

## *Performance assessment of the Promoting Organisation*

### **A Framework for assessing the performance of NGOs who promote the Self Help Approach**

The purpose of the framework is to find out strong and weak aspects to identify areas to work on. It also gives the opportunity to compare development over time. The coordinators will have to define the benchmarks in their country context.

#### Ownership of the SHG approach

1. Does the leadership of the organization visit Self Help Groups?
2. Percentage of head office staff who have visited SHGs
3. Turnover of staff involved in SHG promotion
4. Extent to which the organization allocates full time staff for SHG
5. Frequency of attendance at the SHG managers' meetings
6. Extent of own fundraising efforts to scale up SHG interventions
7. Level of replication of SHGs at other sites
8. Integration of the SHG approach into existing work
9. Does the organization use other approaches which are contradicting the SHG approach
10. Has the organization a vision on the role of the SHG approach for their future work

#### Capacity built within the organization

1. Number of head office staff who received any kind of SHG training
2. How often did staff of the organization visit SHGs of other organizations?
3. Capacity of head office staff to supervise and backstop SHG projects
4. Number of project staff who received all major SHG trainings
5. Capacity of project officers to lead SHG projects
6. Extent to which the organization sends staff to the SHG project officers' meetings
7. Extent to which the organization trains the community facilitators
8. Capacity of facilitators to do their job
9. Homogeneity of qualification and knowledge among facilitators/project officers
10. Extent of own capacity building initiatives, linkages and networking
11. Turnover of staff,
12. Staff allocation
13. Linkages and networking

## Implementation

1. How many SHGs do they have per facilitator?
2. How many new SHGs are formed per facilitator within 6 months?
3. Quality of SHG formation?
4. To what extent have the SHGs received the full training cycle?
5. Extent of SHG staff meetings and experience sharing among staff
6. Frequency of visits of SHGs by facilitators and project officer in the start up phase
7. Reduced visiting of mature SHGs by facilitators and project officer
8. Extent of experience sharing among SHGs
9. Quality of record keeping by SHGs
10. Quality of CLA formation
11. Extent of training and exposures of CLA representatives
12. Clear understanding of roles of SHG and CLA
13. Availability of action plans and documentation of implementation
14. Extent of linkages
15. Extent of initiation of new ideas
16. Extent of working towards phasing out
17. Variety and appropriateness of use of training methodologies
18. Extent to which non-financial issues are addressed
19. Linkages and networking
20. SHG involvement in institution building
21. Documentation of implementation

## Results

1. Level of SHG group capital after 12, 18, 24 months
2. Homogeneity of group capital of the different SHGs
3. Extent to which all group members obtained loans and the frequency
4. General impression of the economic impact on the households of SHG members
5. Availability and internalization of future plans of SHGs (kind of vision)
6. SHGs gradually take over activities of facilitators
7. Extent to which SHGs require and receive training and information on their demand
8. Level of contributions from members towards SHG and CLA activities
9. Extent to which SHGs have started implementing own plans
10. SHGs addressing social issues in the community
11. Extent to which CLAs have a clear understanding of their role and vision
12. Willingness to share experiences and to train/mobilize others
13. Financial contribution of SHG/CLA to the administration costs