

USAID Relationship Management Survey

USAID aims to [modernize foreign assistance through private sector engagement](#) in part by improving the experience of collaborating and partnering with the Agency. This annual survey is designed to help USAID improve its ability to work with our leading private sector partners. Through this 17-question survey, the Private Sector Engagement (PSE) Hub in the Bureau for Development, Democracy and Innovation wants to understand:

- 1) your objectives for engaging with USAID,
- 2) your experience working with USAID to date, and
- 3) your ideas on how USAID can improve the "customer experience" of collaboration with the Agency.

Data from this survey will be used by USAID's Private Sector Engagement Hub to benchmark the 'partner experience' as it exists today, and to identify areas where it can be improved going forward. Upon reviewing your results, we may reach out to discuss any concerns or successes you have raised. There will be an option at the survey's close to specifically request a follow-up conversation.

We appreciate your frank and honest feedback, and thank you in advance for completing this survey.

A Federal agency may not conduct or sponsor an information collection subject to the requirements of the Paperwork Reduction Act unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0412-0609 (expires 4/30/2024). Without this approval, we could not conduct this survey. Public reporting for this survey is estimated to be approximately 15 minutes per response. All responses to this survey are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Matt Weinmann at mweinmann@usaid.gov.

Privacy Notice

The aggregated results of the survey may be shared with our partners, researchers, and in public reports. However, your individual responses will not be attributed or linked to you. Please refrain from using personally identifiable information in your open-ended responses.

Completion of this survey is voluntary. Your participation will help ensure adequate representation of your views in the final results and outcomes. If you agree to participate, you may withdraw your participation in the survey at any time by simply exiting the survey. For more information, please contact mweinmann@usaid.gov.

By providing your email below you acknowledge this notice.

** Indicates required question*

1. Email *

Section 1 - Your Organization's Relationship with USAID

These first few questions will contextualize the extent of your engagement with USAID and your USAID Relationship Manager.

3. In the past six months, how often have you engaged with your USAID Relationship Manager? Engagements could be in-person or virtual meetings, phone calls, email, etc. *

Mark only one oval.

- ☐ Regular recurring engagements (6 or more meetings)
- ☐ Occasional ad hoc engagements (2 - 5 meetings)
- ☐ One engagement
- ☐ Have not engaged in the last six months

4. To the best of your knowledge, how many different USAID offices (i.e. overseas Missions, Washington Bureaus or offices) has your company engaged in the last year? Engagement could include both formal interactions (e.g., partnership activities or signing a memorandum of understanding) and informal interactions (e.g., general discussions about issues of mutual interest). *

Mark only one oval.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5
- ☐ I do not know

Section 2 - How are we doing?

For this next set of questions, please focus your feedback on your overall satisfaction with USAID as a partner.

5. Reflecting on the overall relationship between USAID and your organization, I am satisfied with the health of the relationship. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neither Agree nor Disagree
- ☐ Agree
- ☐ Strongly Agree

6. I trust USAID to help me and my company achieve our goals. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neither Agree nor Disagree
- ☐ Agree
- ☐ Strongly Agree

7. Engagement with USAID is worth the time, cost, and effort to me and my company. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neither Agree nor Disagree
- ☐ Agree
- ☐ Strongly Agree

8. Of the following statements, please select the one which, in your experience, is the biggest pain point or obstacle to engagement with USAID: *

Mark only one oval.

- ☐ Engagement with USAID is too bureaucratic and hard-to-understand
- ☐ USAID does not communicate responsively or effectively with partners
- ☐ USAID is not flexible enough to work with
- ☐ USAID personnel don't understand my business or our objectives
- ☐ Collaborating with USAID takes too long or is too slow
- ☐ Collaborating with USAID is too inconsistent – from project-to-project or Mission-to-Mission
- ☐ Other: _____

9. Please share in a few sentences what you see as the biggest obstacle or pain point to engaging with USAID.

For the following questions, reflecting on your own personal interactions with USAID, please indicate to what extent do you *agree* or *disagree* with the statement presented.

10. USAID staff have taken efforts to mitigate, or attempt to mitigate, the impact of the pain point described above.

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Somewhat Disagree
- ☐ Neither Agree nor Disagree
- ☐ Somewhat Agree
- ☐ Strongly Agree

11. I find that USAID staff are willing to help address my needs and objectives, or get answers to my questions. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Somewhat Disagree
- ☐ Neither Agree nor Disagree
- ☐ Somewhat Agree
- ☐ Strongly Agree

12. In my interactions with USAID, I am able to get answers to my questions, or resolve my concerns in a reasonable amount of time. *

Mark only one oval.

- ☐ Strongly Disagree
- ☐ Somewhat Disagree
- ☐ Neither Agree nor Disagree
- ☐ Somewhat Agree
- ☐ Strongly Agree

13. I feel that USAID staff treat me, and my organization, as an equal partner in the relationship. *

Mark only one oval.

- ☐ Strongly Disagree
☐ Somewhat Disagree
☐ Neither Agree nor Disagree
☐ Somewhat Agree
☐ Strongly Agree

14. I feel that the USAID staff I interact with understand my organization's goals and objectives. *

Mark only one oval.

- ☐ Strongly Disagree
☐ Disagree
☐ Neither Agree nor Disagree
☐ Agree
☐ Strongly Agree

15. I feel that the USAID staff I interact with strive to understand my organization's processes and procedures. *

Mark only one oval.

- ☐ Strongly Disagree
☐ Somewhat Disagree
☐ Neither Agree nor Disagree
☐ Somewhat Agree
☐ Strongly Agree

16. The USAID staff I interact with have helped me to clearly understand USAID's goals and objectives. *

Mark only one oval.

- ☐ Strongly Disagree
☐ Somewhat Disagree
☐ Neither Agree nor Disagree
☐ Somewhat Agree
☐ Strongly Agree

17. Reflecting on your responses, how can we make engaging with USAID more effective for you and your organization?

18. Please share if you have any positive interactions with USAID staff you would like to recognize.

Thank You

Thank you for your honest and open feedback to help us improve your experience engaging with USAID. We will review your feedback and may contact you to better understand your responses. If you would like to request to speak soon with a staff member of USAID's Private Sector Engagement (PSE) Hub to share additional feedback, please indicate below before submitting. Thank you – we will be in touch.

19. I would like to share additional feedback with the Private Sector Engagement Hub *

Mark only one oval.

☐ Yes

☐ No

This content is neither created nor endorsed by Google.

Google Forms

