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Reference: Citizen Surveys

From 2015 to 2017, I was contracted to the Foundation for Human Rights, a human rights organization that supports the human rights and social justice sector through grant-making, the design and implementation of human rights programmes, and research and policy development.

My main role as technical expert was the implementation of a national baseline survey in South Africa to explore awareness of and attitudes to constitutional rights in South Africa. I was responsible for drafting the Terms of Reference for the fieldwork provider, monitoring the implementation of the fieldwork, as well as for the analysis and reporting of the resultant dataset.

Following a competitive tendering process, Citizen Surveys was appointed as the designated fieldwork provider. Their brief required them to have the very highest standards of fieldwork; transparent quality control measures; be open to monitoring of their fieldwork; and provide a cleaned, weighted dataset ready for statistical analysis in SPSS.

I have been involved in survey work for over 25 years and I can state with confidence that there are always issues that arise in conducting fieldwork. What is remarkable with this project, especially given its scope and scale, is that the issues that must have arisen were not consequential or significant (as they do not spring to mind) and they were obviously dealt with in the normal course of events. I was not a hands-off client and was there in the offices of Citizen Surveys on a regular basis as well as on numerous trips into the field with their interviewers. I saw things firsthand as they developed and saw how Washeelah and her team were able to effectively deal with anything that came their way.

It bears testimony to Citizen Surveys that of an intended sample of 25 000 adult respondents around the country, they were able to realize a sample of 24 897 during the fieldwork period of October to December 2016. The dataset they produced was impeccable and I have no hesitation in recommending Citizen Surveys for any such job.

Yours sincerely

Ross Jennings