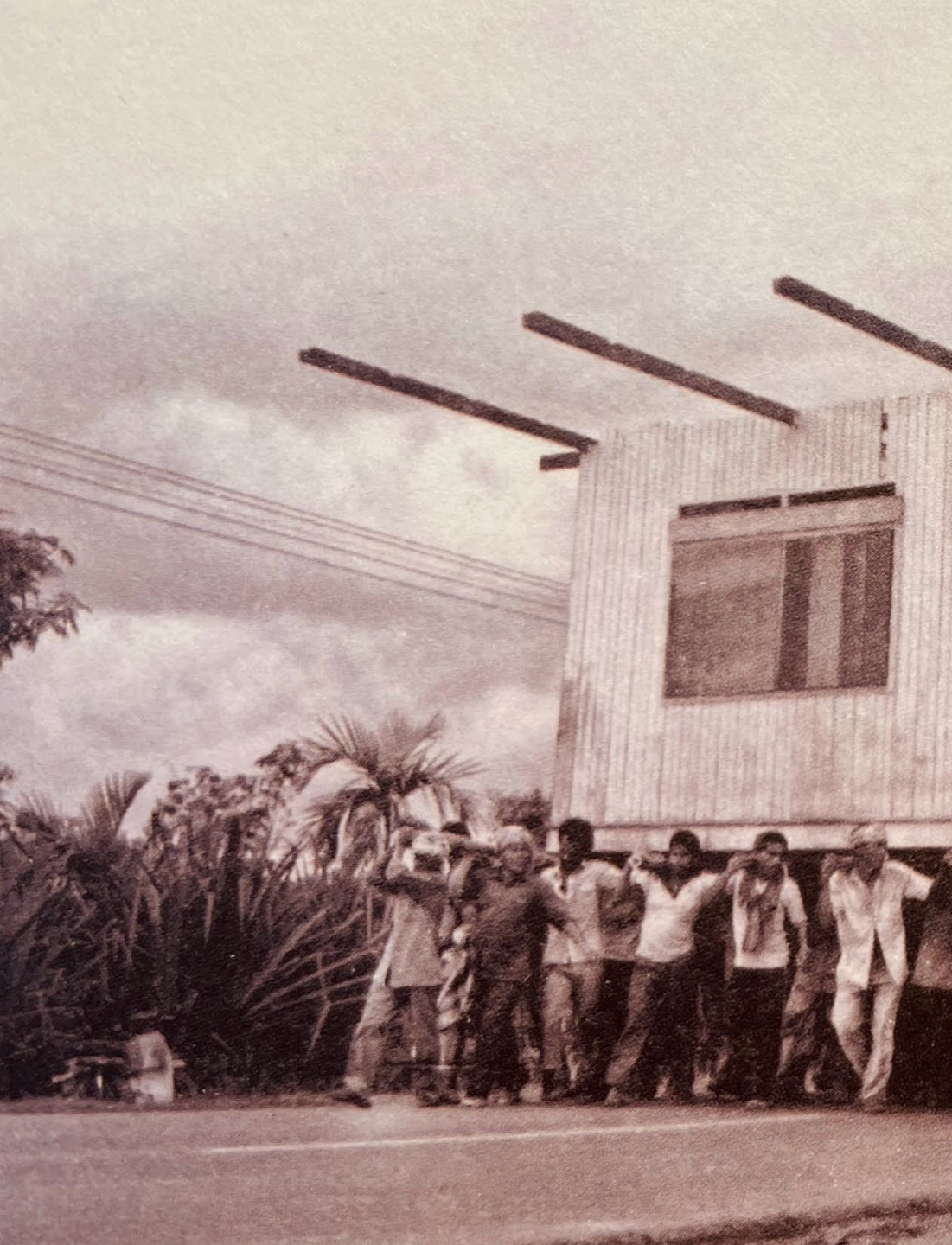
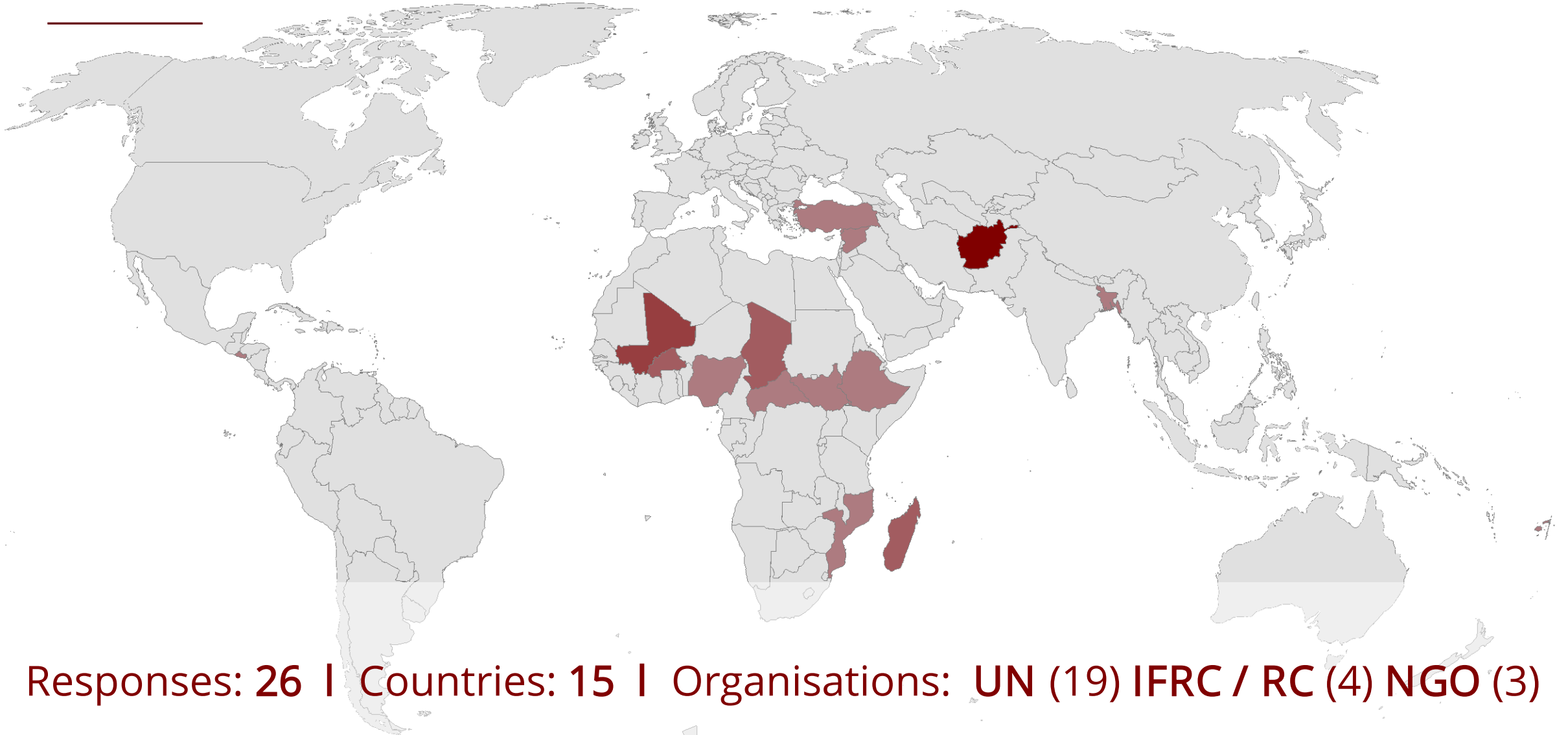


Satisfaction Survey Analysis

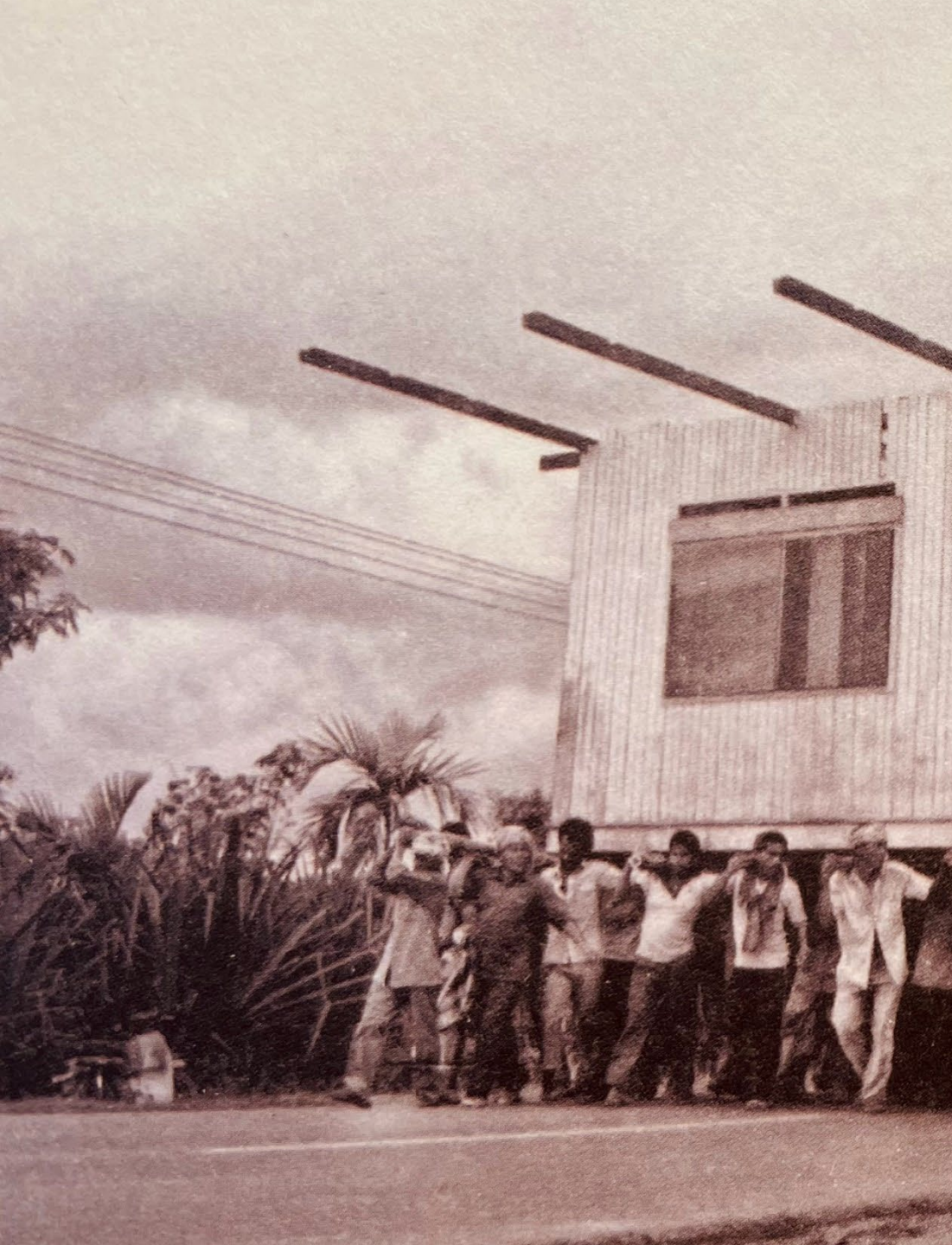


SURVEY OVERVIEW:

Survey Overview

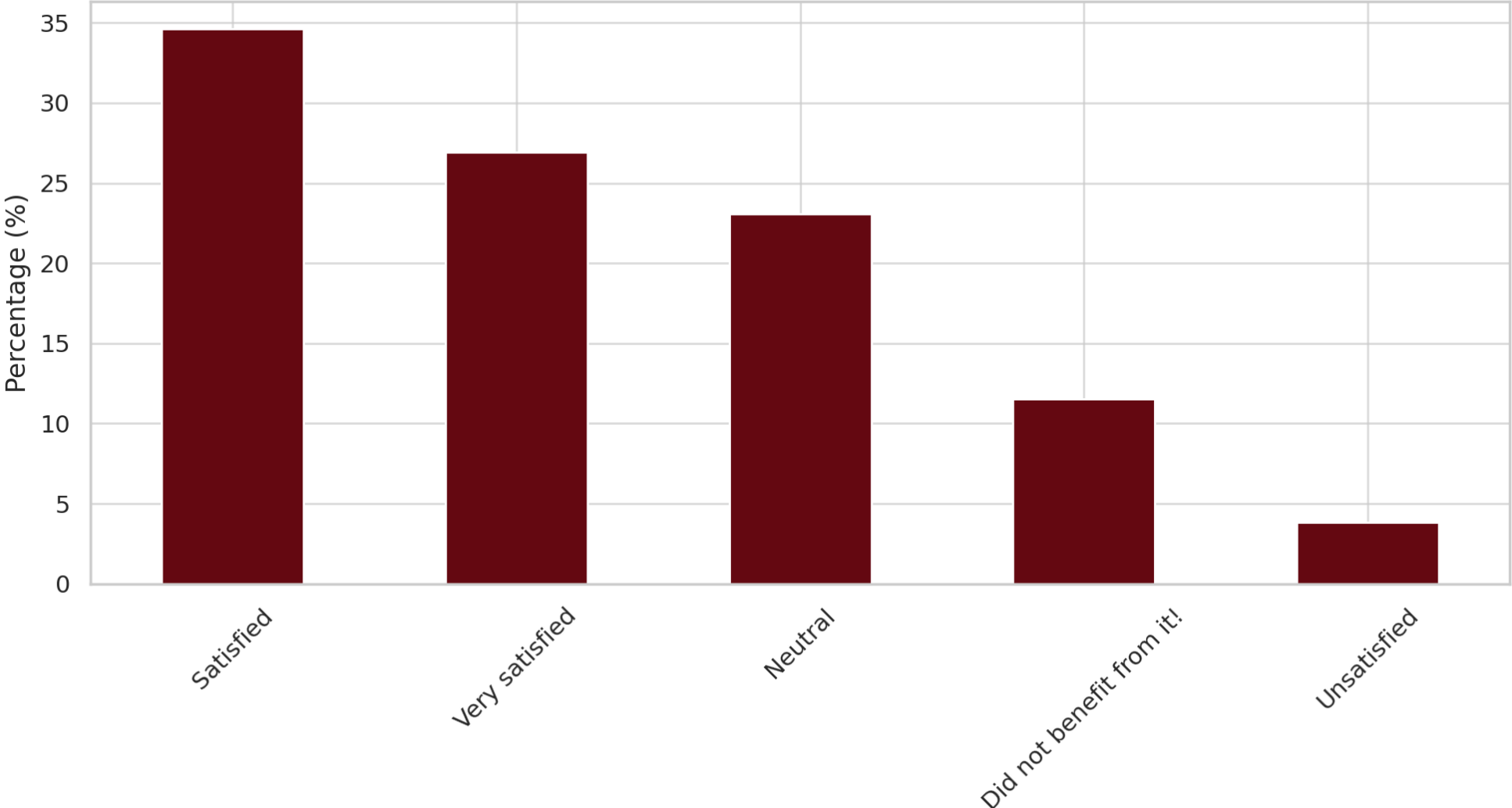


Responses: **26** | Countries: **15** | Organisations: **UN (19) IFRC / RC (4) NGO (3)**

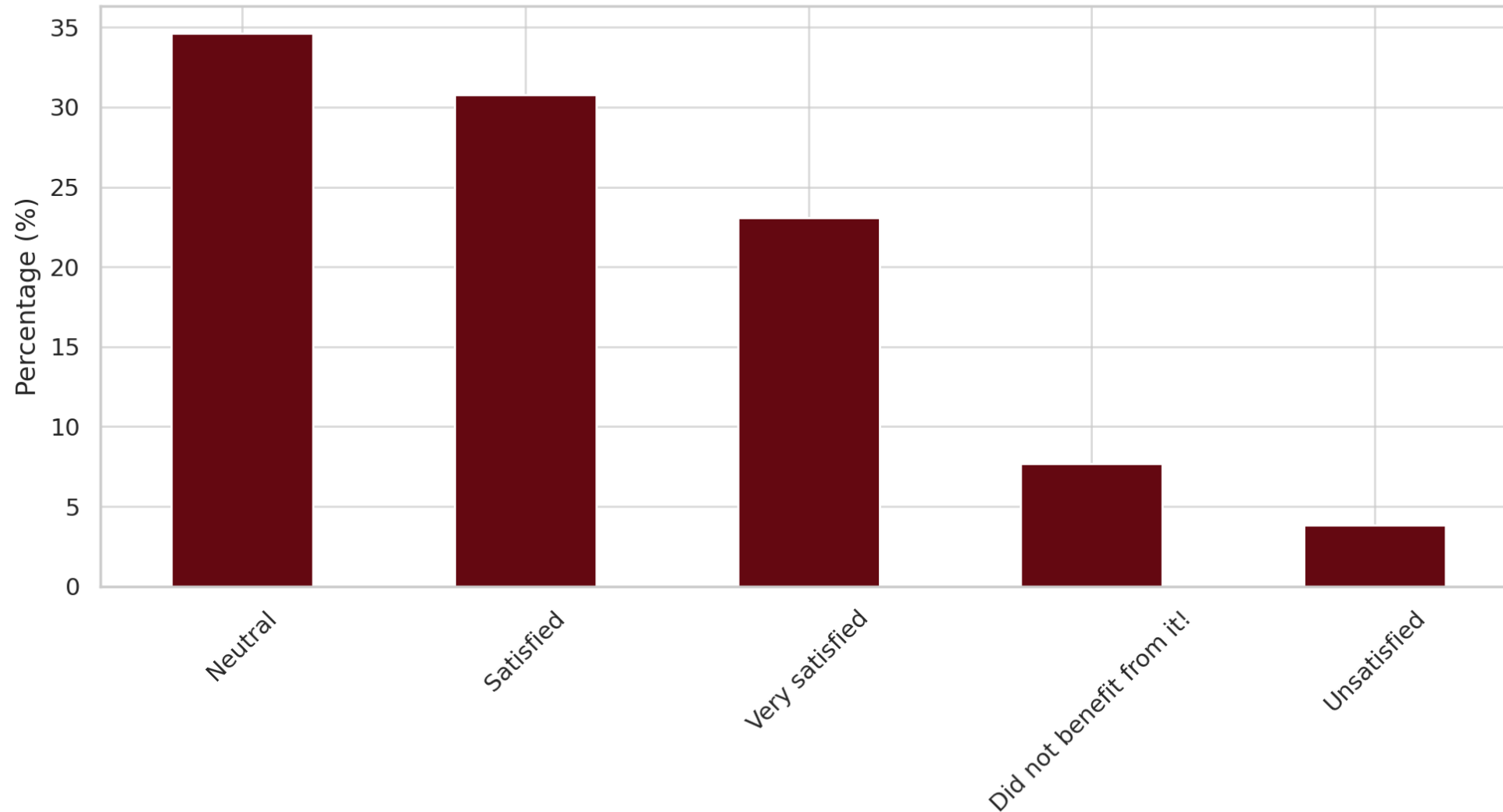


SATISFACTION BY SUPPORT TYPE:

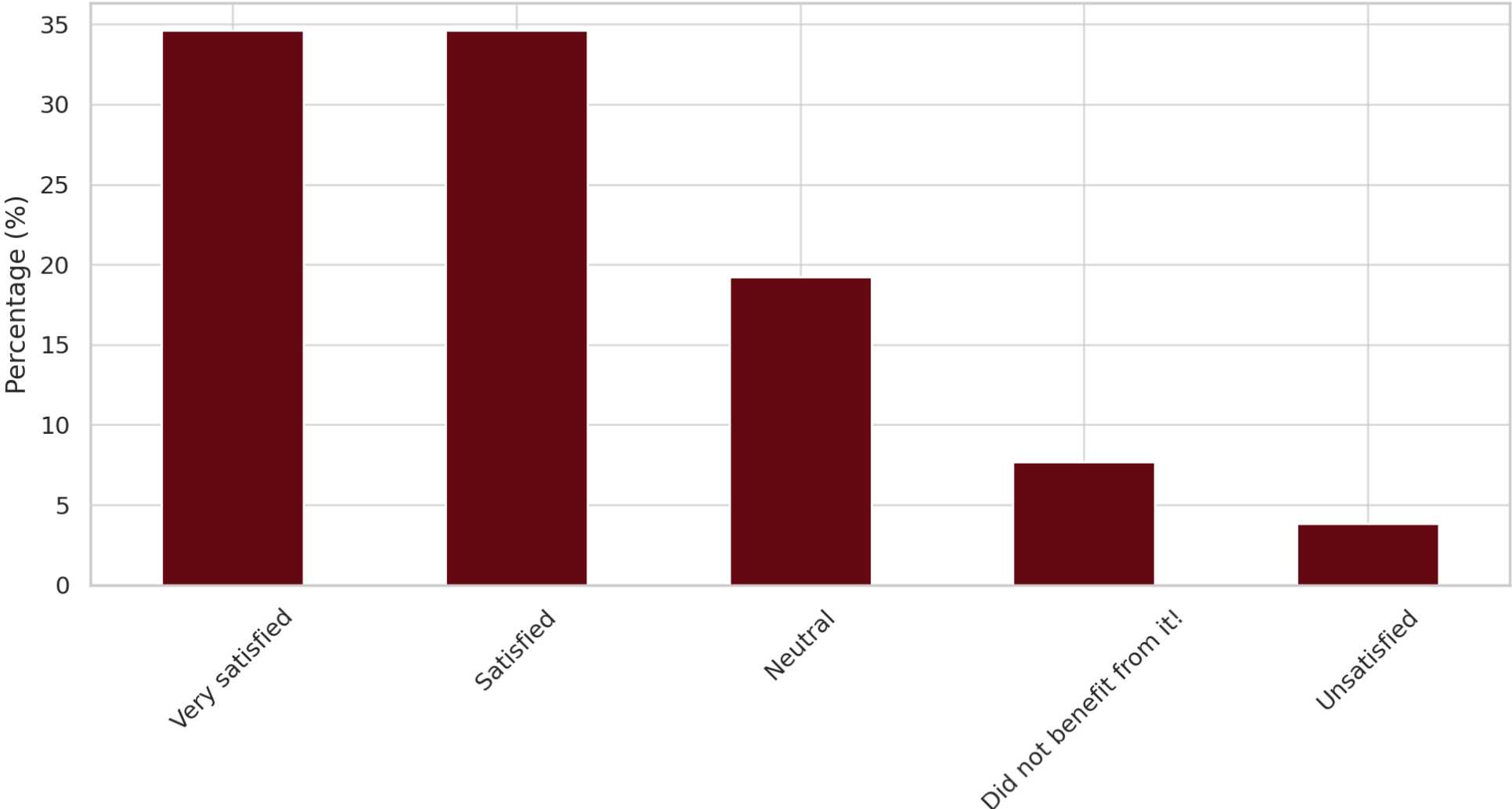
Information Management Support



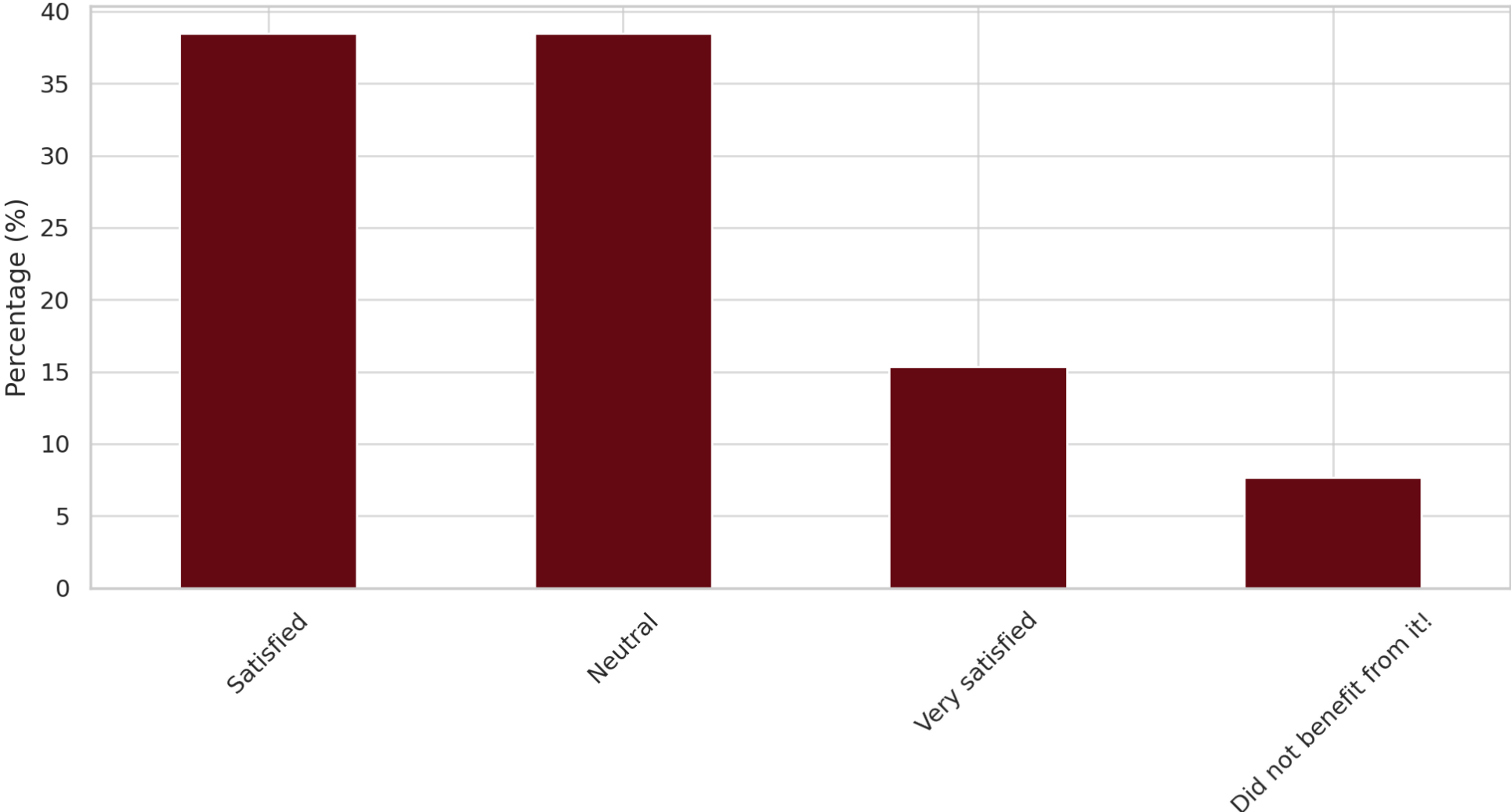
Information Management & Assessment Toolkit



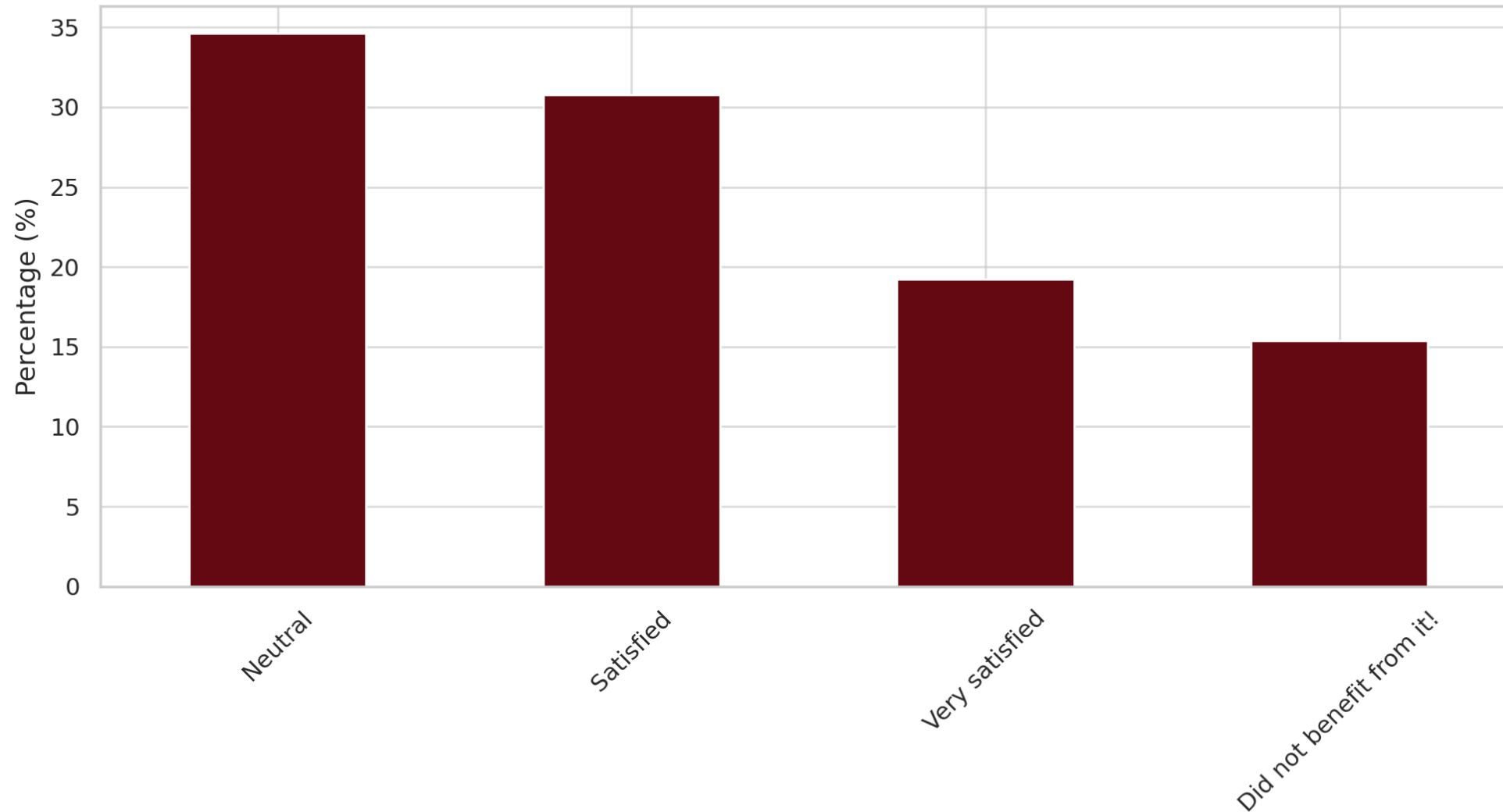
Shelter Severity Classification

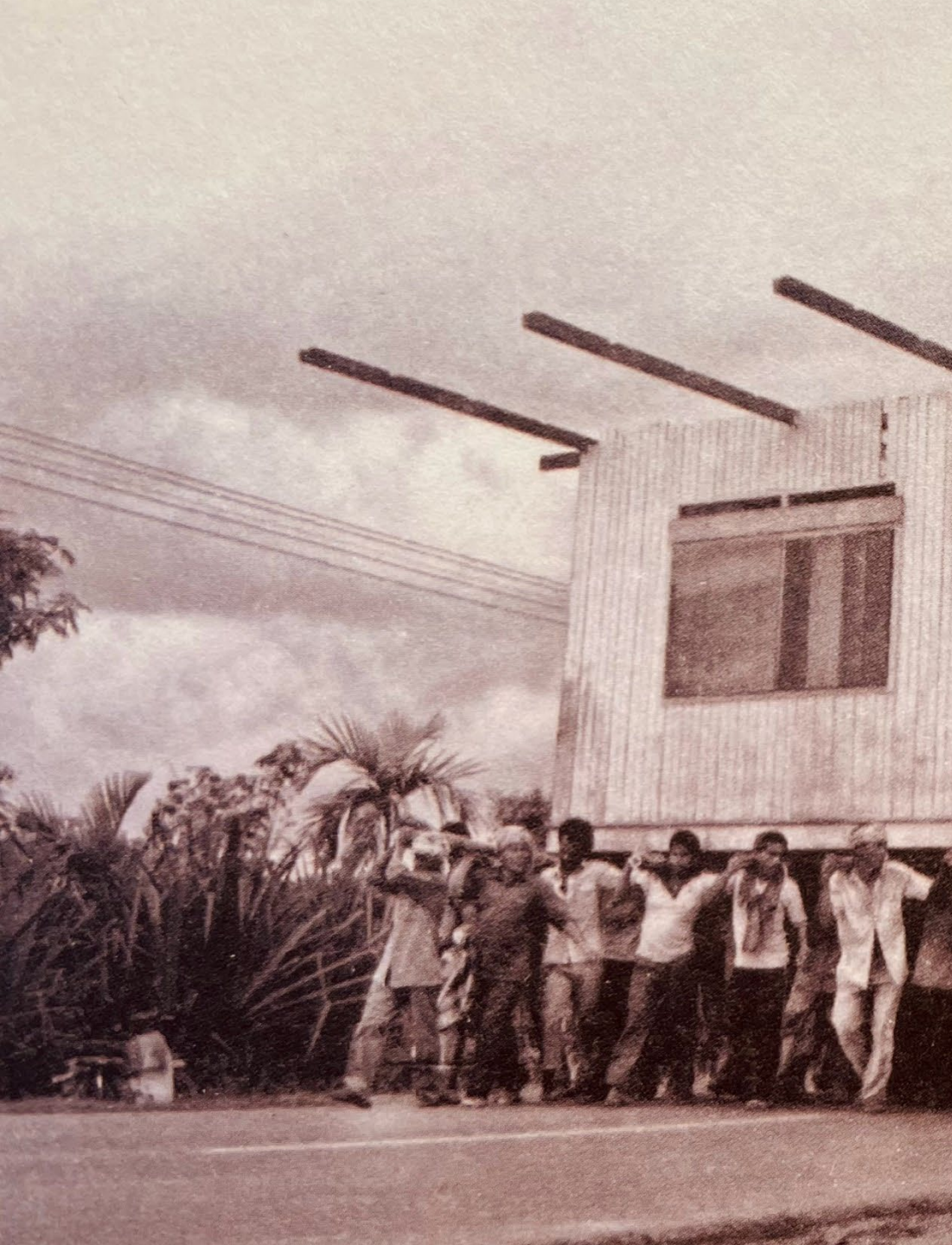


Advocacy & Communications Support



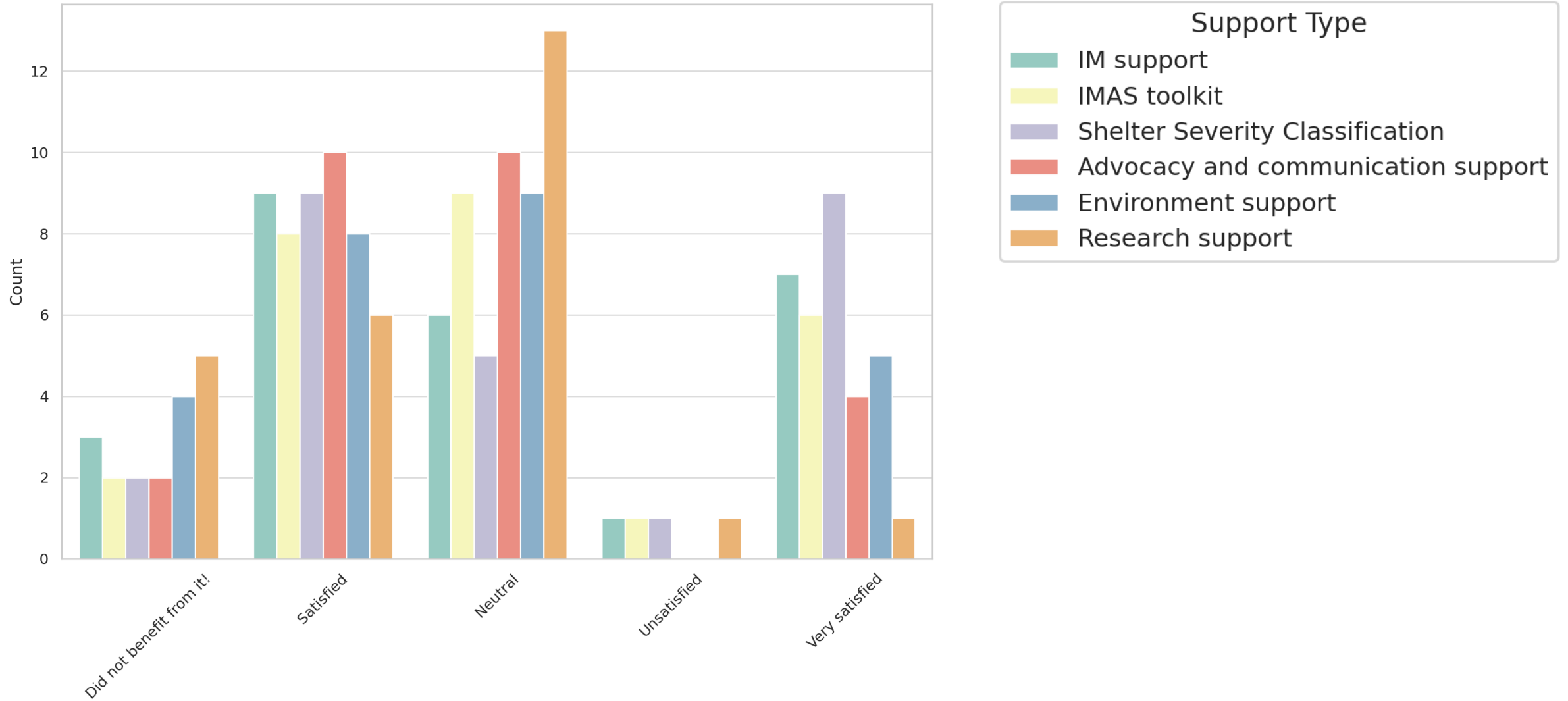
Environmental Support





SATISFACTION LEVELS ACROSS SUPPORT TYPES:

Trends Across All Support Types

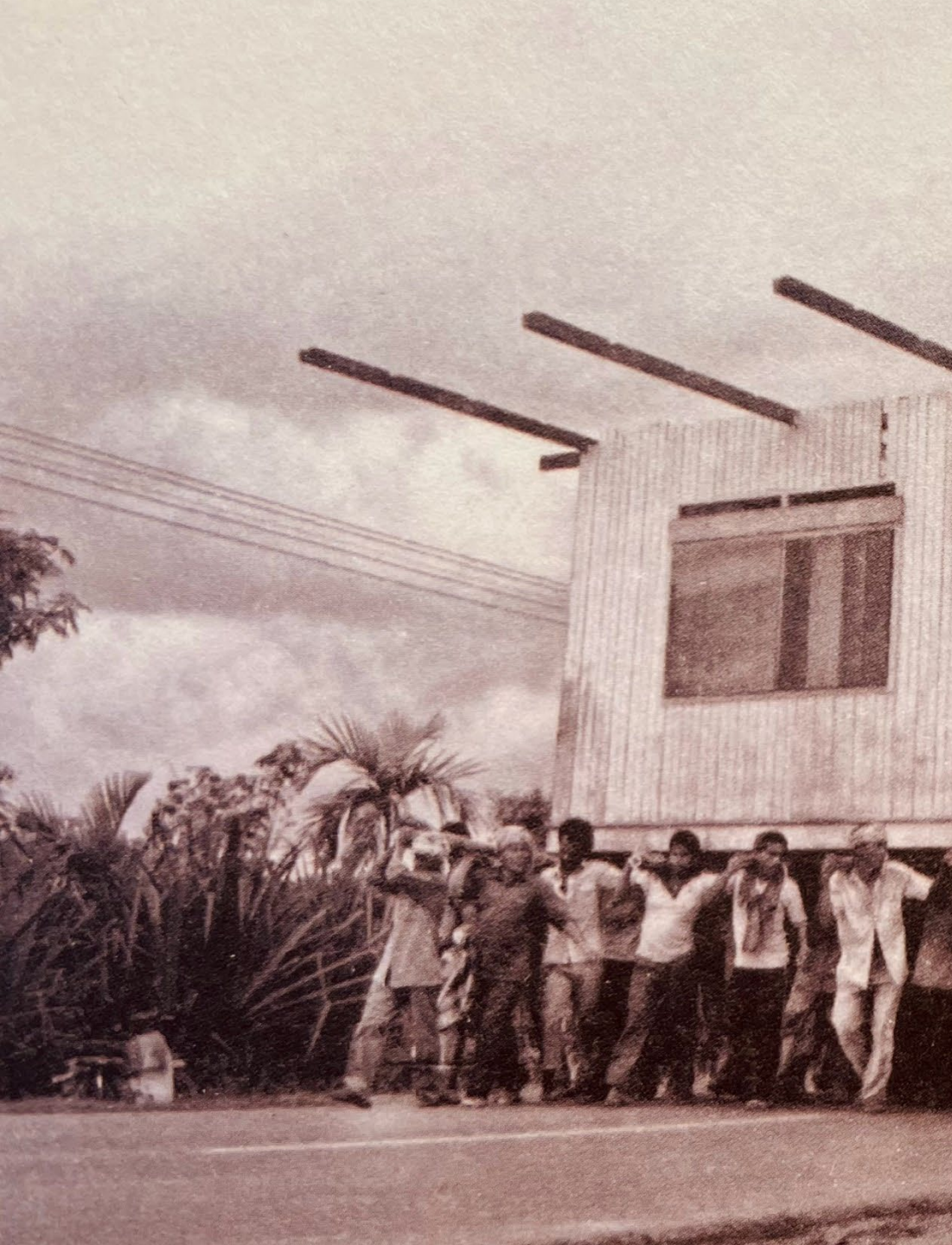


Topic Trends in Qualitative Feedback

Most frequently highlighted topics in qualitative feedback

Key issues include:

- Need for more dedicated IM resources.
- Importance of regular and effective communication.
- Demand for increased training and capacity building.



RECOMENDATIONS FOR IMPROVEMENT

Key Recommendations

1. Improve IM Support:

- Provide more training and resources to increase satisfaction.
- Regularly update and communicate available support options.

2. Enhance IMAS Toolkit:

- Collect feedback on specific features or tools to identify areas for improvement.
- Increase user engagement through interactive workshops or tutorials.

3. Shelter Severity Classification:

- Continue to refine and adapt the system based on user feedback.
- Offer additional guidance on utilizing the classification system effectively.

4. Advocacy and Communication Support:

- Strengthen communication channels for timely and clear information dissemination.
- Develop targeted advocacy materials for specific needs and challenges.

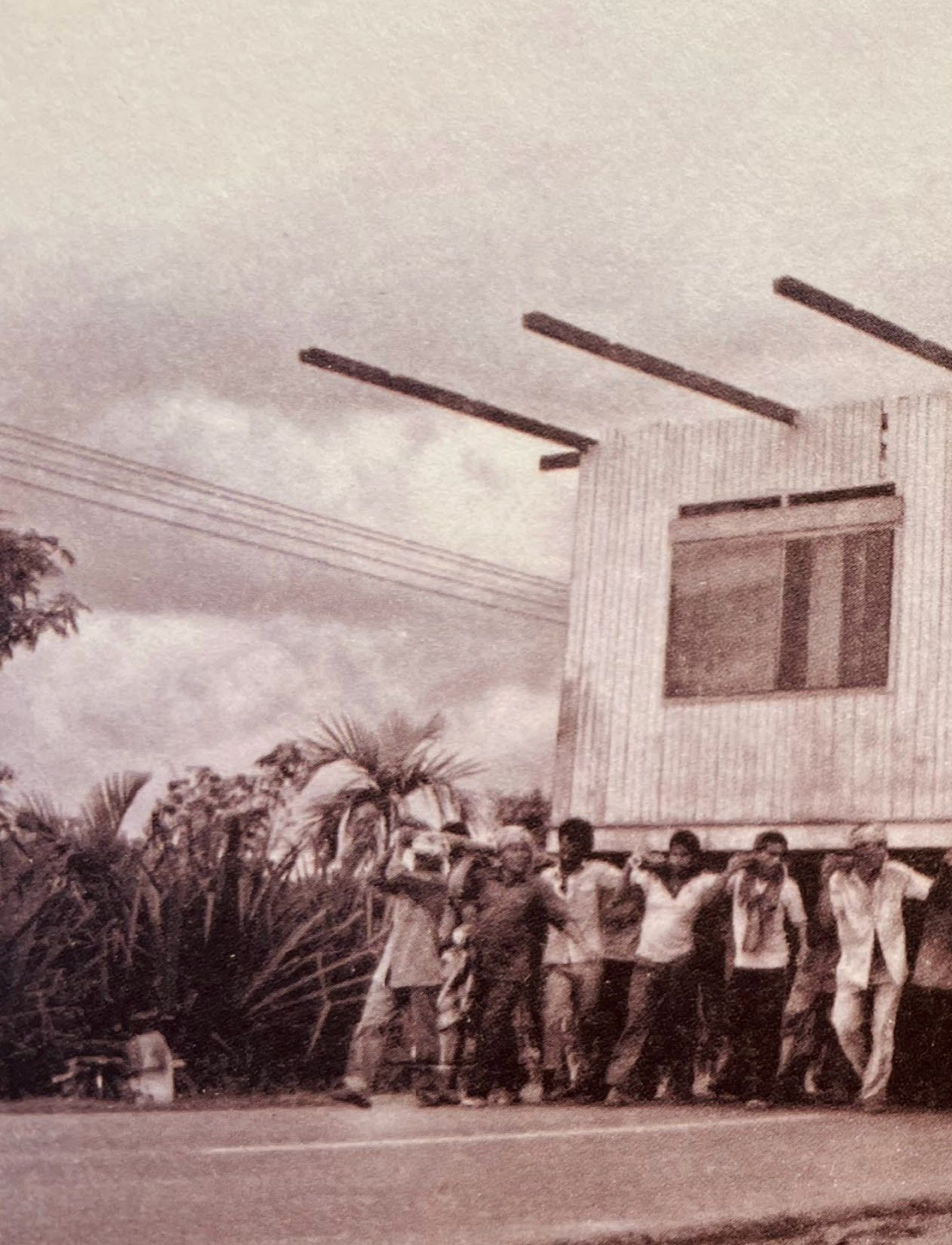
Key Recommendations

5. Environment Support:

- Increase focus on sustainable practices and environmental impact assessments.
- Provide case studies or success stories to illustrate benefits.

6. Research Support:

- Enhance availability of research resources relevant to current challenges.
- Foster collaborations with academic institutions for fresh perspectives.



**+ FEEDBACK
AND
NEXT STEPS**

The Way Forward

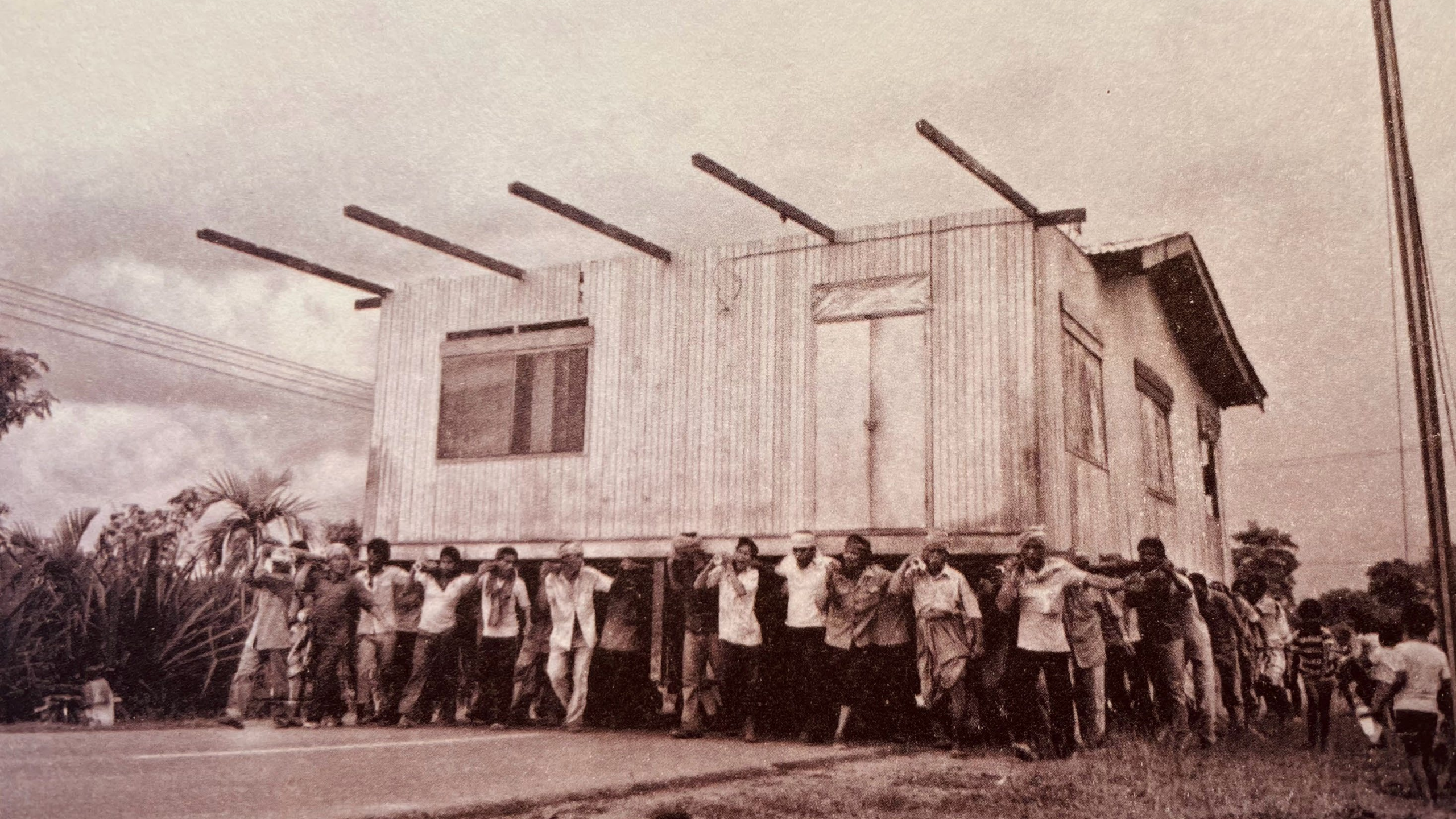
Is your perception on the support you needed and have received in line the survey results and recommendations?



The Way Forward

In the areas where you feel tools and support are poor or insufficient, what do you think a better support to Country level Shelter Cluster Coordination from the Global Shelter Cluster level would look like?







THANK YOU

An elderly woman with grey hair, wearing a blue dress with a red and yellow floral pattern, is crouching and working with soil. She is positioned in front of a wall made of vertical bamboo poles. The ground is dirt, and there is a white sack or tarp on the ground near her. The text 'THANK YOU' is overlaid in large red letters across the center of the image.

THANK YOU

SEE YOU TOMORROW HERE AT 8:30AM SHARP!



GLOBAL
SHELTER CLUSTER

Coordinating Humanitarian Shelter and Settlements