Percentage of intended users who are satisfied with trainings, approaches, or events focused on adaptive practices

Indicator Number:
60

Logic Model Component:
Outputs (Usefulness)

Data Type(s):
Categorical scale, proportion, qualitative

Short Definition:
Refers to the percentage of intended users who are satisfied with trainings, approaches, or events that focus on or promote adaptive practices

Definition and Explanation (Long):
This indicator measures the percentage of intended users who are satisfied with trainings, approaches, or events that focus on or promote the management of a project, program, or initiative through adaptive practices. A satisfied user indicates that intended needs and expectations were met. User feedback should inform future activities. Multiple data points will monitor change in user satisfaction over time.

Data Requirements:
Quantitative data from self-reported surveys or questionnaires using Likert scales to determine user satisfaction with trainings, approaches, or events focused on adaptive practices; qualitative data can provide greater insight into user experience, attitudes, and preferences

Data Sources:
Surveys

Frequency of Data Collection:
Semiannually or after specific activities

Purpose:
The aim of this indicator is to gauge user satisfaction with the trainings, approaches, and events that were selected for adaptive practices purposes in the project, program, or initiative.

**Issues and Challenges:**

This indicator does not measure the quality of the trainings, approaches, or events, as it looks at self-reported satisfaction. It is possible for staff to be highly satisfied with a training or event, but for that training or event not have impact on the improvement of the project, program, initiative, or decision-making processes.

**Related Indicators:**

The number/percentage of intended users who are satisfied with a KM output (indicator 25), as satisfaction could be associated with knowledge retention and reuse.

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