

LIN 2017 Annual Survey for Volunteers Results Summary

- 32 volunteers took the survey, response rate 10.8%.
- The survey has 24 questions and takes approximately 12 minutes to complete.

Volunteers' Satisfaction Rate

NPS (Net Promoter Score) = 75

NPS (Net Promoter Score): measurement of volunteer's willingness to recommend volunteering with LIN to a friend or peer on the scale 0 (not likely) - 10 (very likely).

$$\text{NPS} = [\% \text{ surveyees scoring 9-10}] - [\% \text{ surveyees scoring 0-6}]$$

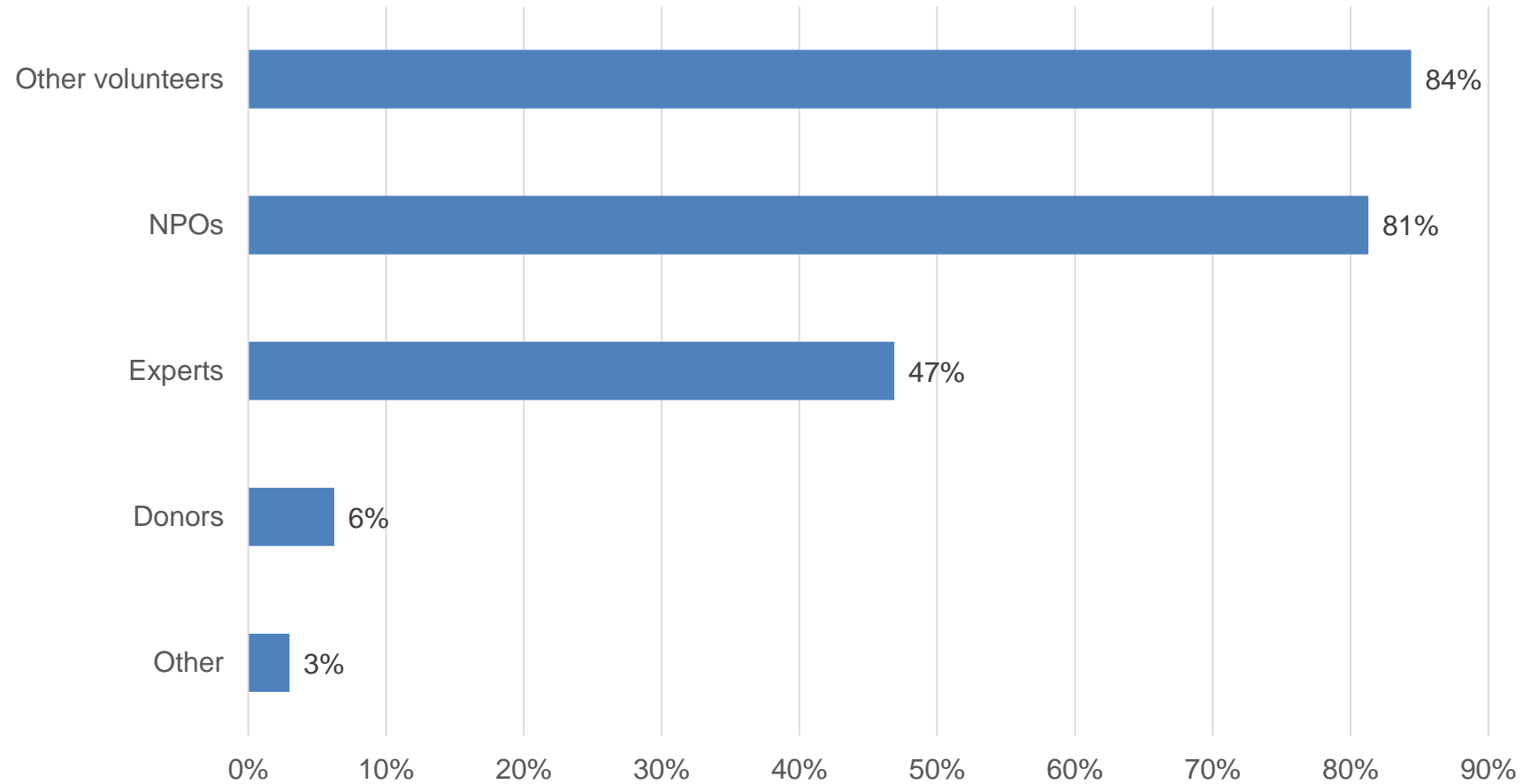
Volunteer's Perspective on “community-led development”

- **100%** thought that community-led development is “Important.”
- **93.7%** agreed that LIN’s work supports community-led development.
- **87.5%** agreed that volunteering with LIN provides an opportunity to contribute to 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.

Connection through LIN

In 2017, LIN has assisted volunteers to connect with...



Evaluation on LIN's Program

Top 5 Programs that Volunteers are most satisfied with:

1. Narrow the Gap Program
2. Volunteers Matching
3. Philoinhuan.org website
4. Donor conference/event
5. Leadership Initiative for Nonprofits (Hat Nhan Thay Doi)

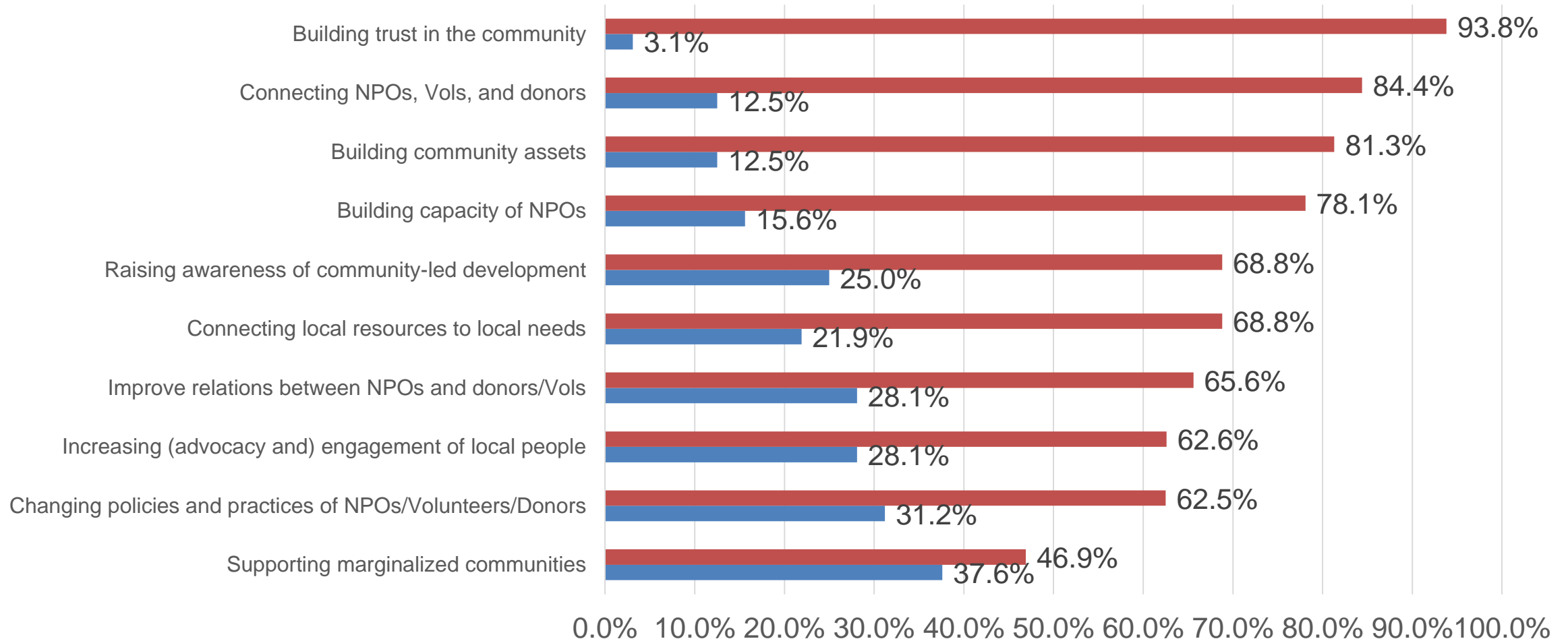
Top 5 Most Useful Programs for Volunteers

1. Narrow the Gap Program
2. Philoinhuan.org website
3. Volunteers Matching
4. Mandala night
5. Donors Events/Conference

Evaluation on LIN's Impact

Volunteers evaluation on LIN's impact on mission-related activities

■ Large to Very large ■ Small to Medium



Evaluation on LIN's Impact

- **63%** volunteers agreed that LIN's programs/services helped them better engage in and/or address one or more challenges facing our community.
- **87.5%** volunteers thought that they were able to improve the capacity of their respective NPO.
- Compared to the previous year, 66% volunteered more, 28% remained the same, and 6 percent volunteered less.

Most significant impact of LIN's programs/services on volunteers' work in 2017

"I had the opportunity to contribute my own knowledge, skills, and time to different projects. I got to know more projects in various areas, which helped me gain more perspectives, empathy, and hope. There are people who care and make changes through actions to better our Vietnamese society where lots of issues still need work... Also made friends with other volunteers who share interests and personalities."

"Volunteering with LIN has brought positivity to my thinking and actions in both personal life and work."

"The biggest impact lies in larger perspective on mobilization of resources and connections."

"Working with different projects and getting to know advantages and disadvantages of NPOs, I gained more insight on those that need support, thus oriented my volunteering to be more effective in the long-run."

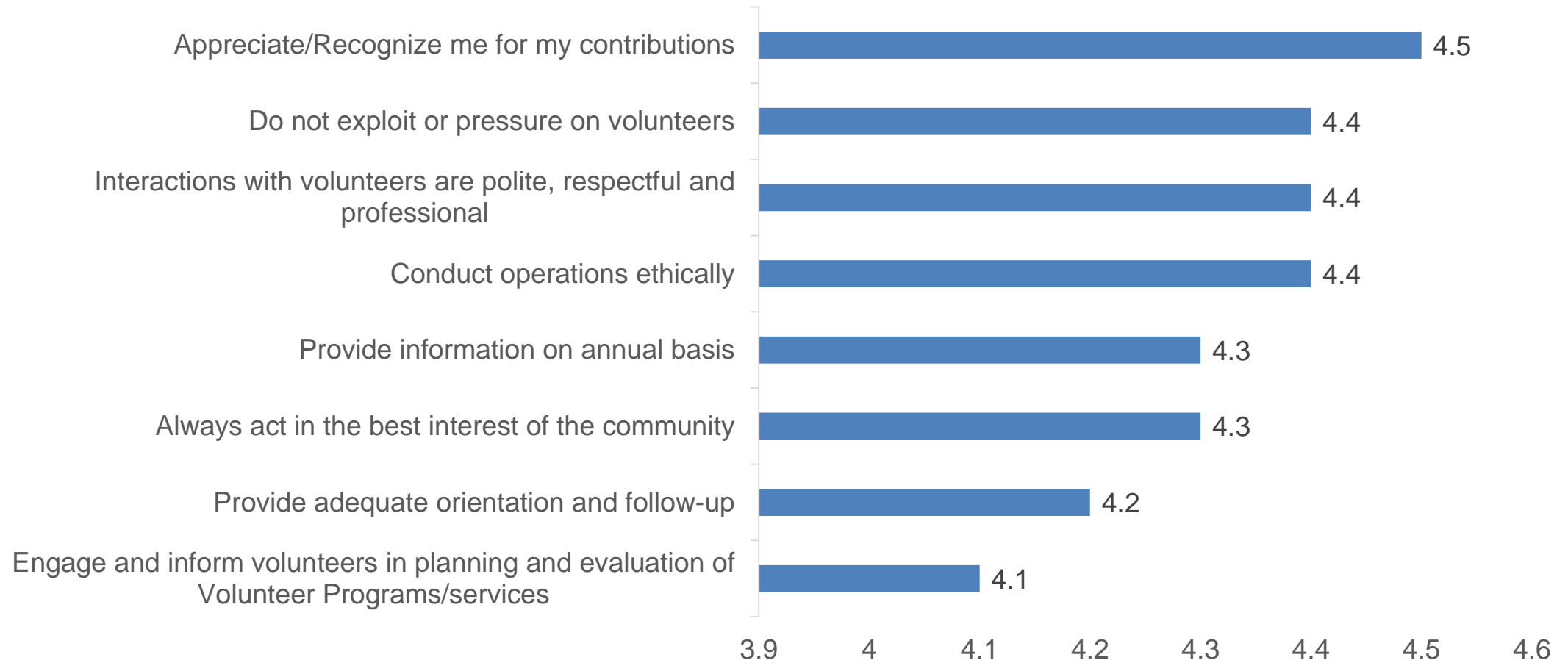
"The most important impact on my work so far is the connections I made with kind, devoted folks through LIN."

Evaluation on LIN team's capacity

81% volunteers are satisfied with LIN team

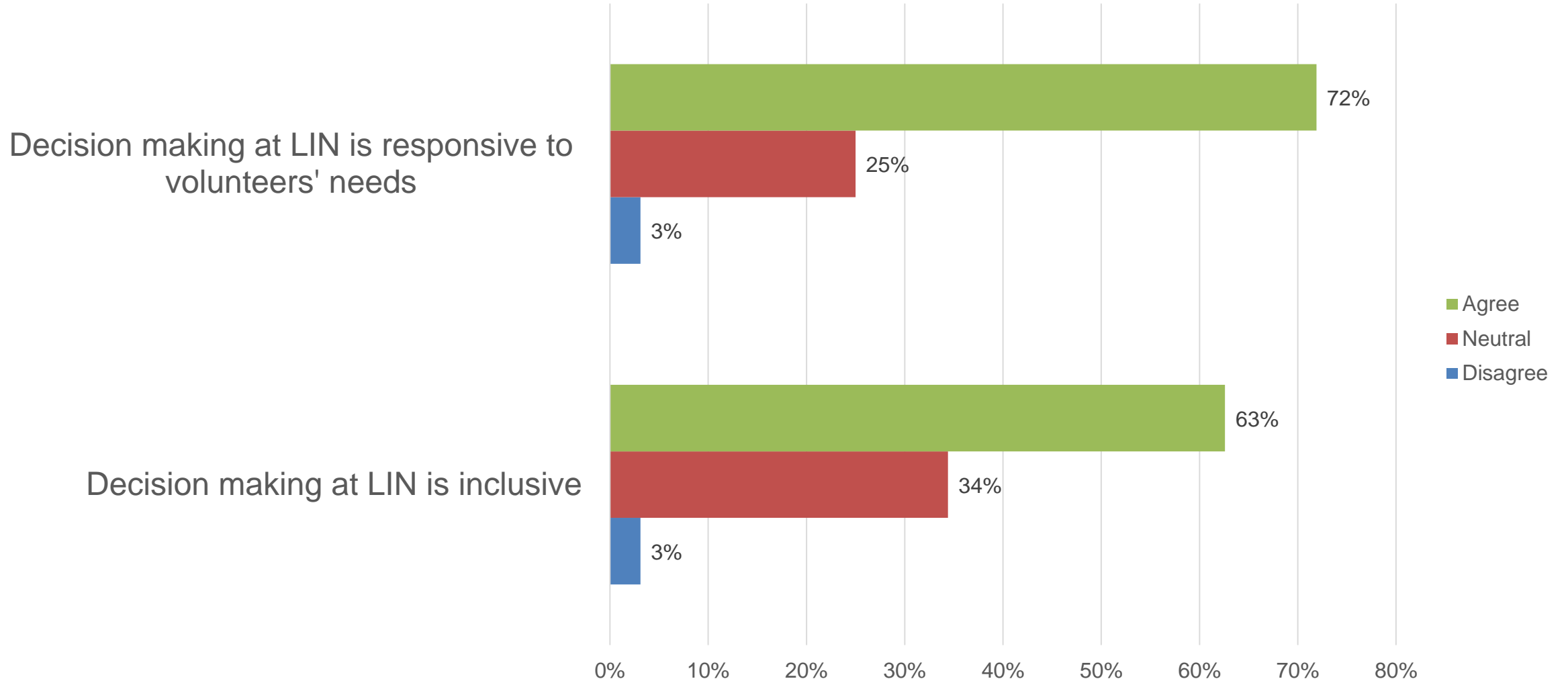
Evaluation on LIN's team capacity

Rating for LIN staff (on scale of 1 to 5)



Evaluation on LIN's team capacity

On decision making at LIN



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