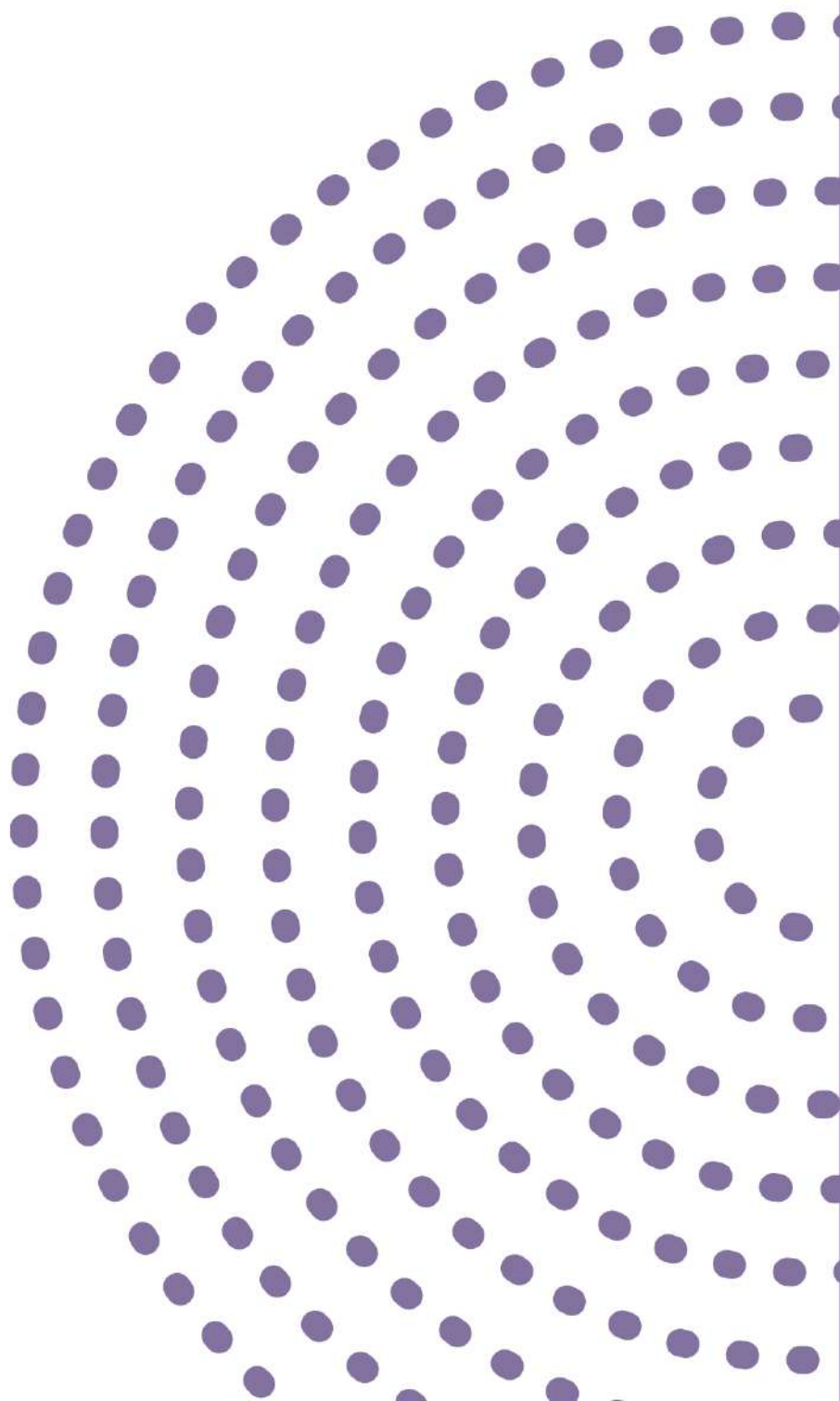# Needs and activities of
NGOs during the war

zagoriy
foundation

During the war, Zagoriy Foundation conducted a survey of charitable foundations and NGOs.

It was aimed to identify the needs of organizations in wartime so that donors could allocate resources more efficiently and charities could see the blind spots and focus on the help in demand.

zagoriy foundation

98 Ukrainian non-profit organizations

took part in the survey, including:

54,08% - Public organizations
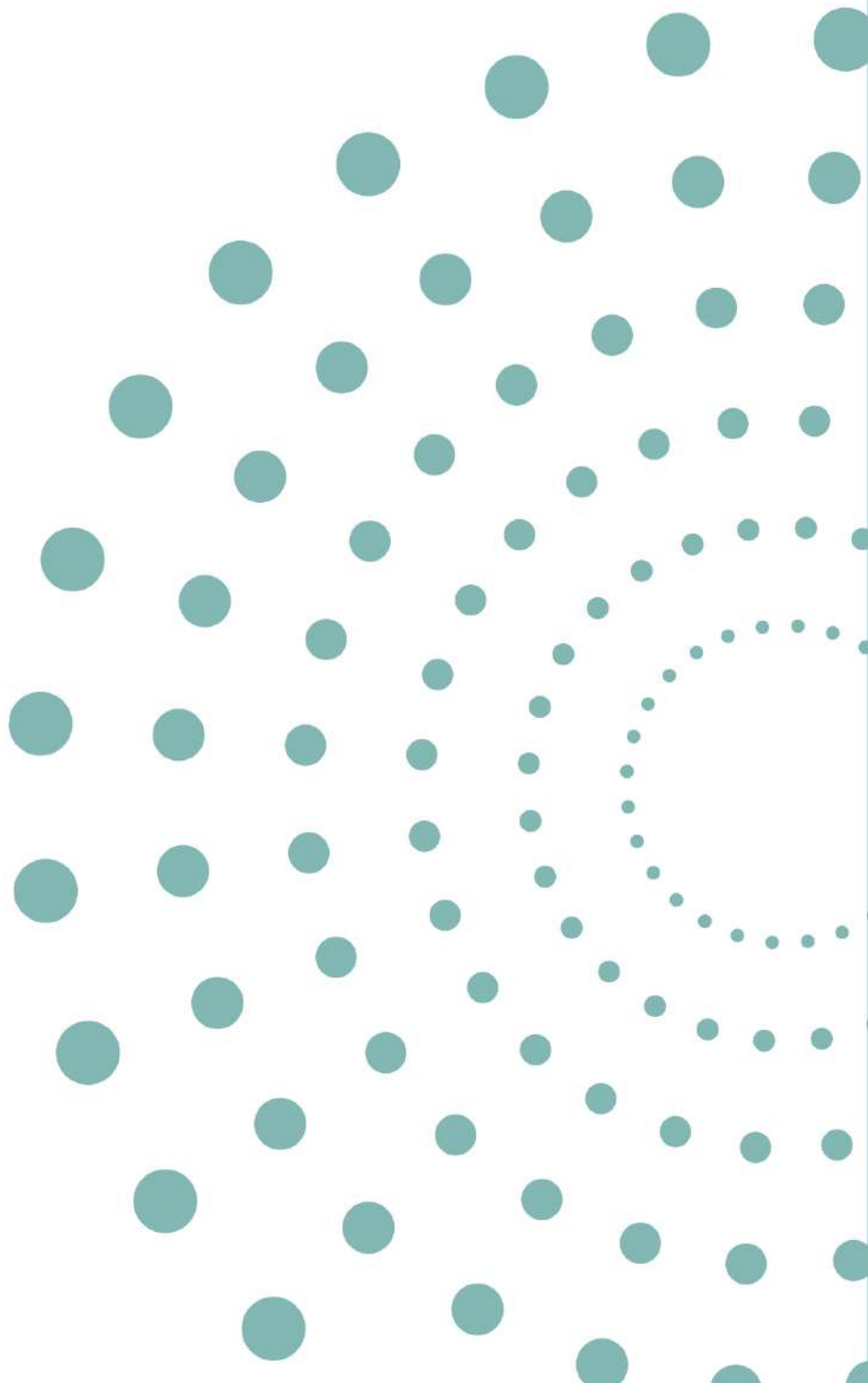
36,73% - Charitable organizations and foundations

9,18% - Social enterprises, public utilities, newly established volunteer organizations, and local communities

Consolidated
data analytics

The organizations'
beneficiaries in peacetime

The most frequent beneficiaries were **vulnerable groups** mentioned by 67 organizations, equal to 16.63% in popularity among other groups of beneficiaries.

Slightly less often, the respondents indicated youth and children as beneficiaries (mentioned by **62 and 59 organizations, respectively).**

The least frequent category of beneficiaries were representatives of religious organizations/communities and the media (mentioned by **5 and 10 organizations, respectively).**

Beneficiary groups targeted by the organizations in peacetime	Number of organizations	The popularity of the group of beneficiaries
Vulnerable groups*	67	16,63%
Youth	62	15,38%
Children	59	14,64%
Adults with children	48	11,91%
Women	39	9,68%
Volunteers/participants of volunteer initiatives	27	6,70%
Employees of educational institutions	24	5,96%
Representatives of the non-profit sector	16	3,97%
Representatives of government agencies	16	3,97%
Business representatives	14	3,47%
Other	14	3,47%
Media workers and opinion leaders	10	2,48%
Representatives of religious communities and organizations	5	1,24%
No beneficiaries*	2	0,50%

*No beneficiaries before the war means that the organization was established during the war or did not identify specific beneficiaries.
**Vulnerable segments of the population include people of retirement age, people with disabilities and/or physical/mental illnesses, the homeless, people in difficult life circumstances, people with alcohol or drug addiction, etc.

Do organizations fully continue
their activities during the war?

60 of the organizations surveyed (the vast majority) said they continued all their activities during the war.

32 organizations stated that they are partially continuing their activities: for example, they have given up certain work areas or lost part of the team.

6 organizations said they had suspended their activities due to the war.

Have the teams of organizations
been relocated due to the war?

32 organizations noted that their team has fully remained in place

Employees of **52** organizations have partially moved to a safe place.

The teams of only **14** organizations have evacuated to safe places.

Areas of activity of organizations
during the war

The most popular area was the **collection of humanitarian aid for people affected by aggression**: this is the main work area for 68 organizations, or 18.78% among other areas.

Slightly less often, organizations continue to help their statutory beneficiaries and provide information — 65 organizations (17.96%) and 46 organizations (12.71%), respectively.

The least popular activities during the war are advocacy (8 organizations), as well as the assessment of destruction, losses and needs (5 organizations). This may be due to a lack of resources and/or expertise in these areas.

| Work areas of organizations during the war	Number of organizations	Popularity of the area of work
Collecting humanitarian aid for people who have suffered from aggression	67	16,63%
Helping beneficiaries in accordance with statutory activities	62	15,38%
Conducting information activities	59	14,64%
Collecting resources for the needs of the army	48	11,91%
Dealing with shelters and refugee assistance	39	9,68%
Coordinating the volunteer movement	27	6,70%
Organizing the logistics of humanitarian goods from abroad	24	5,96%
Organizing the evacuation of civilians from conflict zones	16	3,97%
Other*	16	3,97%
Conducting advocacy activities	14	3,47%
Assessing destruction, losses, and needs	14	3,47%

*Other work areas of the organizations included food preparation and logistics, financial support of other organizations and volunteers, coordination of activities between non-profit organizations, state and government, providing psychological assistance and more.

Regions of Ukraine where organizations
operate and help during the war

The most frequent coverage of the organization's **activities was the nation-wide level** (or most regions) mentioned by 33 organizations, which is equal to 17.84% of the organizations surveyed.

Slightly fewer organizations are active in the **Kyiv region: 21 organizations (11.35%)**, as well as in the **Kharkiv region — 14 organizations (7.57%)**, and the **Lviv region — 13 organizations (7.03%)**.

Critically few of the surveyed organizations stated that their activities extend to the **Kirovohrad region (mentioned by only 1 organization).** Also, very few organizations operate in the **Khmelnytsky, Rivne** and **Odesa** regions **(3 organizations for each of the regions).**
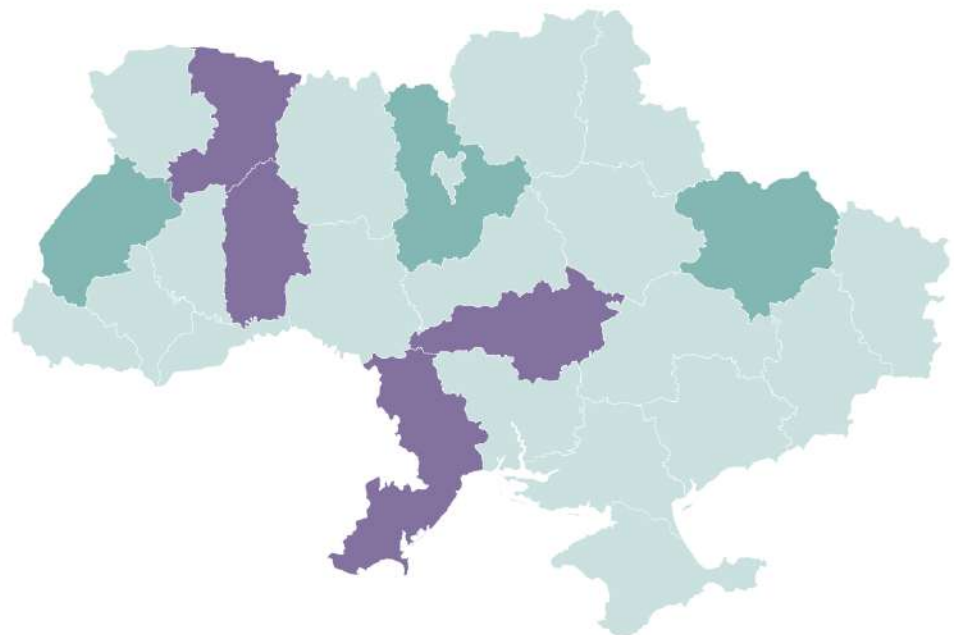
Name of the region where the organization operates	Number of organizations	Popularity of the region
All-Ukrainian	33	33
Kyiv region	21	21
Kharkiv region	14	14
Lviv region	13	13
Cherkasy region	10	10
Dnipropetrovsk region	8	8
Donetsk region	7	7
Zakarpattia region	6	6
Volyn region	6	6
Sumy region	6	6
Vinnytsia region	6	6
Ivano-Frankivsk region	5	5
Luhansk region	5	5
Poltava region	5	5
Chernihiv region	5	5
Zhytomyr region	5	5
Zaporizhzhya region	4	4
Mykolayiv region	4	4
Ternopil region	4	4
Chernivtsi region	4	4
Kherson region	4	4
Odesa region	3	3
Rivne region	3	3
Khmelnytsky region	3	3
Kirovohrad region	1	1

Beneficiaries assisted by organizations
during the war

The vast majority of charitable organizations during the war **help the beneficiaries determined by the statutory activities** (71 organizations, or 22.33% among other groups of beneficiaries). The second most popular group of beneficiaries is IDPs, assisted by 67 organizations.

Animals that have been left without shelter or injured receive assistance the least — only 5 of the surveyed organizations deal with such beneficiaries.

Groups of beneficiaries assisted during the war	Number of organizations	Popularity of the group of beneficiaries
Beneficiaries determined by the statutory activities of the organization	71**	22,33%
Internally displaced persons	67	21,07%
Part of the population left without access to basic necessities	62	19,50%
Military and territorial defense participants	51	16,04%
Children injured during the war	25	7,86%
Representatives of other non-profit organizations and institutions	18	5,66%
Adults injured during the war	15	4,72%
Animals that have been injured or left without shelter	5	1,57%
Other*	4	1,26%

* "Other" includes people of retirement age, volunteers, adults with serious illnesses, medical institutions (including military hospitals).

** Data were adjusted according to whether the organization indicated its beneficiaries in the "Other" option and did not select the desired option from the list. Therefore, the data in this table on the number of organizations (71) that operate to help their beneficiaries are more accurate.

What help have organizations

already received from partners
or the state during the war?

Most often, organizations received **humanitarian aid** — 44 out of all respondents, which is equal to 23.04% among other types of aid. The least frequent aid received by the non-profit sector was expert assistance — 13 organizations (6.81%).

Quite a large number of organizations (29) did not receive any assistance.

The type of help that organizations received during the war	Number of organizations	Popularity of the type of help
Humanitarian aid	44	23,04%
Providing with useful connections/contacts	37	19,37%
Financial assistance	35	18,32%
Information support	33	17,28%
No help received*	29	15,18%
Expert support	13	6,81%

*The answer "No help received" was accepted, if no other options were selected. Otherwise, the answer was not counted.

The tendency of organizations
to collaborate with partners
during the war

The vast majority of organizations **(85.71%)** are considering partner-ships with other organizations. Instead, no organization wanted to turn down such an opportunity.

Does the organization consider collaborations with others?	Number of organizations	Percentage of organizations
Yes	84	85,71%
Hard to answer	11	11,22%
No answer was given	3	3,06%
No	0	00,0%

How NGOs can be useful to other
organizations or institutions

Most often, organizations noted that they could jointly **coordinate actions**, noted **78** organizations, or 24% among other types of assistance.

Organizations are rarely willing to help others with financial and material resources (26 and 17 organizations, respectively).

Type of support that organizations can provide to others	Number of organizations	Popularity of a type of support
Joint coordination of actions	78	24,00%
Information support	63	19,38%
Providing with useful connections/contacts	61	18,77%
Consulting support	49	15,08%
Assistance in freight logistics	28	8,62%
Assistance in fundraising	26	8,00%
Assistance with own material resources	17	5,23%
Other*	3	0,92%

° "Other" means that the organizations noted such types of assistance as organizing training events, creating locations for keeping animals.

The most relevant assistance
to organizations during the war

The largest number of requests is for **financial support**: this was noted by 81 organizations. Slightly fewer, 66 organizations, indicated the need for humanitarian assistance. The least organizations need help in building partnerships and connections with other organizations (2 respondents), as well as help with freight logistics (6 respondents).

Type of support which is relevant to receive	Number of organizations	Popularity of a type of support
Financial	81	31,40%
Humanitarian	66	25,58%
Information	50	19,38%
Consulting	38	14,73%
Volunteer	15	5,81%
Cargo logistics	6	2,33%
Help in building partnerships/connections with other organizations	2	0,78%

What important needs
will be met with the help provided

In this question, the organizations detailed what assistance they required to meet their needs.

Based on the analysis of responses, we learned that **most organizations (36) want to raise funding for institutional support** to retain their staff and be able to continue their projects.
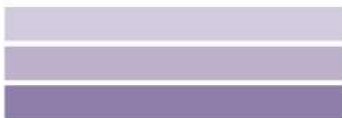
There is also a great demand for both the financing of logistics and/or the purchase of humanitarian aid (24) and the full organization of humanitarian support (26).

The results also showed that organizations have a great demand for expert support (24), in particular in the areas of establishing organizational processes and raising funds.

A more detailed description of the assistance and needs that will be covered by it	Number of organizations	Popularity of the type of assistance
Funding for institutional support of the organization: providing salaries, resources for sustainable work and project management	36	27,07%
Funding for logistics and/or procurement of humanitarian aid to beneficiaries	24	18,05%
Funding to provide financial support to beneficiaries: grants, funds to individuals	4	3,01%
Full organization of humanitarian aid	26	19,55%
Information support to cover the activities of the organization	9	6,77%
Information support for better networking and/or fundraising abroad	7	5,26%
Advising on systematization of activities and coordination of the organization	6	4,51%
Fundraising consulting	6	4,51%
Advising on working with beneficiaries and identifying needs	4	3,01%
Legal advice (for organizations or outsourcing for beneficiaries)	3	2,26%
Advising on adjusting activities during the war	2	1,50%
Advising in the field of receiving and logistics of humanitarian aid	2	1,50%
Advising on the opportunities of joint coordination with other organizations	2	1,50%
Consulting in the field of accounting	1	0,75%
Involve a volunteer community to help (eg evacuation, volunteers to work for the organization)	1	0,75%

Assessment of the level of needs coverage
of the organization and beneficiaries

Organizations subjectively assessed the coverage of the needs of beneficiaries/organizations from 1 to 10, where 1 means the needs are not met at all, and 10 — the needs are fully met.

Score	Number of organizations	Frequency of the scale
10	3	3,03%
9	2	2,02%
8	4	4,04%
7	11	11,11%
6	15	15,15%
5	24	24,24%
4	15	15,15%
3	13	13,13%
2	10	10,10%
1	2	2,02%

Most organizations have an average level of needs coverage (score 5) and below average (scores 4, 3, 2).

Ways and methods to collect
the needs of beneficiaries

Most organizations **(56) collect needs sparingly**: that is, through individual contact, and most often through the direct request of the beneficiary to the organization.

Other popular ways to obtain information about beneficiaries include inquiries to government agencies (28 respondents) and other colleagues in the sector (28 respondents), as well as calls to the existing database (26 respondents).

For the analysis of the needs of the beneficiaries, the organizations least often turn to open official sources (4 respondents).

Description of the method of collecting needs	Number of organizations	Popularity of the method
Point-by-point collection of beneficiaries' needs (receiving and processing requests from individuals through messengers, chats, calls, website, live meetings, etc.)	56	30,94%
Obtaining information from government agencies	28	15,47%
Obtaining information from other institutions and organizations (any other CFs/NGOs, medical institutions, partners in Ukraine or abroad. These organizations can provide information on the needs of beneficiaries both directly and through participation in joint activities/discussions or projects)	28	15,47%
Calls through the beneficiaries' database	26	14,36%
Conducting a survey in any available way (Google Form, polls on social networks and chats, filling out questionnaires)	15	8,29%
Collection of information through social networks (analysis of comments/posts, posting information for feedback on the pages)	13	7,18%
Obtaining information from own focal points or responsible persons on the ground	11	6,08%
Collection of information from open official sources: reports, research	4	2,21%

Other institutions that could help
in the activities of organizations

We asked organizations what other institutions could support them. Based on the analysis of responses, **most NGOs expect support from government agencies**: this was noted by 30 organizations, or 44.78% among other types of institutions.

Types of organizations that could help NGOs according to the NGOs themselves	Number of organizations	Popularity of the type of organization
Government agencies	30	44,78%
Non-profit organizations	18	26,87%
Enterprises	10	14,93%
International organizations	8	11,94%
Public utilities	1	1,49%

Kind of support organizations
would like to receive from other partners?

Most organizations would like to receive **financial support**
(15 respondents). There is also a great demand for humanitarian and
informational support (13 respondents each).
There is the least need in the volunteer (2 respondents) and advocacy
(3 respondents) areas.

Type of desired support from partners	Number of organizations	Popularity of the type of support
Financial support	15	20,27%
Humanitarian support	13	17,57%
Information support	13	17,57%
Logistical support	12	16,22%
Material support	8	10,81%
Consulting support	8	10,81%
Simplification of procedures (advocacy)	3	4,05%
Volunteering, providing services	2	2,70%

Kind of support do NGOs expect
and government agencies they mostly expect it from

The nonprofit sector expects the most support from city authorities and ministries. The organizations believe that government agencies can help the most with information, as well as provide material and logistical support.

Type of public institution from which NGOs are expecting support	Number of organizations	Popularity of the type of institutions
City authorities	9	34,62%
Ministry of Health	4	15,38%
Other ministries: Ministry of Defense, Ministry of Veterans Affairs, Ministry of Social Policy	4	15,38%
District administrations, regional administrations, village councils, united territorial community	4	15,38%
Associations, unions of psychologists, psychotherapists	2	7,69%
Military-Civil Administration	1	3,85%
Social services	1	3,85%
Presidential Administration	1	3,85%

Kind of support do NGOs expect
and government agencies they mostly expect it from

Type of support that NGOs would like to receive from government agencies	Number of organizations	Popularity of the type of support
Information support	7	30,43%
Material support	4	17,39%
Logistical support	4	17,39%
Simplification of procedures (advocacy)	3	13,04%
Humanitarian support	2	8,70%
Consulting support	2	8,70%
Financial support	1	4,35%
Volunteering, providing services	0	0,00%

Support that organizations expect
from institutions other than government

Logistics support is expected the most from other NGOs, financial support — from international organizations, and material support — from enterprises.

Type of expected support	Other NGOs	International organizations	Enterprises
Logistical support	4	0	0
Financial support	3	4	2
Humanitarian support	3	2	1
Information support	3	1	1
Consulting support	3	2	2
Material support	1	2	3
Volunteering, providing services	0	1	1

Hypothesis testing based on
NGO survey analysis

**zagoriy
foundation**

1 Is there a link between the shift
of activities during the war and the
presence of the team in Ukraine?

In general, most organizations, regardless of the team's presence in Ukraine, continue their activities and at the same time launch new areas of work due to the war.

Organizations in which part of the team has moved and the other part has stayed are more likely to launch new activities (67.31%).

Organizations whose teams remain on the ground often change the vector of activity completely or continue to work on their core activity without launching new areas (22.58%).

Organizations in which the whole team has moved to a safe place are the least likely to make changes in core activity or

When the whole team remained on the ground:

Description of activity	Number of organizations	Percentage
The organizations as a whole continue to operate and have launched new work areas due to the war	16	51,61%
The organizations have not changed their activities and continue working on them	7	22,58%
The organizations have changed their activities	7	22,58%
Newly created organization	1	3,23%

When part of the team has moved and the other part has stayed:

Description of activity	Number of organizations	Percentage
The organizations as a whole continue to operate and have launched new work areas due to the war	35	67,31%
The organizations have changed their activities	9	17,31%
The organizations have not changed their activities and continue working on them	7	13,46%
Newly created organization	1	1,92%

When the whole team moved to a safe place:

Description of activity	Number of organizations	Percentage
The organizations as a whole continue to operate and have launched new work areas due to the war	10	66,67%
The organizations have not changed their activities and continue working on them	2	13,33%
The organizations have changed their activities	2	13,33%
Newly created organization	1	6,67%

2 How do the activities of the organization in peacetime compare to its activities during the war?

Most organizations **(62.63%)** keep the main pre-war vector of activity and support their own beneficiaries, but in addition, launch new activities in connection with the war (humanitarian aid, support for displaced people, military, etc.)

18.18% of organizations have partially or completely changed their core activity and reformatted to meet the current needs of the martial law (assistance to the army, territorial defense, IDPs, etc.).

16.6% of organizations comprehensively continued developing their core activities after the beginning of the war. Most often, such activities are fully continued by organizations whose wards are particularly vulnerable in times of martial law and need urgent support, such as evacuation, treatment, medication and more.
The lowest percentage of organizations (3.03%) are newly created in wartime.

3 What factors could influence the
suspension of organizations activities?

Only **6.12%** of the surveyed organizations completely suspended their activities.

The reasons for this may be:
- Location of the NGO's main office in the place of active hostilities (Mariupol, Luhansk, Donetsk) or in the occupied territory
- Lack of experience and lack of understanding of how NGOs should continue to operate during the war and respond properly to the needs of beneficiaries (especially those in the occupied territories)
- Organizational projects cannot be implemented under martial law (eg, creating video courses/videos, creating an inclusive cafe, etc.), or such projects are irrelevant during the war
- Difficulties in attracting resources to continue activities and pay salaries to the team
- Relocation of most of the team members abroad and/or their dismissal and/or the team started to work separately on a volunteer basis
- Failure to reformat the activities of the organization or to continue activities in a completely different direction, which does not correspond to the statutory activities of the organization
- Failure to find partners in the sector to jointly implement useful initiatives
- Failure to provide publicity to the needs of beneficiaries or organizations: most of the attention and resources get accumulated to cover the needs of the army.
- The organization is small and local.

4 Does the presence of a team affect
the level of needs coverage?

Organizations subjectively assessed the coverage of the needs of the beneficiaries/organization on the scale from 1 to 10, where 1 — the needs are not met at all, and 10 — the needs are fully met. There is a clear trend: the bigger part of the team remains in place, the greater the level of coverage of the needs.

The highest scores of coverage of the needs of beneficiaries/organizations were given by those organizations whose entire team did not change their location, with the total average score 5.16. Those organizations in which the team members partially moved, showed lower scores with a total average score of 4.94. Organizations that have completely evacuated to a safe place have the lowest level of needs coverage with a score of 4.57.

Did your team change location due to the war?

Average score of coverage of needs of beneficiaries/organizations (on the scale from 1 to 10)

Did your team change location due to the war?	Average score of coverage of needs
No, the whole team has remained in place	5,16
Partly, some employees have moved	4,94
Yes, the whole team moved to a safe place	4,57

Such dynamics can be
explained by the
following factors:

- The whole team had to evacuate, and there is no opportunity to work on meeting the needs further, or the needs are not fully met.

- It is more difficult for teams to coordinate their activities remotely and in new conditions. It is more efficient to do it on the ground.

- The remaining part of the team communicates poorly with the part that decided to leave. This may lead to a lack of understanding of the real state of needs of the organization or its beneficiaries.

5 Analysis of the change
of beneficiaries of organizations before and during the war

In peacetime, most organizations dealt with the following groups of beneficiaries: vulnerable groups **(16.63%)**, youth **(15.38%)**, and children **(14.64%)**.

During the war, a fundamentally new group of beneficiaries appeared: the military and the territorial defense. The level of assistance to this group of beneficiaries is average and is **16.04%**.

During the war, most NGOs continued their statutory activities and helped their beneficiaries. Thus, **72.45%** of respondents **(71 organizations out of 98)** said they helped statutory beneficiaries during the war.

We can also note the overall growth by **11%** of the number of non-profit organizations becoming beneficiaries themselves during the war.

Let's select and analyze the largest group (sample) — those organizations that continue to help their beneficiaries during the war.

Among this group, the statistics on beneficiaries in peacetime are almost identical to the general statistics on all organizations. Vulnerable groups, children, youth, adults with children, and women remain at the top. Therefore, it can be noted that those who continue to help their beneficiaries, in fact, help the same groups in times of war:

IDPs	48	27,43%
The part of the population left without access to basic necessities	47	26,86%
Military and territorial defense	35	20,00%
Children injured and/or traumatized during the war	20	11,43%
Representatives of other non-profit organizations and institutions	12	6,86%
Adults injured and/or traumatized during the war	10	5,71%
Animals that have been injured or left without shelter	3	1,71%

Among those organizations that did not indicate that they continue to help their beneficiaries during the war, we see a higher percentage of assistance to the military and territorial defense and a higher percentage of support to other NGOs:

IDPs	**18**	**26,87%**
Military and territorial defense	16	23,88%
The part of the population left without access to basic necessities	15	22,39%
Representatives of other non-profit organizations and institutions	6	8,96%
Children injured and/or traumatized during the war	5	7,46%
Adults injured and/or traumatized during the war	5	7,46%
Animals that have been injured or left without shelter	2	2,99%

This may be due to the fact that such organizations were established during the war, so they had no beneficiaries before. It could also be explained by the fact that there are organizations that either have reformatted their activities during the war (for example, working as a volunteer center) or working within frontline/occupied regions.

As most organizations continue to engage with their beneficiaries, there is a large demand for funding for institutional support (funding for institutional support of the organization is 27.07% of the total pool of various requests, and 56.25% of requests for funding).

6 What factors can influence
the receipt of help from others?

- The organization had developed a pool of Ukrainian and foreign partners, volunteer centers, and enterprises with which they maintained ties before the war.

- The organization is in the frontline and/or most crisis areas.

- The organization is the only one within the region that can meet the needs of a certain group of beneficiaries and/or in a certain region.

- Before the war, the organization dealt with beneficiaries and/or issues that were out of focus during the war (for example, political prisoners, young people with autism spectrum disorders, gender equality, cultural development, etc.). So, even if it has expanded its pool of beneficiaries or issues during the war, it lacks the expertise, partners, and donors that might be interested. In particular, this applies to organizations with a narrow group of beneficiaries: for example, children with HIV opposed to "children" in general.

- The organization is all-Ukrainian and influential, has authority and a high level of trust.

- The extent to which the organization is willing to partner with other organizations to address a particular issue relevant to the war (for example, the Fishermen's Club NGO, along with other civil society organizations, has joined forces with other NGOs to work together to meet the needs of IDPs).

- The composition of the organization's team has not changed or even strengthened by means of volunteers.

- Prior to the war, the organization had established a clear system for collecting the needs of beneficiaries independently or through cooperation with government/government agencies, and knew how to keep records and report to donors.

- The organization is able to clearly define its needs, knows whom and what to ask for help.

- The organization is international, so it is easier for its team to adopt the peers' experience in crisis response and reach out to foreign donors/partners.

- Prior to the war, the organization had experience of cooperation and accountability to donors, so it operates according to the established framework.

7 Which partners show
the most support?
How can they be classified?

Most often, support is provided by international and foreign charities; major players have been mentioned several times (such as SOS Children's Villages, UNICEF, UNDP, Caritas). Local government agencies and Ukrainian charitable/non-profit organizations with which the NGO jointly coordinates or receives support were also frequently mentioned.

Surveyed organizations rarely mentioned support from Ukrainian or foreign enterprises, religious and communal enterprises.

8 What characterizes organizations that are willing or unwilling to coordinate efforts?

The survey showed that the vast majority of non-profit organizations **(85.71%)** are willing to coordinate with partners. **11.22%** said they found it difficult to answer this question, and **3.06%** did not answer. None of the respondents expressed a direct reluctance to cooperate.

The pool of organizations that have identified the possibility of partnership is quite diverse.
So let's focus on the characteristics of organizations that have not yet decided whether they are ready to coordinate efforts:
- The vast majority of these organizations (86%) operate in one region (mostly ones in the West of Ukraine)

- These organizations already have a well-established system of support at the level of their region from local state administrations/communities, enterprises and NGOs. There is less support from international organizations.
- Most of these organizations during the war help their beneficiaries in accordance with the statutory activities, as well as collect humanitarian aid.
- The most common categories of beneficiaries (other than those defined by the statutory activities) are IDPs, people who do not have access to basic necessities and the military/ territorial defense.
- Before the war, most often the beneficiaries of such organizations were children.
- In most organizations, the teams remained on the ground.

9 Is there a relationship between what the organization can be useful for and its current activities, team work, etc.?

- The organization's activities during the war are directly related to the assistance it offers.
For example, among all organizations involved in the logistics of humanitarian goods, almost 65% are willing to assist others with logistics. Almost 85% of those who carry out information activities during the war offer information support to others.

- Those organizations that partially or completely continue their activities, and have not undergone any team changes, offer more support to their colleagues from other NGOs.

- There is no correlation between the type of help the organization received during the war and the type of help it offers.

Description of interaction with
beneficiaries and the most common ways to obtain information about their needs

10

Most organizations communicate with beneficiaries and collect needs in a chaotic way. Sparing collection of needs is the most popular one, accounting for **31%** among other methods. Many NGOs communicate with beneficiaries tete-a-tete in different ways: by phone, through emails, live conversations and more. At the same time, they often do not use other methods of obtaining information, and only accept requests that come to the organization externally.

The second most popular ways to obtain information about the needs of beneficiaries are communication with government agencies **(15.47%)**, other institutions and organizations in the sector **(15.47%)**, as well as calls to the existing database of recipients **(14.36%)**.

Official data from open sources, such as reports and surveys **(2.21%)**, are the least commonly used to collect needs. Also, information is rarely collected from responsible persons in the regions or self-organized coordination centers **(6.08%)**.

Other methods of collecting the needs of beneficiaries include conducting surveys via Google Forms, questionnaires, social networks and chats **(8.29%)**, as well as using social networks to analyze comments/posts of beneficiaries and post information to provoke feedback **(7.18%)**.