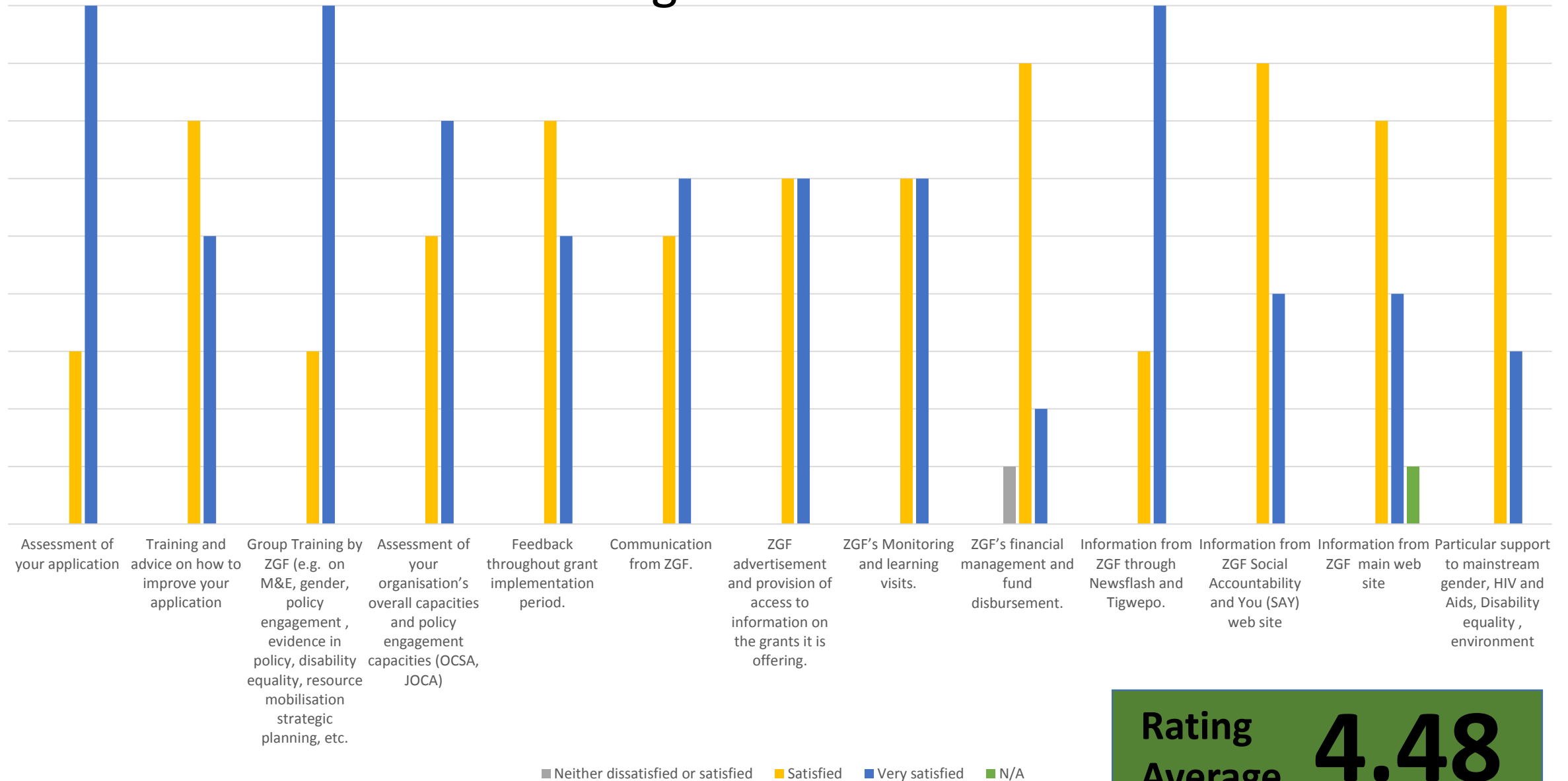


2015/2016

Grant Partner

Perceptions Survey

Rating of ZGF Services



Rating Average 4.48

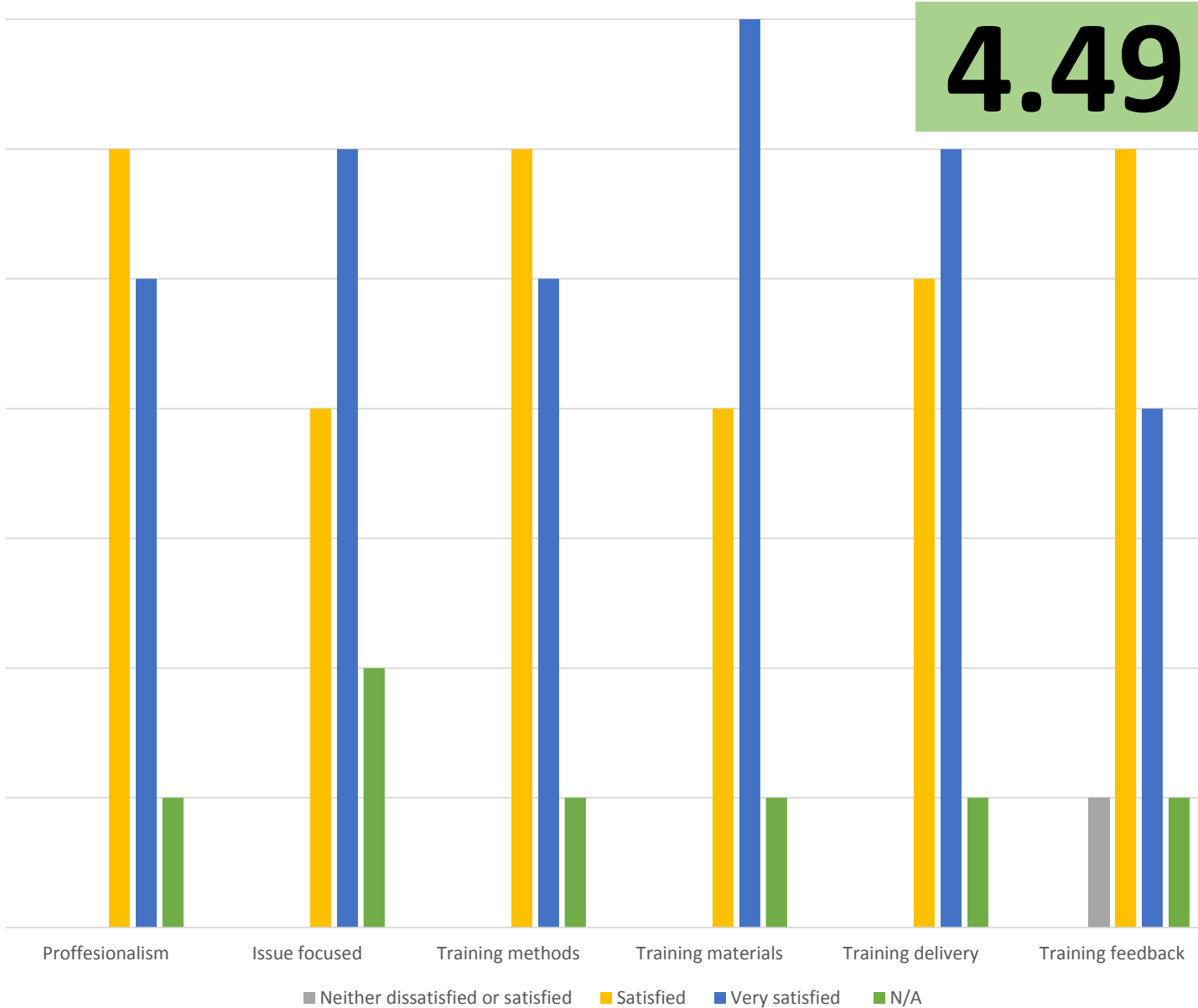
GP perceptions of ZGF

- Slow disbursements
- Delayed feedback
- Need for more learning and sharing platforms
- We have benefited from most of the activities that is training and other services from ZGF that has helped improve service delivery(inclusiveness) by the organization
- All in all, ZGF has provided best services a grant partner can get from a donor and we need to recognize such wonderful services
- The OCSA has helped identify strengths and weaknesses. Further, weaknesses has been systematically been attend to and the organisation at present fits in the current and changing situations.
 - Capacity building tailored per organization is very good hence need to continue
- We have received adequate support from ZGF on capacity development of the organization. The ZGF website also gives us access to valuable information for use in our advocacy and policy engagement.
- We rate highly the services provided by ZGF due to their open door policy. ZGF approach on issues is based on principles.
- From the time we started implementing our initiative, there are notable changes in the manner things are now generally done and we attribute this to the information we variously acquired in our partnership with ZGF.
 - Our organization has been fully involved in most of ZGF trainings and information flow has been perfect.

What can we do better?

- To see to it that money is sent as soon as the first activities are to begin by the partner.
 - The Newsletter is very informative and helpful and should continue.
- Key issues posted on the website can also be put on the newsletter as this comes directly into our emails and makes it easy to open and read.
 - Going to the website has always been a challenge
 - Strengthen communication to grantee partners
- On learning visits, at times its better to be visiting offices or project sites to learn from each other(promote exchange visit between grant partners implementing similar initiatives)
- So far so good, just to encourage ZGF team to continue and the changing of staff should not slow down service provision and if anything must even do better
- Provide a platform for exchange visits among grant partners especially those with innovative approaches to educate others
 - Delays in giving feedback after closure of the project.
 - Continue simplifying the systems and approaches so that they have an inclusive communication channel
 - Increase field visits to well appreciate the positive effects of the grants to the communities served

Ratings of our service providers



- Strategic planning
- Policy engagement
- M&E
- DET
- Financial Management
- Crosscutting issues

Perceptions of our service providers

The knowledge gotten was very helpful in the day to day work in the organisation.

Service providers had adequate understanding of the topics they presented and feedback mechanisms were very effective.

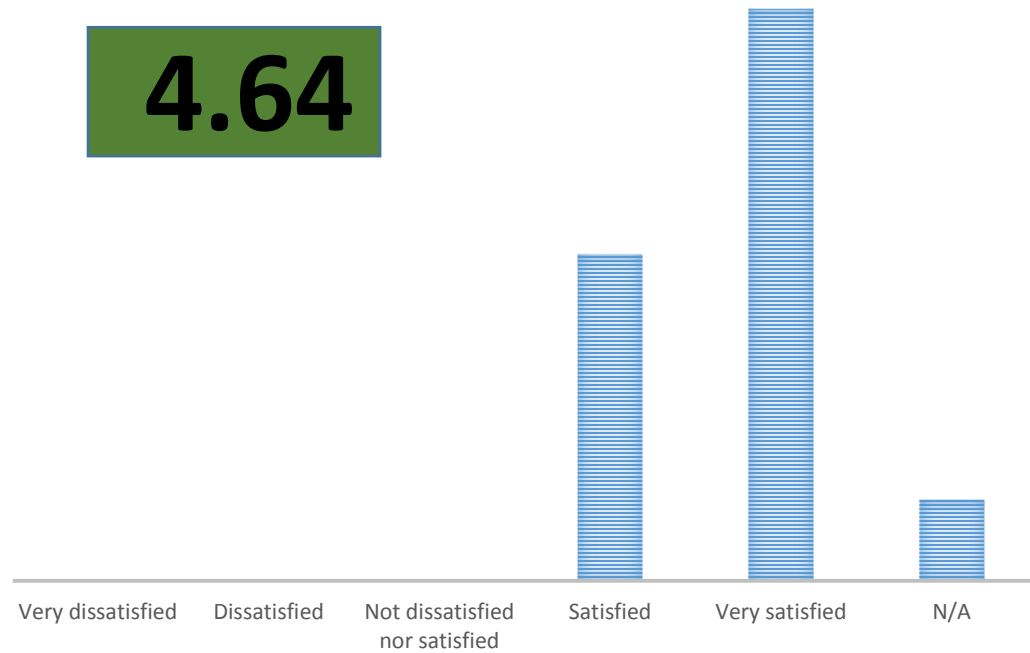
The facilitation was loud and clear, handouts(soft copies) have been provided. The training outcomes met our expectations and the training were done at the right time we needed them

The organisation is able to use the website despite having the one day training.

The method of service provision is done in a professional manner and need based approach, backed up with a follow-up.

In fact, the trainers engaged have been able to trigger the thinking of the trainees through rightful information and skills of delivering the same.

Overall SP Rating



Overall CD rating



So, how is ZGF doing overall?

4.64

