

Stakeholder survey

Thank you for working with us. Answer for yourself or for the group you represent. Your name is optional; we report results by group.

Organization (optional)

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 Which best describes your connection to this organization?

- ☐ Partner or supplier ☐ Funder or donor ☐ Client or user ☐ Neighbor ☐ Government
- ☐ Staff or board

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
2 I know what this organization is trying to achieve.	1	2	3	4	5					
3 I hear about decisions that affect me early.	1	2	3	4	5					
4 When I raise a concern, I get a clear answer.	1	2	3	4	5					
5 I can see how feedback like mine gets used.	1	2	3	4	5					
6 This organization keeps the commitments it makes.	1	2	3	4	5					
7 I am treated with respect, even when we disagree.	1	2	3	4	5					
8 I know who to contact when I need something.	1	2	3	4	5					
9 Time I spend with this organization is well spent.	1	2	3	4	5					

10 Overall, how satisfied are you with your relationship with this organization?

- ☐ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied

11 What does this organization do well that it should keep doing?

12 What is one thing this organization should change about how it works with you?

Thank you. We will tell you what we heard and what we will change.

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Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Project sponsors and users

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
13 I knew what this project would deliver.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
14 I was told early when plans or dates changed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
15 What was delivered does the job I needed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
16 How often did you want progress updates?					
☐ Weekly ☐ Every two weeks ☐ Monthly ☐ At milestones only					
17 What should the team do differently on the next project?					

Partners and suppliers

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
18 Working together helps us reach our own goals.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
19 Our agreement sets out clearly what each side does.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
20 Paperwork is kept to what the work needs.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
21 I can raise a problem without fear of losing work.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
22 Over the next year, you expect to work with this organization:					
☐ More ☐ About the same ☐ Less ☐ Not sure					

Funders and donors

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
23 Reports I receive show what our funding achieved.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
24 I hear about problems early, not only successes.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
25 Funds are spent the way we agreed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

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Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Funders and donors (continued)

26 What would make you more likely to renew or increase your support?

Community and neighbors

STATEMENT	STRONGLY DISAGREE		STRONGLY AGREE		
27 I know where to find out about plans for my area.	1	2	3	4	5
28 This organization takes local concerns seriously.	1	2	3	4	5
29 People nearby see real benefits from this work.	1	2	3	4	5
30 In the past year, which of these have you done? (tick all that apply)					
☐ Read an update ☐ Went to a meeting or event ☐ Contacted the organization					
☐ Took part in a consultation ☐ None of these					

31 What concerns you most about this work in your area?

Staff, board and volunteers

STATEMENT	STRONGLY DISAGREE		STRONGLY AGREE		
32 I know what our key stakeholders expect from us.	1	2	3	4	5
33 I hear what partners and neighbors say about us.	1	2	3	4	5
34 Which group do you think rates us lowest?					
☐ Partners or suppliers ☐ Funders or donors ☐ Clients or users ☐ Neighbors ☐ Government					

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Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Staff, board and volunteers (continued)

35 Which stakeholder relationship needs attention first, and why?

Looking ahead

36 Compared with a year ago, working with this organization is:

☐ Much better ☐ Better ☐ About the same ☐ Worse ☐ Much worse

37 How would you most like to give your views next time?

☐ Short online survey ☐ Workshop or forum ☐ One-to-one conversation ☐ Keep me informed only

38 What change in your field should this organization prepare for?

About you (optional)

39 How long have you been connected to this organization?

☐ Under 1 year ☐ 1 to 3 years ☐ 4 to 10 years ☐ Over 10 years

40 How often are you in contact with this organization?

☐ Weekly ☐ Monthly ☐ A few times a year ☐ Once a year or less

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