

# Executive Summary

## 2022 Membership Survey Report

Cooperation Canada ran its member satisfaction survey from October to December 2021.

**44 out of 87 members (50,5%) responded to the survey.**

### The objectives were:

- Align Cooperation Canada’s work to members’ priorities, across all teams and initiatives
- Inform Cooperation Canada’s annual planning with direct input from members
- Have a standard framework to measure member satisfaction over time

### Our six takeaways:

#### 1. An overwhelming majority of members are satisfied with their Cooperation Canada membership

93% percent of members are satisfied with their Cooperation Canada membership, and almost as many would recommend non-members to join us. Members particularly love our events, our communications and our capacity development programs (specifically Digna and the Humanitarian Response Network).

#### 2. Among Cooperation Canada’s action areas, members prioritize our efforts to foster an enabling environment, convene the sector and conduct policy analysis

The majority of respondents (81%) ranked our efforts to advance and advocate for a more effective Canadian sustainable development agenda, and for the space and tools for civil society to meet its potential, as their first or second priority for Cooperation Canada. Convening diverse stakeholders was also ranked as a first or second priority, this time by 74% of respondents. Policy analysis was the third most important action area. [There is room for us to improve in all these areas](#) – members said our great events could be even more accessible, and future policy efforts could be better informed by members through targeted consultations.

#### 3. Cooperation Canada needs to diversify its points of connection with members

While three-quarters of members consider the work of Cooperation Canada to be important for the work of their own organization, [some struggle to connect with it because they are too small or overworked](#). Members recommend that Cooperation Canada improves communication mediums (such as our newsletters and Portal) and take a more targeted approach to dissemination to ensure that the right people receive the right information.

#### 4. Members want us to play a role in “Future of Cooperation” issues

As the world continues to change, members are looking to the future. [Issues such as feminist international assistance, localization, decolonization and anti-racism were flagged as priorities for many members](#). In this context, Cooperation Canada has a role to play in supporting efforts to ensure government policies and practices align to new realities, as well as supporting our members to prepare for and navigate the future.

## 5. Our Working Groups should be better supported

As a space for coordination, peer learning and thought leadership, [our Working Groups could be better mobilized, and the Member Portal could better support them](#). Cooperation Canada has started addressing technical challenges and testing new engagement methods. Working Groups are becoming a core part of our organizational efforts.

## 6. Cooperation Canada's relationship with Global Affairs Canada remains crucial for advancing sector priorities

Global Affairs Canada (GAC) is central to many members' work. The survey showed that [members want more dialogues with the department and see CSO-GAC dialogues](#) as an important part of our efforts to enable and convene civil society. We hope Cooperation Canada's efforts to strengthen Working Groups will support Global Affairs Canada engagement by drawing on diverse civil society voices.

We plan to launch the next member survey in the fall of 2023, following consultation with our members to ensure that we are asking the right questions to solicit the feedback members are looking to give.

**This executive summary is a rundown of the 2022 Member Satisfaction Survey Report, the full version of which is shared exclusively with our members.**