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## **Appendix 1: Data Collection Instrument (Questionnaire)**

**(Source: Vuyelwa Nhlapo, June 2009)**

### **EVALUATION OF THE ROLE OF CIVIL SOCIETY ORGANISATIONS IN POVERTY ALLEVIATION**

#### **INTRODUCTION**

Poverty is one of the serious challenges that are affecting South Africa. As a result government has made poverty alleviation and development major priorities. It is in this context that the role of civil society organizations becomes critical. Civil society organizations potentially have roles to play in building more democratic political institutions, enlarging political space for grassroots change, and generating alternative thinking and approaches to poverty alleviation (Lewis and Wallace 2000:x).

#### **PURPOSE**

The purpose of this questionnaire is to evaluate the role of civil society organizations (CSOs) in poverty alleviation in South Africa. The role of CSOs is evaluated on the basis of the nature of work, the priorities of CSOs, their capacity and capabilities, their sustainability and the role played by CSOs in involving and empowering communities.

#### **DECLARATION**

The information gathered from this questionnaire will be used solely for the purpose of the research. No information will be disclosed for other purposes without prior approval from the relevant organization.

#### **ORGANIZATION INFORMATION**

1. Name of the Organization

.....

2. What description best fits your organization?

- a)  Non Governmental Organization (NGO)
- b)  Community Based Organization (CBO)

- c)  Faith Based Organization (FBO)
- d)  Self-help organization
- e)  Other (Specify) .....

3. Which, if any, of the following laws is your organization registered with?

- a)  NPO Act (1997)
- b)  Section 21 Company Act
- c)  Other (Specify) .....

4. In which provinces is your organization based and work in?

- a)  Eastern Cape
- b)  Free State
- c)  Gauteng
- d)  KwaZulu-Natal
- e)  Limpopo
- f)  Mpumalanga
- g)  Northern Cape
- h)  North West
- i)  Western Cape

5. What is the vision of your organization?

.....  
.....  
.....

6. What is the mission of your organization?

.....  
.....  
.....

7. What are the values of your organization?

.....  
.....  
.....  
.....  
.....

8. What are the primary objectives of your organization?

.....  
.....  
.....  
.....

9. What type of sector programmes/projects your organization focus on?

- a)  Agriculture
- b)  Education
- c)  Health
- d)  Housing
- e)  Social Development
- f)  Food security
- g)  Women's cooperative
- h)  Other (specify).....

10. How does your organization identify these programmes?

- a)  Community mapping exercise
- b)  Assessments by consultants
- c)  Community based participatory assessments
- d)  Integrated Development Plans
- e)  Informed by funding organizations
- f)  Other (Specify).....

11. Please indicate the number of employees in your organization
- a)  Full time employees .....
  - b)  Part time employees .....
  - c)  Volunteers .....

**BENEFICIARIES**

12. Who benefited from your programmes in 2007?

| AGE   | FEMALE | MALE | TOTAL |
|-------|--------|------|-------|
| 0-5   |        |      |       |
| 6-18  |        |      |       |
| 19-35 |        |      |       |
| 36-55 |        |      |       |
| 56-65 |        |      |       |
| 65+   |        |      |       |

13. How does your organization identify its beneficiaries?
- a)  Community-based vulnerability assessments
  - b)  Department of Social Development
  - c)  Department of Health
  - d)  Department of Education
  - e)  Community Structures
  - f)  Household profiles
  - g)  Other (specify).....

**PLANNING, INTEGRATION AND ACCOUNTABILITY**

14. Which structural needs is this organization addressing?
- a)  Community level
  - b)  CBO level
  - c)  Local government level
  - d)  Provincial government level

- e)  National level
- f)  Other (specify)
15. How did this organization identify these needs?
- a)  Community profiling
- b)  Organizational needs assessment
- c)  Household profiling
- d)  Integrated Development Plans
- e)  Other (specify)
16. Are there any other organizations that are addressing these needs?
- Yes
- No
17. If yes from which sectors are they?
- a)  Health
- b)  Social Development
- c)  Agriculture
- d)  Education
- e)  Other (specify)
18. What is your relationship with these organizations?
- a)  Part of the network
- b)  Sub Grantees
- c)  Member of the coalition
- d)  Other (specify).....
19. Does your organization participate in the Integrated Development Plans of Local Government?
- a)  Yes
- b) How? .....
- c)  No
- d) If no, why not? .....
20. What are the benefits of participating in this process?

.....  
 .....  
 .....

21. What have been the constraints in participating in this process?

.....  
 .....  
 .....

22. What has contributed to your success in achieving the objectives of your organization in the past three years? (tick multiple boxes)

- a)  Available funding
- b)  Strong leadership of the organization
- c)  Strong administrative skills of employees
- d)  Strong managerial and organizational skills
- e)  Capacity building and training of employees
- f)  No of employees to perform voluntary work
- g)  Involvement of beneficiaries and communities in the design and implementation of projects
- h)  Innovation and creativity in implementing projects
- i)  Collaboration and integration with other partners
- j)  Availability of information (specify what information)
- k)  Other (specify).....

23. What have been the challenges in achieving your objectives in the past three years? (tick multiple boxes)

- a)  Limited funding
- b)  Limited skills (specify)
- c)  Lack of information (specify)
- d)  Government processes (specify)
- e)  Administrative processes (specify)
- f)  Other (specify)

24. How do you fund your activities? (Source of funding) indicate % of total budget of your organization
- a)  International donors
  - b)  Government funding
  - c)  Private sector funding
  - d)  Generate own funding
  - e)  Other (specify)
25. What was the annual income of your organization in
- a) 2006.....
  - b) 2007.....
  - c) 2008.....
26. What was the annual expenditure of your organization per project in
- a) 2006.....
  - b) 2007.....
  - c) 2008.....
27. What are the future plans on generating funding for your organization?
- .....
- .....
- .....
- .....
28. How does your organization report on its achievements? (Tick as many as possible.)
- a)  Annual general meeting
  - b)  Annual report
  - c)  Quarterly reports
  - d)  Other (specify)

## SUSTAINABILITY AND EMPOWERMENT

29. What is the role of the community in the programmes delivered by your organization?

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.....  
.....  
.....

30. How does the community participate in these programmes?

.....  
.....  
.....

31. What capacity building programmes and training does your organization benefit from?

.....  
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.....

32. How are these capacity building and training programmes determined?

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33. Who provides these capacity building and training programmes?

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34. What has been the effect of these capacity building and training programmes?

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35. Please indicate, if any, future capacity building and training programmes identified?

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36. How are decisions taken in your organization?

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37. How does the current decision process enhance your programmes?

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38. How is information shared in your organization?

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39. How effective is this process of information sharing?

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40. What are the key aspects that are important for the sustainability of your organization?

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41. What are the future areas/direction your organization wants to engage in?

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42. How are these future areas/direction determined?

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43. What capacity building programmes did this organization organize to impart skills to communities?

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44. What impact are your poverty relief and capacity building programmes making in the fight against poverty?

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45. How do you measure impact?

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46. What type of monitoring and evaluation tools do you have?

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47. Which best case studies can you mention regarding programmes which impacted more in poverty alleviation?

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**Questionnaire Completed by:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

Signature

**THANK YOU FOR YOUR CONTRIBUTION!**

(Source: Vuyelwa Nhlapo, June 2009)

## Appendix 2: List of Participating CSOs in Evaluation Research Project

| NAME OF CSO |  | CSO TYPE                          |     | PROVINCE      |
|-------------|--|-----------------------------------|-----|---------------|
| 1.          | Siyaphambili Qondile Home Based Care                   | Health Sector                     | CBO | KwaZulu-Natal |
| 2.          | Zakhe Community Centre                                 | Health Care Sector                | NGO | Gauteng       |
| 3.          | Halalelang Care Givers                                 | Faith/Healing Sector              | FBO | Gauteng       |
| 4.          | Advent Hope Education and Community Development Centre | Health Sector                     | CBO | KwaZulu-Natal |
| 5.          | Zimisele Economic Social Growth and Development        |                                   | NGO | Gauteng       |
| 6.          | Winterveldt Community Project                          | Health Sector                     | CBO | Gauteng       |
| 7.          | Lethabo Community Care Givers                          | Health Sector                     | NGO | Gauteng       |
| 8.          | Sinethemba Community Organization                      |                                   | NGO | KwaZulu-Natal |
| 9.          | Yakha Ikusasa Manje Health Development Centre          | Health Sector                     | NGO | Gauteng       |
| 10.         | Hospital hill Community Health Project                 | Health Sector                     | NGO | Gauteng       |
| 11.         | Youth Entrepreneurship Parliament                      | Education Sector                  | CBO | Free State    |
| 12.         | Kanana Development Centre                              | Social Development Sector         | CBO | Gauteng       |
| 13.         | Sakhisizwe AIDS Care Initiative                        | Health Sector                     | NGO | Gauteng       |
| 14.         | Countrywide Uncedolwabantu Projects                    | Health Sector                     | NGO | Gauteng       |
| 15.         | Holy Cross Home (Health Sector)                        | Faith Based Organization (Health) | FBO | Gauteng       |
| 16.         | Ulindi District Child and Family Welfare               | Health Sector                     | NGO | KwaZulu-Natal |
| 17.         | Rona Rea Shoma   | Social Development Sector         | NGO | Gauteng       |
| 18.         | Alliance Against HIV and AIDS (AAHA)                   | Health/Education Sector           | NGO | Gauteng       |
| 19.         | Kutullo Home Based Care and Hospice                    | Health Care Sector                | NGO | Limpopo       |
| 20.         | Thembelisha Community Support and Network              | Education/Health Sector           | NGO | Gauteng       |
| 21.         | Kwa-Shukela Care organization                          | Health Care Sector                | NGO | KwaZulu-Natal |
| 22.         | CANSA Welkom   | Health Care                       | CBO | Free State    |



|     |   | Sector                    |     |                   |
|-----|---|---------------------------|-----|-------------------|
| 23. | Ithemba lethu Projects                        | Health/Social development | NGO | Gauteng           |
| 24. | Jerusalem Home Based Care                     | Health Sector             | CBO | Limpopo           |
| 25. | Nompilo Home Based Care                       | Health Care Sector        | NGO | Gauteng           |
| 26. | Malekanyane Home Based Care                   | Health/Social Development | NGO | Gauteng           |
| 27. | Leratong Hospice                              | Health Care Sector        | NGO | Gauteng           |
| 28. | Siyabanakekela Community Project              | Health Care Sector        | NGO | KwaZulu-Natal     |
| 29. | Sihlosokuhle Development Centre               | Health/Education Sector   | NGO | KwaZulu-Natal     |
| 30. | Umtshinga Drop-in Centre                      | Health/Food Security      | NGO | KwaZulu-Natal     |
| 31. | Vukani Sizabantu Programme                    | Agriculture Sector        | NGO | KwaZulu-Natal     |
| 32. | Let Us Grow Organization                      | Agriculture Sector        | NGO | Gauteng           |
| 33. | Good Hope Home Based Care                     | Agriculture Sector        | NGO | Limpopo           |
| 34. | Siyazama Youth development Centre             | Health Care Sector        | NGO | KwaZulu-Natal     |
| 35. | Kopano Ke Maatla (Atteridgeville)             | Health Care Sector        | NGO | Gauteng (Tshwane) |
| 36. | Siphosihle Home Based care                    | Health/Education Sector   | NGO | KwaZulu-Natal     |
| 37. | Zicabangele Project                           | Agriculture Sector        | NGO | Gauteng           |
| 38. | Thiboloha Bophelong HIV and AIDS Project      | Health Care Sector        | NGO | Gauteng           |
| 39. | Perseverance Rural Development Centre         | Health Care Sector        | NGO | Gauteng           |
| 40. | Ubuntu Abande                                 | Health Care Sector        | NGO | KwaZulu-Natal     |
| 41. | Sivukile Community Project                    | Health/Education Sector   | NGO | Gauteng           |
| 42. | Bana Bokamoso                                 | Social Development        | NGO | Gauteng           |
| 43. | Bathusheng Care Centre                        | Social Development        | NGO | Gauteng           |
| 44. | Zamakuhle                                     | Health Care Sector        | CBO | KwaZulu-Natal     |
| 45. | Dumbe HIV and AIDS Action Group               | Health Care Sector        | NGO | KwaZulu-Natal     |
| 46. | Orange Farm Ministries Fraternal              | Agriculture Sector        | NGO | Gauteng           |
| 47. | Luthando Primary Health Care                  | Agriculture Sector        | NGO | Gauteng           |
| 48. | Thusanang Health and Social Community Project | Health Care Sector        | CBO | Gauteng           |
| 49. | Kopano Ke Matla (Mabopane)                    | Agriculture Sector        | CBO | Gauteng           |



|     |  |                           |                        |               |
|-----|--|---------------------------|------------------------|---------------|
| 50. | Thiloana Tsa Kopano                        | Agriculture Sector        | NGO                    | Gauteng       |
| 51. | Monyakeng AIDS Support Group               | Health Care Sector        | NGO                    | Free State    |
| 52. | Grace and Mercy Ministry                   | Health/Education Sector   | NGO                    | Free State    |
| 53. | Intshakaza Youth Support Group             | Health Care Sector        | NGO                    | KwaZulu-Natal |
| 54. | Lesedi Youth Empowerment                   | Agriculture Sector        | NGO                    | Free State    |
| 55. | Ubombo Drop-In Centres                     | Health Care Sector        | NGO                    | KwaZulu-Natal |
| 56. | Vicariate AIDS Committee                   | Health Care Sector        | FBO                    | KwaZulu-Natal |
| 57. | Hho hanag Home Based Care                  | Health Care Sector        | NGO                    | Gauteng       |
| 58. | Unyezi CBO                                 | Health Care Sector        | CBO                    | KwaZulu-Natal |
| 59. | Sizanani Community Development Project     | Health Care Sector        | NGO                    | Gauteng       |
| 60. | Abstain Be faithful and Condomise          | Health Care Sector        | NGO                    | Limpopo       |
| 61. | Lesedi Hospice                             | Health/Agriculture Sector | NGO                    | Free State    |
| 62. | Mshomisageng Club                          | Agriculture/Health        | NGO                    | KwaZulu-Natal |
| 63. | Progressive Primary Health Care FS         | Health/Education Sector   | NGO                    | Free State    |
| 64. | Goldfileds Alcohol and Drug Centre (SANCA) | Social Development        | NGO                    | Free State    |
| 65. | Zisebenzele Community AIDS Project         | Social Development        | NGO                    | KwaZulu-Natal |
| 66. | Thalitha Kumi                              | Health Care Sector        | NGO                    | Gauteng       |
| 67. | Clean Touch administrative Services        | Social Development        | CBO                    | Gauteng       |
| 68. | Siyazenzela Community Project              | Social Development        | NGO                    | Gauteng       |
| 69. | Bilanyoni AIDS Action Group                | Health Care Sector        | NGO                    | KwaZulu-Natal |
| 70. | Siyathuthuka Women's Organization          | Health Care Sector        | NGO                    | KwaZulu-Natal |
| 71. | Kideco Ltd.                                | Agriculture/Health        | Self-Help Co-operative | KwaZulu-Natal |
| 72. | Usizolwethu Homa Based Care                | Social Development        | NGO                    | Gauteng       |
| 73. | Rise and Shine community Health Project    | Health/Social Development | NGO                    | Gauteng       |
| 74. | Phafogang Community Project                | Health care               | NGO                    | Limpopo       |



|     |  | Sector                            |     |               |
|-----|--|-----------------------------------|-----|---------------|
| 75. | New Lovenet Project                                    | Health/Education Sector           | NGO | KwaZulu-Natal |
| 76. | Gagokalafi   | Social Development                | NGO | Gauteng       |
| 77. | Hope Hospice Community Project                         | Social Development Health Project | NGO | Gauteng       |
| 78. | Siqalo community Care Support                          | Health Care Sector                | NGO | Gauteng       |
| 79. | The Holy Hands Care Givers                             | Health/Education Sector           | NGO | Gauteng       |
| 80. | Lebone AIDS Care Project                               | Health Care Sector                | NGO | Gauteng       |
| 81. | Amurt-ahanang P.H.C Service                            | Health Care Sector                | NGO | Gauteng       |
| 82. | Goldfields Hospice Association                         | Health Care Sector                | NGO | Free State    |
| 83. | Lesedi-Lechabile Primary Care                          | Health/Education Sector           | NGO | Free State    |
| 84. | Albert Luthuli women H.B.C                             | Health Care Sector                | NGO | Gauteng       |
| 85. | Rainbow nation of South Africa                         | Health Care Sector                | NGO | KwaZulu-Natal |
| 86. | Vosloorus Home based Care Services                     | Health Care Sector                | NGO | Gauteng       |
| 87. | Lethimpilo Youth organization for HIV and AIDS Orphans | Health Care Sector                | NGO | KwaZulu-Natal |
| 88. | Reach for Life Home Based Care                         | Health Care Sector                | NGO | Limpopo       |
| 89. | Life Orientation Home Based Care                       | Health Care Sector                | NGO | Limpopo       |
| 90. | Kgautswane Home Community B Care                       | Health Care Sector                | NGO | Limpopo       |
| 91. | Leratong Mission Centre                                | Health Care Sector                | NGO | Gauteng       |
| 92. | Mabotsha Home Based Care Project                       | Health Care Sector                | CBO | Limpopo       |
| 93. | Sungardens and Mamelodi Hospice                        | Health Care Sector                | NGO | Gauteng       |
| 94. | Uncedolwethu (our help) Project                        | Social Development                | CBO | Gauteng       |
| 95. | Phumulani Home Based Care                              | Health/Education                  | NGO | Gauteng       |
| 96. | Human Health development Trust                         | Health/Education                  | NGO | KwaZulu-Natal |
| 97. | Tshepong Fountain                                      | Health/Education                  | NGO | Gauteng       |
| 98. | Bangabethu Sonke                                       | Health Care                       | NGO | KwaZulu-Natal |

|      |                                    | Sector             |     |               |
|------|------------------------------------|--------------------|-----|---------------|
| 99.  | Hlabisa Community Health           | Health Care Sector | NGO | KwaZulu-Natal |
| 100. | Zolo Community Development Project | Social Development | CBO | Gauteng       |

**NB: CLASSIFICATION OF CSO AS FOLLOWS:**

1. Health Care Sector = 70
2. Social Development = 13
3. Faith Based Organization = 2
4. Education = 2
5. CBO's = 13

**TOTAL = 100**

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Gauteng : 53 CSO participating

Free State : 10 CSO participating

KwaZulu-Natal : 29 CSO participating

Limpopo : 8 CSO participating

**TOTAL 100**



## Appendix 3: Research Questionnaire Factors' Analysis 100 Civil Society Organizations

| FACTORS EVALUATED/QUALITATIVELY RESPONSES  | TALLY   | FREQUENCY 100 | %   |
|--|---------|---------------|-----|
| <b>Organization identification information</b>   |         |               |     |
| <b>2. What description best fits your organization?</b>                                  |         |               |     |
| a) Non governmental organization   | 16x5=80 |               | 80% |
| b) Community Based Organization  | 15      |               | 15% |
| c) Faith Based Organization  | 2       |               | 2%  |
| d) Self-help Organization  | 3       |               | 3%  |
| e) Other (specify)   |         |               |     |
|  |         |               |     |
| <b>3. Which, if any of the following laws is your organization registered with?</b>      |         |               |     |
| a) NPO Act   | 19+5+2  | 97            | 97% |
| b) Section 21 Company Act  | 3       | 3             | 3%  |
| c) Other   | none    | 0             | 0   |
|  |         |               |     |
| <b>4. (Geographic Spread) In which provinces is your organization based and work in?</b> |         |               |     |
| a) Eastern Cape  | None    |               |     |
| b) Free State  | 9       | 9             | 9%  |
| c) Gauteng   | 51      | 51            | 51% |
| d) KwaZulu-Natal   | 10      | 10            | 10% |
| e) Limpopo   | 30      | 30            | 30% |
| f) Mpumalanga  | None    |               |     |
| g) Northern Cape   | None    |               |     |
| h) North West  | None    |               |     |
| i) Western Cape  | None    |               |     |
|  |         |               |     |
| <b>5. (Vision statements by CSOs) What is the vision of your organization?</b>           |         |               |     |
| 5.1 Top leaders in development related activities  | 7       | 7             | 7%  |
| 5.2 Rendering quality health care services to disadvantaged communities                  | 7       | 7             | 7%  |
| 5.3 Reaching out to the poor HIV/AIDS orphans  | 9       | 9             | 9%  |
| 5.4 To become the most helpful service delivery agents in terms of job-creation          | 7       | 7             | 7%  |

| FACTORS EVALUATED/QUALITATIVELY RESPONSES   | TALLY | FREQUENCY 100 | %   |
|---|-------|---------------|-----|
| and poverty alleviation/alleviation in South Africa   |       |               |     |
| 5.5 Promote HIV/AIDS awareness and healthy lifestyle development (treatment and support) (Ubuntu dignified care)                    | 30    | 30            | 30% |
| 5.6 To educate and train disadvantaged and unemployed people to achieve a higher socio-economic lifestyle.                          | 7     | 7             | 7%  |
| 5.7 Develop rural communities infrastructure and socio-economic conditions (sustainable development) *youth.                        | 14    | 14            | 14% |
| 5.8 To encourage love, spiritual development and happiness amongst poor families.   | 7     | 7             | 7%  |
| 5.9 Create culture of a caring and God fearing society in South Africa.   | 6     | 6             | 6%  |
| 5.10 Eradicate poverty and unemployment to ensure a high standard of living for all South Africans.                                 | 6     | 6             | 6%  |
|   |       |               |     |
| <b>6. Mission statements of CSOs What is the mission of your organization?</b>  |       |               |     |
| 6.1 To provide quality education and training to prevent and treat HIV and Aids sufferers.  | 36    | 36            | 36% |
| 6.2 To empower the unemployed and helpless citizens of South Africa, through life skills and or business education/training         | 7     | 7             | 7%  |
| 6.3 To work participatively or collaboratively with disadvantaged communities –access business funding for them.                    | 9     | 9             | 9%  |
| 6.4 To empower schools and communities to stop crime and substance abuse which leads to violence/deaths in families and schools?    | 6     | 6             | 6%  |
| 6.5 To provide healthy source of social-support to poverty-stricken families e.g. how to grow vegetables or start an SMME business. | 5     | 5             | 5%  |
| 6.6 Provide holistic service delivery to needy communities in South Africa.   | 6     | 6             | 6%  |

| <b>FACTORS EVALUATED/QUALITATIVELY RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY 100</b> | <b>%</b> |
|--|--------------|----------------------|----------|
| 6.7 To disseminate professional accurate information on: health, education, treatments or management of diseases of lifestyle – HIV/Aids, alcoholism, drug abuse and addiction, diabetes, high blood pressure etc. | 7            | 7                    | 7%       |
| 6.8 To improve quality of life and families socio-economic status (financial independence)   | 12           | 12                   | 12%      |
| 6.9 To restore good health, respect and high standards of morals in South Africa's violence and crime ridden society.  | 6            | 6                    | 6%       |
| 6.10 To offer optimum care to the terminally ill patients and aged people in their homes: psycho-social counselling.   | 6            | 6                    | 6%       |
|  |              |                      |          |
| <b>7. Cluster of CSOs' values/Ethics</b>   |              |                      |          |
| <b>What are your organizations values/ethics?</b>  |              |                      |          |
| 7.1 Maintenance of high standards of professionalism in all our dealings with clients and members of the public.   | 23           | 23                   | 23%      |
| 7.2 Treat all people with respect, compassion and dignity (human rights and freedom of choice).  | 20           | 20                   | 20%      |
| 7.3 Ensure high integrity and justice/equality for all people.   | 7            | 7                    | 7%       |
| 7.4 Act honestly and truthfully at all times during business hours and after business hours.   | 6            | 6                    | 6%       |
| 7.5 Practice Batho Pele principles as published by South African government (1996)   | 10           | 10                   | 10%      |
| 7.6 Love and care for all clients/patients equally (fear God at all times).  | 5            | 5                    | 5%       |
| 7.7 To strive for excellence in the process of service delivery or communities development.  | 5            | 5                    | 5%       |
| 7.8 Consistently display the spirit of selflessness and self-help amongst the poor and the jobless citizens of South Africa.   | 8            | 8                    | 8%       |
| 7.9 Keep secrecy or confidentiality on matters pertaining to clients/patients  | 10           | 10                   | 10%      |

| <b>FACTORS EVALUATED/QUALITATIVELY RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY 100</b> | <b>%</b> |
|--|--------------|----------------------|----------|
| served.  |              |                      |          |
| 7.10 Observe legal measures in the process of dealing with clients/patients (NB nobody is above the law –equality for all.)                | 6            | 6                    | 6%       |
|  |              |                      |          |
| <b>8. Primary or Core business objectives of CSOs. What are the primary objectives of your organization?</b>                               |              |                      |          |
| 8.1 To uplift the poor people socio-economically.  | 11           | 11                   | 11%      |
| 8.2 To educate and treat/care for the HIV/Aids infected people in South Africa.  | 25           | 25                   | 25%      |
| 8.3 To train the unemployed citizens of South Africa on business skills/life skills to cope better with unemployment (deprivation) stress. | 5            | 5                    | 5%       |
| 8.4 To provide the most effective spiritual development and caring skills for the terminally ill.  | 5            | 5                    | 5%       |
| 8.5 To motivate informal settlement families and communities to engage in self-empowerment/self employment ventures (poverty alleviation). | 5            | 5                    | 5%       |
| 8.6 To prevent crime, violence and unsafe behaviours in schools and communities.   | 5            | 5                    | 5%       |
| 8.7 Providing quality home based care health services.   | 16           | 16                   | 16%      |
| 8.8 To feed children from poor families e.g. HIV/Aids orphans.   | 7            | 7                    | 7%       |
| 8.9 Providing healthy social support to the aged and homeless children.  | 10           | 10                   | 10%      |
| 8.10 Caring for the terminally ill people.   | 6            | 6                    | 6%       |
| 8.11 To provide holistic medical care for sick people (HIV/Aids, Cancer, diabetes, etc.) through psychotherapy/psychological counselling.  | 5            | 5                    | 5%       |
|  |              |                      |          |
| <b>Types of sector programmes/projects each organization focuses on</b>  |              |                      |          |
| <b>9. What type of sector</b>  |              |                      |          |

| FACTORS EVALUATED/QUALITATIVELY RESPONSES  |  | TALLY                       | FREQUENCY 100 |      | %    |       |
|--|--|-----------------------------|---------------|------|------|-------|
| <b>programmes/projects your organization focuses on?</b>                                       |  |                             |               |      |      |       |
| 9.1 Agriculture  |  | 17                          | 17            |      | 17%  |       |
| 9.2 Education  |  | 19                          | 19            |      | 19%  |       |
| 9.3 Health   |  | 51                          | 51            |      | 51%  |       |
| 9.4 Housing  |  | 0                           |               |      |      |       |
| 9.5 Social Development   |  | 9                           | 9             |      | 9%   |       |
| 9.6 Food security  |  | 4                           | 4             |      | 4%   |       |
| 9.7 Women's cooperative  |  | 0                           |               |      |      |       |
| 9.8 Other (specify)  |  |                             |               |      |      |       |
| <b>Identification of programmes by CSOs</b>  |  |                             |               |      |      |       |
| <b>10. How does your organization these projects?</b>  |  |                             |               |      |      |       |
| 10.1 Community mapping   |  | 30                          | 30            |      | 30%  |       |
| 10.2 Assessments by consultants  |  | 5                           | 5             |      | 5%   |       |
| 10.3 Community based participatory assessments   |  | 46                          | 46            |      | 46%  |       |
| 10.4 Integrated development plans  |  | 11                          | 11            |      | 11%  |       |
| 10.5 Informed by funding organizations   |  | 3                           | 3             |      | 3%   |       |
| 10.6 Other (specify) Door to door contacts/ interviews   |  | 5                           | 5             |      | 5%   |       |
| Staff complement in CSOs   |  | Out of 100                  | Aver          |      |      |       |
| <b>11. Please indicate the number of employees in your organization.</b>                       |  |                             |               |      |      |       |
| Full time employees  |  | 2502                        | 25            |      |      |       |
| Part time employees  |  | 4468                        | 45            |      |      |       |
| Volunteers   |  | 7886                        | 79            |      |      |       |
| <b>12. Beneficiaries per age group. Who benefited most from implemented programmes in 2007</b> |  | Average no of beneficiaries | AGE           | F    | M    | total |
|  |  | 52                          | 0-5           | 3065 | 2096 | 5161  |
|  |  | 626                         | 6-8           | 2096 | 4159 | 6255  |
|  |  | 84                          | 19-35         | 4743 | 3664 | 8407  |
|  |  | 122                         | 36-55         | 5871 | 6350 | 12221 |

| FACTORS EVALUATED/QUALITATIVELY RESPONSES   |   | TALLY | FREQUENCY 100 |      | %     |
|---|---|-------|---------------|------|-------|
|   | 83  | 56-65 | 3745          | 4585 | 8330  |
|   | 105                                       | 65+   | 4128          | 6379 | 10507 |
| <b>13. Beneficiary identification process. How does your organization identify its beneficiaries?</b>                                     |   |       |               |      |       |
| 13.1  | Community-based vulnerability assessments | 30    | 30            |      | 30%   |
| 13.2  | Department of Social Development          | 9     | 9             |      | 9%    |
| 13.3  | Department of Health                      | 15    | 15            |      | 15%   |
| 13.4  | Department of Education                   | 6     | 6             |      | 6%    |
| 13.5  | Community structures                      | 10    | 10            |      | 10%   |
| 13.6  | Household profiles                        | 23    | 23            |      | 23%   |
| 13.7  | Other (specify) door to door              | 7     | 7             |      | 7%    |
| <b>14. Planning, integration and accountability levels. Which structural needs is this organization addressing?</b>                       |   |       |               |      |       |
| 14.1  | Community level                           | 77    | 77            |      | 77%   |
| 14.2  | CBO level                                 | 10    | 10            |      | 10%   |
| 14.3  | Local government level                    | 7     | 7             |      | 7%    |
| 14.4  | national level                            | 1     | 1             |      | 1%    |
| 14.6  | Other (specify)                           |       |               |      |       |
| <b>15. Ways and methods of needs identification. How did your CSO identify the needs</b>  |   |       |               |      |       |
| 15.1  | Community profiling                       | 55    | 55            |      | 55%   |
| 15.2  | Organizational needs assessments          | 8     | 8             |      | 8%    |
| 15.3  | Household profiling                       | 31    | 31            |      | 31%   |
| 15.4  | Integrated development plans              | 1     | 1             |      | 1%    |
| 15.5  | Other (specify) door to door visits       | 5     | 5             |      | 5%    |
| <b>16. Other organizations addressing the needs of the poor. Are there any other organizations that are addressing needs of the poor?</b> |   |       |               |      |       |
| 16.1  | Yes                                       | 84    | 84            |      | 84%   |
| 16.2  | No  | 16    | 16            |      | 16%   |
| <b>17. Sectors from which these</b>   |   |       |               |      |       |

| FACTORS EVALUATED/QUALITATIVELY RESPONSES  | TALLY | FREQUENCY 100 | %   |
|--|-------|---------------|-----|
| <b><i>organizations come</i></b>   |       |               |     |
| 17.1 Health  | 71    | 71            | 71% |
| 17.2 Social Development  | 16    | 16            | 16% |
| 17.3 Agriculture   | 5     | 5             | 5%  |
| 17.4 Education   | 5     | 5             | 5%  |
| 17.5 Other (specify) door to door  | 3     | 3             | 3%  |
|  |       |               |     |
| <b>18. <i>Relationship with the other organizations serving the same needs.</i></b>  |       |               |     |
| What is your relationship with these organizations?  |       |               |     |
| 18.1 Part of the network   | 87    | 87            | 87% |
| 18.2 Sub grantees  | 3%    | 3%            | 3%  |
| 18.3 member of the coalition   | 3%    | 3%            | 3%  |
| 18.4 Other (specify) funders/donors  | 7%    | 7%            | 7%  |
|  |       |               |     |
| <b>19. <i>Participation level in the Integrated Development Plans of local government. Does your organization participate in the IDPs?</i></b> |       |               |     |
| 19.1 Yes   | 75    | 75            | 75% |
| 19.2 How?  |       |               |     |
| 19.2.1 Submit needs of community to IDP  | 52    | 52            | 52% |
| 19.2.2 Help to generate solutions to submitted needs above   | 51    | 51            | 51% |
| 19.2.3 Participate in local govt development workshops   | 50    | 50            | 50% |
| 19.3 No  | 25    | 25            | 25% |
|  |       |               |     |
| <b>20. <i>Benefits of participating in IDP process</i></b>   |       |               |     |
| <b><i>What are the benefits of participating in the IDP process?</i></b>   |       |               |     |
| 20.1 Gain more knowledge on managing CSO's functions   | 25    | 25            | 25% |
| 20.2 Acquire problem-solving skills.   | 20    | 20            | 20% |
| 20.3 Network with experienced colleagues   | 15    | 15            | 15% |
| 20.4 Facilitates managerial and leadership development skills  | 15    | 15            | 15% |
| 20.5 Identifies community service delivery needs faster and accurately.  | 25    | 25            | 25% |

| FACTORS EVALUATED/QUALITATIVELY RESPONSES  | TALLY | FREQUENCY 100 | %   |
|--|-------|---------------|-----|
| <b>21. Limitations or obstacles in participating in IDP process</b>  |       |               |     |
| <b>What have been the constraints in participating in the IDP process?</b>   |       |               |     |
| 21.1 transport costs   | 20    | 20            | 20% |
| 21.2 time constraints  | 15    | 15            | 15% |
| 21.3 Ineffective communication between IDP organizers and CSO's stakeholders   | 30    | 30            | 30% |
| 21.4 IDP meetings not convened regularly   | 10    | 10            | 10% |
| 21.5 Low participation levels of delegates during the IDP meetings deliberations.  | 10    | 10            | 10% |
| 21.6 Meeting venues for IDP not made known on time.  | 15    | 15            | 15% |
|  |       |               |     |
| <b>22. Factors contributing to CSOs success</b>  |       |               |     |
| <b>What has contributed to your success in achieving the objectives of your organization in the past three years (tick multiple boxes)</b> |       |               |     |
| 22.1 Available funding   | 23    | 23            | 23% |
| 22.2 Strong leadership of the organization   | 5     | 5             | 5%  |
| 22.3 Strong administrative skills of employees   | 10    | 10            | 10% |
| 22.4 Strong managerial and organizational skills   | 7     | 7             | 7%  |
| 22.5 capacity building and training of employees   | 7     | 7             | 7%  |
| 22.6 number of employees to perform voluntary work   | 20    | 20            | 20% |
| 22.7 Involvement of beneficiaries and communities in the design and implementation of projects.  | 8     | 8             | 0%  |
| 22.8 Innovation and creativity in implementation of projects   | 5     | 5             | 5%  |
| 22.9 collaboration and integration with other partners   | 5     | 5             | 5%  |
| 22.10 availability of information (internet searching and networking)  | 10    | 10            | 10% |
| 22.11 Other (specify)  | 0     |               |     |
|  |       |               |     |





| FACTORS<br>EVALUATED/QUALITATIVELY<br>RESPONSES  | TALLY | FREQUENCY<br>100 | %   |
|--|-------|------------------|-----|
| <b>23. Challenges (problems) in the process of achieving CSO's objectives</b><br><b>What have been the challenges in achieving your objectives in the past three years (tick multiple boxes)</b> |       |                  |     |
| 23.1 Limited funding   | 48    | 48               | 48  |
| 23.2 Limited skills  | 15    | 15               | 15  |
| 23.3 lack of information   | 14    | 14               | 14  |
| 23.4 government processes  | 13    | 13               | 13  |
| 23.5 administrative processes  | 10    | 10               | 10  |
| 23.6 other (specify)   |       |                  |     |
|  |       |                  |     |
| <b>24. Funding sources</b><br><b>How do you fund your activities (sources of funding) indicate % of total budget of your organisation</b>  |       |                  |     |
| 24.1 International donors  | 30    | 30               | 30% |
| 24.2 Government funding  | 45    | 45               | 45% |
| 24.3 Private sector funding  | 15    | 15               | 15% |
| 24.4 generate own funding  | 10    | 10               | 10% |
| 24.5 other (specify)   |       |                  |     |
|  |       |                  |     |
| <b>25. Average Annual Income</b><br><b>What was the annual income of your organization in:</b>   |       |                  |     |
| 25.1 2006: R975 686  |       |                  |     |
| 25.2 2007: R1 785316   |       |                  |     |
| 25.3 2008: R719543 (recession effect)  |       |                  |     |
|  |       |                  |     |
| <b>26. Average Annual Expenditure</b><br><b>What was the annual expenditure of your organisation in:</b>   |       |                  |     |
| 26.1 2006: R256 000  |       |                  |     |
| 26.2 2007: R374 123  |       |                  |     |
| 26.3 2008: R197055   |       |                  |     |
|  |       |                  |     |
| <b>27. CSO's Future Plans on Raising Funds</b><br><b>What are your CSO's future plans on generating funding for your CSO?</b>  |       |                  |     |
| 27.1 Appealing to International Donors/Funders (e.g. European Union, U.S. IMF and others)  | 15    | 15               | 15% |

| <b>FACTORS EVALUATED/QUALITATIVELY RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY 100</b> | <b>%</b> |
|--|--------------|----------------------|----------|
| 27.2 Selling Products/Services   | 20           | 20                   | 20%      |
| 27.3 Charging clients/Patients for services rendered (e.g. workshop, psychological counselling, and training fees).  | 15           | 15                   | 15%      |
| 27.4 Approach SA's banks for loans and donations   | 10           | 10                   | 10%      |
| 27.5 appeal to the South African public  | 10           | 10                   | 10%      |
| 27.6 Holding traditional music festivals   | 20           | 20                   | 20%      |
| 27.7 Organizational dinners for celebrities (e.g. Politicians, TV Stars, Musicians, Writers etc.).   | 10           | 10                   | 10%      |
|  |              |                      |          |
| <b>28. How the CSO Reports its Achievements</b><br><b>How does your organization report on its achievements? (Tick as many as possible)</b>                  |              |                      |          |
| 28.1 Annual general meetings   | 25           | 25                   | 25%      |
| 28.2 annual report (written)   | 20           | 20                   | 20%      |
| 28.3 Quarterly reports   | 25           | 25                   | 25%      |
| 28.4 Other (Specify): Monthly/weekly reports   | 30           | 30                   | 30%      |
|  |              |                      |          |
| <b>SUSTAINABILITY AND EMPOWERMENT</b>  |              |                      |          |
| <b>29. Role played by Community in the Programmes delivered</b><br><b>What is the role of the Community in the programme delivered by your organization?</b> |              |                      |          |
| 29.1 Provide assistance in execution of programmes (labour).   | 25           | 25                   | 25%      |
| 29.2 Form part of advisory committees structure  | 25           | 25                   | 25%      |
| 29.3 Assist in fund raising  | 15           | 15                   | 15%      |
| 29.4 Community attend annual general meetings (social support)   | 15           | 15                   | 15%      |
| 29.5 Community refers clients to CSO   | 20           | 20                   | 20%      |
|  |              |                      |          |
| <b>30. Community Participation in programmes</b><br><b>How does the community participate in these</b>   |              |                      |          |

| <b>FACTORS<br/>EVALUATED/QUALITATIVELY<br/>RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY<br/>100</b> | <b>%</b> |
|--|--------------|--------------------------|----------|
| <b><i>development programmes?</i></b>  |              |                          |          |
| 30.1 By attending workshops, lectures, seminars on health, education, social-interventions etc.  | 25           | 25                       | 25%      |
| 30.2 Provide labour in home based care treatments.   | 10           | 10                       | 10%      |
| 30.3 Cook meals for the HIV and AIDS orphans and sufferers.  | 20           | 20                       | 20%      |
| 30.4 Volunteer for a wide variety of activities, e.g. condom distribution, crime control, street cleaning campaigns etc.   | 25           | 25                       | 25%      |
| 30.5 Attend monthly/quarterly and annual general meetings  | 10           | 10                       | 10%      |
| 30.6 Serve in advisory Boards/Committees   | 10           | 10                       | 10%      |
|  |              |                          |          |
| <b><i>31. Sources of Capacity Building and Training for CSO's<br/>What capacity building programmes and training does your organization benefit from?</i></b>                  |              |                          |          |
| 31.1 Department of Health  | 18           | 18                       | 18%      |
| 31.2 Department of Social Development  | 20           | 20                       | 20%      |
| 31.3 Department of Education   | 15           | 15                       | 15%      |
| 31.4 HIV and AIDS Human Rights Volunteers Groups   | 12           | 12                       | 12%      |
| 31.5 Workshops organized by various CSO's education and training projects and networks   | 15           | 15                       | 15%      |
| 31.6 International Development and Education initiatives (e.g. European Union, United Nations, USA etc.).  | 12           | 12                       | 12%      |
| 31.7 General Government Human Resource Development Education campaigns   | 8            | 8                        | 8%       |
|  |              |                          |          |
| <b><i>32. Identification and Evaluation of Capacity Building and Training Programmes for CSO's<br/>How are these capacity building and training programmes determined?</i></b> |              |                          |          |
| 32.1 CSO's own needs analysis.   | 24           | 24                       | 24%      |
| 32.2 External Sources' inputs (e.g.  | 30           | 30                       | 30%      |

| <b>FACTORS EVALUATED/QUALITATIVELY RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY 100</b> | <b>%</b> |
|--|--------------|----------------------|----------|
| communities' suggestions, communities' development trends analysis).   |              |                      |          |
| 32.3 Government's departments' directives, indicators, policies etc. (e.g. Health, Education, Social Development etc.).                                      | 31           | 31                   | 31%      |
| 32.4 Funders/donors' directives or indicators, suggestions (e.g. European Union's development priorities, UN, USA etc.).                                     | 15           | 15                   | 15%      |
|  |              |                      |          |
| <b>33. Who Provides Capacity Building Resources for your CSO?<br/>Who provides these capacity building and training programmes?</b>                          |              |                      |          |
| 33.1 Department of Health  | 20           | 20                   | 20%      |
| 33.2 Department of Social Development  | 25           | 25                   | 25%      |
| 33.3 Department of Education   | 20           | 20                   | 20%      |
| 33.4 Foreign funders and donors  | 20           | 20                   | 20%      |
| 33.5 CSO's own general resources (e.g. workshops, fundraising, bank loans etc.).   | 15           | 15                   | 15%      |
|  |              |                      |          |
| <b>34. Outcomes or Results of Capacity Building and Training Programmes<br/>What has been the effect of these capacity building and training programmes?</b> |              |                      |          |
| 34.1 Developed and Expanded Management and Leadership Skills of CSO's staff/managers.  | 15           | 15                   | 15%      |
| 34.2 Enabled CSO's to reach out more to disadvantaged communities.   | 30           | 30                   | 30%      |
| 34.3 Helped significantly to implement SA's Governmental Socio-economic Empowerment of the poor people.  | 15           | 15                   | 15%      |
| 34.4 Enabled CSO's to meet the foreign funders or donors, interests, policies and/or mission.  | 20           | 20                   | 20%      |
| 34.5 Improved Socio-Economic status and lifestyles of the Poorest of the Poor (POP)  | 20           | 20                   | 20%      |
|  |              |                      |          |
| <b>35. Future Capacity Building and Training Programmes identified</b>   |              |                      |          |

| <b>FACTORS EVALUATED/QUALITATIVELY RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY 100</b> | <b>%</b> |
|--|--------------|----------------------|----------|
| <b><i>needs</i></b><br><b><i>Please indicate, if any, future capacity building and training programmes you have identified</i></b> |              |                      |          |
| 35.1 Planning and Financial Management Training  | 9            | 9                    | 9%       |
| 35.2 Project Management Training   | 15           | 15                   | 15%      |
| 35.3 Accounting/Bookkeeping (see also point 35.1 above)  | 6            | 6                    | 6%       |
| 35.4 Home based care and nutrition management skills   | 15           | 15                   | 15%      |
| 35.5 Business education and computer literacy skills   | 10           | 10                   | 10%      |
| 35.6 Communication and facilitation skills   | 10           | 10                   | 10%      |
| 35.7 Professional nursing and social worker skills   | 5            | 5                    | 5%       |
| 35.8 ABET and community development education  | 10           | 10                   | 10%      |
| 35.9 Psychological counselling skills e.g. cancer, HIV/Aids, diabetes management   | 5            | 5                    | 5%       |
| 35.10 Effective leadership skill training  |              |                      |          |
| 35.11 Supervisory and managerial skills training   | 5            | 5                    | 5%       |
| 35.12 Peer health educators skills   | 2            | 2                    | 2%       |
| 35.13 Job creation skills and entrepreneurship development   | 3            | 3                    | 3%       |
|  |              |                      |          |
| <b><i>36. CSO's Decision-making Style</i></b>  |              |                      |          |
| <b><i>How are decisions made by your CSO?</i></b>  |              |                      |          |
| 36.1 Group or staff participation process  | 20           | 20                   | 20%      |
| 36.2 Monthly/or weekly manager's meetings  | 25           | 25                   | 25%      |
| 36.3 Board of trustees   | 10           | 10                   | 10%      |
| 36.4 Board members and CSO's staff (representatives)   | 15           | 15                   | 15%      |
| 36.5 CSO's management committees   | 20           | 20                   | 20%      |
| 36.6 Consultation meetings with members of communities being served (recipients of services)                                       | 10           | 10                   | 10%      |
|  |              |                      |          |
| <b><i>37. Impact of decision-making style on programme implementation</i></b>  |              |                      |          |
| <b><i>How does the current decision-</i></b>   |              |                      |          |

| <b>FACTORS EVALUATED/QUALITATIVELY RESPONSES</b>  | <b>TALLY</b> | <b>FREQUENCY 100</b> | <b>%</b> |
|---|--------------|----------------------|----------|
| <b><i>making process enhance your programme?</i></b>  |              |                      |          |
| 37.1 Accelerate implementation process of services  | 25           | 25                   | 25%      |
| 37.2 Develops many staff members (joint participation process)                              | 15           | 15                   | 15%      |
| 37.3 Ensures high transfer of managerial and leadership skills to staff and communities     | 20           | 20                   | 20%      |
| 37.4 Links Board members, donors/funders with real problems of disadvantaged communities.   | 15           | 15                   | 15%      |
| 37.5 Ensures effective delivery of vitally needed services to poverty-stricken communities. | 25           | 25                   | 25%      |
|   |              |                      |          |
| <b><i>38. Methods/style of information sharing</i></b>                                      |              |                      |          |
| <b><i>How is information shared in your organization?</i></b>                               |              |                      |          |
| 38.1 Management and staff (weekly, monthly, quarterly and annually).                        | 35           | 35                   | 35%      |
| 38.2 Telephonically/emails, memos   | 25           | 25                   | 25%      |
| 38.3 CSO's communication bulletins/newsletters  | 17           | 17                   | 17%      |
| 38.4 Staff social gatherings/functions  | 8            | 8                    | 8%       |
| 38.5 Departmental heads give feedback to staff e.g. during performance appraisal sessions.  |              |                      |          |
| 38.6 Notice boards/information desk points  | 5            | 5                    | 5%       |
| 38.7 Briefing sessions/feedback from forums/workshops.                                      | 5            | 5                    | 5%       |
| 38.8 Emergency staff meeting  | 3            | 3                    | 3%       |
| 38.9 Disciplinary hearings sessions with staff.   | 2            | 2                    | 2%       |
|   |              |                      |          |
| <b><i>39. Effectiveness of the method of sharing information</i></b>                        |              |                      |          |
| <b><i>How effective is this process of information sharing?</i></b>                         |              |                      |          |
| 39.1 Highly effective and participative   | 22           | 22                   | 22%      |
| 39.2 Very beneficial in terms of knowledge, information, communication                      | 28           | 28                   | 28%      |

| <b>FACTORS<br/>EVALUATED/QUALITATIVELY<br/>RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY<br/>100</b> | <b>%</b> |
|--|--------------|--------------------------|----------|
| needs satisfaction for both managers and staff.  |              |                          |          |
| 39.3 Educative and transformative  | 20           | 20                       | 20%      |
| 39.4 Helpful and facilitates decision-making for staff and others involved.  | 10           | 10                       | 10%      |
| 39.5 Elevates morale levels of staff and managers  |              |                          |          |
| 39.6 Fosters healthy working climate and relations with stakeholders e.g. board of trustees, donors/funders.   | 20           | 20                       | 20%      |
|  |              |                          |          |
| <b>40. Key aspects to achieve sustainability of CSOs.</b>  |              |                          |          |
| <b>What are the key aspects that are important for the sustainability of your organization?</b>  |              |                          |          |
| 40.1 Winning big projects with huge financial funding.   | 28           | 28                       | 28%      |
| 40.2 Ensuring constant flow of funds from international donors/funders like EU, UN, USA and others.  | 17           | 17                       | 17%      |
| 40.3 Accessing bank financial loans.   | 15           | 15                       | 15%      |
| 40.4 Being able to expand our market share in selling goods and services (to raise capital) on our own.  | 25           | 25                       | 25%      |
| 40.5 Increasing our volume of service delivery to developing communities and people, to attract more funding from government and international donors/funders. | 15           | 15                       | 15%      |
|  |              |                          |          |
| <b>41. New future area or service delivery directions</b>  |              |                          |          |
| <b>What are the future areas/directions your organization wants to engage in?</b>  |              |                          |          |
| 4.1 To be accredited service providers   | 3            | 3                        | 3%       |
| 41.2 Stay in our current areas namely health, education and social development.  | 12           | 12                       | 12%      |
| 41.3 Focus on participative community development and crime prevention   | 10           | 10                       | 10%      |
| 41.4 Work with HIV/Aids orphans, street  | 15           | 15                       | 15%      |

| <b>FACTORS<br/>EVALUATED/QUALITATIVELY<br/>RESPONSES</b>  | <b>TALLY</b> | <b>FREQUENCY<br/>100</b> | <b>%</b> |
|---|--------------|--------------------------|----------|
| children and the homeless   |              |                          |          |
| 41.5 Focus on the aged or elderly citizens' home visits and care  | 10           | 10                       | 10%      |
| 41.6 Sports and healthy lifestyles development  |              |                          |          |
| 41.7 Infrastructure development and provision to disadvantaged communities e.g. learning centres for adults, libraries, computer training facilities, and domestic violence victims care centres, drugs and rehabilitation centres. | 28           | 28                       | 28%      |
| 41.8 Socio-economic empowerment /development centres with emphasis on business education and entrepreneurship development.  | 12           | 12                       | 12%      |
| 41.9 Establishment of more HIV/Aids support groups and community policing forums  | 10           | 10                       | 10%      |
|   |              |                          |          |
| <b><i>42. Identification of future developmental service delivery needs<br/>How are these future areas/directions determined?</i></b>   |              |                          |          |
| 42.1 Environmental scanning/analysis  | 8            |                          |          |
| 42.2 Socio-economic status, health and education levels surveys.  | 10           |                          |          |
| 42.3 Government reports, policies, directives   | 10           |                          |          |
| 42.4 Disadvantaged communities' inputs during meetings and workshops/trainings sessions   | 15           |                          |          |
| 42.5 Research (national, provincial and local government needs)   |              |                          |          |
| 42.6 Communities' unemployment and poverty levels-surveys/ govt statistics reports  |              |                          |          |
| 42.7 Funders/donors/stakeholders suggestions  |              |                          |          |
| 42.8 Internet electronic surveys  |              |                          |          |
| 42.9 CSOs annual reports  |              |                          |          |
| 42.10 Communication and networking with other CSOs  |              |                          |          |
|   |              |                          |          |



| <b>FACTORS<br/>EVALUATED/QUALITATIVELY<br/>RESPONSES</b>  | <b>TALLY</b> | <b>FREQUENCY<br/>100</b> | <b>%</b> |
|---|--------------|--------------------------|----------|
| <b><i>43 Empowerment/Capacity building of communities by CSOs<br/>What capacity building programmes did this organization organize to impart/transfer skills to communities?</i></b>      |              |                          |          |
| 43.1 Office database on poverty alleviation (reported data)   | 15           | 15                       | 15       |
| 43.2 Communities' feedback during door to door campaigns  | 12           | 12                       | 12       |
| 43.3 Trained family members to take care of sick relatives/beloved ones   | 18           | 18                       | 18       |
| 43.4 Established new computer skills training, cooking, home based care centres   | 15           | 15                       | 15       |
| 43.5 HIV/Aids lay counsellor centres training   | 20           | 20                       | 20       |
| 43.6 Child Care centres   |              |                          |          |
| 43.7 Aged and ABET education centres  | 7            | 7                        | 7        |
| 43.8 Health education/entrepreneurships development centres.  | 13           | 13                       | 13       |
| <b><i>44. Impact of poverty relief and capacity building programmes<br/>What impact are your poverty relief and capacity building programmes making in the fight against poverty?</i></b> |              |                          |          |
| 44.1 Disadvantaged communities are now highly empowered   | 10           | 10                       | 10       |
| 44.2 Have increased self-employment opportunities (SMMES).  | 5            | 5                        | 5        |
| 44.3 Improved standard of living and lifestyles of people collectively.   | 20           | 20                       | 20       |
| 44.4 Infrastructure in informal settlement has improved – availability of learning, recreation, computer skills training home-based care.   | 25           | 25                       | 25       |
| 44.5 Number of unemployed and poor people who receive helps CSO's (e.g. food parcels distribution, HIV/Aids orphans – feeding schemes, ABET facilities).                                  | 20           | 20                       | 20       |
| 44.6 Communities' participation levels in workshops and self-help activities.   | 20           | 20                       | 20       |
|   |              |                          |          |

| <b>FACTORS<br/>EVALUATED/QUALITATIVELY<br/>RESPONSES</b>   | <b>TALLY</b> | <b>FREQUENCY<br/>100</b> | <b>%</b> |
|--|--------------|--------------------------|----------|
| <b><i>45. Measurement of impact<br/>How do you measure impact?</i></b>   |              |                          |          |
| 45.1 Surveys and interviews  | 10           | 10                       | 10%      |
| 45.2 Feedback from donors/funders and management team  | 10           | 10                       | 10%      |
| 45.3 Annual reports and press media publications   | 12           | 12                       | 12%      |
| 45.4 Workshop delegates evaluation inputs/comments   | 10           | 10                       | 10%      |
| 45.5 Engage organization development consultants to evaluate progress.   | 8            | 8                        | 8%       |
| 45.6 Number of community service delivery related structures built   | 17           | 17                       | 17%      |
| 45.7 number of disadvantaged communities registered in the cso database  | 23           | 23                       | 23%      |
| 45.8 skills development centres established for development of the poor.   | 10           | 10                       | 10%      |
|  |              |                          |          |
| <b><i>46. Types of evaluation and monitoring tools of CSOs<br/>What type of monitoring and evaluation tools do you have?</i></b> |              |                          |          |
| 46.1 Monthly/weekly manager/staff reports  | 20           | 20                       | 20%      |
| 46.2 Annual Board of directors/trustees and CEOs reports   | 5            | 5                        | 5%       |
|  | 13           | 13                       | 13%      |
| 46.3 Press media publications  | 5            | 5                        | 5%       |
| 46.4 Funders/Donors reports  | 13           | 13                       | 13%      |
| 46.5 Productivity levels and business plan checks  | 5            | 5                        | 5%       |
| 46.6 Office data base (number of recipients of services)   | 15           | 15                       | 15%      |
| 46.7 conduct door to door surveys on service delivery satisfaction levels.   | 10           | 10                       | 10%      |
| 46.8 suggestion box method   | 5            | 5                        | 5%       |
| 46.9 external/independent evaluators (consultants)   | 5            | 5                        | 5%       |
| 46.10 completion of standard evaluation forms with performance criteria indicators   | 5            | 5                        | 5%       |
| 46.11 scheduled site visits  | 2            | 2                        | 2%       |
| 46.12 checking financial budget versus income generated  | 5            | 5                        | 5%       |

| FACTORS EVALUATED/QUALITATIVELY RESPONSES   | TALLY | FREQUENCY 100 | %   |
|---|-------|---------------|-----|
| <b>47. Best case studies on poverty alleviation executed by CSOs</b><br><b>Which best case studies can you mention regarding programmes which impacted more in poverty alleviation?</b> |       |               |     |
| 47.1 Starting of soup kitchens (feeding schemes) for aged, children, HIV/Aids orphans, unemployed people in disadvantaged communities.  | 20    | 20            | 20% |
| 47.2 Food parcels distribution sponsorship  |       |               |     |
| 47.3 Establishing a huge home based service delivery project  | 10    | 10            | 10% |
| 47.4 Teaching poor communities to engage in gardening projects. Producing their own food and selling them to raise capital for SMMEs.   | 15    | 15            | 15% |
| 47.5 Establishing KWANDA IN KOPPIES: SABC   | 1     | 1             | 1%  |
| 47.6 Production of compost –manure project to sell to gardeners.  | 3     | 3             | 3%  |
| 47.7 Helping community members to access social grants, RDP houses, ECD services  | 6     | 6             | 6%  |
| 47.8 Establishment of a youth leadership skills training centre   | 5     | 5             | 5%  |
| 47.9 Community skills development centres project e.g. computer skills training, business education health education, ABET, life skills training etc.                                   | 23    | 23            | 23% |
| 47.10 Started pig and chicken farming – it is doing very well.  | 2     | 2             | 2%  |
| 47.11 Started lay people psychological counselling centres training for HIV/Aids sufferers, TB, diabetes, rape victims, debt control, unemployment stress, cancer.                      | 15    | 15            | 15% |

(Source: Vuyelwa Nhlapo, December 2009)