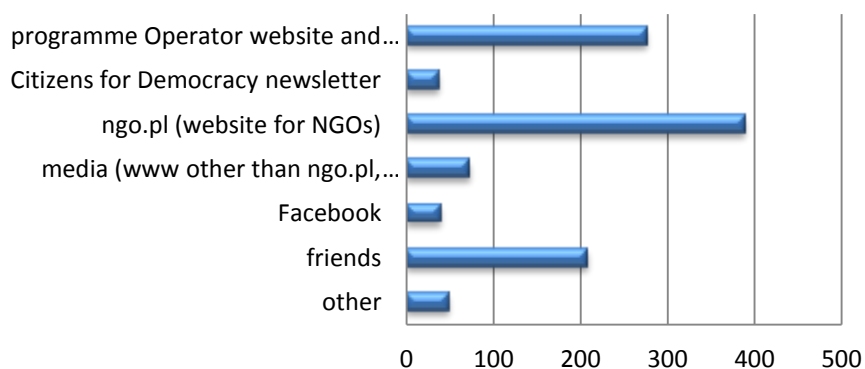After closing the first stage of calls for proposals for thematic and systemic projects within Citizens for Democracy, we've prepared a short survey for all our applicants to learn more on how they assess the implementation of the programme and work of the operational team.

The survey was anonymous and consisted of 6 questions. It was sent via Newsletter on 20.11.2013 to **2 106 records** from programme database. We received very high **response rate – 40%** (820 responses). Below we present brief summary of the results.
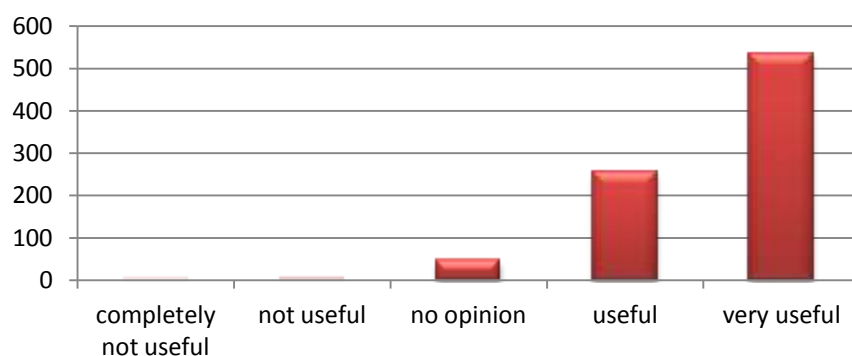
1.  **Information**: Applicants got the information about the programme mainly from the website www.ngo.pl (the most popular Polish platform for non-governmental organizations) and from the website and Facebook fanpage of the Batory Foundation.

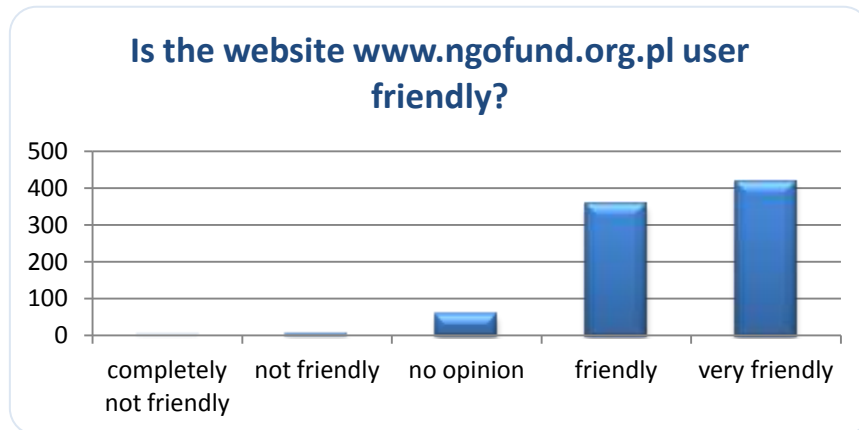**Source of information about the programme**



2.  **Manual**: The **information from the programme manual** proved to be **very useful** during preparing of the application – **94%** rated it as useful and very useful.

**Was the information from the programme manual useful?**

3. **Website**: The programme **website** (www.ngofund.org.pl) was rated **friendly and very friendly by 92%.**

**Is the website www.ngofund.org.pl user friendly?**

Chart showing response counts: completely not friendly (~0), not friendly (~5), no opinion (~60), friendly (~350), very friendly (~415). Y-axis: 0 to 500.
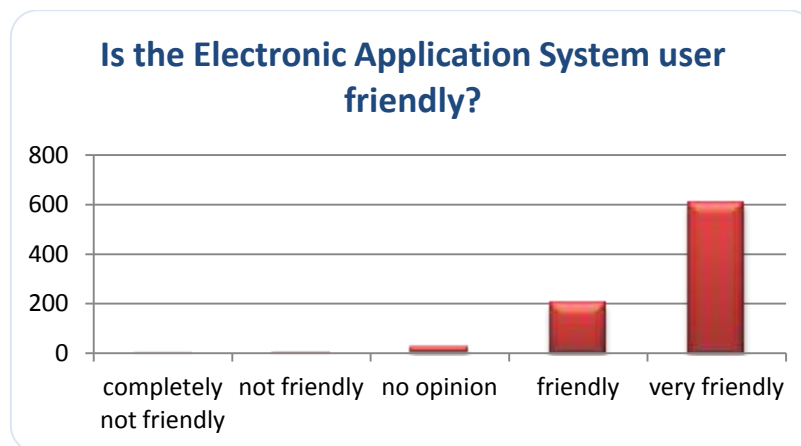
4. **Team availability**: Over **50% of respondents did not contact the programme team for the support**. Almost all the others rated the team as **very available**.

**Whether the team was available?**

Pie chart legend: available, not available, did not use.

5. **Team responses**: Almost all respondents, who turned to the programme team with the questions, rated the **information received as very useful.**

**Was the information received from the team useful?**

Pie chart legend: useful, not useful, did not use.

6. **Application system**: The **Electronic Application System** was rated as **simple and user friendly by 97%** respondents.

## Is the Electronic Application System user friendly?



Except for the quantitative data, we managed to collect many qualitative comments that in general reflect the high ranks we received. Most frequent comments related to the following aspects of the programme implementation and application procedure that may need certain improvement :

— clear explanation of the budget structure in the manual and application documents,
— explanation of the partnership rules in the manual and providing the partnership agreement draft,
— SEO of the programme website.