

NGO & INGO CAPABILITY BRIEF

VoiceInsights Africa

Programme evidence that survives a donor's follow-up question

“Every Voice. Every Language. Every Insight.”

VERSION

1.0

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DOCUMENT

VIA-BRIEF-NGO-INGO

AUDIENCE

Public · Procurement

What VoiceInsights does for NGOs and INGOs

VoiceInsights turns community and field evidence into traceable, decision-ready institutional intelligence.

The problem this answers

A finding survives a programme meeting but not a donor's follow-up question, because the chain from the statement back to the responses it came from was never kept. Instruments sit in one tool, field data in another, and the report in a document nobody can trace.

What changes

One governed pipeline from the instrument to the publication. Consent recorded with the response, review recorded with the reviewer, and a publication that is refused rather than produced when it cannot resolve its evidence.

The full profile. This brief is drawn from the [Company & Capability Profile 2026](#), which carries every capability, its registered status and its limits in full. Where the two are read together, the profile governs.

Research, monitoring and evaluation

What an NGO programme can commission, at the status the registry gives it.

STUDY TYPE	STATUS
Baseline survey	Proven
Midline study	Supported, bounded
Endline survey	Supported, bounded
Post distribution monitoring	Supported, bounded
Programme monitoring	Supported, bounded
Evaluation study	Supported, bounded
Programme review	Supported, bounded
Facility assessment	Proven
Health facility assessment	Supported, bounded
Needs assessment	Supported, bounded
Rapid needs assessment	Supported, bounded
Wash assessment	Supported, bounded
Protection assessment	Supported, bounded
Gender inclusion assessment	Supported, bounded
School assessment	Supported, bounded

The evaluation boundary. Most evaluation commissions use the OECD-DAC criteria. Our evidence base supports relevance, effectiveness and sustainability, and efficiency where the programme supplies its cost figures. It does not establish impact: a DAC impact finding needs a counterfactual, and the analytical engine refuses causal inference by name. Impact and coherence are an independent evaluator's judgement; we supply the evidence they reason from. Naming the criteria is not a claim of accreditation — no such accreditation exists for a platform.

Field and multi-channel collection

6 registered routes into one pipeline. What arrives is shaped the same way whichever route it came through.

COLLECTION ROUTE	STATUS
Phone Call	Proven
WhatsApp	Proven
SMS / Feature-Phone Fallback	Proven
Web Platform Link	Proven
Offline Mobile Application	Proven
Email	Proven

Field operations

Enumerator assignments bound to a project, a separate field sign-in using a project code, enumerator ID and PIN, offline collection with later synchronisation, server-side validation and supervisory review.

Humanitarian and low-connectivity settings

The offline application works wherever the platform is deployed and reconciles when a device reconnects. Phone, WhatsApp and SMS require a communications provider configured for your organisation.

Published limitations, carried on every study type.

No roster. One record per unit on every collection surface. Member-level rosters — a household enumerated person by person — are held relationally by the platform, and there is no roster control on the

No causal claim. Change is reported descriptively — a value, a later value, and the difference between them. No causal or attribution claim is produced, because the platform implements no identification strategy.

No media capture. Photographs, GPS points and file attachments are not question types a respondent or enumerator answers. Location is recorded about a submission, not asked as a question.

Bounded logic. Skip logic is one condition on one earlier question — “if they said no, do not ask the follow-ups” — evaluated by the server as well as the device. Multi-condition expressions, arithmetic ac

Voice, language and inclusion

“Do you support my language?” is six questions, not one, and they are answered separately: text, voice, transcription, translation, analysis and output.

The language a respondent speaks, the language your team works in and the language a report ships in are three separate decisions. The live state of every registered language on each axis is published on the website and read from the capability registry, rather than restated here where it would age.

What we will not tell you about language. No speech-recognition accuracy figure is published for any African language, because none has been benchmarked. The platform performs no automatic language detection — a declared language is what the caller supplied. The number of registered languages is not a capability figure, and the six axes are never added into a single “languages supported” number.

Quality, safeguarding and governance

CONSENT

Recorded with the response, in the collection context and language it was given in.

VALIDATION

Instrument rules evaluated on the device and again on the server, so an unusual route cannot bypass them.

REVIEW

Review and approval sit between collection and analysis, with the reviewer recorded.

SAFEGUARDING

Sensitive identifiers are not requested unless a project requires them under written justification.

TRACEABILITY

A published statement resolves to the responses behind it, or the publication is refused.

ACCESS

Role-based authorisation with tenant isolation: your evidence is reachable only inside your organisation.

Applicable law

Implementations are designed to support obligations under Tanzania's Personal Data Protection Act, No. 11 of 2022, alongside the applicable agreement. Where a programme falls under the EU GDPR or another regime, those obligations are assessed and documented during implementation. No independent assessment of GDPR alignment has been carried out, and none is claimed.

Reporting and how we engage

The output is a publication, in the formats a programme actually circulates.

PDF

DOCX

PPTX

XLSX

CSV

JSON

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“Every Voice. Every Language. Every Insight.”

TANZANIA — HEAD OFFICE

Ali Hassan Mwinyi Road, Kisutu
3rd Floor, Haidary Plaza
P.O. Box 77139
Dar es Salaam, Tanzania

REACH US

partnerships@voiceinsightsafrica.com
[+255 \(0\) 659 166 440](tel:+2550659166440)
voiceinsightsafrica.com

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Derived from the Company & Capability Profile 2026 and the governed capability registries. 126 master claims audited; 39 excluded as future or withheld.