

Evaluation Member Survey October 2023

(10.10 - 27.10.2023)

Agenda



- 1. Conception of the survey
- 2. Survey results
 - General information
 - Satisfaction rates
 - Use of services
 - Most important topics 2024
 - Additional Feedback



1. Conception of the online-survey

GLOBAL HEALTH HUB GERMANY

Objectives of the survey

- Review the relevance and impact of the Hub's current services (Hub strategy)
- Recognising the Hub's perception and key added value for members → Activities for 2024
- 3. Align the work of the Hub even more closely with the needs of Hub members in the future.

Participants





2023 member survey was sent to 1946 members

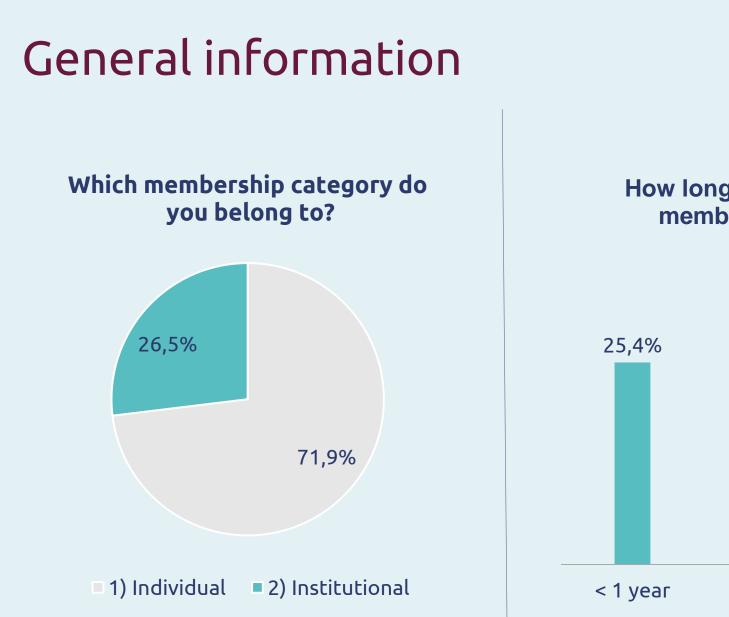


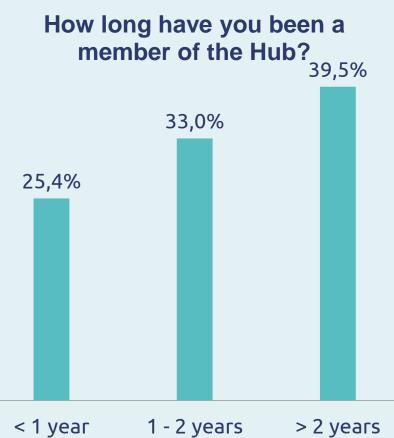
Response rate: 9,5%

Participants: 185 (+112 incomplete)



2. Survey results



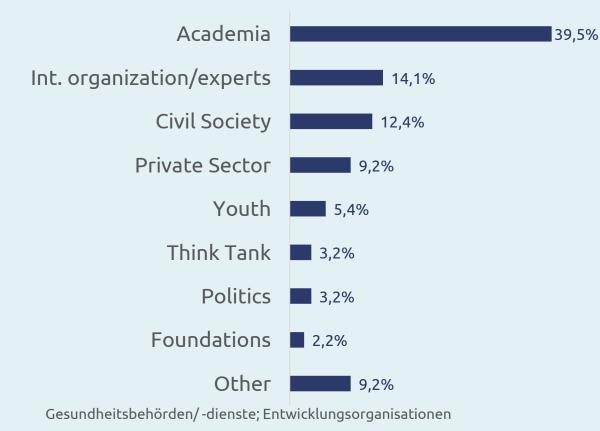




General information



Response to survey question: Which stakeholder group do you belong to?



Hub members November 2023 (mailingwork)

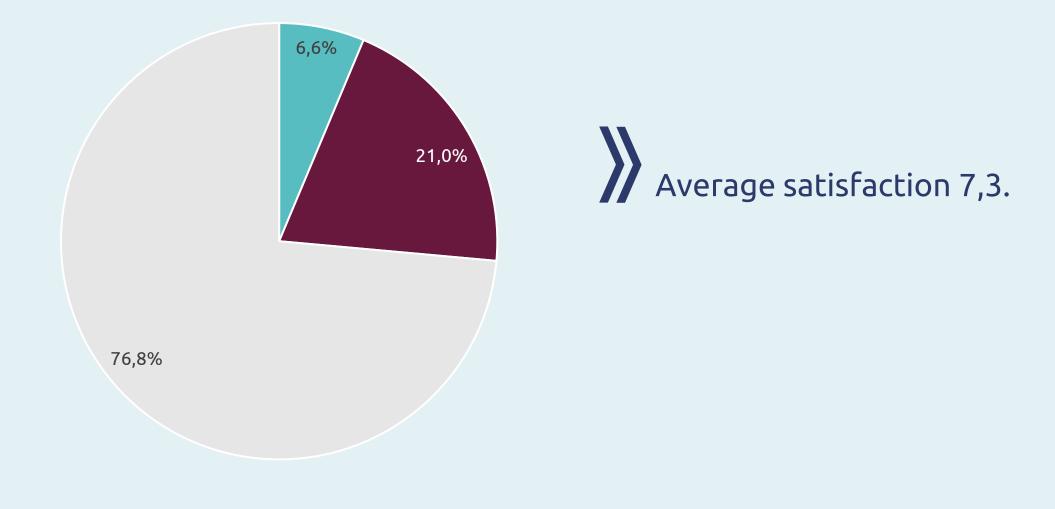




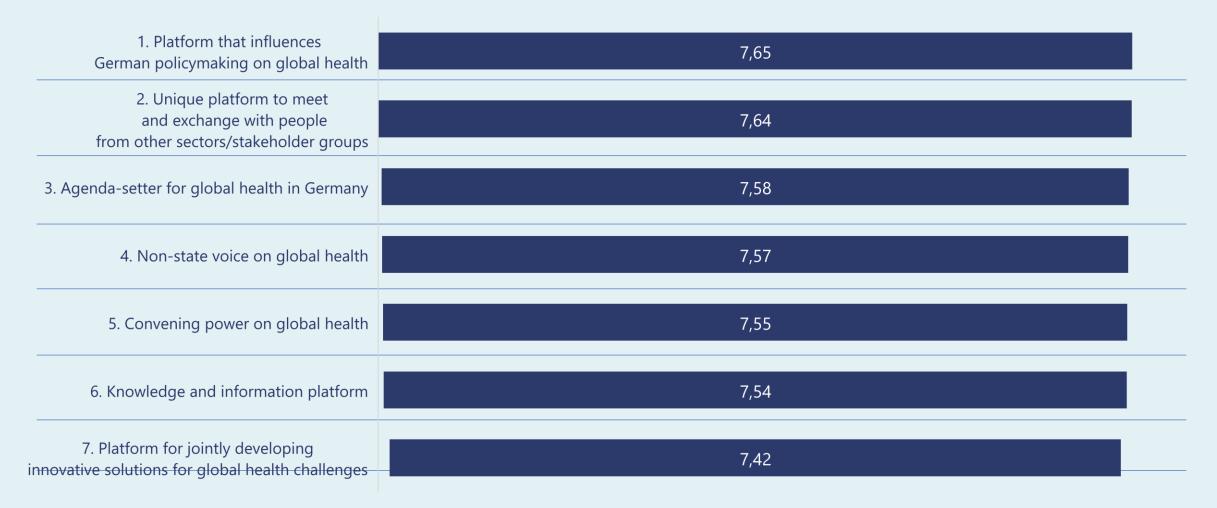
Satisfaction rates



Average satisfaction with the Hub's work



How satisfied are you with the Hub's features?



How satisfied are you with the way the Hub operates?

1) The Hub is responsive and incorporates my feedback	8,10
2) Relevant experts participate in Hub activities	7,72
3) The Hub provides access to German policymakers	7,65
4) The Hub is an efficient platform for networking	7,43
5) Hub activities offer new and different perspectives	7,39
6) The Hub is inclusive and stakeholder groups are balanced	7,36
7) Hub activities provide me with skills/information to do my job better	7,10
8) The Hub sufficiently addresses the needs and voices of low and middle income countries	6,92
9) Hub membership helps my career development	6,79



"Which of the following Hub services & benefits **do you know?" (Awareness)**





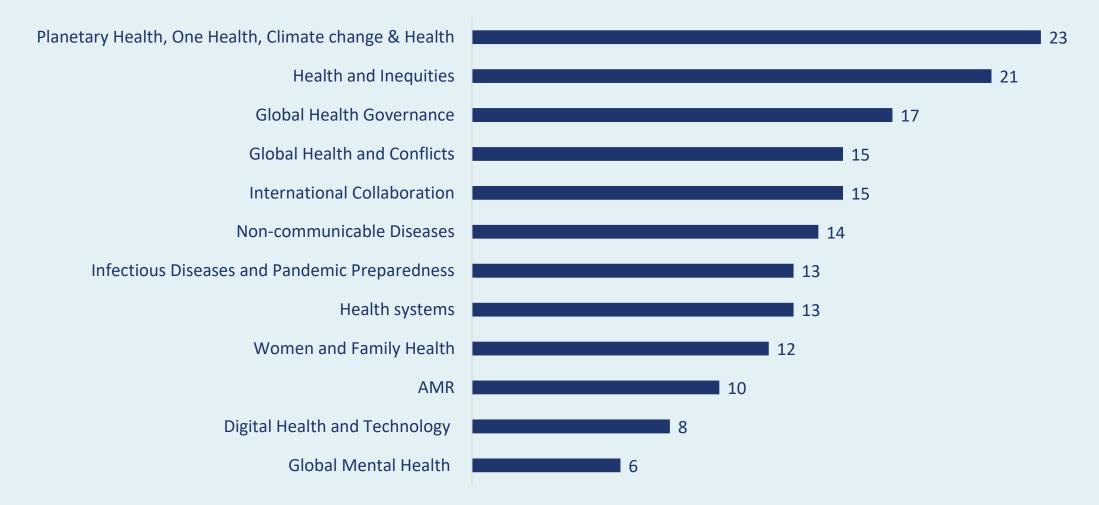
"Which of the following Hub services & benefits have you **used or actively participated in?"**



"How **useful** are these services to you and your work?"

Request to the Hub Management Team	8,48
Community Day	8,38
Global Health Talk	8,27
Hub Communities	7,89
Parliamentary Evening/Roundtable with policymakers	7,78
Hub channels to promote my work	7,7
Hub events (e.g. webinars)	7,55
Global Health Hub UPDATE	7,53
Community Publications	7,52
Member queries	7,5
Election of the Hub Steering Committee	6,77
Catalyst Dialogues	6,73

"What is the **most important global health topic** that you would like to see addressed by the Hub in 2024?"



"Do you have **any other feedback** on how you would like the Hub to be improved?"



GERMAN

Conclusion



- High satisfaction rates survey reflects **success of the Hub in 2023**
- The Hub **delivers on its value proposition** equally in all areas
- Recognition for the Hub Management Team

Action points



- Extend Community theme planetary health until summer 2024 (most voted topic)
- Offer new formats for **networking and exchange**
- Introduce **new member-wide virtual collaboration platform**, providing information and offering search/find tools
- Better link Communities with **political processes and developments**