DANUBE WATER PROGRAM

RESULTS FROM THE CLIENT SATISFACTION SURVEY 2015

VIENNA, FEBRUARY 2016
75 responses received in total

Responses from a wide range of institutions, including utilities, water associations, ministries, regulators, financing institutions, private sector and local government

Responses from 14 countries, including all DWP partner countries except Croatia

60% male, 40% female respondents
Mostly technical experts and managers respondents, only fewer elected or public officials
Respondents are most interested in technical pillars

- Generally high interest, 60% of respondents are interested in multiple pillars
- More than 25% of respondents interested in 4 or 5 of the pillars
- Similar distribution of interest as in the 2014 survey
INVolVEMENT IN THE LAST YEAR WAS HIGH

Responses show high popularity of the Annual Danube Water Conference and the benchmarking activity

About 70% of respondents were involved in more than one activity last year
Quality of data and analysis, as well as translation rated as very high, especially amongst national water associations (around 70% very satisfied)

Less than 30% of respondents use the data provided in the report a lot, showing that additional steps could be taken in this area.
OVERALL, HIGH SATISFACTION WITH CAPACITY BUILDING ACTIVITIES

Of those who participated in the capacity building activities, around 95% are satisfied.

Highest satisfaction with the benchmarking program, comparatively lower scores for the commercial efficiency activity.
Danube Water Conference is seen as ‘excellent’ by more than 50% of respondents

High satisfaction with other DWP-related events and the website
Website and newsletter seen as most useful, less awareness and use of DANUBIS.org and the Program work plan.

Significantly increased scores from 2014. Last year, the percentage of scores of ‘not useful’ or ‘not aware of this resource’ was 38% for the newsletter, 20% for the website and 25% for DANUBIS.org.
Highest impact on professional network and access to knowledge. National water associations rated networking highest, with 72% strongly agreeing.

Comparatively low agreement that the Program helped in achieving their institution’s goal. Similar situation in 2014, where 20% did not agree to this question.
Overall, clients are satisfied with the program.

- Similar overall satisfaction with the Program as last year, where 86% were satisfied.
- 73% of respondents from national water associations are very satisfied, whilst this percentage is only 39% for respondents from ministries and other government institutions.
There is high interest in future program activities.

- High level of interest in the Danube Water Conference in 2016
- Almost 50% intend to participate in capacity building program
- Comparatively little interest in policy dialogue activity
- Around 75% of respondents plan to participate in more than one activity
Topics for Danube Water Conference 2016

- Improving efficiency of utilities and service provision
- Improving access and sustainability of rural water supply and sanitation services
- Creating institutions and policies for water service delivery
- Achieving sound waste water management
- Building and sustaining EU compliant water services
- Financing universal access to water supply and sanitation services
- Building climate resilient water supply and sanitation systems
- Partnering with the private sector to deliver sustainable services
CONCLUSION AND OUTLOOK

- Overall, the survey shows that DWP is seen as effective and positive.
- Although more respondents are aware of and use the Program resources than last year, there is still scope for improvement especially regarding the DANUBIS.org platform.
- The State of the Sector Report is seen as a high-quality piece of analysis, however the data provided in it is not used extensively. Further steps could be taken to show the usefulness of this data.
- The quality of capacity building is seen as high generally, although some activities such as the Commercial Efficiency activity did not achieve the desired results, which will be considered in the future.
- Comparatively few respondents find that DWP activities help them in achieving their institution’s goals. This will be acknowledged in designing future activities.