Outsourced Transport: A Perception Survey for Public Health Supply Chains

At VillageReach we facilitate increased collaboration between the public and private sectors through our Outsourced Transport Resource Center (OTRC). The OTRC focuses on developing sustainable outsourced transport solutions (including traditional and innovative transport like drones) in Africa, ultimately ensuring supply chains get products to people wherever they are, whenever they need them. It offers a suite of services to governments and their technical partners, as well as private sector firms designed to meet individual country needs. Whether it is early stage advocacy to get stakeholder buy-in, strategic and implementation support or ensuring transition to government stewardship for sustainable solutions the OTRC brings experience and expertise to help strengthen public health supply chains.

Outsourcing Perceptions

The OTRC Perception Survey is designed to assist African countries in understanding the perceptions of key stakeholders, including governments, donors, technical partners and private sector transport firms, regarding outsourced transport. This survey is an important first step in evaluating needs, challenges and resources available within a country context to develop, implement and scale outsourced transport solutions.

Benefits of the Survey

Understanding of stakeholder perceptions is a critical step in implementing new solutions and ensuring their long-term management and sustainability. The results of this survey can strengthen collaboration among stakeholders, leading to positive effective solutions that are fit-for-purpose within a specific country context. Some of the benefits to stakeholders include:

- Tailor offerings based on survey insights to better align with stakeholders’ needs
- Disseminate key learnings to promote awareness and understanding
- Provide recommendations based on best practices and regional variations
- Address challenges, improve communication, and ensure reliable services
- Advocate for policies that support successful outsourcing practices
- Benchmark performance and continuously improve services using survey insights

Survey Topics

- **Government Readiness, Strategy & Experience**
  - with outsourcing
- **Technical Partner Readiness**
  - to support government outsourcing
- **Private Sector Readiness**
  - to work with government
- **Stakeholder Views**
  - on the value of outsourcing
The survey takes approximately 30-45 minutes and is available in English, French and Portuguese. **All information provided will remain confidential to VillageReach. Your survey responses, any documents you provide as part of your response and the results of any follow-up interviews will be available only to our team. The names of specific respondents will not be made public without your written consent.**

Once the OTRC receives a minimum of five responses from each stakeholder group we analyze the survey responses to consolidate significant findings and provide recommendations for stakeholders involved in implementing outsourced solutions. Results can be delivered via report or through in-person workshops with key stakeholders.

**Real-World Application**

The OTRC Perception Survey has been conducted in Mozambique, the Democratic Republic of Congo, Kenya and Zambia. The survey results revealed significant insights into the benefits, challenges and best practices of outsourced transport solutions in Africa. Some of the key findings include:

**BENEFITS**

All respondents identified improved efficiency and access to specialized private sector expertise as primary benefits.

**CHALLENGES**

Respondents across countries noted the lack of available tools for outsourced transport, misconceptions about public and private sectors access to qualified human resources to implement solutions as well as misconceptions about the cost effectiveness of outsourced transport.

**BEST PRACTICES**

Respondents across countries emphasized the importance of establishing clear communication channels, setting performance metrics and conducting regular performance reviews with outsourced transport service providers.