

# Corporative image of Development Agency Eda Banja Luka



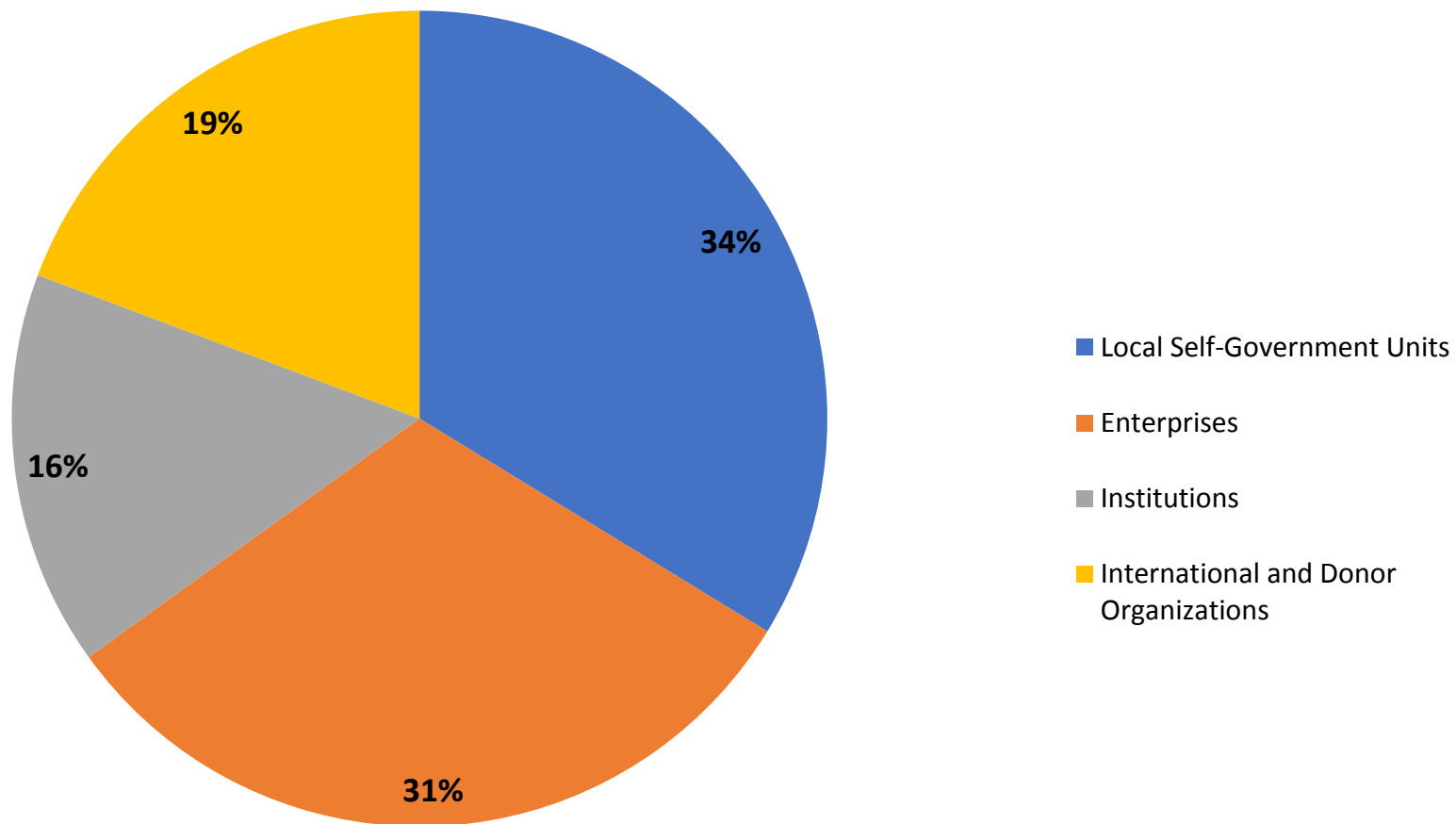
Banja Luka, February 2017.

# What is Eda's image?

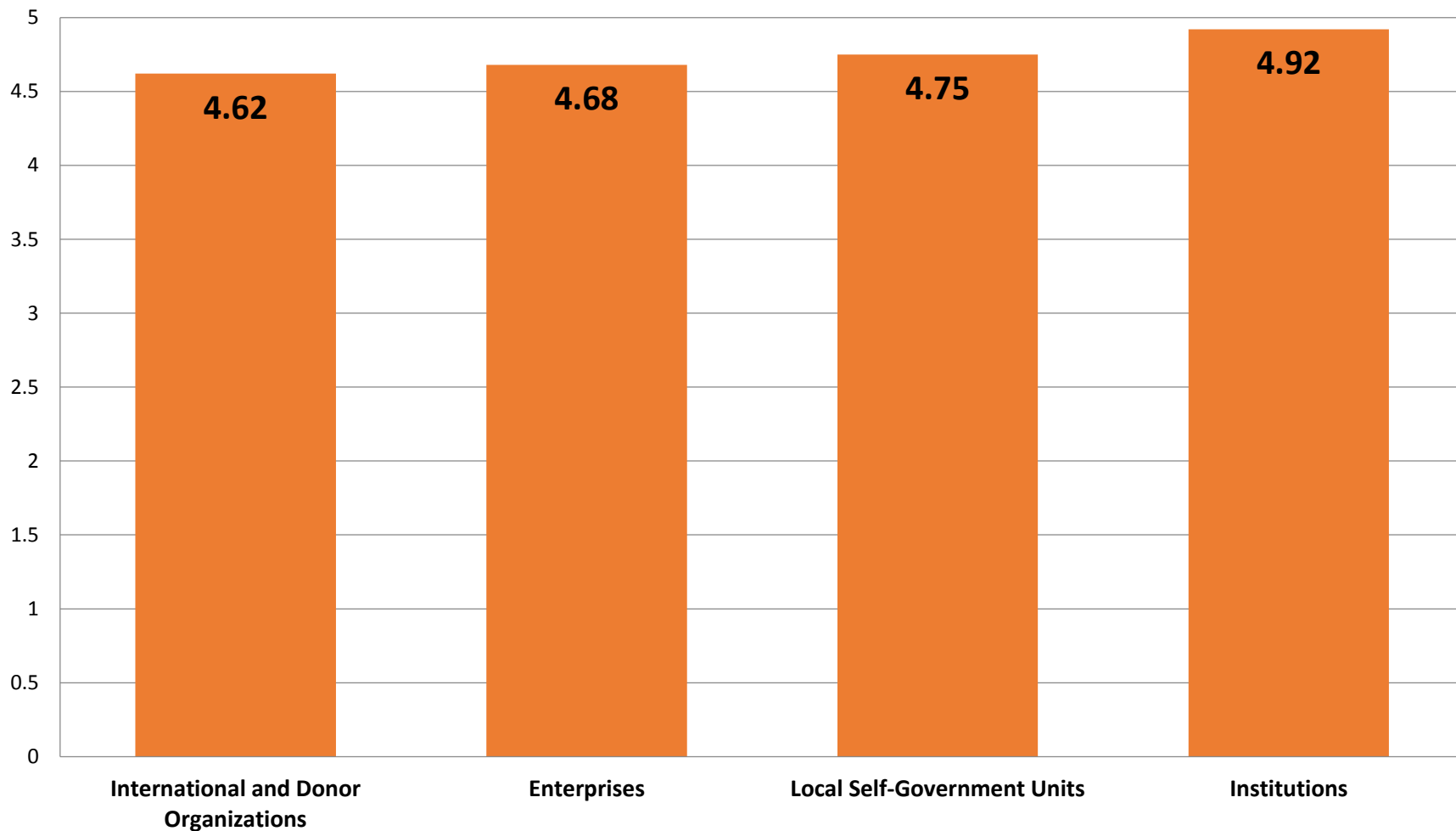
- Goal: Collecting and measuring opinions and attitudes about Eda and most important characteristics of it's activities.
- Ratings from 1 to 5:
  - 1 – bad
  - 2 – satisfactorily
  - 3 – good
  - 4 – very good
  - 5 – excellent
- Total 84 persons from Local Governments, Enterprises, International and Donor Organizations which Eda worked with in 2016 were interviewed.
- Interviewing was conducted in period 19-30.1.2017.



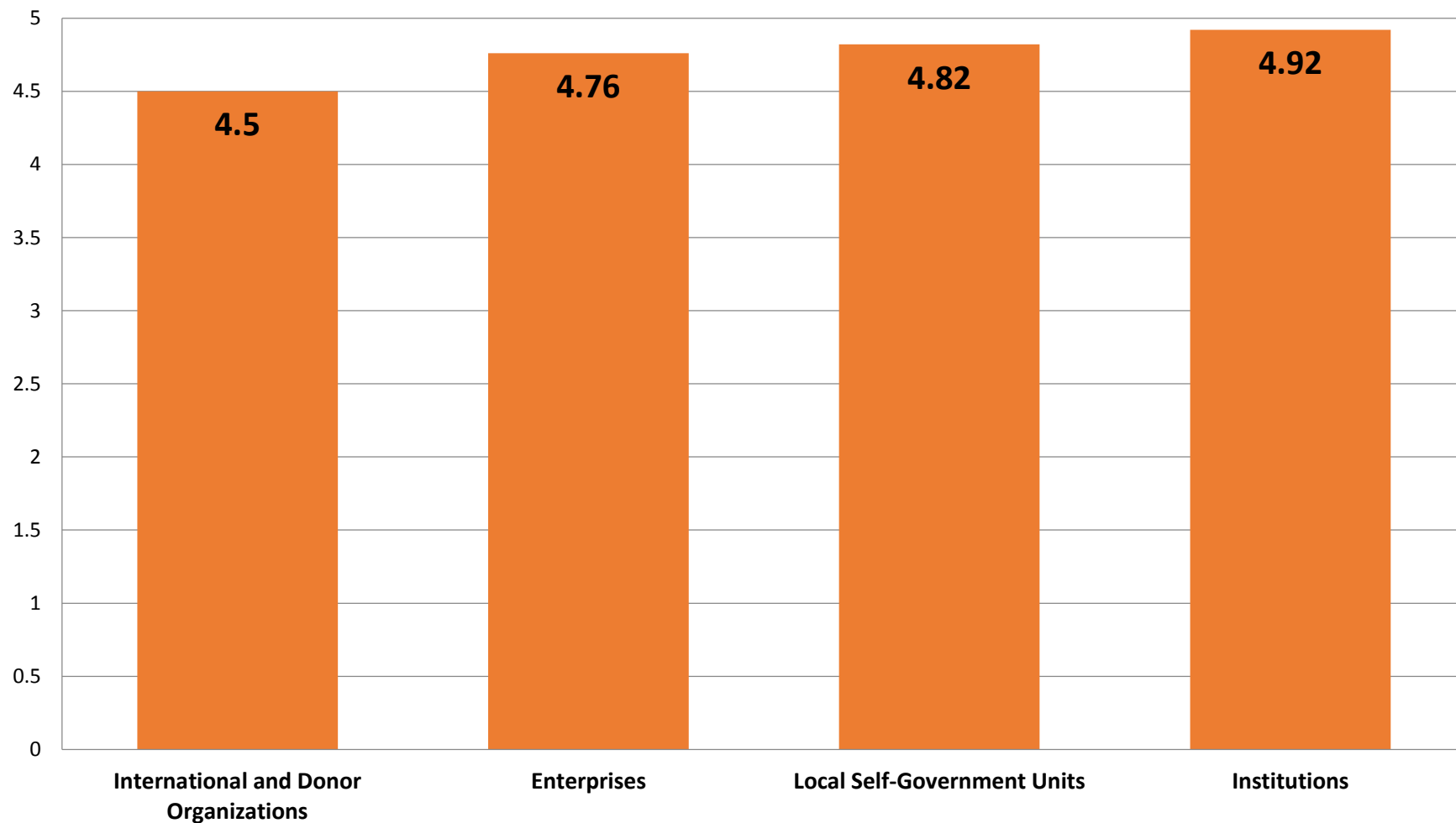
# You work in:



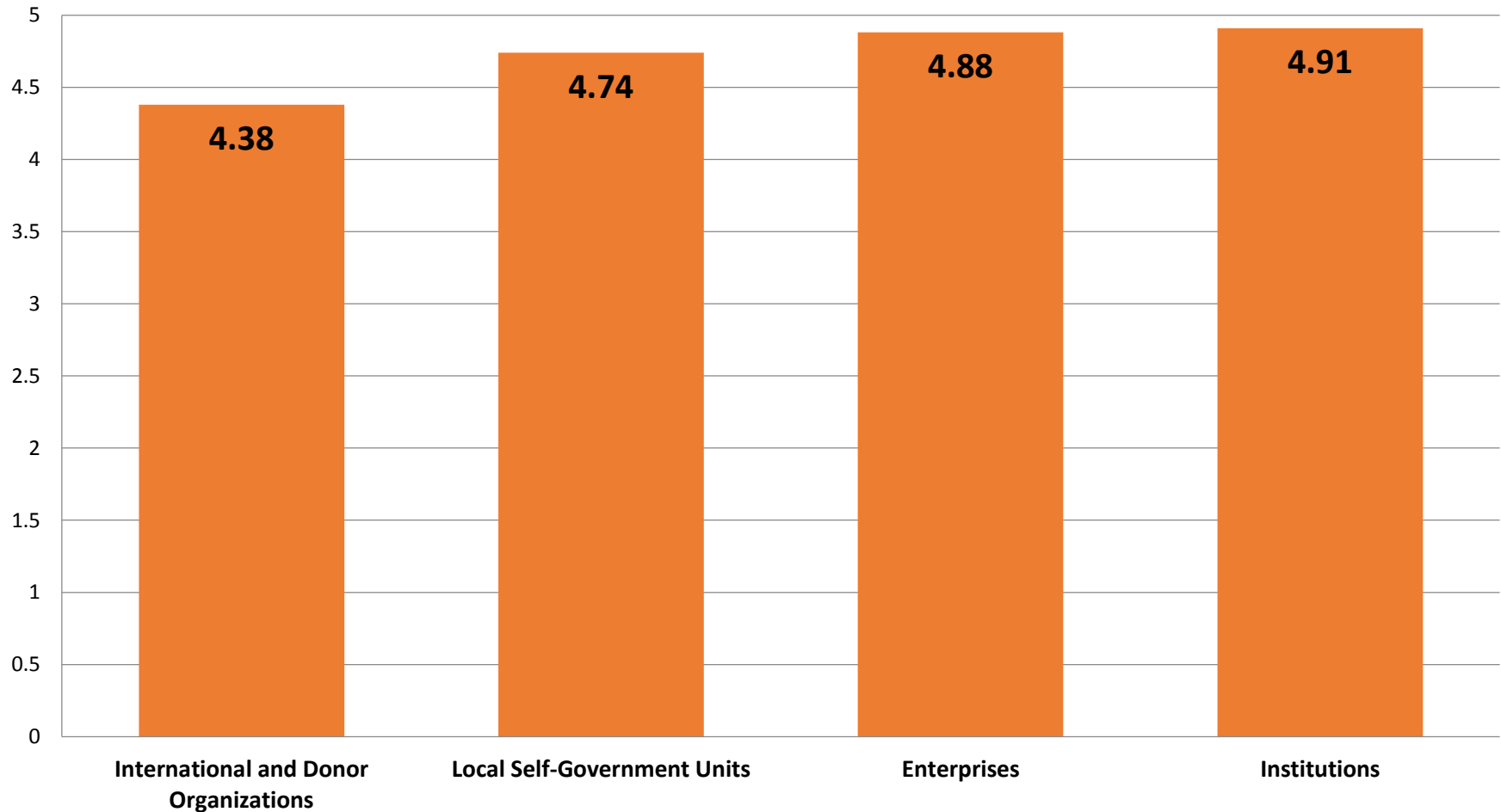
# Rate Eda's ability to understand needs and wishes of it's clients and business partners (1-bad, 5-excellent)



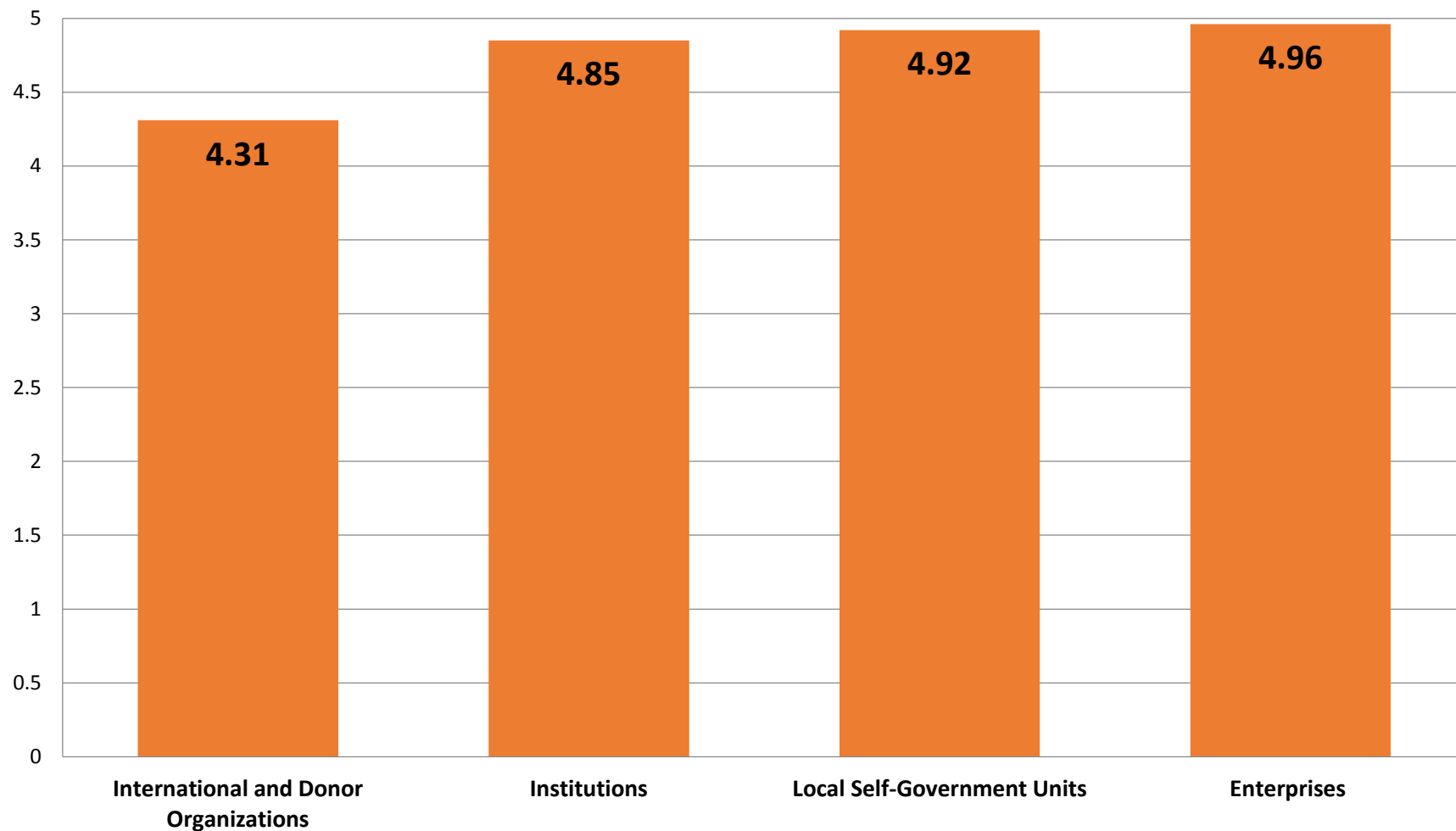
# Rate Eda's ability to complete services on time (1-bad, 5-excellent)



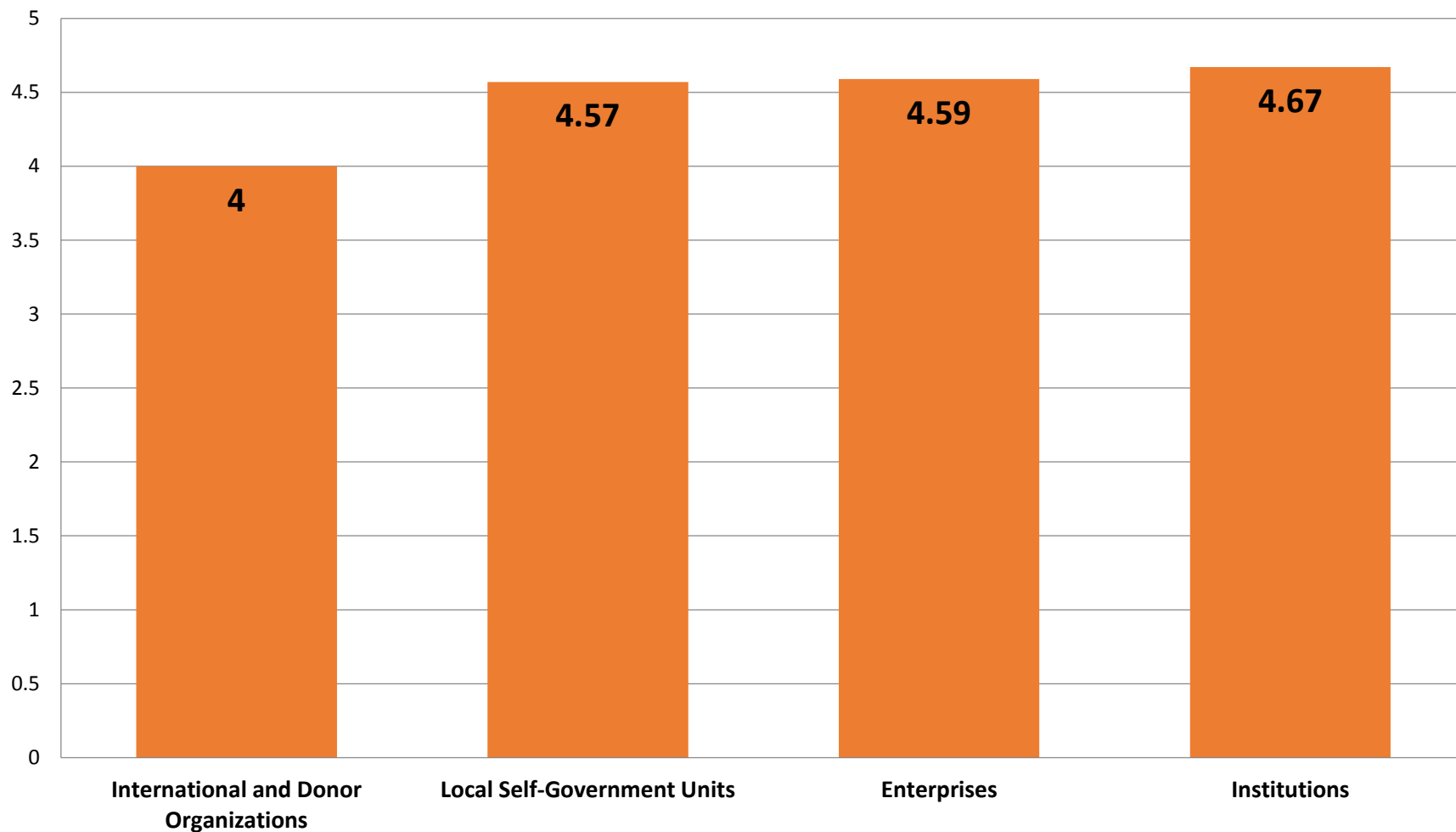
# Rate Eda's ability to complete services in accordance with requirements of clients and contracts (1-bad, 5-excellent)



# Rate Eda's professionalism (1-bad, 5-excellent)

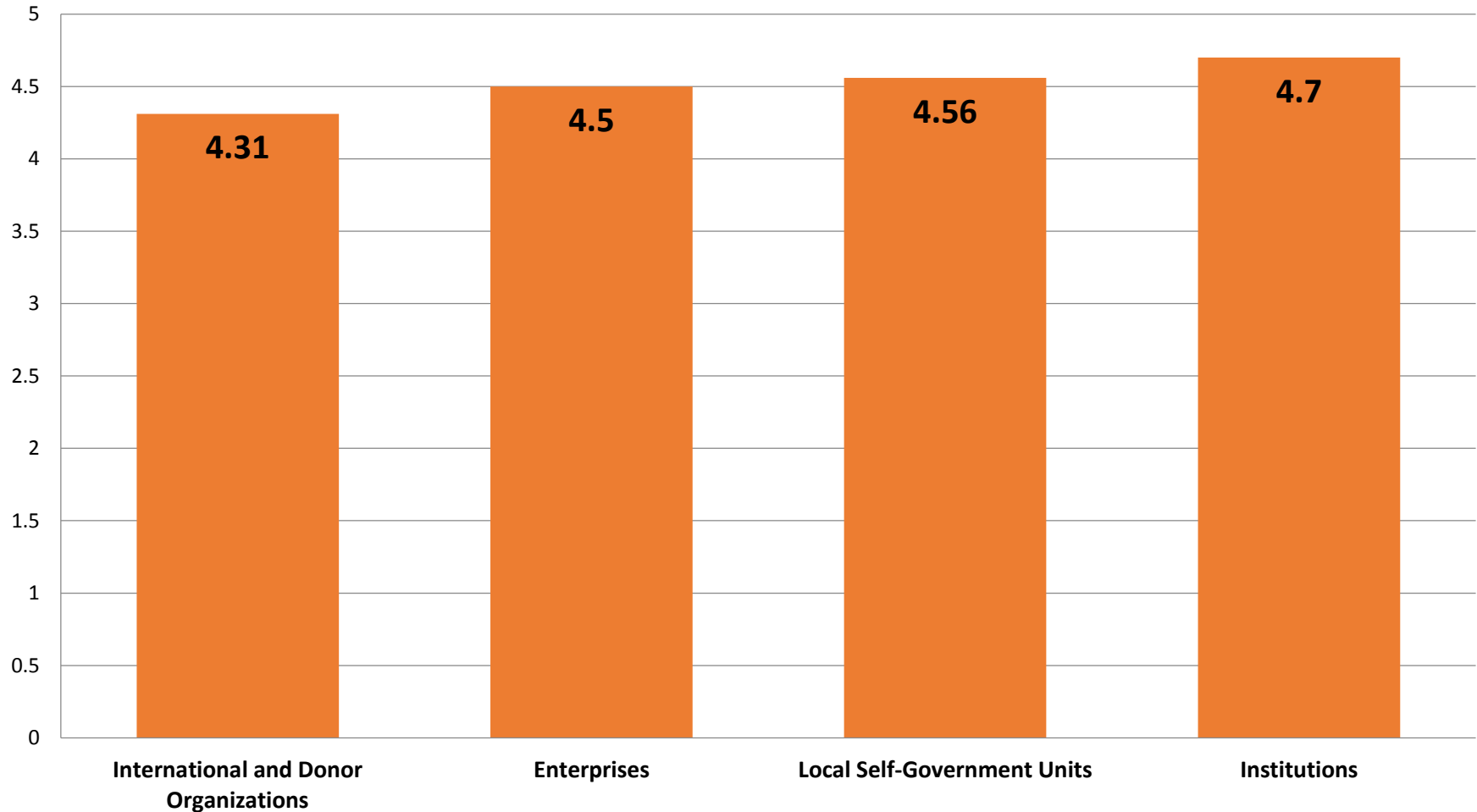


# Rate Eda's ability to create solutions for clients that are different from usual (1-bad, 5-excellent)

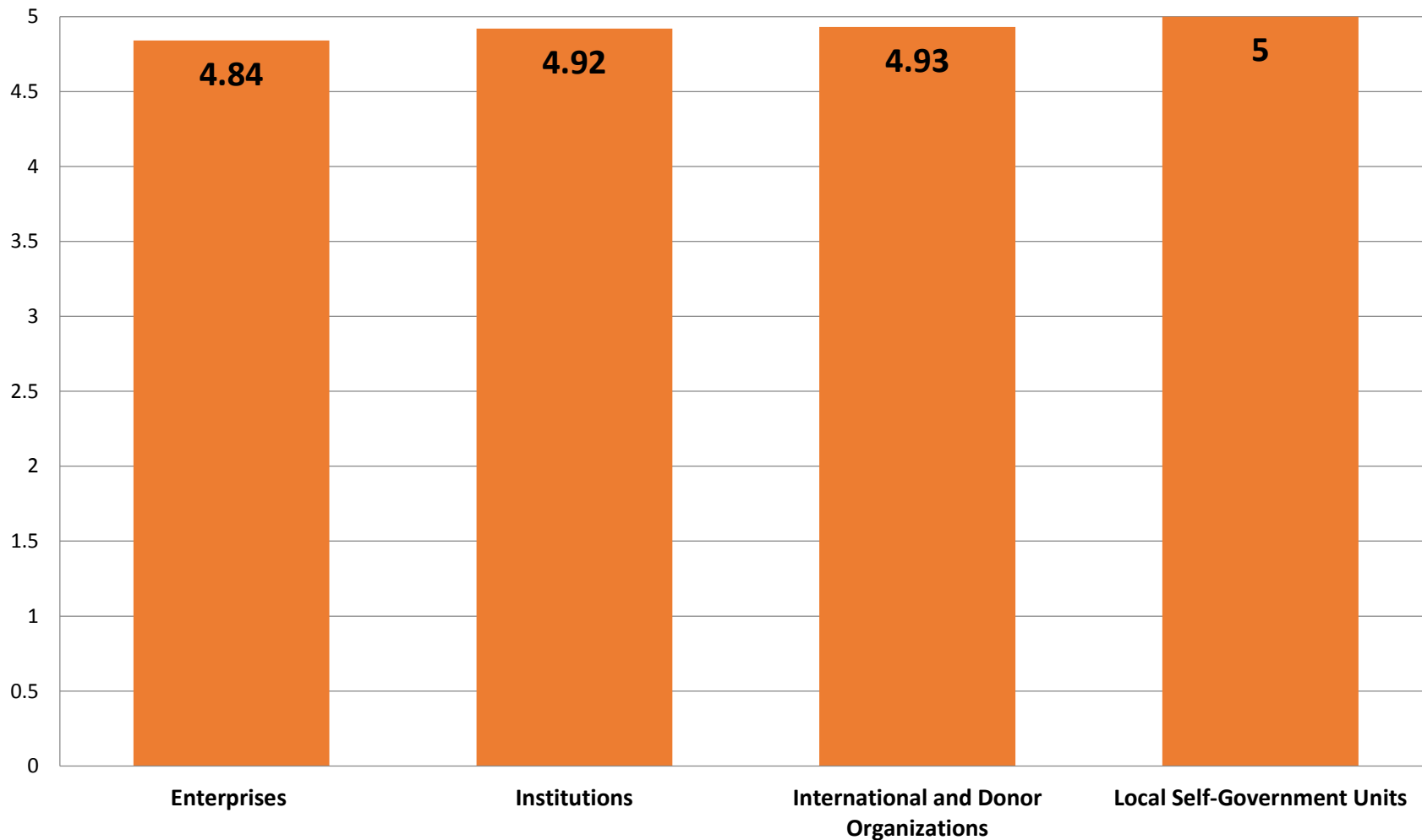




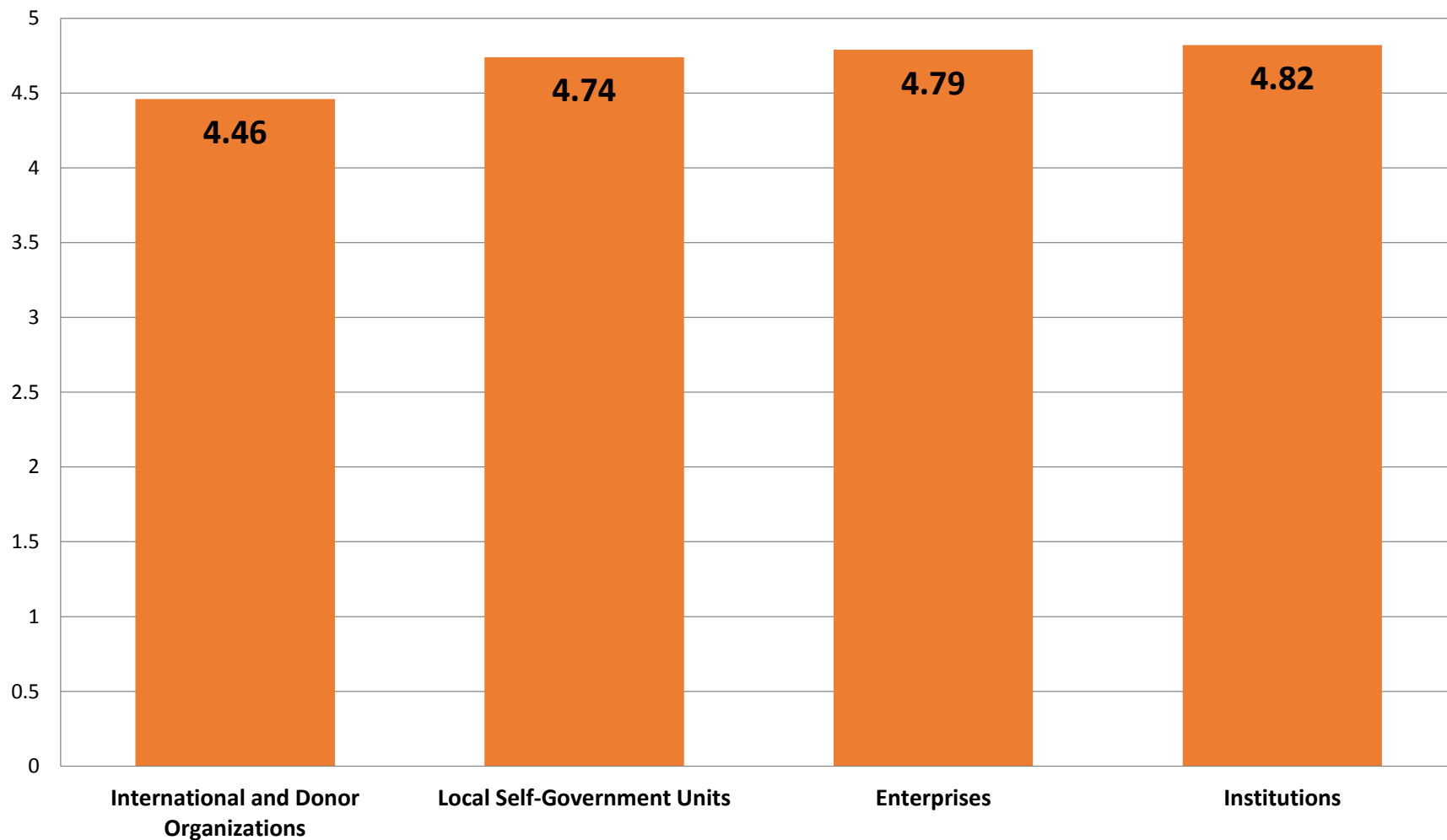
**Rate Eda's ability to balance it's work with both, relevant factors from environment and client requests, to make best possible solution (1-bad, 5-excellent)**



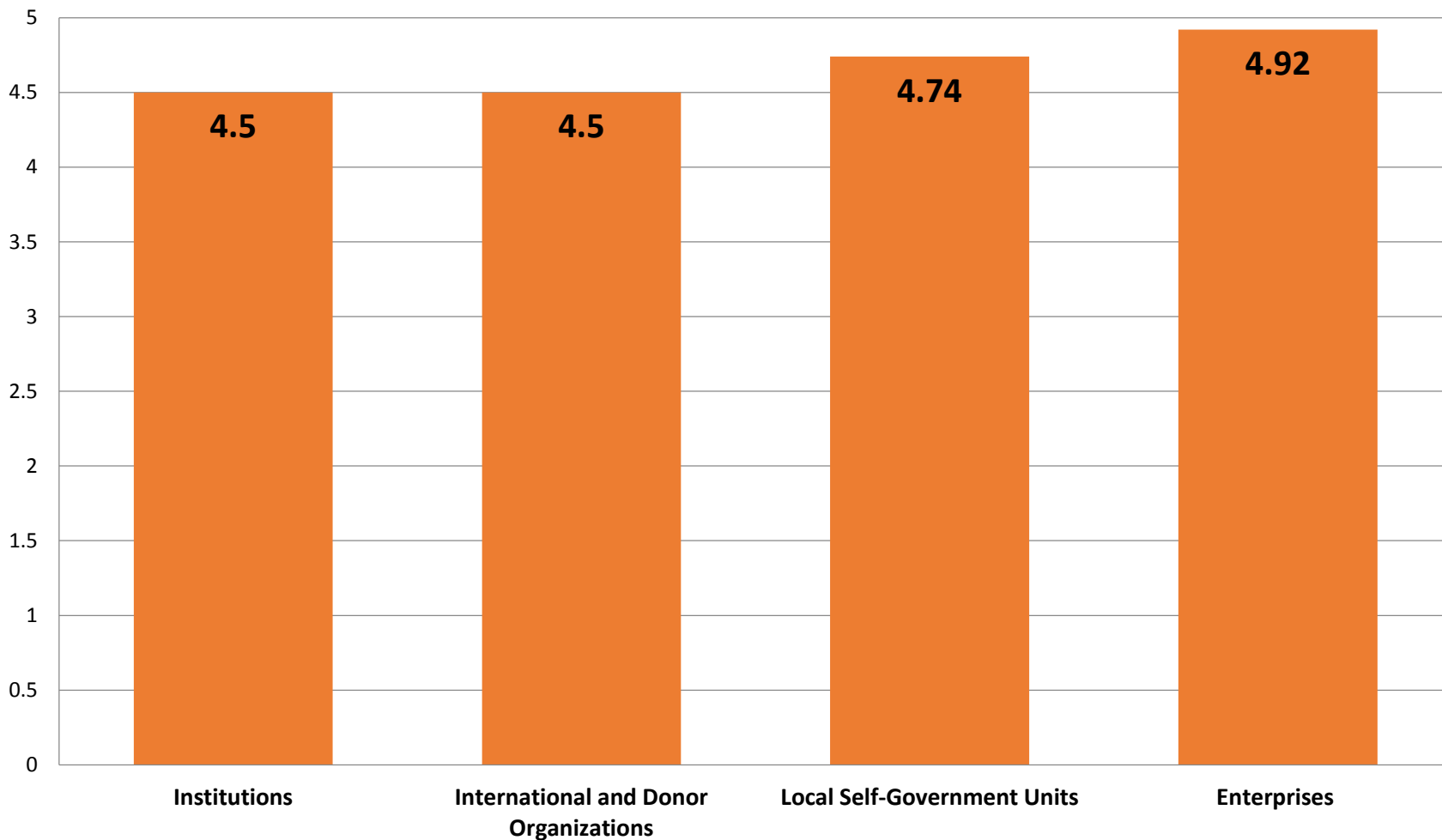
# Rate communication with Eda during cooperation (1-bad, 5-excellent)



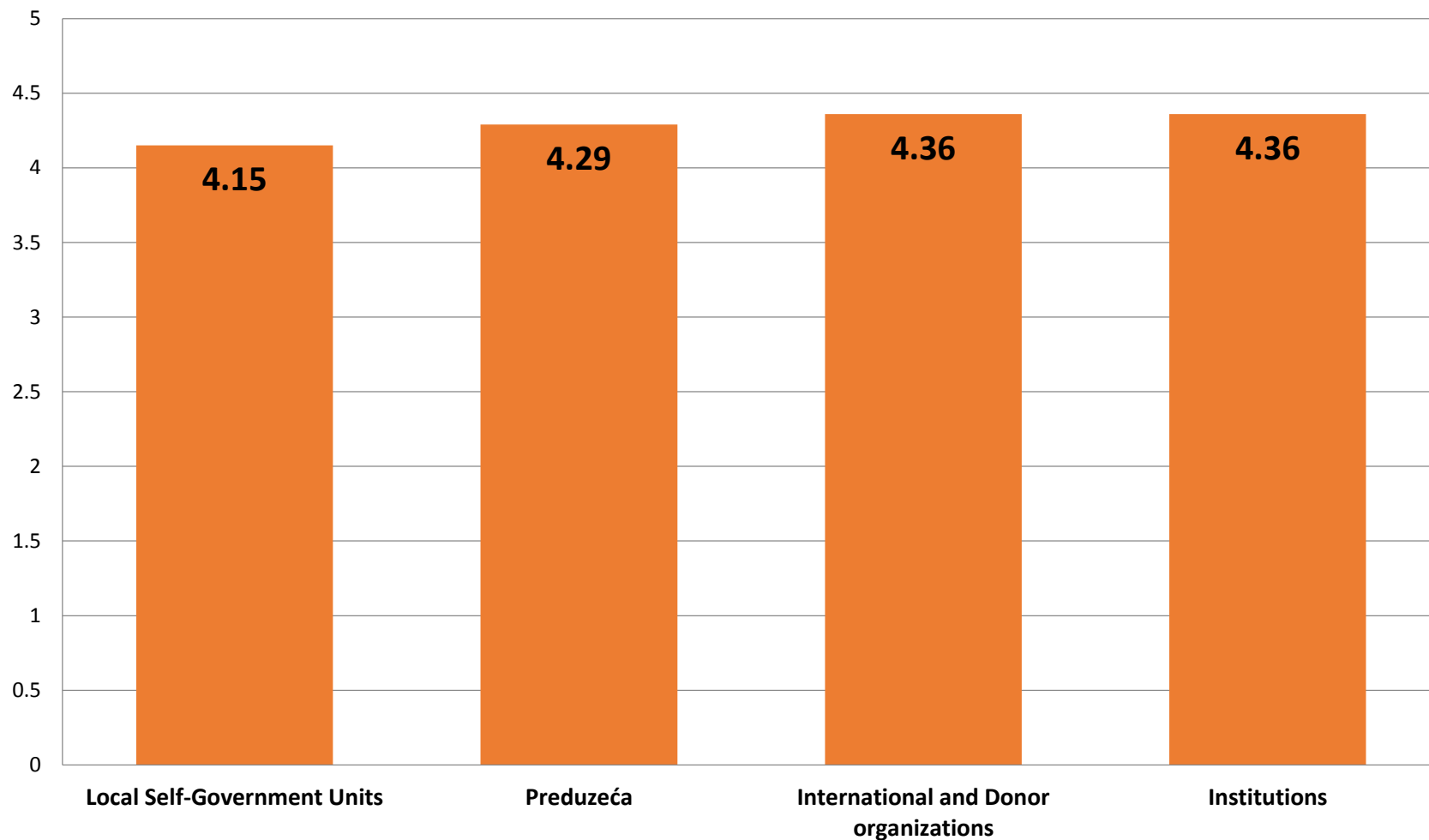
## Rate quality of Eda's services (1-bad, 5-excellent)



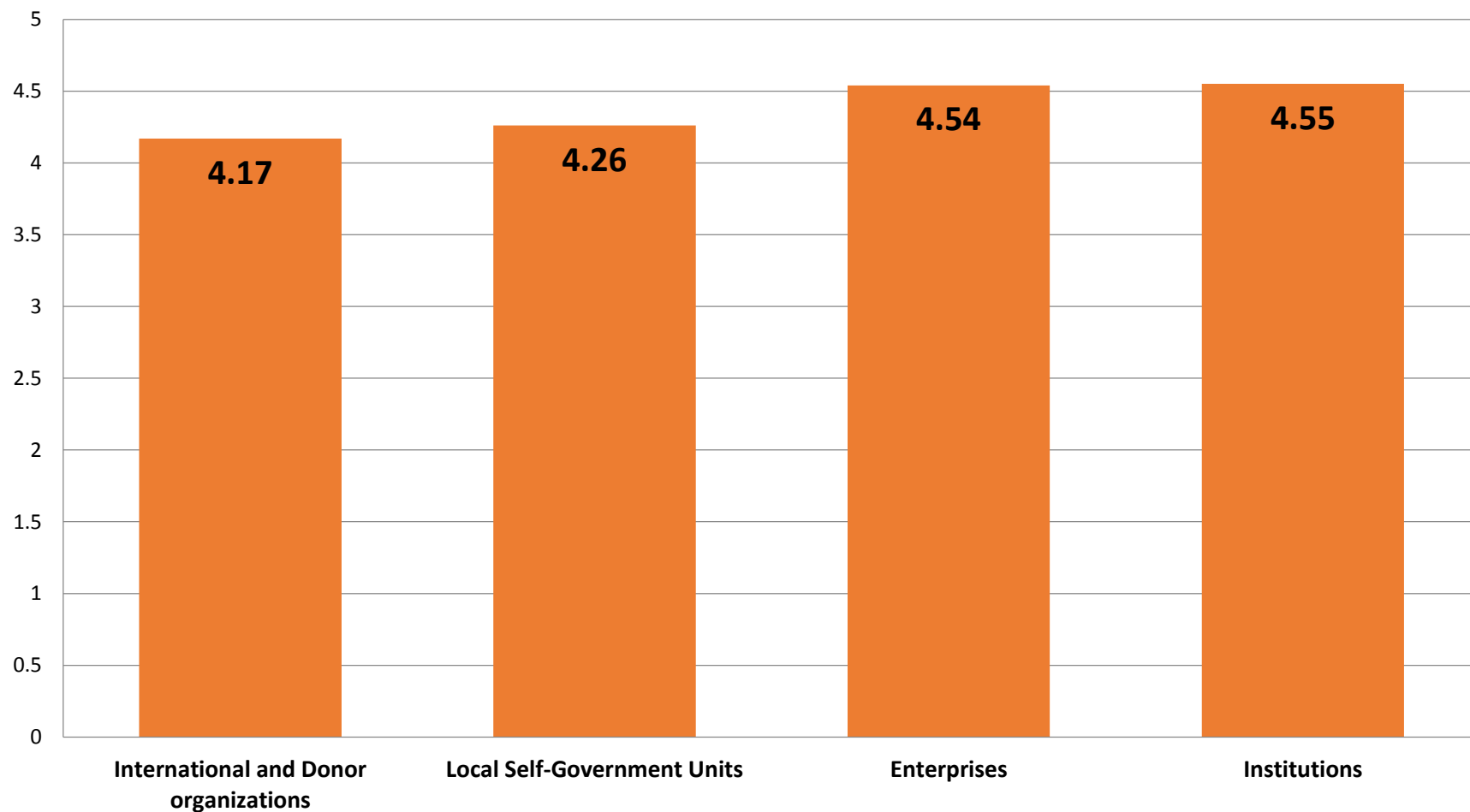
# Rate cooperation with Eda during project implementation (1-bad, 5-excellent)



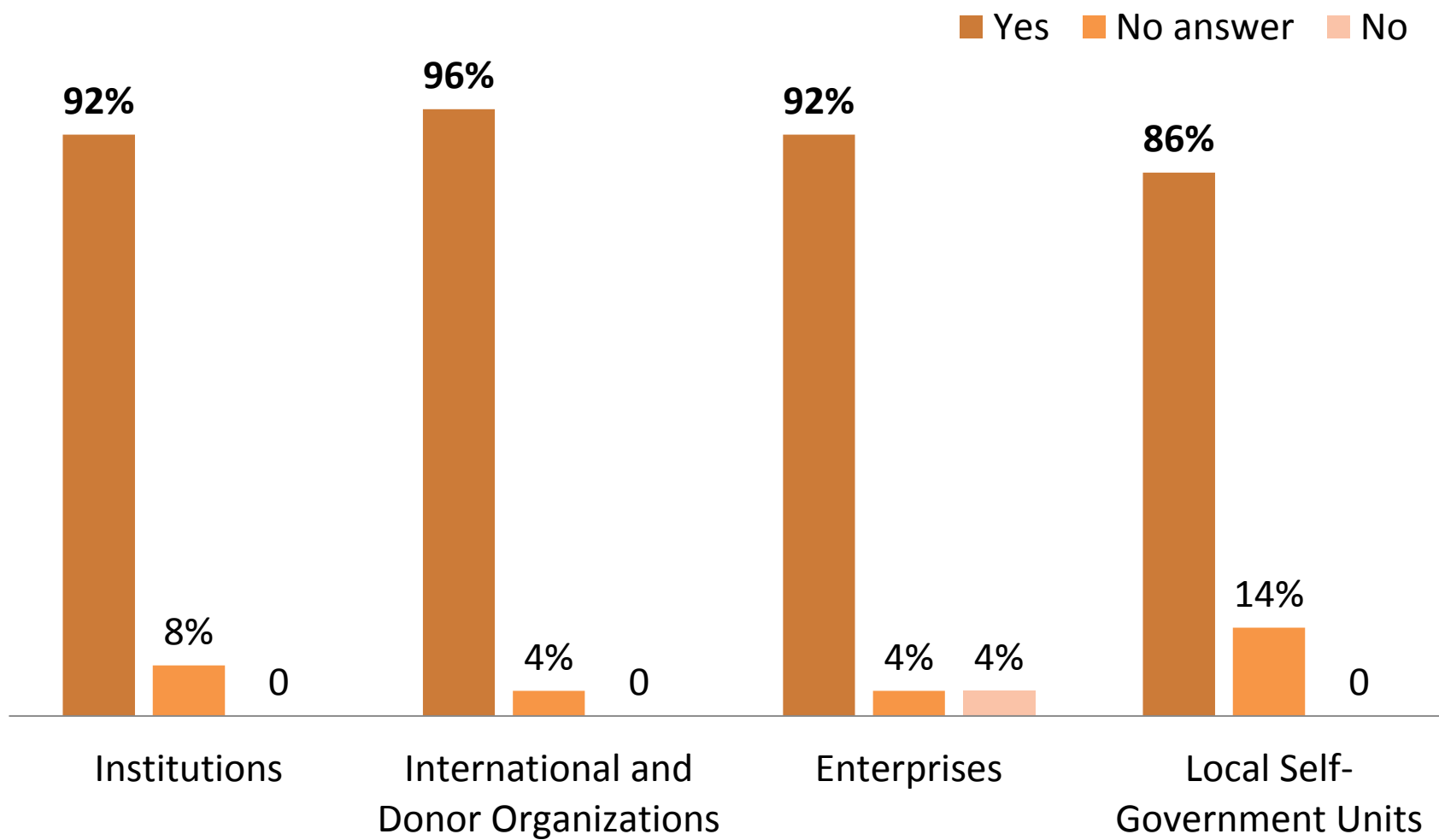
**Please rate how useful Eda's publications and content on it's websites are to you?(1-bad, 5-excellent)**



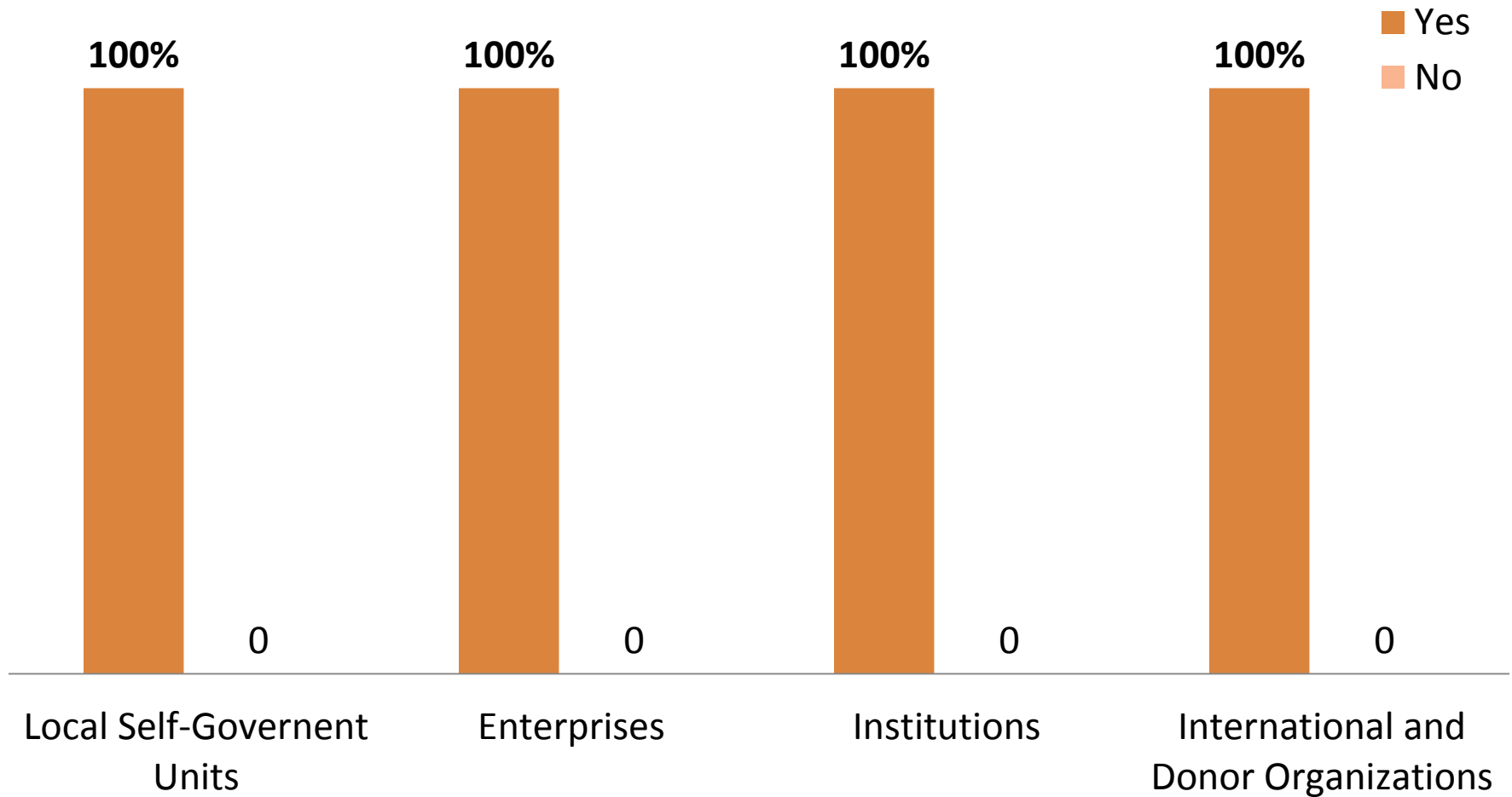
# Rate how do you like look of Eda's web pages, publications, promotional materials and colors Eda uses (1-bad, 5-excellent)



# Would you like to cooperate again with Eda? (yes, no)

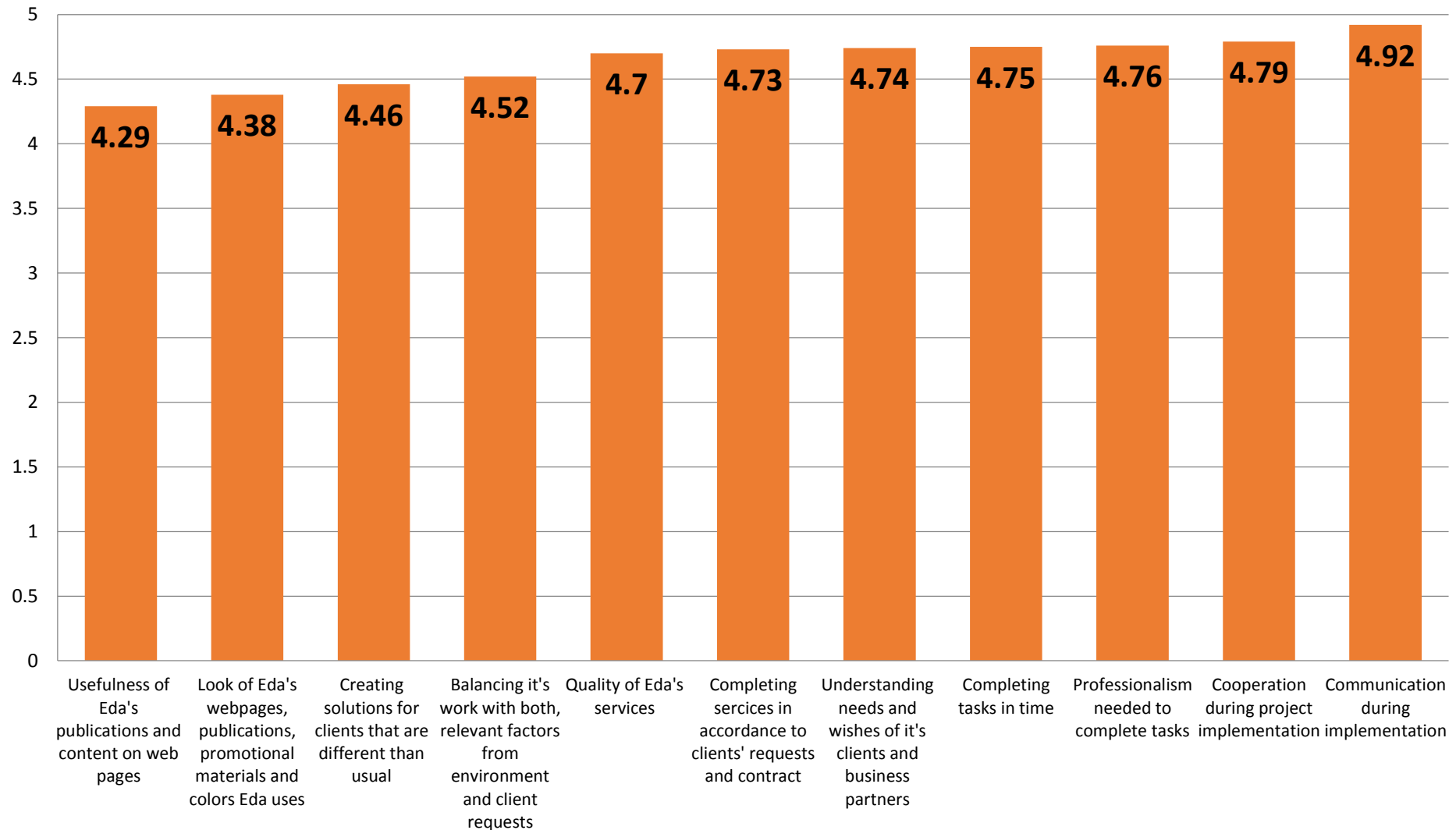


# Would you recommend to others to cooperate with Eda? (yes, no)

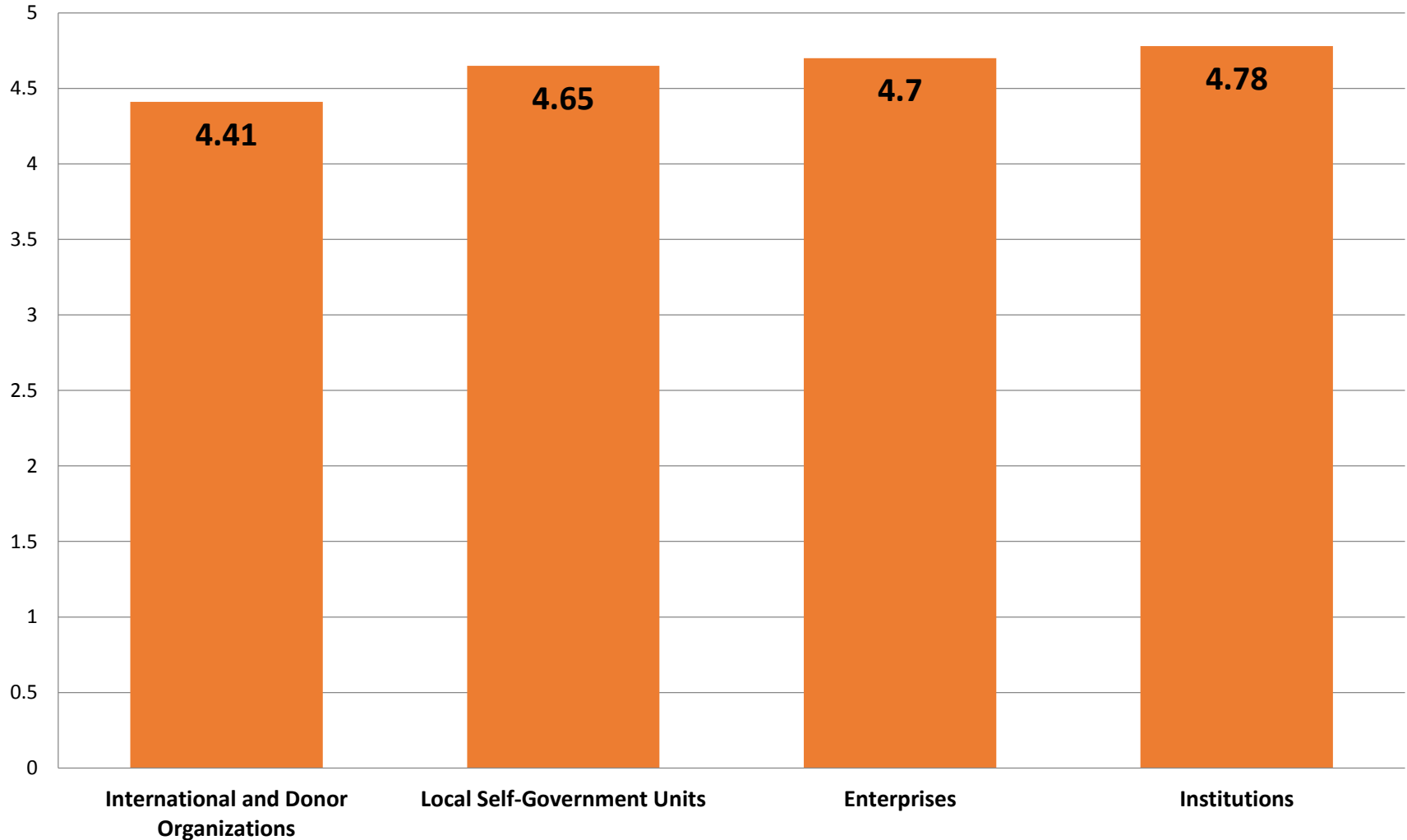




# Scale of marks for all survey participants classified according to question categories



# Scale of marks for all characteristics classified according to groups of survey participants



However, probably the best way to see how others perceive us is to look at spontaneous associations to Eda...

No censorship.

# What is your first association when you think of Eda? (Local Self-Government Units)

Commitment, systematic, availability

Very fair cooperation

Well organized, with professional staff, who in a professional, user-friendly and accessible manner perform their tasks. The special quality of management and employees, which I particularly appreciate, is human, direct, informal and friendly relationship with the interlocutors, which is a very important precondition for user-friendliness and ease of solving all the tasks and good cooperation.

Professionalism, team work, good cooperation with elements of emotional intelligence.

Strategic planning, sustainable development, project approach.

Quick responses, kindness, I'm sure they will do it without a mistake.

Competence in a friendly atmosphere.

Education, lecturers.

Creativity - good team - help when we need it.

Quality, cooperation, respect.

Experts, expeditious, different.

Pleasant and professional staff.

Professionalism and quality.

Great communication, professionalism, flexibility.

Professionalism, knowledge, kindness.

Professionalism, level of organization, affability.

Familiarity, responsibility, experts.

# What is your first association when you think of Eda? (Local Self-Government Units)

Expertise , kindness, responsibility.

Professionalism in work, innovative, companionship.

Expertise, knowledge. Strategic planning. Employers in Eda are very dear and direct people.

Professionalism, quality, proactive, friends.

Capability, knowledge, good communication.

Zdravko, professionalism, excellent cooperation.

Professionalism, expertise, responsibility.

Professionalism.

# What is your first association when you think of Eda? (Enterprises)

Meeting.

Professionalism, communication, understanding.

Professionalism, expertise, hospitality.

Good way of identifying and solving problems, they are welcome.

Small part of remaining enthusiasts.

Competence, innovative, professionalism.

Exchange of experiences of more subjects.

Exchange of knowledge and experience.

Highly professional. Scanned situation in economy in a quality way, choose good tools to improve the situation.

Exchange of experiences.

Orientation to key problem BiH economy - the inefficiency of the system, innovation in addressing identified problems, commitment to resolving them.

Development, advancement, improvement.

Efficiency and quality help during realization of projects.

Team work.

They work good for themselves!!!

Knowledge, kindness, diligence.

Professionalism, quality.

Efficiency, professionalism, exactness.

Affability, specific, communication.

Planning, resistance and prosperity.

Chocolate, ice cream, lamb.

# What is your first association when you think of Eda? (Institutions)

An innovative approach, professionalism, accessibility.

Fairness, Transparency, Respect of agreed.

Organized.

Professionalism, competence and mutual satisfaction.

Citizen Budget.

Good team.

International projects, professionalism, reliability.

TOP TEAM

Responsibility, professionalism, a wonderful collaboration!

An excellent team that understands the needs of the market.

Excellent team for the needs of the economy.

Innovation, refreshment.

# What is your first association when you think of Eda? (International and Donor Organizations)

The organization with employed experts who always try all possibilities for the best performance of each task.

Professionalism, innovation, flexibility.

Creativity.

Professionalism, responsibility, flexibility.

Seriousness.

Zdravko Miović

Professionalism.

Professionalism, accuracy, responsibility.

Competence, flexibility and accuracy.

Professional and creative team.

The consistency of quality.

Quality, reliability, domestic.

Cooperative, flexible and professional team of people.

Reactive creative.

Reactive creative, Zdravko Miović

Experience, different, common.



# Thank you for your trust!

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