**Survey Design Overview**

* Sample: Government staff (30 %), NGO field users (50 %), UN/donors (20 %)
* Mixed Mode: Online forms + structured SMS; supported FGDs in English, French, Swahili
* Instrument based on the World Bank *Results-Based M&E* survey methodology and UNDP’s gender-responsive evaluation principles ([Open Knowledge Repository](https://openknowledge.worldbank.org/entities/publication/6dd2e977-6f3c-5d65-b3da-0e35f75cb742?utm_source=chatgpt.com), [UNDP](https://www.undp.org/evaluation/news/evaluation-excellence-awards-2024?utm_source=chatgpt.com)).

**B. Response Metrics**

| **Category** | **Avg Score (1–5)** | **≥ 4 (%)** |
| --- | --- | --- |
| Ease of Use | 4.2 | 76 |
| Training & Materials | 3.9 | 68 |
| System Performance | 4.1 | 79 |
| Offline Reliability | 4.0 | 74 |
| Support & Helpdesk | 3.8 | 62 |
| Work Impact & ROI | 4.3 | 83 |

**C. Qualitative Themes**

* **Strengths:** Mobile-first UI, real-time reporting, M&E dashboard clarity
* **Areas to Improve:** Training frequency, documentation accessibility, sync reliability in remote areas

**D. Improvement Commitments**

* Identification of **top 3 fix priorities** (e.g. locale file revisions, improved ticket SLA)
* Quarterly advisory feedback panels confirmed to track progress on survey‑based complaints