MEMBERSHIP AWARENESS SURVEY REPORT FOR NETWORK FOR AFRICA (N4A)

Conducted between April 18, 2013 - May 1, 2013

Table of Contents:

Contents

Introductions

Regional AIDS Training Network (RATN) and the USAID-funded Strengthening Health Outcomes through the Private Sector (SHOPS) project oversee the technical lead and management of Network for Africa (N4A) Community of Practice. The partnership that begun in January 2013 will see RATN assume full leadership and management of N4A activities.

N4A is a community of practice that strengthens the capacity of African governments to effectively partner with the private health sector. The network comprises ministry of health staff and private sector leaders from over 15 African countries. The purposes of the network are to:

1. Exchange experiences and best practices in partnering with the private health sector

2. Share tools and materials used to engage with the private health sector

3. Build capacity within the public and private sectors to effectively dialogue and partner together to meet shared public health objectives

4. Share ideas on how to go about Private Sector Health Financing

To help effectively transition the leadership and management of N4A, from the SHOPS project to RATN, RATN and the SHOPS team conducted an online survey on the network's members between 18th April and 1st May 2013. As at the time of the survey, there were a total of 716 members who had subscribed to the network.

Objectives of the Survey

The objectives of the survey were to:

*   Establish awareness levels of the existence of the network
*   Find out what motivates people to join and remain active on the online community of practice
*   Determine what the members would want to see within the network more often

Methodology

The survey targeted the subscribed members of Network for Africa, both active and non-active. The survey was sent to 716 members via email using online tools i.e. survey monkey and mail chimp. The survey was carried out between April 18, 2013 and May 1, 2013.

Data Analysis

Data was analyzed using Survey Monkey; frequency tables were the main measures utilized in the analysis.

Results

Only 37 (5%) of the targeted respondents completed the questionnaire.

Table 1: Respondents by country of residence

| Country	No. of Respondents
Kenya	7
Uganda	2
Nigeria	2
Zambia	2
Ethiopia	1
Tanzania	1
USA	3
Ghana	2
Netherlands	1
Zimbabwe	3
Malawi	4
Germany	1
Benin	1
Congo	2
Cameroon	1
Burkina Faso	2
Mali	1
France	1
Totals	**37**

Most of the respondents were from Kenya, though evidently there was a lot of response across Africa and some from other continents (Europe and America).

Respondents Profession

The respondents came from different professions including Directors, Health Managers, Project Managers, Social Workers, Consultants, Doctors, Researchers, Health Workers and even those in business.
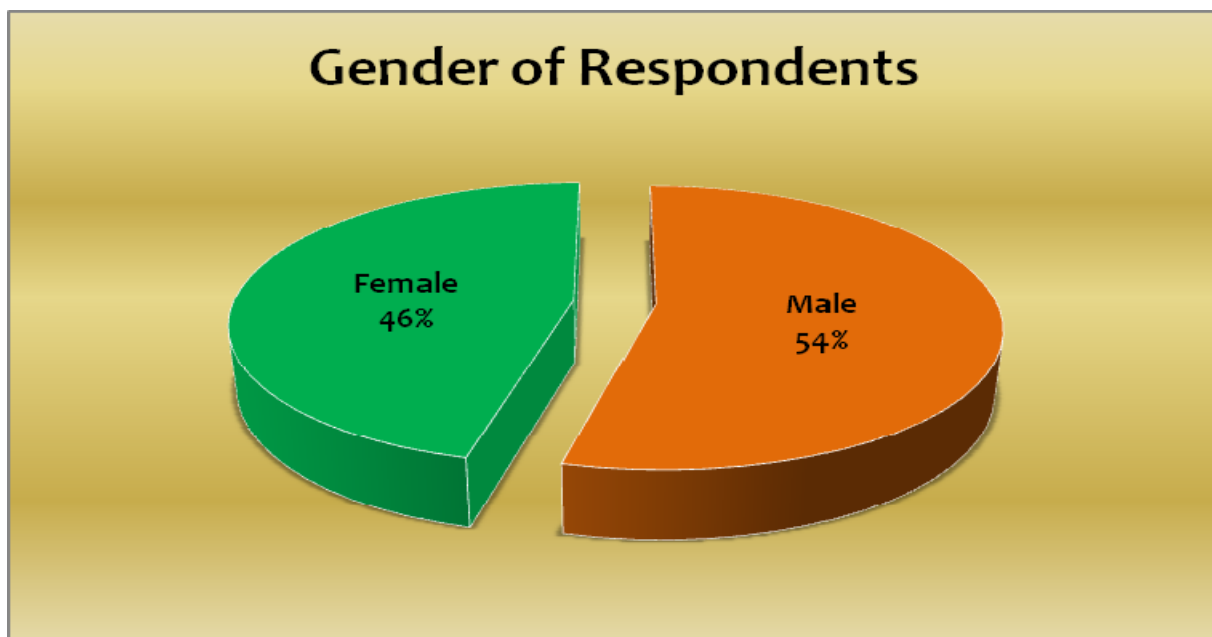
Age Group

Majority of the respondents fell between the age of 30 and 50 years 62 % (23), 27 % (10) were over 50 Years and 11% (4) were under 30 years.
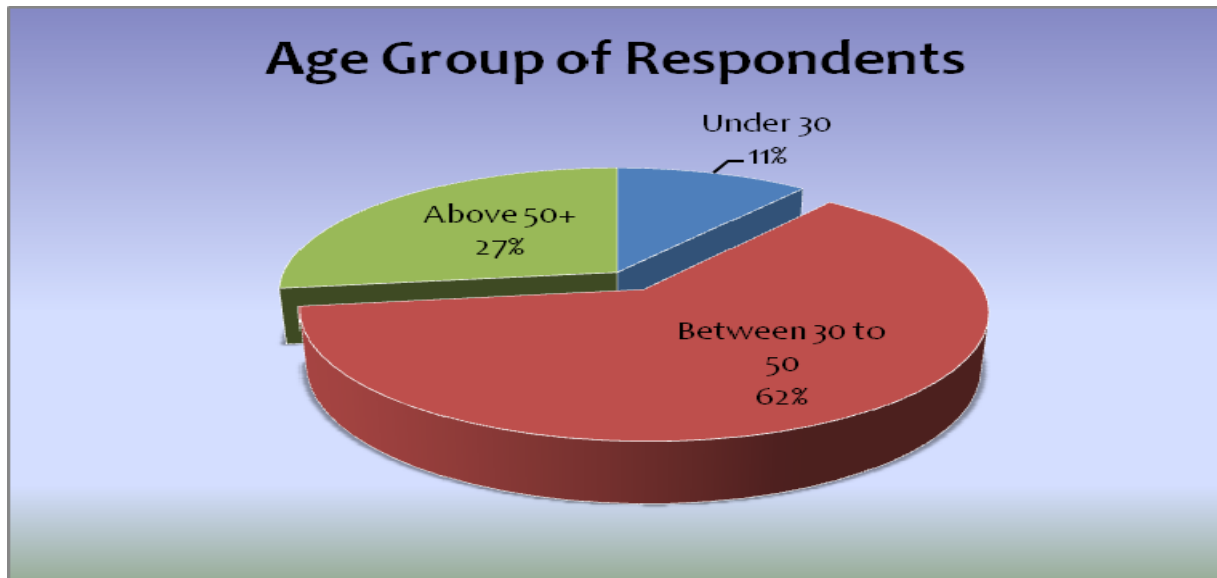
Gender of respondents

54 % (20) of the respondents were male while 46 % (17) were female.

How did you learn about N4A?

Most of the respondents learned of N4A through various conferences, trainings or workshops 11 (30%), the 2nd HIV Capacity Summit informed 6 (16%) respondents about N4A, another 6 (6%) knew about N4A from the internet while 4 (11%) knew it from SHOPS, the others either knew it from colleagues or friends and there was one respondent who said that she started the network.

What features of the N4A public space do you find most useful?

The most useful N4A public space was the Newsletter, followed by the Resource Center and Member Interviews. Online chats were found to be moderately useful.

Usefulness of N4A Public Space
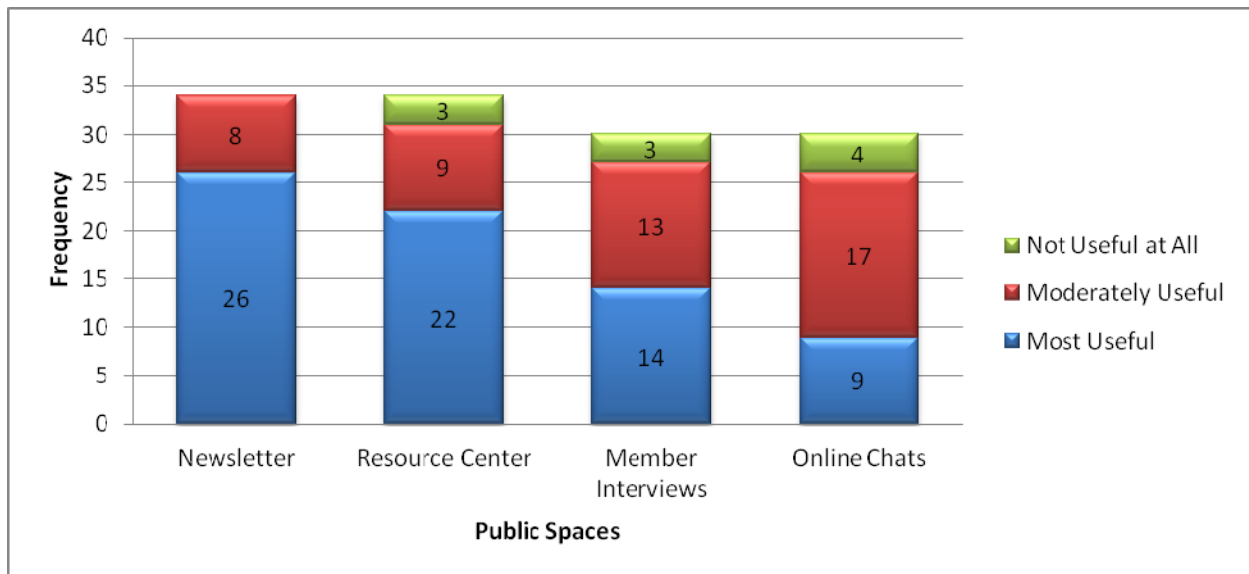
Features Suggested to Improve N4A Public Space

News flash - highlighting new tools, opportunities etc.

Have online discussions like the ones of aids star msh

If possible to use television

What is being used is appropriate

Conferencing and workshops

More technical exchanges in person. Technical presentations. More opportunities to network.

Monthly news and updates

Aesthetics can be improved to make the newsletter more appealing to the eye. Enhance usage of eye catching pictorials

Perhaps having thematic issues and groups

Conducting regular webinars

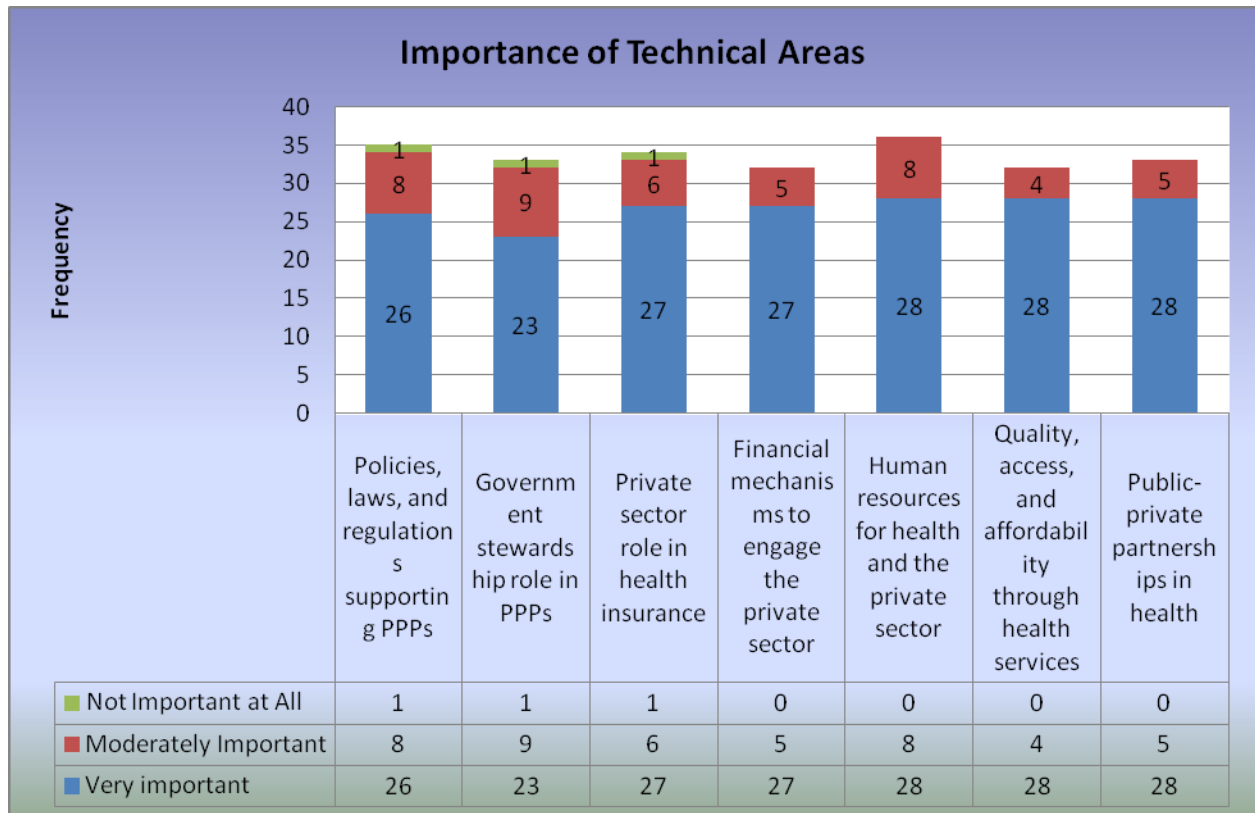More interactions like a blog and live twitter posts

More content and news stories

Produce quarterly magazines

Online conferences, like what shops did a few years ago, can be a helpful way to present new research and engage with others on a common topic of interest.

Organize a congress of the members one day
Meetings and colloquiums of the members of the network
Much more interaction between the members

How would you rank the following technical areas as they relate to your work or interests?

Importance of Technical Areas

|	Policies, laws, and regulations supporting PPPs	Government stewardship role in PPPs	Private sector role in health insurance	Financial mechanisms to engage the private sector	Human resources for health and the private sector	Quality, access, and affordability through health services	Public-private partnerships in health
Not Important at All	1	1	1	0	0	0	0
Moderately Important	8	9	6	5	8	4	5
Very important	26	23	27	27	28	28	28

All the areas ranked as very important with human resources for health and the private sector and Quality, access, and affordability through health services ranking as very important areas.

What other PPP-related technical areas are important or relevant to your work or interests?

1. Public-private partnerships in supporting communities for sustainability
2. Capacity for project/program evaluation and feasibility studies
3. Market-based solutions to reach bottom of the income pyramid
4. PPP networking/partnerships
5. Technical support to Private medical Training Institutions in terms of training books and equipment
6. Service Level Agreements
7. Sourcing for equipment and medical and nursing books
8. Best-example - actual PPP templates in Health that worked
9. Funders/Donors
10. Health insurance and Health Financing
11. Investing in PPP
12. Capacity for Engagement of the Private Sector by the Public Sector
13. Forum of the partners (not state) implied (involved) in the PPP
14. PPP Advocacy
15. Business development - better use of CSR potentials for the health sector strengthening
16. Government Role in Health Insurance
17. Policies and management standards that promote transparency and reporting norms on performance metrics
18. Social work
19. Use of Mobile Technology to improve quality of healthcare
20. How to start a PPP
21. The Leadership of Government
22. Social health insurance schemes and the role of private sector
23. The new business start-up such a Private school of health is very complicated it is my case
24. Government line ministries

Please indicate how the Network for Africa public space is useful to your professional interests
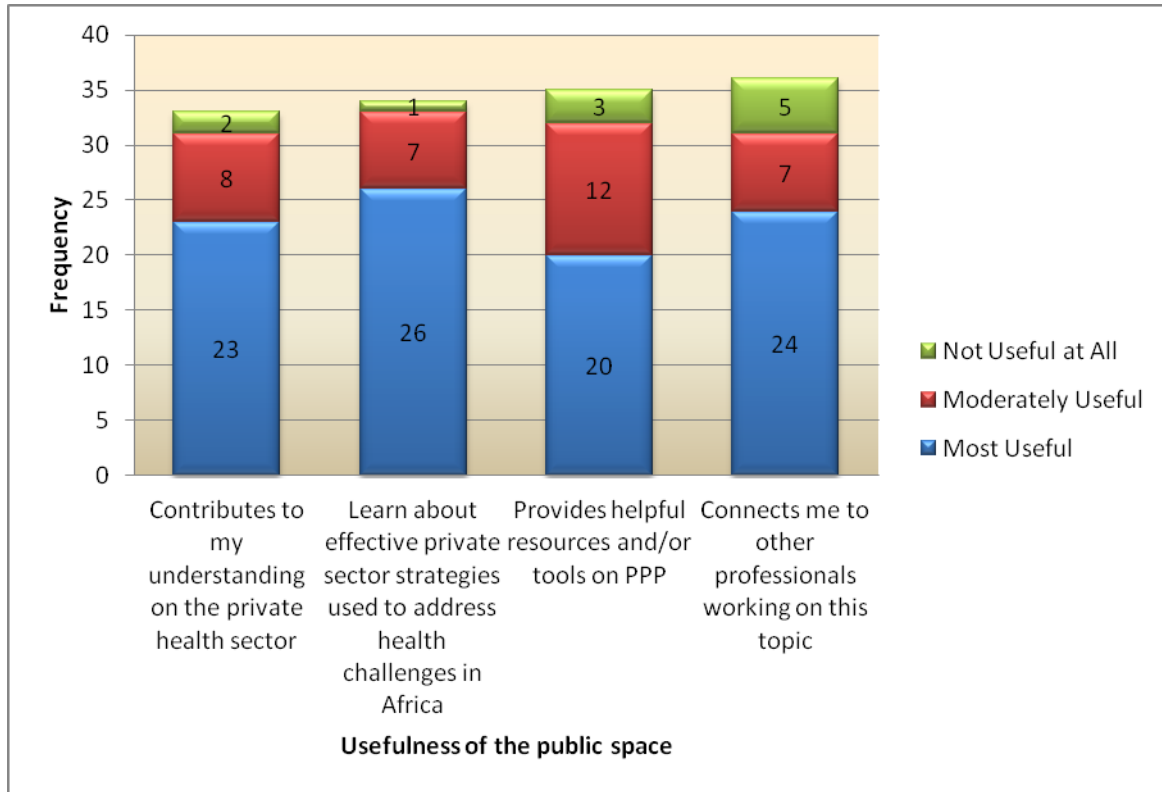
Majority of the respondents found the N4A to be useful especially in learning about effective private sector strategies used to address health challenges in Africa and in connections with other professionals working on the topic.

Are you a member of the Network for Africa's online community of practice?
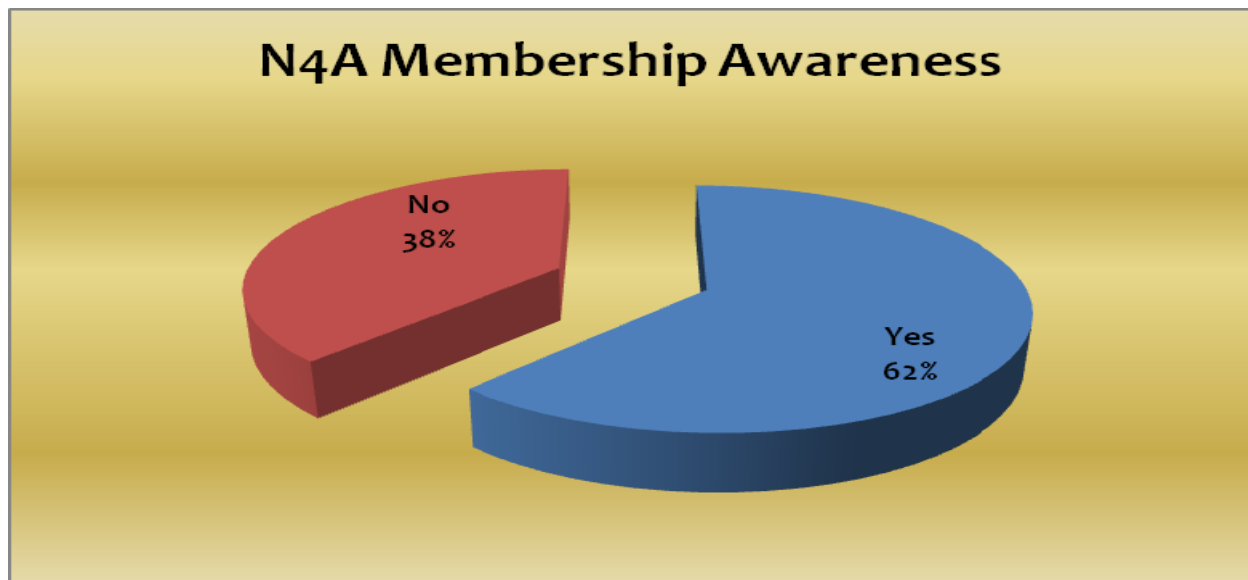
62% of the respondents (23) were members of Network for Africa's online community of practice, while 38% (14) reported that they were not aware that they were members.

What would motivate non-members to join the online community of practice?

More opportunities to engage in conferences and working groups on topics that further our mission to improve health.
Am going to register. I want to register as an individual.
If there is a chance to get our ideas off the ground.
Specific topics on capacity development practices.
I enjoy reading the news and updates on shops as it informs my work.
I did not know how to join; now I know I will join.
To learn and to interact with others and get current trends from the experience of others.
By networking within the network.
To have information on PPP since I am working in the private sector.
In my country it you have to go to the cyber to get connected and access the internet therefore, even if I receive your communication it is not easy for me to join the discussions and online chats all the time.

Are there any other comments, ideas, and suggestions you would like to be considered that were not captured in this interview?

Would be good to ask authors before posting documents or presentations on public website.
More physical events to complement virtual events, more involvement of commercial private sector in Africa.
I am happy to receive your communication in French at any time.

What motivated you to sign up for the online community of practice?

I believe this is the sustainability plan for health in Africa beyond donor funding.

No man is an island.

Advertisement and satellite session in the summit.

Continuous updates and networking.

Not a member - but form does not seem to be submitted without filling this session.

To be part of PPP programme for the benefit of the community.

Need to provide full healthcare to our citizens with locally available resources.

How it is linking to different people in the region.

Interest to find out more on PPPs.

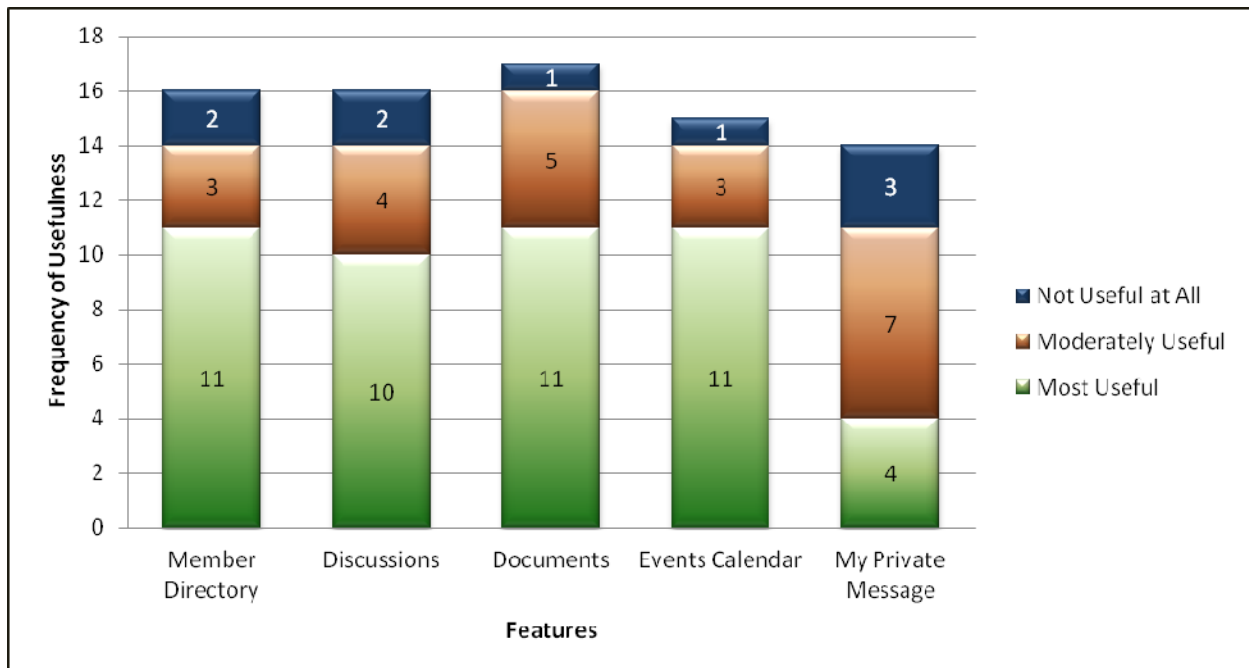I was invited by a friend.

I liked the idea of online chats and discussions.

Interest in knowledge sharing online communities.

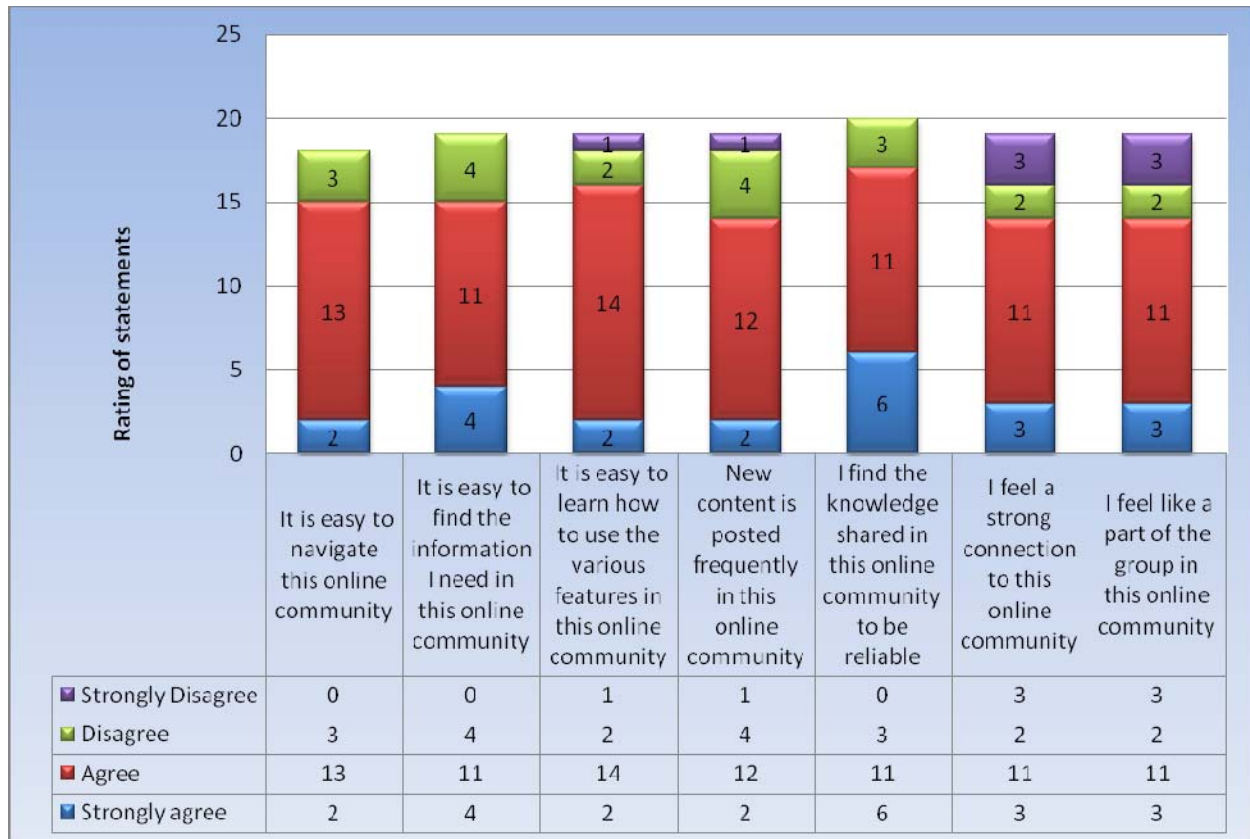Exchange with the peers to see the experiences (experiments) of realized PPP.

Member exchanges.

What features of the online community of practice space do you find most useful?

Most of the features were found to be useful; the least useful was My Private Messages.

Extent to which respondents agreed or disagreed with the utilization of the network's online services:

	It is easy to navigate this online community	It is easy to find the information I need in this online community	It is easy to learn how to use the various features in this online community	New content is posted frequently in this online community	I find the knowledge shared in this online community to be reliable	I feel a strong connection to this online community	I feel like a part of the group in this online community
■ Strongly Disagree	0	0	1	1	0	3	3
■ Disagree	3	4	2	4	3	2	2
■ Agree	13	11	14	12	11	11	11
■ Strongly agree	2	4	2	2	6	3	3

Most of the respondents agreed to the statements on the utilization of the online services though a number of the respondents also disagreed on statements 2, 4, 6 and 7 in relation to the utilization of online services.

What other feature(s) would improve the N4A online community of practice?

Directory (you could invite all cooperates to sign up) for all the private sector players that have a CSR programme.

To sponsor some members in the training provided.

Forums for online members to meet and discuss physically.

More interactions; more documents; more presentations.

The online community of practice is very well presented.

More information should be shared and frequent interaction to keep members abreast of ongoing discussions in their areas of work.

Case studies

My problem is I often receive communication in English, thus I cannot answer this part well.

The meetings or the annual assemblies of the participants.

It is necessary to feed the exchanges and the interaction between the members. It is too much of "push" for the moment.

What other comments, ideas and suggestions would you like to be considered that were not captured in this interview?

Seems a mistake that I have to fill page 3 if I am not a COP member.
How to better engage the CoP members
Congratulations for the accomplished work and the courage for the success of the network.

Discussion:

- The low rate of response could have been as a result of many subscribers not being active on the community of practice's activities whereas others who had subscribed might have forgotten they are members. The main cause of this seemingly is the failure for follow up activities and also failure to ensure members actively engage on the network.
- The N4A website is easier to navigate through and members can easily find what they are looking for. Most of the respondents seemed to agree on this.
- "My Private messages" component of the network's website has not been explored more often and thus many respondents did not find it useful.
- There needs to be more engagement to keep members abreast with what's happening on the community of practice. Many respondents suggested the need for constant engagement and frequent activities for the community of practice members.

Recommendations:

It will be important that the following be done to ensure more members participation on the Community of Practice:

- Vigorous marketing and popularization of the N4A online platform amongst members is needed to ensure that they (members) network and update each other on happenings within their localities.
- Need for more technical exchanges for the members.
- Frequent and engaging webinars to be conducted.
- Communication to be done in two major languages; French and English.
- Members to meet physically once in a while to discuss and deliberate more on issues raised during online discussions and forums.
- More resources to be availed on the online platform.
- More physical events to complement virtual events, more involvement of commercial private sector in Africa.
- Moreover, it will be important that the suggestions be implemented and follow-up surveys be conducted to gauge their importance to the community.

Conclusion:

The survey, though with a low response rate, managed to capture some insights on what members would like to feature on the platform and what needs to be done to ensure that members remain engaged.

Annex: Survey Questionnaire

N4A COP Membership Questionnaire:

PART A: Personal Information

- Country of Residence:

- Profession:

- Which category below includes your age: Under 30; Between 30 to 50; Above 50+

- Please select your gender: Male   Female

PART B: Network for Africa (N4A)

- How did you learn about N4A?

- What features of the N4A public space to find most useful? Use Likert scale to rank

  Rating Scale: Most Useful   Moderately Useful   Not Useful at All

  E-Letter
  Resource Centre
  Member Interviews
  On-Line Chats
  In-person Technical Exchange

- Is there another feature you would consider useful that would help improve the N4A's (public space) way to convey content?

- Please rank the technical areas most important to your work. Use Liker scale.

  Rating Scale: Very important   Moderately Important   Not Important at All

  o   Policies, laws, and regulations supporting PPPs

  o   Government stewardship role in PPPs

  o   Private sector role in health insurance

  o   Financial mechanisms to engage the private sector

  o   Human resources for health and the private sector

  o   Quality, access, and affordability through health services

- Public-private partnerships in health

- What other areas do you consider important? Please list here:

1. Please indicate how the Network for Africa public space is useful to your professional interests.

    Rating scale: Most Useful   Moderately Useful   Not Useful at All

    2. Contributes to my understanding on the private health sector

    - Learn about effective private sector strategies used in to address health challenges in Africa

    - Provides helpful resources and/or tools

    - Connects me to other professionals working on this topic

- Did you join the Network for Africa Community of Practice?

    - If not, why not?

    - What would motivate you to join the community of practice?

- What are any comments, ideas and suggestions that you would like to be considered and were not captured in this interview?

        STOP AFTER THIS QUESTION

    - If so, continue please continue

PART C: COP Membership Participation

3. What motivated you to sign up for the Community of Practice?

4. What features of the COP space do you find most useful? Use the following scale to rank

    Ranking: Most Useful   Moderately Useful   Not Useful at All

    Member Directory
    Calendar
    Upload feature
    Blog

5. Please indicate the extent to which you agree or disagree with the following statements using the rating scale as follows:

   Please rate appropriately with this scale: 1. Strongly agree 2. Agree 3. Disagree 4. Strongly Disagree

   - It is easy to navigate this online community

   - It is easy to find the information I need in this online community

   - It is easy to learn how to use the various features in this online community

   - New content is posted frequently in this online community

   - I find the knowledge shared in this online community to be reliable

   - I feel a strong connection to this online community

   - I feel like a part of the group in this online community

6. Is there another feature that would help improve the COP?

7. What are any comments, ideas and suggestions that you would like to be considered and were not captured in this interview?