

## Summary of Data

### **2016 Annual NPO Partner Survey**

During the month of November 2016, LIN Center for Community Development disseminated its annual NPO Partner Survey to its NPO Partners (at the time numbering 218). A total of 101 NPOs (46% of LIN’s NPO Partners) submitted their responses to the survey, which included 33 questions and required approximately thirty minutes to complete. The data was analyzed by the LIN team and summarized below.

LIN conducts this annual survey of NPO partners in order to track their progress, understand the challenges they are facing, as well as LIN’s impact on their development. It is our belief that systematic evaluation of LIN services to our NPO partners and our ability to address the priorities and challenges they face will help us to improve and prioritize LIN services, fill existing gaps in our services, and allow us to better report on LIN’s impact to key stakeholders. LIN asked the NPO Director, Leader or a member of the Management Team to complete the survey on behalf of the organization.

We truly appreciate the time it took our NPO Partners to complete the online survey and we look forward to receiving your feedback on the report!

#### **1. Date of NPO Establishment (N=101)<sup>1</sup>**

41% of the NPOs responding have been in operation for less than five years. Almost 20% have been in operation for at least 10 years.

<i>Years in Operation</i>	2016		2015	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
Less than 1 year (2015)	14	14%	8	9%
1 to 2 years (2013 to 2014)	22	22%	21	24%
3 to 4 years (2011 to 2012)	19	19%	14	16%
5 to 9 years (2006 to 2010)	24	24%	28	33%
10 to 19 years (1996 to 2005)	14	14%	10	12%
20 years or more (1995 and earlier)	5	5%	5	6%

#### **2. Founders**

<i>Founder</i>	2016		2015
	<i>Count</i>	<i>%</i>	<i>%</i>
Target Population	35	35%	36%
Experts	29	29%	29%
Local / International Network	13	13%	10%

<sup>1</sup> Unless stated otherwise, the population size (N) for the reported data is 101.

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Group of Concerned Individuals	21	21%	28%
<i>Group of Concerned Individuals (2015)</i>	NA	NA	28%
<i>Group with a Shared Mission</i>	6	6%	NA
<i>Student Group</i>	12	12%	NA
<i>Youth Group</i>	3	3%	NA
Government, NGO, INGO	7	7%	10%
Family of Target Population	3	3%	3%
Other	4	4%	NA

*Other Includes: Teacher/Professor, Priest, Company Charity Group*

### 3. Legal Status of NPOs

43% of NPO respondents operate as unregistered, volunteer groups. 21% of NPO respondents have their own license (official red stamp) and 35% operate as a project or sub-group of another licensed organization.

<i>Legal Status</i>	2016		2015
	Count	%	%
Legally registered to operate (3A)	21	21%	23%
Operates under an umbrella organization (3B)	27	27%	29%
Operating as a project of a GVN agency or mass organization	8	8%	8%
Not – or not yet - legally registered (3C)	43	43%	34%
Other	2	2%	6%

<i>3A. Licensing Body (n=21)</i>	2016		2015
	Count	%	%
Ministry/Department of Labor & Social Affairs (SRE)	6	29%	15%
Ministry/Department of Planning & Investment (Company)	5	24%	20%
Ministry/Department/Association of Science & Technology (STO)	4	19%	35%
Ministry/Department of Home Affairs (Association/Foundation)	2	10%	15%
PACCOM	2	10%	NA
Mass Organization	1	5%	10%
Other	1	5%	5%

<i>3B. Umbrella Organization (n=35)</i>	2016	
	Count	%
Mass Organization	10	29%
Ministry/Department of Planning & Investment (Company)	5	14%
Ministry/Department of Home Affairs (Association/Foundation)	5	14%
Ministry/Department of Labor & Social Affairs (SRE)	4	11%
Ministry/Department/Association of Science & Technology (STO)	2	6%
Other	9	26%

*Other includes: Independent, Under VEPR (HNU), Association of Science, Technology and Management Consulting of HCMC, Museum of HCMC, Church (2)*

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3C. Why No License (n=41 <sup>2</sup> )	2016		2015
	Count	%	%
Plan to register in the future	19	46%	38%
Currently trying to register	6	15%	28%
Tried to register, but did not succeed	6	15%	17%
No plan to register	10	24%	17%

3D. Registration Geographically (N=56)	2016	
	Count	%
Ward (Commune) Level	5	9%
District Level	15	27%
City (Province) Level	29	52%
National Level	7	13%

**4. Beneficiaries (N=100)**

LIN's NPO Partners served over **376,244** beneficiaries last year.

NPO Beneficiaries, By Age	2016	
	Total	#NPOs
Children (Under 16)	76,905	78
Youth (16-25)	172,830	70
Adults (26-59)	112,713	56
Elderly (60+)	9,208	31

NPO Beneficiaries, By Gender	2016	
	Total	#NPOs
Women/Girls	192,720	90
Men/Boys	175,920	88
Transgender	3,760	8

NPO Beneficiaries, By Group	2016	
	Total	#NPOs
Animals	1,623	6
Children/Youth	36,477	14
Disadvantaged Children (e.g., street children, orphans)	706	7
Ethnic Minorities	22,340	34
HIV/AIDS	305	8
LGBT	191,655	9
Low Income Households (including Homeless)	1,630	4
Migrants	14,151	26
People with Disabilities	8,170	38
Students (Secondary, High School University)	1,789	6
Victims of Abuse/Violence	264	3

*Other beneficiary categories mentioned: Tourists (650), Educators/Social Workers (260), Relatives/Parents of Disadvantaged groups (LGBT, PWD, HIV, etc), Patients (3000)*

<sup>2</sup> Note: Two respondents mis-categorized their response to the previous question as “other”; however, their answer indicated “not registered”. These respondents did not answer the follow-up question.

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### 5. Thematic Areas (Causes) Addressed by NPOs

Over 80% of LIN’s NPO Partners focus on EDUCATION. At least 20% of our NPO partners are focusing on Development, Poverty, Environment, Healthcare and/or Disability Issues. “Other” causes include: Abuse/Violence, Animal Rescue, Vocational Training, Tourism, Sex Education, Clean Water, LGBT, Students, Psychology, Children, Vocational Training/Employment Services, and Biodiversity/Wildlife Protection.

<i>Causes</i>	2016		2015
	<i>Count</i>	<i>%</i>	<i>%</i>
Education	85	84%	87%
Development	30	30%	35%
Poverty	24	24%	24%
Environment	22	22%	20%
Healthcare	21	21%	26%
Disability	19	19%	16%
Human Rights	12	12%	10%
Disaster Relief	7	7%	3%
Arts & Culture	4	4%	6%
Other	13	13%	9%

### 6. Intervention Areas

<i>Locations</i>	2016		2015	<i>Locations</i>	2016		2015
	<i>Count</i>	<i>%</i>	<i>%</i>		<i>Count</i>	<i>%</i>	<i>%</i>
Quận 1	27	27%	42%	Quận Phú Nhuận	14	14%	22%
Quận 2	13	13%	22%	Quận Tân Bình	12	12%	22%
Quận 3	21	21%	35%	Quận Tân Phú	18	18%	22%
Quận 4	14	14%	20%	Quận Bình Tân	16	16%	16%
Quận 5	16	16%	19%	Quận Thủ Đức	21	21%	26%
Quận 6	13	13%	15%	Quận Gò Vấp	18	18%	20%
Quận 7	20	20%	23%	Huyện Củ Chi	13	13%	13%
Quận 8	19	19%	27%	Huyện Hóc Môn	13	13%	15%
Quận 9	10	10%	20%	Huyện Bình Chánh	11	11%	12%
Quận 10	17	17%	21%	Huyện Nhà Bè	9	9%	10%
Quận 11	11	11%	14%	Huyện Cần Giờ	9	9%	9%
Quận 12	13	13%	15%	Provinces	54	53%	47%
Quận Bình Thạnh	29	29%	50%				

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Other Provinces:

Provinces	2016		Provinces	2016	
	Count	%		Count	%
An Giang	3	3%	Nghệ An	1	1%
Bến Tre	6	6%	Ninh Bình	1	1%
Bình Định	1	1%	Ninh Thuận	2	2%
Bình Dương	3	3%	Phú Yên	1	1%
Bình Phước	3	3%	Quận Ninh Kiều	1	1%
Bình Thuận	2	2%	Sóc Trăng	3	3%
Cần Thơ	6	6%	Tây Nguyên	2	2%
Đà Nẵng	2	2%	Tây Ninh	5	5%
ĐàLak	2	2%	Tiền Giang	1	1%
Đồng Nai	10	10%	Toàn quốc	3	3%
Đồng Tháp	2	2%	Trà Vinh	2	2%
Hà Giang	1	1%	Vĩnh Long	3	3%
Hà Nội	4	4%	Từ Quảng Bình đến Cà Mau	1	1%
Hà Tĩnh	1	1%	Các tỉnh phía Nam	2	2%
Hậu Giang	3	3%	Miền Đông	1	1%
<b>HCMC</b>	<b>9</b>	<b>9%</b>	Miền Tây	1	1%
Khánh Hòa	2	2%	Miền Trung	1	1%
Kiên Giang,	3	3%	Đang làm việc với một số tỉnh để xin phép triển khai chương trình	1	1%
Lâm Đồng	6	6%	Online	1	1%
Long An	6	6%			

7. Human Resources

Full-time, Part-time and Volunteer Staff	2016	2015
	Count	Count
<b>Full-Time Total</b>	<b>318</b>	<b>284</b>
FT Female	201	193
FT Male	102	89
FT Transgender	3	0
<b>Part-Time Total</b>	<b>196</b>	<b>185</b>
PT Female	127	115
PT Male	68	69
PT Transgender	1	4
<b>Volunteer Total</b>	<b>3939</b>	<b>3154</b>
Female Volunteers	2101	1720
Male Volunteers	1692	1111
Transgender Volunteers	65	111

Management Team Members

	2016	2015	2016	2015	2016	2015
	<i>NPOs with Paid Staff (n=57)</i>	<i>NPOs with Paid Staff (n=49)</i>	<i>NPOs with Zero Paid Staff (n=44)</i>	<i>NPOs with Zero Paid Staff (N=37)</i>	<i>Combined</i>	<i>Combined</i>
Average Number	3.2	3.4	5.8	5	4.3	4
Minimum Number	1	1	1	2	1	1
Maximum Number	7	10	20	15	20	15

## 2015 LIN Annual NPO Partner Survey Report

### Education & Training

	2016	2015
	Count	Count
University Degree	372	58
Technical Training	336	49
On-the-job Training	1301	60

### 8. Office Space

37% of NPO Respondents said they have no office. 27% of NPOs “borrow” their office space (not owned, no rental fee) and 33% own and/or rent their office space.

	2016		2015
	Count	%	%
No office	37	37%	31%
Borrowed (no rent)	27	27%	34%
Rented (from individual/company)	16	16%	21%
Owned by NPO	13	13%	12%
Rented (from government)	4	4%	2%
Other	4	4%	NA

*Other includes: Owned by the Church (2), No title, Borrow rooms from a hospital or school*

### 9. Bank Information

	2016		2015
	Count	%	%
Personal Bank Account	50	50%	51%
NPO Bank Account	24	24%	26%
No Bank Account	15	15%	14%
Umbrella Organizational Bank Account	9	9%	9%
Other	3	3%	NA

*Other includes: Hospital, Error (2)*

Number of NPO Reps on Bank Account (N=48)	2016	
	Count	%
One	17	35%
Two or more	31	65%

Defined Roles of Bank Signatories (N=24)	2016	
	Count	%
Yes	23	96%
No	0	0%
Don't Know	1	4%

## 2015 LIN Annual NPO Partner Survey Report

### 10. Government Relations

40% of NPOs said their relationship with the government improved compared with the previous year while 54% reported no change.

<i>Change in Relationship with Government Compared with previous years (N=101)</i>	2016		2015
	Count	%	%
Much Weaker	0	0%	0%
Weaker	6	6%	0%
No Change	55	54%	65%
Stronger	35	35%	31%
Much Stronger	5	5%	4%

57% of the NPO Respondents said they receive no support from the government. Among the 43% that do receive support, NPOs cited help with approvals (27%), project collaboration (17%), and/or funding (9%).

<i>Support from Government</i>	2016		2015
	Count	%	%
No support	58	57%	64%
Some support	43	43%	
<i>Type of Support Received</i>			
Permissions/Approvals	27	27%	26%
Project collaboration	17	17%	9%
Funding	9	9%	7%
Other support	4	4%	8%

*Other includes: Tax Exemption...*

<i>Relationship with Different Levels of Government (n=43)</i>		2016	2015
		%	%
<i>Commune (Ward) Level</i>			
	Poor	5%	3%
	Average	16%	15%
	Good	56%	70%
	Excellent	9%	12%
	(No Answer)	14%	
<i>District Level</i>			
	Poor	5%	6%
	Average	23%	23%
	Good	47%	61%
	Excellent	9%	10%
	(No Answer)	16%	
<i>City (Province) Level</i>			
	Poor	5%	8%
	Average	28%	25%
	Good	49%	63%
	Excellent	5%	4%
	(No Answer)	14%	
<i>National Level</i>			
	Poor	9%	6%
	Average	21%	39%
	Good	21%	44%
	Excellent	2%	11%
	(No Answer)	47%	

## 2015 LIN Annual NPO Partner Survey Report

### Opportunities to Contribute Ideas/Experiences with Government

(0 = “Never”, 5 = “Sometimes”, 10 = “Often”)

Average = 3.25

Rating	2016		2015	Rating	2016		2015
	Count	%	%		Count	%	%
0 = Never	21	21%	15%	6	5	5%	4%
1	17	17%	14%	7	3	3%	2%
2	10	10%	8%	8	6	6%	4%
3	4	4%	11%	9	1	1%	0%
4	4	4%	9%	10 = Often	1	1%	1%
5 = Sometimes	29	29%	33%				

### 11. Finances / Fundraising

69% of NPOs reported unstable, poor or very poor financial health (demonstrating uncertainty about whether they could find sufficient funds for the coming year).

#### *NPO's Financial Health*

	2016		2015
	Count	%	%
Very Good	1	1%	4%
Good Enough	31	31%	29%
Unstable	45	45%	50%
Poor	16	16%	13%
Very Poor	8	8%	5%

More than half of LIN's NPO partners (53%) have an annual budget under VND 100 million.

#### *NPO's Annual Budget*

	2016		2015
	Count	%	%
Under VND 50 million	35	35%	31%
VND 50 million to 100 million	19	19%	12%
VND 100 million to 200 million	10	10%	6%
VND 200 million to 500 million	14	14%	19%
VND 500 million to 1 billion	9	9%	16%
VND 1 billion to 2 billion	7	7%	7%
VND 2 billion to 10 billion	7	7%	9%
Over VND 10 billion	0	0%	0%

As evident from the table below, LIN's NPO partners receive funds from local individuals (76%), local companies (55%), foreign companies (53%), income generating activities (50%), foreign individuals (49%) and/or local government (32%). Less than 25% of LIN's NPO partners receive funds from INGOs, NPOs, Bilateral, Multilateral or Foreign Government Agencies.



## 2015 LIN Annual NPO Partner Survey Report

### Top Funding Sources

Rank	<i>Funding Sources, Ranked</i>	2016 Score <sup>3</sup>	% NPOs	2015 Rating
1	Local Individuals	306	76%	1
2	Local Companies	217	55%	5
3	Foreign Companies	184	53%	8
4	Income (Membership, Fees, Other IGA)	165	50%	3
5	Foreign Individuals	145	49%	4
6	Other Income Source	84	23%	6
7	Grants from VNPOs/INGOs	63	19%	2
8	Grants from GVN	63	32%	9
9	Grants from Foreign GOV	27	10%	7

### Average Proportion of Funding from Each Source

Funding Source	Average Proportion Contributions (2016)	Sample Size	2015 Average
Local Individuals	37%	74	28%
Foreign Individuals	26%	48	15%
Local Companies	21%	43	9%
Foreign Companies	27%	18	5%
Grants from VNPOs	30%	26	14%
Grants from INGOs	43%	32	23%
Grants from GVN	23%	11	3%
Grants from Foreign GOV	28%	11	8%
Income (Membership, Fees, Other IGA)	29%	41	21%
Other Income Source	29%	25	10%

54% of the NPOs responding to our survey said they had five or fewer donors...

### Number of Donors Last Year

	2016		2015
	Count	%	%
5 or fewer	55	54%	50%
6 to 10	18	18%	19%
11 to 20	11	11%	14%
21 to 40	2	2%	8%
41 to 99	3	3%	3%
100 or More	12	12%	6%

<sup>3</sup> The "Score" is a weighted calculation. Items ranked first are valued higher than the following ranks and the score is the sum of all weighted rank counts. Items ranked first are given a higher value or "weight." The score computed for each answer option/row header is the sum of all the weighted values. This total score is computed using the number of columns, which is usually the same as the number of rows but can be less if using the Max Answers Selectable option. For example, in the report above, because there are 5 options, the weighted sum for an option that was placed in the first position (1) would be worth 5.

## 2015 LIN Annual NPO Partner Survey Report

### *Fundraising Experience (Compared with Previous Year)*

	2016		2015
	Count	%	%
Much Easier	7	7%	2%
Easier	23	23%	20%
No Change / Similar	20	20%	30%
Harder	24	24%	21%
Much Harder	8	8%	8%
NA	19	19%	19%

NPOs Respondents were mixed about their respective fundraising experiences. NPOs experiencing difficulty cited a poor economy, lack of experience and/or internal issues. Meanwhile, NPOs finding it easier to raise funds cited experience, strategy, and/or improved donor trust and relationships.

## 12. Organizational Development

61% of NPO Respondents reported improved organizational capacity in 2016 compared with the previous year. (14% reported feeling weaker in 2016.)

### *Change in Organizational Capacity Since Previous Year*

	2016		2015
	Count	%	%
Much Weaker	1	1%	0%
Weaker	13	13%	9%
No Change	25	25%	22%
Stronger	52	51%	60%
Much Stronger	10	10%	9%

### *Self-Evaluation of NPO Organizational Development*

<i>Aspect of Organizational Development</i>	<i>% Don't Have</i>	<i>Average Score in 2016<sup>4</sup></i>	<i>Average Score in 2015<sup>5</sup></i>
Annual Work Plan (1 year plan)	2%	3.63	3.63
Organizational Chart	5%	3.49	3.45
Job Descriptions for ALL staff	6%	3.36	3.2
HR and/or Volunteer Management Policies	4%	3.30	3.13
Financial Management Policies / Procedures	7%	3.25	3.27
Job Descriptions for volunteers	12%	3.23	3.01
Gender Equality Policies	27%	3.19	3.2
Guidelines for Measuring & Evaluating Program Impact	12%	3.17	2.71
Strategic Plan (2 to 5 year plan)	12%	3.12	2.77
Personnel Policies	12%	3.09	3.08
External Communications Plan	9%	3.04	3.06
Board of Directors / Advisors	22%	2.99	2.84
Internal Security Policies	18%	2.95	2.8
Guidelines for Organizational M&E	15%	2.91	2.67

<sup>4</sup> This is the average after tallying all scores, which ranged from "Don't Have" = 1, "Poor" = 2, "Average" = 3, "Good" = 4 and "Excellent" = 5).

<sup>5</sup> Ibid.

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Fundraising Strategy	8%	2.87	2.84
Procurement Policies	21%	2.78	2.87
IT Strategy (or IT Plan)	21%	2.62	2.67

External Communications, Strategic Planning, Stakeholder Engagement and Legal Issues remain as the top four organizational development challenges facing our NPO Partners.

### Top Organizational Development Challenges

(#1 = Most difficult to 16 = Least Difficult)

Overall Rank	Organizational Development Topic	2015 Score <sup>6</sup>	2015 Rank
1	Communications (External)	189	1
2	Strategic Planning	150	3
3	Stakeholder Engagement	132	4
4	Legal	123	2
	Government Relations	116	8
5	Human Resources Management	115	6
6	Measuring Program & Organizational Impact	99	5
7	Financial Management	88	12
8	IT Systems Management	80	7
9	Organizational Management	78	10
10	Volunteer Management	76	11
11	Project Management	48	13
12	Communications (Internal)	45	15
13	Program Planning	40	9
14	Risk Management	26	16
15	Governance	17	14

### 13. OD Support Sought by NPOs

#### *Interest in Trainings or Workshops (n=99)*

Strategic Planning	52%
Communications (External)	51%
Financial Management	48%
Measuring Impact (Programs and/or Organization)	46%
IT Systems and/or Management	44%
Human Resources Management	43%
Organizational Management	43%
Project Management	41%
Risk Management	39%
Program Planning	37%
Volunteer Management	36%
Engaging Stakeholders (e.g., surveys, evaluations)	36%

<sup>6</sup> The "Score" is a weighted calculation. Items ranked first are valued higher than the following ranks and the score is the sum of all weighted rank counts.

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Communications (Internal)	35%
Governance	35%
Legal Information	33%
Government Relations	22%

### *Interest in Peer Exchanges or Group Discussions (n=99)*

Government Relations	42%
Engaging Stakeholders	38%
Legal Information	34%
Measuring Impact (Programs and/or Organization)	33%
Organizational Management	33%
Volunteer Management	33%
Communications (External)	31%
Program Planning	31%
Risk Management	30%
Communications (Internal)	29%
Governance	29%
Human Resources Management	28%
Strategic Planning	27%
Project Management	27%
Financial Management	26%
IT Systems and/or Management	18%

### *Interest in Guides, Tools and/or Case Studies (n=99)*

Measuring Impact (Programs and/or Organization)	37%
Project Management	37%
Risk Management	37%
Program Planning	37%
Financial Management	36%
IT Systems and/or Management	35%
Strategic Planning (e.g., mission, goals and objectives)	34%
Engaging Stakeholders (e.g., surveys, evaluations)	31%
Communications (External)	30%
Human Resources Management	30%
Organizational Management	29%
Governance	29%
Legal Information	28%
Volunteer Management	27%
Communications (Internal)	26%
Government Relations	24%

### *Interest in Receiving Other Types of Support (n=99)*

Measuring Impact (Programs and/or Organization)	10%
IT Systems and/or Management	9%
Government Relations	8%
Strategic Planning (e.g., mission, goals and objectives)	7%
Engaging Stakeholders (e.g., surveys, evaluations)	7%
Communications (External)	6%
Financial Management	6%
Risk Management	6%
Volunteer Management	6%

## 2015 LIN Annual NPO Partner Survey Report

Communications (Internal)	6%
Human Resources Management	5%
Organizational Management	5%
Governance	5%
Project Management	4%
Program Planning	4%
Legal Information	4%

Among the NPOs requesting “other” types of support to improve their capacity, the type of support most commonly requested included:

- *Skilled (experts/advisors) and unskilled volunteer support (10 respondents)*
- *Connecting with donors (7 respondents)*
- *Support with fundraising (7 respondents)*
- *General networking opportunities (6 respondents)*
- *Capacity building for NPO staff (5 respondents)*
- *Other ideas:*
  - *Office/Meeting space (2 respondents)*
  - *Support transportation for PWDs – so they can attend activities/events*
  - *Collaboration/Participation in other events*
  - *Budget (?)*

### 13. Relationship & Satisfaction with LIN Center for Community Development

#### *Length of Partnership with LIN*

	2016		2015
	Count	%	%
One year or less	31	31%	22%
One to three years	27	27%	37%
More than three years	43	43%	41%

Overall NPO partner satisfaction with LIN remained largely the same with some improvement in 2016 compared with 2015 results.

#### *Overall Satisfaction with LIN*

	2016		2015
	Count	%	%
Very Dissatisfied	0	0%	1%
Dissatisfied	0	0%	2%
Neutral	17	17%	18%
Satisfied	59	58%	51%
Very Satisfied	24	24%	27%
NA	1	1%	0%

## 2015 LIN Annual NPO Partner Survey Report

### Satisfaction with LIN Services to NPOs

	2016				2016	2015
	Dissatisfied	Neutral	Satisfied	N	Average	Satisfaction
Workshop/Training/Roundtable	3%	13%	85%	80	<b>3.90</b>	70%
Peer Group Discussion	3%	18%	77%	62	<b>3.89</b>	56%
Peer Advisory Service	2%	26%	72%	61	<b>3.84</b>	78%
Skilled Volunteer Match	4%	31%	65%	55	<b>3.78</b>	58%
NPO Online Forum	5%	26%	67%	61	<b>3.77</b>	58%
NTG Grants	7%	24%	67%	67	<b>3.76</b>	60%
LIN Community Center	5%	33%	60%	55	<b>3.70</b>	65%
LIN, Where are We Going?	6%	30%	64%	53	<b>3.70</b>	64%
VietnamCauses Website	8%	24%	67%	75	<b>3.69</b>	55%
Networking Opportunities	1%	35%	62%	71	<b>3.67</b>	58%
Introduction to Experts	7%	28%	63%	54	<b>3.66</b>	NA
Connections to Prospective Donors	5%	25%	68%	60	<b>3.64</b>	NA
BlueBees Website	10%	31%	57%	61	<b>3.52</b>	40%

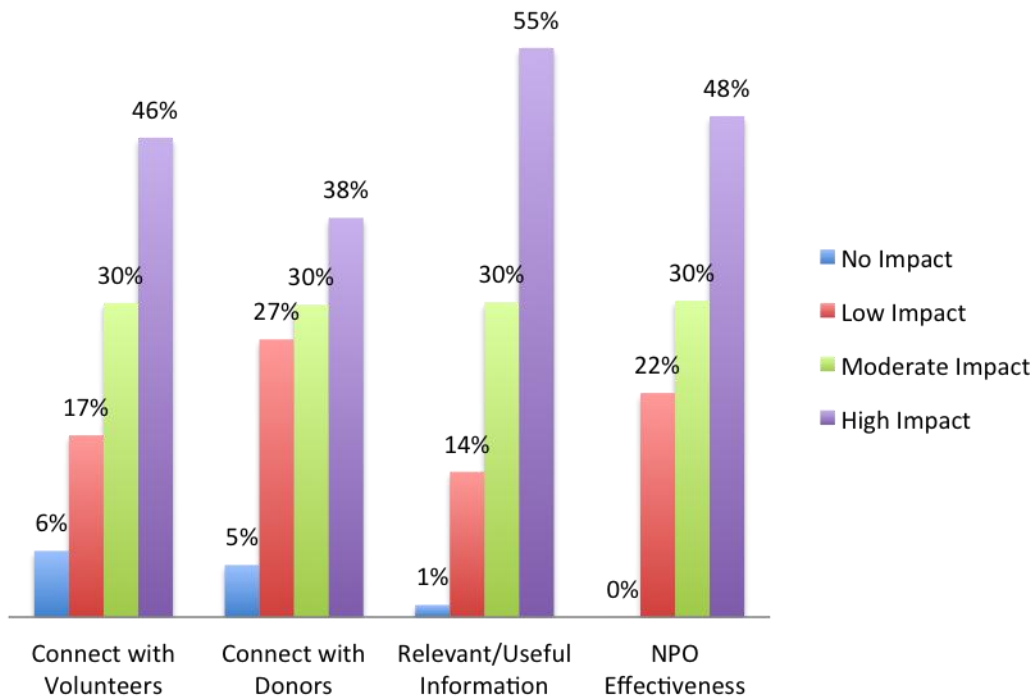
### LIN services NPOs have used or would like to use in the future

Rating	2016			Rating	2016		
	Count	%	N		Count	%	N
NTG	48	56%	85	NPO Café	34	40%	85
Online Toolkit	45	53%	85	LMDD	33	39%	85
Peer Advisory Service	41	48%	85	Fiscal Sponsorship Svcs	22	26%	85
Leadership Circle	40	47%	85	1:1 Skilled Volunteer Match	21	25%	85
Mandala Night	38	45%	85	NPO Incubator	14	16%	85
CPI	37	44%	85	Other	8	9%	84
Websites (PLN & BlueBees)	37	44%	85				

*Other included: Support for meeting space, opportunities to access international funds, material support, travel grants, sharing information about events/activities, engagement in activities.*

## 14. Impact of LIN's Services

### Impact of LIN's Services on NPOs



	0	1	2	3	4	5	NA
	Zero Impact	Low Impact		Mod. Impact	High Impact		NA
Connect with Volunteers	4	3	8	19	21	8	34
Connect with Donors	3	8	8	18	12	11	37
Relevant/Useful Information	1	3	9	26	34	13	14
NPO Effectiveness	0	6	11	24	27	11	21

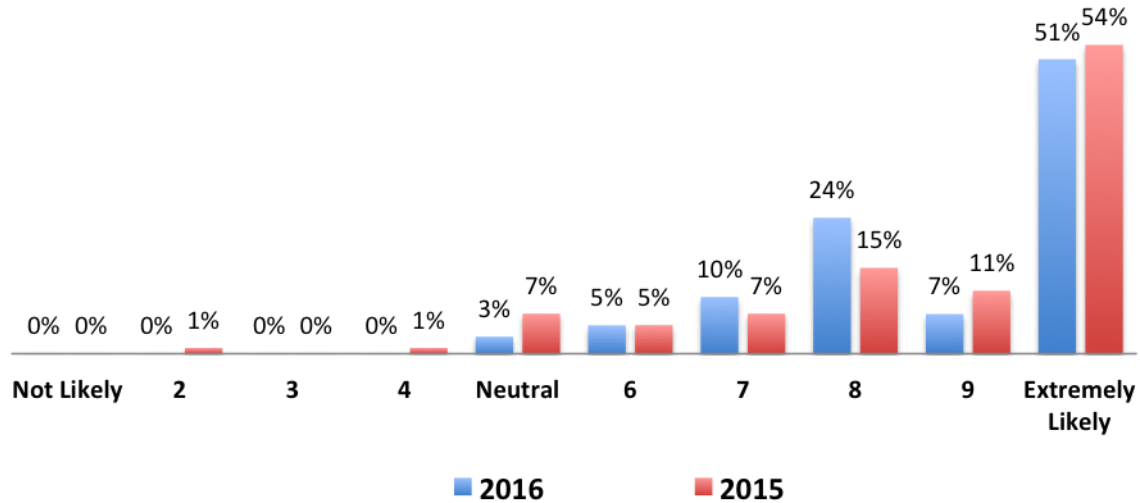
Compared with results in 2015, LIN improved its impact on our NPO Partners ability to connect with donors and volunteers and provide them with information that was relevant to their needs.

### Impact of LIN Services – Average Score

(Compare 2016 with 2015)

	Average Score in 2016	Average Score in 2015
Improve NPO Effectiveness	3.33	3.38
Relevant/Useful Information	3.49	3.23
Connect with Volunteers	3.17	2.59
Connect with Donors	3.02	2.49

### How Likely Are NPOs to Recommend LIN?



LIN’s Net Promoter Score (NPS) of **51** was achieved by subtracting the percentage of Detractors (respondents giving scores of 0 through 6) from the percentage of Promoters (respondents giving scores of 9 and 10). Though there is no published NPS for the nonprofit sector, most successful corporations have NPS in the 50s or higher. LIN’s score can be compared to related industries, such as the Public Sector – NPS = 22, or Education – NPS = 63. (As evident from the chart, there was no change in LIN’s NPS from 2015 to 2016. In 2015, LIN’s NPS was also 51.)



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**15. Advanced Analysis**

Analysis of Satisfaction and Impact by NPO Date of Establishment	Satisfaction with LIN (1 to 5)	Likelihood to Recommend LIN (1 to 10)	Impact-Useful Information (0 to 5)	Impact-Effectiveness (0 to 5)
Less than 1 year (2016)	4.06	9.06	3.23	3.25
1 to 2 years (2014 to 2015)	4.05	9.05	3.53	3.41
3 to 4 years (2012 to 2013)	4.05	8.74	3.71	3.50
5 to 9 years (2007 to 2011)	4.13	8.54	3.40	3.20
10 to 19 years (1997 to 2006)	4.00	8.79	2.92	2.69
20 years or more (1996 and earlier)	4.20	8.60	4.25	3.33

Analysis of Satisfaction and Impact by NPO Legal Status	Satisfaction with LIN (1 to 5)	Likelihood to Recommend LIN (1 to 10)	Impact-Useful Information (0 to 5)	Impact-Effectiveness (0 to 5)
Legally registered	4.00	8.43	3.25	2.80
Operates under legally registered organization	4.27	9.07	3.73	3.52
Operates as a project of Government Agency or Mass Organization	4.13	9.00	3.57	2.86
Not legally registered	4.00	8.86	3.46	3.55
10 to 19 years (1997 to 2006)	4.00	8.79	2.92	2.69
20 years or more (1996 and earlier)	4.20	8.60	4.25	3.33