

Community Trust Index

Modules and Framework



Latest update: April 2024

Community Trust Index

The Community Trust Index comprises various modules grouped into two categories:

- trust in humanitarian organizations, encompassing their capacities and values in delivering services
- trust in humanitarian programs and thematic across different organizations for effectiveness, community ownership, and utilization.

Modules

Institutional Trust

This module focuses on community trust toward the RCRC National Societies, with adaptable tools for use by other organizations working at the local level.

Early Warning and Anticipation

TBD

Climate Action

It addresses community trust in climate action, exploring trust in different aspects of climate initiatives implemented within or across various organizations.

Public Health

(under development)

It will respectively examine community trust in public health services, including health promotion information, preventative measures like vaccines, and therapeutics.

Migration and Displacement

(under development)

This module will assess community trust in services provided for migrants and displaced populations, encompassing information, aid, and support.

Institutional Trust

COMPETENCIES

- 1 Capability**
To evaluate the overall impression of how well the organisation is perceived as being capable when come to helping people.
- 2 Responsiveness**
To evaluate the perceived ability that the organisation provides support in a timely manner.
- 3 Awareness**
To evaluate how well the organisation is perceived as being knowledgeable of the community needs.
- 4 Accessibility**
To assess the perception of the organisation as accessible and welcoming to the community.
- 5 Openness**
To evaluate the perception of the organisation's approachability specially when it comes to making a complaint.
- 6 Relevance**
To evaluate the perception of the NS ability to provide quality information to the community
- 7 Effectiveness**
To evaluate the perception of the NS effectiveness in providing the right kinds of aid and assistance to the target communities it supports.

Question:
Do you think the organisation is capable, in regards to helping people?

Question:
Do you think the organisation provides support to people in a timely manner?

Question:
Do you think the organisation understands the needs of the people it supports?

Question:
Do you think it is easy to talk to a staff or volunteer from the organisation?

Question:
Do you feel comfortable making a complaint to a staff or volunteer??

Question:
Do you think the organisation provides useful information on [insert a relevant context] to people?

Question:
Do you think the organisation provides the right kinds of assistance to the people it supports?

Institutional Trust

VALUES

- 1 Kindness**
To evaluate the perception of the organisation's intention to do good to the people it supports.
- 2 Fairness**
To evaluate the perception of the organisation's fairness in providing support.
- 3 Inclusiveness**
To evaluate the perception of the organisation action is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind.
- 4 Engagement**
To evaluate the perception of the organisation seeks the opinions of local communities when making decisions about the support programmes.
- 5 Humanism**
To evaluate the perception to uphold of humanity principle.
- 6 Transparency**
To evaluate the perception of the organisation's transparency to report issues publicly.
- 7 Neutrality**
To evaluate the perception of the organisation's political neutrality
- 8 Integrity**
To evaluate the perception of the organisation's accountability to both those we seek to assist and to those from whom we accept resources.

Question

Do you think the organisation puts the people it supports and their needs first, above anything else?

Question:

Do you think the organisation provides support to the people who need it the most?

Question:

Do you think the organisation provides support to all people without discrimination?

Do you think the organisation respects people's cultures and personal beliefs?

Question:

Do you think the organisation asks local communities what support they need?

Question:

Question:

If the organisation made a big mistake in how they provide support to people, do you think it will share it publicly?

Question

Do you think the organisation is independent of the government?

Question:

Do you think the organisation is responsible in how its funds are spent?

