. To what extent do you agree with the following statements?

| To what extent do you agree with the following statements? | Average score 1 = "not true" 4 = "very true" |
|---|--|
| In practice there is very little time to study or apply IASC products | 3.0 |
| In interagency discussions, IASC products provide a common platform | 2.9 |
| My own organisation's guidance takes precedence over IASC guidance | 2.8 |
| There are too many guidelines - my staff cannot absorb them | 2.8 |
| IASC products are more useful for policy makers at headquarters than in the field | 2.6 |
| IASC products are used by our implementing partners 34% "don't know" | 2.5 |
| IASC products are used by Government 42% of the respondents "don't know" | 1.8 |

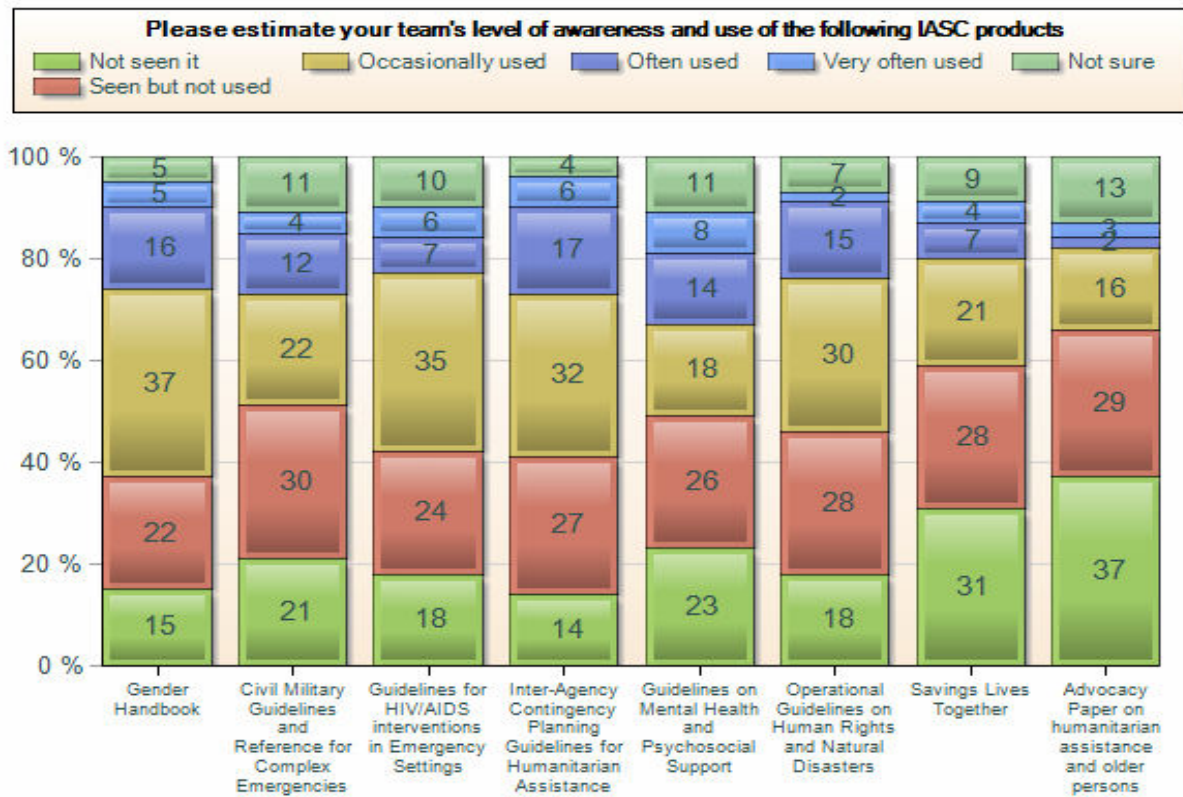


3.6. The best ways for your staff to become familiar with and use the norms, standards and practices in IASC products are: (please select up to 4)

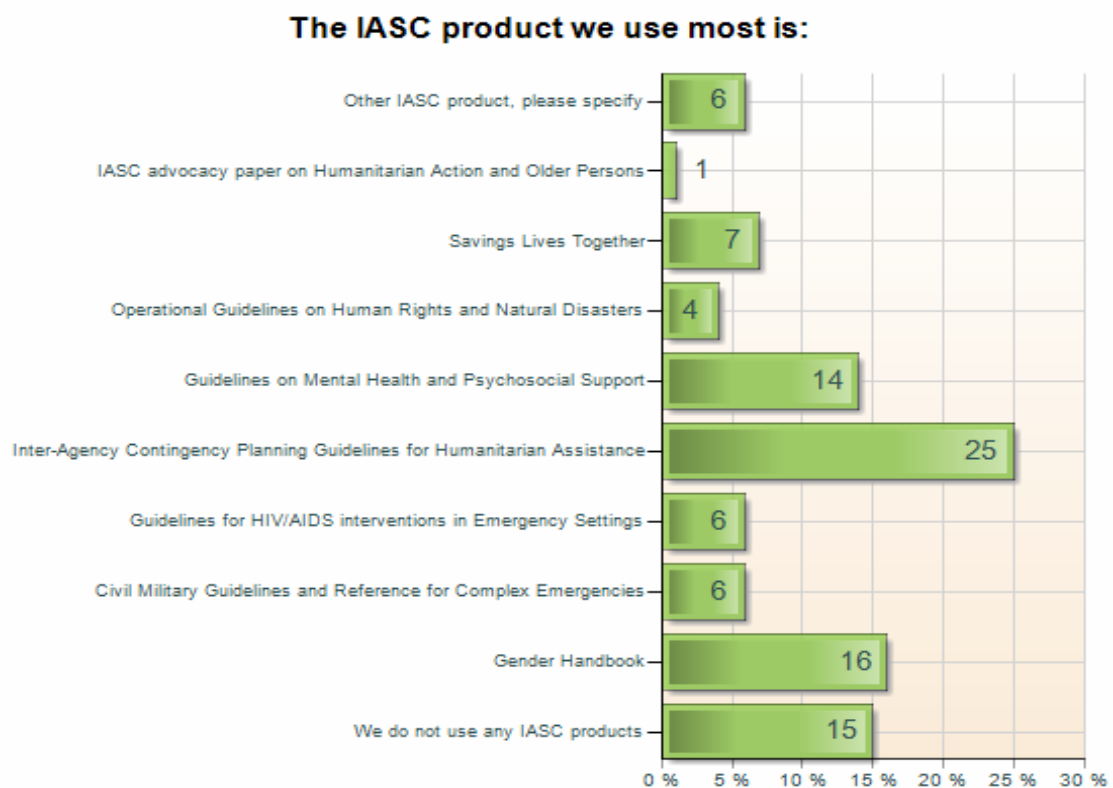
“Email/ mailing lists” (66 %), “Availability on the Internet (60 %). 35 % “Training of end users”, 34% “Training of trainers”, 32 % “E-learning course” and 32% “Focal point available for coaching/ accompanying field workers”.



3.7. Please estimate your team's level of awareness and use of the following IASC products



3.8. The IASC product we use most is:



Other IASC products used, please specify:

- CAP Guidance and Cluster/ HRR
- Cluster approach
- Tracing guidelines for unaccompanied minors
- Guiding Principles of IDPs

3. 9. We need additional IASC Guidance materials on:

- 1) Coordination (4 times)
- 2) Needs Assessment (4 times)
- 3) Human rights (and natural disasters) (3 times)
- 4) Child Protection (2 times)
- 5) Humanitarian Assistance (2 times)
- 6) Clusters (2 times)

3.10. The utilisation of IASC products could be improved by:

1. Training: (11 comments)
2. Enhanced user friendliness: (6 comments)
3. Improved dissemination: (6 comments)
4. Awareness building: (5 comments)
5. Availability in other languages: (3 comments)
6. Review: (2 comments)
7. Coordination with other agencies and produced guidelines: (2 comments)

3.11. Any other comments which may assist the Review of IASC Products:

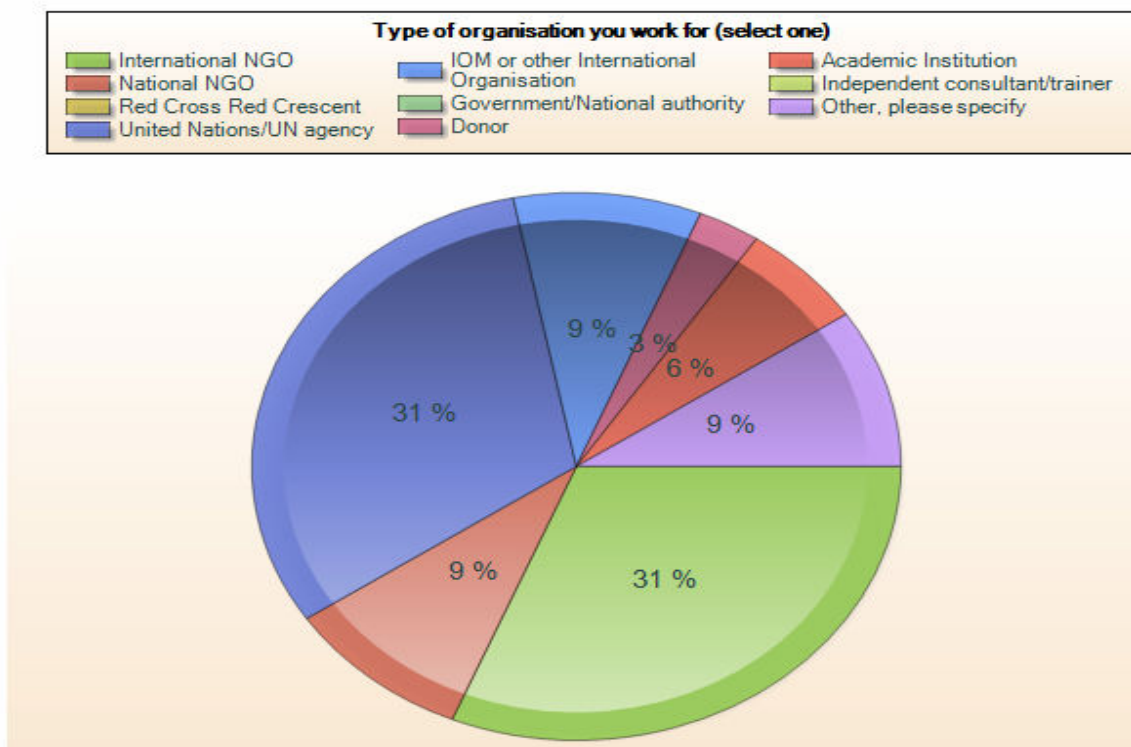
- 1) Awareness raising and advocacy of the guidelines (5 comments)
- 2) Training (3 comments)
- 3) Enhance User-friendliness (2 comments)

IV. Results from Survey NON-USERS¹

32 completed

4.1. Type of organisation you work for (select one)

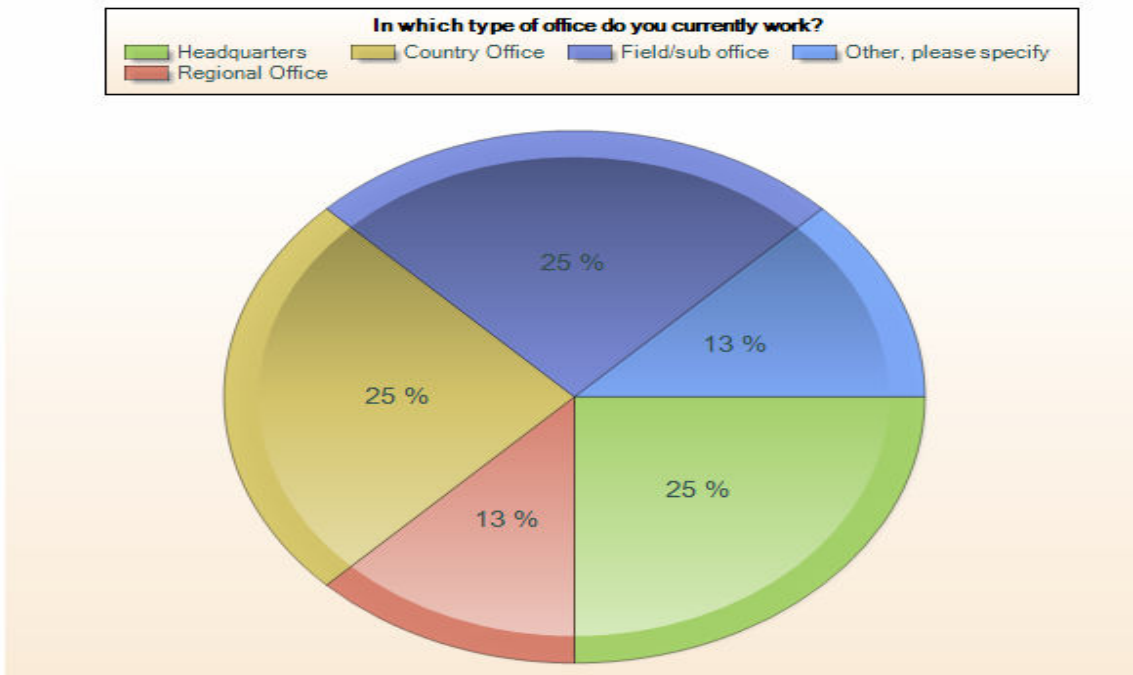
One third of the respondents indicated to work in the United Nations/ UN agencies and one third in International NGOs. Others work in National NGOs (9%), IOM or other International Organisations (9%), Academic Institutions (6%), Independent consultants/trainers (3%), Government/National authorities (9%), Donors (3%), Red Cross Red Crescent (0%), and Other, please specify (9%) etc.



[← Back](#)

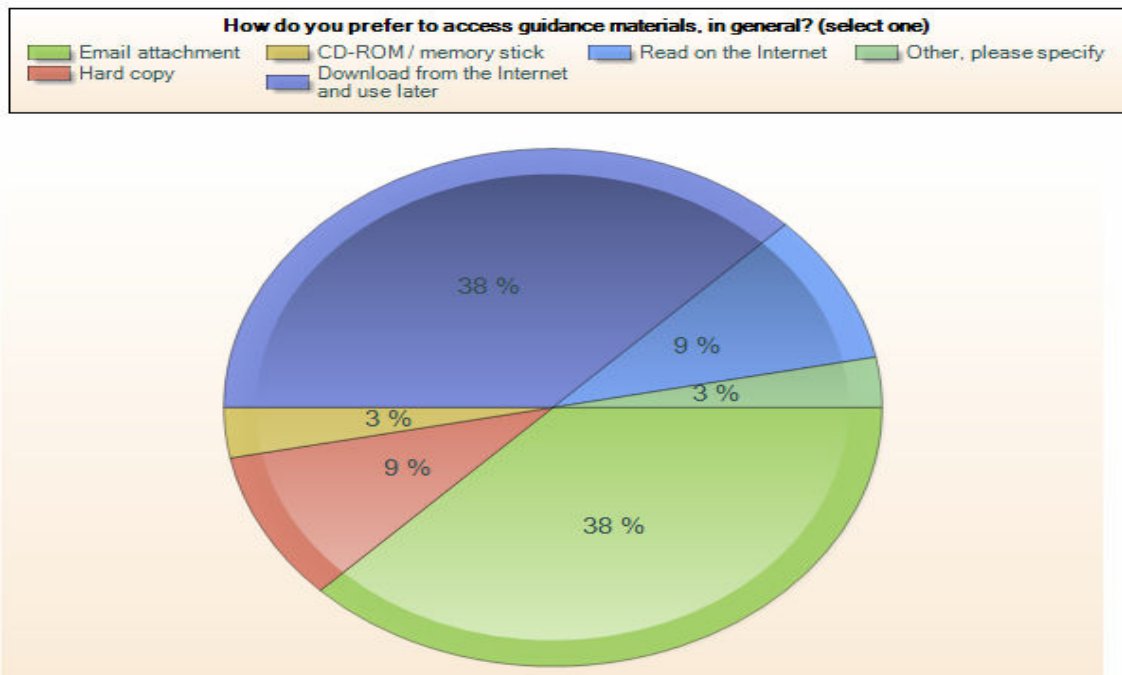
¹ Non-Users meaning respondent not using IASC products

4.3. In which type of office do you currently work?

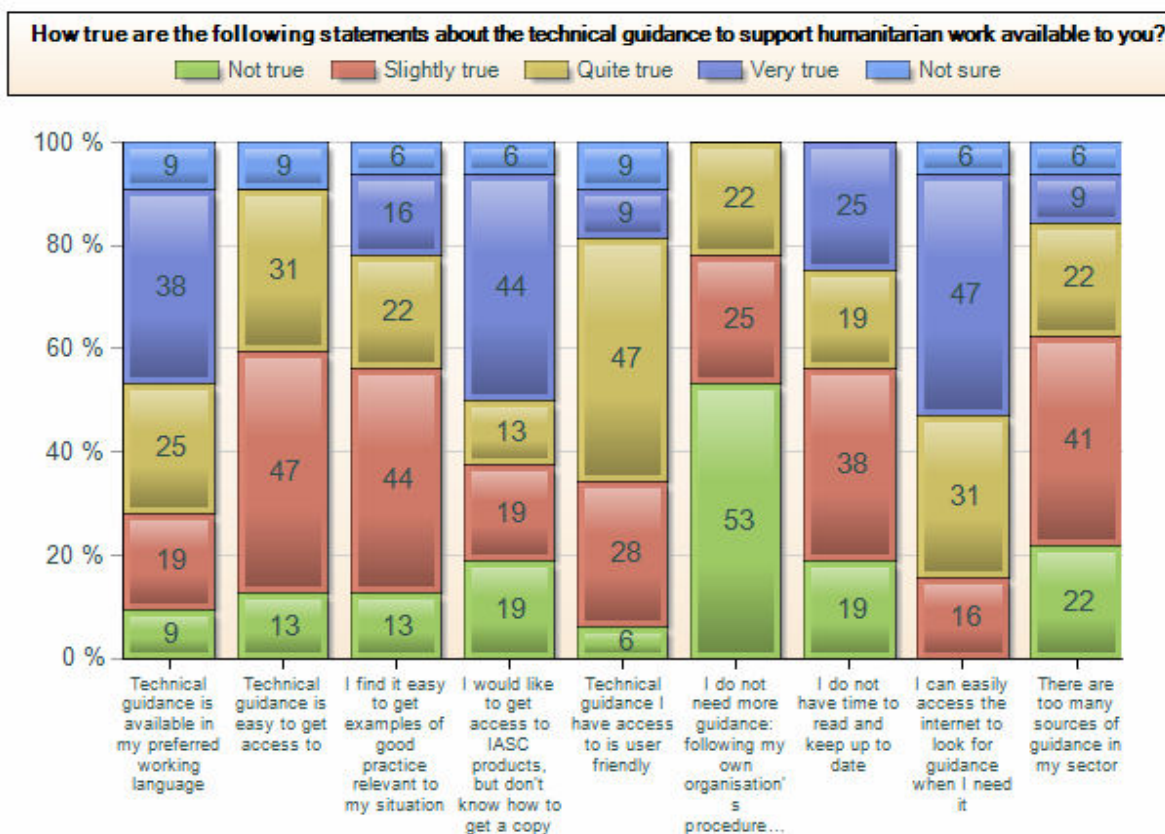


4.4. How do you prefer to access guidance materials, in general? (select one)

38% percent of the respondents chose “Email attachments” and “Download from internet and use later” as their preferred access to guidance material.



4.5. How true are the following statements about the technical guidance to support humanitarian work available to you?



| Statements | Average score 1 = "not true" 4 = "very true" |
|---|--|
| I can easily access the internet to look for guidance when I need it | 3.3 |
| Technical guidance is available in my preferred working language | 3 |
| I would like to get access to IASC products, but don't know how to get a copy 57% would like to get access to IASC products, but don't know how to get a copy. | 2.9 |
| Technical guidance I have access to is user friendly | 2.6 |
| I do not have time to read and keep up to date | 2.5 |
| I find it easy to get examples of good practice relevant to my situation | 2.4 |
| Technical guidance is easy to get access to | 2.2 |
| There are too many sources of guidance in my sector | 2.2 |

| | |
|---|-----|
| I do not need more guidance: following my own organisation's procedures is good enough 53 % "not true" to this statement | 1.7 |
|---|-----|

4.6. Is there any technical area related to humanitarian work where more guidance is needed?

Please, specify: (all single comments except)

- Protection of civilians and human rights (2 comments)
- Monitoring and evaluation (including result based management) (2 comments)
- Shelter management (2 comments)