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សហប្រតិបត្តិការដើម្បីកម្ពុជា
Cooperation Committee
for Cambodia
Comité de Coopération
Pour le Cambodge

Member Satisfaction Survey

2018



*“Partnerships for Sustainable
Development in Cambodia”*



Member Satisfaction Survey 2018

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ABBREVIATIONS AND ACRONYMS

Apps.	Applications (for ICT/ICT tools)
BoD	Board of Director
CD	Capacity Development
CCC	Cooperation Committee for Cambodia
CMD	Communication and Membership Development
CSOs	Civil Society Organizations
CSR	Corporate Social Responsibility
ED	Executive Director
ExCom	Executive Committee
GPP	Governance & Professional Practices
ICT	Information Communication Technology
FNGOs	Foreign Non-Governmental Organizations
LANGO	Law on Associations and Non-Governmental Organizations
LNGOs	Local Non-Governmental Organizations
MoU	Memorandum of Understanding
N/A	Not Applicable/Not Answer
SDGs	Sustainable Development Goals
SMT	Senior Management Team

ACKNOWLEDGEMENT

Cooperation Committee for Cambodia (CCC), through Communications and Member Development (CMD) team who are working closely with CCC members would express our sincere thanks to CCC members especially organization's Senior Managers such as Executive Director, Country Director, and key senior representatives for spending their valuable time to complete the survey.

Thanks also for CCC component managers and staff in providing inputs into form as well as the report. Extended thanks to Ms. Chan Somaly for her good communication with our members during the data collection process, Ms. Luy Theary for developing the online survey system, and Mr. Chen Sochoeun for preparing the draft report. Much appreciate to Ms. Sin Putheary, and other Senior Management Team for their inputs to improve the report.

We do expect that this survey would be key documents for CCC and members to better understand each other and work well together.

FOREWORD

Members are the heart of CCC, so Member Satisfaction Survey has been designed to evaluate the services and reflect the performance of CCC itself toward the need of members. I have five years experiences listening to members' feedback and I have done the comparison of each time.

I found two significant points that CCC members appreciated and joined the platform. First is becoming CCC member able them to strengthen the solidarity among themselves. Second is to bring members a common voice to advocate for space and amply their concerns to the policy makers.

This is the 29th Member Satisfactory Survey. It reflects the performance of CCC as secretariat and the services for members in the time of fast updated technology. Therefore, members received enough and accurate information from one to another is more important than ever. Therefore, it would be great to have this survey to add on the suggestions and needs from all kind of members.

The political, social, and economical context of Cambodia has changed gradually at local and global levels, so the survey keeps informing the effectiveness of working together in the active manners. As recommended in the survey, no single organization is able to handle the issues related to civil society, but as the collective.

Ms. Sin Putheary,
Head of Communications and Member Development, CCC
June 2019

EXECUTIVE SUMMARY

This annual Member Satisfaction Survey has been evaluated the services and identified the gap from previous year on CCC services with member organizations as well as seeking comments for the improvements. The survey is conducted through online form with CCC members and there are 61 member organizations responded the survey with 84% from at least two years working with organization.

The results from survey have positively significant importance results. For instance, members still emphasized high satisfactory level in total 90.2% of CCC services . In addition, the respondents also indicated that CCC's responses to members are at 95.1% of overall needs for assistant and inquiries. Deeper learning at the outcome level, participant organizations also noted the organization improvement of several areas changed as a result of engaging with CCC's services, which level (1) strong improvement got 36.1% from diverse areas of human resource, financial management, M&E and Report, ICT, Legal compliance, and better program & policies.

For ICT communication channels, most respondents used *Email, Skype and Facebook Messenger* as popular Apps for their correspondence both internal and external as formal means organisation communication. Moreover, nearly all respondents use organizational account/page to promote visibility of CSOs to the public.

Furthermore, regarding to GPP certification application, the respondents intended to apply (69.9%), but they need some more preparation and assistance from GPP team. Moreover, they also noted that GPP certification can benefit many areas of their operation and management in terms of organizational strength, gaining trust among donors and stakeholders, promoting visibility, and increase funding opportunity. There is need for more study on certification system though the current system option gets the highest valuable among others, which substituted of 38.6%.

Though an overall services is appreciated from the survey, there still remains 9.8 percent that expressed unsatisfied to their different needs as well as there are some comments for CCC to take into consideration for better service improvement. Those are the relevant communication approach, information sharing, other capacity developments, consultation, and supports.

1. INTRODUCTION

Cooperation Committee for Cambodia (CCC) as longest and largest membership-based organization plays significant functions in coordination, governance, and promoting the enabling environment for Civil Society Organizations (CSOs) in Cambodia. NGOs and Associations who are member of CCC had been increased from time to time, which currently reach to 180 in the list of both local and foreign organizations. They are working in different sector across Cambodia. In recent years, the trend of becoming CCC members from provincial as well as local based organizations has increased. In 2018, two dozens of members increased.

On the other hand, there had been rapid changing to the development context. Therefore, certain services of CCC to members have been adapted in order to better response to our members. In this regards, CCC also wish to learn and reflect of what have been doing such as capacity development and learning services, information sharing and networking, resources opportunity, sharing of knowledge and experiences and other benefits/supporting. Therefore, this members' satisfaction survey means to understand the needs of its diverse membership and ensure services aligned with changing circumstances.

2. OBJECTIVES

The overall objective of this survey is to assess CCC member satisfaction over the services and engagement, as well as seeking suggestions/feedback for improvement on CCC performances.

3. METHODOLOGY

This survey is conducted annually as organizational level. The designed questionnaires were sent to individual CCC members through the given contact address of directors and copy for information to the focal person in touch with CCC who are high/senior management level. The data collection is available to member organizations both (i) fulfillment into link to online Google Forms, and Offline Form sending through email at the same time. CCC also followed up by email and some encouragement through phone call as well as make any clarifications as needed. In addition, the survey form is encouraged to fill in during 256th member bi-monthly meeting for any organizations who are not completed. The questionnaire is adapted from the previous year, and updated based on certain services and interventions of CCC. After the design, the survey form is reviewed and make peer testing to make sure it is applicable and valid use.

The duration of survey is from late February 2019 to end of April 2019. Moreover, the data is analyzed with descriptive statistic, and try to reflect on last year survey to find out any significant changes or feedbacks. Certain figures are generated through Tag Crow (<https://tagcrowd.com/>). Noticeably, certain new inputs or suggestions have been proposed by discussion with CCC Senior Management Team (SMT), and CMD Team and other horizontal CCC components.

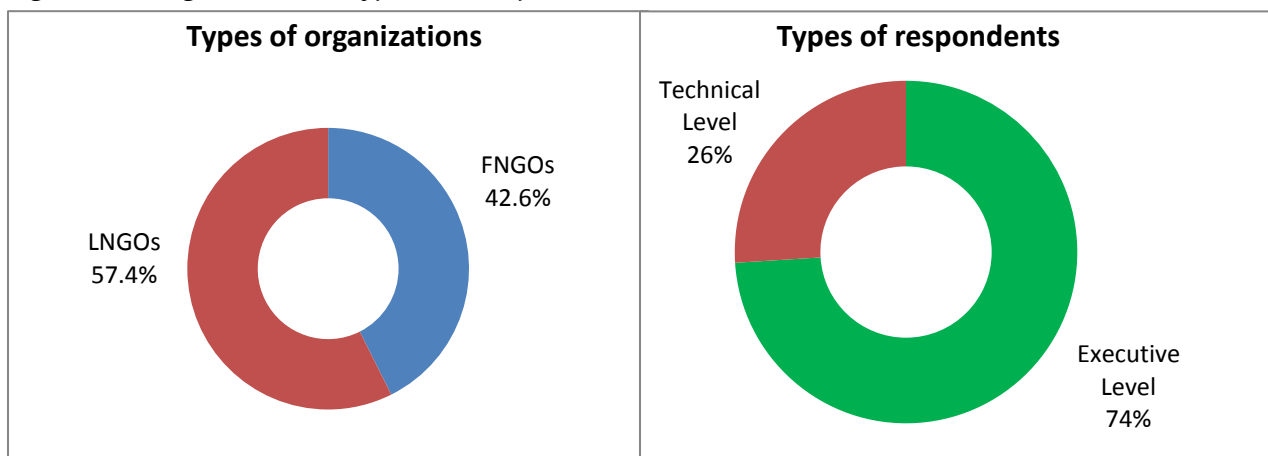
4. KEY FINDINGS FROM THE SURVEY

4.1. Respondent's Profile

The respondent's profile to be discussed in this report, focusing on organizational types, respondent's hierarchies and respondent's sex as well as respondent's number of year working. As result, there are 61 out of 180 active members had answered in the Google Forms. Amongst 61 respondents represented for Foreign Non-governmental Organizations (FNGOs) (42.6%) while Local Non-governmental Organizations (LNGOs) (57.4%) and this is given a significant importance reflection to current CCC's performance of its services in collaboration and cooperation with its members.

In addition, respondents who are considered as executive position, which refer to senior management level such as director/executive director or country director/country representative, manager and acting director, represented dominantly (74%) versus respondents who are technical level which refer to officer from administration or finance, project and so on (26%). This is given a key indication of credibly reliable data in terms of representing their organization's reflection respectively into this survey.

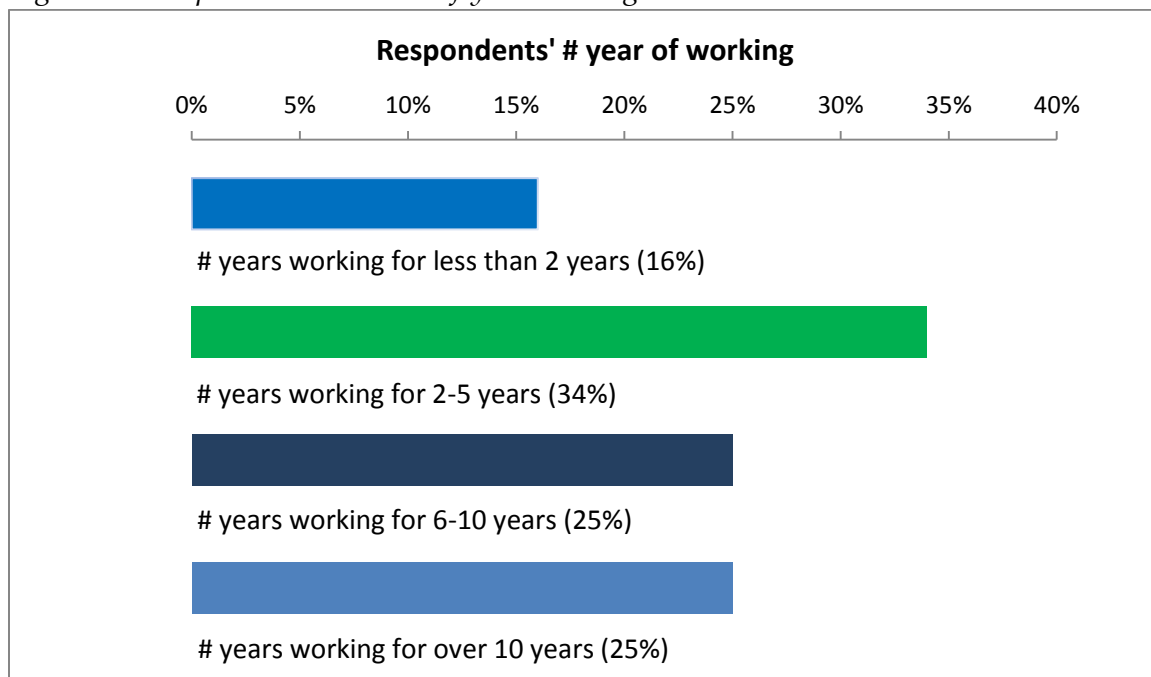
Figure 4.1 Organizational types and respondent's hierarchies



This different type of respondents is assumed that the executive respondents are key people who are mostly involved in decision making processes for their organizations, whilst the technical level could somehow better reflect of their actual engagement with certain technical aspect of involvement with CCC. However, this overall result reflects the organization rather individual perspectives, therefore, whether those are male or female is irrespective in this gender perspective.

For credibility of data analysis process, the respondents' year of working are observed. As a result, major dominance with their working experience from two years and up to 26 years which represented the large majority percentage, in total 84% (Figure 4.2). There are only 16% of respondents who work in their organizations of less than two years. The larger number of year working could be significant result of more reflection in responding to data reliability.

Figure 4.2 Respondent's number of year working



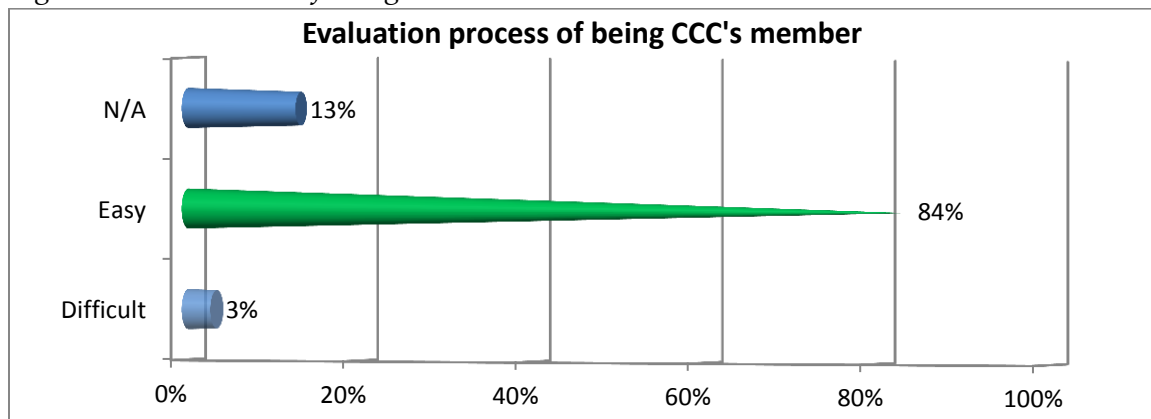
4.2. Evaluation on CCC's Services

This part is trying to evaluate the services of CCC and engagement with CCC membership platform for instance: (a) evaluation on process being member of CCC especially current process, (b) factors that influence the organization's decision to become CCC's membership, (c) degree of organization's satisfaction and evaluation on the overall CCC's services, (d) participation in CCC's events which ranks from Bi-

monthly Meeting, Annual General Meeting to Learning Forum and Consultation/ Workshops etc. The following figures will show the findings of the above questions.

Member organizations appreciated the processing of being CCC member. Application process is evaluated as majority percentage as easy (84%) to become CCC's members. This finding can be noted that respondents (organizations) have already become CCC's member so that those respondents feel relax during this survey in responding to the questions of N/A (13%). It is also noted that the survey, respondents indicated of difficult expressions (3%) in getting involved in the process of being CCC's member from the concerning of not having financial support to pay for membership fee.

Figure 4.3 Evaluation of being CCC's member



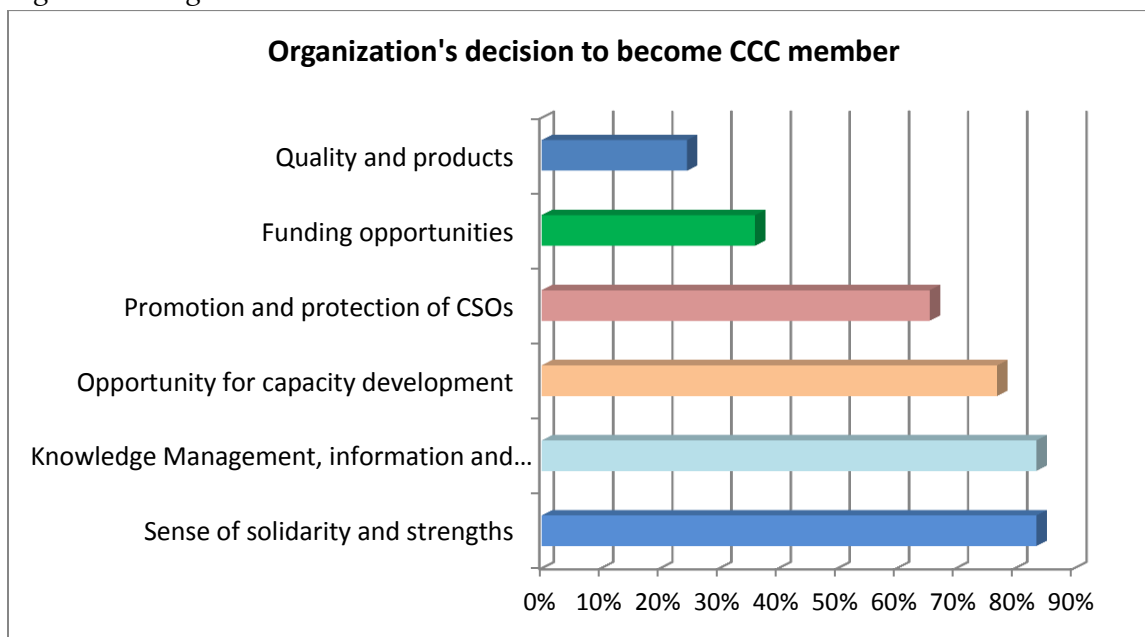
Please noted that the process of being CCC is clearly required on certain documents and following Member Bylaw to apply in being of CCC's member, both FNGOs and LNGOs are required to have sufficient support documents, for instance, member application form, letters of approval from their overseas headquarters (for FNGOs), MoU document expressing the legality where they registered in Cambodia, interest letter, and other support documents where possible. If documents are completed will spend about two months for observer stage, then endorse by ExCom to be officially member of CCC as final stage.

The result in figure 4.4 shows a number of choices of the given themes¹ in relation to be CCC's membership. It is noted that, among those themes, "*Sense of solidarity and strengths*" stood at 86%, the highest percentage of the most major choice among all themes, following by "*Knowledge management, information and network*" is 83.6%,

¹ (i) Sense of solidarity and strengths (ii) quality and products, (iii) knowledge management, information and network, (iv) promotion and protection CSOs and (v) opportunity for capacity building and learning and (vi) funding opportunities.

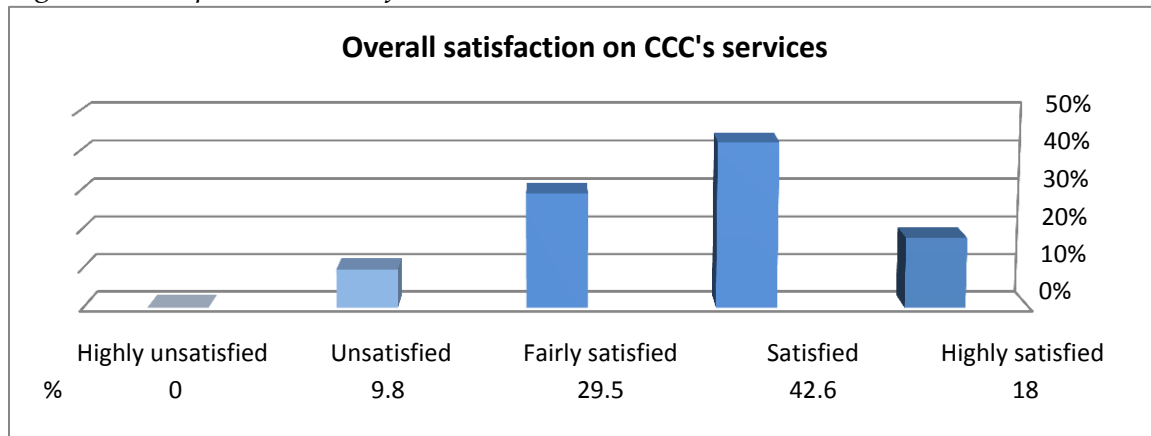
and *“Opportunity for capacity development”* is 77%. Whilst, *“Quality and products”* factor is rated (24.6%) as in the lowest among other decision factors to become membership organization. In other words, the theme *“Quality and products”* should be promoted and highlighted for more attention of other CSOs to participate. Moreover, it should be come up with new innovation to equip its members for this promotion. Moreover, *“Funding opportunities”* (36.1%) is among the low decision to attract member decision in their participation as well, and this area had been more suggested from members to take into account.

Figure 4.4 Organization’s decision to become CCC’s member



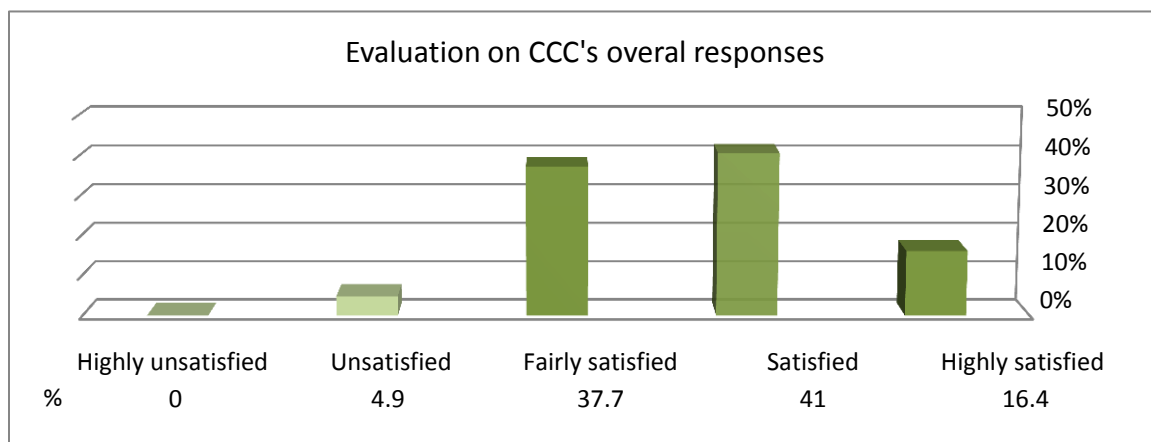
Generally, majority of respondents expressed their satisfaction with CCC’s overall services as well as the response. The findings indicated lower percentage of total aggregation of two indicators- *“satisfied and highly satisfied”*, present at 60.6%. However, combination of three indicators- *“Fairly satisfied, satisfied and highly satisfied”* are standing at 90.2% (versus 98% Satisfaction Survey, 2017). This slightly reduces comparing the last year following the increase of number of un-satisfaction level reach to 9.8 percent. Although the amount is very small, it let CCC to consider on such emerging case, and seriously takes the suggestions and comments into account for improvement. Importantly, this finding can be viewed CCC’s services as a significantly important connectors to harmonize with its members.

Figure 4.5 Respondent's satisfaction on CCC's services



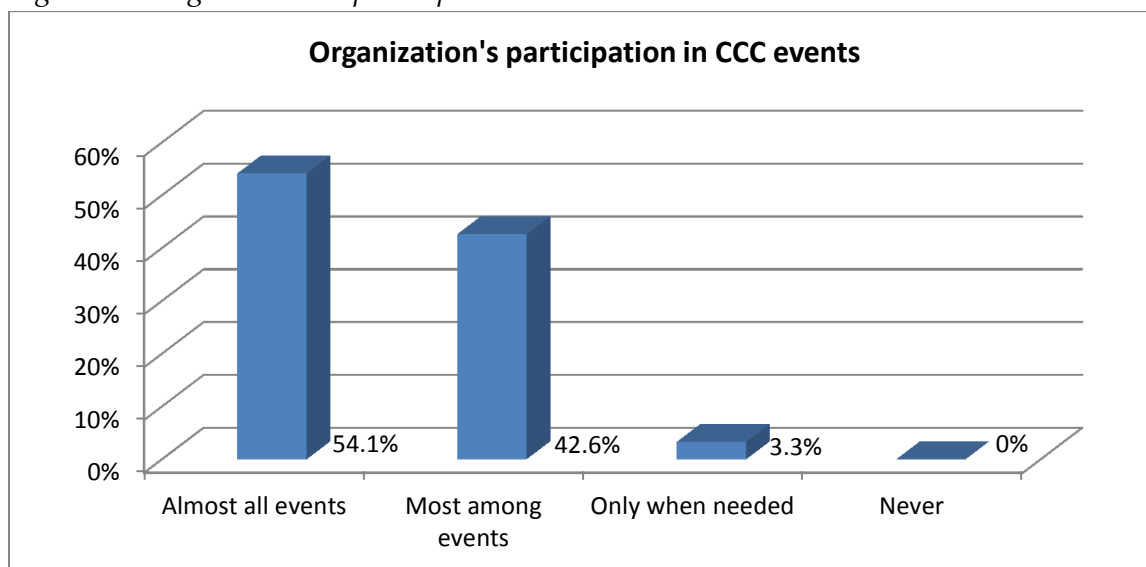
The figure 4.6 shows degree of CCC's responses when member organizations need assistance from CCC. The results highlighted the consistency on CCC's services and CCC's responses which indicated similarly high percentage of respondent's satisfactory expression. In aggregation of number of percentage is 95.1% that nearly all respondents expressed their satisfaction level on CCC's responses. There is only small number of 9.8% indicates of unsatisfactory expression. In overall, nearly all respondents expressed their appreciation with CCC's responses and services.

Figure 4.6 Evaluation on CCC's responses



This result indicates the participation of member organizations in the CCC's events and invited to stakeholders meeting. CCC's events rank from bi-monthly member meetings, annual general meetings, learning forum to consultation and workshop training etc. The data is higher participation compare to last which reach to 54.1% participate in almost all event (last year 38%). Whilst another large proportion of the respondents had participated most among the events invited by CCC constitute at 42.6%. The rest of small number of 3.3% attended in the events when needed.

Figure 4.7 Organization's participation in CCC's events



Moreover, CCC's services are diverse in terms of themes/topics and several themes are often updated in aiming at responding to the needs of CCC's members. Table 4.1 below shows about respondent's rate on each service item and this rating is more likely prioritized depend on each organization's need and relevant in order to response their areas of interest. The evaluation based on the rating from "most important (1)" level to the "less important (5)" level. In overall, there are high percentage substitutes high rate of important level from 1-3 to all themes/topics, whilst low important level substitutes with small proportion, which ranking from less than ten percent.

"We can continue our advocacy by working closely with them (relevant government) asking them for helping and support on relevant subject matter, e.g. CCC did very excellence to have a Tax Working Group ...with CCC intervention Mol issues letter to local authorities to facilitation of NGOs activities at implementation at communities more smoothly. Financial and Tax and HR Working group very useful and helpful for NGOs communities". Quoted from member participant organization.

Further look on specific level of important among different topics/theme, it is indicate that “Support and consultation on legal compliance” reach to the highest level (56%) at the “most important level (1)” among others, and then follow by “Financial Management learning forum” (41%). “Important level (2)” ICT learning forum substitutes the highest amongst others (52%), and follow by “Research publication and Guideline” (49%), “Information sharing of CCC” (48%).

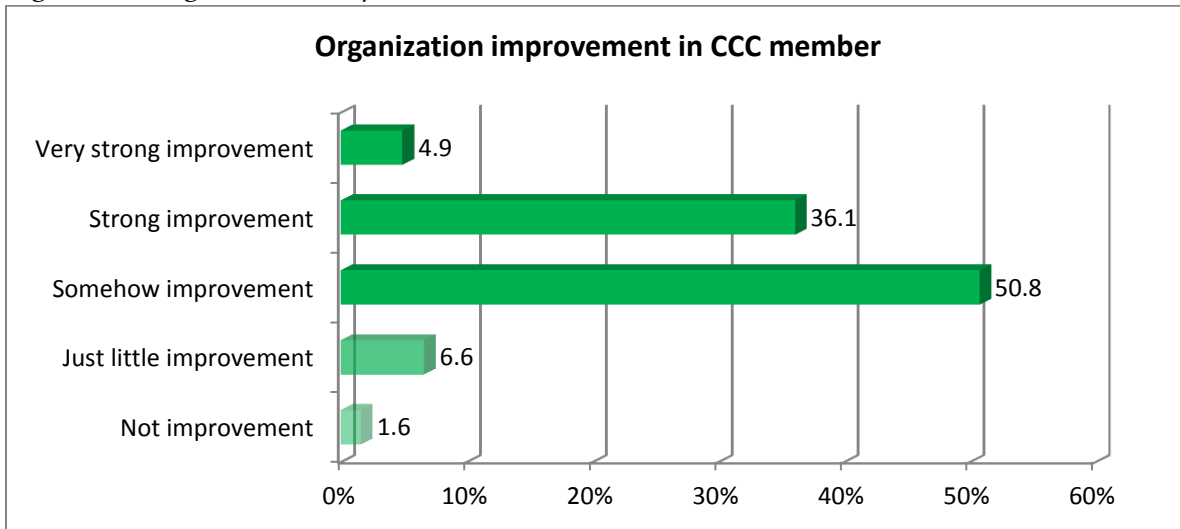
Table 4.1 Rating of CCC’s services

Rate level of importance over the following CCC services (1 to 5, 1 = Most important, and 5=Less important)	1	2	3	4	5
	(%)				
1) M&E learning forum	26	39	28	5	2
2) ICT learning forum	20	52	23	3	2
3) Financial Management learning forum	41	36	13	8	2
4) Human Resource Management learning forum	38	43	11	5	3
5) Resource Mobilization/Financial Sustainability learning forum	28	34	30	5	3
6) Training course on Video production	5	44	38	7	6
7) Training course on Do No Harm	16	34	38	5	7
8) Member bi-monthly meeting	31	44	20	2	3
9) Board and ED workshop	21	34	28	8	8
10) Services on legal support and guidance to comply with laws (e.g. Tax, LANGO, Labor laws etc.)	56	25	11	7	2
11) Mentoring and coaching services on organization	18	43	28	3	8
12) Assessment for GPP certification	22	44	21	3	10
13) Civil society fund/Small grant for civil society	21	38	26	8	7
14) Publication on Researches and Guidelines (Research: enabling environment, NGO network, Member satisfaction survey,..., and Guideline: CBOs, M&E, ICT/Social Media Practical Guideline, GPP and so on.)	23	49	20	5	3
15) General information sharing of CCC (Grant opportunity information sharing, NGO database, Email, CCC website, Facebook, Twitter,...)	30	48	18	2	2
16) Multi-stakeholder engagement (government, CSO-Private sectors) for legal, policy discussions and development.	36	44	13	5	2

4.3. Organization Improvement

This section is reflected to various areas (themes) on how those organizations improve their staff capacity and organization's infrastructure after engaging with CCC's services. This part is also addressed on general improvement and areas that have been changed and/or improved within their organizations. The findings indicated that there are 50.8% of respondents reflected their organization improvement at the level- "somehow improvement", while the "strong improvement" represented at 36.1%. Other reflected at the level "very strong improvement" of 4.9%. However, small number of respondents also noted that their organization improvements have changed slightly at level "just little improvement" of 6.6% and "not improvement" of 1.6% which represented only one organization. This, in other word, is meaning that some organizations have sufficient capacity for their management and programing; whilst others may unable to apply CCC's services. In overall, majority of respondents appreciated CCC's services as they remarked as dominantly emergent of their organization improvements at least somehow level could aggregate up to 91.8%.

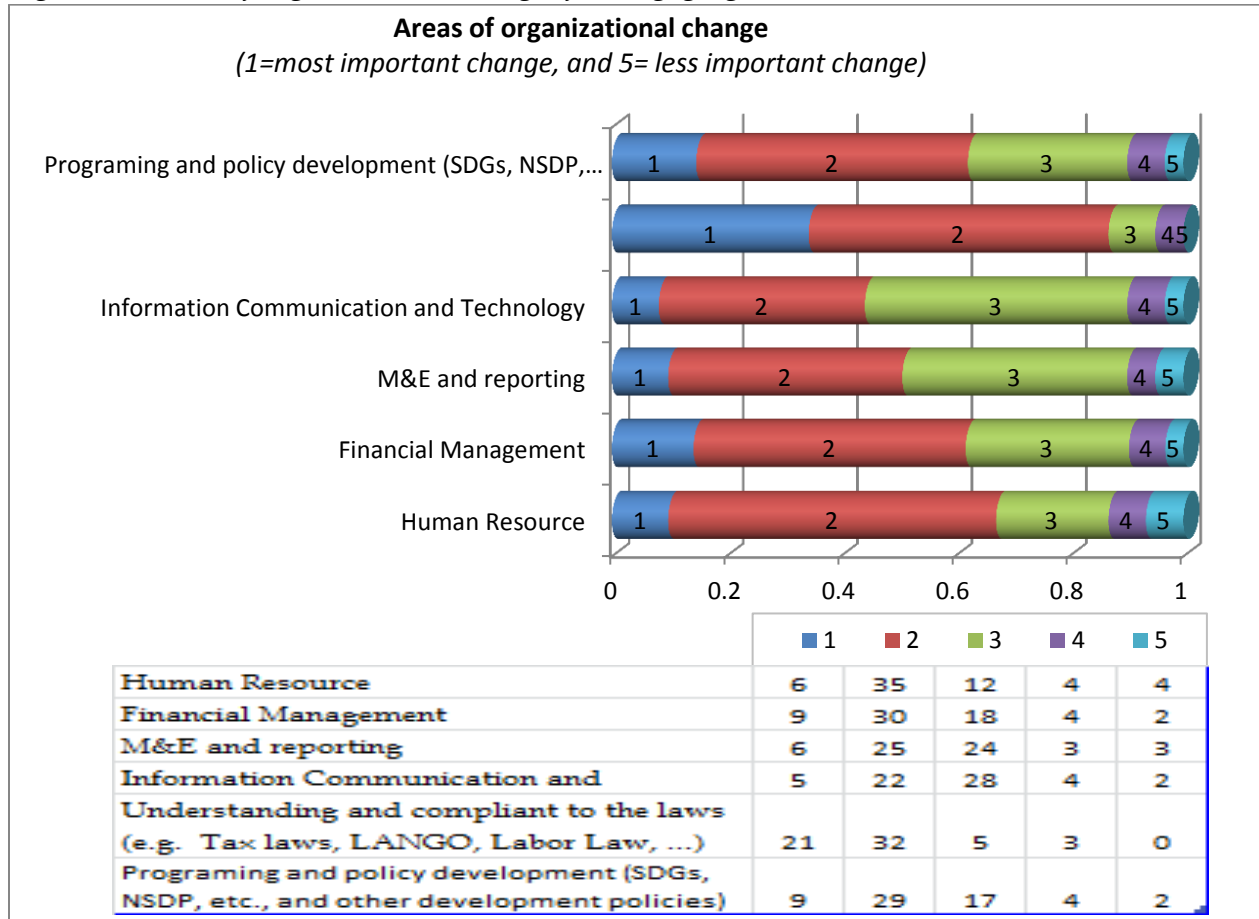
Figure 4.8 Organization improvement



The result in figure 4.9 below focused on the change (improvement) by areas within organizations after engaging with CCC's services. This reflects on various themes including *human resource, financial management, M&E and Report, ICT, Legal compliance, better program & policies*. Interestingly, the respondent's remarks indicated about the most important change (1) of "legal support" theme as high percentage proportion (43.4%) and following by "financial management" and "programing and policies", which each area substitute of 14.8%, and other areas reflect of similar percentage in the organization.

On the other hand, if we further look at important change (2) *human resource* substitute significant response of 57.4%, follow by *legal compliance* (52.5%), and *financial management* (49.2%). Furthermore, ICT could at least receive 36.1% at this level. In conclusion, indications of changed areas with in organizations have reflected on their efforts in term of adapting, updating and challenging toward effective management at large.

Figure 4.9 Areas of organizational change after engaging with CCC's services



4.4. ICT and Visibility for Organization

Figure 4.10 reflected the means of internal communication channel within organizations following many Apps being used both internally and externally. The findings gave a broad channel of different Apps have been used, which show similar result from last year's survey. Furthermore, the most popular App is "Email" as it is commonly used for formal communication rather than informal communication. "Skype and Facebook messenger" are considered as second and third most popular Apps. The following popular Apps follow by Skype, Telegram, WhatsApp, Line, LinkedIn, Twitter, and Viber.

Figure 4.10 Means of ICT communication channel for organization



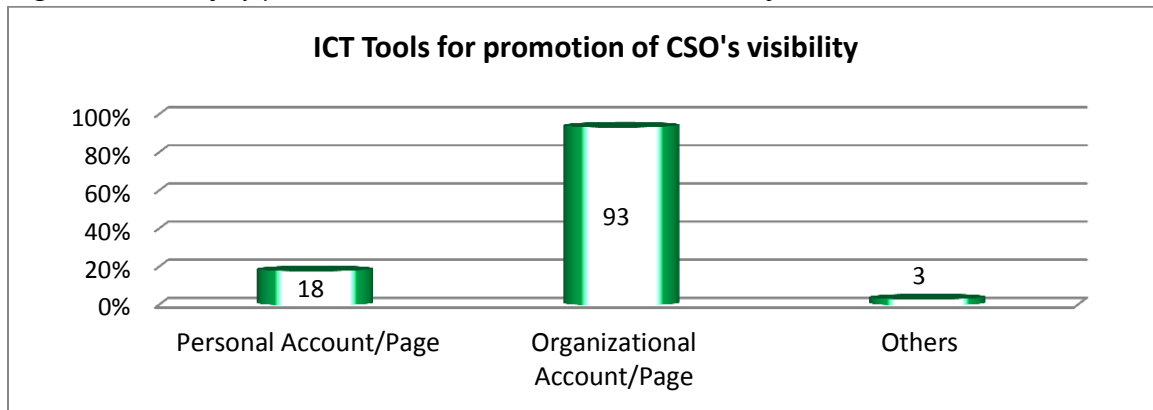
Table 4.2 Frequently use of ICT tools/App. to promote the visibility of CSOs

	1=Generally	2=Most frequently	3=Sometime	4=Rarely	5=Never
1. Email	48	8	1	4	0
2. Facebook Messenger	15	22	13	7	4
3. Facebook	11	28	13	3	6
4. Google	19	15	13	6	8
5. Skype	13	15	16	7	10
6. Telegram/	7	17	13	10	14
7. WhatsApp	0	12	17	11	21
8. Viber	0	1	15	13	32
9. LinkedIn	1	1	17	17	25
10. Line	1	6	11	20	23
11. Twitter	1	4	13	15	28
12. Other	3	5	6	11	36

Similarly, further detailed about the level of frequency of use to different types of communication tools/applications, the results in the table 4.2 indicates clearly that *Email* is generally used, then follow by *Facebook*, *Google*, *Twitter*, *Skype*, and *Telegram*. Whilst other Apps. such as *WhatsApp*, *Viber*, *LinkedIn*, and *Line* is used at the low frequency levels.

This below figure 4.11 explores the promotion of CSO visibility to the public through social media as one of the popular means of communication and dissemination. The result reveals that nearly all organization (93%) have commonly used their organizational account/page to disseminate their visibility and information to the public, and 18% have personal account/page to share information about CSOs and their organization. There is only three percent use other account to dissimilate information of CSOs. The other account/page could be an un-identify account/page that are not reflect the real name of the users in the reason of fear or other purposes. This could happen whilst the legal regulation related to ICT and social media under the control.

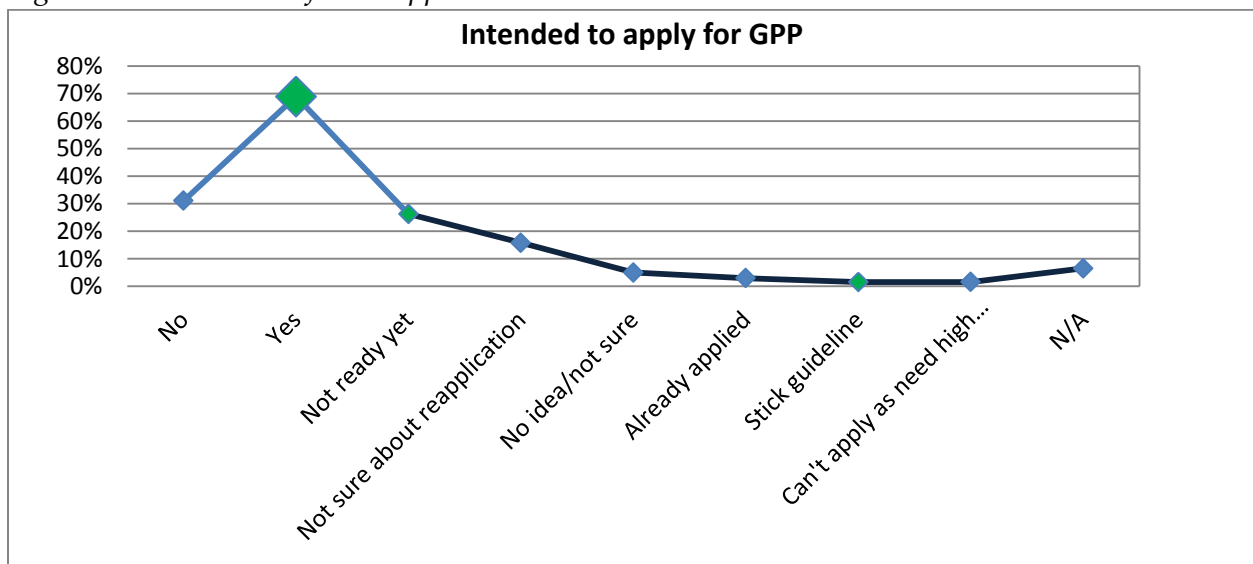
Figure 4.11 Way of promote CSOs' work and their visibility



4.5. GPP Certification and Express of Intension over the System

Similarly to last year results, when asked about the intention to apply for GPP certification, the figure shows that high number (69.9%) of the respondents said “Yes” and 31.1% of the respondent said “No”.

Figure 4.12 Intention of GPP applications



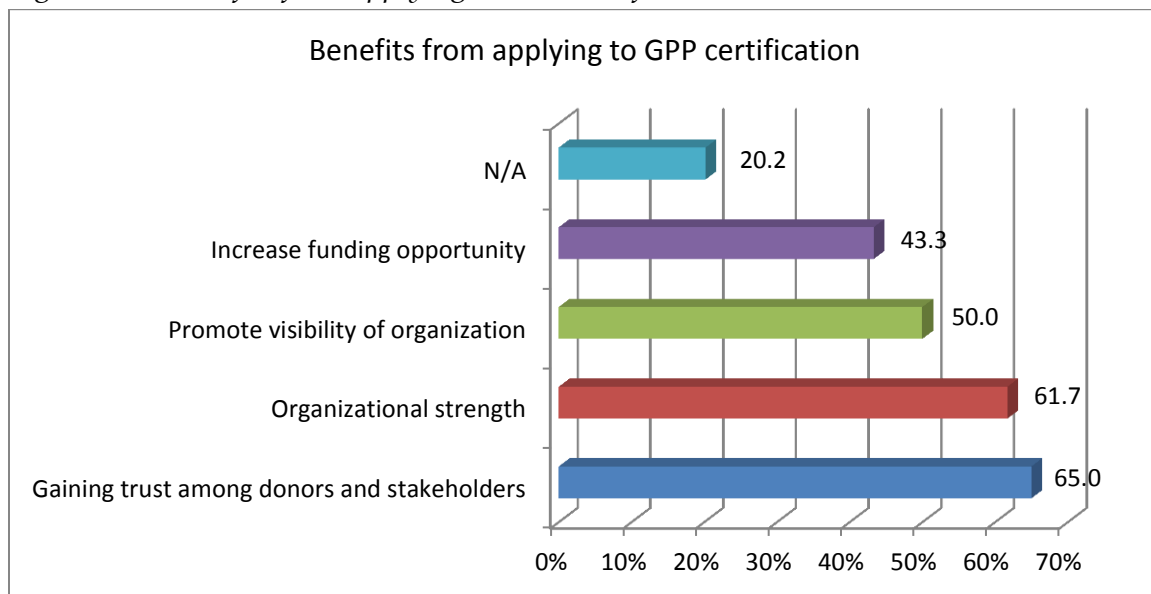
Furthermore, learning amongst of those respondents came with different choice of various arguments including: not ready for certification, have no ideas whether intended to apply or not, as already applied, stick to guideline, and need further consider about such high quality demanding before apply. Some of those unrealistic situations of decision making due to their level of understanding over the certification

as well as validity of their organization qualification response to the code requirement. Most the current reasons is unlike to last year reasons which refer to not sure due to higher fee, need to consult from headquarter or if headquarter requires.

Moreover, a follow up question to get further detailed of considering to the challenges of certification process, the respondents express ideas which summarized as below:

- Don't have documents regarding policy as required and the implementation of those policies, i.e. grievance policy as well as limit function of BoD and their engagement.
- Need to know further more about the GPP, and it seem hearing so far, it take times to apply for it.
- Don't have enough time to prepare the documents whilst busy to spend time on programing implementation.
- Better to have consultant support to prepare the documents for applying to GPP certification.
- Need too many documents as well as somehow need to do fee payment.
- Don't have global audit and the funding status is unsecure.
- Limit of trust from the donors.
- Still limit of resources, especially human resource who could better work on financial, admin, and so on for be able to better response to the criteria.
- GPP standard can't apply to such small and work hard NGOs with limited budget.

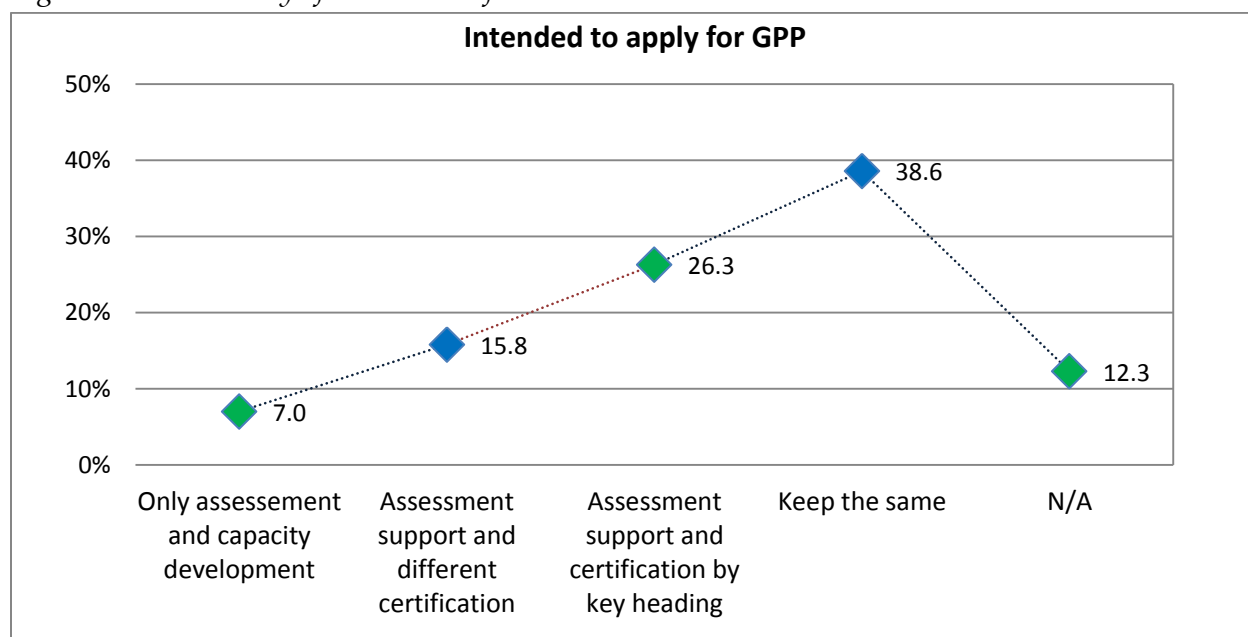
Figure 4.13 Benefits from applying to GPP certification



The result is not quite different from last years because the respondents appreciated the benefits of GPP certification as describe specific in last year survey, however, this year results had been compiled into the main benefits as shown in figure 4.13. Among those key benefits, gaining trust among donors and stakeholders received the most recognition from respondents (65%), and then follow by organizational strength (61.7%) as well as promote visibility and increase funding opportunity. Whilst another 20.2% expressed N/A as they don't know yet and could not give the answer.

In addition, when exploring about the preference of respondents for future wishes of GPP certification with the best options that they need to see. The high percentage of respondents consider the current system and certification is appreciated and respond of the need to *keep the system the same* (38.6%), and then follow by other proposed option of *Assessment support and certification by key heading* (i.e. human resource, financial,...) (26.3%), *Assessment support and different certification* (Gold, Silver, Bronze) (15.8%), and last just *Only assessment and capacity development* (7%). Other 12.3% could not make evaluate to make the decision, therefore, they just to put N/A.

Figure 4.14 Modality of GPP in the future



4.6. Comments and Suggestions on Seeking New Services

Seeking comments and suggestions over the new services that member organizations wish CCC continue the current services. Those different ideas raised and consolidated as below, which mostly relevant to legal, capacity development, funding, and other consultations:

Resource mobilization support

- ✚ Mobilize resource and funding for member to implement the project or consolidating all funding information for CSOs. Be a center point for referral & access to potential donors both locally and internationally.
 - ✚ More mobilize capacity on social business Development and social enterprise
-

Capacity development and consultation support

- ✚ Capacity Building more focusing on Human Resources Managements and Best Practices of Laws Compliance
 - ✚ Should develop online learning forums as well as online and App. Consultation, i.e. WhatsApp, and Telegram
 - ✚ Coordinate NGOs sector, consultation & support on policies and legal, i.e. Tax, LANGO for dialog with the government
 - ✚ Increased level of support for dealing with government requirements
 - ✚ Counselling services and conflicts management, stress management
 - ✚ Training for staff's on Photograph and taking story/impact story
 - ✚ Having lawyer services for membership organization.
-

ICT and Connection

- ✚ To create NGOs group which working on the same sector, i.e. create group Telegram for each department (HR, Finance...etc.)
 - ✚ Having different group of experts who could support specific function, e.g. group of people who can support on HR, Program, Proposal Development, Finance etc...
 - ✚ Update and spread the news to NGOs member on time
 - ✚ Public Relation which is including writing article, creating App, website for posting
 - ✚ Try to have more number of NGO membership, as well as connection among member NGOs, so then we would be able to represent CSOs in Cambodia.
-

4.7. Overall Comments and Feedbacks

Generally, majority of respondents expressed their appreciation to CCC, but those will not consolidate for putting in this report. Only comments and suggestions or advices had been reflected for CCC consideration for further strengthen its infrastructures and mechanism with CCC's members. Generally, important comments and feedbacks also emphasize on various specific issues: share information, capacity development, research, coordination and engagement with other stakeholders. Those are consolidated and listed as below:

- ✚ CCC Board could be more active and function. If CCC can have a provincial branch office it would be better to support and work well together.
- ✚ Capacity Building should be conducted by quarter by different topics in the field of HR, and Laws Compliance.
- ✚ CCC facilitation should be neutral as always - kindly avoid to trying influence any CCC forums/ CD working group, and/or using that forum to deviation from the common objective and interests, i.e. argue government; law is law.
- ✚ Having exposure visit to best practices organizations to legal compliances.
- ✚ Improvement of member capacity through establishing technical working group for different sectors.
- ✚ CCC should take more action to mobilize donors to link member especially local NGO with low capacity on fundraising. Also allocate some small grant to provincial network to have regular meeting.
- ✚ More on research and development in improving the quality management of non-profit sector.
- ✚ Create group communication with all CCC members for example FB, Telegram for sharing important issue.
- ✚ Mobilize other NGOs to become CCC member, and regular update the old and new membership and help to promote member to other donors.
- ✚ Some shared legal documents should be shared with translation into English as it is needed to inform to foreign directors.

5. CONCLUSIONS

In general, the results reflected the positive responses from member organisations. Majority of respondents are management and technical levels. They have full experiences with their organizations and active engagement with CCC. With more than 84% of respondents, they have more than two years working experience with the organizations. In addition, all respondents also noted that CCC's services are at high satisfactory reflection in aiming at "*sense of solidarity and strengths*", "*knowledge information networking*", "*capacity and learning*", "*funding opportunity*", and last follow by "*quality and products*". Overall, combination of total aggregation of the respondent's reflections on CCC's services at satisfactory level is at 90.2%. In addition, the respondents also indicated that CCC's responses to members on the needs for assistant and inquiries are at 95%.

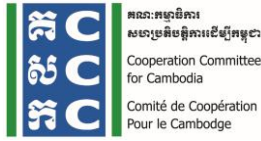
Moreover, the respondents expressed high level of participation in CCC's events and provided the significant impression. They rated CCC's services at important consideration of various themes. Meanwhile, participant organizations also noted the organization improvement of several areas changed as a result of engaging with CCC's services, which level (1) strong improvement got 36.1%.

Regarding to GPP certification application, the respondents intended to apply (69.9%), but they need some more preparation and assistance from GPP team. Furthermore, they also noted that GPP certification can benefit in many areas of their operations and management in terms of organizational strength, gaining trust among donors and stakeholders, promote visibility, and increase funding opportunity. Therefore, needs for future system options. The current system is the highest valuable among others, which substitute of 38.6%.

For ICT communication channels, most respondents use *Email, Skype and Facebook Messenger* as popular Apps for their correspondence both internal and external mean of communication. Moreover, nearly all respondents used organizational account/page to promote visibility of CSOs to the public.

Overall, diverse comments and suggestions focus on some areas that CCC needs to improve relevant to communication approach, information sharing, capacity development, consultation and supports, as well as promoting the visibility/marketing from the quality services/work appreciation to attract interest to be member.

Appendix 1: Questionnaire for the survey



ID:
(For CCC)

QUESTIONNAIRE MEMBER SATISFACTION SURVEY

This annual survey is conducted with CCC members to reflect on feedback and comments. This assess the working and services of CCC over last year 2018, and explore the needs as well as suggestions for more beneficial to our members and improvement CCC's performance for more innovative response to our members.

Please spend your valuable time about 20 mn., and all information is treated confidential for data analysis.

Much thanks for your participation!

1. GENERAL INFORMATION	
Name of organization:	
Type of organization:	a. Local NGO b. Foreign NGO
Respondent title:	
Respondent's years of working within the organization:	
2. EVALUATION ON CCC MEMBERSHIP PROCESS AND SERVICES	
1. How do you evaluate to the process being member of CCC, (Current process)?	a. Easy b. Difficult (Please specify)___ c. Don't know/N.A.
2. In deciding to become a member of CCC, what factors influenced your organization's decision? (More than one answers)	a. Sense of solidarity and strengths of CSO sector b. Quality of products/services c. Knowledge and information network d. Promotion and protection of CSO sector e. Opportunity for capacity building and learning f. Funding opportunities g. Other (specify) _____
3. Indicate your degree of satisfaction for overall CCC services	a. Highly satisfied b. Satisfied c. Fairly satisfied d. Unsatisfied e. Highly unsatisfied
4. How do you evaluate satisfactory response from CCC to your inquiries?	a. Highly satisfied b. Satisfied c. Fairly satisfied d. Unsatisfied e. Highly unsatisfied

5. How often did your organization participate in CCC events (annual general meeting, bi monthly meetings, learning forums, consultation/workshops, etc)?	a. Almost all events b. Only a few events c. Only when needed d. Other (specify)___
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6. How do you rate the following CCC services? (1 to 5, 1 = Most important, and 5=Less important)	1	2	3	4	5
1) M&E learning forum	1	2	3	4	5
2) ICT learning forum	1	2	3	4	5
3) Financial Management learning forum	1	2	3	4	5
4) Human Resource Management learning forum	1	2	3	4	5
5) Resource Mobilization/Financial Sustainability learning forum	1	2	3	4	5
6) Training course on Video production	1	2	3	4	5
7) Training course on Do No Harm	1	2	3	4	5
8) Member bi-monthly meeting	1	2	3	4	5
9) Board and ED workshop	1	2	3	4	5
10) Services on legal support and guidance to comply with laws (e.g. Tax, LANGO, Labor laws etc.)	1	2	3	4	5
11) Mentoring and coaching services on organization	1	2	3	4	5
12) Assessment for GPP certification	1	2	3	4	5
13) Civil society fund/Small grant for civil society	1	2	3	4	5
14) Publication on Researches and Guidelines (Research: enabling environment, NGO network, Member satisfaction survey,..., and Guideline: CBOs, M&E, ICT/Social Media Practical Guideline, GPP and so on.)	1	2	3	4	5
15) General information sharing of CCC (Grant opportunity information sharing, NGO database, Email, CCC website, Facebook, Twitter,...)	1	2	3	4	5
16) Multi-stakeholder engagement (government, CSO-Private sectors) for legal, policy discussions and development.	1	2	3	4	5

3. IMPROVEMENT & CHANGE AFTER ENGAGING WITH THOSE CCC'S SERVICES:

3.1. How did your organization improve after becoming a CCC member?	a. Very strong improvement b. Strong improvement c. Somehow improvement d. Just little improvement e. Not improvement
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3.2. Please indicate the following areas that had been changed within your organization
(1 = Most important change, followed by 2,3,4,5=Less important change)

3.2. Please indicate the following areas that had been changed within your organization	1	2	3	4	5
1) Human Resource	1	2	3	4	5
2) Financial Management	1	2	3	4	5
3) M&E and reporting	1	2	3	4	5
4) Information Communication and Technology	1	2	3	4	5
5) Understanding and compliant to the laws (e.g. Tax laws, LANGO, Labor Law, ...)	1	2	3	4	5
6) Programing and policy development (SDGs, NSDP, etc., and other development policies)	1	2	3	4	5

4. PLEASE TICK ALL ICT TOOLS/APP. THAT YOUR ORGANIZATION USE FOR COMMUNICATION					
4.1. Please select the following as level of use within your organization (1= Most popular, following 2, 3, 4, 5=Not use at all)					
1) E-mail	1	2	3	4	5
2) Facebook Messenger	1	2	3	4	5
3) Facebook	1	2	3	4	5
4) Twitter	1	2	3	4	5
5) Skype	1	2	3	4	5
6) Telegram	1	2	3	4	5
7) WhatsApp	1	2	3	4	5
8) Viber	1	2	3	4	5
9) LinkedIn	1	2	3	4	5
10) Line	1	2	3	4	5
11) Google	1	2	3	4	5
12) Other (specify).....	1	2	3	4	5
4.2. What is the common way that you use to promote the visibility of CSO's work and your organization?	a. Personal Account (page) b. Organizational Account (Page) c. Other (please specify):_____				
4.3. Does your organization intend to apply for GPP certification?	a. Yes b. No				
4.4. What could be the challenges do you foreseen being apply for GPP certification?	_____ _____				
4.5. What GPP certificate can benefit to your organization? (more than one answer)	a. Organizational strength b. Gain trust among donors and stakeholders c. Promote image and visibility of organization d. Increase funding opportunity e. Others (specify): _____				
4.6. What modality do you wish to see for GPP in the future?	a. Keep the same (Assessment, Support and Certification) b. Only Assessment and Capacity building c. Assessment, support and different level of certification (i.e. gold, silver, and bronze) d. Assessment, support and certificate by key heading (i.e. Good Governance, Sound Financial Management,) e. Other (specify): _____				
5. OTHER COMMENTS AND SUGGESTIONS FOR IMPROVEMENT CCC SERVICES TO MEMBERS					
5.1. New services that you wishes to see from CCC.....					
5.2. Any comments and suggestions (i.e. on how to improve CCC services to response CCC members' needs, CCC should do more, and do less,)					

Much thanks!

Vision:

Sustainable development for Cambodia.

Mission:

As a membership based organization, CCC works in inclusive partnership for good governance, enabling environment and sustainability of civil society organizations in Cambodia.

Goal:

A strong and capable civil society, cooperating and responsive to Cambodia's development challenges.

Values:

- Integrity
- Responsiveness
- Cooperation
- Quality
- Inclusiveness

To learn more about
Cooperation Committee for Cambodia (CCC), follow us on:

 **CCCsince1990**

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