

U4 user survey 2020

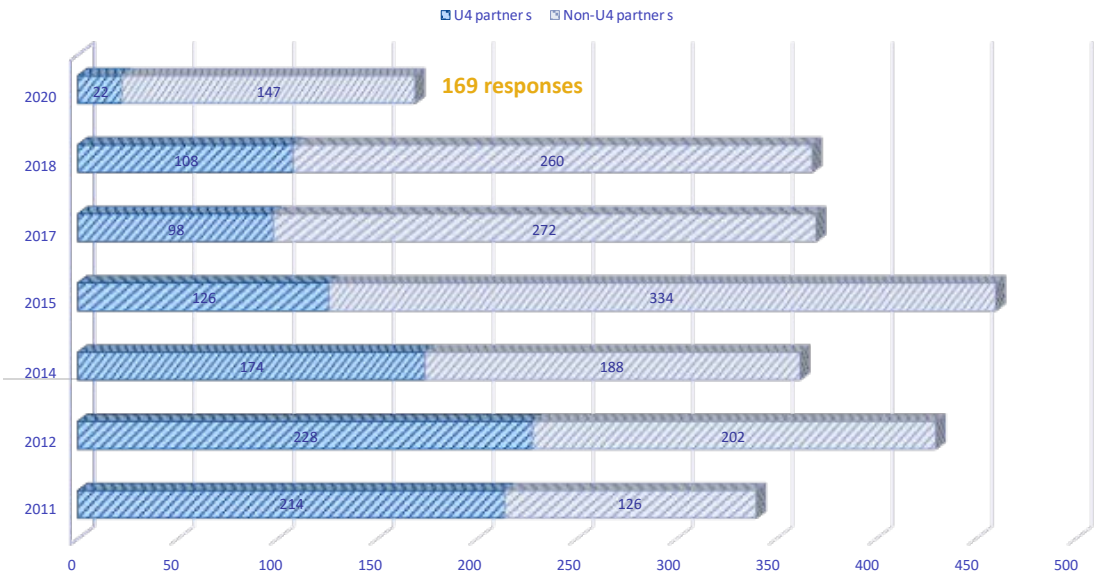
Results



Survey period 28 Sep–9 Nov 2020
Responses 169 (22 U4 partner staff)
Questions 24

1

2020: LOWEST EVER U4 USER SURVEY RESPONSE RATE



2

Possible causes for low response rate in 2020



- **Lower dissemination due to**
 - GDPR restrictions and e-mail spam filters
- **No prize-draw**
 - In previous surveys respondents could win a book
- **Web-fatigue**
 - Potential respondents are tired of digital tasks
- **Time squeeze/employer demands**
 - Potential respondents – particularly U4 partner staff and other development practitioners – have increased workloads and less time for low priority-tasks such as surveys.
- **Too many questions in the survey**
 - A lighter survey might yield more responses, but with less detail.

3

Statistical confidence

Few U4 partner staff (19) filled in the survey and there were no responses from DFAT, Finland, SDC, or Sida.

We have filtered responses by *bilateral donor agencies as employer* (22) – including non-U4 partners (3). On questions where this groups' answers have high convergence, we can assume that the results are fairly valid.

Response numbers as a whole (169) is slightly low for determining high validity across all answers. Still, it is a good size for survey accuracy on highly convergent responses, of which there were many.

U4 will ensure that the survey data is quoted in a careful manner by corroborating information with several sources of evidence when making concluding remarks, and including caveats such as the low response rate, where necessary.



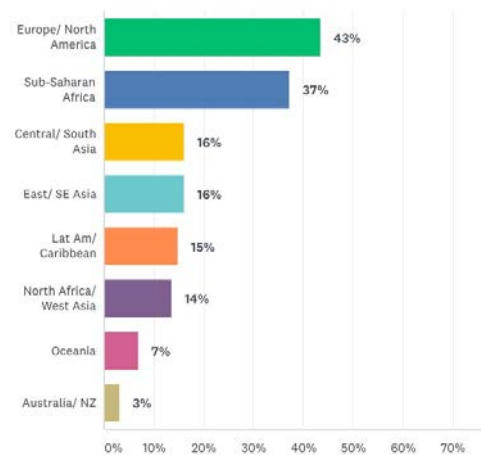
4

Most respondents work in

1. Europe/North America
2. Africa

Where do you work? (you can pick more than one)

Answered: 161 Skipped: 8



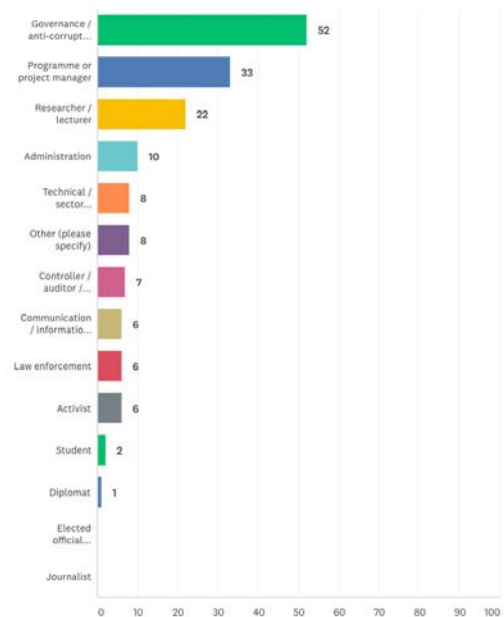
5

Most respondents work with

1. Governance/anti-corruption
2. Programme/project management
3. Research/academic teaching

Which of the following best describes your primary role?

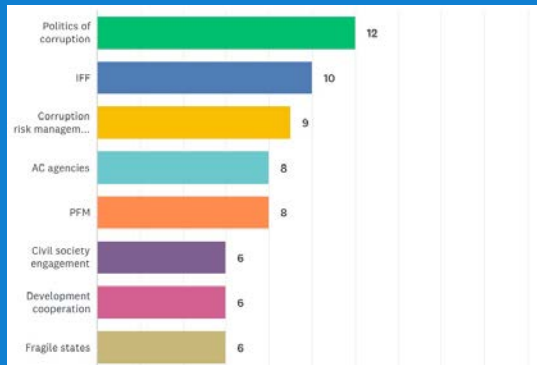
Answered: 161 Skipped: 8



6

8 top interest topics

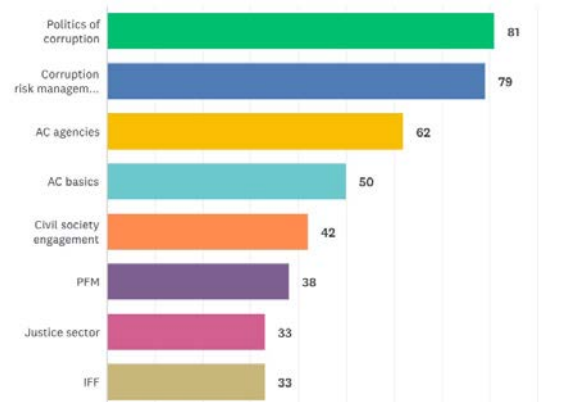
Bilateral donors*



*Low response rate and convergence = low statistical validity

Number of respondents who picked the topic (they could pick up to 5)

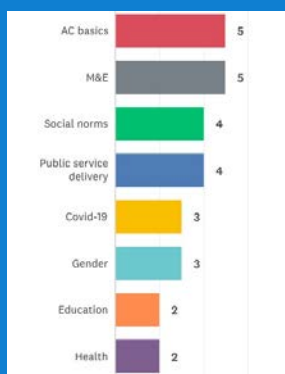
All respondents



7

8 medium interest topics

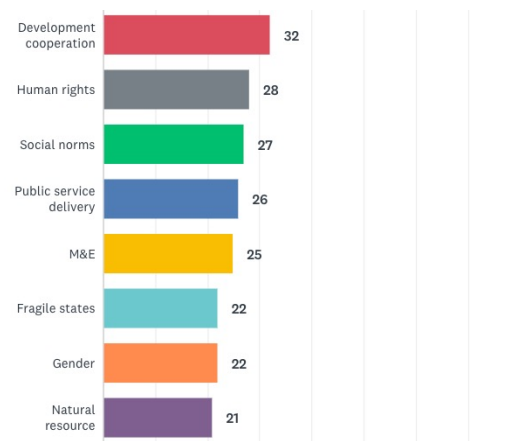
Bilateral donors*



Note that *health* and *education* is also part of *public service delivery*

*Low response rate and convergence = low statistical validity

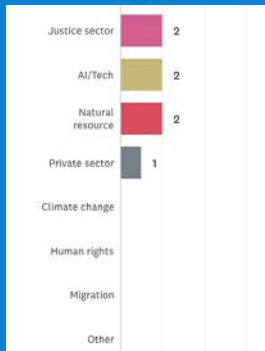
All respondents



8

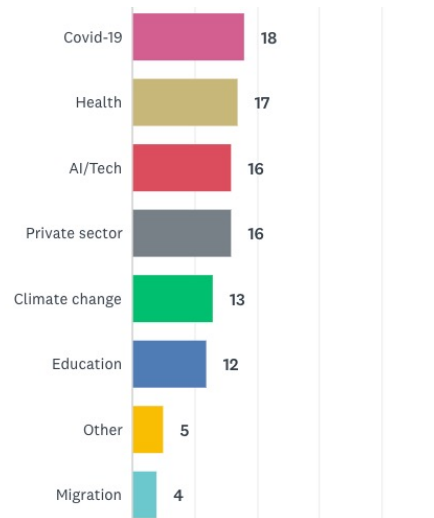
8 lowest interest topics

Bilateral donors*



*Low response rate and convergence = low statistical validity

All respondents

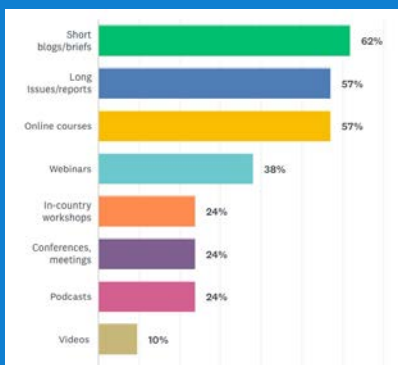


9

Written outputs = most wanted

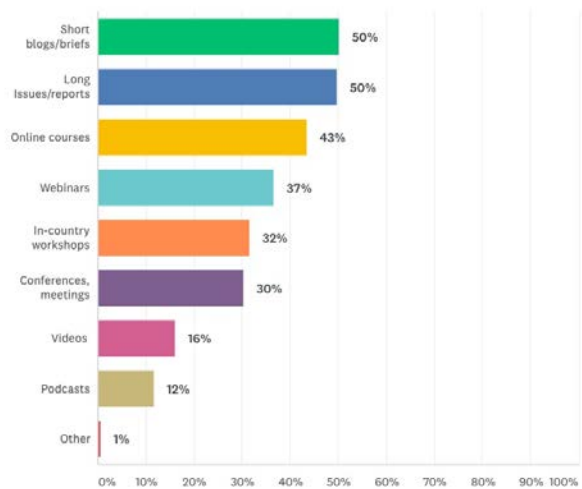
We asked: From the following list, what kinds of outputs and events are generally most useful for you? (pick up to 3)

Bilateral donors*



*Low response rate and convergence = low statistical validity. However, the ranking from bilateral donors converge with that from all respondents, which can indicate validity.

All respondents

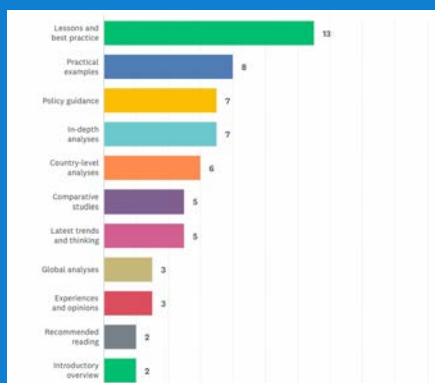


10

Everyone seeks answers

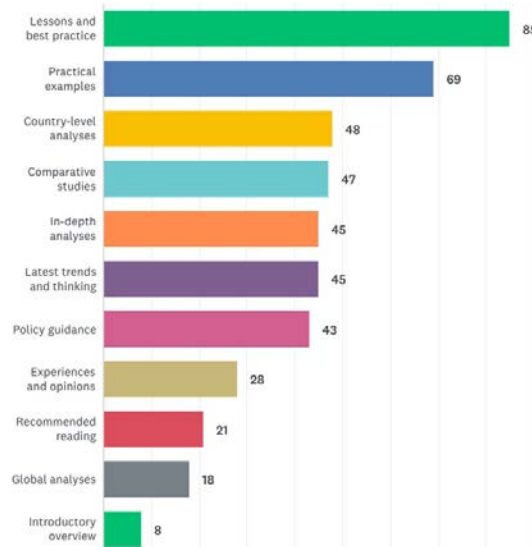
We asked: From the following list, what kinds of outputs are generally most useful for you? (pick up to 3)

Bilateral donors*



*Low response rate and convergence = low statistical validity. However, some of the rankings from bilateral donors converge with that from all respondents, which can indicate validity.

All respondents

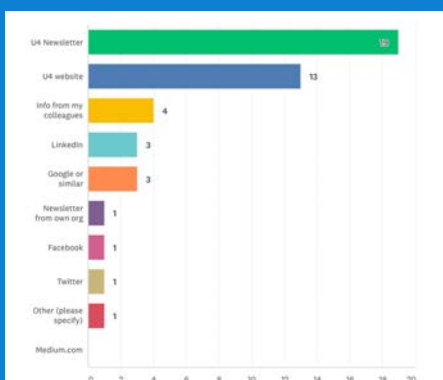


11

Communication channels

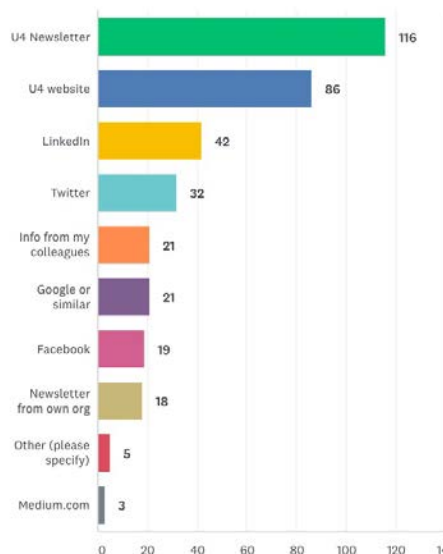
We asked: How do you prefer to hear about new U4 resources and events? (pick up to 3)

Bilateral donors*



*Clear convergence in the top two items indicates validity, it also converges with answers from all respondents.

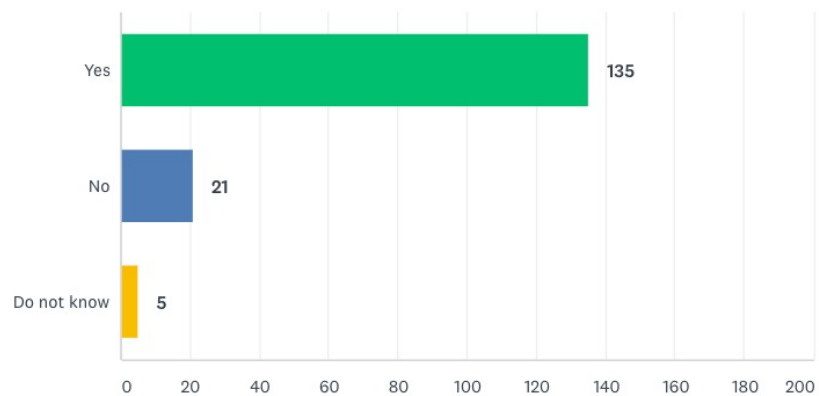
All respondents



12

Most have accessed U4 resources in the past two years

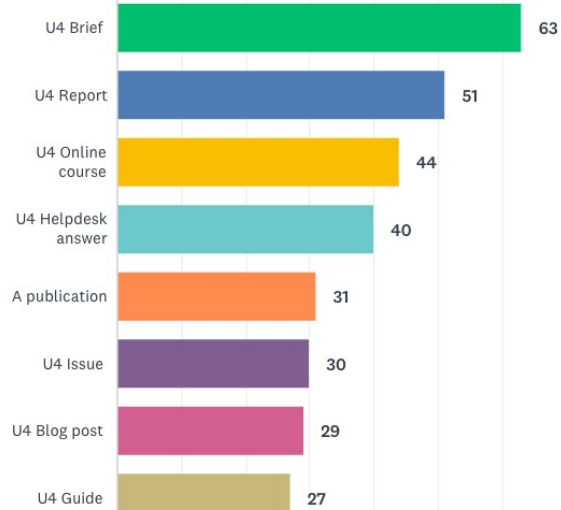
All respondents
(the same proportion applies to bilaterals' answers)



13

Most accessed resource types

All respondents
(the same ranking applies to bilaterals' answers)



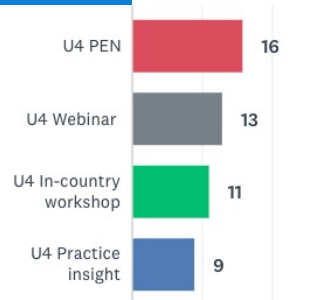
The written resources that respondents have accessed may originate from several years back.

14

Least accessed resource types

These resources types exist in fewer examples than top-ranked types, and therefore is a likely reason why fewer respondents have accessed them.

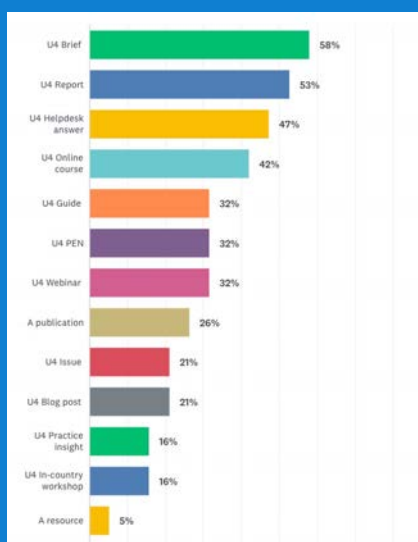
All respondents
(the same ranking applies to bilaterals' answers)



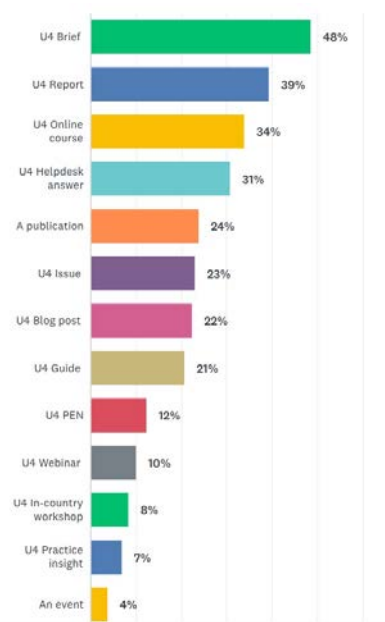
15

Bilateral donor respondents seem to access more resources per person than others!

Bilateral donors



All respondents

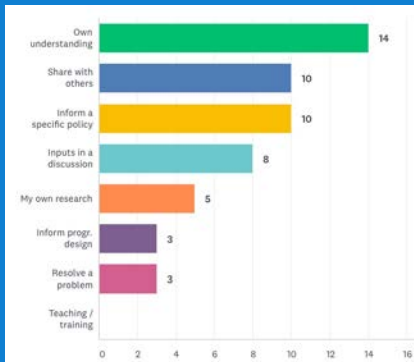


16

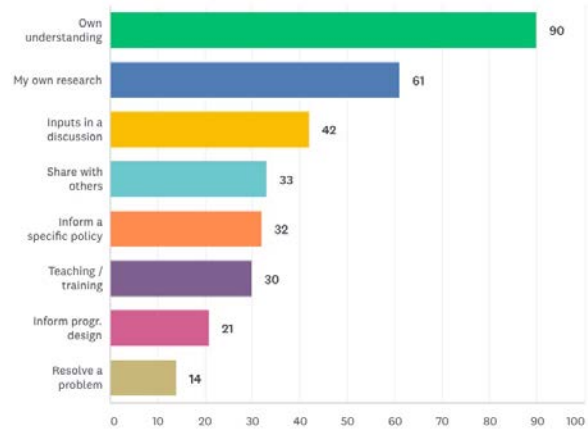
Respondents mostly use U4 resources to be better informed

We asked: What have you used U4 resources for in the past 2 years? (you can pick more than one)

Bilateral donors



All respondents



17

Respondents say U4 resources contributed to results in the past 2 years

- All respondents: 92 (71%)
- Bilateral donors: 13 (68%)

We asked: Have U4 resources been beneficial or contributed to results in your work in the past 2 years?

Responses are around 10% more positive than in surveys during the 2015–2018 period*



*However, in previous surveys this question was about past year, not two years.

18

All respondents

Comments on how resources are used and lead to results (page 1)

"The **workshop and online course** (taken by a colleague) really helped to inform a programme document on anti-corruption in the **judicial sector**."

—Male, 45–55, Governance/AC specialist, East/South East Asia (Multilateral organisation)

"U4 is recognised by several Geneva organisations I have worked with as a resource for research, policy inputs and materials we can use to **raise awareness**, train staff and engage staff."

—Male, 45–55, Governance/AC specialist, Sub-Saharan Africa and Europe/North America (Multilateral organisation)

"I know more about different types of corruption and what to look out for when assessing anti-corruption in partner proposals. I also know more about the **gendered impacts** of corruption and hence can look out for interventions that are sensitive to this difference."

—Female, 25–34, Programme/project manager, Sub-Saharan Africa (Embassy of a donor country)

"The knowledge acquired in the **online course** is helping me improve our policies in corruption risk assessment and monitoring of proceeding in court."

—Male, 45–55, Law enforcement, Sub-Saharan Africa (Government agency)

19

All respondents

Comments on how resources are used and lead to results (page 2)

"Publications allow quick access to **latest state of discussions** and allow to inform positions"

—Male, 35–44, Germany (BMZ/GIZ/KfW)

"I have used U4 resources to introduce **new ideas** to practitioners in my organisation"

—Male, 35–44, UK (FCDO)

"For policy guidance, products would need a better understanding of the programming process within donor agencies. As a **general background information**, products are very useful"

—Female, 35–44, Germany (BMZ/GIZ/KfW)

"The U4 online course on corruption risk management **directly influenced guidance** on risk management"

—Female, 35–44, Germany (BMZ/GIZ/KfW)

20

All respondents

Comments on how resources are used and led to results (page 3)

“Shared with partners to consider and apply if appropriate and the resource related to COVID-19 guidance”

—Male, over 55, New Zealand (Bilateral aid agency).

21

Respondents expect to keep using U4 knowledge:

- All respondents: 91%
- Bilateral donors: 100%

We asked: Do you expect to use the knowledge gained from U4 resources?



22

All respondents

Comments on how people expect to use U4 knowledge (page 1)

“Currently developing **training to colleagues** on raising their awareness, and then skills-building, for mitigation of fraud and corruption impact on emergency response activities.”

—Male, 45–55, Governance/AC specialist, Sub-Saharan Africa & Europe North America (Multilateral organisation)

“To **appraise partner proposals**, look deeper into anti-corruption interventions and in policy dialogue with policy makers (as reference materials).”

—Female, 25–34, Programme/project manager, Sub-Saharan Africa (Embassy of a donor country)

“To share with my colleagues to improve our organisation’s performance especially in the area of **corruption assessment**.”

—Female, 45–55, Governance/AC specialist, Sub-Saharan Africa (Government agency)

“**Inform project design** and discussions with partners.”

—Male, over 55, Governance/AC specialist, New Zealand (Bilateral aid agency).

“For programme development and **policy dialogue** with counterparts at the country level.”

—Female, 45–55, Governance/AC specialist, Latin America, Asia, Northern Africa or Western Asia, Sub-Saharan Africa (Multilateral organisation).

23

All respondents

Comments on how people expect to use U4 knowledge (page 2)

“Hopefully, to underline my **argument to work despite the existence of corruption** in fragile states”

—Male, over 55, Technical/sector specialist, Germany (BMZ/GIZ/KfW)

“My improved understanding of anti-corruption approaches will shape my **program and policy design**. Also, U4 will help me to ensure that my thinking is up to speed with the **state of the art**”

—Female, 45–55, Technical/sector specialist, Germany (BMZ/GIZ/KfW)

“Throughout my work: programme design, delivery, monitoring, evaluation, analysis, advice, etc....”

—Male, 35–44, Governance/AC specialist UK (FCDO)

“To feed into the new **programme design**, carrying out due diligence to determine whether to continue funding U4 or not”

—Female, 45–55, Governance/AC specialist, UK (FCDO)

“Enrich the **analytical rigor** of the research Considerations when dealing with government and private sector actors”

—Female, 35–44, Eastern or South Eastern Asia (Researcher/Academic)

24

All respondents

Comments on how people expect to use U4 knowledge (page 3)

"In my research and practitioner work **strengthening accountability ecosystems**"

—Female, 25–34, Governance/AC Specialist, Sub-Saharan Africa (NGO)

"To **inform people in my organisation** about new ways of doing and thinking about corruption and its impact on my organisation's work"

—Female, over 55, Governance/AC Specialist, Europe and North America (NGO)

"In **policy formulation** and enactment"

—Male, 35–44, Administration, Sub-Saharan Africa (Government agency)

"As a corruption prevention specialist, I use the resources provided by U4 extensively in my work and will continue to do so"

—Male, 35–44, Governance/AC Specialist, New Zealand (Government agency)

"To broaden my scope for the future and gain skills to **perform better at work**. For future plans like becoming a consultant in the area"

—Female, 45–55, Governance/AC Specialist, Sub-Saharan Africa (Government agency)

25

All respondents

Comments on how people expect to use U4 knowledge (page 4)

"In **policy formulation** and enactment"

—Male, 25–34, Governance/AC Specialist, Central or Southern Asia (Private sector)

"**Guiding** my teams; pointing them where to deepen their knowledge"

—Female, over 55, Auditor and investigator, Working globally (Multilateral organisation)

"Discussion with partner to apply in district ombudsman office Conflict Resolving Mechanism"

—Male, 35–44, Governance/AC specialist, Eastern or South Eastern Asia (NGO)

"During **classes** and in drafting publications"

—Male, over 55, Researcher/Lecturer, Europe and Northern America

"The knowledge will assist me in **combating local corruption**"

—Male, over 55, Activist, Europe and Northern America (self-employed)

"I downloaded the material during the anti-corruption course and I am referring to it and using it when needed"

—Female, over 55, Technical/sector specialist, Sub-Saharan Africa (Governance specialist)

26

Respondents say U4 contributed to changing AC behaviour

- All respondents: 63% (increased from previous surveys)
- Bilateral donors: 53% (stable compared to previous surveys)

We asked: *Have U4 resources contributed to changing your attitude or behaviour in relation to anti-corruption?*



27

All respondents

Comments on how resources helped change attitude and behaviour (page 1)

“It gave me some insights on anti-corruption issues, and I am, at least, **more careful** now, while assessing project partners progress reporting, and discussions during meetings, in reviewing financial reports, seeking clarifications from partners, etc.”

–Male, 45–55, Adviser-Development Cooperation, Central or Southern Asia (Embassy of a donor country)

“I developed a deeper understanding of **social norms** affecting corruption.”

–Female, 45–55, Technical/sector specialist, Germany (BMZ/GIZ/KfW)

“In my earlier and ongoing projects, I look at gender and anti-corruption as two separate cross-cutting issues, I think **corruption needs to be seen through gender lens**.”

–Female, 45–55, Programme/project manager, Northern Africa or Western Asia (Government agency)

“It has helped me to expand my perception of corruption, especially with reference to **political corruption**”

–Male, 35–44, Administration, Sub-Saharan Africa (Government agency)

“I learned how to **tackle corruption** in other ways besides the traditional policies.”

–Male, 45–55, Governance/AC specialist, Latin America or Caribbean (Self-employed)

28

All respondents

Comments on how resources helped change attitude and behaviour

(page 2)

“En planification participative des actions du programme. En audit financière des comptes des partenaires. En restitution des activités réalisées avec les coûts en assemblée générale des organisations paysannes”

—Male, 45–55, Programme/project manager, Sub-Saharan Africa (NGO)

“Taking a more **complex approach**; being less summative”

—Female, 25–34, Researcher/Lecturer, Africa and Asia (Think Tank)

“Especially in disseminating knowledge on anti-corruption campaign, community and personal engagement and orientation that corruption fight to be effective must be centered.”

—Male, 45–55, Law enforcement, Sub-Saharan Africa (NGO)

“The 2012 study mapping the evidence base on AC was the first realisation that there is a **problem with this field**”

—Male, 25–34, Governance/AC specialist, Europe and Northern America (Think Tank)

29

High perceived relevance



We asked: Do you agree that U4 knowledge products (e.g. publications, training, events, etc.) are of relevance to your work?

Results have remained stable since previous suveys

All respondents

Strongly agree	45%
+ Agree	45%
= Happy	90%

Bilateral donors

Strongly agree	45%
+ Agree	53%
= Happy	95%

30

High perceived quality



We asked: *Do you agree that U4 knowledge products (e.g. publications, training, events, etc.) are of high perceived quality?*

Results have remained stable since previous suveys!

All respondents

Strongly agree	43%
+ Agree	51%
= Happy	94%

Bilateral donors

Strongly agree	42%
+ Agree	53%
= Happy	95%

31

High perceived accessibility



We asked: *Do you agree that U4 knowledge products (e.g. publications, training, events, etc.) are accessible?*

Results have remained stable since previous suveys except for bilaterals, where there is a shift away from strongly agree to just agree.

All respondents

Strongly agree	43%
+ Agree	44%
= Happy	84%

Bilateral donors

Strongly agree	37%
+ Agree	37%
= Happy	74%

32

All respondents

Comments on accessibility

"Some U4 products are getting quite academic in tone and presentation. It makes them less usable for me in trying to get the attention of practitioners in my organisation. It seems like some U4 authors **don't know how to write for practitioners** very well."

—Female, over 55, Governance/AC specialist, Europe/North America (NGO)

"The 2nd level **training is not open to public**. Like myself I email requesting for access but is not granted you limit it to partner organisation where as an independent researcher I don't belong."

—Male, 25–34, Governance/AC specialist, Central/Southern Asia (Private sector)

"I am grateful that there are more products in **French** available, **more languages** would be useful for certain country contexts."

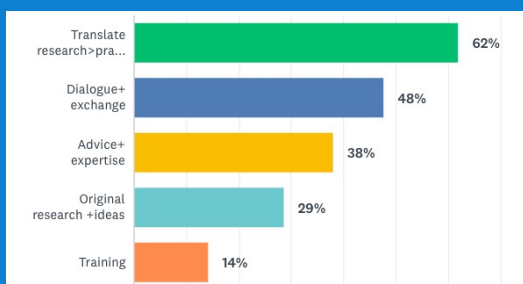
—Female, 35–44, Governance/AC specialist, Europe/North America (Germany BMZ/GIZ/KfW)

33

Inconclusive about how respondents think U4 can best contribute

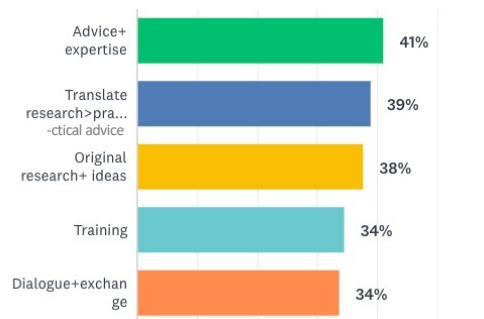
We asked: *Considering other actors, as well as the current state of the anti-corruption field, the best way for U4 to make a contribution is to provide (pick up to 2):*

Bilateral donors*



*Low response rate + medium convergence = low statistical validity, especially since there was high divergence among all respondents.

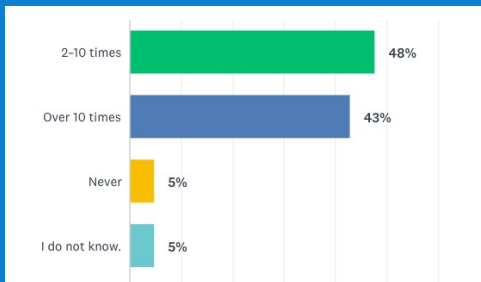
All respondents



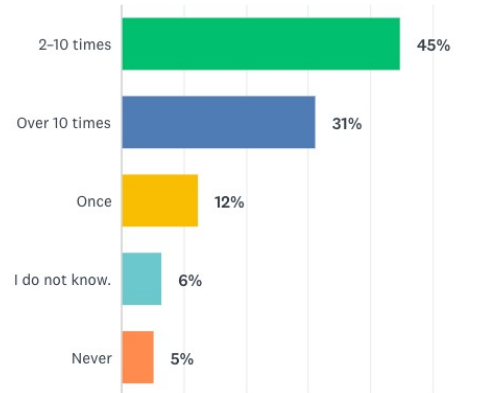
34

Donor respondents visited the website more than others (in the past year)

Bilateral donors



All respondents

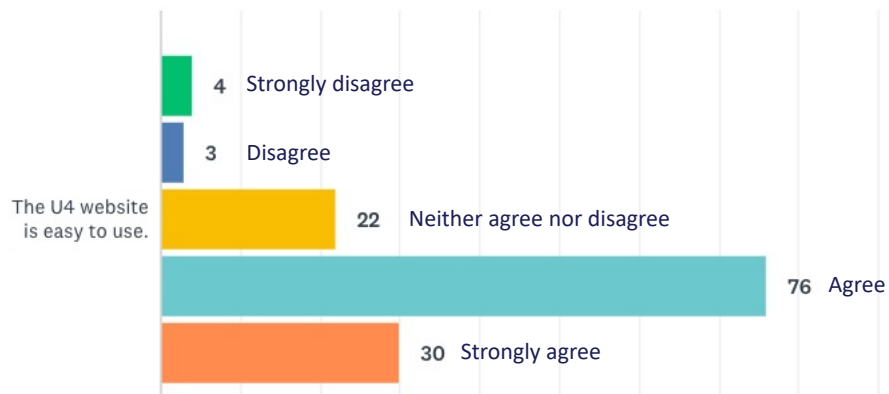


35

Website –seems fairly easy to use

Strongly agree 22%
 + Agree 56%
 = **Happy** **78%**

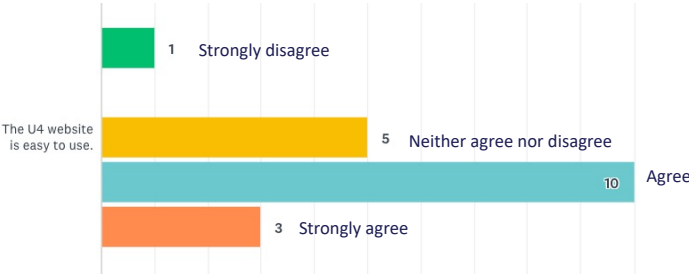
All respondents



36

Website –seems fairly easy to use

Bilateral donors

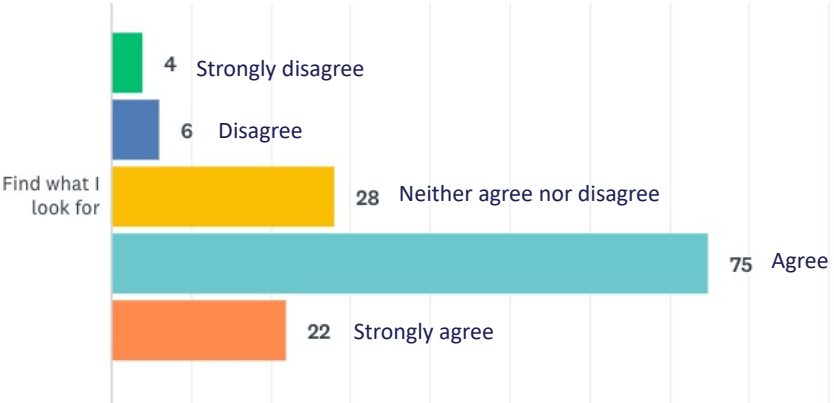


Strongly agree 16%
+ Agree 53%
= **Happy** 69%

37

Website – fairly easy to find what I look for

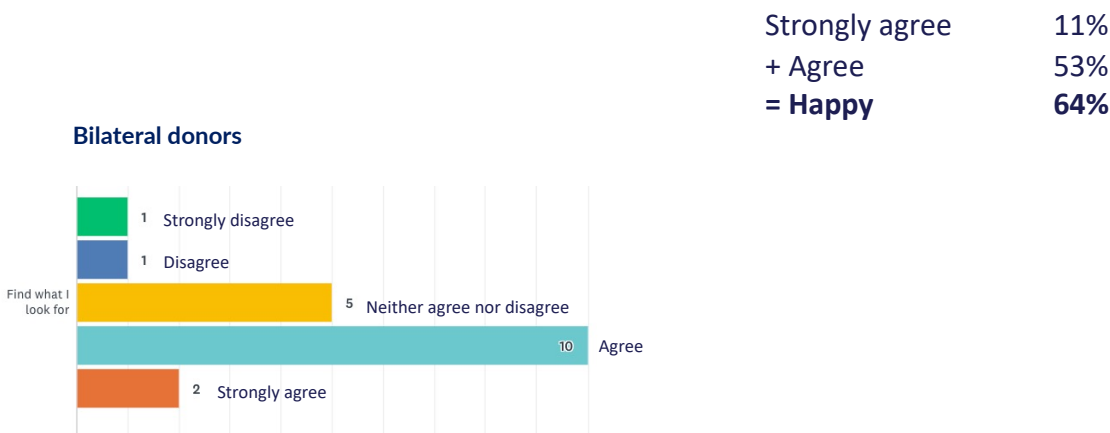
All respondents



Strongly agree 16%
+ Agree 56%
= **Happy** 72%

38

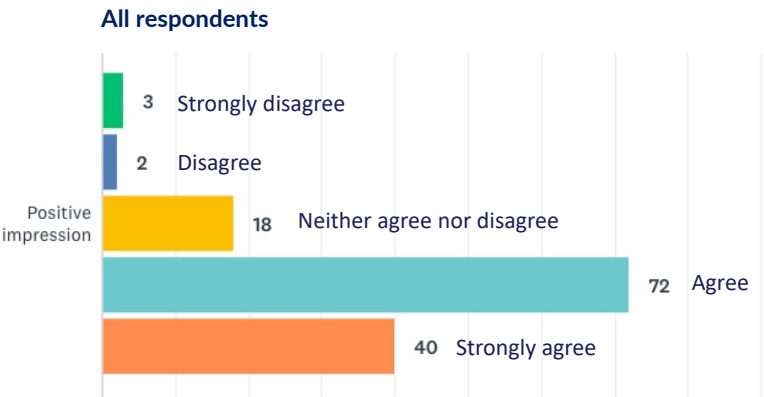
Website – fairly easy to find what I look for



39

Website – positive impression of U4!

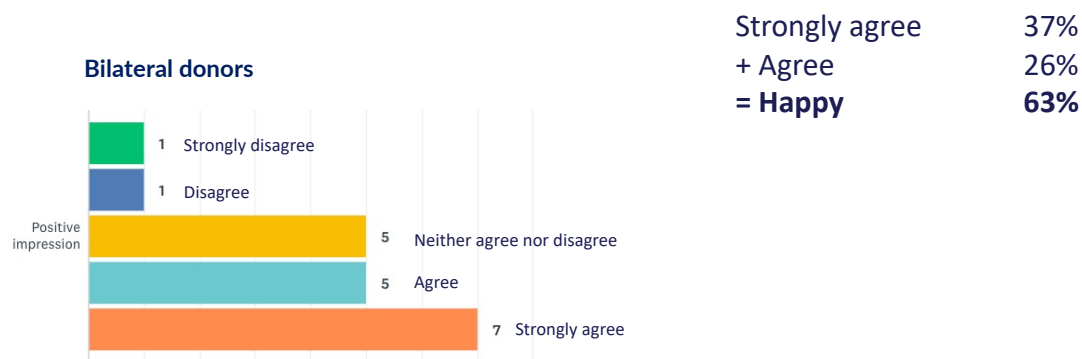
Strongly agree	30%
+ Agree	53%
= Happy	83%



We asked: *Do you agree with the following: The U4 website gives a positive impression of the U4 Anti-Corruption Resource Centre.*

40

Website – gives a fairly *positive impression of U4*



We asked: *Do you agree with the following: The U4 website gives a positive impression of the U4 Anti-Corruption Resource Centre.*

41

All respondents

68 Positive comments about the website in general



Comprehensiveness	Wealth of resources	Categorisation	Intuitive
User friendly	Library	Relatable	Brief
Factual	Substantiated conclusions	Findability	Simple
Design	Topics	Efficient	Logical
Up-to-date	Training	Reliable	Historical record
Navigation	Variety	Clear	Browsing

42

All respondents

17 Negative comments about the website in general



Blank home page (search box)	Simplifying complex issues	Too neoliberal
Narrow columns	Impact of corruption	
Google works better	Unclear	
Search is hard	Overemphasis on Asia vs Africa	
Too modern and 'pretty'	Too much scrolling	
	Empty topic pages	

(Green highlights are issues addressed in upcoming redesign 2021 or through other measures)

43

All respondents

18 comments on what is missing from website (13% commented)



Country materials	Overview of topics	Video interviews	
Practical examples	Political corruption	Connect resources to ongoing debates (sense-making)	Private, Corporate sector
Checklists for programme design	Basic info in table matrixes	Visual stimuli	Tax evasion
Visible date on docs	List of upcoming events/conferences	Podcasts	Blog on website
Modern functionality	Better menu visibility	Webinar recordings	
Colours	Victims'/AC fighters' stories	Forthcoming events in all newsletters	

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OTHER COMMENTS TO THE TEAM

(62 respondents commented, only substantial comments included here)

The workshops and information provided by U4 were of high quality and very useful and enjoyable.

—Male, 45–55, Governance/AC specialist, Eastern/SE Asia (Multilateral organisation)

I will make sure I visit your sites often for more knowledge.

—Female, 45–55, Communication/Information specialist, Sub-Saharan Africa (Government agency)

Create stronger link at country level with Development Partners.

—Male, over 55, Technical/sector specialist, Sub-Saharan Africa (Germany (BMZ/GIZ/KfW))



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Other comments to the team, continued (page 2)

Train people on how to conduct research studies on AC related issues.

—Male, 25–34, Researcher/Lecturer, Central/South Asia (NGO)

Thank you for amazing work! I would like you to know that your work contributes a lot to my work on daily basis.

—Male, 25–34, Governance/AC specialist, Sub-Saharan Africa, North Africa/Western Asia, Central/Southern Asia (UK FCDO)

I think that U4 are doing an amazing job and are an essential part of our AC programme. Your products are great.

—Male, 45–55, Programme/project manager, Europe/North America (UK FCDO)

Keep up the great work! There is a great opportunity to widen the reach of U4 in the new FCDO.

—Male, 35–44, Governance/AC specialist, Sub-Saharan Africa (UK FCDO)

Keep up the work!! I enjoyed collaborating on a Brief last year and using your materials.

—Male, 45–55, Governance/AC specialist, Europe/North America (Multilateral organisation)

46

Other comments to the team, continued (page 3)

It is a very qualified team of experts.

—Female, 45–55, Governance/AC specialist, Sub-Saharan Africa (Government agency)

The gender and corruption training was really great!

—Female, over 55, Peace-building adviser, Europe/North America (Government agency)

I would love to see that training courses are open for TI chapters.

—Female, 35–44, Activists, Europe/North America (Self-employed)

Can you allow Helpdesk questions from the public? I find the papers very useful but unfortunately I can't ask questions.

—Male, 35–44, Governance/AC specialist, Sub-Saharan Africa, Latin-America and Caribbean, Australia and NZ, Oceania (NGO)

Please proceed and share your research for the betterment of people's life.

—Male, Over 55, Governance/AC specialist, Central/South Asia (Government agency)

U4 team to focus more in Africa, Sudan in particular as it could be considered as a very rich and complicated case.

—Male, 45–55, Controller/auditor/inspector, Sub-Saharan Africa, North Africa/Western Asia (Government agency)

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Other comments to the team, continued (page 4)

Again - move to prevention and cultural change. Law enforcement doesn't work with high level corruption.

—Male, over 55, Attorney Attorney (it is very interesting that the role of attorneys is neglected in your list in favor of police, who are primarily forensic) Sub-Saharan Africa (Private sector)

Help train AC researchers and other activists on a degree programme, link the alumnis work and make the U4 efforts as a web in the field of AC.

—Male, 25–34, Researcher/Lecturer, Central/South Asia (NGO)

I wish to work with U4 team if given the opportunity.

—Male, 35–44, Administration, Sub-Saharan Africa (Government agency)

Please allow independent researchers like myself to take advance free training in Anti Corruption.

—Male, 25–34, Governance/AC specialist, Central/South Asia (Private sector)

I would like U4 Resource Centre to beam searchlight on African countries especially on programmes that will have direct benefit to scholars researching corruption.

—Male, 45–55, Law enforcement, Sub-Saharan Africa (NGO)

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Other comments to the team, continued (page 5)

Exchange knowledge and practical action research in forest sectors.

—Male, Over 55, Governance/AC specialist, Central/South Asia (Government Development Cooperation)

I would like to receive more frequently information from you.

—Male, 25–34, Student, Sub-Saharan Africa (Embassy of a donor country)

Great job, and sometimes too theoretical and vague, but it's still good work.

—Male, 45–55, Project/programme manager, Northern Africa/Western Asia (NGO)

