

# **Humanitarian Accountability Partnership - International**

*"making humanitarian action accountable to beneficiaries"*

## **HAP-I Bangladesh Accountably and Quality Management Workshop**

**31<sup>st</sup> May to 1<sup>st</sup> June 2006**

### **Summary of Feedback / Evaluation Comments**

Total Number of participants: 31

Number of Feedback / evaluation comments Received: 26

<b>No</b>	<b>Positives</b>	<b>Negatives</b>	<b>HAPI Response</b>
1	<ul style="list-style-type: none"> <li>▪ Depth of participation.</li> <li>▪ Everyone game for exercises &amp; willing to talk</li> <li>▪ The small round table set up enabled this well</li> <li>▪ Overall the workshop was thought provoking and useful</li> </ul>	<ul style="list-style-type: none"> <li>▪ Activities on the first day felt short / superficial &amp; rushed.</li> <li>▪ Plan fewer themes per day</li> </ul>	Will reduce activities / sessions on 1 <sup>st</sup> day and increase time for standards review
2	<ul style="list-style-type: none"> <li>▪ Beneficiary involvement</li> <li>▪ Complaints lecture</li> <li>▪ Introduction to HAPI</li> <li>▪ Willingness of beneficiaries to work in their own group</li> <li>▪ Chance to work on indicators</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improve logistics with beneficiary involvement</li> <li>▪ Agenda too full. Prioritise</li> <li>▪ Introduce standards earlier</li> <li>▪ Need more information about future activities</li> </ul>	Have ensure that the 4 invited beneficiary representatives attending Nairobi are able to converse in English More info on future activities will be sent out.
3	<ul style="list-style-type: none"> <li>▪ Discussion &amp; review of standards was successful</li> <li>▪ Enjoyed energisers</li> <li>▪ Well paced &amp; scheduled. Just enough time for energisers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Would have liked more time for work on tools</li> <li>▪ Too much good food!!!</li> </ul>	Good point – will build this into Nairobi workshop. Food – well may have to teach self discipline here!
4	<ul style="list-style-type: none"> <li>▪ Interaction with beneficiary representatives</li> <li>▪ Working group debate</li> <li>▪ Case studies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Needed more time to listen and learn from beneficiaries</li> </ul>	Agree – time limitations restricted here but will try and improve
5	<ul style="list-style-type: none"> <li>▪ Enjoyed the sense that the workshop was leading into something that will have significant impact</li> <li>▪ Helped significantly with formulating plans to develop understanding of accountability into programmes – especially how we can make it happen in Sri Lanka</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not sure how tailored the workshop was to participants experience or seniority. The invitation said experienced field practitioners – this some of the introductions / background presentations could have been shortened to increase the length of time for debates and discussions</li> </ul>	Good point – the problem here though is that the agencies selects who to send and so we are not sure experience level nor how much background about HAPI there is. Introduction can be shortened though.
6	<ul style="list-style-type: none"> <li>▪ Good mix of people</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1<sup>st</sup> day too heavy on information</li> </ul>	Will thin out further
7	<ul style="list-style-type: none"> <li>▪ Begun thinking about quality management &amp; accountability issues</li> </ul>	<ul style="list-style-type: none"> <li>▪ Could have been better integration of beneficiaries participation through all the workshop (not only the assistance)</li> </ul>	Have ensured better preparation with beneficiaries integration for Nairobi.
8	<ul style="list-style-type: none"> <li>▪ Learned about the programme &amp; purpose &amp; road</li> </ul>	<ul style="list-style-type: none"> <li>▪ The need to familiarise with 7 standards</li> </ul>	Good point – hence why the special

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	<ul style="list-style-type: none"> <li>map of HAPI</li> <li>Learned about the need to integrate complaints mechanisms</li> </ul>		session inserted into day 2 – but will already start on day 1 in the morning.
9	<ul style="list-style-type: none"> <li>Good exercise for sharing, correcting or perfecting – one step forward.</li> </ul>		Thanks
10	<ul style="list-style-type: none"> <li>This is a good workshop that introduces the concepts of accountability in the context of humanitarian assistance.</li> <li>Good standards identified</li> <li>Good concept to pursue</li> <li>Good workshop methodology</li> </ul>	<ul style="list-style-type: none"> <li>Bring more tools to ensure swift delivery while managing accountability</li> <li>Be strategic as to how you can create incentives for NGOs to apply accountability standards</li> <li>What do the standards mean in the context of scaling up?</li> </ul>	Interesting questions which we will discuss with our HAPI colleagues.
11	<ul style="list-style-type: none"> <li>I found this workshop very meaningful – it helped me to understand the deeper connection between accountability and quality.</li> <li>It emphasised on the value of focusing on beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>Two days for this kind of workshop is not enough. At least 3 days required!</li> </ul>	Oh we agree – but the budget is not so happy.
12	<ul style="list-style-type: none"> <li>I don't know the accountability or quality, but I only know the time, and time tells what is good or what is bad. This workshop will be successful when we use it practically.</li> </ul>		Time will tell! But we believe the time is right for this initiative
13	<ul style="list-style-type: none"> <li>This very new type of accountability phenomenon commenced a new era in NGO sector. Many thanks to HAPI facilitators for such a lively &amp; timely arranged workshop, which gives tremendous knowledge regarding quality managements as well as accountability</li> </ul>		And thanks to you for your time and input. This is only something that can be done together.
14	<ul style="list-style-type: none"> <li>Beneficiary accountability is out TOP priority. Without it the sector will not be relevant</li> <li>Certification is urgently needed.</li> </ul>		Absolutely agree.
15	<ul style="list-style-type: none"> <li>Happy to see HAPI accountability is moving a critical step further</li> <li>Well prepared and well organised</li> </ul>		Thanks
16	<ul style="list-style-type: none"> <li>Guidelines should be developed / revised for proper practicing of accountability &amp; quality management</li> </ul>		Yes – this is why we are partnering with ECB2 and their "How to Guide".
17	<ul style="list-style-type: none"> <li>Learning process very interesting with people from different contexts</li> <li>Challenging but promising</li> </ul>		Thanks.
18	<ul style="list-style-type: none"> <li>Complaints procedures</li> <li>Beneficiary participation</li> <li>Process of facilitation</li> <li>Indicators &amp; standards checking</li> <li>Debate session</li> </ul>		Thanks – this helps us identify the strengths to use at the Nairobi workshop
19	<ul style="list-style-type: none"> <li>Good awareness &amp; accountability to beneficiaries is good</li> </ul>	<ul style="list-style-type: none"> <li>Should see how &amp; in what ways it will benefit the beneficiaries more</li> <li>Suggest to find an alternative word for beneficiary</li> </ul>	Any suggestions for an alternative word?
20	<ul style="list-style-type: none"> <li>Workshop theme is very positive because humanitarian assistance should have a higher level of accountability and standards</li> <li>The workshop was successful because it raised the issue successfully</li> </ul>		Thanks
21	<ul style="list-style-type: none"> <li>This workshop provided a good forum to collectively think through</li> </ul>		Thanks

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	and express practical concerns of quality & accountability.		
	<ul style="list-style-type: none"> <li>▪ There were some good ideas to improve standards</li> </ul>		
22		<ul style="list-style-type: none"> <li>▪ Theoretically the idea of accountability toward beneficiaries is excellent. BUT going for a standard would need a long 2-5 year testing. Does this work?</li> </ul>	It does take time and we are sure that there will be the need to improve the first publication and then continue to improve over the years to come – however, it is vital to start the ball rolling.
23	<ul style="list-style-type: none"> <li>▪ The complaints mechanism process was really good for learning</li> <li>▪ The debate was excellent although the voting percentage indicated that very few people have got real field experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ Standards development &amp; indicator setting was appropriate but the handout provided was very raw?</li> <li>▪ Translation – ensures active participation</li> <li>▪ Time for workshop, especially standards, indicators and tools sessions – not enough time.</li> </ul>	<p>We will review this handout and try and improve it before Nairobi workshop</p> <p>Will allocate more time to these important sessions</p>
24	<ul style="list-style-type: none"> <li>▪ Accountability is a way of working and has always been part of the development work. The workshop however, formalised the concept &amp; emphasised the importance of accountability integrated quality management system.</li> <li>▪ Oxfam is already in the process of establishing accountability country plan &amp; this workshop facilitated &amp; contributed to this process, especially the presence &amp; feedback from beneficiaries</li> <li>▪ Also appreciated “how” the workshop was conducted. For example the participatory process &amp; complaints box – this gave us a taste of accountability tools in action.</li> <li>▪ Thanks Sheryl &amp; team for the good work done. Good luck with all the work this year.</li> </ul>		Comments and encouragement much appreciated
25	<ul style="list-style-type: none"> <li>▪ I am happy to be here. You were so good.</li> <li>▪ I hope you listen to our voices</li> </ul> <p><i>Sofia Begum, Beneficiary Rep.</i></p>		Thanks you for taking time to talk to us – we promise to listen and going on listening and responding
26	<ul style="list-style-type: none"> <li>▪ Beautiful! I feel honoured to be here.</li> <li>▪ I hope you don't forget us! I will remember you.</li> </ul> <p><i>Kulsum, Beneficiary Rep</i></p>		Thanks for your input and insight – how could we forget.

Many thanks for all your feedback. We will use the advice shared to redraft and improve the agenda and content of the workshop in Nairobi.

**Sheryl Haw**  
**Standards Development Manager**  
**HAP International**

**Date: 6<sup>th</sup> June 2006**