**Stakeholder Satisfaction Survey Results**

**Project:** CIPOG-SSA  
**Survey Date:** June 2025  
**Respondents:** 480 (Government officials 50%, NGOs 30%, UN partners 20%)  
**Method:** Online survey and follow-up interviews

| **Category** | **Satisfaction Score (1–5)** | **Summary & Key Insights** |
| --- | --- | --- |
| **Overall Satisfaction** | 4.2 | Majority feel the platform supports their policy work effectively |
| **Ease of Use** | 3.9 | Mobile interface praised; desktop interface improvements desired |
| **Training & Capacity Building** | 3.7 | Desire for more frequent refresher training and localized support |
| **Data Accuracy & Reliability** | 4.3 | High confidence in data integrity and reporting accuracy |
| **Offline Functionality** | 4.0 | Essential for remote users; some sync delays noted |
| **Performance & Speed** | 4.1 | Responsive system overall; minor lag during peak use |
| **Collaboration Features** | 4.4 | Consultation forums highly valued for stakeholder engagement |
| **Helpdesk Support** | 3.8 | Mostly positive; request for faster response times in regional offices |
| **Impact on Policy Work Efficiency** | 4.3 | Notable improvements in drafting speed and review cycles |
| **Likelihood to Recommend** | 4.5 | Strong endorsement among all user groups |

**Selected Qualitative Feedback:**

* *“The consultation module has made stakeholder engagement much more transparent and efficient.”* — Policy Advisor, Ghana
* *“Offline sync is a game-changer for our field offices in remote regions.”* — Regional Coordinator, DRC
* *“More interactive tutorials would help new staff acclimate faster.”* — NGO Program Manager, Kenya
* *“Sometimes we experience slowdowns during monthly reporting deadlines.”* — Ministry Official, Nigeria