

FINDINGS OF THE 2017 ZENEX FOUNDATION STAKEHOLDER SURVEY

ABOUT THE SURVEY

In 2017, Zenex surveyed **233 stakeholders** to gauge views on the organisation's progress since the last survey in 2014.

FINDINGS WILL INFORM

- The Zenex strategy over the next five-year period (2019 – 2023)
- Approach to operations and grant making
- Knowledge management and communications strategy

WHO WAS SURVEYED?

- Learners/teachers (**76**)
- Grant recipients (**68**)
- Researchers/evaluators/consultants (**51**)
- Donors (**18**)
- Government (**14**)
- Other (**6**)

HOW THEY WERE SURVEYED

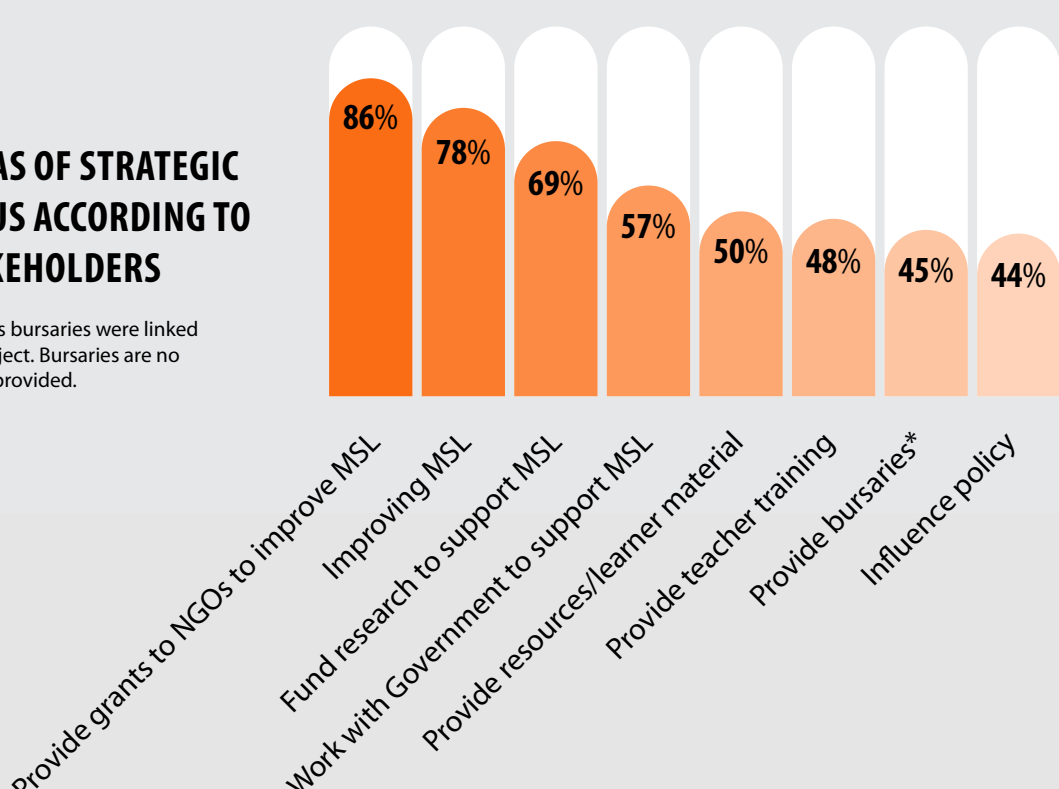
- Face-to-face interviews (**14**)
- One focus group (**6**)
- Telephonic surveys (**29**)
- Email surveys (**512 surveys, 184 completed, response rate 36%**)

1. UNDERSTANDING STRATEGY

- There is strong alignment between stakeholder perceptions and Zenex Foundation's intended strategic focus: **to improve maths, science and language in SA schools.**
- Stakeholders believe Zenex should continue with this strategic focus in the **next 5 year** period.

AREAS OF STRATEGIC FOCUS ACCORDING TO STAKEHOLDERS

*Previous bursaries were linked to a project. Bursaries are no longer provided.



CURRENT ACTIVITIES THAT SHOULD BE MORE CLEARLY EXPRESSED AS PART OF STRATEGY:

Strengthen capacity of:

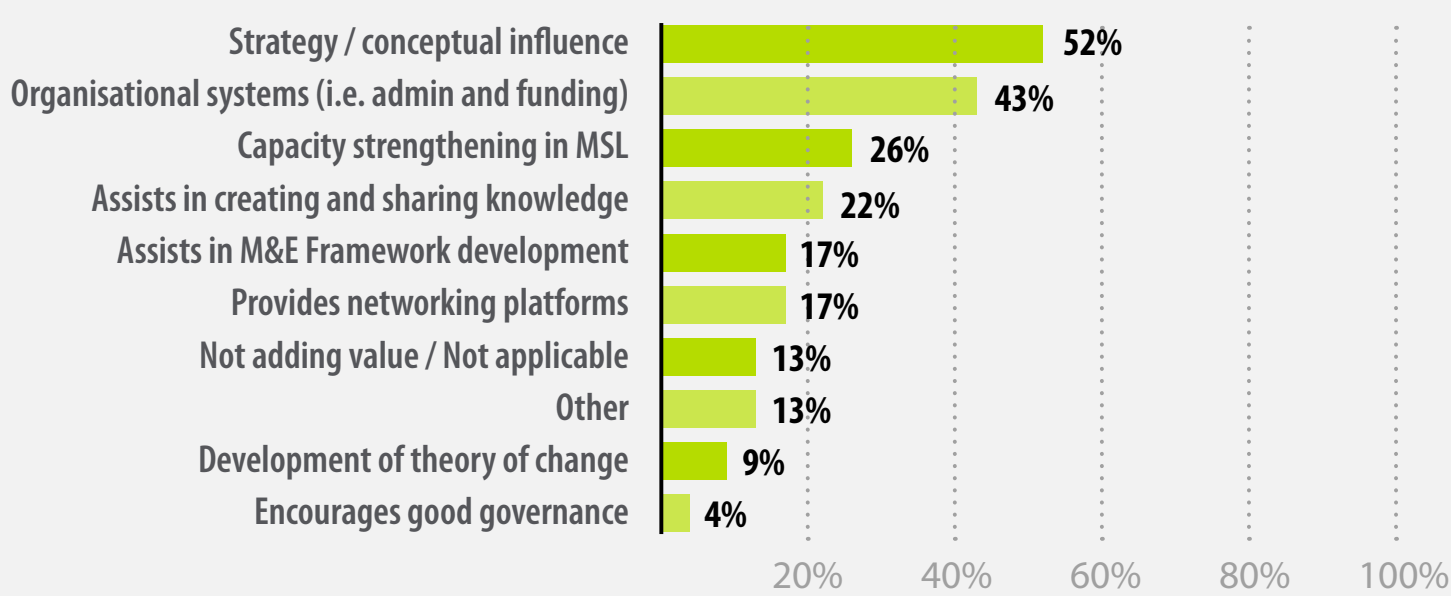
NGOs + **M&E**

2. PERCEPTIONS OF IMPACT AND INFLUENCE

- Perceptions of impact generally aligned with actual impact.
- ⚠ Stakeholders want Zenex to showcase its impact more clearly.

52% OF INTERVIEWEES FELT THAT STRATEGY/ CONCEPTUAL INFLUENCE HAD A DIRECT BENEFIT TO THEIR ORGANISATION.

% OF PEOPLE WHO FELT THE FOLLOWING ADDED VALUE TO YOUR ORGANISATION:



3. STAKEHOLDER RELATIONSHIPS

- Generally relationships are strong
- Zenex is **"extremely effective"** in working in partnership arrangements

⚠ Areas of improvement:

- A need to broaden and deepen organisational relationships beyond individual projects

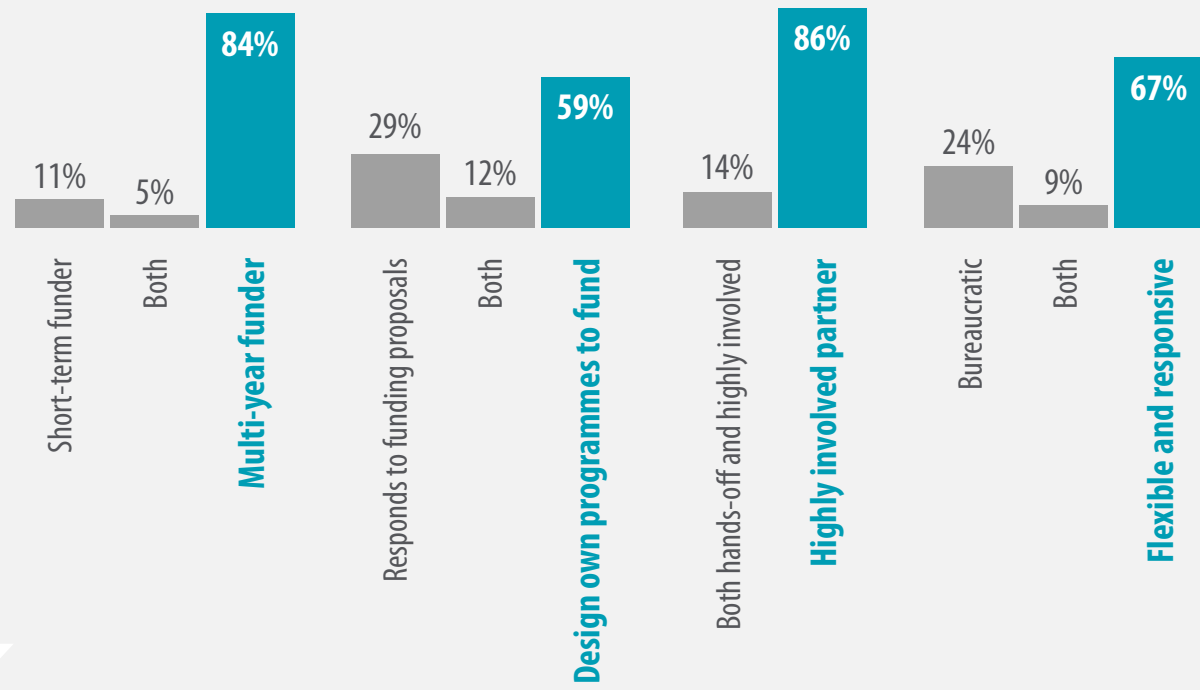
ZENEX'S EFFECTIVENESS IN PARTNERSHIPS



- EXTREMELY EFFECTIVE (48%)
- VERY EFFECTIVE (17.5%)
- MODERATELY EFFECTIVE (17.5%)
- NOT EFFECTIVE (4%)
- DON'T KNOW (13%)

4. APPROACH TO GRANT MAKING

MOST RESPONDENTS BELIEVE THAT ZENEX IS:



⚠ Areas of concern from some stakeholders regarding Zenex:

- Considered bureaucratic
- Considered cautious and risk averse (*however, almost half of respondent consider it both bold and cautious*)
- Needs to be clearer about the grant making process
- Needs to consider how to more visibly support/ fund innovation (*this is a grant making principle but respondents don't see this*)

50%

of respondents are unclear about whether Zenex's grant making process is open to unsolicited proposals and/or a call for proposals.

5. OPERATIONS

⚠ Stakeholders believe that Zenex needs to:

- Build more programme management skills and capacity
- Develop a consistent approach to programme management
- Lighten and simplify programme reporting requirements

6. COMMUNICATIONS

⚠ Stakeholders would like more active communication from Zenex:

- Communicate vision, strategy, impact & grantmaking approach more clearly
- Knowledge sharing – Zenex to become a knowledge leader
- Education sub-sector information

In the quantitative survey, people asked for more information on:

71%
Broader education knowledge and trends

68%
Programme collaboration opportunities

66%
Funding opportunities for NGOs/researchers

PREFERRED COMMUNICATIONS CHANNELS:

- 1-1 organisational meetings
For broadening and deepening relationships
- Seminars – broad and sub-sector
- Email links to research reports, M&E evaluations
- Better curated website with open source content