

Coordination Performance Report

Explanatory Note on Questionnaire and Analysis

Please note: that the use of cluster in the following draft questionnaire can also be applicable to sectors using similar coordination mechanisms.

Target audience

Separate questionnaires have been developed for cluster coordinators and for cluster partners. They ask about the same type of information referring to criteria for good performance of the core functions from the perspective of the coordinator and the partners. Performance monitoring should be undertaken 3 months after the activation of the cluster and every 6 months subsequently.

Structure of the questionnaires

Section 0: general description of the cluster structure and partners and description of the respondents.

Section 1 to 6: appraisal of the six core functions (and sub-functions) of the cluster:

1. Supporting service delivery;
2. Informing strategic decision-making of the HC/HCT for the humanitarian response;
3. Planning and strategy development;
4. Advocacy;
5. Monitoring and reporting the implementation of the cluster strategy and results and recommending corrective action where necessary;
6. Preparedness for recurrent disasters whenever feasible and relevant

Section 7: accountability of the cluster to affected population

Scope of the questionnaires

The questionnaires aim at recording the perception of partners and cluster coordinators about the functioning of the cluster in fulfilling its core functions. The questionnaire is mainly qualitative. This enables its use at national and sub-national level and in different settings where cluster coordination needs and implementation might differ. The questionnaires will be filled via on-line anonymous forms.

Questions

Answers to each question have been defined in 5 categories as below:

Description of categories	Points
Should have been done but was not	0
The action or activity was started but did not function	1
The action or activity was started but was partially complete and/or performed in a partially effective manner. Did function but needs major improvements.	2
The action or activity was performed in a generally effective and complete manner. Did function, needs minor improvement.	3
The action or activity was completely performed in a fully effective manner. Did function well.	4
Don't know	Not taken into account
Not applicable	Not taken into account

Analysis and scoring

Questionnaires will be analyzed separately at national and each sub-national level.

Scoring

For each questionnaire

A score for each sub-core function will be determined separately from the sum of the points attributed to the questions in the sub-core function:

$$S = T/M$$

Where S is the score for the sub-function, T is the total number of points for the sub-function and M is the maximum number of points for the sub-function.

For example:

- There are 3 questions in a sub-function.
- The points of the answers to each question are 2, 3 and 1.
- The total number of points T for the sub-function will be: $2+3+1=6$
- The maximum number of points M for the sub-function will be $3*4= 12$

Therefore the score for this sub-function will be $6/12 = 0.5$ or 50%

Aggregation of questionnaires

The median score for each sub-function will be calculated.

Performance status

The median score will be further classified into performance status:

Score	Performance status
> 0.75	Green= Good
0.51-0.75	Yellow= Satisfactory, needs minor improvements
0.26-0.50	Orange= Unsatisfactory, needs major improvement
≤ 0.25	Red=Weak

Results

The analysis will be done automatically and a report will be generated where the performance status will appear (table).

The results will be discussed among cluster partners at a subsequent cluster meeting. Good practices, constraints and follow-up actions to improve performance will be identified. The outcome of this meeting will be shared as appropriate with the lead agencies, national authorities, the humanitarian coordinator, and global clusters.

Repeated surveys will allow the monitoring of trends of performance of the cluster.

Results will also be used by global clusters to identify needs for support for some specific countries or functions.

Example of results of cluster performance survey

Performance status	
	Green = Good
	Yellow = Satisfactory, needs minor improvements
	Orange = Unsatisfactory, needs major improvements
	Red = Weak
1. Supporting service delivery	
1.1 Provide a platform to ensure that service delivery is driven by the agreed strategic priorities	Good
1.2 Develop mechanisms to eliminate duplication of service delivery	Satisfactory, needs minor improvements
2. Informing strategic decision-making of the HC/HCT for the humanitarian response	
2.1 Needs assessment and gap analysis (across other sectors and within the sector)	Satisfactory, needs minor improvements
2.2 Analysis to identify and address (emerging) gaps, obstacles, duplication, and cross-cutting issues.	Satisfactory, needs minor improvements
2.3 Prioritization, grounded in response analysis	Satisfactory, needs minor improvements
3. Planning and strategy development	
3.1 Develop sectoral plans, objectives and indicators directly supporting realization of the HC/HCT strategic priorities	Unsatisfactory, needs major improvements
3.2 Application and adherence to existing standards and guidelines	Good
3.3 Clarify funding requirements, prioritization, and cluster contributions to HC's overall humanitarian funding considerations	Satisfactory, needs minor improvements
4. Advocacy	
4.1 Identify advocacy concerns to contribute to HC and HCT messaging and action	Satisfactory, needs minor improvements
4.2 Undertaking advocacy activities on behalf of cluster participants and the affected population	Unsatisfactory, needs major improvements
5. Monitoring and reporting	Satisfactory, needs minor improvements
6. Contingency planning/preparedness	Satisfactory, needs minor improvements
7. Accountability to affected population	Satisfactory, needs minor improvements