MIMU Client Survey Overview

September 2019

Summary of Results

The MIMU Client Survey was conducted in September 2019 by the MIMU team to better understand the use, users and demand for the services of the Myanmar Information Management Unit / MIMU. This Client Survey uses the same methodology as those conducted in 2014, 2015 and 2017, gathering inputs from interested respondents through an online questionnaire through the MIMU website (English and Myanmar languages), and a review of statistics on the use of MIMU products and services over the period from September 2018 to August 2019.

595 MIMU users provided direct feedback to the survey questionnaire. This compares well to the number received in MIMU Client Surveys in 2017, 2015 and 2014 with 205, 156 and 50 responses respectively.

Key findings:

1. **MIMU users continue to be those targeted, namely decision-makers in humanitarian, development and peace sectors** and with a focus on those based in Myanmar. Among those responding to the survey, NGO staff were very frequent users, along with staff of UN agencies, and Donors/Embassies, while training activities targeted mainly agency and government staff. Website users are generally Myanmar-based (81%).

2. **MIMU services and products continue to be both well-used and appreciated**, with 44% of respondents accessing the MIMU products and services daily or weekly.

3. **The most frequent access point for the MIMU services and products is the MIMU website**. This attracted a growing number of users over this period, with a monthly average of 57,021 individual users and 4.9 million pageviews in year 2018/2019. Survey respondents generally found the website to be accessible, useful and navigable, and were able to find information easily.

4. **The most frequently used products are the Vacancy notice pages, the MIMU Contact List and Maps** with a clear demand also for other MIMU products (3W information, Place codes, Baseline data, Assessment Tracking, Customized maps, and GIS shape files).

5. **MIMU Technical support services are also in demand,** including by 36 government departments and 88 agencies, with more than 328 trainees joining MIMU capacity building initiatives over the 12-month period covered by this survey.

6. **The number of MIMU users is increasing** as demonstrated by the growing numbers of people using the website, MIMU Maps, Contact List, Mailing List and 3W among others. Over the two years since the last MIMU Client Survey, there has been a 15% increase in the number of agencies using the MIMU Contact List, and a 48% increase in the average number of individuals using the MIMU website each month.

Background

The Myanmar Information Management Unit / MIMU was established in 2007 to support evidence-based analysis and decision-making by humanitarian, development and peace-focused actors working in Myanmar. The MIMU comes under the direct supervision of the United Nations Resident and Humanitarian Coordinator and receives strategic guidance from an Advisory Board comprising representatives of the UN, NGO and donor communities. During the period of review, the MIMU activities have been possible through funding received from the Government of Canada, European Union humanitarian aid and the United Kingdom's Department for International Development.

MIMU has various roles:
- Safeguarding a common data and information repository for development, humanitarian and peace actors in Myanmar through gathering and compiling data from various sources on relevant sectors, countrywide, and making this information accessible to the wider group of stakeholders;
- Promoting the use of data standards to enable exchange, compilation and analysis of information from different sources through initiatives such as the Place Codes, and demonstrating use of available data in analysis;
- Providing information management services and products to support coordination, planning and the allocation of resources for humanitarian, development and peace-focused activities;
- Providing dedicated support to emergency preparedness and response, and supporting analysis and wider development monitoring processes;
- Providing capacity building and technical support services to develop and strengthen information management systems and information availability among agencies and government departments;
- Supporting improved coordination and use of standards through leading Myanmar's inter-agency Information Management Network and GIS Working Group;
- Strengthening national systems through technical support to specific initiatives with government and the academic sectors to strengthen data quality, availability, and analysis.

All MIMU activities are undertaken by a 15-member team based in Yangon with frequent travel to field locations. The MIMU's capacities include data and database management, data visualization/mapping, technical assistance and capacity building support, and proactive liaison with the various stakeholder groups.

The MIMU underlying principles are to:
- Ensure a robust, impartial and independent mechanism for creative and innovative approaches to information management, and to lay the foundations for sustainable information management capacity among Myanmar-focused humanitarian, development and peace actors;
- Provide a cross-sectoral, evidence-based resource for the entire humanitarian and development community in Myanmar, countrywide;
- Promote good practice at local, regional and national levels while maintaining a people-centred and conflict-sensitive approach;
- Provide and promote openly accessible data and information products.

Methodology

The MIMU Client Survey gathered information from internal and external sources, namely:
Internal MIMU monitoring reports tracking the use of MIMU products and services over the 12-month period from September 2018 to August 2019. This includes Google Analytics information on use of the MIMU website, as well as monitoring statistics on use of the Contact and Mailing lists, map requests, capacity building and technical support activities).
A Client Questionnaire developed by the MIMU in Microsoft Forms and made available in Myanmar and English languages through the MIMU website for a 17-day period in September 2019. The survey was publicized through the MIMU website, the MIMU Mailing List and in the Myanmar NGO Coordination meetings.

595 persons completed the Client Survey questionnaire.
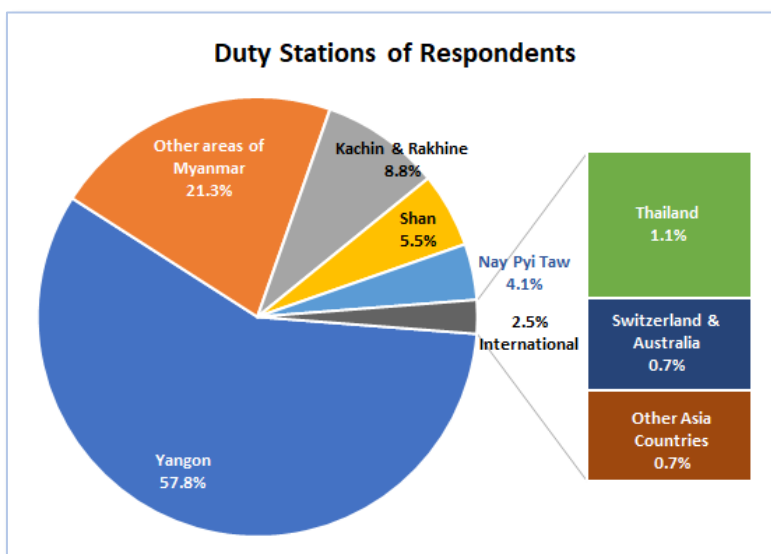
Profile of Survey Respondents

Survey respondents' profiles indicate the MIMU is reaching its target audience, namely decision-makers in humanitarian, development and peace-focused activities in Myanmar.

87% of the survey participants were from Myanmar (516 persons), and 13% internationals (79 persons).

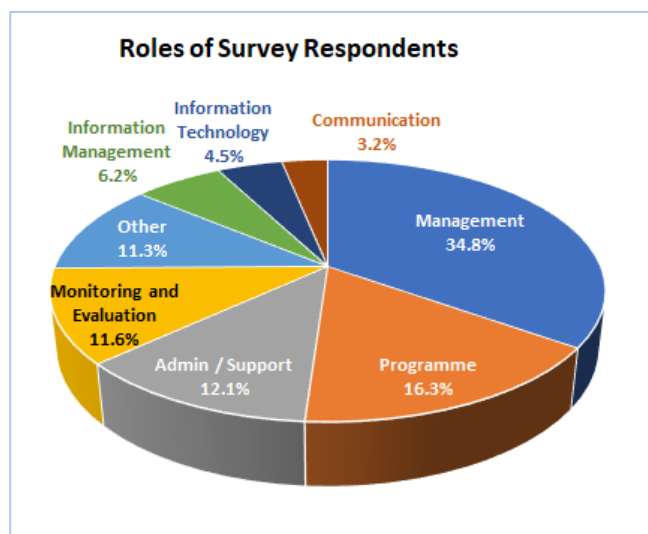**The vast majority of survey respondents were Myanmar-based** (97%).

The survey attracted responses from people around the country: Just over half were Yangon-based (421, 58%), 14% were based in Kachin, Rakhine and Shan states (104 persons), 4% in Nay Pyi Taw (30), and 21% from other parts of Myanmar (155 respondents).

The 18 survey respondents based outside of Myanmar were from Thailand (8), Switzerland (3), Australia (2) and other Asia countries.
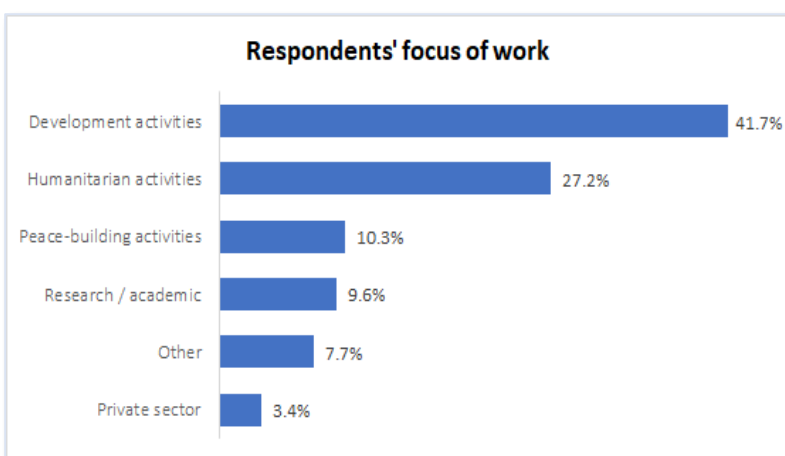
Duty Stations of Respondents

- Other areas of Myanmar 21.3%
- Kachin & Rakhine 8.8%
- Shan 5.5%
- Nay Pyi Taw 4.1%
- 2.5% International
- Yangon 57.8%
- Thailand 1.1%
- Switzerland & Australia 0.7%
- Other Asia Countries 0.7%

Survey respondents worked mainly in relevant fields, namely Management, Programme, Admin/Support, Monitoring & Evaluation, Information Management and Communication.

Over half of the respondents completing the Client Survey were from NGOs (66%, comprising 45% INGOs and 21% MNGOs/CBOs). Another 14% were UN agency staff Contributions were also received from staff of Donors/Embassies (3%), and the private sector (23 persons).
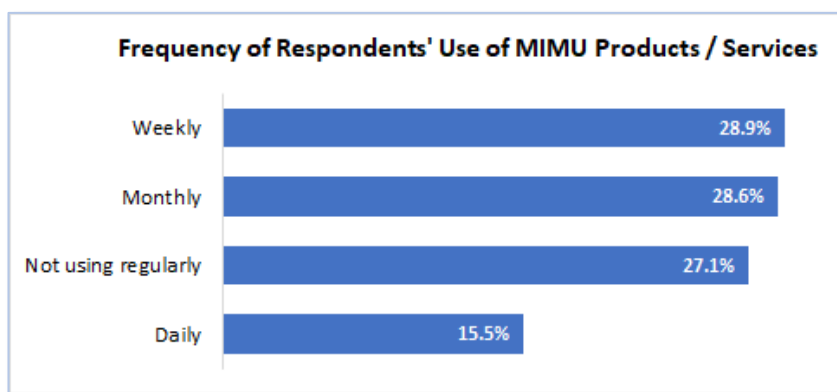
Roles of Survey Respondents

- Information Management 6.2%
- Information Technology 4.5%
- Communication 3.2%
- Other 11.3%
- Monitoring and Evaluation 11.6%
- Admin / Support 12.1%
- Management 34.8%
- Programme 16.3%

Most survey respondents (79%) were engaged in humanitarian, development and peace-focused activities: This included respondents engaged in Development activities (42%), Humanitarian activities (27%), Peace-building (10%) and a further 10%, in Research/academic activities. 3% of those responding to the survey were Private sector.

Respondents' focus of work

- Development activities 41.7%
- Humanitarian activities 27.2%
- Peace-building activities 10.3%
- Research / academic 9.6%
- Other 7.7%
- Private sector 3.4%
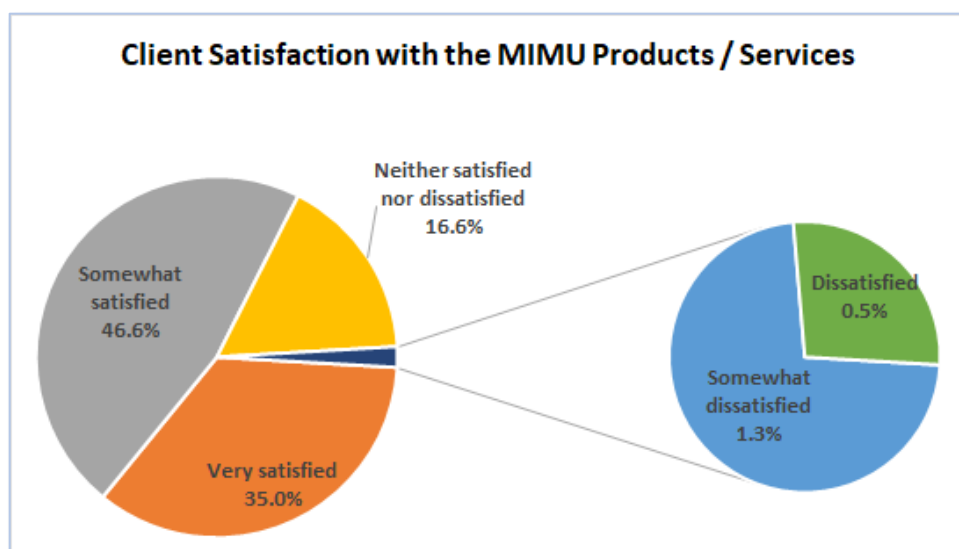
Client Use & Satisfaction

44% of survey respondents were reportedly using MIMU products and services either daily or weekly, and another 29% use them once a month. 27% of survey respondents (161 persons) noted that they are not using the MIMU products regularly. These responses referred mainly to use of the MIMU website and did not include high visibility MIMU products such as wall maps and infographics which may be in agencies' offices.

Frequency of Respondents' Use of MIMU Products / Services

Weekly	28.9%
Monthly	28.6%
Not using regularly	27.1%
Daily	15.5%

The Client Survey indicated a **high level of satisfaction with the MIMU products** as of September 2019:

Of the 595 survey respondents;
- 47% were somewhat satisfied,
- 35% were very satisfied,
- 1.5% were dissatisfied.

Client Satisfaction with the MIMU Products / Services

- Neither satisfied nor dissatisfied 16.6%
- Somewhat satisfied 46.6%
- Very satisfied 35.0%
- Dissatisfied 0.5%
- Somewhat dissatisfied 1.3%

❖ Use of MIMU products / services:

MIMU products and services were all considered to be useful by the vast majority of respondents who were aware of them. Few respondents considered the products as "not useful", and some of these indicated later in the questionnaire that they did not know about the product/service.

Vacancy announcements and MIMU information products were the most commonly used by survey respondents. Vacancy announcements were reportedly used by 88% of respondents, followed by the MIMU base and customized maps (84%), the MIMU Contact List (76%), and the Township Profiles which were launched in this period (74%). Other frequently used products were the 3W information and Information Management Network (71% for each), Emergency Maps (70%), and Place codes (70%), Baseline Data (67%), Government Contact Listing (62%), GIS Shapes files (57%), the MIMU-HARP Vulnerability Study (54%) and Assessment Tracking (54%).

Products and services used by less than 50% of survey respondents were generally designed for specific technical groups/purposes, such as the GIS Working Group (39%), Event schedule (37%), Technical training (44%), MIMU Orientations (39%) and MIMU Notebooks which have limited dissemination, principally to MIMU partners and trainees.

Two products which could be better used are the MIMU Weekly Update and Training/scholarships page. Many respondents commented that they were unaware of the Weekly MIMU Update for which MIMU users can self-register, and this could be better publicized. Steps are also underway to explore online approaches for the MIMU Orientation sessions to enable broader outreach.

MIMU Coordination products and services were widely used by the survey respondents, particularly the Contact Search, Information Management Network, Sectoral Information, Emergency Resources / Cluster pages, and Government Listing.

Other products which were valued by users but less well-known overall are the Coordination Teams Listings, Event/meeting schedule which are mainly relevant to those engaged in the sector/cluster activities. The MIMU Weekly Update which lists new products is sent to 1,526 persons who are self-registered on the MIMU Mailing List. Survey respondents requested more information on these services.

MIMU Data products were also very widely used, with the Township/Area profiles, 3W products and Baseline data found to be particularly useful.
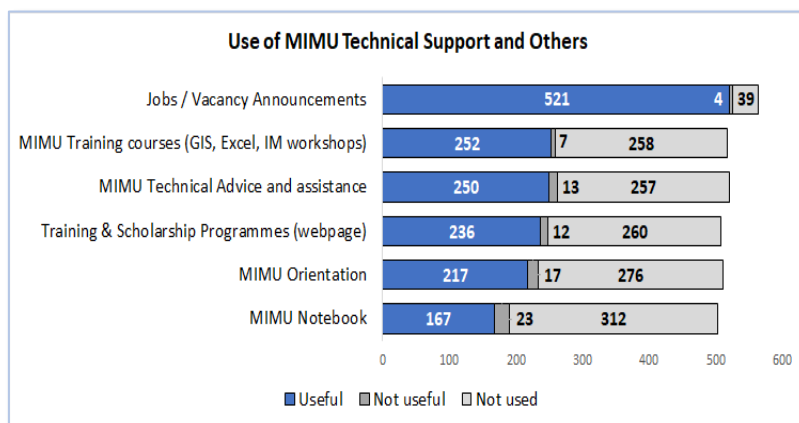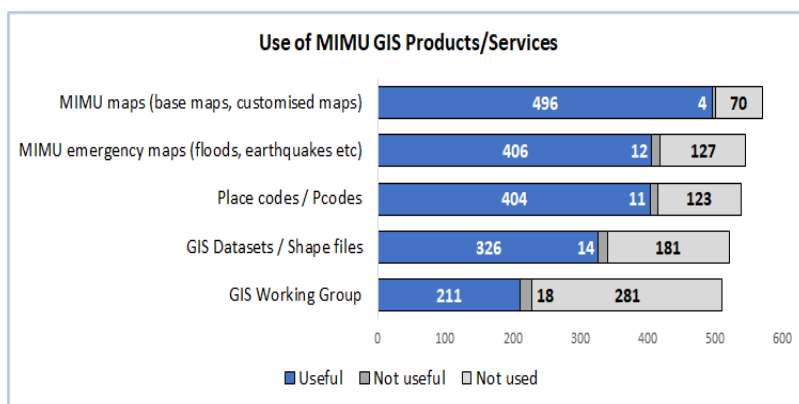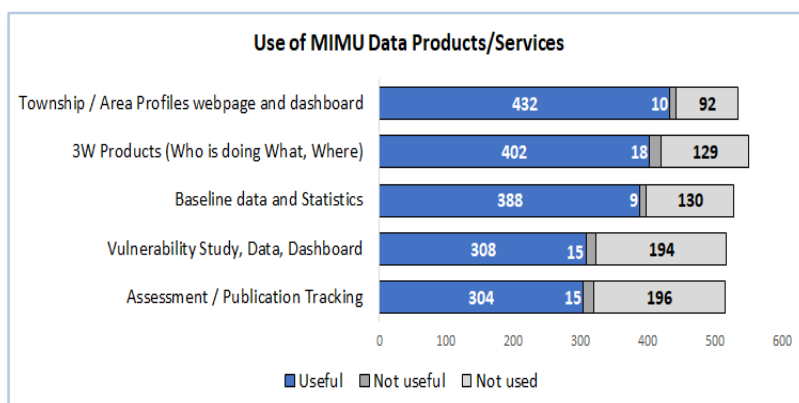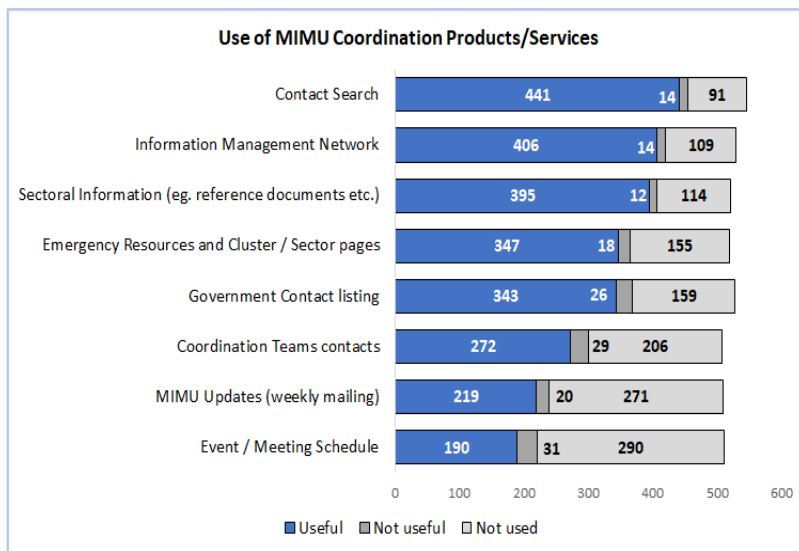
The MIMU/HARP Vulnerability Study and Assessment/Publication Tracking, while a little less well-known, were also considered useful by most survey respondents who had used them.

MIMU GIS products: MIMU is a core provider of base maps and GIS resources in Myanmar. These products were particularly well known and found to be almost universally useful, particularly MIMU maps (83% of survey respondents), MIMU emergency maps and Place codes (68%). The GIS datasets and GIS Working Group are specifically designed for technical GIS-focused users and were thus less widely used but still found to be very useful overall.

MIMU Technical support and Other products include the widely used platform for Job/Vacancy Announcements which was considered useful by 88% of respondents.

This was followed by the MIMU Training courses (42%), 2 of which had just been released online at the time of the survey – their use would not yet be fully reflected in these results.

MIMU Technical advice and assistance was found to be useful by 42% of survey respondents and would reflect the actual users of this service. The Training and Scholarships page opened to share information on broader opportunities for training and scholarships could be better used by agencies offering these courses, making it more useful for users.
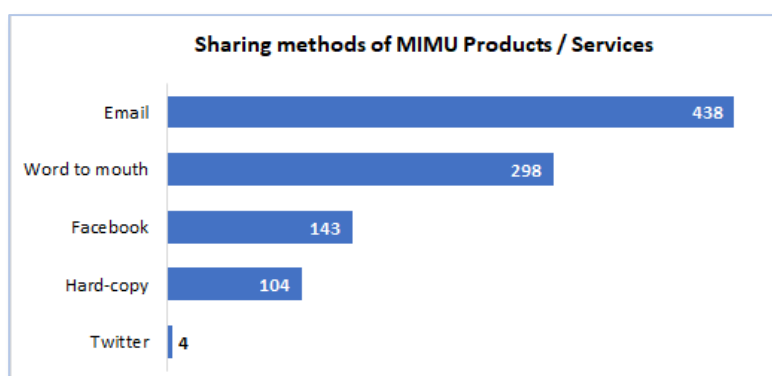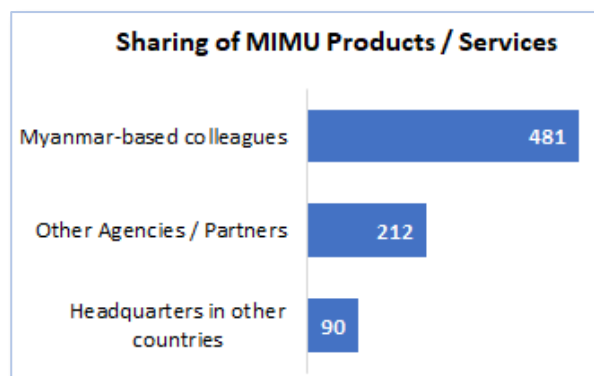
Use of MIMU Coordination Products/Services

Product/Service	Useful	Not useful	Not used
Contact Search	441	14	91
Information Management Network	406	14	109
Sectoral Information (eg. reference documents etc.)	395	12	114
Emergency Resources and Cluster / Sector pages	347	18	155
Government Contact listing	343	26	159
Coordination Teams contacts	272	29	206
MIMU Updates (weekly mailing)	219	20	271
Event / Meeting Schedule	190	31	290

Use of MIMU Data Products/Services

Product/Service	Useful	Not useful	Not used
Township / Area Profiles webpage and dashboard	432	10	92
3W Products (Who is doing What, Where)	402	18	129
Baseline data and Statistics	388	9	130
Vulnerability Study, Data, Dashboard	308	15	194
Assessment / Publication Tracking	304	15	196

Use of MIMU GIS Products/Services

Product/Service	Useful	Not useful	Not used
MIMU maps (base maps, customised maps)	496	4	70
MIMU emergency maps (floods, earthquakes etc)	406	12	127
Place codes / Pcodes	404	11	123
GIS Datasets / Shape files	326	14	181
GIS Working Group	211	18	281

Use of MIMU Technical Support and Others

Product/Service	Useful	Not useful	Not used
Jobs / Vacancy Announcements	521	4	39
MIMU Training courses (GIS, Excel, IM workshops)	252	7	258
MIMU Technical Advice and assistance	250	13	257
Training & Scholarship Programmes (webpage)	236	12	260
MIMU Orientation	217	17	276
MIMU Notebook	167	23	312

Reported usefulness of individual MIMU Products and Services

Jobs / Vacancy Announcements	Information Management Network	Sectoral Information (eg. reference documents etc.)	Baseline data and Statistics	Emergency Resources and Cluster / Sector pages	Government Contact listing
MIMU maps (base maps, customised maps)	MIMU emergency maps (floods, earthquakes etc)	GIS Datasets / Shape files	Coordination Teams contacts	MIMU Training courses (GIS, Excel, IM workshops)	MIMU Technical Advice and assistance
Contact Search	Place codes / Pcodes	Vulnerability Study, Data, Dashboard	Training & Scholarship Programmes (webpage)	MIMU Orientation	GIS Working Group
Township / Area Profiles webpage and dashboard	3W Products (Who is doing What, Where)	Assessment / Publication Tracking	MIMU Updates (weekly mailing)	Event / Meeting Schedule	MIMU Notebook

❖ Sharing of MIMU products / services:

93% of survey respondents shared MIMU products or services with their colleagues or partners (554 answers), principally to Myanmar-based colleagues (61%). Email was the most common method of sharing MIMU services (44% of survey respondents), followed by word to mouth (30%) and Facebook (14%). Twitter was rarely used. MIMU has only recently opened its own Facebook page from August 2019 which may account for the relatively low use of Facebook as a means of sharing information.

Sharing of MIMU Products / Services

Myanmar-based colleagues	481
Other Agencies / Partners	212
Headquarters in other countries	90

Sharing methods of MIMU Products / Services

Email	438
Word to mouth	298
Facebook	143
Hard-copy	104
Twitter	4

Key MIMU Achievements – September 2018 to August 2019

This section is based on MIMU monitoring statistics.

The MIMU Website

The MIMU website remained the main means of disseminating information on humanitarian and development activities. Over the 12-month period from September 2018 to August 2019:
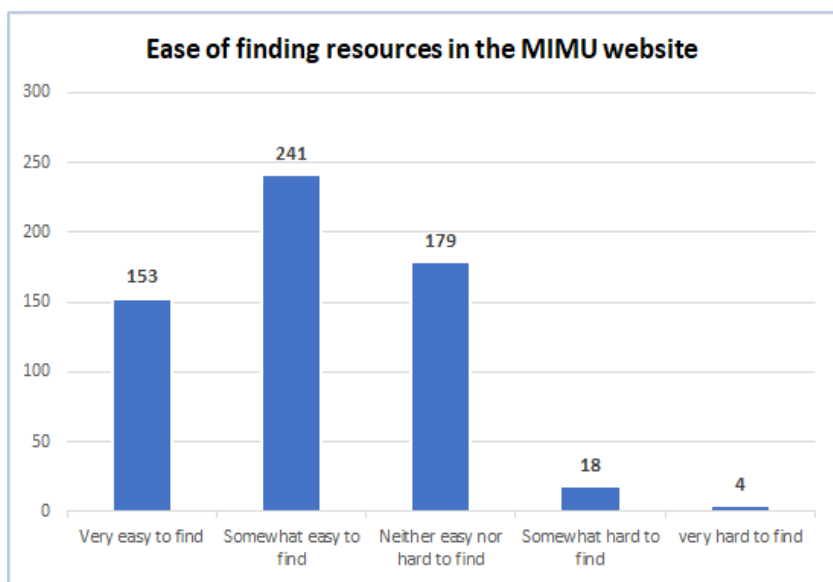
Use of MIMU website in English and Myanmar languages continued to grow: 432,488 individuals visited the MIMU website 2.8 million times in this twelve-month period. In all, MIMU webpages were viewed over 4.9 million times with average 57,000 individuals using the MIMU website each month, indicating a 25% increase on the same period in 2018 and a 48% increase since the 2017 Client Survey (38,000 users per month).

85% of MIMU website users access the English language site, with 15% using the Myanmar language MIMU website in 2019. Access through mobile devices has gradually increased since its introduction in July 2015: the number of users accessing the MIMU website on mobile devices (354,161) surpassed the number using personal computers (311,229).

MIMU website users are mostly Myanmar- based. 81% of MIMU website users in this period logged in from Myanmar, 5% from servers linked to the US and 2% from Thailand.

The MIMU website has been extended to 291 webpages (September 2019), compared to 268 pages at the time of the survey in 2017). This includes additional pages for township profiles, sector resources, training resources, emergencies and visualization tools such as dashboards.

Survey respondents reported that they could find the required resources in the MIMU website. 66% of survey respondents found it easy or very easy to find information (394 persons), and a further 30% found it "neither easy nor hard to find" (179 persons) to find the information sought. Only 4% of survey respondents (22 persons) found it hard to find information. These results are almost identical to the 2017 survey results.
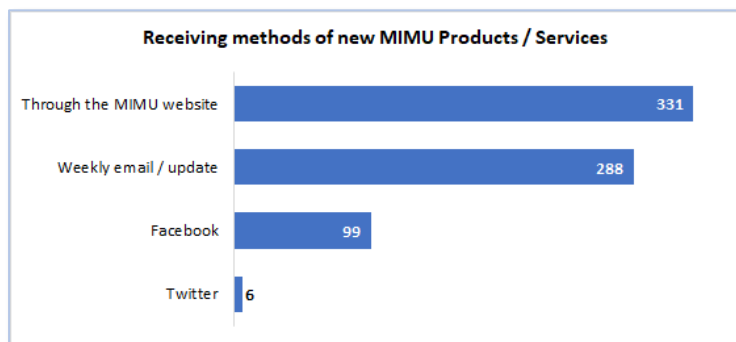

Ease of finding resources in the MIMU website

Category	Value
Very easy to find	153
Somewhat easy to find	241
Neither easy nor hard to find	179
Somewhat hard to find	18
very hard to find	4

MIMU Information Services

❖ Growing use of the MIMU Contact and Mailing List:

MIMU Contact List: The number of agencies registered in the MIMU Contact List has increased by 15% compared to the same period in 2017 with 3,381 contacts from 925 agencies, embassies and donors as of the end of August 2019. The majority are NGOs (355 LNGOs/CBOs, 273 INGOs), donors and embassies (81), UN agencies, international organizations and Red Cross agencies (89). NGOs account for much of the increase with 54 additional NGOs reporting their details since 2017.

MIMU Weekly Update: 1,526 people were self-registered on the MIMU Mailing List in August 2019 to receive the MIMU Weekly Update providing brief information on new products and services. A significant number of survey respondents were unaware of but interested in this product and steps have been taken to make it more available through specific webpages to encourage broader use of this resource.

Survey respondents preferred to receive information through the MIMU website (46%) and the weekly update mailing (40%). A far lower number (14%) were interested to receive information by Facebook, and the MIMU Twitter was seen as a key source of new information by only 6 respondents.

Receiving methods of new MIMU Products / Services

Through the MIMU website	331
Weekly email / update	288
Facebook	99
Twitter	6

❖ Frequent use of other MIMU Information Services

MIMU Interactive Dashboards: The various interactive dashboards developed by the MIMU team to facilitate analysis of available datasets were visited 25,433 times over this 12-month period. This most frequently consulted dashboards were those developed for the MIMU 3W (11,354 visits) and Area profiles (7,061 visits). Census dashboards continue to be well-used (4,252 visits), whereas the MIMU Assessment tracking dashboard received over 2000 visits.

9,988 Vacancy Notices were posted by interested agencies on the MIMU Jobs pages over this 12-month period, 67% of them for NGOs, while users consulted these webpages 3.6 million times. The MIMU Jobs pages are open to agencies active in humanitarian, development and peace-focused sectors, aiming to keep skilled staff within these sectors, and vacancy notice are provided directly by agencies to the MIMU (i.e. not taken from other sources).

190 Calls for Proposals were uploaded by donors over this 12-month period, with 31,687 pageviews and 34,418 downloads in this period, indicating ongoing frequent use of this service of the MIMU.

1,436 Assessments/Publications have been registered in the MIMU Assessment Tracking as of August 2019 since it started in early 2014, marking a major take-up of this service since the last Client Survey in June 2017 (646 assessments registered at that time)

❖ Growing use of the MIMU 3W

The MIMU 3W gathers information on agencies country-wide to village level to support planning, coordination, emergency response and resource allocation. It is actually a "5W" in that it gathers information on *WHO* is implementing *WHAT* activities, *WHERE, WHEN* and *FOR WHOM* (project focus).

226 agencies voluntarily provided contributions to the MIMU 3W with detailed information on their activities across Myanmar (August 2019 3W round), marking a slight increase since March 2017 (213 organizations), due mainly to reporting by additional INGOs as well as a government agency (DRD). Activities were reported against 154 sub-sectors of activity across 22 thematic sectors. 54 participants from 40 agencies joined the 3W Technical

Support Session offered by the MIMU to strengthen the quality of agencies' 3W inputs.

MIMU 3W products were heavily used in this period with the MIMU 3W webpage consulted 24,000 times and 6,633 3W product downloads (3W maps, tables, datasets and Overviews developed by the MIMU team to provide detailed 3W analysis in more user-friendly formats). There were a further 11,350 pageviews of MIMU 3W interactive dashboards.

Mapping Services

❖ **Ongoing extensive use of the MIMU map production and printing services.**

553 maps were produced or updated, including 204 Sector/Thematic maps, 59 Geographic and planning/base maps and 290 Customized maps prepared at the request of 30 different organizations.

351 map printouts were provided at the request of 101 Agencies /Donors/Embassies. Half of the agencies/entities requesting map printouts were NGOs (54%).

Capacity building and Technical support services

❖ **Extensive use of the MIMU capacity building initiatives**
124 government departments and agencies received some form of training/orientation from the MIMU in this 12-month period.

328 trainees (57% female) of MIMU technical training programmes over 38 training days from September 2018 to August 2019. Training was conducted in Yangon, Mawlamyine, Nay Pyi Taw, Ayeyarwady and the Dry Zone, focused on technical skills development in Excel, MS Access, Information Management, GPS/GIS Mapping. 171 of these participants (52%) were from government departments, and others were mainly from NGOs, UN and Red Cross agencies.

200 participants (56% female) joined MIMU Orientation sessions supporting users' access to MIMU resources.

❖ **Leading on country-wide village mapping**
MIMU's Place Code initiative has resulted in 77% of the 66,115 villages recorded from government and field sources can now be digitally mapped. This supports emergency preparedness and response, analysis and planning, and is an important step toward the SDG principle of leaving no-one behind. The coding system of the MIMU Place Codes enables data from different sources to be brought together for analysis and planning.

❖ **Technical support to the Ministry of Education**
In a multi-year project undertaken with the support of UNESCO, the MIMU team led an initiative to create systems enabling officials of the Ministry of Education to gather the coordinates of schools around the country which are displayed on a custom-built interactive school mapping platform attached to the new EMIS / Education Management Information System. From a starting point of no mapping of school locations, we now have the coordinates of 99.2% of the 47,004 formal-sector education institutions and schools around the country, allowing MoE to make informed decision for planning and support to schools.

GPS Coverage (%)
- 0 - 25
- 26 - 50
- 51 - 70
- 71 - 90
- 91 - 100
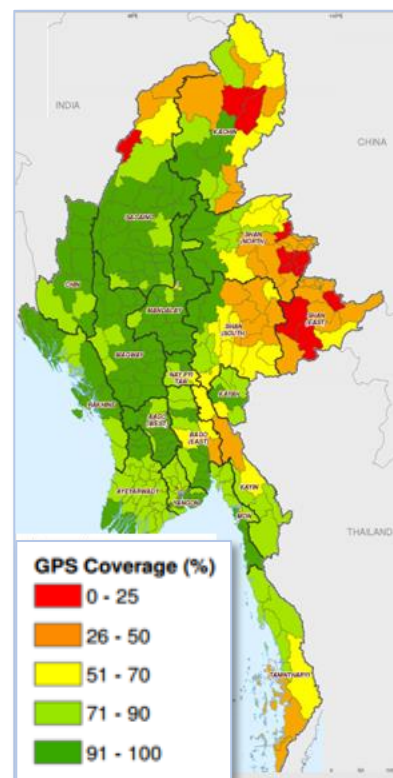
❖ Technical assistance to the development of a National Coding System

Drawing on our experience of the Place Codes, MIMU has provided extensive technical support to an initiative to develop Myanmar's first National Coding System under the lead of the General Administration Department (GAD) and in collaboration with various government ministries and One Map Myanmar. MIMU support has included input to the coding system, database development and development of training for GAD staff users of the system which was handed over in August 2019. The National Coding System has been presented to data producing departments across ministries and will be launched publicly in the coming weeks. At this stage the new system includes the Myanmar language location name and the National code. Further steps will be needed to determine principles of transliteration of place names to English, and gathering of the geo-coordinates to enable mapping of settlements.

❖ Inter-agency Information Management Network

MIMU continued to convene the Inter-agency IM Network (established in 2014), arranging 7 inter-agency meetings in this period to support technical coordination and information sharing regarding national developments, new initiatives and surveys, issues of data quality and disaggregation, capacity needs and opportunities and IM gaps. Meetings in this period focused on measures of vulnerability, the quality of critical statistical and geospatial datasets, measurement of the peace-impacts in humanitarian and development programming, open data, knowledge management, and the new National Coding System. The 148 members of the IM Network include Information management, M&E and programme focal points from clusters/sectors, UN agencies and NGOs. Minutes and presentations are made available for wider use through the MIMU website. https://www.themimu.info/sector/information-management

❖ Geographic Information System Working Group

MIMU continued to lead the GIS Working Group strengthening coordination and information sharing on GIS initiatives among humanitarian, development and peace-focused actors. The 69 members of the GIS working group in this period included GIS specialists and technicians from UN agencies, NGOs, Universities, Government departments, Research Institutes and Private Sector Companies. Two meetings were convened in this period with a focus on Artificial Intelligence applications (Agriculture) and on strengthening the national roads dataset.

❖ MIMU-HARP Vulnerability Study.

Vulnerability in Myanmar: A Secondary Review of Coverage, Needs and Gaps provides a cross-sectoral analysis of vulnerability at the level of townships across the whole of Myanmar. This year saw release of the Myanmar language version of the report. Products from this report have been downloaded close to 3,000 times (report/dataset/executive summary) from the MIMU website with a further 688 views of the Vulnerability dashboard launched in March 2019 enables search for the situation in specific townships. The MIMU team has also provided presentations on the findings of the report to around 150 people. https://www.themimu.info/vulnerability-in-myanmar

❖ MIMU seminar on partnerships for the academic sector

MIMU arranged a 2-day Seminar, "Fostering Partnerships with Myanmar Universities involved in Geospatial Sciences and Research" in March 2019 as a follow-up to the 2018 Symposium. The 68 participants included 15 Myanmar universities, government departments and speakers from international universities, with very positive feedback from participants. A report of the Seminar has been made available. https://www.themimu.info/partnerships-seminar-2019

Client Suggestions

The Client Survey questionnaire also sought additional feedback and comments from respondents and we are very grateful to those who responded with the many comments, ideas and suggestions. These comments are extremely valuable and helpful to the MIMU team and we will take these into account wherever possible to revise our products and activities to be more user-friendly and useful for the various user-groups.

521 written comments were received in answer to the 4 Client Survey questions seeking feedback, suggestions and comments. Answers were captured in Myanmar or English languages.

Among these
- 52% were positive comments on products and services that were particularly useful (271 comments) – these were frequently access to vacancies, maps, contact lists, data and township information, scholarship and proposal information, and training resources;
- 23% would be resolved by more information on existing MIMU Products and services (119 comments) – often through the respondent having learned about MIMU products through the survey that they previously didn't know about, while others were for particular information which is either not available more generally (e.g. detail of all villages), or linked to information services that are beyond MIMU's remit (such as bus routes, hospital contacts…)
- 72 comments described how MIMU Products and services had impacted on the respondents' work. These included responses from agencies and government departments, and commonly mentioned available resources, use of Place codes, maps, MIMU 3W, Baseline data, country situation, and finding new staff.
- 170 provided ideas to make products more useful for their purposes – these included
  o requested updating of user-provided information (contacts, scholarships, proposals, donor information),
  o suggested new products / additions to existing products – this included some that are already in process (for example, improved website search, contact updating systems), and other new suggestions (for example, new dashboard functions, improved vacancy notice search, resuming information dissemination on CDs, more MIMU orientations and in various formats and regions)
  o requests for more information, some of which is not readily/currently available (for example, village mapping which is a work in progress)

The most common questions are summarized in the following page with action that MIMU will take to address them. We will share a more detailed response to the many queries and suggestions in the coming weeks.

Survey respondents also noted the impact of MIMU resources in their work – a few examples are noted below:

➢ *MIMU supported us to find other organizations' project area to avoid sector/project overlapping and target better. It gives high benefits for Myanmar rural communities which NGOs are mostly targeting for development projects.*
➢ *MIMU enables us to reach to wider national audience*
➢ *MIMU is a very valuable website for humanitarian sector.*
➢ *MIMU activities supported my organization's work and improved my reach to beneficiaries for targeting or new projects. The contact lists, phone number and address help us coordinate and communicate with different types of organizations for more effective work.*
➢ *The MIMU website is a valuable and reliable source for job seekers who are interested to participate in the community development projects and also a reliable source of data including the Census, other regional data which to support the selection of locations of the project areas were people are really suffering from various natural disaster, conflict, and lack of technical knowledge in their respective field of livelihoods.*
➢ *MIMU website is very useful for us. Whenever we want to find some necessary information we can find them easily in this. Even for the name of area, village or township etc, we always refer to MIMU. Thanks, and we appreciate your great job and support. Wishing for the best to continue with success in future.*

Common questions - MIMU Client Survey	MIMU Comments	Next steps
How can we find out more about **MIMU products and services**?	MIMU Orientations are provided on the first Tuesday of each month in the MIMU office in Yangon, and can be provided to specific groups of users on request. Field-based orientations can also be arranged where there is significant interest.	We are exploring options to make the MIMU Orientation more widely available online.
Why isn't the MIMU Contact List up-to-date?	The MIMU Contact List is currently updated by agency focal points. A new and more efficient system is being developed to request user updates on a regular basis, however this will take some time.	While still developing the new system, we are starting a Contact List update in Excel format – this will include verifying agency Focal Points for the MIMU Contact List.
Can we search the **Vacancy pages** by location?	Thank you for this suggestion – it is now possible to search by location in the MIMU website Vacancy pages.	
How can we access MIMU **Training resources**?	MIMU provides technical training through face-to-face courses as well as distance learning (Excel), however with 3-5 applicants per place, it is not possible to include all those interested and needing training.	In September, we launched two MIMU trainings (Basic excel and Basic QGIS) which are openly available to online users.
How can we find **Publications** more easily?	The MIMU Assessment tracking tool gathers and shares information on assessments, studies and publications that are planned, underway and completed. If the report itself has been shared with MIMU, it can be downloaded directly through the Assessment Tracking page.	Requests have been sent to agencies in the MIMU Contact List to update the MIMU Assessment/Publication tracking – this will add more publications and studies. We are also strengthening the search function in the MIMU website.
Can the MIMU **website search** be improved?	We feel the same! We are now in the process of streamlining MIMU systems which will hopefully enable us to improve the website search – but the process will take some months.	
Can the **Scholarships** page be updated?	The Scholarship page is open to scholarship providers to upload information on opportunities – the MIMU team doesn't have the capacity to search for additional opportunities.	Please encourage scholarship providers to share their information through the MIMU website.
Can the **Calls for Proposals** be updated?	Proposals are uploaded by the donors themselves.	
Can the **3W** be updated?	The 3W is updated every 6 months with information provided directly from contributing agencies.	If information is out of date, please inform us or contact the concerned agency.
Some **villages are missing** in the Pcode list or don't appear in MIMU maps.	MIMU has collected the geo-coordinates of close to 51,600 villages around the country but this is just 78% of the villages we know about. We are continually adding updates to the MIMU Pcodes to reflect newly reported settlements and their coordinates.	If your organization or department is conducting surveys or field visits and can assist us to update these lists, please be in contact