

NGOs AND THE PANDEMIC: HOW HAS THE SECTOR CHANGED?



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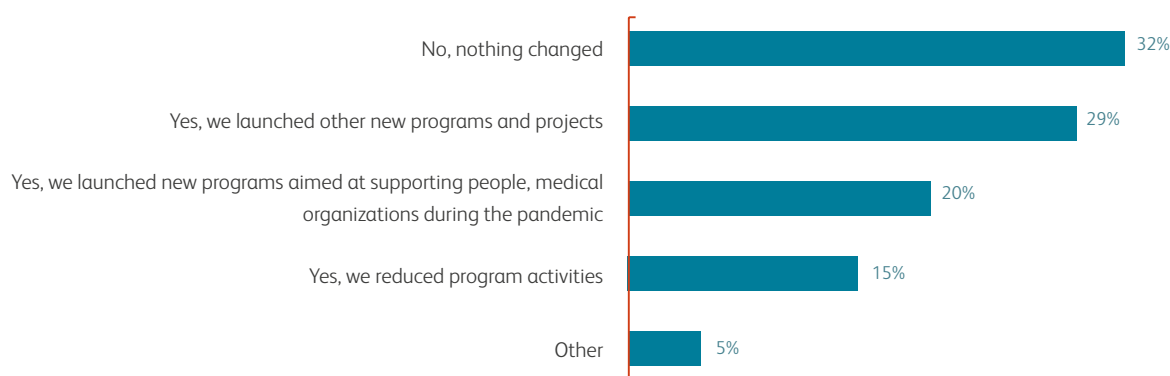
CAF Russia conducted the second wave of research about how the pandemics of the COVID-19 affected the work of Russian NGOs (you see the results of the first wave here). The survey was conducted from May 25 to June 8 and covered 194 non-profit organizations from 45 regions. 72% respondents are from the regions of Russia and the rest are from Moscow and the Moscow region.

What happened during the months of self-isolation?

► One of five NGOs has directed efforts to support people and medical organizations during the pandemic.

Non-profit organizations managed to survive the period of self-isolation and did not significantly reduce their program activities. Moreover, almost half of the NGOs surveyed (49%) launched new programs and projects. One third of NGOs didn't change their program activities at all. And 20% of NGOs launched new programs specifically in response to the pandemic.

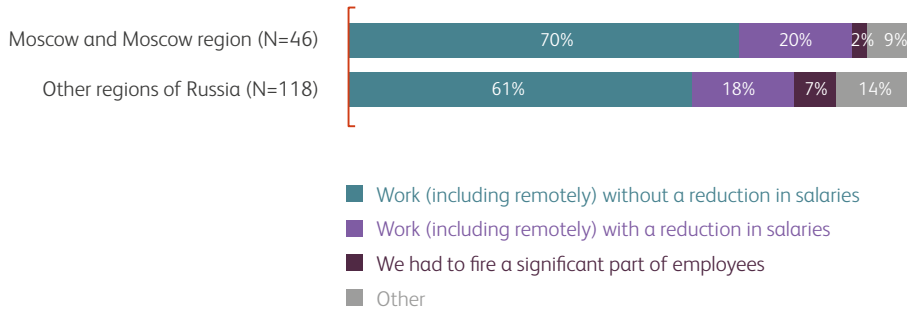
Did your program activity change? (N = 194)



► Most NGOs managed to keep their employees and salaries.

Employees of 63% of the organizations surveyed worked (including remotely) without a reduction in wages. Nevertheless, one fifth of non-profit organizations (22%) reduced wages to employees. In the regions outside Moscow 7% of non-profit organizations noted that they had to make redundant part of the staff, while in Moscow and Moscow region only 2% of non-profit organizations faced such a need.

Your employees:



► Every third NGO invested in organizational development.

A quarter of the NGOs surveyed noted that they were able to reduce costs, every fifth NGO began assessing the needs of their beneficiaries during the coronacrisis. And a third of the NGOs surveyed took up strategic planning and organizational development.

What positive changes have occurred in your organization in the last two months? (N = 194)



▶ Almost half of NGOs had to adjust project plans.

Because of coronavirus, 52% of surveyed NGOs feel frustrated as their significant projects have been postponed indefinitely. This problem touched voluntary organizations more than others: 75% had to postpone their significant projects. Because of this, the majority (51%) of voluntary organizations cannot provide the necessary support to their beneficiaries.

What negative changes have occurred in your organization in connection with the coronavirus pandemic?



▶ Many NGOs began to use digital tools more actively in their work.

The period of self-isolation encouraged NGOs to implement technologies in their work more actively in order to transition to remote work, interact with beneficiaries and donors online. 44% of NGOs surveyed now use online planning and communication services within the organization, 43% began to use online resources to train employees, 41% managed to strengthen their online communications and resources. A third of respondents (33%) were able to adapt and come up with new services to support beneficiaries in an online format.

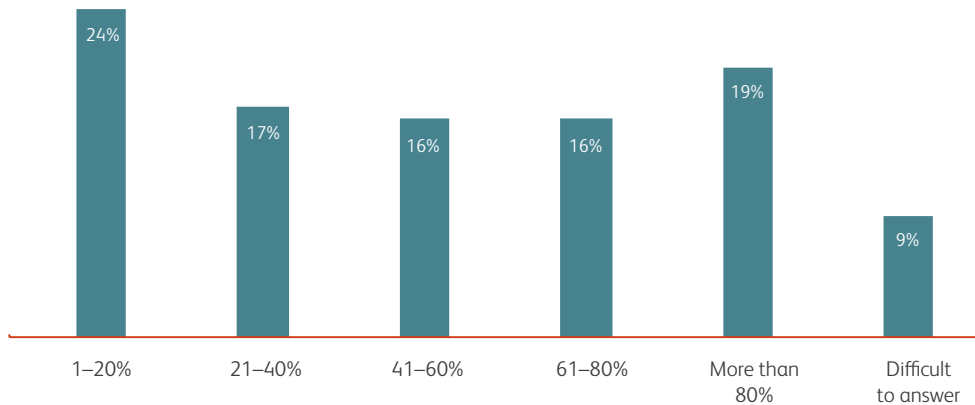
How have donations to NGOs changed during the pandemic?

Despite the spread of digital technology into the daily work of most NGOs, Russian third sector still has great potential for digitalization of resource mobilisation process. 44% of NGOs that participated in the survey never had an experience of collecting online donations, and only 10% of the organizations surveyed were forced by the crisis to try online fundraising. This group is made up of regional and interregional NGOs. Among urban and rural organizations, no one said that they began to work with online donations during the crisis. However, 36% of NGOs surveyed said they had learned about new fundraising tools during the pandemic. Sadly, this did not save the situation in the current economic conditions.

► The amount of donations to NGOs has significantly decreased.

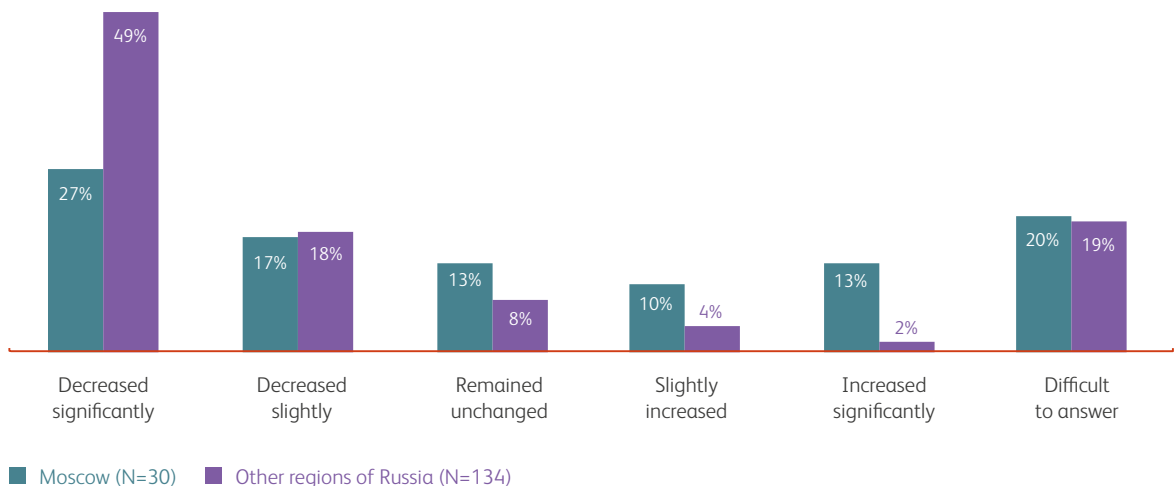
60% of NGOs surveyed noted a reduction in donations in March-April 2020 compared to their plans. At the same time, in every fifth organization, the volume of donations fell by more than 80%.

How much did the volume of donation decrease? (N = 114)



The situation of Moscow and regional NGOs is very different: regional organizations are 2 times more likely to report a significant reduction in donations.

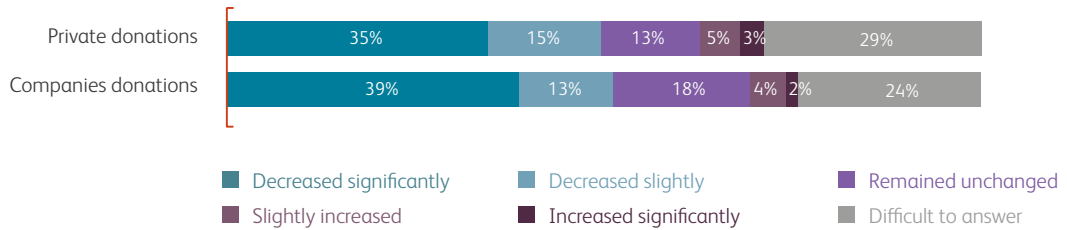
How much has the volume of donations for March-April 2020 decreased compared to the plan? (N = 114)



▶ NGOs did not notice a difference in reduction of private and corporate donations.

The crisis had almost the same effect on decrease in donations from various sources. Private donations and donations from companies, according to the estimates of NGOs participating in the survey, equally dropped. Only about 8% of NGOs report an increase in private donations and 6% report an increase in donations from companies.

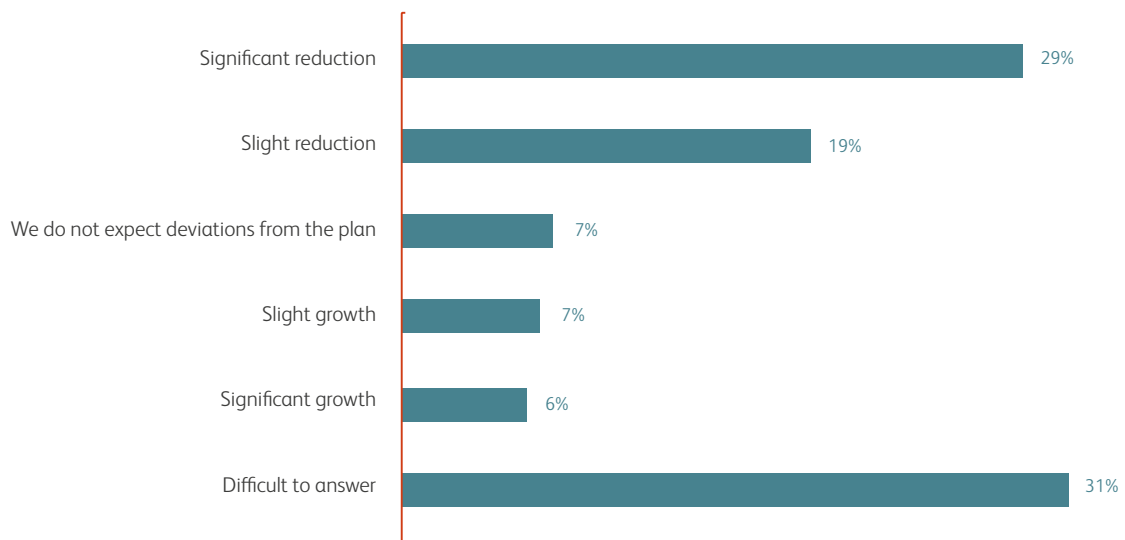
Donations for March-April 2020 compared to the plan (N = 181)



▶ Most NGOs expect a reduction in donations or don't know what to expect.

Half of the NGOs (48%) are pessimistic and expect a reduction in donations by the end of the year and 31% expect a significant reduction. Another third of respondents find it difficult to predict what fundraising results to expect by the end of the year.

What donation collection results do you expect by the end of the year compared to your plan? (N = 181)



What kind of support do NGOs need?

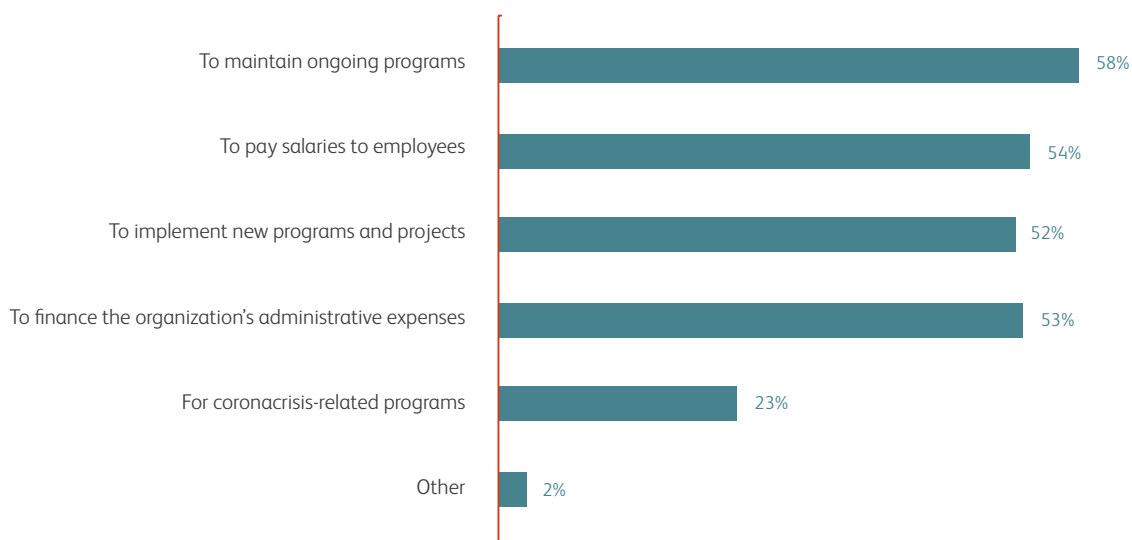
Almost half of NGOs (48%) did not receive support from their regular donors or partners due to the pandemic. A quarter of the respondents were supported by their donors and partners with additional resources to help target groups, another quarter said that donors showed flexibility in changing the terms, budgets, plans and other conditions for the implementation of projects.

► NGOs need financial support to continue ongoing programs.

To the question “Does your organization need any support in the near future?” the most popular answer was financial support: 78% of respondents answered this way.

NGOs need financial support for many purposes - to maintain ongoing programs, to pay salaries to employees, to implement new programs and projects, and for administrative expenses of their organizations.

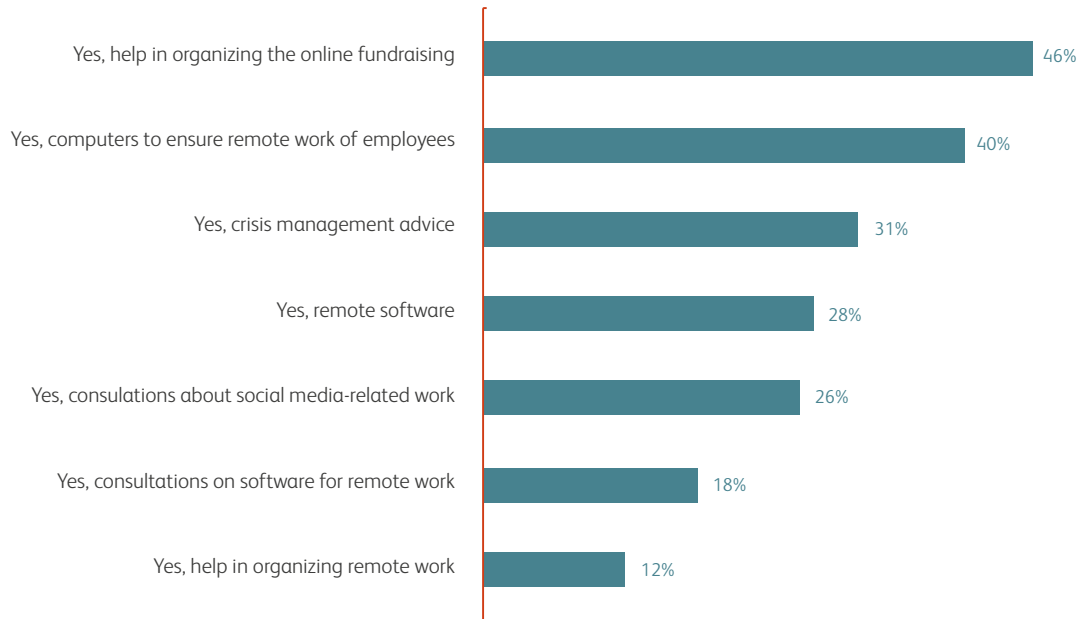
For what purposes do you need financial support? (N = 132)



▶ NGOs need support with organizing online fundraising.

The same number of respondents answered that they needed support in strengthening the organization. And one of the most frequent requests in this aspect is assistance in organizing online fundraising (46%). Also among the most popular requests: equipment for providing remote work for employees and consultations on crisis management.

Do you need support in organizing / strengthening the work of your organization? (N = 170)



Another quarter of NGOs said that they needed in-kind support (food, basic necessities, animal food), as they experienced significant drop in in-kind donations due to self-isolation regime, and 17% said they needed personal protective equipment.

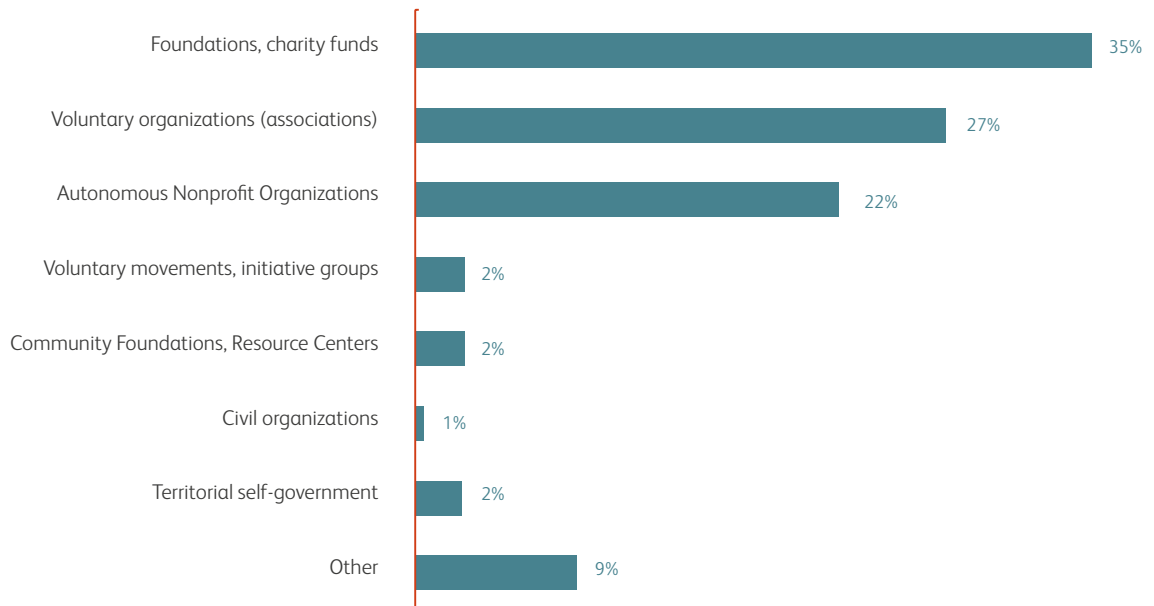
In general, only 18% of those participating in the survey have already received special support from Russian and international foundations, and almost half (48%) have not yet been able to access it.

Information about survey participants

The survey involved 194 NGOs from 45 regions. 72% of the survey participants are regional non-profit organizations, 18% - organizations that work in Moscow and 10% - in the Moscow region.

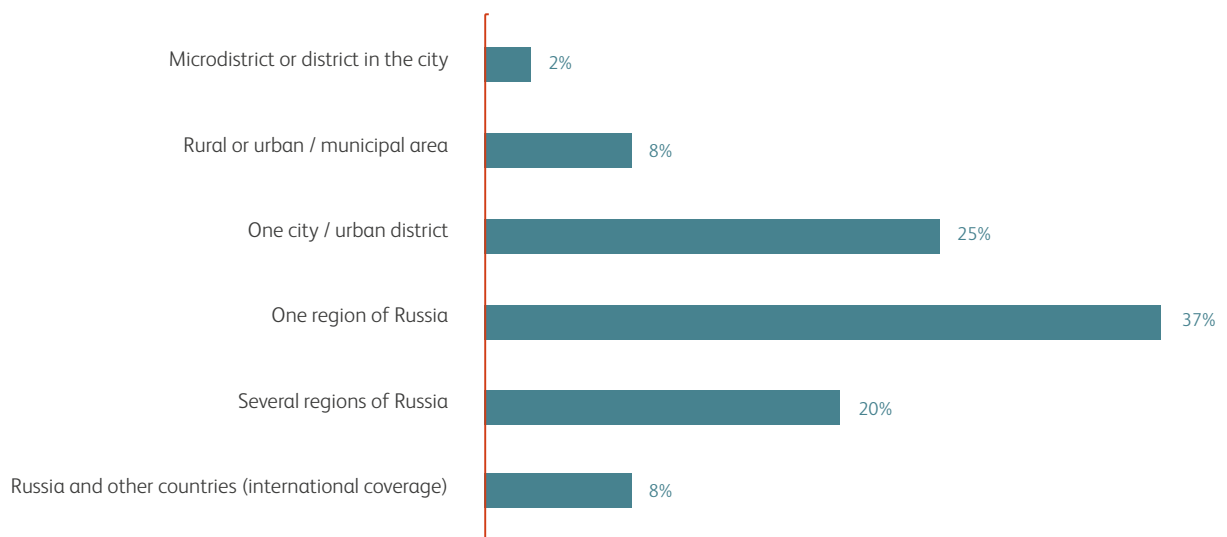
The majority (84%) of the study participants are voluntary organizations, foundations, charitable foundations and non-profit organizations.

What is your legal form? (N = 164)



In terms of territorial coverage, the majority of the respondents are regional, city, and interregional NGOs (82%).

What is your organization coverage? (N=164)



Most of the organizations that participated in the survey provide support to vulnerable groups – children (51%), people with disabilities (35%) and elderly people (22%).

What area does your organization work in? (N=164)

