

# UPWARD BOUND COMPANY LIMITED STAKEHOLDER PERCEPTION SURVEY, 2017

**Q1 How would you describe your relationship with Upward Bound?  
Please choose all answers that apply:**

- Consultant
- Client of Upward Bound
- Potential Client of Upward Bound
- Representative Non-Governmental Organization or International Non-Governmental Organization
- Representative of National Government
- Representative Government Ministry or Agency
- Representative Private Sector
- Representative of Bilateral or Multilateral Donor
- Other (please specify)

**Q2 Which three words would you use to describe Upward Bound, given your experience of the organization to date? Why would you choose the words?**

**Q3 How familiar are you with each of Upward Bound's three areas of expertise? Please add any comments as appropriate.**

	Entirely Unfamiliar	Somewhat Unfamiliar	Somewhat Familiar	Entirely Familiar
Monitoring and evaluation (M&E)				
Organizational development (OD)				
Technical Assistance to Global Fund Recipients				

**Q4 To what extent are the following statements about Upward Bound true? After scoring, please comment as appropriate:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
Upward Bound is a dynamic organization with agile responses				
Upward Bound delivers bold and innovative solutions				
Upward Bound combines global-level knowledge with strong regional expertise and local know-how in the delivery of its services				
Upward Bound deploys qualified, experienced and highly effective staff and assignment teams				
Upward Bound goes the extra mile, committed through to successful implementation				
Upward Bound delivers consistent quality services				

**Q5 To what extent would you be likely to recommend Upward Bound to a friend or colleague each of the following areas of expertise?**

**Please add any comments as appropriate.**

	Very Unlikely	Somewhat Unlikely	Somewhat Likely	Very Likely	N/A
Monitoring and evaluation (M&E)					
Organizational development (OD)					
Technical Assistance to Global Fund Recipients					

**Q6 How familiar are you with each of Upward Bound's four main service offerings? Please add any comments as appropriate.**

	Entirely Unfamiliar	Somewhat Unfamiliar	Somewhat Familiar	Entirely Familiar
Consulting				
Training				
Executive Coaching				
Outsourcing				

**Q7 To what extent would you be likely to recommend Upward Bound to a friend or colleague each of the following service offerings?**

**Please add any comments as appropriate.**



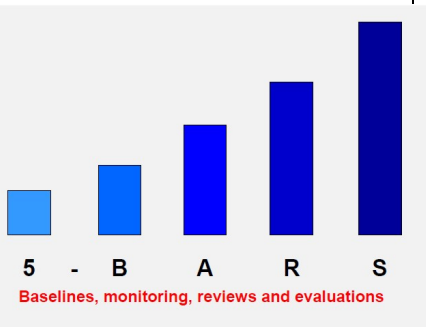
	Very Unlikely	Somewhat Unlikely	Somewhat Likely	Very Likely	N/A
Consulting					
Training					
Executive Coaching					
Outsourcing					

**Q8 As Upward Bound plans for the future, which of the four current service offerings do you think that the organization should focus on expanding. Please rank the four service offerings (consultancy, training, executive coaching, and outsourcing) by dragging and dropping them in your preferred ranking order.**

	1	2	3	4
Consulting				
Training				
Executive Coaching				
Outsourcing				

**Q9 Please share any comments on your ranking of service offerings above.**

**Q9 How familiar are you with each of Upward Bound's six products? Please add any comments as appropriate.**

		Entirely Unfamiliar	Somewhat Unfamiliar	Somewhat Familiar	Entirely Familiar
	An organizational development product that comprehensively drives and manages sustainable change and organizational development for integrated results				
<b>PaPA</b>	Delivery of empowered performance management through performance assessment and performance audits				
	Cutting-edge technology, hardware, information, marketing and finance solutions for sanitation and hygiene				
	Baseline surveys, monitoring, reviews, summative and impact evaluations				

<b>QADET</b>	Quality data collection and transmission at community level				
<b>Hekima Partners</b>	Private sector comprehensive enterprise development product				

**Q11 Upward Bound has offices in Kenya and Uganda with a presence in Malawi and Zambia. In which other countries in the region would you suggest that Upward Bound establish a presence? Why?**

**Q12 Thank you for your time in responding to the Upward Bound Stakeholder Perception Survey. Before we close, do you have any final advice or suggestions for Upward Bound?**