SPI Online - Potential Outcome Indicators in "Organization Information"

ORG_150_1	OUTCOMES AND SDG	SOURCE	Code in our standard questionnaire (2022-11-10)
ORG_332	Number of clients gaining access to financial services for the first time during the reporting period	Survey/Loan application/MIS	C4.
ORG_150	Borrowers retention		
ORG_151	Active borrowers at the beginning of the period	MIS	
ORG_152	Women	MIS	
ORG_154	New borrowers during the period	MIS	
ORG_155	Women	MIS	
ORG_197	Amount of total deposits in the currency used in the report	MIS	Calculate change in savings
ORG_249	Client Satisfaction		
ORG_250	How many complaints have you received in the last 3 months?	Complaints mechanism	
ORG_251	Of these complaints in the last 3 months, how many come from women?	Complaints mechanism	
ORG_252	Of these complaints in the last 3 months, how many have you resolved?	Complaints mechanism	
ORG_253	If you have conducted a satisfaction survey in the last 12 months, % of the clients who declared to be satisfied or very satisfied of your institution:	Satisfaction survey	
ORG_254	On this satisfaction survey, % of women clients who declared to be satisfied or very satisfied?	Satisfaction survey	
	Percentage of borrowers considering the repayment as a burden	Satisfaction survey	D4.
ORG_254_1	Net Promoter Score	Satisfaction survey	G5.
	Net Promoter Score for women	Satisfaction survey	G5.
ORG_150_2	Profile of excluded clients		
ORG_441	Number of end-beneficiaries being low income households (as per national definition or provider's own client segmentation)	Loan application/MIS (in % from surveys)	H3.
ORG_442	Number of young clients (or borrowers)	Loan application/MIS (in % from surveys)	H1.
ORG_443	Number of illiterate clients (or borrowers)	Loan application/MIS (in % from surveys)	H2.
ORG_444	Number of disabled clients (or borrowers)	Loan application/MIS (in % from surveys)	
	Changes for the clients		
ORG_445	Number of borrowers with increased business income (or business assets) on next loan cycle	Survey/Loan application by cycle/MIS	D1.
ORG_446	Number of SMEs with increased business income (or business assets) on next loan cycle (from MIS and loan application forms)	Survey/Loan application by cycle/MIS	D1. (segment SME)
ORG_447	Number of SMEs with improved business practices (e.g. new products, new markets/clients, new delivery channels, improved HR policies)	Survey	D3b.
ORG_448	Number of jobs supported	Loan application/MIS	
ORG_449	Number of new jobs created	proxy from survey	D3.
ORG_450	Percentage of women borrowers declaring that they have used the loan alone, for own economic activity	survey	C11.
ORG_451	Percentage of women borrowers declaring that they have the capacity to contribute financially to the household needs	survey	F4.
	Percentage of customers who declare that their savings have increased	survey	E1.
	Percentage of customers who declare that their monthly household spendings have increased	survey	E3.
	Percentage of customers who declare that their capacity to manage their budget have increased (control)	survey	E5.
	Percentage of customers who declare that their number and/or quality of meals have improved	survey	E9.
	Percentage of customers who declare that their household assets have increased	survey	E10.
	Percentage of customers who declare that their quality of life have improved	survey	E12.
	Percentage of customers who declare that the provider is trustworthy	survey	G3.