

DANUBE WATER PROGRAM

RESULTS FROM THE CLIENT SATISFACTION SURVEY 2015

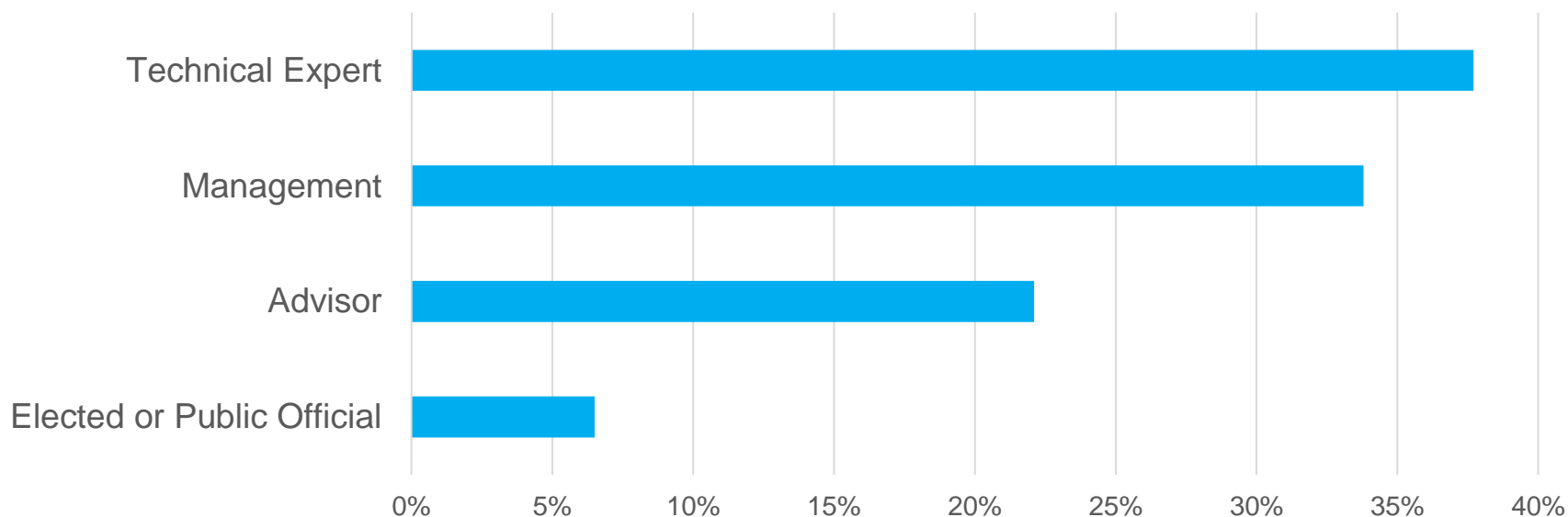
VIENNA, FEBRUARY 2016

RESPONSES TO QUESTIONNAIRE

- ▶ 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

RESPONDENTS ROLE IN THEIR ORGANISATIONS

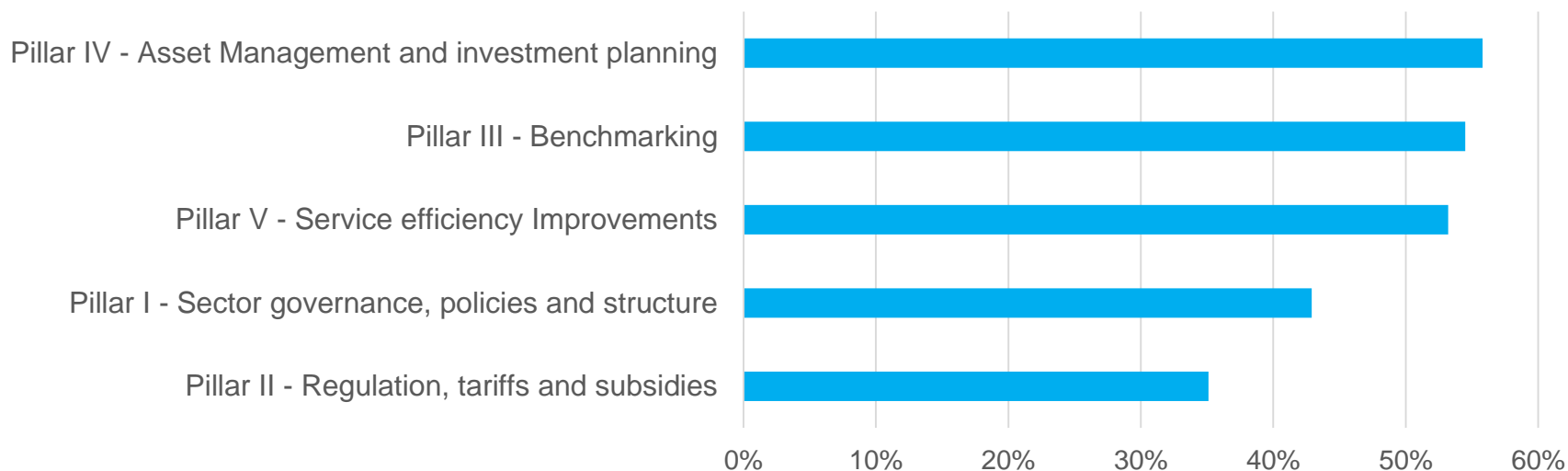
Responsibilities of respondents



- ▶ Mostly technical experts and managers respondents, only fewer elected or public officials

RESPONDENTS ARE MOST INTERESTED IN TECHNICAL PILLARS

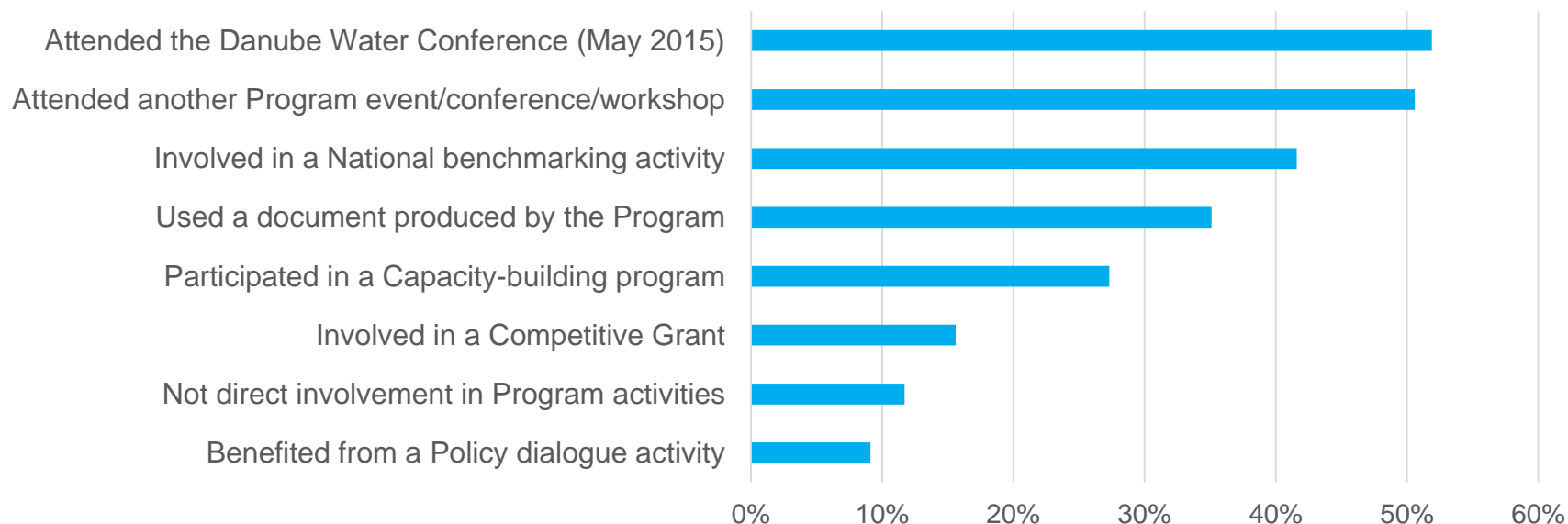
Interest in DWP pillars



- ▶ 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

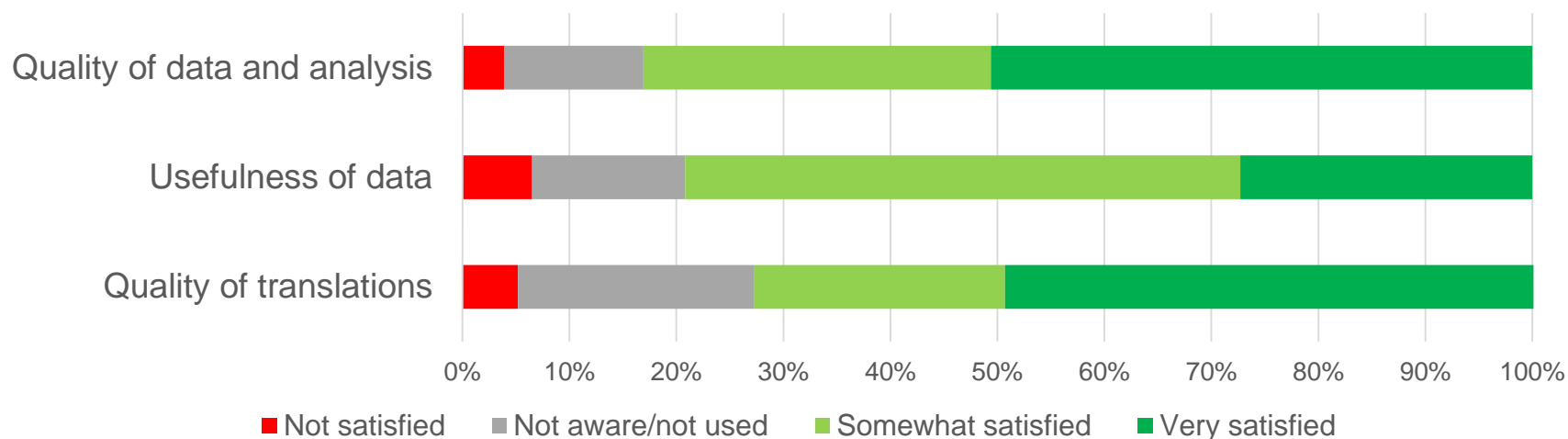
Involvement in the last year



- ▶ 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

HIGH SATISFACTION WITH THE STATE OF THE SECTOR REPORT

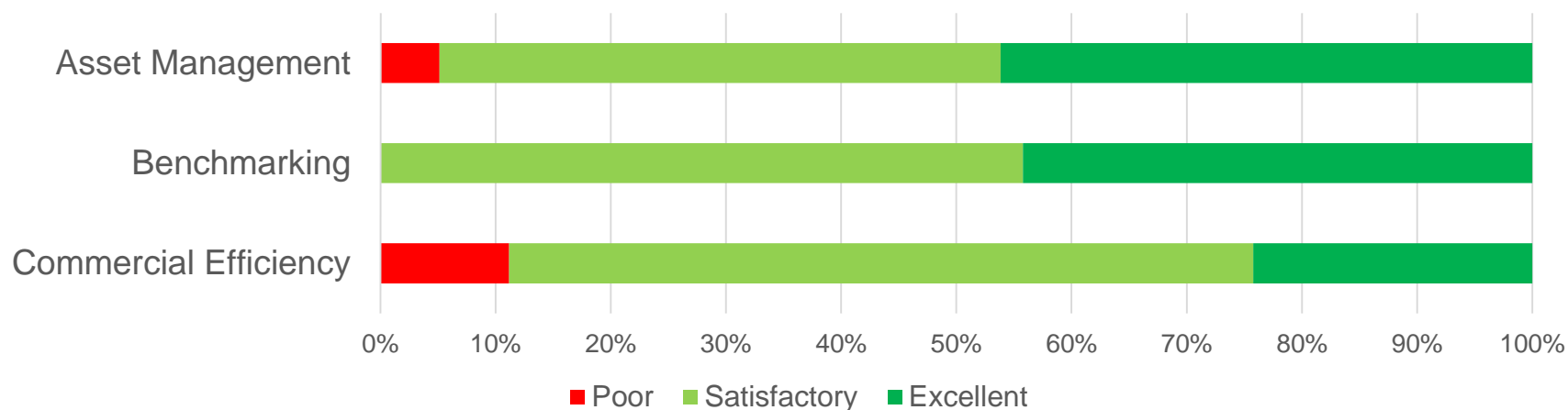
Satisfaction with State of the Sector Report and Country Notes



- ▶ 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

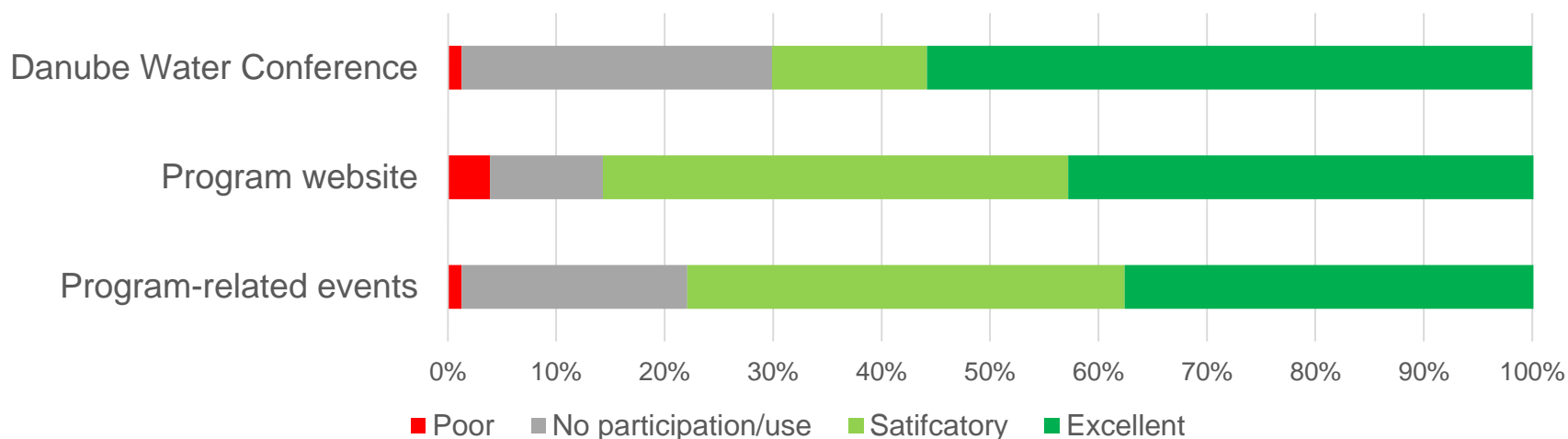
Satisfaction with capacity building activities



- ▶ 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

HIGH SATISFACTION WITH QUALITY OF KNOWLEDGE SHARING

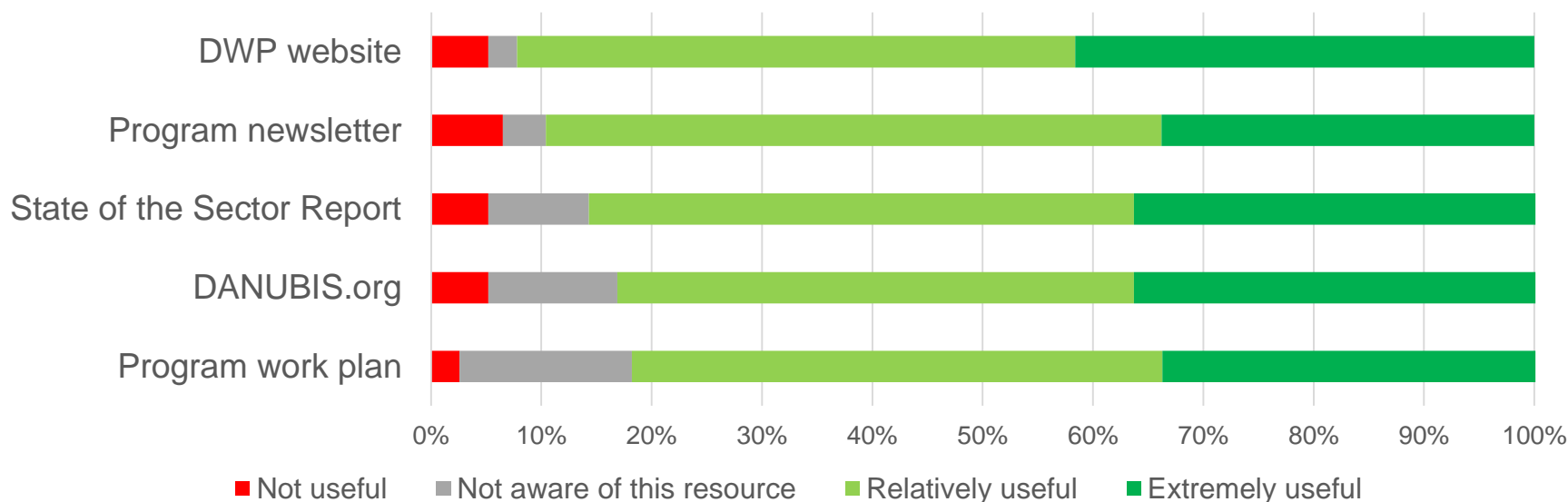
Quality of Knowledge Sharing Activities



- ▶ Danube Water Conference is seen as 'excellent' by more than 50% of respondents
- ▶ High satisfaction with other DWP-related events and the website

RESPONDENTS FIND THE PROGRAM RESOURCES USEFUL

Usefulness of Program resources



- ▶ 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

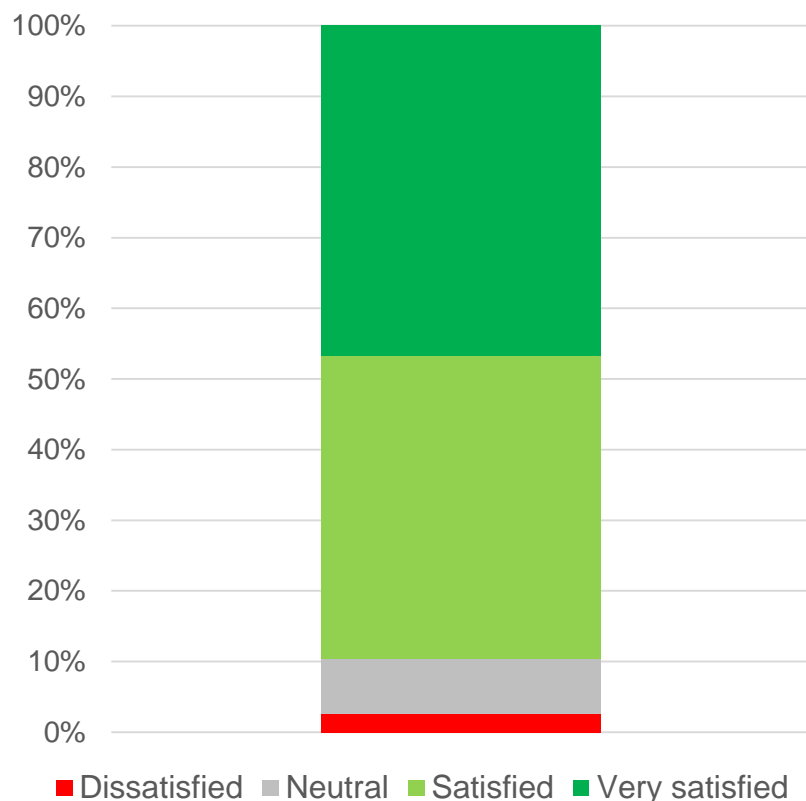
Did the Danube Water Program improve your?



- ▶ 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

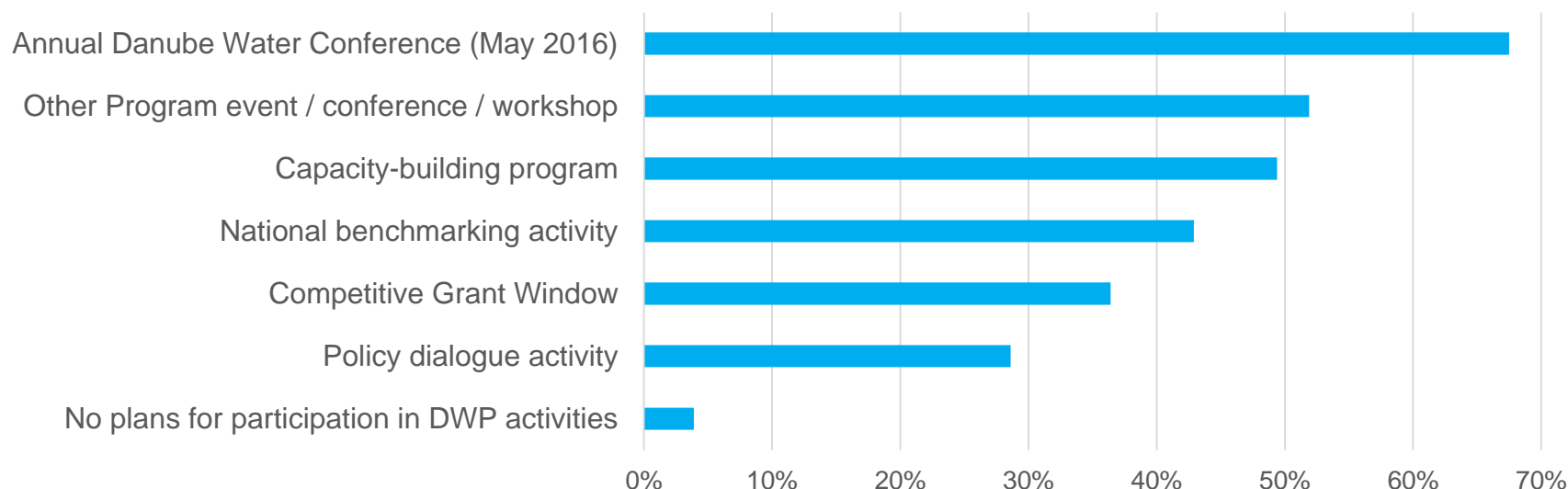
Overall satisfaction with the Program



- ▶ 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

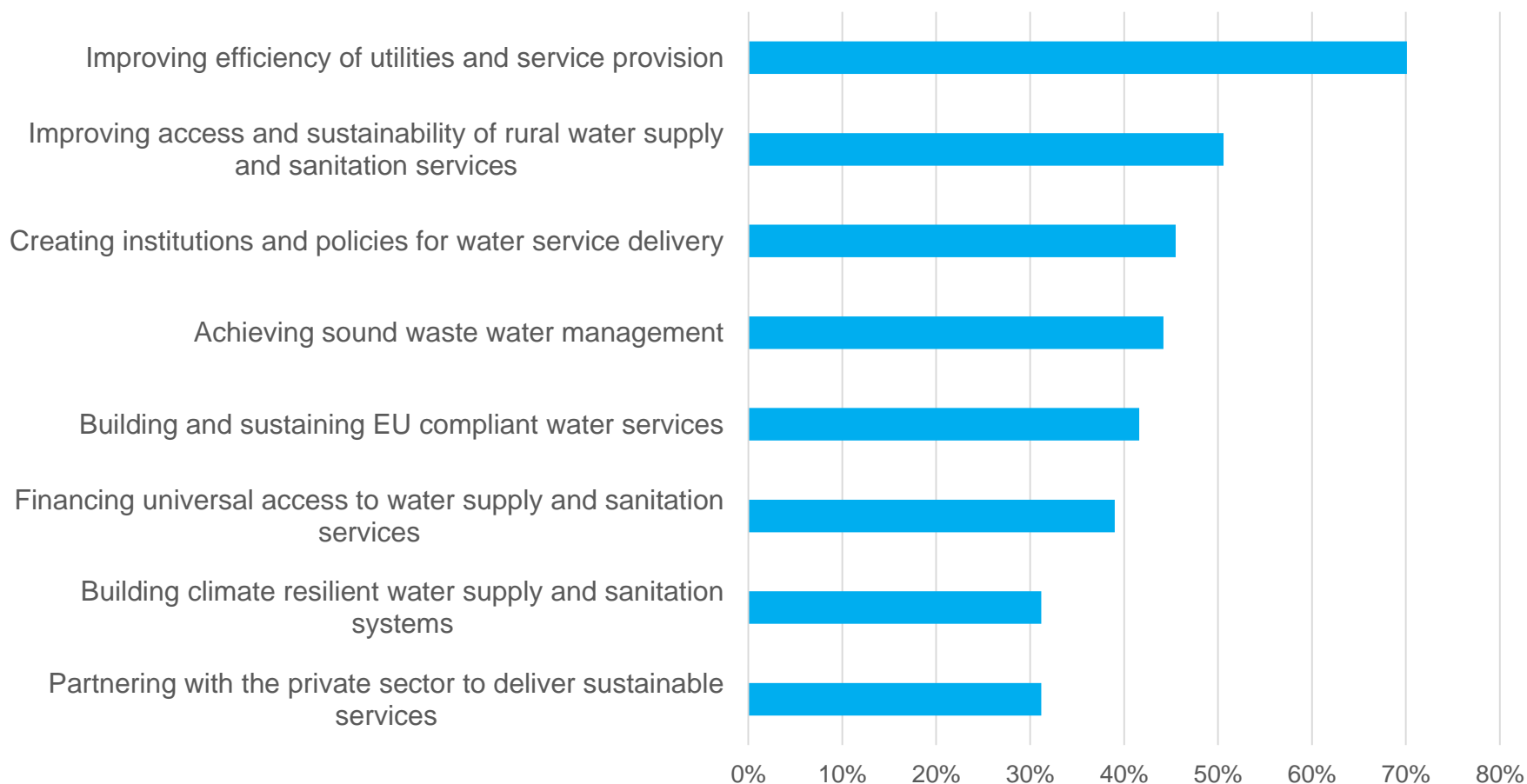
Plans for future participation



- ▶ 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

HIGHEST INTEREST IN SESSIONS ON EFFICIENCY FOR THE DWC 2016

Topics for Danube Water Conference 2016



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