

## People In Aid Members' Survey 2009 - Summary

The impact and effectiveness of People In Aid is measured through a Members' Survey once a year using the Key Performance Indicators (KPI) set by the Board of Trustees. Thank you to all members who participated this year.

### Participants

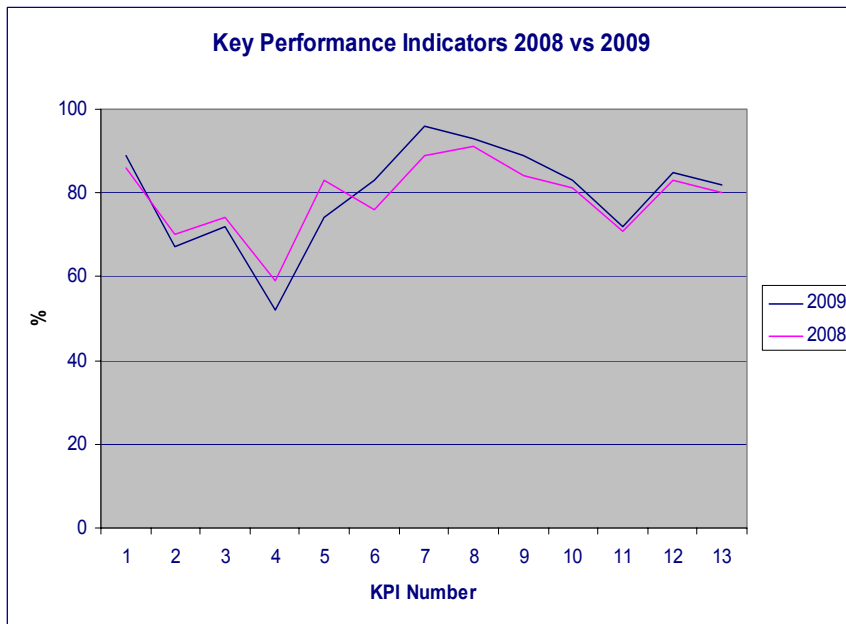
All members of People In Aid were asked to complete our 2009 Members' Survey, the Survey opened in mid October and closed on 6th November 2009. 57 members participated in the survey, representing a somewhat disappointing response rate of 35%. If we take out the 21 organisations who have joined us in this financial year and may not feel able to feedback to us yet, the response rate rises to 40%.

In terms of member categories, 74 % of responses came from Full members, 19% from Associate Members, 2% from Network Members and 5% from Partner Members. This year, more respondents believe 'Membership is good value' and more respondents 'would recommend People In Aid' than in 2008 (7% increase). However, fewer agreed with statement 5 'The Code is a valuable resource for our organisation', (9% decrease).

### Summary

Overall, in 2009 the average strongly agree/agree percentage across the KPIs increased by 1% over the 2008 average (2009: 80%). The average strongly disagree/disagree percentage was only 3.6%.

Below are the thirteen KPIs asked in the Survey along with a graph to show the percentage who answered either 'agree' or 'strongly agree' for both this Survey and the 2008 Survey.



N°	2009 - Key Performance Indicators	% Agree & Strongly Agree with KPI
1	I feel well treated as a member	89
2	People In Aid listens to my views and needs	67
3	Information and Training resources anticipate and are relevant to my needs	72
4	People In Aid's work has caused us to place more emphasis on people and management issues	52
5	The code is a valuable resource for our organisation	74
6	Membership is good value (in terms of money and saving time)	83
7	I would recommend People In Aid to another agency	96
8	I believe People In Aid provides output which is practical and grounded in reality	93
	of high quality	89
	relevant to our needs	83
9	I believe People In Aid helps us to improve and build capacity in human resource management	72
10	I believe People In Aid provides effective co-ordination and knowledge sharing	85
11	I believe People In Aid provides a forum to stimulate new ideas and innovation in human resource management within the sector	82

### Results

The results indicate that our membership offer is good and that we are delivering well on two of our strategic objectives: stimulating and facilitating learning and strengthening capacity. Our 'advocate good practice' objective is, we know, well received in the wider sector but we need to do more with our member agencies.