

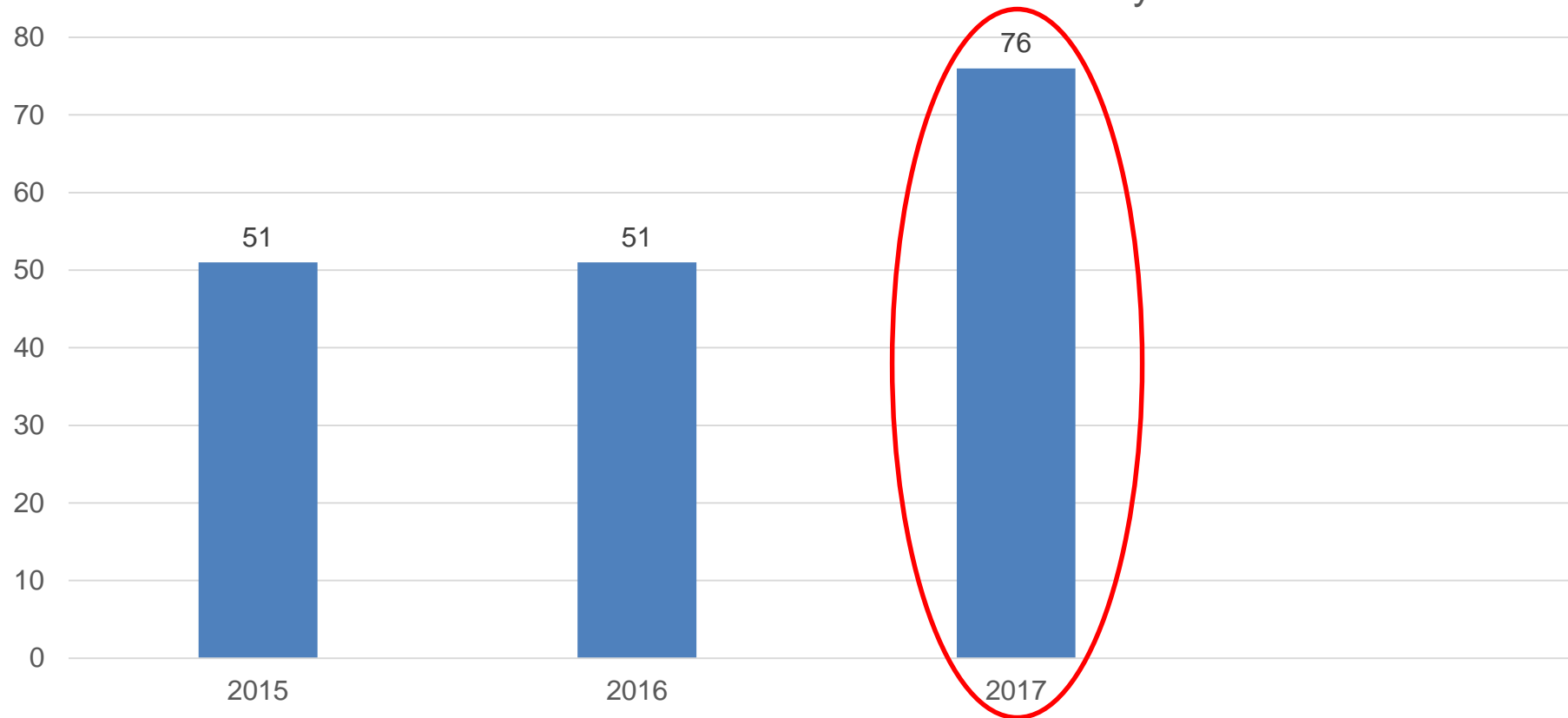
LIN Annual Survey 2017 for NPO Partners

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.

NPO's Satisfaction Rate

Net Promoter Score in the most recent 3 years



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

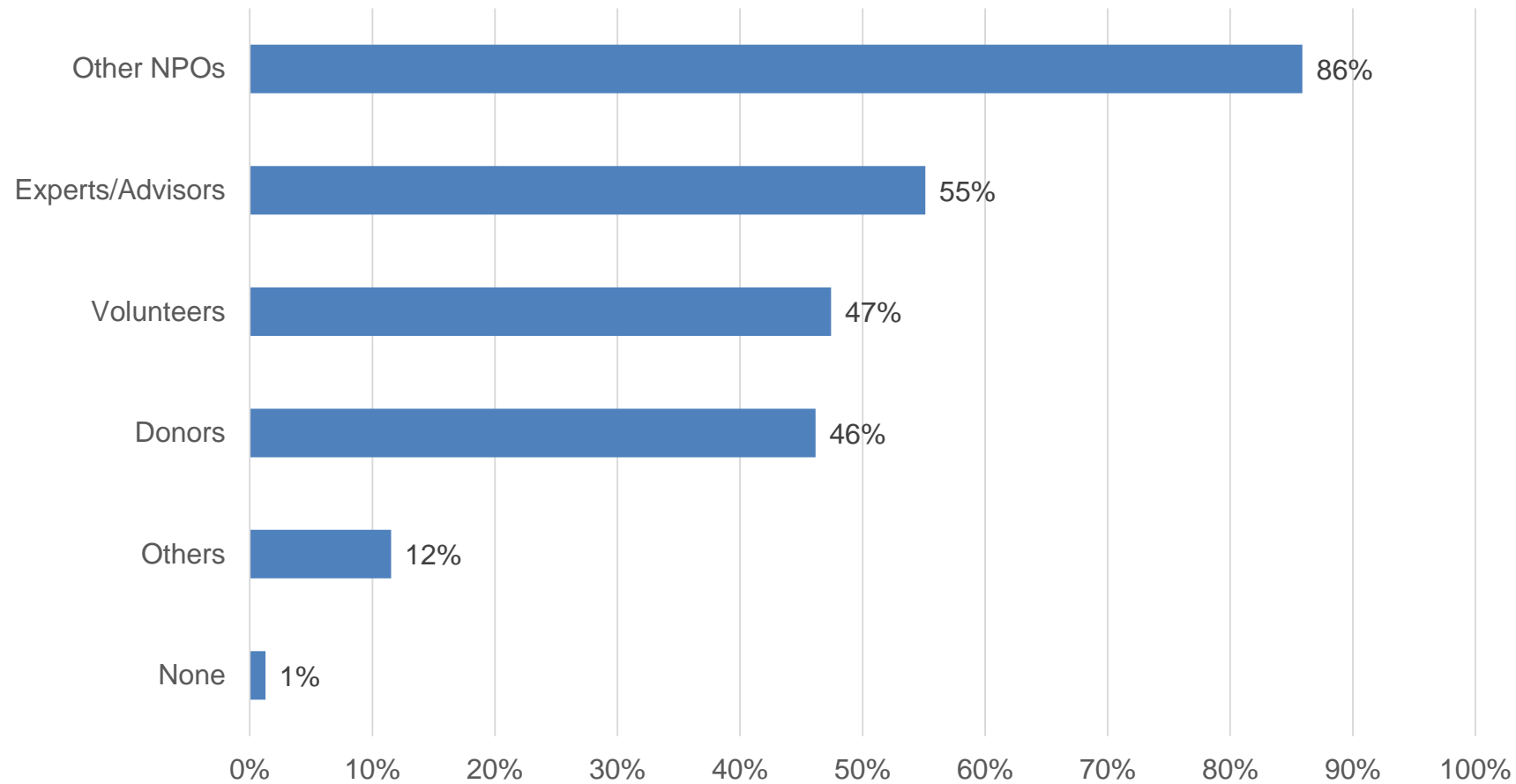
NPO's Perspective on “community-led development”

- **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

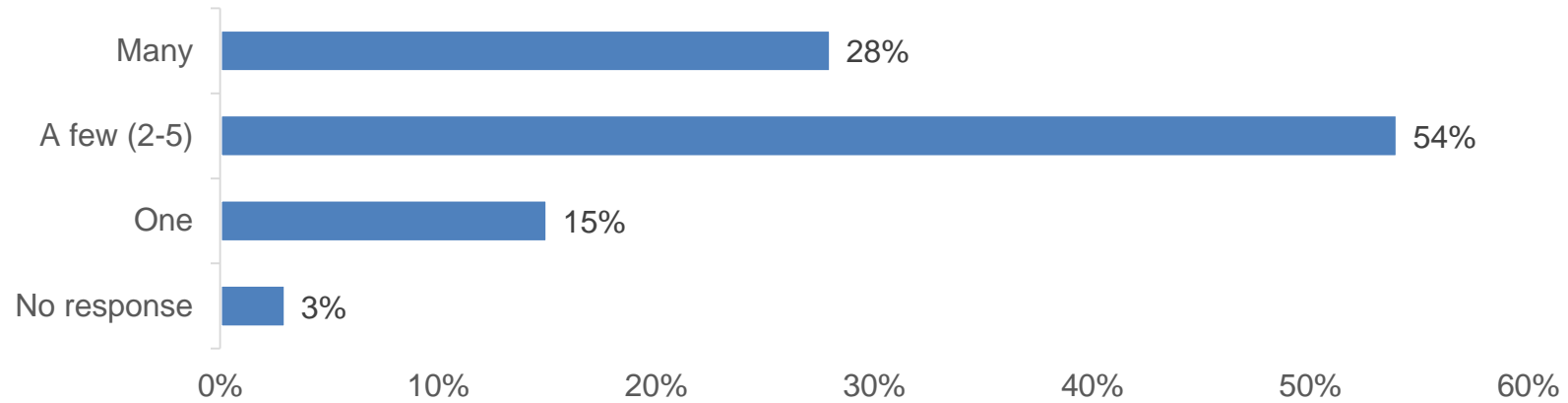
In 2017, LIN assisted NPOs in connecting with...



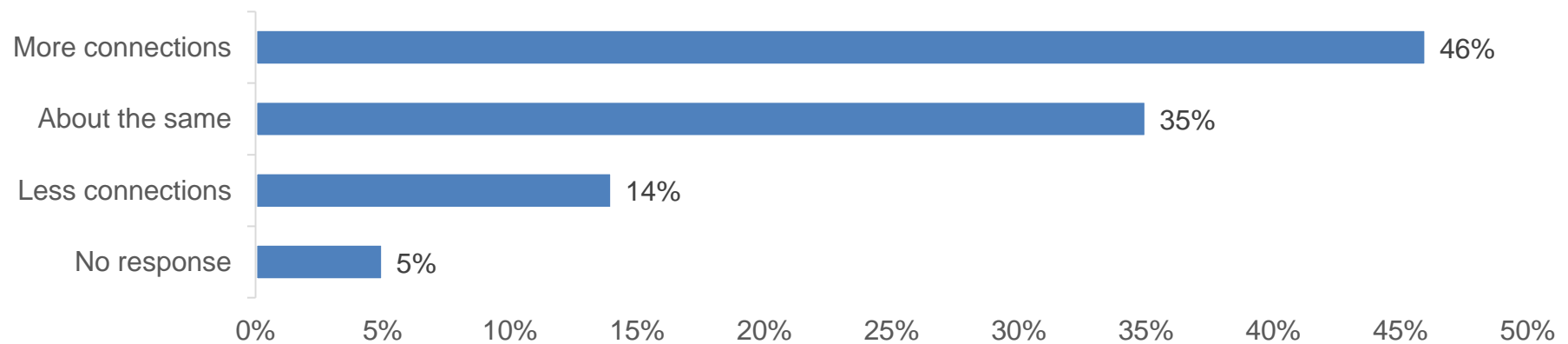
*Other: businesses, beneficiaries, youth forums (Lang kien 2016)

Connections through LIN

Number of connections through LIN

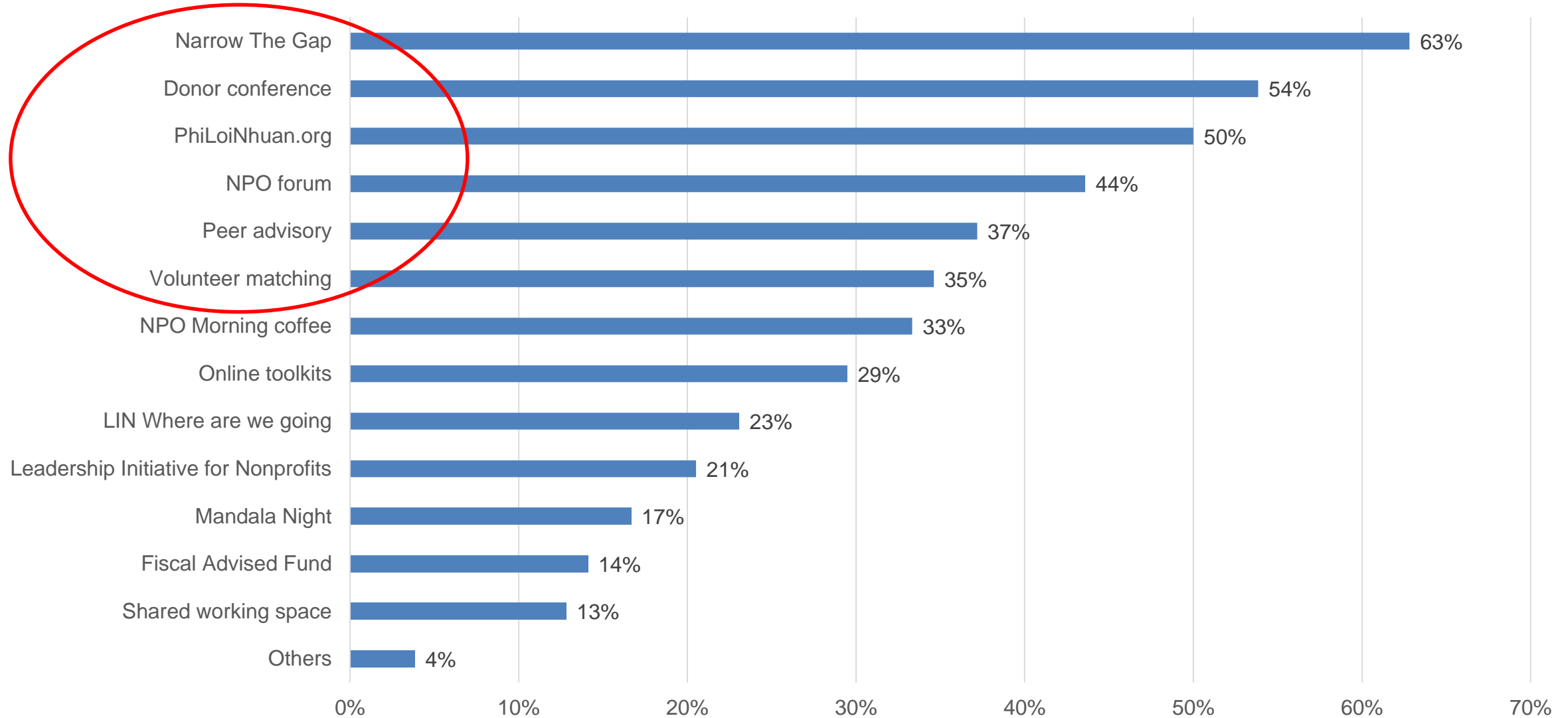


Number of connections in comparison with the previous year



Connections through LIN

LIN Programs that brought about connections



2017 NPO Annual Survey

www.LINvn.org

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.”

“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..”

“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.”

Evaluation on LIN's Programs

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

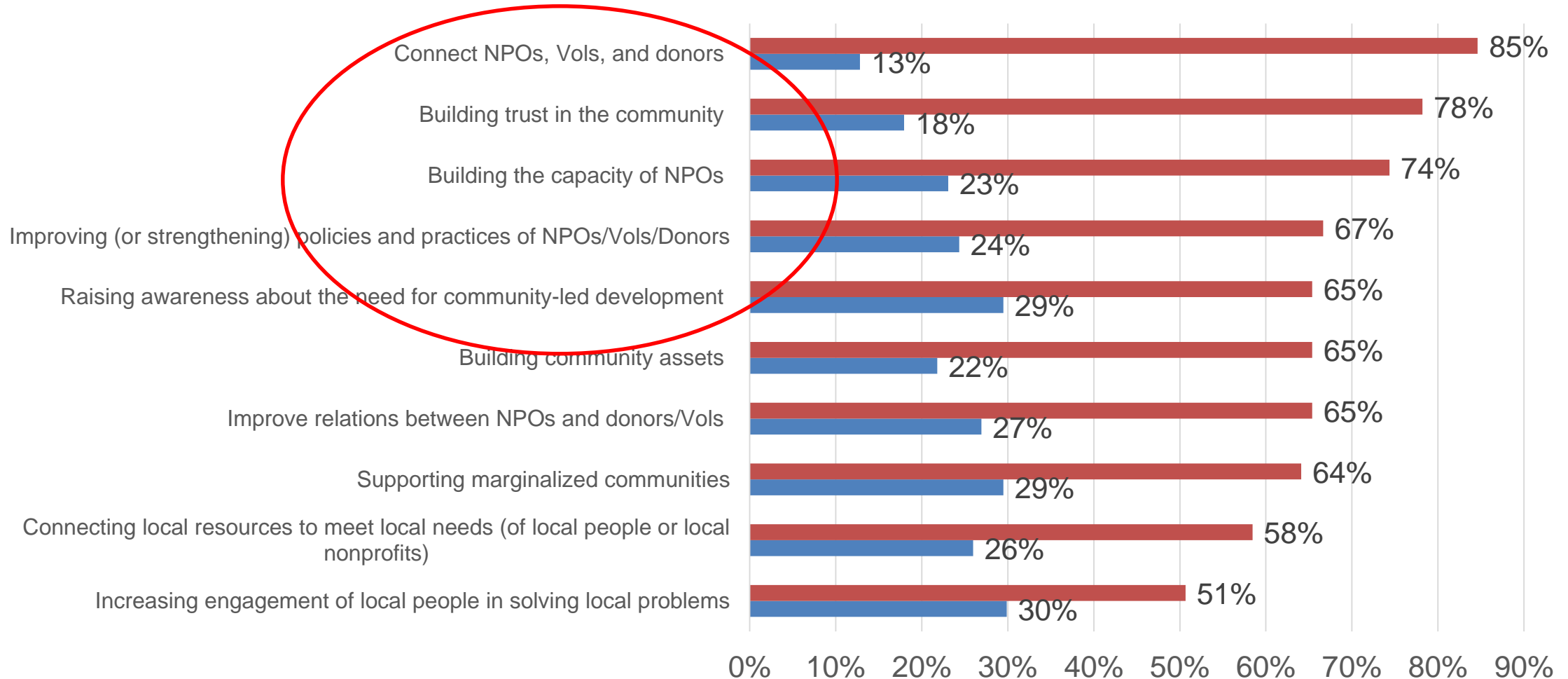
Top 5 Most **Useful** Programs for NPO:

1. Donor Conference/Event
2. Narrow the Gap Program
3. NPO Forum
4. PhiLoiNhuan.org
5. Peer Advisory

Evaluation on LIN's Impact

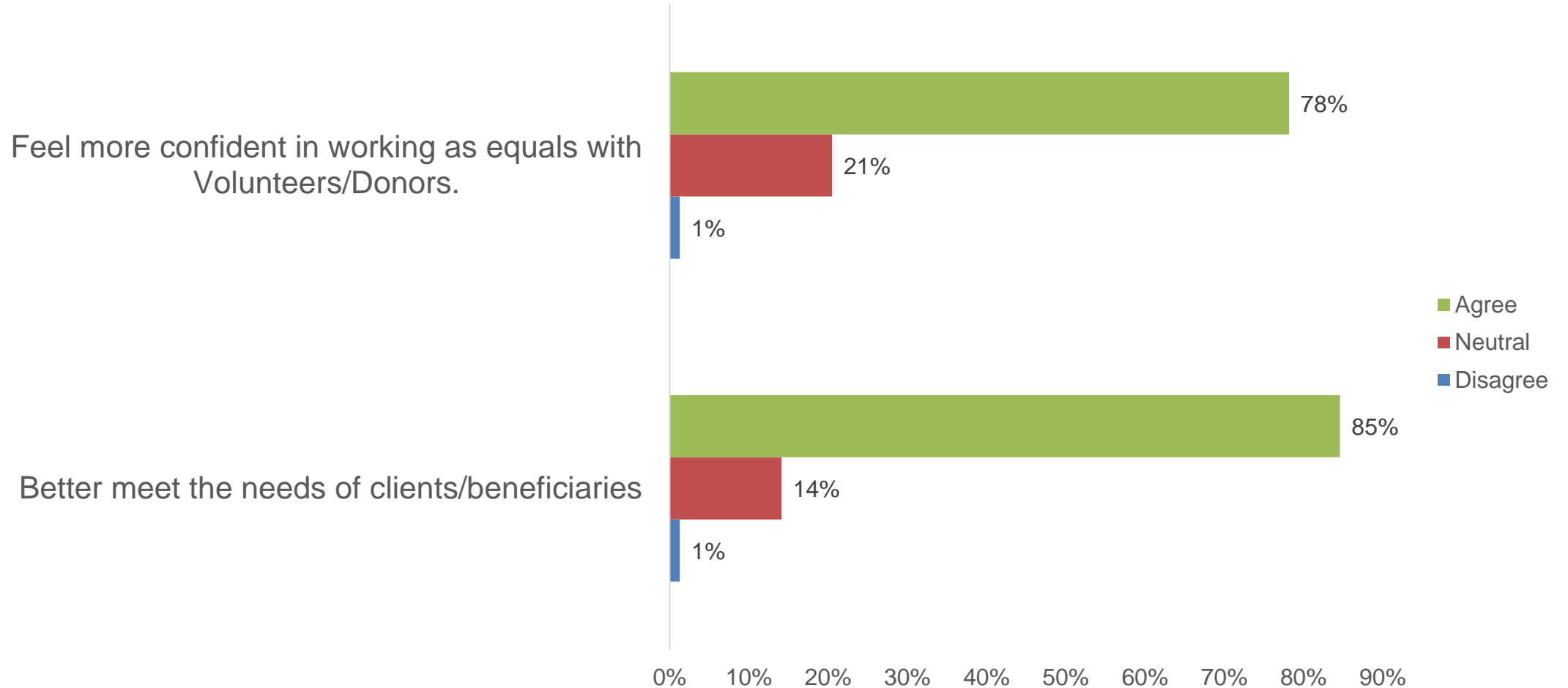
NPO's perspective on LIN mission driven impacts

■ Large to very large ■ Small to moderate

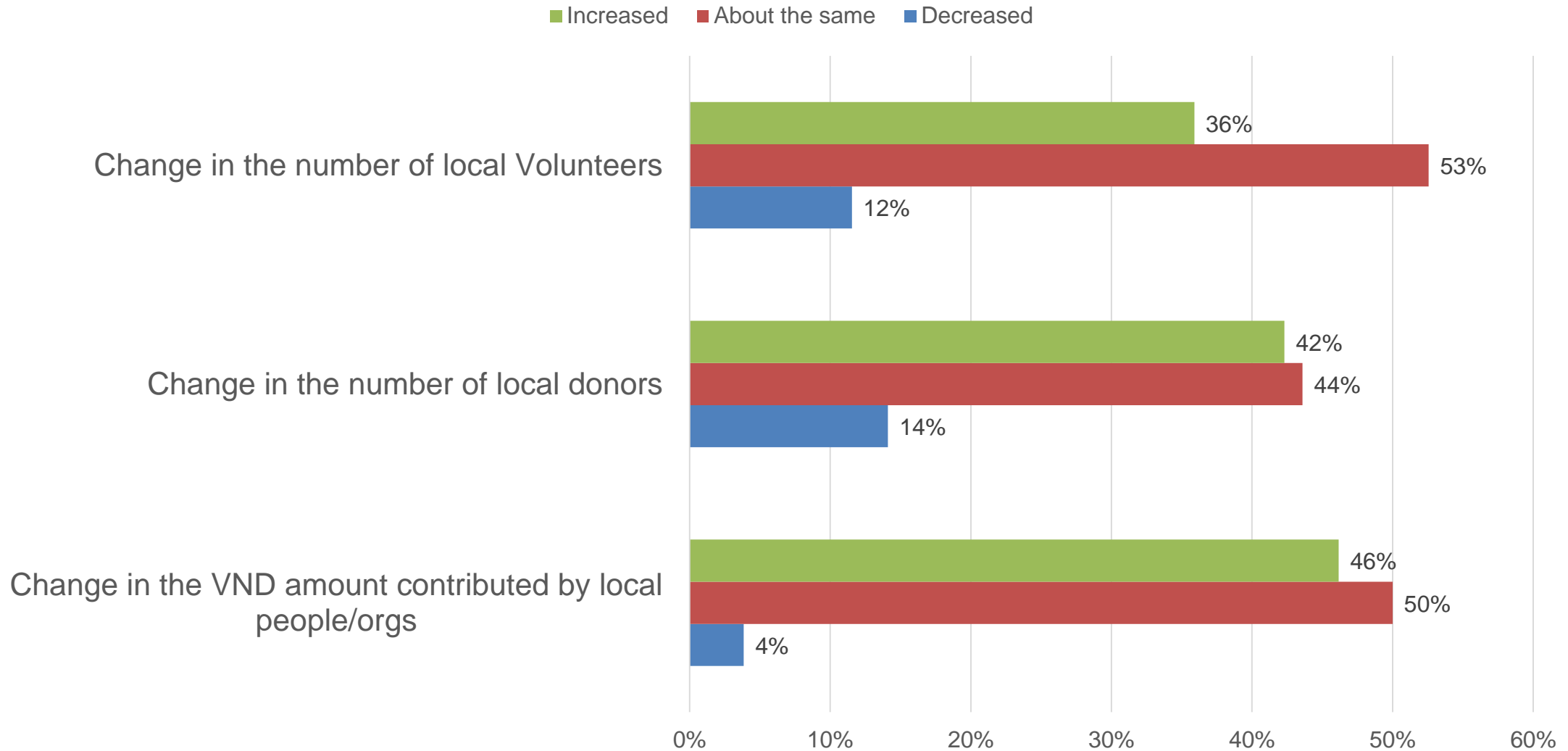


Evaluation on LIN's Impact

Impact of LIN programs on NPOs



Domestic contributions to NPOs



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 enterprises, 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

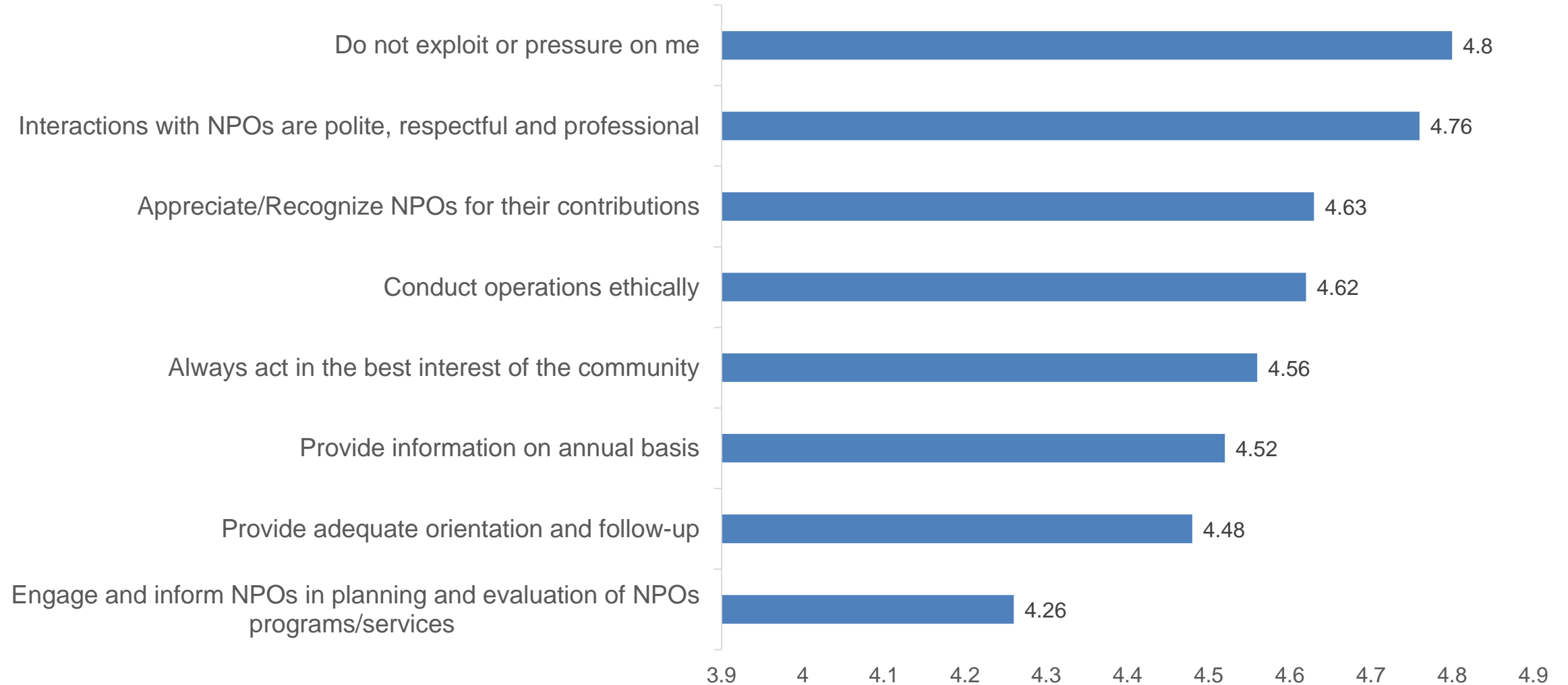
1. Fundraising
2. Communications (external)
3. Legal
4. Strategic Planning
5. Human Resources Management

NPO's perception on LIN's team capacity

94% NPO are satisfied with LIN team

NPO's perception on LIN's team capacity

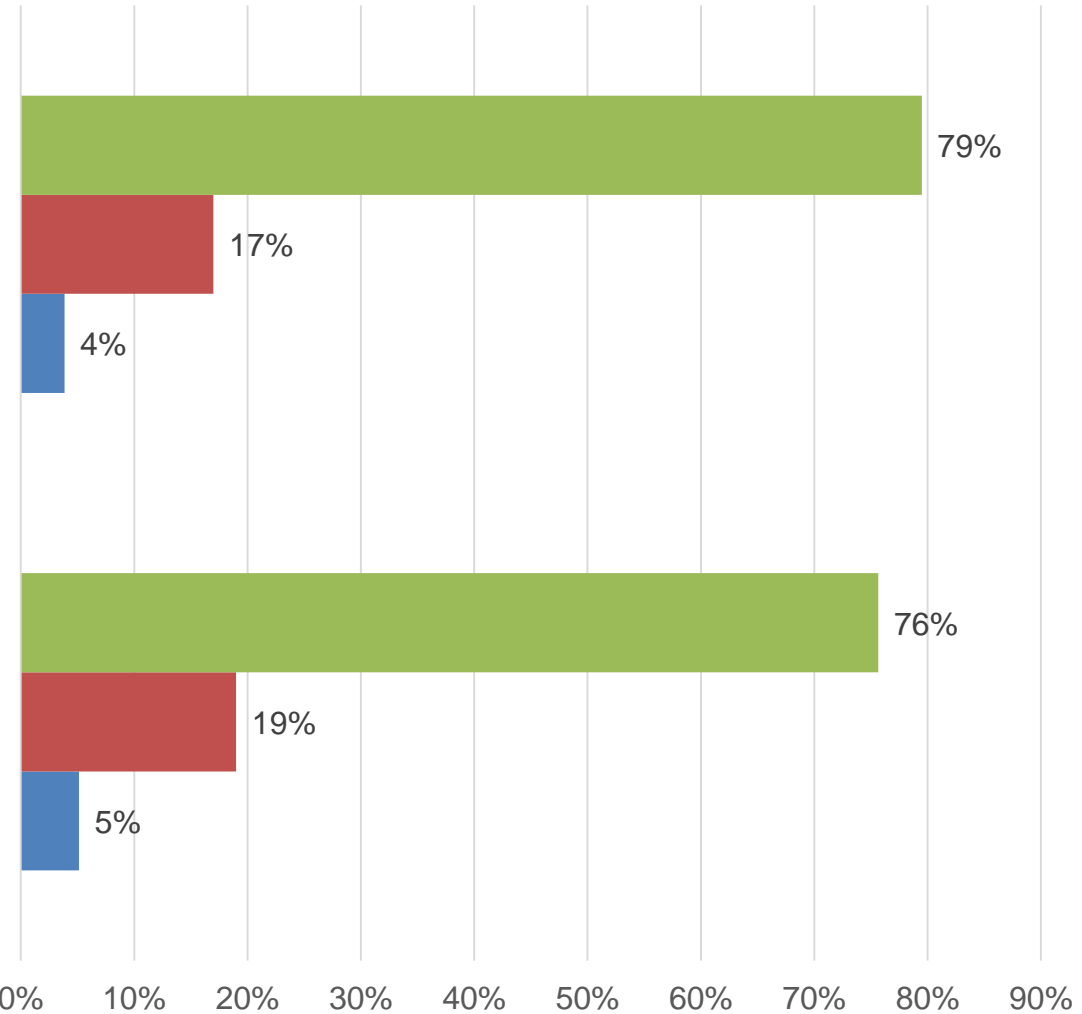
Rating of LIN staff (on scale of 1-5)



NPO's perception on LIN's team capacity

Nhận xét về việc ra quyết định ở LIN

Decision making at LIN is responsive to NPOs' needs



Decision making at LIN is inclusive

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