

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

Objectives of the survey

1. Review the relevance and impact of the Hub's current services (Hub strategy)
2. 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

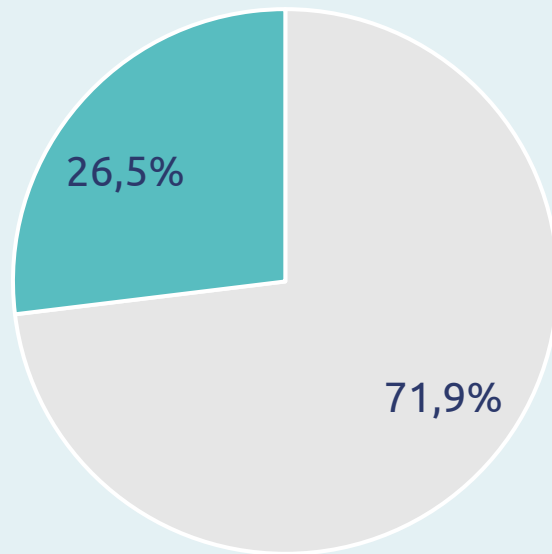
- » 2023 member survey was sent to 1946 members
- » Response rate: 9,5%
- » Participants: 185 (+112 incomplete)



2. Survey results

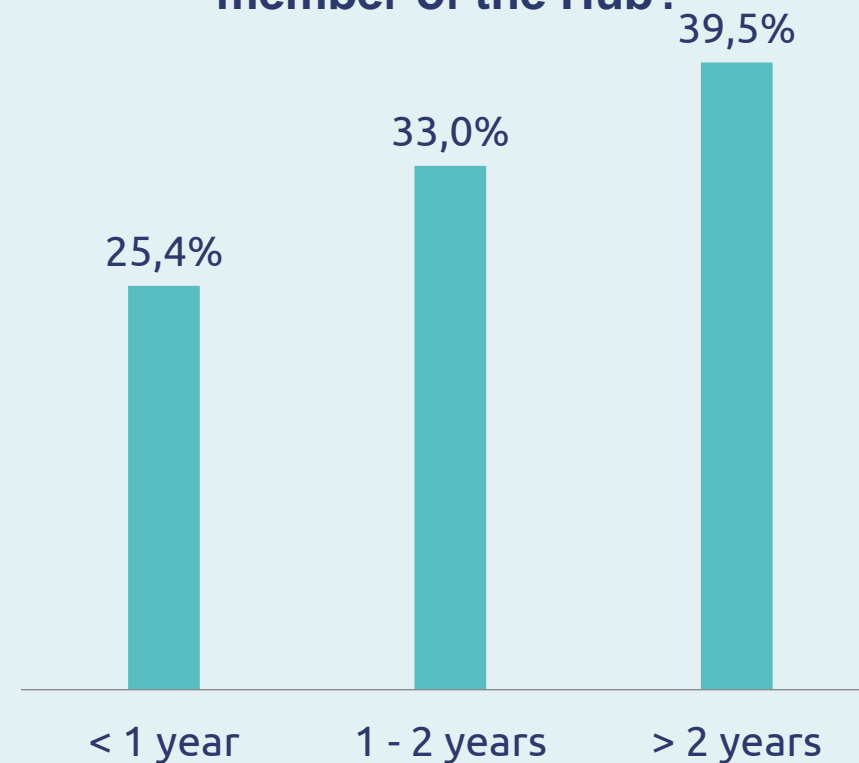
General information

Which membership category do you belong to?



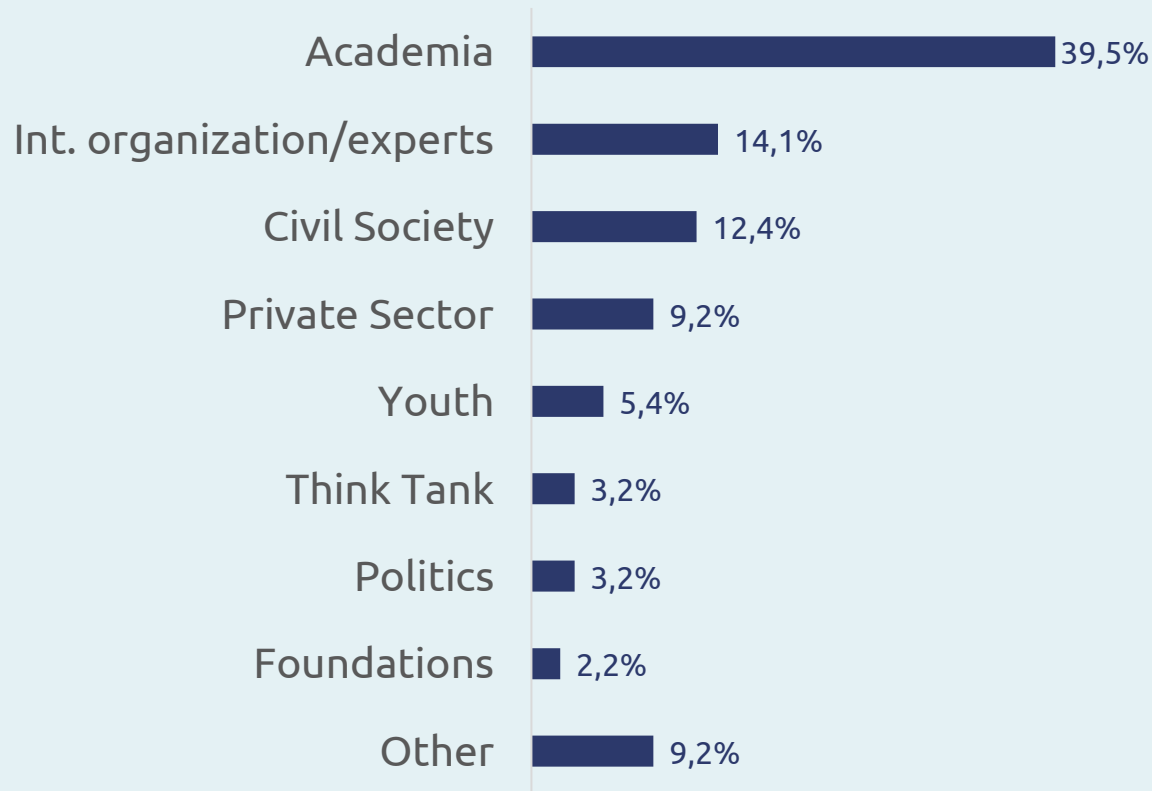
□ 1) Individual ■ 2) Institutional

How long have you been a member of the Hub?



General information

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



Gesundheitsbehörden/ -dienste; Entwicklungsorganisationen

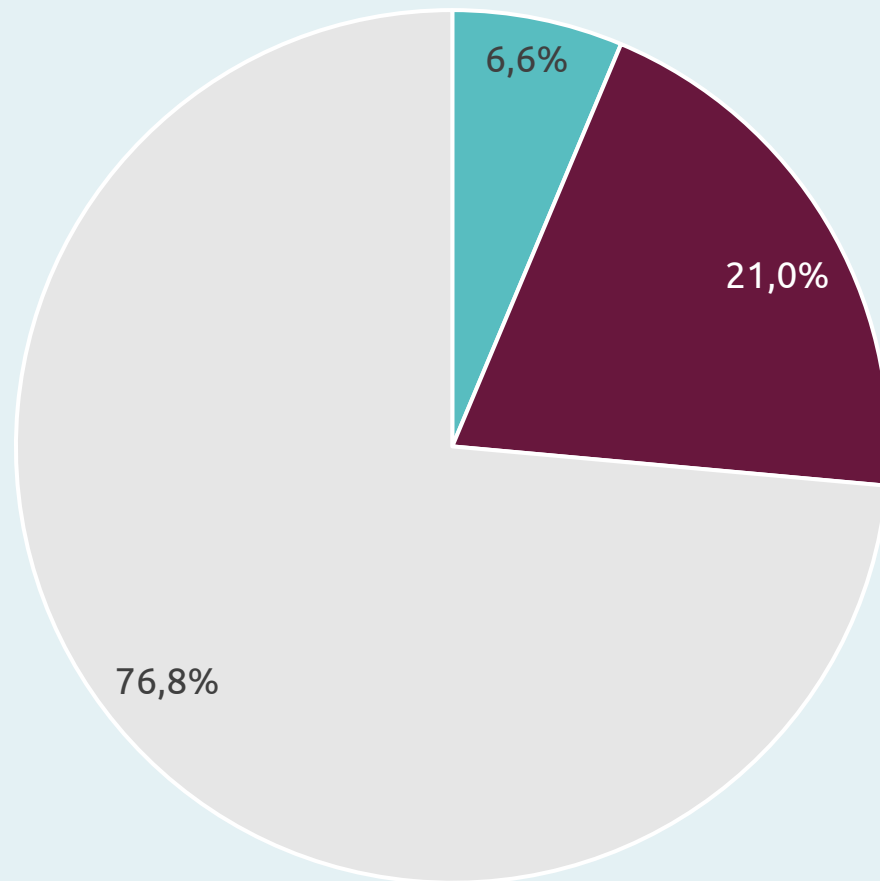
Hub members November 2023 (mailingwork)





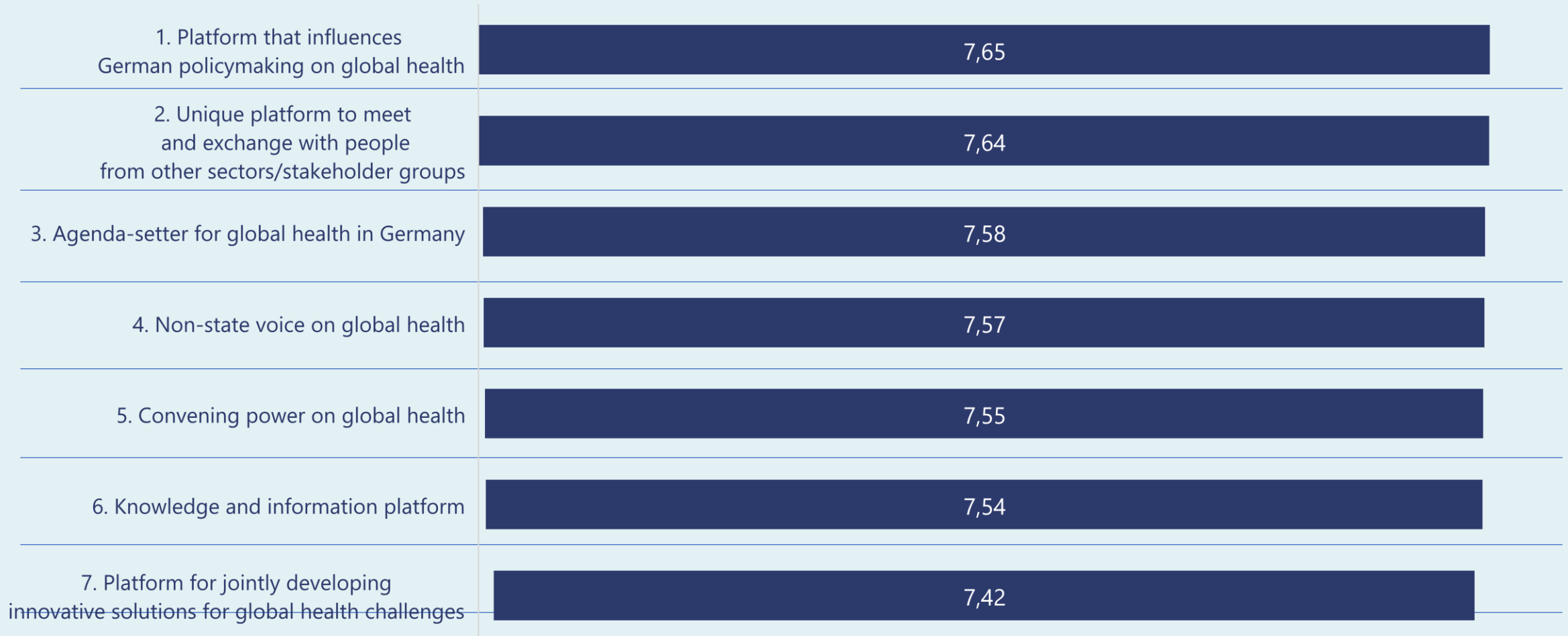
Satisfaction rates

Average satisfaction with the Hub's work

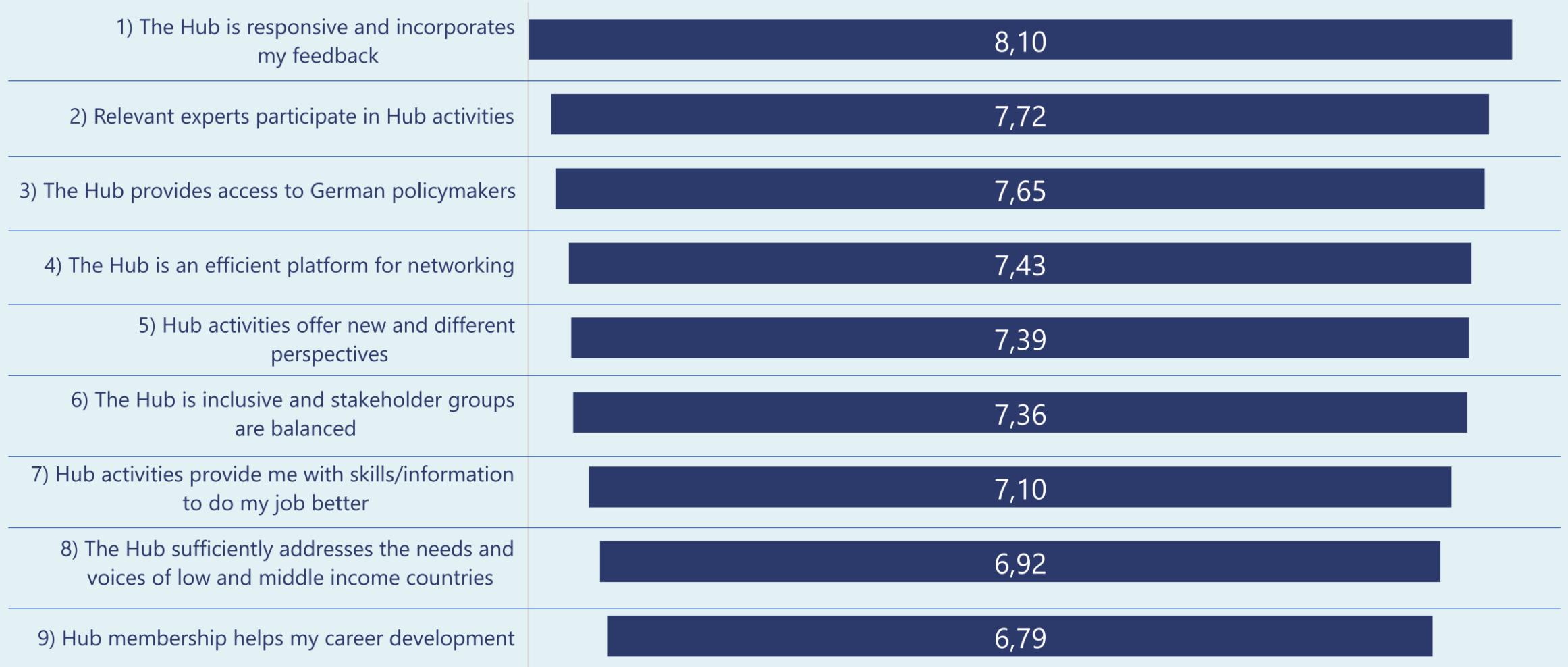


Average satisfaction 7,3.

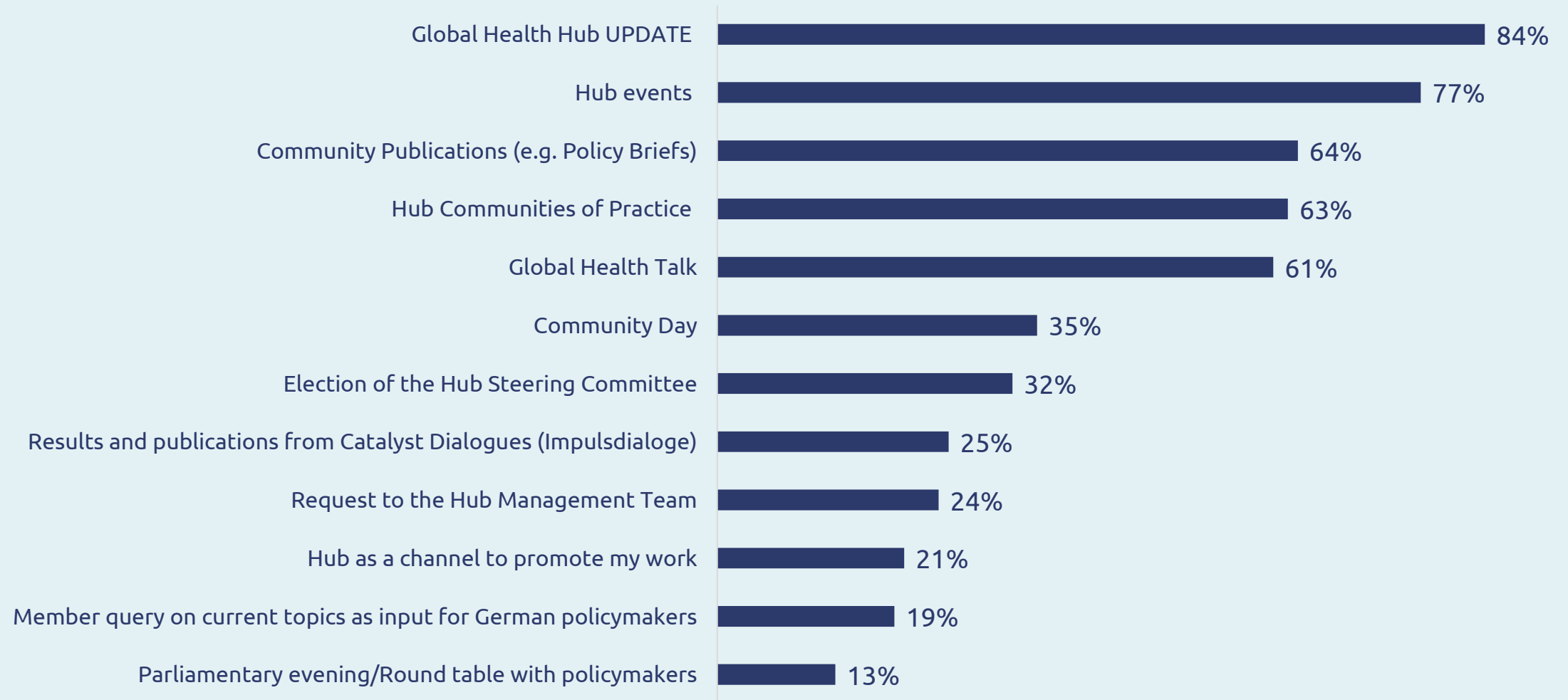
How satisfied are you with the Hub's features?



How satisfied are you with the way the Hub operates?



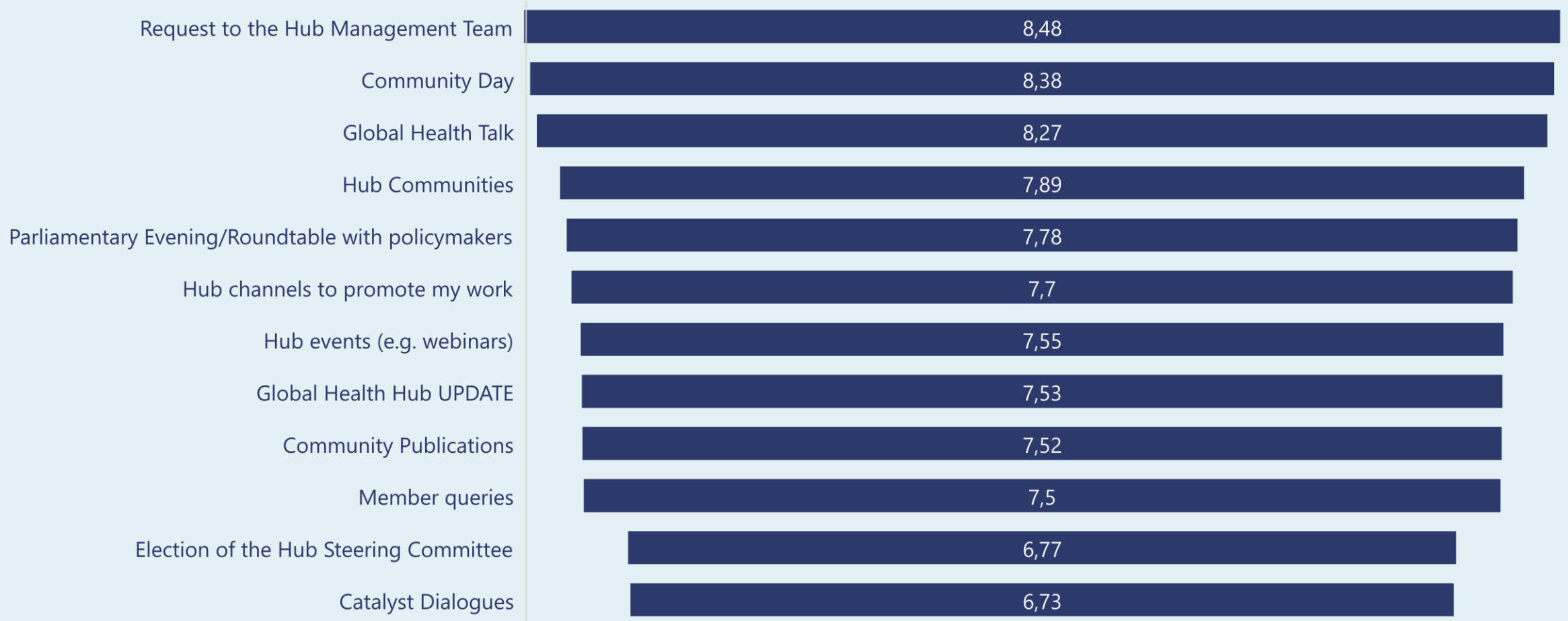
“Which of the following Hub services & benefits do you know?” (Awareness)



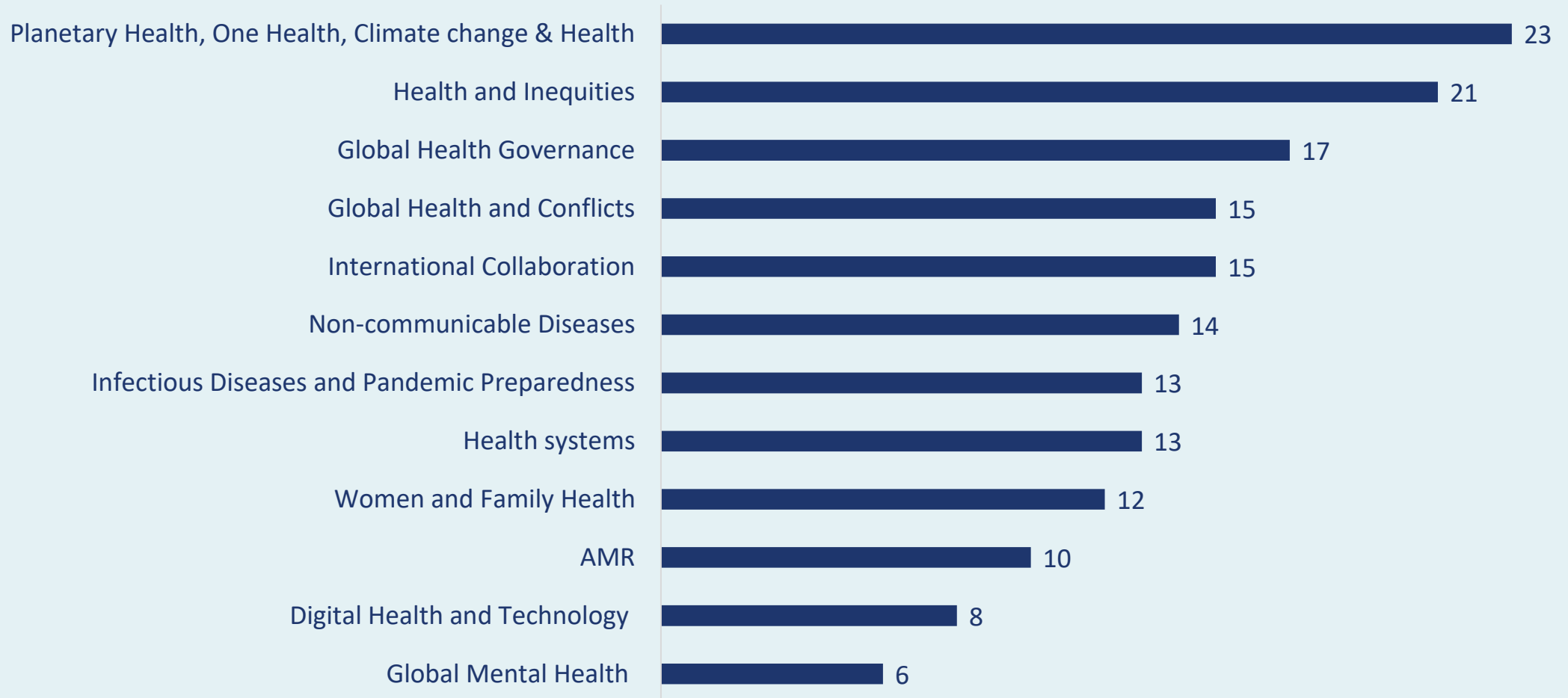
“Which of the following Hub services & benefits have you used or actively participated in?”



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



“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?”



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**