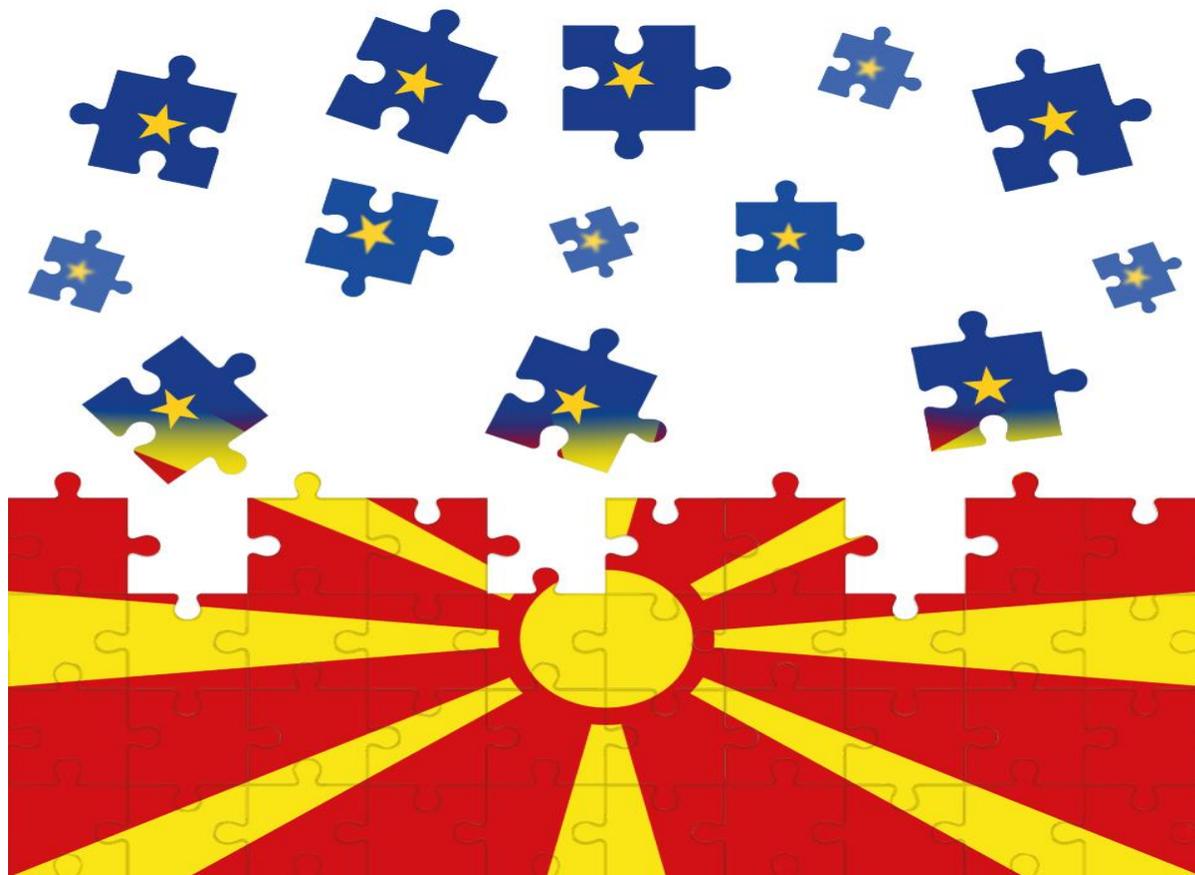




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Report from the Findings of the Self-evaluation of the Citizens Associations Registered in the Registry of the Ministry of Labor and Social Policy, Performing Activities in the Field of Social Work

Skopje, September 2016

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Title:

Report from the Findings of the Self-evaluation of the Citizens Associations and Registered in the Registry of the Ministry of Labor and Social Policy, Performing Activities in the Field of Social Work

Publisher:

Association for Democratic Initiatives (ADI)
Organization of Women of Municipality of Sveti Nikole

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Introduction

The goal of the project "Improving of the Social Inclusion Through Effective Usage of the EU Funds," implemented by the Institute for Democracy "Societas Civilis" - Skopje (IDSCS), together with the partners Association for Democratic Initiatives (ADI) from Gostivar and Organization of Women of the Municipality of Sveti Nikole (OWMSN), is to strengthen the capacities of the Public Health Institution Office for Social Activities, the Social Work Centers throughout the Republic and the civil society organizations working on the field of social protection in developing of innovative programs for social inclusion through the effective usage of the European Union's funds.

According to Article 18 from the Law on Social Protection: *"An association and a physical entity can perform activities in the area of the social protection, under conditions, in a way and procedure determined by this law."* Also, in Art. 14, the Law states that the associations *"cooperate with the institutions for social protection in realization of the activity determined by this Law."* Having in consideration this legislative possibility, a questionnaire was prepared, from the project "Improving of the Social Inclusion Through Effective Usage of the EU Funds" and in the direction for achieving the project's goal to effectively evaluate the capacities of the civil society organizations, working in the field of social protection. The questionnaire, intended for the civil society associations consists of 31 questions, which cover four aspects: capacities of the civil society association (number of employees, level of education, professionalism of the personnel, financial capacities, sources of finance, equipment etc); activities regarding the association's work; project management, the experience, knowledge and conditions of the association to participate and implement projects in the domain of social protection; and questions which would evaluate the level of collaboration of the association with the rest of the key actors (the ministry of labor and social politics, the local government, social protection institutions etc.) in the process of fulfilling its goal and mission.

Methodology

The subject of this research were civil society organizations dealing with questions on social inclusion. Due to the existence of the registry of this type of organizations on the webpage of the Ministry on Labor and Social Policy, the project team was working according to this list. Out of total 75 organizations, only 26 civil society organizations answered the questionnaire, or were interviewed. The goal was to evaluate the human and technical capacities of the non-governmental organizations and their ability for project management, as well as collaboration with the key stakeholders. In order to gather the data, a survey questionnaire was prepared which consisted of 32 questions. The questions were of closed and opened type, with an option for grading, comments and opinion fill-ins. The questionnaire was sent to the non-governmental

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organizations via email. Having in consideration that a big part of the questionnaires returned due to invalid or non-existing email addresses, the project team decided to conduct part of the interviews in person.

Range of Action of the Citizen's Organizations

By the range of action, the civil society organizations cover municipal, regional, national and international level. According to the data received from the answered questionnaires, where organizations had the opportunity to choose several levels of action, there are 16 civil society organizations acting on a municipal level, and 11 organizations on regional level. There are a total of 14 organizations that act on national level as well, and 6 organizations responded that they work also on an international level.

According to the data, we can conclude that most of the civil society organizations act exclusively on a municipal level.

Capacities

Timely employment

Regarding the determination of employees, the responses are divided into four categories: full-time employees, part-time employees, freelancers and volunteers, especially for the years of 2013, 2014 and 2015.

Category - full-time employees:

In 2013, the total of 26 interviewed organizations had 66 full-time employees.

In 2014, the number of full-time employees was 72.

In 2015, the number of full-time employees in the non-governmental organizations was 73.

According to the statistical data, we can see a slight increase of full-time employees every following year.

Category - part-time employees:

In 2013 the civil society organizations had 5 part-time employees.

In 2014, the civil society organizations had 6 part-time employees.

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In 2015, the civil society organizations had 6 part-time employees.
According to the data received from the interviewed organizations, we can conclude that almost every year the number of part-time employments stays the same and there is a maximum of two part-time employees at an organization.

Category - volunteers

In 2013, the civil society organizations had 71 volunteers.
In 2014, the civil society organizations had 148 volunteers.
In 2015, the civil society organizations had 153 volunteers.

According to the information received from the interviewed organizations, we can conclude that every year there is an increase in the number of volunteers in the civil society organizations working in the field of social protection.

Category - freelancers

In 2013, the civil society organizations had 246 freelancers.
In 2014, the civil society organizations had 287 freelancers.
In 2015, the civil society organizations had 282 freelancers.

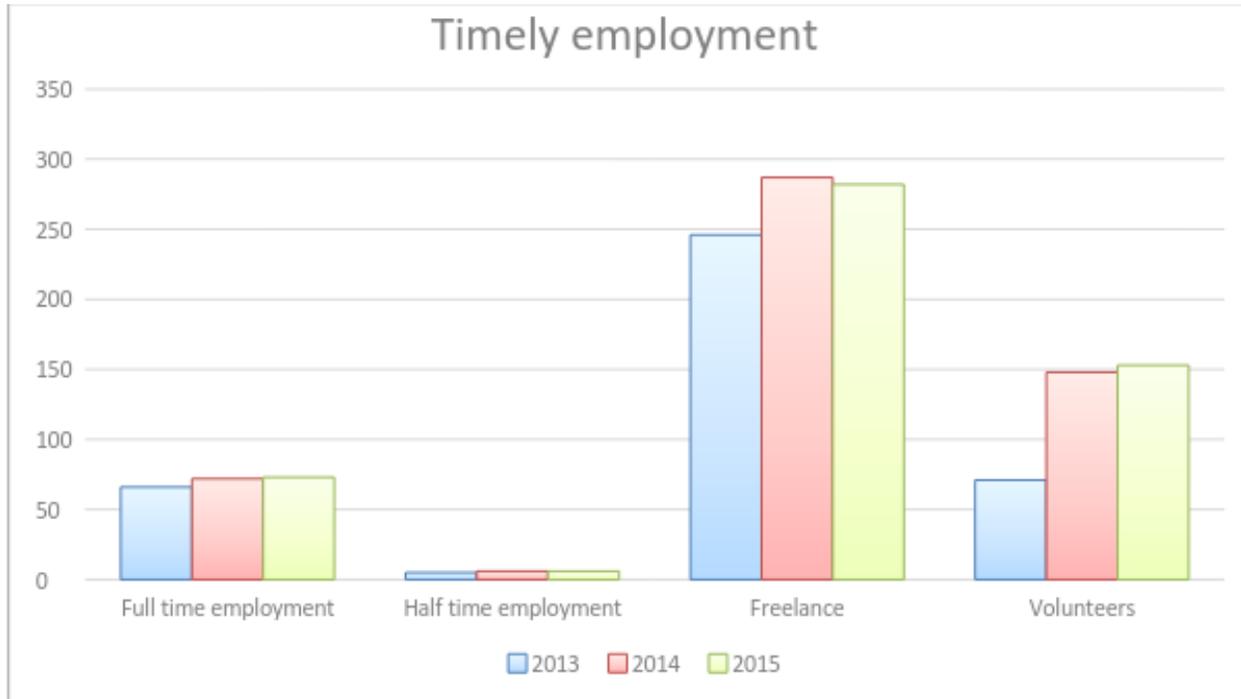
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To the question of how difficult is to keep employees in the civil society sector, the interviewed organizations were offered score from 1 to 10. (The fact that the number of freelancers is significantly higher than the full time employees appears to be an indicator of this difficulty.) The number 1 indicates the most difficult, and the number 10 indicates that it is not difficult at all to keep employees in the organizations. The responses of the interviewed organizations are different. The middle score which the organizations used to evaluate the level of (im)possibility of keeping the employees is 5.65. For certain organizations keeping the employees in the organization is difficult because of the dependency of projects and the inconsistency of the financial income. On the other hand, for people who are in the civil society sector for a longer time, have more experience, and are dedicated to their work, the finances are not the most essential thing.

Level of Education

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The gathered results of the questionnaires show that 0,3 % of the organizations' members have no education, 3,9% have primary education, 30,8 have secondary education, 53,9% have undergraduate education, 9,4% have master degree, and 1,6% have a PhD. We can notice that 65% of the members in the interviewed organizations have undergraduate education, at least.

Education Profile

The civil society organizations had the opportunity to divide their employees according to their education profile, or to respond how many of their employees are social workers, psychologists, pedagogists, legal representatives, sociologists, defectologists, economists, researchers and other. This question was to evaluate the type of professional capacities the civil society organizations have from the field of the social protection, mostly because they are in the best legal position to offer social services.

According to the data for the number of employees in the civil society organizations with a completed profile, we can conclude that:

Social Workers employed in the interviewed civil society organizations:

- 17 out of 26 do not have an employed social worker.
- 4 out of 26 have only one employed social worker.
- 1 out of 26 has eight employed social workers.

Psychologists employed in the interviewed civil society organizations:

- 14 out of 26 do not have even one employed psychologist.
- 8 out of 26 have one employed psychologist.
- 2 out of 26 have employed seven psychologists.

Pedagogists employed in the interviewed civil society organizations:

- 14 out of 26 do not have an employed pedagogist.
- 6 out of 26 have one employed pedagogist.
- 2 out of 26 have three employed pedagogists.

Sociologists employed in the interviewed civil society organizations:

- 21 out of 26 do not have an employed sociologist.

Defectologists employed in the interviewed civil society organizations:

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- 23 out of 26 do not have an employed defectologist.
- 1 out of 26 has employed a defectologist.
- 2 out of 26 have employed four defectologists.

Having in consideration that the above mentioned profiles, we can conclude that besides the legally regulated possibility for the organizations to perform work and to give services of this field, they don't have enough professional staff for their activities.

At this point, it is important to state one more finding resulting from the answered questionnaires. All interviewed civil society organizations answered the question if the organization considers that it has enough expertise to implement the activities. They had the option to evaluate their own expertise from 1 to 10, and the average score is 8.15. The results confirm that the organizations consider they have enough capacities and expertise to implement the activities, although it's clear they don't have enough professional staff.

Regarding the general education profiles, the gathered data from the questionnaires show that:

- 13 out of 26 civil society organizations haven't employed a legal representative.
- 10 out of 26 civil society organizations haven't employed an economist, and 11 organizations have employed one economist.
- 22 out of 26 civil society organizations haven't employed a researcher, and 1 organization has employed 6 researchers.

In the subcategory – “other” (employees of a different profile than the offered one in the questionnaire), the organizations have employed 175 individuals. According to their education profile, the employees, the freelancers or volunteers have a title of: lawyers, culturologists, political scientists, philologists, chemical engineers, historians, as well as one MA in library sciences.

The organizations had the option from 1 to 10 (1 being insufficient and 10 sufficient) to evaluate if and how much they consider the staff they have to be enough to fulfill the scope of the work. According to the answer to this question, we can conclude that the answers are different. Half of the civil society organizations consider that the number of staff they have is partially sufficient, and half of the organizations consider that it is not completely sufficient to fulfill the scope of the work. The average score to this question is 5.60.

Financial Capacities – Budget Limit

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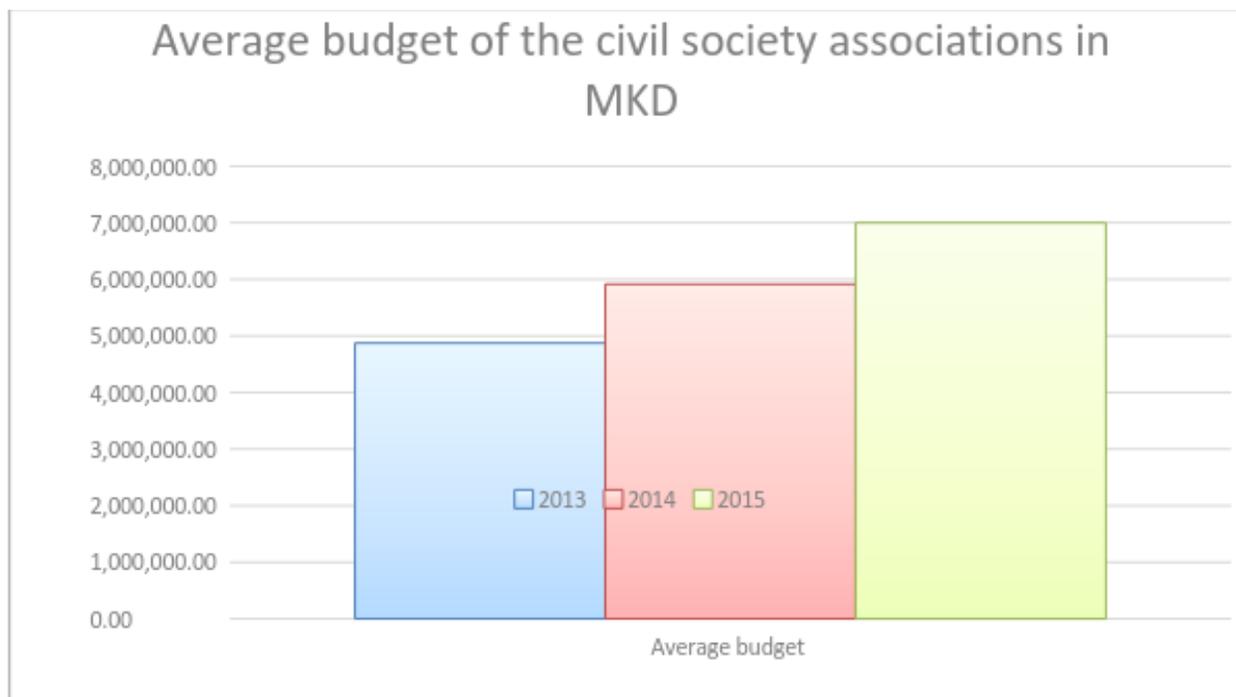


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In the questionnaire, the organizations had the option to enter the limit of their budget in the last three years, for 2013, 2014 and 2015. According to the gathered data from the interviewed organizations, in 2013 the average budget of the civil society organizations entered in the registry of the Ministry of Labor and Social Policy was 4.873.366 MKD. The highest budget of a civil society organization was 27.453.560 MKD, and the lowest 10.000 MKD.

In 2014, the average budget of the interviewed civil society organizations was 5.915.096 MKD. The highest was 33.812.273 MKD, and the lowest, again 10.000 MKD.

In 2015, according to the gathered data, the highest budget of a civil society organization was 46.517.007 MKD, and the lowest – 10.000 MKD, and the average budget was 6.998.351 MKD.



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As we can see, the average budget of civil society organizations during the past three years is in constant growth. A special accent should be put on the (over)high difference between the highest and the lowest budget of the civil society organizations which are working in the field of social policy, which certainly has also a decisive influence on the capacities and effects in performing their activities.

Financial Capacities – Financing Source

The questionnaire gave the civil society organizations the possibility to state their financing sources for the past three years, or percentage a certain financing source influenced their annual budget. As financing sources, they stated: international donors, domestic private foundations, central budget of R.M, municipal budget, individual donations, company donations and membership.

According to the data gathered from the questionnaires for 2013, we can conclude that the international donors were the most frequent financing sources and had the biggest input of 54,8% from the all other sources. Domestic private foundations have 8,8% input, the central budget of R.M has 16,8% input, the municipal budgets have 13,7% input, the individual donations have 0,4%, company donations have 3,6%, and the memberships have a 1,6% input in the financing of the civil society organizations.

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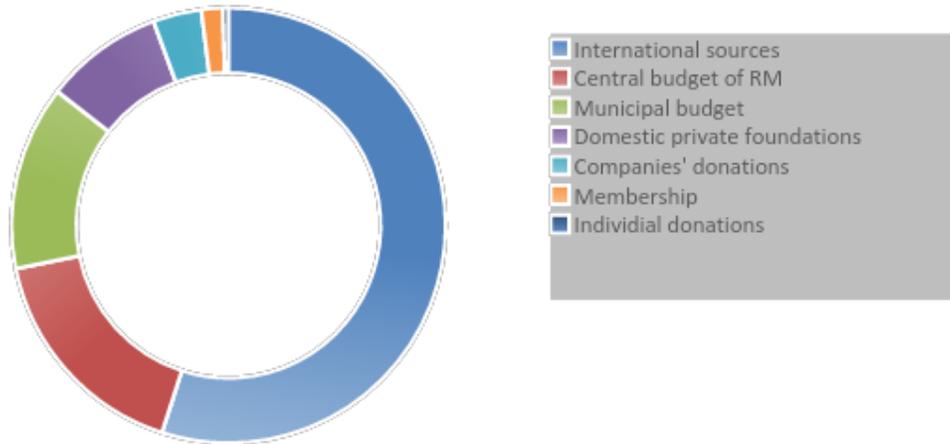
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Financing sources of the civil society associations (part of the budget) – 2013



In 2014, 56,6% of the total input in the financing of the civil society organizations is from international donors, 8,5% from domestic private foundations, 18,9% from the central budget of R.M, and 7,6% from municipal budgets. Individual donations have input of 0,5%, company donations have 6,4%, and membership has 1,6%.

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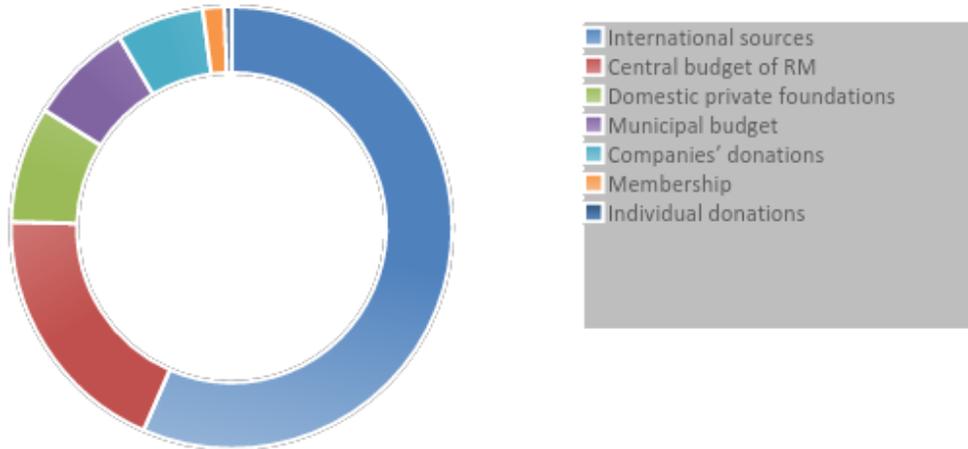
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Financing sources of the civil society associations (part of the budget) – 2014



The gathered data for 2015 shows that the input of the international donors in the civil society organizations has decreased to 51,2%. Also, the domestic private foundations input decreased more than half, now it is 4%, but the central budget input has increased to 21,8%. The municipal budgets have input of 13,6% in the financing of the civil society organizations, the individual donations of 0,2%, and the company donations of 7%. Membership input in the financing has increased to 2,2%.

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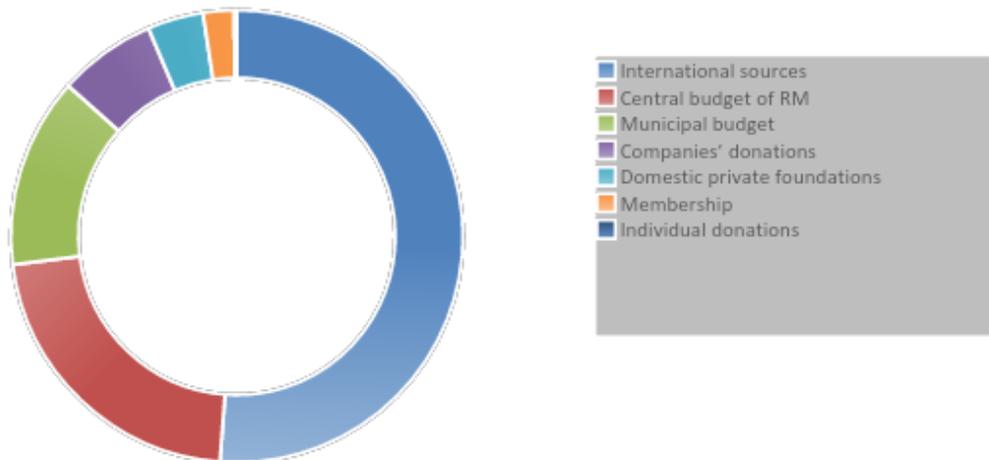
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Financing sources of the civil society associations (part of the budget) – 2015



From the data we can conclude that the international donations still stay a dominant financing source for the civil society organizations working in the field of social protection. On average, during the last three years, 74,5% of the organizations' budgets depend from international donors and every year there are 10 or 11 organizations whose budget is at least 80% dependant from international donations.

We also notice a slight, but constant increase in the input of the central budget in the civil society organizations' financing, which from 16,8% in 2013, it increased to almost 22% in 2015, whereby the domestic private foundations input has decreased by more than half, from 8,8% in 2013 to 4% in 2015.

Equipment

On the question of how much the available space of your organization is sufficient to fulfill everyday activities, most of the civil society organizations answered that the space is sufficient to fulfill the everyday activities. 11 out of 26 organizations answered that the offices are on their

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own property, and 15 organizations answered that they rent the offices. 24 organizations have access to internet and telephone, 11 organizations answered that they have a vehicle in their property, and all 26 organizations answered they have a computer.

Activities

Mechanisms for Communication with Target Groups

Most of the civil society organizations answered that they have mechanisms to establish communication with the target groups. Mostly through direct contacts, telephone, email, fieldwork, focus groups, etc. The organizations were also asked how many of the mechanisms they use are adequate to successfully establish communication with the target groups, they could choose between 1 (inadequate) and 10 (totally adequate). The average score from the results is 8.09, which indicates the fact that the organizations mostly consider that the mechanisms they are using to be adequate for successful communication with the target groups.

Time Frequency of Communication with the Target Groups

The questionnaire gave the option to the organizations to answer how often they communicate with the target groups. Communication was divided on a daily, weekly, monthly and quarterly level. The gathered answers show that the civil society organizations mostly (14 answers) communicate on a daily basis with their target group.

A sum of the gathered answers shows that the daily level of communication is represented with 56,67%, weekly with 13,33%, monthly with 13,33% and quarterly level of communication with 16,67%.

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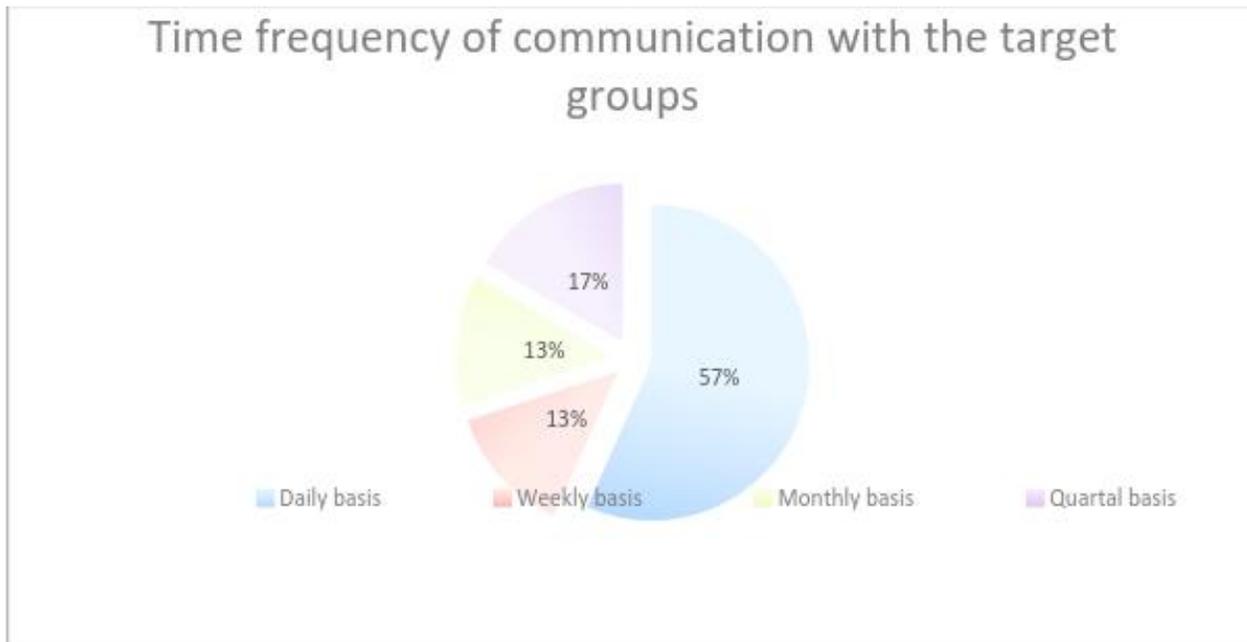
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Determination of the Target Groups' Needs



The mechanisms the organizations use to determine the needs of their target groups are divided into: consultations with the target groups, consultations with experts, research, and cooperation with appropriate state institutions. The organizations had the possibility to choose more answers. The interviews gave the following results:

- 24 organizations answered that they determine the needs of their target groups through consultations with the target groups;
- 6 organizations answered that they also determine the needs of their target groups through consultation with experts;
- 16 organizations also use research to determine the needs of their target groups;
- 14 organizations answered that they also use the cooperation with the appropriate state institutions to determine the needs of their target groups.
- 2 organizations answered that they also use other methods and sources to determine the

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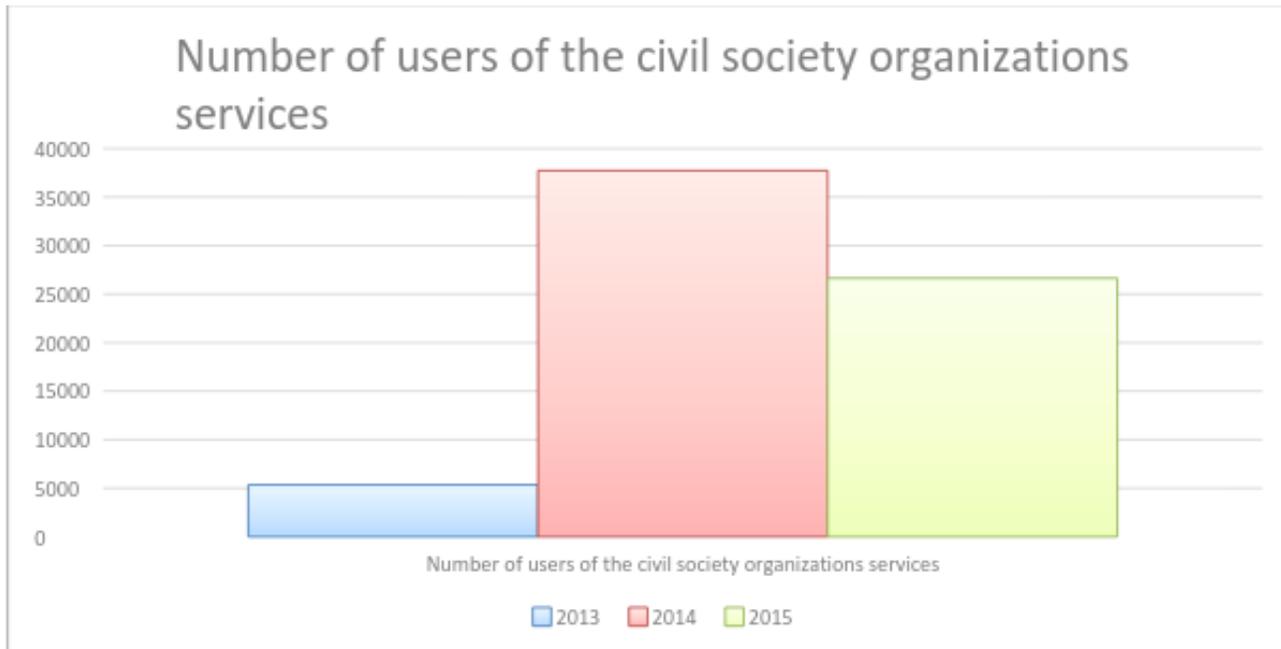
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needs of their target groups, such as: focus groups, trainings, literature and education.

Users of the Civil Society Organizations Services

According to the data received for the number of users of the organizations' services, we can state the following results:

- In 2013 the number of users of the organizations' services was 5349.
- In 2014 the number of users of the organizations' services was 37742.
- In 2015 the number of users of the organizations' services was 26646.



From the statistical data, we can see that the number of users of the interviewed civil society organizations services, working in the field of social protection, was highest in 2014.

Attending Trainings

On the question if the employees in the organizations have attended trainings in the field of

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social help and protection in the last two years, 10 of the organizations answered positively, 13 answered negatively and three had no data. In percentages, 38,5% of the organizations attended trainings in the field of social help and protection, and 61,5% didn't attend or have no data about it.

Attending trainings in the field of social welfare and protection



Regarding the answers of the previous question, all organizations that answered positively had the possibility to evaluate the benefits of the training from 1 to 10, 1 being the less useful, and 10

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being totally useful. The average score is 7,50%.

Project Management

Most of the interviewed civil society organizations stated that they have enough capacities to write and implement projects in the field of social protection. 20 of them stated that in the last three years they participated in project applying, and the other six organizations stated that they did not participate.

Project management, implementation of EU projects, building organizational capacities, innovations and research are trainings which the civil society organizations stated as necessary to improve the working process in the organizations.

23 out of 26 civil society organizations stated that they participated in implementing projects funded by donors in the last three years. In the last three years, most of the organizations were funded by international donors, most often by EU funds. Other donors of the civil society organizations projects are UN agencies, Germany, Switzerland, Norway, the British embassies, FOSM, the Government and some other foundations. In the last three years, 8 out of 26 organizations didn't participate in implementing projects. –

Knowledge and Usage of the English Language

Based on the data from the questionnaires, we can conclude that 22 civil society organizations have at least one employee that uses English language and 4 organizations don't have an employee that knows and uses English language.

Cooperation

22 out of 26 organizations stated that they cooperate with the social work centers. Mostly, the cooperation is through trainings, workshops, seminars, help with the work with marginalized groups, experience exchange, and in fewer cases, through common projects. Generally, the organizations are satisfied with the cooperation of the social work centers with the civil society sector, and four organizations answered that they don't cooperate with the social work center.

As a positive example of the common cooperation between the social work centers and the civil society organizations, here are some answers from the questionnaire:

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- *We establish the cooperation through constant contacts about the field of work of Semper, meetings at certain events organized by the SWC (Social work center), the local government, IAS (Internal affairs sector) and other institutions. Sometimes through initiatives by Semper regarding certain problems.*
- *Joint implementation and realization of all shapes of social rights for children and parents, prevention and protection of children and mothers – victims of domestic violence, asocial conducts, and institutional care.*
- *Sending clients between organizations and institutions to use the services in the youth center for SRH (Sexual and reproductive health) of HERA in Shuto Orizari; establishing social rights in the SWC; Gathering information, mediating or accompanying the establishment of client's social rights.*
- *Sending clients from MC and the first family center, accompanying and mediating the establishment of the rights in the field of social protection – domestic violence protection, establishing the right of parenthood and guardianship.*

22 out of 26 organizations answered that they cooperate with the municipality. This cooperation between the civil society organizations and the municipality is mostly through signing cooperation memorandums, participation in joint activities, events, trainings, tribunes, financial support for events and activities, creating strategies etc. Three organizations answered that they don't cooperate with the municipality, and only one organization didn't answer. Some organizations have difficulties in implementing their own projects because of the lack of cooperation between the municipality and the civil society organizations. Most frequent reason for the lack of cooperation is the "political party branding" of the organization.

14 out of 16 organizations answered that they didn't participate in preparation of a municipal action plan for social protection, and the most common reason stated is the uninformed organizations for the possibility and participation in the preparation of the action plan. The other 11 organizations answered that they have participated in the preparation of the action plan for social protection by including members of the organizations in a focus group and work groups, as well as through consultations. One organization answered indifferently.

22 out of 26 civil society organizations stated that they didn't participate in monitoring of the implementation of the action plan for social protection, one organization answered indifferently.

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Association EHO educative humanitarian organization – Shtip, Drom – Kumanovo and Association for blind children – Veles are the organizations which have so far participated in monitoring of the implementation of the action plan for social protection. To the question in which way the organizations performed the monitoring of the implementation of the action plan for social protection, the organizations stated that they mostly do this through evaluation, which they perform together with a previously formed working group.

25 organizations answered that they cooperate with other civil society organizations that work on the field of social protection. And this cooperation mostly is through exchange of information and experiences, as well as direct cooperation through project implementation. Generally, the cooperation between the civil society organizations is rated on a quite high level. Almost all 26 organizations stated examples of successful and good cooperation between the civil society organizations.

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