

INTRODUCTION

Hello, my name is I work for a private company called Social Surveys. We are conducting an academic exercise investigating the South African non-profit sector in conjunction with the WITS Graduate School of Public and Development Management. This study is supported by the John Hopkins University in the USA and forms part of an international exercise in 28 different countries. Your answers will be kept in the strictest confidence.

For Office Use Only

RESPONDENT DETAILS

NAME	
POSITION/TITLE IN ORGANISATION	
TELEPHONE NUMBER	

ORGANISATION DETAILS

Name			
Acronym			
Contact Numbers	Phone	email	Fax
			Cell
Physical address			
Postal address			

AREA:	Metropolitan		Urban		Rural	
	Name				Sampling Code	

SECTION A : GENERAL STRUCTURE OF ORGANISATION

Questions 1 to 5 refer to the whole organisation in South Africa - head offices and branches where applicable, not just the local structure

Q1 In what year was this organisation established/formed?

Q2 Which of the following categories would best describe the legal form of your organisation?
If don't know - describe organisation under 'other'

Informal, voluntary organisation	
Section 21 company, not for gain	
Trust/Foundation	
Political party	
Union	
Co-operative	
Church	
Stokvel or burial society	
Parastatal	
Private Company for Profit	
Government	
Individual member of community not formed into an organisation	
Other - specify	

}

Close Interview

Q3a To what extent do you feel that the following descriptions capture different activities in your organisation? (Whole organisation, not just local structure - where applicable)

To a Large extent (1) To some extent (2) Not at all (3) - Fill in relevant number next to each description
SHOW CARD

A	You have regular meetings, specifically to run or to discuss the future of your organisation	
B	The organisation has goals, structure and a mission statement determining how it is run	
C	The whole organisation (including head office and branches where applicable) is self-governing i.e. makes its own decisions regarding employees, and activities	
D	The organisation has volunteers, either as active players in the day-to-day activities, or on the board or governing body	
E	The organisation does not distribute or share profits with members or directors, but uses any money it has to run the organisation	

If they have answered 'TO SOME EXTENT' next to any statement - ask:

Q3b Please explain what you mean by 'to some extent'? **Write relevant letter and answer next to it**

<p>Q4 The geographic area served by your whole organisation (including branches & head office where applicable) would best be described as:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Just this neighbourhood/community</td> <td style="width: 50%;">Across several provinces</td> </tr> <tr> <td>All or most of the communities in this general area/town (if rural, peri-urban or urban)</td> <td>Nationally in South Africa</td> </tr> <tr> <td>City wide (if metropolitan)</td> <td>Southern Africa</td> </tr> <tr> <td>In the whole province</td> <td>Africa</td> </tr> <tr> <td></td> <td>Worldwide</td> </tr> </table>	Just this neighbourhood/community	Across several provinces	All or most of the communities in this general area/town (if rural, peri-urban or urban)	Nationally in South Africa	City wide (if metropolitan)	Southern Africa	In the whole province	Africa		Worldwide	For Office Use Only
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<p>Q5 How many branches or offices does your organisation have in South Africa, including your head office?</p> <div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
<p><i>If the organisation is a local structure/branch or part of an umbrella organisation, please answer the following questions 6 to 9 for this office or local structure only</i></p>											
<p>Q6 Now thinking about just this structure/branch which of the following best describes this organisation?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">A branch or local structure of a bigger organisation</td> <td style="width: 33%;">The head office of a larger organisation</td> <td style="width: 34%;"></td> </tr> <tr> <td>The only office/branch of the organisation</td> <td>A project/programme working under the auspices of another organisation</td> <td></td> </tr> <tr> <td>A member organisation belonging to an umbrella organisation</td> <td>Other (specify)</td> <td></td> </tr> </table>	A branch or local structure of a bigger organisation	The head office of a larger organisation		The only office/branch of the organisation	A project/programme working under the auspices of another organisation		A member organisation belonging to an umbrella organisation	Other (specify)			
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<p>Q7a Is this branch/local structure of the organisation based in this community, i.e., is its office or the place where it has some of its meetings in this community, or is it only active in this community with regard to certain projects? By 'active', I mean, do members of this organisation physically operate in this community?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Based in community but not active there</td> <td style="width: 33%;">Active in community but not based there</td> <td style="width: 34%;"></td> </tr> <tr> <td>Based in community and active there</td> <td></td> <td></td> </tr> </table>	Based in community but not active there	Active in community but not based there		Based in community and active there							
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<p>Q7b If your organisation is not based in this community please could you tell me where it is based?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Area</td> <td style="width: 40%;"></td> <td style="width: 15%;">Town</td> <td style="width: 20%;"></td> </tr> <tr> <td>Province</td> <td></td> <td></td> <td></td> </tr> </table>	Area		Town		Province						
Area		Town									
Province											
<p>Q7c If your organisation is only active in the community, please indicate which of the following statements apply to your organisation:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Although our office / branch is not in(NAME OF COMMUNITY), our organisation has staff / members working in the community on a regular basis (more than once in 3 months)</td> <td style="width: 30%;"></td> </tr> <tr> <td>Although our office / branch is not in(NAME OF COMMUNITY), and none of our people go into the community regularly to work, quite a lot of people from that community come to us regularly</td> <td></td> </tr> </table> <p>MAKE SURE THE ORGANISATION IS IN A NEIGHBOURING COMMUNITY AND NOT FURTHER AWAY</p>	Although our office / branch is not in(NAME OF COMMUNITY), our organisation has staff / members working in the community on a regular basis (more than once in 3 months)		Although our office / branch is not in(NAME OF COMMUNITY), and none of our people go into the community regularly to work, quite a lot of people from that community come to us regularly								
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<p>Q8</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">a How many non-staff members does this local structure of your organisation have?</td> <td style="width: 40%;"></td> </tr> <tr> <td>b How many non-staff members does the whole organisation in South Africa have?</td> <td></td> </tr> <tr> <td>c How many of the non-staff members of the local structure are active, i.e., taking part and contributing to the organisation on a regular but voluntary basis?</td> <td></td> </tr> </table>	a How many non-staff members does this local structure of your organisation have?		b How many non-staff members does the whole organisation in South Africa have?		c How many of the non-staff members of the local structure are active, i.e., taking part and contributing to the organisation on a regular but voluntary basis?						
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<p>Q9 On average, compared to last year, is the number of volunteers now used by the local office of your organisation higher, lower or the same as last year?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Higher</td> <td style="width: 25%;"></td> <td style="width: 25%;">Lower</td> <td style="width: 25%;"></td> </tr> <tr> <td></td> <td></td> <td>The Same</td> <td></td> </tr> </table>	Higher		Lower				The Same				
Higher		Lower									
		The Same									
<p>Q10 How would you describe your organisation's goal or mission?</p> <div style="border: 1px solid black; padding: 5px; min-height: 50px;"> <p> </p> <p> </p> <p> </p> <p> </p> </div> <p><i>Probe until you are sure you understand the answer and have covered whole mission/goal</i></p>											
<p>PAGE 2</p>											

Q11 Please describe the services and activities that your organisation carries out, and for each type of activity please try and estimate how much of the total time of the organisation is spent on that activity so that the time spent on each of the activities altogether adds up to 100.

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ACTIVITY	Percent of time spend on each

Q12 Please could you tell me how many employees there are in each of the following categories. **SHOW TABLE**

	FULL-TIME				PART-TIME				VOLUNTEER			
	MALE	FEMALE	BLACK	WHITE	MALE	FEMALE	BLACK	WHITE	MALE	FEMALE	BLACK	WHITE
Management												
Professional & Technical												
Support & Admin												
Cleaning & other blue collar												
TOTAL												

Q13 On average, how many hours would one normal part-time worker work per month?

Q14 On average, how many hours would one normal volunteer worker work per month?

SECTION B : FINANCIAL DETAILS

REMIND RESPONDENT: All information will be kept in the strictest confidence - this is an academic exercise for an international study. This information is required to help understand the needs required by the sector, as a whole. Only aggregated data will be used.

If possible, go though this section with the respondent and fill in the questionnaire with him or her. If the respondent knows most of the answers but has to check a few, fill in what you can, and phone him or her later to fill in the missing answers.

If the respondent does not know most of the answers and needs to find them out, leave only this section of the questionnaire with him or her, and either arrange for him or her to fax it back, or make a time when you will collect it. Try to bring away a copy of the latest annual review and financial statements of the organisation.

SECTION B - FINANCIAL DETAILS

ORGANISATION DETAILS

Name of Organisation				Acronym	
Name of Respondent					
Contact Numbers	Phone			Fax	
	email			Cell	
Physical address					

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Q1 What are your average monthly expenses for this local office, excluding capital expenses such as buying buildings, equipment, computers, etc.? Please fill in the amount or put a cross in the appropriate box.

1997 1998

AMOUNT		
All the finances are done at head office not at this office		
The organisation does not keep records of that information		
Other (please explain)		

Q2 How much do you spend on salaries and wages during an average month that includes items such as pension, medical aid, unemployment insurance and PAYE?

1997 1998

Q3 For each of the activities that this local office of your organisation undertakes **USE THE SAME ACTIVITIES AS IN QUESTION 11, P.3** how much of your total monthly expenses are spent on each?

ACTIVITY	Percent of costs spent on each

Q4 When is your financial year end?

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Q5a How much of your income in your last financial year came from each of the following sources **(Record in column A)**

Q5b What kind of non-cash support did you receive from each of these sources last financial year, and what is the estimated market value of each? **(Record in column B)**

SOURCES OF REVENUE	(A) CASH			(B) IN-KIND	
	AMOUNT		%	ITEM	CASH VALUE
Government grants and contracts <i>(Not only SA Government but any government)</i>					
Reimbursement arrangements from any Government around the world <i>(third party payments from Government for services provided to clients)</i>					
Private donations <i>(individuals, corporations, foundations, transfer from parent organisation/church)</i>					
Fees and charges for services <i>(include direct client charges, fees for service payments from private insurance companies ticket sales, admissions, etc.)</i>					
Sales of products <i>(include proceeds from products and services that are not directly related to the primary activity of the organisation; as well as proceeds from subsidiaries including corporate sponsorship)</i>					
Membership dues					
Earnings from endowments or investments					
Other (specify)					
TOTAL					

Could you please tell me of any (GO THROUGH THE SECTORS ONE BY ONE AND USE EXAMPLES OF EACH) organisations that work in this community?

Sectors: Culture & Recreation; Education and Research; Health; Social Services; Environment; Development and Housing; Law, Advocacy and Politics; Philanthropy and Volunteerism; Religion; International Activities; Business and Professional Organisations; Other

ORGANISATION 1 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 2 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 3 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 4 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 5 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 6 DETAILS

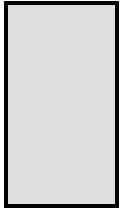
Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 7 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				

ORGANISATION 8 DETAILS

Name of organisation				
Acronym		Name of Contact person		
Contact Numbers	Phone		Fax	
	email		Cell	
Physical address				



SECTION C - ORGANISATIONAL SURVEY

Q1 What are the major problems confronting your organisation at the present time? (Here is a list of possible problem areas. Please read these carefully and tell me which of these in your organisation are (1) **NOT AT ALL SERIOUS**, (2) **SOMEWHAT SERIOUS**, (3) **VERY SERIOUS** or (4) **DO NOT APPLY** to your organisation.

PROBLEMS		NOT SERIOUS	SOMEWHAT SERIOUS	VERY SERIOUS	NOT APPLICABLE
FUNDING					
A	Lack of contributions from the public				
B	Lack of experience in fund-raising				
C	Inability to generate income from client fees				
D	Excessive reliance on foreign funding				
E	Pressures to raise income from selling services and products				
F	Lack of contact with potential funding sources				
G	Lack of government support				
STAFFING OR MANAGEMENT					
H	Difficulties recruiting able staff				
I	Low salaries and benefits				
J	Inadequate professionalisation of staff				
K	Difficulties recruiting volunteers				
L	Difficulties managing volunteers				
M	Difficulty locating affordable office space				
N	Inadequate office equipment/supplies				
O	Lack of staff training				
P	Low employee morale				
GOVERNMENT POLICIES					
Q	No exemption from, or reduced rates for, taxes and services used from local government				
R	Bureaucratic requirements of NPO Act, with no rewards attached for registration				
S	Lack of clear legal status				
T	Lack of favourable tax treatment for contributions				
U	Lack of government financial support				
V	Inaccessible policy processes				
W	Lack of policy direction				
X	Delays and red tape in releasing financial support				
OTHER					
Y	Competition from for-profit businesses				
Z	Limited public awareness of our type of organisation				
AA	Ethics issues				
AB	Political instability				
AC	Hostile public attitudes				



Q2 We would like your opinion concerning a number of issues related to non-profit organisations. For each statement below, please indicate the response category which most closely reflects your view.

**Strongly disagree (1) Disagree (2) Neither agree nor disagree (3)
Agree (4) Strongly Agree (5) Not applicable (N/A)**

WRITE IN THE RELEVANT NUMBER NEXT TO EACH STATEMENT

STATEMENTS

A	We are just as bureaucratic and unresponsive as government bureaucracies
B	Dependence on government funds and contracts places constraints on our role as "critical watchdogs"
C	On balance, the advantages of government financial support to organisations like ours outweigh the disadvantages
D	The general population tends to view organisations like ours with suspicion and distrust
E	Government tends to view organisations like ours with suspicion
F	Most non-profit organisations concentrate too much on service delivery and too little on advocacy
G	Our need to raise income from selling our services and products is keeping us from serving our real purpose
H	We have to devote too much of our energies to fundraising
I	We devote too much of our energies to competing for tenders and contracts
J	Most non-profit organisations I know do not serve charitable purposes
K	We are increasingly becoming more like business enterprises
L	Receipt of government funds has distorted our organisation's purposes
M	It is difficult to generate grassroots support for organisations like ours
N	We are increasingly called on to accept tasks shifted to us from government
O	The next two years promise to be much easier for our organisation when compared to the previous two
P	Non-profit organisations in our field are often more innovative than comparable public agencies
Q	Non-profit organisations in our field are often more innovative than comparable business establishments
R	Non-profit organisation serve those in greatest need
S	Without non-profit organisations, those in greatest need would be left alone
T	Organisations like ours create a sense of community and belonging that government agencies cannot
U	We are much closer to the real needs of the people than government
V	We serve the needs of the people, rather than the profit margin (as businesses do)
W	We always look for new and better ways to serve our clients
X	Non-profit organisations are often the pioneers in dealing with new problems
Y	Government and business respect us as equal partners in collaborative arrangements

