



FITI Research Post-Project Feedback 2025

By:

**FINANCIAL INSTITUTIONS TRAINING INSTITUTE
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1. Introduction

1.1 Purpose of the Report

The purpose of this report is to present and analyse feedback received from client institutions following the completion of survey-based research assignments undertaken by the Financial Institutions Training Institute (FITI). The feedback was collected to assess client satisfaction with FITI's research processes, quality of outputs, and overall engagement, and to document key strengths demonstrated during the assignments. The findings of this report are intended to support institutional learning, accountability, and continuous improvement in FITI's future research and survey initiatives.

1.2 Overview of FITI and Survey Assignments Completed

The Financial Institutions Training Institute (FITI) is a national capacity-building and research institution that supports the financial sector and related organizations through training, research, and advisory services. As part of its research mandate, FITI undertakes applied surveys to generate evidence-based insights that inform organizational decision-making and service improvement.

During the reporting period, FITI successfully completed several survey assignments, including Customer Satisfaction Surveys, Employee Satisfaction Surveys, and an Organisational Climate Survey. These surveys were conducted for institutions such as Bhutan Development Bank Limited (BDBL), Royal Insurance Corporation of Bhutan Limited (RICBL), and Gerab Nyed-Yon (GNY). Each assignment involved survey design, data collection, quantitative analysis, and comprehensive report writing tailored to the specific objectives of the client institutions.

1.3 Rationale for Collecting Post-Project Feedback

Collecting post-project feedback is an essential component of quality assurance and institutional learning. Feedback from client institutions provides direct insights into the relevance, clarity, timeliness, and usefulness of FITI's survey outputs, as well as the effectiveness of coordination and communication during project implementation.

From an institutional perspective, post-project feedback supports:

- Continuous improvement of research methodologies and reporting practices
- Strengthening client relationships and service delivery standards
- Enhancing accountability and transparency in publicly oriented research work

2. Overview of Surveys Conducted

As part of its research and advisory mandate, the Financial Institutions Training Institute (FITI) conducted a range of survey-based assessments tailored to the needs of client institutions. The surveys were designed to generate empirical evidence on customer perceptions, employee experiences, and organizational conditions, thereby supporting informed decision-making and institutional improvement.

2.1 Types of Surveys Conducted

2.1.1 Customer Satisfaction Surveys

Customer Satisfaction Surveys were conducted to assess clients' perceptions of service quality, accessibility, efficiency, and overall satisfaction with the products and services offered by the respective institutions. These surveys provide systematic insights into customer expectations and experiences and are widely used in the financial sector to identify service gaps and improve customer-centric practices

2.1.2 Employee Satisfaction Surveys

Employee Satisfaction Surveys were undertaken to evaluate employees' perceptions of their work environment, management practices, career development opportunities, and overall job satisfaction. Such surveys are commonly used to understand workforce morale and engagement, which are critical determinants of organizational performance and service delivery.

2.1.3 Organisational Climate Survey

The Organisational Climate Survey focused on assessing internal organizational conditions, including leadership, communication, teamwork, and institutional culture. Organizational climate

assessments help institutions understand how internal systems and practices influence employee behavior and organizational effectiveness.

2.2 Institutions Covered

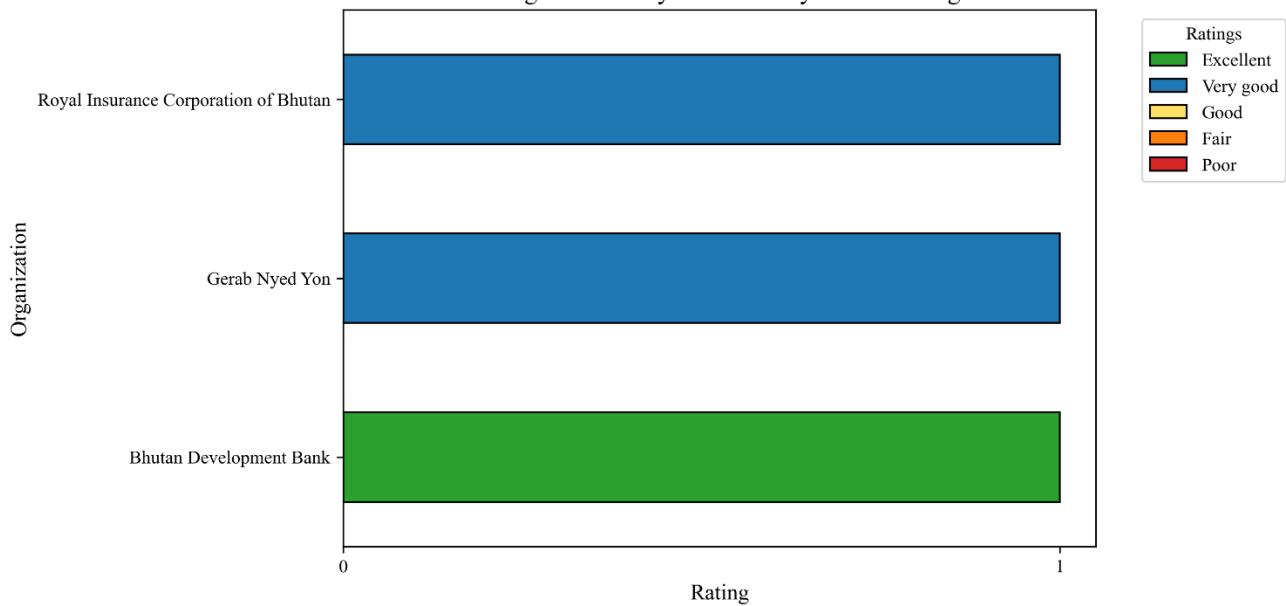
The survey assignments were conducted for the following institutions:

- **Bhutan Development Bank Limited (BDBL):**
Customer Satisfaction Survey and Organisational Climate Survey
- **Royal Insurance Corporation of Bhutan Limited (RICBL):**
Customer Satisfaction Survey and Employee Satisfaction Survey
- **Gerab Nyed Yon:**
Employee Satisfaction Survey and Clientele Satisfaction Survey

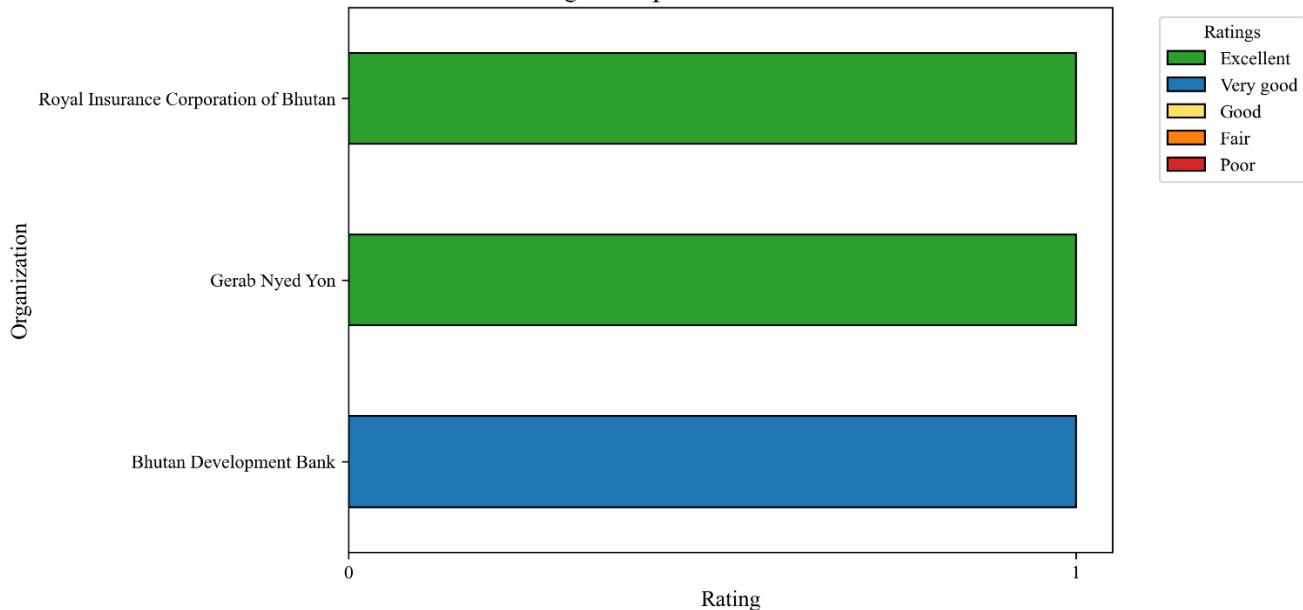
Each survey was customized to the specific institutional context and objectives, ensuring relevance and practical applicability of the findings.

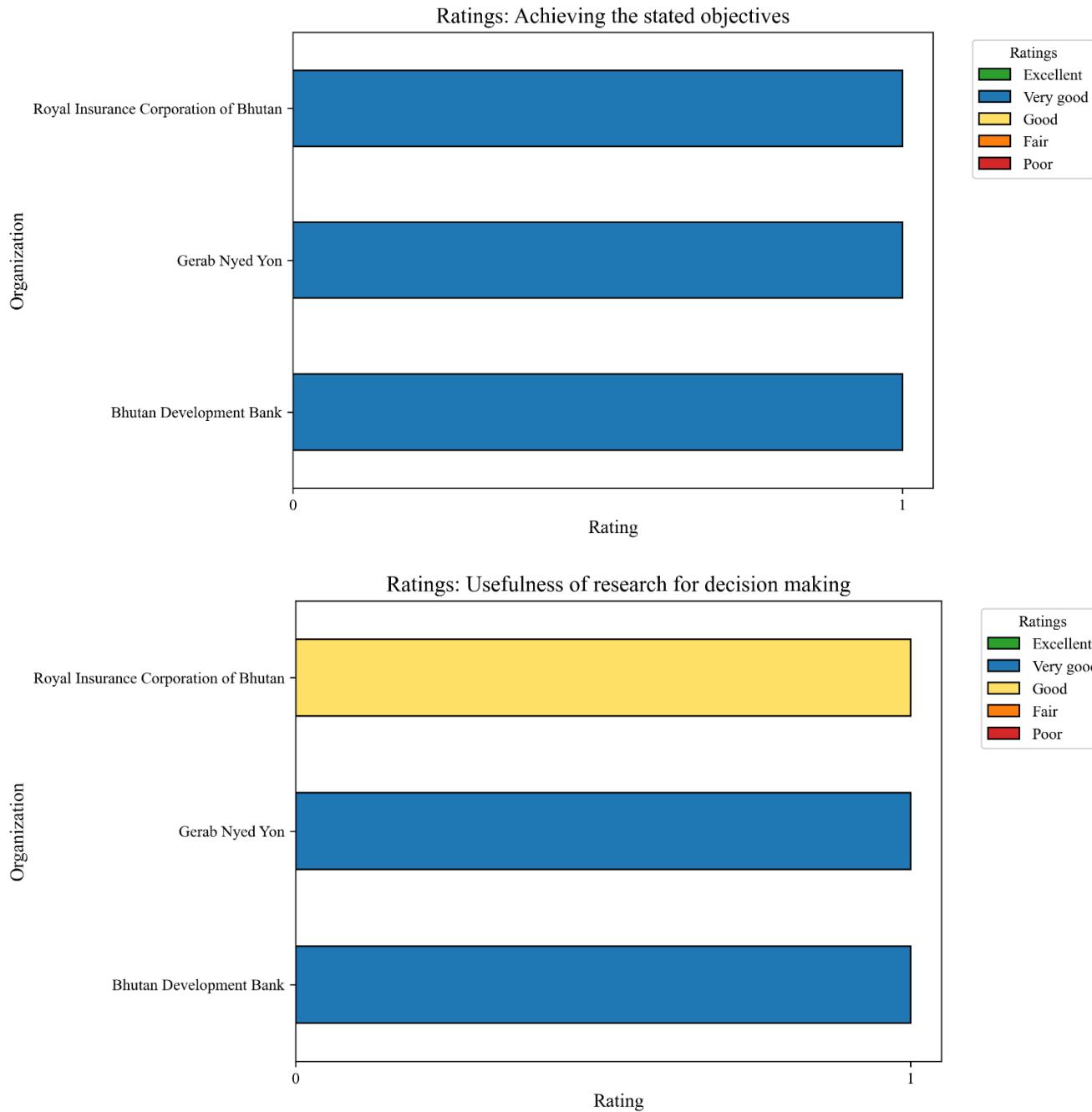
3. Analysis

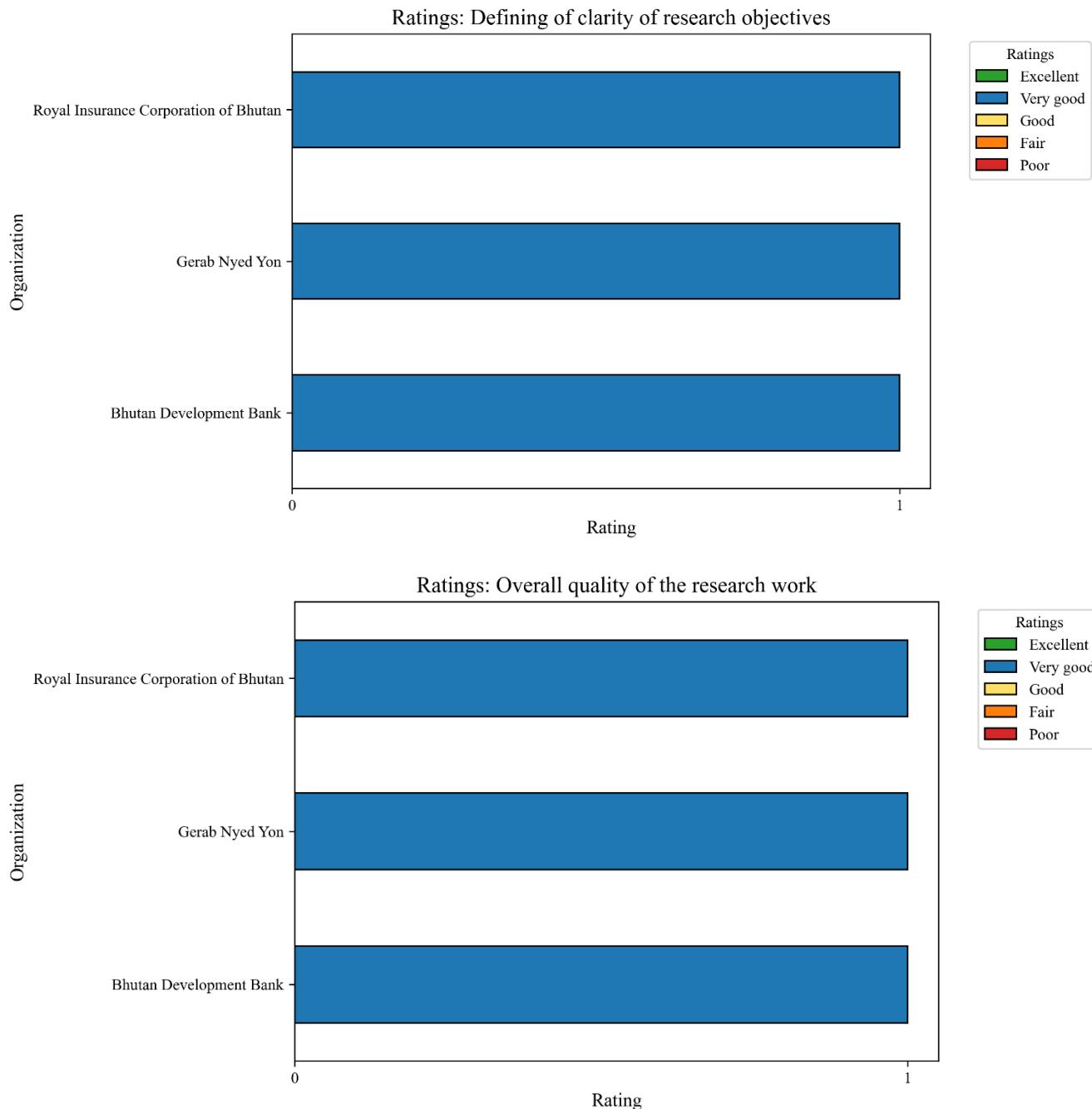
Ratings: Reliability and accuracy of the findings

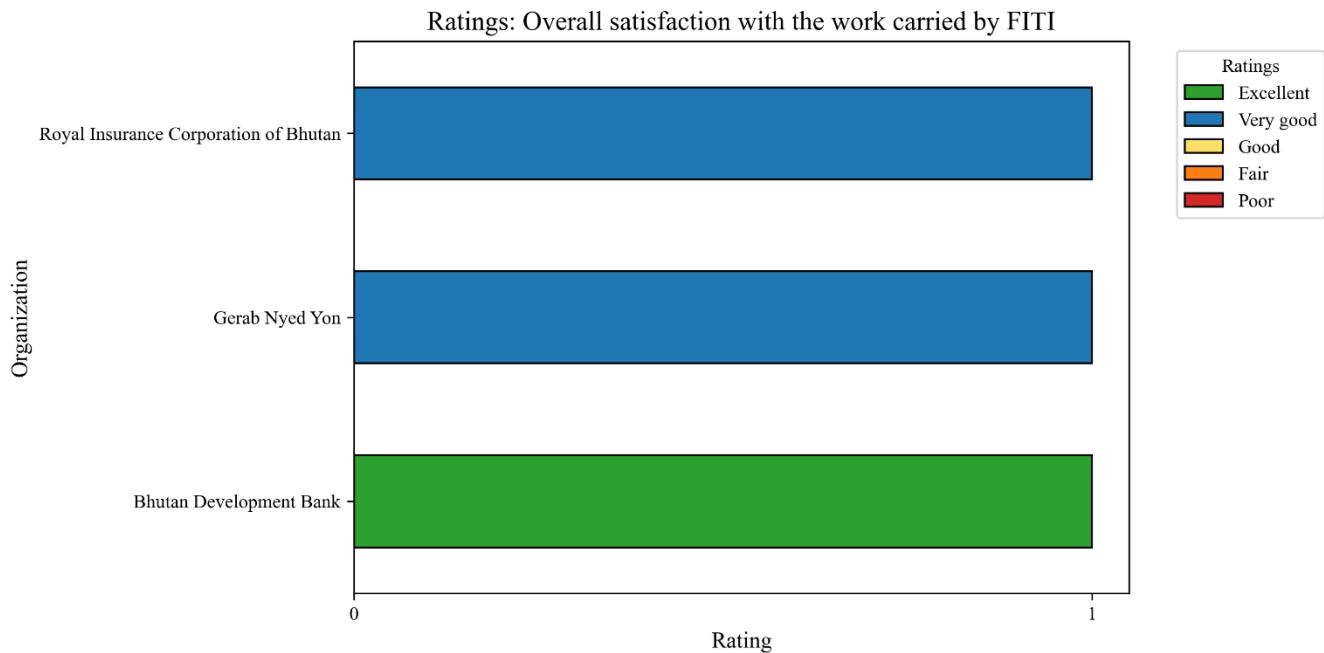


Ratings: Completion within the timeframe









4. Discussion of Findings

The graphical analysis of the seven post-research evaluation items indicate a consistently strong performance across all assessed dimensions. In nearly all items, the dominant response category is “Very Good”, with several items also receiving a substantial proportion of “Excellent” ratings. Lower categories such as “Fair” and “Poor” appear negligible across organizations, suggesting a broadly positive perception of the research outputs.

The predominance of “Very Good” ratings reflects a high level of satisfaction, particularly in areas such as research quality, reliability of findings, clarity of objectives, and usefulness for decision-making. This pattern suggests that the research processes were methodologically sound, well-structured, and aligned with client expectations.

The presence of “Excellent” ratings in several items further highlights areas of exceptional performance. These likely correspond to dimensions where expectations were not only met but exceeded, such as timely completion or overall satisfaction with the work carried out. High “Excellent” responses often signal strong client trust and perceived value addition, which are critical indicators of institutional credibility and service effectiveness.

Overall, the findings suggest that the research outputs are perceived as high quality, reliable, and useful for decision-making. While the dominance of “Very Good” ratings indicates strong performance, the relatively smaller proportion of “Excellent” responses across some dimensions may also provide an opportunity for strategic refinement.

In conclusion, the graphical results present clear evidence of strong institutional performance, high client satisfaction, and consistent delivery standards across all evaluated dimensions. The results reinforce the credibility and effectiveness of the research function while also offering constructive space for continuous improvement.