LIN Annual Survey 2017 for NPO Partners
Results Summary

• 78 NPOs out of 250 NPO partners answered the survey, response rate 31.2%
• The survey is consisted of 24 questions, and takes approximately 16 minutes to complete.
NPS (Net Promoter Score): measurement of NPO’s willingness to recommend LIN to a friend or peer on the scale 0 (not likely) to 10 (very likely). NPS = [% surveyees scoring 9-10] — [% surveyees scoring 0-6]
NPO’s Perspective on “community-led development”

- **86%** NPO thought that community-led development is “Important.”
- **85%** NPO agreed that LIN’s work supports community-led development.

For LIN, Community-led development is the process of gaining support from community members, leveraging community resources, and determining the use of external resources in that community to better address challenges or to improve quality of life in a community. It is an approach to development that emphasizes the building of internal assets, capacities, and trust through participation, collaboration, and shared power in decision-making.
Connections through LIN

In 2017, LIN assisted NPOs in connecting with…

- Other NPOs: 86%
- Experts/Advisors: 55%
- Volunteers: 47%
- Donors: 46%
- Others: 12%
- None: 1%

*Other: businesses, beneficiaries, youth forums (Lang kien 2016)
Connections through LIN

Number of connections through LIN

- Many: 28%
- A few (2-5): 54%
- One: 15%
- No response: 3%

Number of connections in comparison with the previous year

- More connections: 46%
- About the same: 35%
- Less connections: 14%
- No response: 5%
Connections through LIN

LIN Programs that brought about connections

- Narrow The Gap: 63%
- Donor conference: 54%
- PhiLoiNhuan.org: 50%
- NPO forum: 44%
- Peer advisory: 37%
- Volunteer matching: 35%
- NPO Morning coffee: 33%
- Online toolkits: 29%
- LIN Where are we going: 23%
- Leadership Initiative for Nonprofits: 21%
- Mandala Night: 17%
- Fiscal Advised Fund: 14%
- Shared working space: 13%
- Others: 4%
Connections through LIN

NPO on a useful connection through LIN:

“While recruiting for [A] program, [NPO1] needed to promote the program to other organizations. Through LIN website, [NPO1] could find a useful source of information on other nonprofits. When [NPO1] contacted other nonprofits, we were easily recognized and trusted as we are a partner within LIN’s network. [NPO1] is grateful for LIN’s contribution in our program’s initial success.”

“Through LIN’s conference, [NPO2] was introduced to company [X] who had strong CSR programs. We came to the company to introduce our organization and received a lot of support in fundraising for our scholarship programs. More than 200 employees at company [X] are now aware of our programs.”

“We organized [B] program with company [Z] in Bac Ninh after getting connected through ‘How doing good is good for business’ conference. LIN also connected photographer volunteer for our event in early 2017.”

“LIN connected [NPO3] with [Y], thanks to whose venue support [NPO3] could organize and offer free English classes for the community.”

“The Leadership Initiative for Nonprofit (Hat Nhan Thay Doi) training program helped us: +Connect with beneficiaries, execute initial programs; + Connect with advisory mentor; +Fundraise and connect with potential volunteers through French Volunteers Day. These events are very helpful in getting the project started in the initial phase. Had it not been for LIN, our project might have never been carried out..”
Top 5 Programs that NPOs are most satisfied with:
1. Narrow the Gap Program
2. NPO Forum
3. Shared working Space
4. Donor Conference/event
5. Mandala night

Top 5 Most Useful Programs for NPO:
1. Donor Conference/Event
2. Narrow the Gap Program
3. NPO Forum
4. PhiLoiNhuan.org
5. Peer Advisory
Evaluation on LIN’s Impact

NPO’s perspective on LIN mission driven impacts

- **Connect NPOs, Vols, and donors**: 85% (Large to very large), 13% (Small to moderate)
- **Building trust in the community**: 78% (Large to very large), 18% (Small to moderate)
- **Building the capacity of NPOs**: 74% (Large to very large), 23% (Small to moderate)
- **Improving (or strengthening) policies and practices of NPOs/Vols/Donors**: 67% (Large to very large), 24% (Small to moderate)
- **Raising awareness about the need for community-led development**: 65% (Large to very large), 29% (Small to moderate)
- **Building community assets**: 65% (Large to very large), 22% (Small to moderate)
- **Improve relations between NPOs and donors/Vols**: 65% (Large to very large), 27% (Small to moderate)
- **Supporting marginalized communities**: 64% (Large to very large), 29% (Small to moderate)
- **Connecting local resources to meet local needs (of local people or local nonprofits)**: 58% (Large to very large), 26% (Small to moderate)
- **Increasing engagement of local people in solving local problems**: 51% (Large to very large), 30% (Small to moderate)
Evaluation on LIN’s Impact

Impact of LIN programs on NPOs

Feel more confident in working as equals with Volunteers/Donors.
- Agree: 78%
- Neutral: 21%
- Disagree: 1%

Better meet the needs of clients/beneficiaries
- Agree: 85%
- Neutral: 14%
- Disagree: 1%
Domestic contributions to NPOs

Change in the number of local Volunteers
- Increased: 36%
- About the same: 53%
- Decreased: 12%

Change in the number of local donors
- Increased: 42%
- About the same: 44%
- Decreased: 14%

Change in the VND amount contributed by local people/orgs
- Increased: 46%
- About the same: 50%
- Decreased: 4%
Most important changes for NPOs in 2017

“In 2017 some donors ended funding for [NPO4] due to their own financial difficulties and did not want to sponsor [NPO4] over a long term. Thus [NPO4] faced challenges in fundraising and finding other donors. Recently many international donors have transfer their funds from Vietnam to other countries, posing difficulties for local organizations to fulfill those gaps. The good news is more domestic businesses are interested in supporting NGOs or social entreprises, but [NP4] has not been able to connect to these opportunities with our limited capacity. Therefore, LIN’s programs and forums not only help [NPO4] and other organizations connect with donors, but also help donors connect with nonprofits that meet their criteria…”

Our most important change in 2017 is improvement in our surveys and getting professional support from outside the organization. LIN plays an important role through Narrow the Gap program, which provides us a fresh, practical perspective while executing our project.”

“I got to know more organizations. I participated in online course on project assessment. Through LIN’s last year workshop on video storytelling, we now can produce video to promote our school.”

“[NPO2] made some changes in financial management, working with businesses, and community outreach. Through Hat Nhan Thay Doi program, two employees of [NPO2] gained more mutual understanding and collaborated more in their work in order to save resources.”

“Better training programs for children. [NPO5] connected with an organization and had two workshops with the kids. Even though the organization could not continue as we had planned, we were motivated to find replacements and continue the program until now.”
Top 5 most challenging organizational development topics for NPOs

1. Fundraising
2. Communications (external)
3. Legal
4. Strategic Planning
5. Human Resources Management
NPO’s perception on LIN’s team capacity

94% NPO are satisfied with LIN team
NPO’s perception on LIN’s team capacity

Rating of LIN staff (on scale of 1-5)

- Do not exploit or pressure on me: 4.8
- Interactions with NPOs are polite, respectful and professional: 4.76
- Appreciate/Recognize NPOs for their contributions: 4.63
- Conduct operations ethically: 4.62
- Always act in the best interest of the community: 4.56
- Provide information on annual basis: 4.52
- Provide adequate orientation and follow-up: 4.48
- Engage and inform NPOs in planning and evaluation of NPOs programs/services: 4.26
NPO’s perception on LIN’s team capacity

Decision making at LIN is responsive to NPOs' needs

- Agree: 79%
- Neutral: 17%
- Disagree: 4%

Decision making at LIN is inclusive

- Agree: 76%
- Neutral: 19%
- Disagree: 5%
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