



NSS ANNUAL SURVEY

CALENDER 2024-2034

Namibia Statistics
Agency P.O. Box 2133,
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Number	Name of Institution	Title of the Survey	Partnering Institutions	Key Measurement Variable	Data gaps to be filled by survey	Budget (N\$)	Base Year	Last Year of Production	Date to be undertaken	Production frequency	Technical Assistance required from NSA	Motivation (for new Surveys)	Contact person(s)	Contact No.	Email
1	Arandis Town Council	Employment Survey	None	Employment Statistics with Arandis Parameters	Identify the major sectors of employment in Arandis	N\$ 20 000.00	-	-	Aug-24	Annually	No	-	CEO	064 512 401	ceo@atc.com.na
		Arandis Employing Entities/Organisations, Business Survey	None	Number of Employees, Job Types and Skills Requirements, Business Challenges and Opportunities	Gather information on the size and scale of businesses, including the number of employees and annual revenue	N\$ 10 000.00	-	-	Aug-24	Annually	No	-	Corporate Services Man	064 512 404	corporate@com.na
		Arandis Household Survey	None	Number of Arandis inhabitants; Number of Households	To provides insights into the size and composition of the population in Arandis.	N\$60 000.00	-	-	Aug-28	5 years	Yes	-	LED Officer	064 512 423	led@com.na
2	Ministry of Labour Industrial Relations and Employment Creation	Namibia Occupational Skills Audit Survey	NPC, MHED, NSA, MHA	1. To measure skills shortages in the country 2. To measure number of occupations in the country 3. Skills mismatch, skills deficit and training needs	1. Provide an analysis of skills distribution in Namibia. 2. Provide reliable and up-to-date data on skills mismatch, skills deficit and training needs in Namibia for purpose of policy formulation that will enable the country to close skills gap. 3. Assess the skills needs and the extent to which employers develop the skills of their employees. 4. Provide reliable and up-to-date data on how many employers have difficulties in finding suitable skilled new recruits to fill vacant positions, how many vacancies remain unfilled in each of the major occupational categories and which skills are in short supply. 5. Provide data for identifying the required skills and monitoring of trends and variations in the labour market. 6. Asses the current skills profile of the workforce in the country in order to inform the Immigration 7. Selection Board on skills gap to guide the process when granting work permits. 8. Identify possible obstacles to the provision of skills and training in different industries. 9. Enable the government and other non-governmental agencies to identify priority skills areas for policy intervention measures and action programs.	20 million	2006	2014	2025/26	4 to 5 years	Yes	-	Mr. David Iigonda	814515315	David.Iigonda@mol.gov.na
		Namibia Child Activity Surey	NSA, MEAC, MGEPsw	1. Rate of Child labour in Namibia 2. To measure children working in hazardous conditions 3. The working age population of children	1. To provide policy makers, researchers and other stakeholders with baseline data and indicators on child activities 2. For planning, policy formulation and the implementation, monitoring and evaluation of government development programmes aimed at improving the status of the vulnerable socio-economic groups in the Namibian population 3. To stimulate debate and research on issues concerning problems of working children.	50 million	2005	2010	2026/27	4 to 5 years	Yes	-	Mr. David Iigonda	814515316	David.Iigonda@mol.gov.na
3	Ministry of Fisheries and Marine Resources	Hake Annual Biomass Survey	None	Biomass, geographical distribution and biological parameters	Level of Biomass	15 million	-	-	9 January to 19 February 2024	Annually	No	-	Paul Kainge	644101000	Paulus.Kainge@mfmr.gov.na
		Horse mackerel and small pelagics Annual Biomass Survey	None	Biomass, geographical distribution and biological parameters	Level of Biomass	8 million	-	-	22 February to 18 March 2024	Annually	No	-	John Kathena	644101000	John.Kathena@mfmr.gov.na
		Deep sea red Annual Biomass Survey	None	Biomass, geographical distribution and biological parameters	Level of Biomass	5 million	-	-	5-22 August 2024	Annually	No	-	Paul Kainge	644101000	Paulus.Kainge@mfmr.gov.na
		Orange roughy Annual Biomass Survey	None	Biomass, geographical distribution and biological parameters	Level of Biomass	5 million	-	-	16-31 July 2024	Annually	No	-	John Kathena	644101000	John.Kathena@mfmr.gov.na
		Monkfish Annual Biomass Survey	None	Biomass, geographical distribution and biological parameters	Level of Biomass	8 million	-	-	1 - 18 November 2024	Annually	No	-	Paul Kainge	644101000	Paulus.Kainge@mfmr.gov.na
		Seals aerial surveys	None	Pup count, geographical distribution	Number of pups	1 million	-	-	15 - 30 December 2026	3 years	No	-	John Kathena	644101000	John.Kathena@mfmr.gov.na
		Rock lobster surveys	None	Geographical distribution and biological parameters	Level of Biomass	3 million	-	-	Monthly for 5 days	Monthly	No	-	Paul Kainge	644101000	Paulus.Kainge@mfmr.gov.na
		Beach surveys	None	Catch statistics, geographical distribution and biological parameters of linefish species	Level of Biomass	1 million	-	-	Monthly for 4 days	Monthly	No	-	John Kathena	644101000	John.Kathena@mfmr.gov.na
		Monthly environmental monitoring Surveys	None	Environmental Parameters	State of the Environment	15 million	-	-	Monthly for 5 days	Monthly	No	-	Anja Kreiner	644101000	Anja.Kreiner@mfmr.gov.na
		Horse mackerel 200 m experiments	None	Distribution and size of stock in relation to 200 m isobath	Size distribution vs Depth	2 million	-	-	May - July and October to Decem	Once-off	No	-	John Kathena	644101000	John.Kathena@mfmr.gov.na
		Bottom habitat mapping Survey	FAO-EAF Nansen	Determine Vulnerable Marine Ecosystems	Impacts of fishing activities on VME	15 million	-	-	29 Sep-22 Oct 2024	Once-off	No	-	Paul Kainge	644101000	Paulus.Kainge@mfmr.gov.na
		Transboundary Demersal Survey	FAO-EAF Nansen	Biomass, geographical distribution and biological parameters	To determine level of Biomass, geographical distribution and biological parameters	10 million	-	-	6-24 September 2024	Once-off	No	-	Paul Kainge	644101000	Paulus.Kainge@mfmr.gov.na
Transboundary Pelagic Survey	FAO-EAF Nansen	Biomass, geographical distribution and biological parameters	To determine level of Biomass, geographical distribution and biological parameters	10 million	-	-	2 Aug-2 Sep 2024	Once-off	No	-	John Kathena	644101000	John.Kathena@mfmr.gov.na		
4	Ministry of Gender Equality, Poverty Eradication and Social Welfare	Impact evaluation of the child grants	USAID	Child Wellbeing outcomes	Impact of the child grant on child wellbeing outcomes	N\$ 1 000 000	-	-	May - Sept 2025	10 years	Yes	-	Ms. Helena Andjamba/Dr. Brigitte Nshimiyimana		Helena.Andjamba@mgepsw.gov.na Brigitte.Nshimiyimana@mgepsw.gov.na Rahimisa.Kamunjoan@mgepsw.gov.na
5	Namibia Qualifications Authority	National Graduate Tracer studies to determine absorption by labour market and priority fields of study	Ministry of Higher Education Training and Innovation and Ministry of Labour, NCFE, NTA, Training Providers and Employers	Graduate employability and the needs of the market and how it is being addressed by the education and training sector.	1. Determine graduate employability. 2. Gaps identified by the labour market of new graduates and competencies required. 3. Priority fields of learning	N\$ 1 500 000.00	-	-	2025-2029	Annually	Yes we would require assistance on all levels of collecting the data at a national level. Also with the technical assistance to develop the data selection tools appropriate to the needs of the NQA	-	Mr. Filemon Iyambo Manager NQF	061-384169	Filemon.Iyambo@Namqa.org

6	Namibia Tourism Board	Human Resources Survey for Tourism Sector in Namibia	NUST, NTA, UNAM, Ministry of Environment, Forestry and Tourism	<ol style="list-style-type: none"> 1. Type of employment, total number employed, demographic information. 2. Levels of education of employees. 3. Seasonal employment 4. Working benefits and conditions of employees, in rural and urban areas 	<ol style="list-style-type: none"> 1. To develop an employee profile/Labour survey Human Resource Development 2. Develop a Tracer study on tourism and hospitality graduates of the past 15 years from educational institutions, to establish their employability within the sector. 3. Determine the accessibility of training to tourism establishments in rural communities in Namibia. 4. How does the training offered by educational and training institutions meet the needs of tourism sector, and what can be improved? 5. To implement a mobile training arm within NTB to cater for rural communities and SMEs within the sector, as stated in [section 3(d) of NTB Act. 6. To determine the working benefits and conditions of employees, in rural and urban areas. 	Unknown	2024	-	Apr-24	Annually	Yes	This survey will provide a clear indication of the current employee profile of the sector. It will be used as reference guide for the sector in terms of job creation, skills development/training and future investment for the sector.	Juliet Olivier	061 290 6040	juliet.olivier@namibiatourism.com.na	
7	Namibia Training Authority	Investigation into the best practices of Conducting an Assessment in TVET	TVET Training Providers, Ministry of Higher Education Training & Innovation, University of Namibia, Namibia University of Science and Technology, The International University of Management, and International TVET Assessment and Certification Bodies	<ol style="list-style-type: none"> 1. Determine the best approaches of developing assessment tools. 2. Evaluate a cost-effective approach of conducting assessment. 3. Improve the quality assurance of assessment and certification processes. 	<ol style="list-style-type: none"> 1. To determine the best approaches of developing assessment tools. 2. To evaluate a cost-effective approach of conducting assessment. 3. To improve the quality assurance of assessment and certification processes. 	200 000	-	-	June/July 2024	-	No	-	Indongo Indongo / Tuwiliika Shilongo	061-2078149/0811564296 061-2078155/0811278204	indongo@nta.com.na / tshilongo@nta.com.na	
		2025 National TVET Graduate Survey	TVET Training Providers, Wholesale and Retail Sector Education and Training Authority and GIZ	Percentage of employed, unemployed & self - employed TVET graduates	<ol style="list-style-type: none"> 1. Providing information about the quality of TVET programs offered through all registered and accredited TVET providers in Namibia and South Africa 2. Obtaining information on the transition of the graduates into the labor market 3. Reviewing the extent to which TVET graduates have managed to find gainful employment or self-employment in occupations directly related to their training/competencies. 4. Identifying challenges faced by both unemployed and employed graduates and their perception towards TVET 5. Establishing the employment rates of the TVET graduates – both in the formal and informal sectors. 	500 000	-	2023	2025 January/February	1 year	Yes	-	Indongo Indongo / Tuwiliika Shilongo	061-2078149/0811564296 061-2078155/0811278205	indongo@nta.com.na / tshilongo@nta.com.na	
		Identifying scarce and emerging skills priorities in the industry	Industry Skills Committees, Employers	Number of Identifying scarce and emerging skills priorities in the industry	Identifying scarce and emerging skills priorities in the industry	Identifying scarce and emerging skills priorities in the industry	150 000	-	2023	Quarterly	Quarterly	No	-	Indongo Indongo / Tuwiliika Shilongo	061-2078149/0811564296 061-2078155/0811278205	indongo@nta.com.na / tshilongo@nta.com.na
		NTF Stakeholders Engagement study	NTF and VET Levy Paying Employers	Percentage of NTF VET Levy paying Stakeholders satisfaction level.	Discover the satisfaction level of NTF VET Levy Paying Stakeholders	Discover the satisfaction level of NTF VET Levy Paying Stakeholders	unknown	-	-	Aug-24	-	No	-	Indongo Indongo / Tuwiliika Shilongo	061-2078149/0811564296 061-2078155/0811278205	indongo@nta.com.na / tshilongo@nta.com.na
		2025 & 2028 Student Service Satisfaction & Needs Assessment Survey	None	<ol style="list-style-type: none"> 1. Academic Support Services: Assessing students' satisfaction with academic support services such as tutoring, mentoring, academic advising, and career counseling. 2. Administrative Services: Evaluating students' satisfaction with administrative services, including registration processes, financial aid assistance, and transcript requests. 3. Faculty Interaction: Measuring students' satisfaction with faculty interaction, including accessibility, responsiveness, and effectiveness of teaching methods. 4. Campus Facilities: Assessing satisfaction with campus facilities such as classrooms, libraries, laboratories, recreational areas, and student centers. 5. Health and Wellness Services: Evaluating students' satisfaction with health services provided on campus, including medical care, counseling, mental health support, and wellness programs. 6. Student Life and Engagement: Measuring satisfaction with extracurricular activities, student organizations, social events, and opportunities for personal and professional development. 7. Technology Resources: Assessing satisfaction with technology resources and support services, including internet connectivity, computer labs, software availability, and IT helpdesk support. 8. Dining Services: Evaluating students' satisfaction with dining options, meal quality, pricing, and accessibility of food services on campus. 9. Safety and Security: Measuring satisfaction with campus safety measures, security personnel, emergency response protocols, and overall feelings of safety on campus. 10. Accessibility and Inclusivity: Assessing satisfaction with accessibility measures for students with disabilities, accommodation services, and efforts to promote diversity and inclusion on campus 	Overall student experience, quality assurance, facilitate decision-making, demonstrate accountability, benchmark performance	5 000	2015	2023	2025	2 years	No	The motivation behind conducting a NUST Student Service Satisfaction Survey is to gather feedback from students, identify areas for improvement, enhance the overall student experience, ensure quality assurance, facilitate decision-making, demonstrate accountability, benchmark performance, and foster a culture of continuous improvement within the university.				
		2024 & 2026 Staff Engagement/Service Satisfaction & Needs Assessment Survey	None	<ol style="list-style-type: none"> 1. Job Satisfaction: Measure staff members' overall satisfaction with their job, including aspects such as workload, job responsibilities, work-life balance, and opportunities for professional growth. 2. Work Environment: Assess staff members' perceptions of the work environment, including factors such as workplace culture, team dynamics, communication channels, and collaboration among colleagues. 3. Recognition and Appreciation: Evaluate the extent to which staff members feel valued and appreciated for their contributions, including recognition programs, feedback from supervisors, and opportunities for advancement. 4. Training and Development: Measure staff members' satisfaction with training and development opportunities provided by the organization, including access to professional development programs, workshops, and skill-building initiatives. 5. Compensation and Benefits: Assess staff members' satisfaction with compensation and benefits packages, including salary, bonuses, health insurance, retirement plans, and other perks offered by the organization. 6. Work-Life Balance: Evaluate staff members' perceptions of their work-life balance, including flexibility in work hours, telecommuting options, and support for personal and family responsibilities. 7. Communication and Feedback: Measure staff members' satisfaction with 	Employees Experiences, needs, and concerns of their employees, Improve job satisfaction, employee retention, and overall organizational effectiveness	1 000	2018	2020	Jun-24	1 year	No	NUST will gain valuable insights into the experiences, needs, and concerns of their employees, informing efforts to improve job satisfaction, employee retention, and overall organizational effectiveness				

			<p>communication channels within the organization, including the clarity and transparency of communication from leadership, opportunities for feedback, and responsiveness to concerns.</p> <p>8. Job Security: Assess staff members' feelings of job security and stability within the organization, including perceptions of job tenure, prospects for career advancement, and confidence in the organization's future.</p> <p>9. Leadership and Management: Evaluate staff members' satisfaction with leadership and management within the organization, including perceptions of leadership effectiveness, decision-making processes, and alignment with organizational goals.</p> <p>10. Workload and Stress Levels: Measure staff members' perceptions of their workload and stress levels, including factors such as workload distribution, time management, and support for managing work-related stress.</p>																
Library Services for Students: User Satisfaction Assessment	None	<p>1. Accessibility: Measure users' satisfaction with the accessibility of library resources and services, including physical accessibility of facilities, online access to digital resources, and availability of assistance for users with disabilities.</p> <p>2. Staff Assistance: Assess users' satisfaction with the quality and effectiveness of staff assistance, including the helpfulness, responsiveness, and expertise of library staff in assisting with inquiries, finding resources, and providing support.</p> <p>3. Collection Quality and Relevance: Evaluate users' satisfaction with the quality, relevance, and breadth of the library's collection of books, journals, databases, and other resources, including the adequacy of materials for research and academic needs.</p> <p>4. Facilities and Amenities: Measure users' satisfaction with library facilities and amenities, including study spaces, seating options, computer labs, printing services, quiet areas, and access to technology and equipment.</p> <p>5. Online Resources and Services: Assess users' satisfaction with the usability, functionality, and availability of online resources and services provided by the library, including the library website, catalog, databases, and digital collections.</p> <p>6. Interlibrary Loan and Document Delivery: Evaluate users' satisfaction with interlibrary loan and document delivery services, including the efficiency, timeliness, and ease of access to materials from other libraries or through document delivery services.</p> <p>7. Feedback Mechanisms: Measure users' satisfaction with feedback mechanisms and opportunities for providing input to the library, including suggestion boxes, surveys, and channels for expressing concerns or requesting assistance.</p>	User satisfaction levels and User experience	1 000	2018	2020	2025 September/October, 2027 September/October	1 year	No	Libraries can gain valuable insights into user satisfaction levels, identify areas for improvement, and prioritize initiatives to enhance the overall user experience and meet the needs of their patrons effectively.									
Library Kindness Audit	None	<p>1. Promoting a Positive Environment: The primary aim is to foster a culture of kindness and respect within the university library. By assessing and promoting kindness, the audit aims to create a supportive and welcoming environment for all library users, including students, faculty, and staff.</p> <p>2. Improving User Experience: Assessing kindness within the library can help identify areas where improvements are needed to enhance the overall user experience. This could involve evaluating staff interactions, customer service practices, and the general atmosphere within the library.</p> <p>3. Enhancing Staff Training and Development: The audit can provide valuable insights into staff performance and interactions with library users. Feedback from the audit can be used to tailor training programs and professional development opportunities for library staff, focusing on empathy, communication skills, and customer service.</p> <p>4. Building Community and Relationships: By prioritizing kindness and respect, the library can strengthen relationships within the university community. Positive interactions between staff and users can contribute to a sense of belonging and connection among library patrons.</p> <p>5. Supporting Diversity and Inclusion: Kindness audits can help ensure that library services are accessible and inclusive to individuals from diverse backgrounds. By evaluating interactions and practices through an equity lens, libraries can identify and address any potential biases or barriers to access.</p> <p>6. Demonstrating Institutional Values: Conducting kindness audits reflects the university's commitment to core values such as respect, empathy, and inclusivity. It sends a clear message to the university community that kindness is a priority and is actively promoted within the library.</p> <p>7. Continuous Improvement: Regularly conducting kindness audits allows the library to track progress over time and identify areas for ongoing improvement. By collecting feedback and implementing changes based on audit findings, the library can continually enhance its services and practices.</p>	User satisfaction levels and User experience	1 000	2018	2020	2025 September and 2026 September	Annually	No	Overall, the motivation behind conducting a University Library Kindness Audit is to create a positive, inclusive, and supportive environment that prioritizes kindness and respect for all library users.									
How do the structure and workflows support service delivery?	None	<p>1. Organizational Structure: Evaluate the clarity and effectiveness of the university's organizational structure in supporting service delivery, including the delineation of roles and responsibilities among departments and units.</p> <p>2. Communication Channels: Assess the accessibility and responsiveness of communication channels within the university, including email, intranet, portals, and other communication platforms used to disseminate information and updates.</p> <p>3. Workflow Efficiency: Measure the efficiency of workflows and processes involved in delivering services, including administrative tasks, request handling, approval processes, and resource allocation.</p> <p>4. Resource Allocation: Evaluate the effectiveness of resource allocation practices within the university, including budgeting, staffing levels, and distribution of physical and technological resources to support service delivery.</p> <p>5. Service Accessibility: Assess the accessibility of services provided by the university, including physical access to facilities, online access to information and resources, and availability of support services for students with disabilities.</p> <p>6. Service Quality: Measure perceptions of service quality across various departments and units within the university, including responsiveness, accuracy, professionalism, and overall satisfaction with services received.</p> <p>7. Staff Training and Development: Evaluate the adequacy of training and professional development opportunities provided to staff members to enhance their skills and competencies in delivering services effectively.</p> <p>8. Technology Integration: Assess the integration of technology systems and tools to support service delivery processes, including the usability, functionality, and reliability of digital platforms used by students, faculty, and staff.</p> <p>9. Feedback Mechanisms: Evaluate the availability and effectiveness of feedback mechanisms for soliciting input from stakeholders on service delivery experiences, including surveys, suggestion boxes, and formal complaint processes.</p> <p>10. Continuous Improvement: Measure perceptions of the university's commitment to continuous improvement in service delivery, including responsiveness to feedback, implementation of process improvements, and adaptation to changing needs and expectations.</p>	Structure and workflows in supporting service delivery, identify areas for improvement,	1 000	2026	2026	2026 June/July	once-off	No	Universities can gain valuable insights into the strengths and weaknesses of its structure and workflows in supporting service delivery, identify areas for improvement, and prioritize initiatives to enhance the overall service experience for students and other stakeholders.									

Nambian University of Science and Technology	What functions and services can be enabled or enhanced by mobile technology?	None	<p>1. Communication: Mobile apps and platforms can improve communication between students, faculty, and staff through instant messaging, push notifications, and announcements. This can include updates on class schedules, deadlines, campus events, and emergency alerts.</p> <p>2. Learning and Education: Mobile apps and platforms can support learning by providing access to digital textbooks, educational resources, multimedia content, and interactive learning materials. Mobile learning apps can also facilitate collaboration among students and enable remote learning opportunities.</p> <p>3. Classroom Management: Mobile technology can streamline classroom management tasks for instructors, including attendance tracking, grading, assignment submission, and course material distribution. Apps like learning management systems (LMS) allow instructors to manage course content and communicate with students effectively.</p> <p>4. Library Services: Mobile apps can enhance library services by providing access to online catalogs, digital resources, research databases, and e-books. Users can search for materials, check availability, reserve items, and receive notifications on due dates or holds.</p> <p>5. Administrative Processes: Mobile technology can simplify administrative processes such as registration, enrollment, fee payment, and academic advising. Mobile apps can allow students to complete tasks remotely, reducing the need for in-person visits and paperwork.</p> <p>6. Campus Navigation: Mobile apps with campus maps and navigation features can help students and visitors navigate the university campus more easily. Users can locate buildings, offices, classrooms, dining facilities, parking areas, and other points of interest.</p> <p>7. Student Services: Mobile apps can improve access to student services such as counseling, health services, career guidance, and financial aid assistance. Users can schedule appointments, access resources, and receive personalized support on their mobile devices.</p> <p>8. Event Management: Mobile apps can facilitate event planning and management, allowing users to view upcoming events, RSVP, access event details, receive reminders, and participate in interactive features such as polls or surveys.</p> <p>9. Community Engagement: Mobile technology can foster community engagement by connecting students, alumni, faculty, and staff through social networking features, discussion forums, interest groups, and virtual communities.</p> <p>10. Safety and Security: Mobile apps can enhance campus safety and security by providing emergency contact information, reporting tools for suspicious activities or incidents, and real-time alerts during emergencies.</p>	enhance various functions within a university setting, facilitating greater efficiency, accessibility, and engagement.	1 000	2026	2026	2026 June/July	once-off	No	Mobile technology has the potential to enhance various functions within a university setting, facilitating greater efficiency, accessibility, and engagement. By leveraging mobile technology across these university functions, institutions can create a more connected, accessible, and efficient learning environment for students, faculty, and staff.			
	Service Quality Survey	None	<p>1. Accessibility: Evaluate the accessibility of university services, including physical accessibility of facilities, online accessibility of information and resources, and availability of support services for students with disabilities.</p> <p>2. Responsiveness: Measure the responsiveness of university staff and departments to inquiries, requests for assistance, and feedback from students, faculty, and staff.</p> <p>3. Reliability: Assess the reliability and consistency of university services, including the accuracy of information provided, adherence to deadlines, and reliability of systems and processes.</p> <p>4. Professionalism: Evaluate the professionalism of university staff in their interactions with students, faculty, and staff, including courtesy, respectfulness, and competency in addressing inquiries and resolving issues.</p> <p>5. Communication: Measure the effectiveness of communication channels used by the university to disseminate information, updates, and announcements to students, faculty, and staff.</p> <p>6. Quality of Facilities: Assess the quality and adequacy of university facilities, including classrooms, laboratories, libraries, recreational areas, dining facilities, and other amenities.</p> <p>7. Academic Support Services: Evaluate the quality and effectiveness of academic support services provided by the university, including tutoring, academic advising, career counseling, and library services.</p> <p>8. Administrative Services: Measure satisfaction with administrative services, including registration processes, enrollment services, financial aid assistance, and transcript requests.</p> <p>9. Technology Integration: Assess the integration of technology into university services, including the usability and functionality of digital platforms used for course management, communication, and access to resources.</p> <p>10. Overall Satisfaction: Measure overall satisfaction with the quality of services provided by the university, including the likelihood of recommending the university to others and intentions to continue enrollment or employment.</p>	Strengths and weaknesses of service offerings, areas for improvement, and prioritize initiatives to enhance the overall service quality	1 000	2018	2020	2026 June/July and 2028 June/July	Annually	No	NUST can gain valuable insights into the strengths and weaknesses of their service offerings, identify areas for improvement, and prioritize initiatives to enhance the overall service quality for students, faculty, and staff.			
	April Graduate Survey	None	<p>1. Employment Status: Determine the employment status of graduates, including whether they are employed full-time, part-time, self-employed, or pursuing further education.</p> <p>2. Job Satisfaction: Measure graduates' satisfaction with their current employment, including aspects such as job responsibilities, work environment, salary, benefits, and opportunities for career growth.</p> <p>3. Relevance of Degree: Assess the extent to which graduates perceive their university degree as relevant to their current job or career path.</p> <p>4. Skills Acquisition: Evaluate graduates' perceptions of the skills and knowledge acquired during their university education and their relevance to their current job roles.</p> <p>5. Further Education Pursuit: Determine the proportion of graduates pursuing further education, including postgraduate studies, professional certifications, or specialized training programs.</p> <p>6. Career Development: Assess graduates' perceptions of the university's role in preparing them for their career paths, including the effectiveness of career services, internships, and networking opportunities.</p> <p>7. Alumni Engagement: Measure graduates' engagement with the university after graduation, including participation in alumni events, mentorship programs, and donations to the university.</p> <p>8. Satisfaction with Education Experience: Evaluate graduates' overall satisfaction with their university education experience, including the quality of teaching, academic support, facilities, and extracurricular activities.</p> <p>9. Employability Skills: Assess graduates' perceptions of their employability skills, including communication, problem-solving, teamwork, and leadership abilities, developed during their time at the university.</p> <p>10. Recommendation and Loyalty: Determine graduates' likelihood of recommending the university to others and their willingness to stay connected with the university as alumni.</p>	Outcomes of educational programs, alumni satisfaction levels, and areas for improvement to better prepare future graduates	1 000	2010	2022	2024 April/May	Annually	No	NUST will gain valuable insights into the outcomes of their educational programs, alumni satisfaction levels, and areas for improvement to better prepare future graduates for success in their careers and personal lives.			

Efrain Dumeni 061 2072303 edumeni@nust.na

October Graduate Survey	None	<p>1. Employment Status: Determine the employment status of graduates, including whether they are employed full-time, part-time, self-employed, or pursuing further education.</p> <p>2. Job Satisfaction: Measure graduates' satisfaction with their current employment, including aspects such as job responsibilities, work environment, salary, benefits, and opportunities for career growth.</p> <p>3. Relevance of Degree: Assess the extent to which graduates perceive their university degree as relevant to their current job or career path.</p> <p>4. Skills Acquisition: Evaluate graduates' perceptions of the skills and knowledge acquired during their university education and their relevance to their current job roles.</p> <p>5. Further Education Pursuit: Determine the proportion of graduates pursuing further education, including postgraduate studies, professional certifications, or specialized training programs.</p> <p>6. Career Development: Assess graduates' perceptions of the university's role in preparing them for their career paths, including the effectiveness of career services, internships, and networking opportunities.</p> <p>7. Alumni Engagement: Measure graduates' engagement with the university after graduation, including participation in alumni events, mentorship programs, and donations to the university.</p> <p>8. Satisfaction with Education Experience: Evaluate graduates' overall satisfaction with their university education experience, including the quality of teaching, academic support, facilities, and extracurricular activities.</p> <p>9. Employability Skills: Assess graduates' perceptions of their employability skills, including communication, problem-solving, teamwork, and leadership abilities, developed during their time at the university.</p> <p>10. Recommendation and Loyalty: Determine graduates' likelihood of recommending the university to others and their willingness to stay connected with the university as alumni."</p>	Outcomes of educational programs, alumni satisfaction levels, and areas for improvement to better prepare future graduates	1 000	2010	2022	2024 October/ November	Annually	No	NUST will gain valuable insights into the outcomes of their educational programs, alumni satisfaction levels, and areas for improvement to better prepare future graduates for success in their careers and personal lives.
Student Drop-out survey	None	<p>1. Reasons for Dropping Out: Identify the specific reasons why students decided to drop out of the university, such as academic difficulties, financial constraints, personal/family issues, dissatisfaction with the program or institution, or employment opportunities.</p> <p>2. Academic Performance: Assess students' perceptions of their academic performance and challenges they faced in their coursework, including difficulties with coursework, exams, assignments, or maintaining satisfactory grades.</p> <p>3. Financial Concerns: Evaluate students' financial situations and concerns that may have contributed to their decision to drop out, including affordability of tuition fees, costs of living, availability of financial aid, and employment opportunities to support their studies.</p> <p>4. Support Services: Measure students' satisfaction with support services provided by the university, including academic advising, counseling, tutoring, financial aid assistance, and career services, and whether they felt adequately supported during their time at the institution.</p> <p>5. Campus Climate and Culture: Assess students' perceptions of the campus climate and culture, including feelings of belonging, inclusion, safety, and overall satisfaction with the university environment.</p> <p>6. Personal and Family Issues: Identify personal or family-related issues that may have influenced students' decision to drop out, such as health concerns, family responsibilities, caregiving duties, or other life events.</p> <p>7. Educational Goals and Aspirations: Determine whether students' educational goals and aspirations changed over time and whether they felt the university adequately supported their academic and career aspirations.</p> <p>8. Social Integration: Evaluate students' social integration into the university community, including participation in extracurricular activities, relationships with peers and faculty, and feelings of connectedness and engagement.</p> <p>9. Perceptions of Value and Return on Investment: Measure students' perceptions of the value of their education and whether they felt that the benefits of attending the university outweighed the costs and sacrifices involved.</p> <p>10. Future Plans: Determine students' future plans after dropping out, including whether they plan to return to higher education, pursue alternative educational pathways, enter the workforce, or pursue other opportunities.</p>	reasons why students drop out and identify areas for improvement to better support student retention and success.	5 000	2020	2023	2025 August	Annually	No	Student Dropout Survey, universities will valuable insights into the reasons why students drop out and identify areas for improvement to better support student retention and success.
National Graduate Survey in collaboration with NCHE and other universities	NCHE, UNAM, IUM	<p>1. Employment Status: Determine the employment status of graduates, including whether they are employed full-time, part-time, self-employed, or pursuing further education.</p> <p>2. Job Satisfaction: Measure graduates' satisfaction with their current employment, including aspects such as job responsibilities, work environment, salary, benefits, and opportunities for career growth.</p> <p>3. Relevance of Degree: Assess the extent to which graduates perceive their university degree as relevant to their current job or career path.</p> <p>4. Skills Acquisition: Evaluate graduates' perceptions of the skills and knowledge acquired during their university education and their relevance to their current job roles.</p> <p>5. Further Education Pursuit: Determine the proportion of graduates pursuing further education, including postgraduate studies, professional certifications, or specialized training programs.</p> <p>6. Career Development: Assess graduates' perceptions of the university's role in preparing them for their career paths, including the effectiveness of career services, internships, and networking opportunities.</p> <p>7. Alumni Engagement: Measure graduates' engagement with the university after graduation, including participation in alumni events, mentorship programs, and donations to the university.</p> <p>8. Satisfaction with Education Experience: Evaluate graduates' overall satisfaction with their university education experience, including the quality of teaching, academic support, facilities, and extracurricular activities.</p> <p>9. Employability Skills: Assess graduates' perceptions of their employability skills, including communication, problem-solving, teamwork, and leadership abilities, developed during their time at the university.</p> <p>10. Recommendation and Loyalty: Determine graduates' likelihood of recommending the university to others and their willingness to stay connected with the university as alumni.</p>	Graduate Employment Rate, Outcomes of our educational programs, alumni satisfaction levels, and areas for improvement to better prepare future graduates	2 000 000	2018	2020	2024 May	Biannual	No	To assess the graduate employment rate, Outcomes of our educational programs, alumni satisfaction levels, and know the areas for improvement to better prepare future graduates

	Qualification Need assessment Survey	None	<p>1. Labor Market Trends: Evaluate current and projected labor market trends to identify areas of demand for specific skills, qualifications, and professions.</p> <p>2. Industry Needs: Assess the needs and requirements of key industries and sectors in terms of skills, qualifications, and expertise sought in potential employees.</p> <p>3. Employer Surveys: Conduct surveys or interviews with employers to gather insights into the qualifications and competencies they value in candidates for various positions.</p> <p>4. Job Market Analysis: Analyze job postings, recruitment trends, and hiring patterns to identify the qualifications and credentials most commonly sought by employers.</p> <p>5. Skills Gap Analysis: Identify gaps between the skills possessed by graduates and the skills required by employers, highlighting areas where additional training or qualifications may be needed.</p> <p>6. Demographic Trends: Consider demographic factors such as population growth, aging workforce, and changing workforce composition to anticipate future demand for qualifications in different fields.</p> <p>7. Technological Advancements: Take into account advancements in technology and emerging industries to assess the need for qualifications in areas such as digital skills, data science, and technology-related fields.</p> <p>8. Globalization and Internationalization: Consider the impact of globalization on the job market and the increasing demand for qualifications that are recognized internationally or that facilitate global mobility.</p> <p>9. Government Policies and Initiatives: Evaluate government policies, incentives, and funding priorities related to education and workforce development to identify areas of focus for qualification development.</p> <p>10. Student Preferences and Aspirations: Survey prospective students to understand their preferences, career aspirations, and the qualifications they perceive as valuable for achieving their goals.</p>	Demand for specific educational programs and qualifications	1 000	2018	2024	Mar-24	-	No	NUST can gain insights into the demand for specific educational programs and qualifications, aligning their offerings with the needs of students and the job market to better prepare graduates for success in their chosen careers.			
	SASE- senior students engagement survey	University of Free State	<p>1. Academic Engagement: Measure the level of engagement senior students have with their academic coursework, including attendance, participation in class discussions, completion of assignments, and interaction with faculty.</p> <p>2. Career Preparation: Assess the extent to which senior students feel prepared for their future careers, including their confidence in their skills, knowledge of job search strategies, and awareness of career development resources offered by the university.</p> <p>3. Extracurricular Activities: Evaluate senior students' participation in extracurricular activities, including student organizations, clubs, sports teams, volunteer work, and leadership roles.</p> <p>4. Mentorship and Advising: Measure the availability and effectiveness of mentorship and advising programs for senior students, including access to faculty mentors, academic advisors, and career counselors.</p> <p>5. Satisfaction with University Services: Assess senior students' satisfaction with various university services, including academic support services, counseling and wellness services, financial aid, and administrative support.</p> <p>6. Social Connectedness: Measure the level of social connectedness senior students feel within the university community, including their relationships with peers, faculty, and staff, as well as their sense of belonging and inclusion.</p> <p>7. Overall Satisfaction: Evaluate senior students' overall satisfaction with their university experience, including their satisfaction with academic programs, campus facilities, and the overall campus environment.</p> <p>8. Post-Graduation Plans: Determine senior students' plans for after graduation, including whether they plan to pursue further education, enter the workforce, start their own business, or engage in other activities.</p> <p>9. Feedback and Input: Assess senior students' perceptions of the university's responsiveness to their feedback and input, including their opportunities to provide input on university policies, programs, and initiatives.</p> <p>10. Future Engagement with the University: Measure senior students' intentions to stay connected with the university as alumni, including their likelihood of participating in alumni events, donating to the university, and serving as mentors to future students.</p>	Insights into the experiences, needs, and aspirations of senior students, informing efforts to enhance student engagement, satisfaction, and success.	1 000 000.00	2018	2025	2025	Biannual	No	NUST will gain valuable insights into the experiences, needs, and aspirations of senior students, informing efforts to enhance student engagement, satisfaction, and success.			
	BUSE new students/fresher's engagement survey	University of Free State	<p>1. Orientation Programs: Assess the effectiveness and helpfulness of orientation programs in facilitating the transition to university life, including orientation sessions, campus tours, and information sessions.</p> <p>2. Academic Engagement: Measure freshman students' level of engagement with their academic coursework, including attendance, participation in class discussions, completion of assignments, and interaction with faculty.</p> <p>3. Social Integration: Evaluate freshman students' social integration into the university community, including their relationships with peers, involvement in extracurricular activities, and participation in social events.</p> <p>4. Campus Resources Awareness: Assess freshman students' awareness of campus resources and support services available to them, including academic support services, counseling and wellness services, and career development resources.</p> <p>5. Adjustment to University Life: Determine freshman students' level of adjustment to university life, including their experiences with homesickness, stress, and time management, as well as their sense of belonging and connection to the university community.</p> <p>6. Expectations vs. Reality: Measure the alignment between freshman students' expectations of university life and their actual experiences, including their perceptions of academic rigor, campus culture, and social opportunities.</p> <p>7. Involvement in Campus Activities: Assess freshman students' involvement in campus activities and organizations, including student clubs, sports teams, volunteer opportunities, and leadership roles.</p> <p>8. Support Systems: Evaluate the effectiveness of support systems in place for freshman students, including academic advising, mentorship programs, peer support networks, and resident assistants.</p> <p>9. Satisfaction with Living Arrangements: Measure freshman students' satisfaction with their living arrangements, including on-campus housing, roommate relationships, and access to amenities and facilities.</p> <p>10. Feedback and Input: Assess freshman students' perceptions of their opportunities to provide feedback and input on their university experience, including their experiences with feedback mechanisms and their sense of being heard by university administration.</p>	Experiences, needs, and concerns of first-year students, informing efforts to enhance student engagement, satisfaction, and success during their transition to university life.	1 000 000.00	2019	2025	Jun-25	Biannual	No	NUST will gain valuable insights into the experiences, needs, and concerns of first-year students, informing efforts to enhance student engagement, satisfaction, and success during their transition to university life.			
	Public Perception of Police Effectiveness and Trust Survey		Trust in the police, perception of police effectiveness, satisfaction with police services	Understanding public perceptions and attitudes towards law enforcement, identifying areas for improvement in police-community relations	-	-	-	-	-	Yes (survey design, sampling methodology, and data analysis)	-			
	Community Safety and Policing Needs Assessment		Community safety concerns, perceptions of crime and policing needs	Identifying high-crime areas, understanding community priorities for policing resources and interventions	-	-	-	-	-	Yes (survey design, data collection methods, and analysis)	-			

9	Namibian Police Force	Police Officer Workload and Stress Survey		Workload, stress levels, job satisfaction among police officers	Understanding factors contributing to officer burnout, identifying areas for resource allocation and support services	-	-	-	-	-	-	Yes (survey design, questionnaire development, and data processing)		Ms. Petrina Nandjila	061 209 3503	pmwetulundila@nampol.na
		Community Policing Effectiveness Assessment		Effectiveness of community policing initiatives, satisfaction with community policing services	Assessing the impact of community policing programs on crime prevention and community engagement	-	-	-	-	-	-	Yes (survey methodology, data analysis, and report writing)				
		Police Officer Personal Financial Management Survey		Financial literacy, savings habits, debt management among police officers	Understanding officers' financial challenges, identifying opportunities for financial education and support programs	-	-	-	-	-	-	Yes, assistance with survey design, financial assessment tools, and data analysis				
		Staff Satisfaction Survey of the Namibian Police Force	UNAM	Job satisfaction, organizational culture, perceptions of leadership, career development opportunities	Assessing morale and motivation levels among police staff, identifying factors influencing retention and turnover	-	-	-	-	-	-	Yes, assistance with survey design, questionnaire development, and data analysis				
		Police Stress and Well-being Assessment		Stress levels, coping mechanisms, mental health status among police officers	Understanding sources of stress within the police force, assessing the impact on officer well-being and performance	-	-	-	-	-	-	Yes, assistance with survey methodology, mental health assessment tools, and data analysis				
		Influences of motivation on the retention of police officers		Job satisfaction, Organisational commitment, Turnover intentions, Performance metrics, Engagement levels & Career Development Opportunities	Understanding and assessing the existing policy on promotion, Recognition and Rewards	-	-	-	-	-	-	Survey methodology & data analysis				
		Impact of training & development on police officers' productivity	UNAM, IUM, NUST & STADIO	Productivity metrics and performance ratings.	Lack of comprehensive data on officers productivity levels before undergoing training and insufficient data on the content.	-	-	-	-	-	-	Yes, assistance with survey design, questionnaire development, and data analysis				
10	Namibian Ports Authority	Customer Satisfaction Survey	Namport, Port Users Council, Customers, Clearing and Forwarding Agents, Cargo Agents	Customer satisfaction index rating. Percentage out of 100, corporate target is above 75%. Assess and Measure our customer experience so far as our services are concerned.	Find out the percentage customer is content/extremely happy with our services. Gauge the satisfactory level of our clients and seek for recommendations and advise for better planning on our end.	N\$300 000.00	2013	2020	Q2 2024	Every second year	No	Find out the percentage customer is content/extremely happy with our services. Gauge the satisfactory level of our clients and seek for recommendations and advise for better planning on our end.	Mr Trevor Ndjaila	064 208 2202	t.ndjaila@namport.com.na	
11	National Commission on Research Science and Technology	Second National Innovation Survey	Public Universities	National Innovation indicators	National Innovation data	N\$ 1,2 mil	2022	2022	Jun-24	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Third National Research and Experimental (R&D) survey	Public Universities	National R&D indicators	National R&D data	N\$ 1,2 mil	2021	2023	Jun-25	1 year	Yes	-	G. Piepmeyer	82 128 9787	gpiepmeyer@ncrst.na	
		Third National Research Infrastructure Survey	All STI sector institutions	Available and desired national infrastructure	National Infrastructure Data	N\$ 1,5 mil	-	-	Jun-25	-	Yes	-	Hilja Shikongo	811601330	hshikongo@ncrst.na	
		Third National Innovation Survey	Public Universities	National Innovation indicators	National Innovation data	N\$ 1,3 mil	2022	2024	Jun-26	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Fourth National Research and Experimental (R&D) survey	Public Universities	National R&D indicators	National R&D data	N\$ 1,3 mil	2021	2025	Jun-27	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Fourth National Innovation Survey	Public Universities	National Innovation indicators	National Innovation data	N\$ 1,5 mil	2022	2026	Jun-28	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Fifth National Research and Experimental (R&D) survey	Public Universities	National R&D indicators	National R&D data	N\$ 1,5 mil	2021	2027	Jun-29	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Fifth National Innovation Survey	Public Universities	National Innovation indicators	National Innovation data	N\$ 1,7 mil	2022	2028	Jun-30	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Fourth National Research Infrastructure Survey	All STI sector institutions	Available and desired national infrastructure	National Infrastructure Data	N\$ 1,5 mil	-	2025	Jun-30	-	Yes	-	Hilja Shikongo	811601330	hshikongo@ncrst.na	
		Sixth National Research and Experimental (R&D) survey	Public Universities	National R&D indicators	National R&D data	N\$ 1,7 mil	2021	2029	Jun-31	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
		Sixth National Innovation Survey	Public Universities	National Innovation indicators	National Innovation data	N\$ 1,7 mil	2022	2030	Jun-32	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na	
Seventh National Research and Experimental (R&D) survey	Public Universities	National R&D indicators	National R&D data	N\$ 1,7 mil	2021	2031	Jun-33	1 year	Yes	-	G. Piepmeyer	081 128 9787	gpiepmeyer@ncrst.na			
12	National Council of Higher Education	National Graduate survey	Higher Education Institutions	Employment and Work Relationship between Study and Work Further Studies Skills and Competencies Satisfaction with Studies and Employment	1. Assess the impact of the quality and content of academic programmes. 2. Assess whether the graduates have enhanced their understanding, professionalism, prospects to find employment and advance in their careers. 3. Identify the sectors where the graduates are employed. 4. Establish the rate of employment amongst the graduates. 5. Reflect on the study facilities, conditions and provisions at higher education institutions from the viewpoints of the graduates. 6. Assess the impact of the qualifications on graduates' employability. 7. Establish the conditions of employment among the graduates. 8. Establish the usefulness of the study programme to graduates' employment. 9. Determine the links between job search and employment.	N\$500,000.00	2017	2022	2024	Every two years	No	Assess the impact of the quality and content of academic programmes. Assess whether the graduates have enhanced their understanding, professionalism, prospects to find employment and advance in their careers. Identify the sectors where the graduates are employed. Establish the rate of employment amongst the graduates. Reflect on the study facilities, conditions and provisions at higher education institutions from the viewpoints of the graduates. Assess the impact of the qualifications on graduates' employability. Establish the conditions of employment among the graduates. Establish the usefulness of the study programme to graduates' employment. Determine the links between job search and employment.	Sem Shikongo	Tel 061 287 1500	sshikongo@nche.org.na , hems@nche.org.na	
13	National Disability Council of Namibia	Disability-related data survey in Namibia	Organizations of Persons with Disabilities (OPDS), Ministry of Gender, Regional Councils, Traditional Leaders, Governor's office.	1. To find out the most pressing unmet needs of persons with disabilities in Namibia. 2. To help policymakers, on which areas to focus during planning. EG. In education, Health, employment, housing and sanitation	No clear data to guide policymakers in government, to help and identify the priorities areas that needs to be targeted.	N\$ 1 million per region	2022-2023	2022-2023	2024	-	Yes, sample size, to validate the whole process and the results process, partnership		Mrs. Angelique Philander	061-225913	Angelique.Philander@mecpsw.na	
14	National Housing Enterprise (NHE)	Customer Satisfaction Survey	Unknown	Customer and employee Satisfaction index	Empirical data to influence strategic and policy direction.	N\$150 000.00	-	2023	July – October 2024	Annually	No	To have empirical data to influence strategic and policy direction.	Mr. Mutonga Matali	061 292 7237	matalim@nhe.com.na	
		Employee Satisfaction Survey	Unknown pending procurement process and availability of funds	Customer and employee Satisfaction index	Empirical data to influence strategic and policy direction.	N\$150 000.00	-	2023	July – October 2024	Annually	No	To have empirical data to influence strategic and policy direction.	Mr. Mutonga Matali	061 292 7237	matalim@nhe.com.na	
15	The Motor Vehicle Accident Fund of Namibia (MVA Fund)	Claimant Satisfaction Survey	Sustainable Development Africa cc (SusDAF)	To measure the satisfaction levels of claimants in relation to the services received to improve the quality-of-service provision.	To close deviations between expected service standards and actual service standard	N\$ 208,372.00	-	2023	April - June 2024	Quarterly	No	To close deviations between expected service standards and actual service standard	Mr Rio Jossop	061 2897089	rio@mvalfund.com.na	
		Seriously Injured Persons Survey	Sustainable Development Africa cc (SusDAF)	To measure the satisfaction levels of Seriously Injured Persons in relation to the services received from the Fund to improve the quality-of-service provision.	To close deviations between expected service standards and actual service standard	N\$ 596,710.00	-	2023	December 2024 - January 2025	Annually	No	To close deviations between expected service standards and actual service standard				
		Medical Service Provider Satisfaction Survey	Sustainable Development Africa cc (SusDAF)	To measure levels of satisfaction of Medical Service Providers in relation to the services that they received from the Fund	To close deviations between expected service standards and actual service standard	N\$ 130,347.00	-	2023	August 2024 & February 2025	Biannually	No	To close deviations between expected service standards and actual service standard				

16	United States Agency for International Development (USAID)	Key Populations IBBSS USAID	None	To determine the prevalence of HIV and STIs among female sex workers (FSW); men who have sex with men (MSM); transgender women (TGW)	estimate 95-95-95 gaps in key populations	USD 1,200,000	-		2024		No	-	Laura Muzart	264 81 140 0646	lmuzart@usaid.gov
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