



Civil society organizations in Serbia



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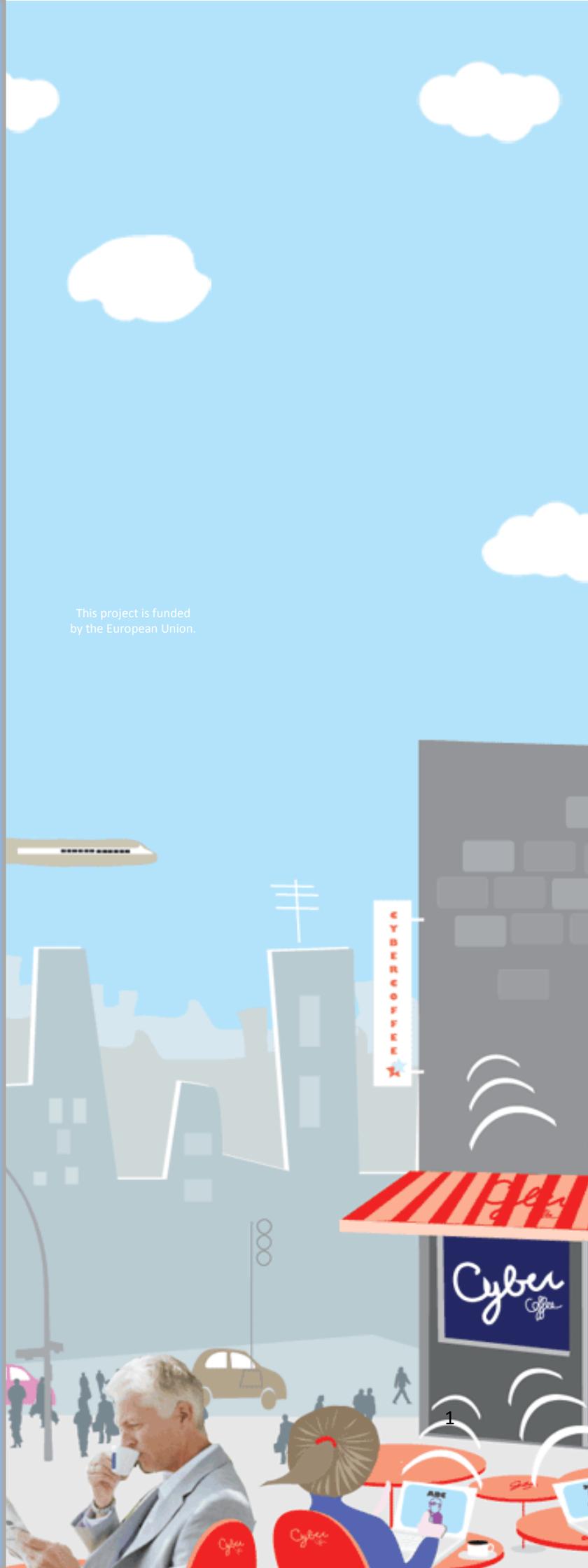


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Consequences of economic crisis and unfavorable perception of CSOs activities directed towards solving the problems which the citizens of Serbia currently consider as the most important ones, are the factors which influence low level of citizens' confidence in CSOs in comparison with some other institutions and organizations.

Although CSOs in Serbia are more familiar with the mechanisms for dialogue and cooperation with public institutions than the average for WB countries and Turkey, significant percentage of them think that these mechanisms exist merely pro forma.

Low percentage of beneficiaries of EU funds and insufficient diversification of sources of finances are the main problems in the domain of CSO financing in Serbia. Besides that, the facts that confirm financial problems of CSOs in Serbia are high percentage of organizations which conform to priorities of the donors and collect money for other activities which do not coincide with their strategic plans, but also the percentage of CSOs which think that models of CSO financing and amount of money at their disposal are priorities in improvement of legal regulations that would upgrade the work of CSOs.

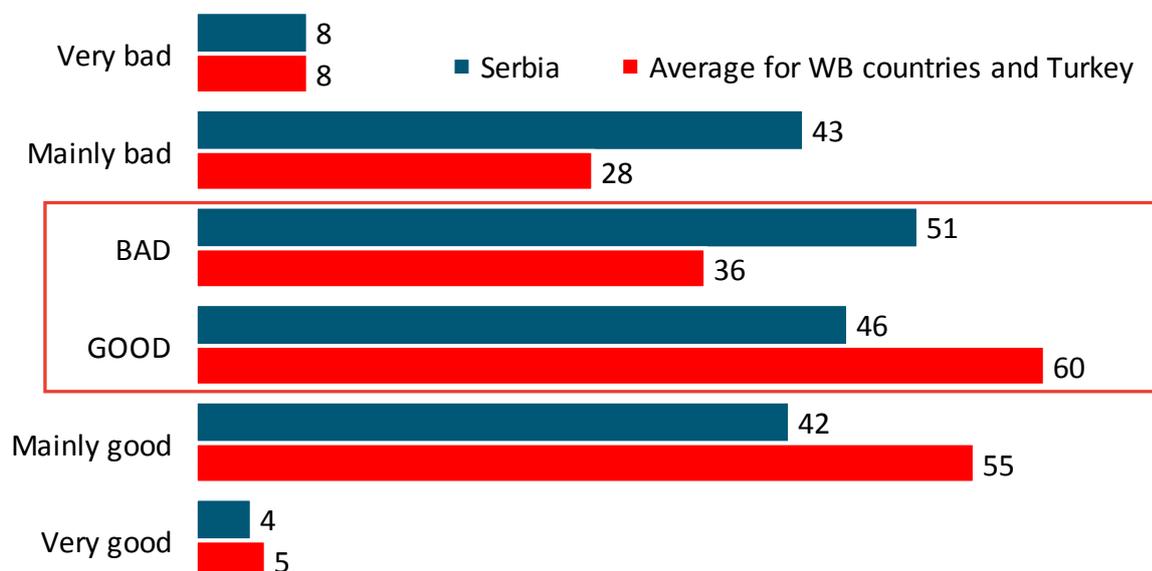
EVALUATION OF LEGAL REGULATIONS AND CIRCUMSTANCES FOR THE DEVELOPMENT OF CIVIL SECTOR

Representatives of civil society organizations in Serbia have divided opinions on circumstances for the development of civil society organizations in Serbia. Opinions are also divided regarding current legal regulations in Serbia, but CSOs particularly accentuate the problem with legal regulations about models of CSO financing, tax reliefs for CSOs and engagement of volunteers.

Regarding the circumstances for development of of civil sector in relation to the period of three years ago, higher percentage of CSOs in Serbia think that current circumstances are less favorable. Namely, 29% of CSOs think that current situation is better in comparison with the one of three years ago, while 4 out of 10 CSOs think that current circumstances are worse – which is on the level of average for WB countries and Turkey.

In comparison with WB countries and Turkey, survey in Serbia registers the highest percentage of CSOs which are not satisfied with the existing legal regulations – 51%. It is worth mentioning that neither extremely positive nor extremely negative attitudes about the existing legislation were registered, because only 8% of CSOs evaluate the legislation with the lowest grade, while 4% CSO offer the highest rating.

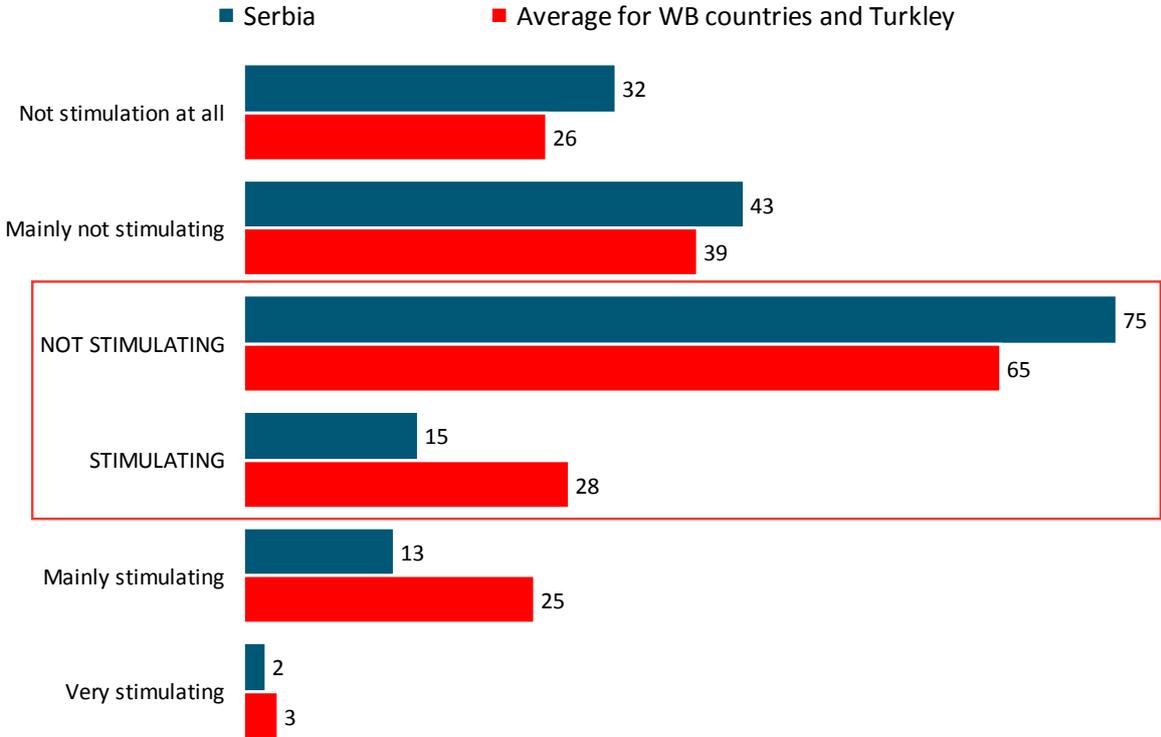
Figure 1.1: Evaluation of legislation which regulates the work of civil society organizations



CSO representatives in Serbia do not mention spontaneously the concrete legislative changes that could improve the current status of CSO, but they are rather focused on issues which occupy the attention of the sector to the highest extent. Namely, one out of four CSOs in Serbia thinks that the most important things that should be changed in legal regulations in order to improve the functioning of CSOs in Serbia, are models of CSO financing and amount of money that CSOs would have at their disposal. In comparison with countries in the region (except Montenegro), higher percentage of CSOs in Serbia spontaneously mention problems with financing. The second suggestion which CSOs in Serbia most frequently mention spontaneously is tax relief for NGO sector, which is mentioned by one out of seven CSOs in Serbia.

Legal regulations in Serbia, when observed in the context of stimulating the development of volunteerism and engagement of volunteers, are evaluated even more negatively. In comparison with all countries participating in the survey, CSOs in Serbia evaluate legal solutions pertaining to engagement of volunteers most negatively. It is worth mentioning that one out of three CSOs evaluate the existing legal regulations pertaining to engagement of volunteers with the lowest grade, as shown in Figure 1.2.

Figure 1.2: Opinions about the impact of legal regulations on stimulating the development of volunteerism and engagement of volunteers



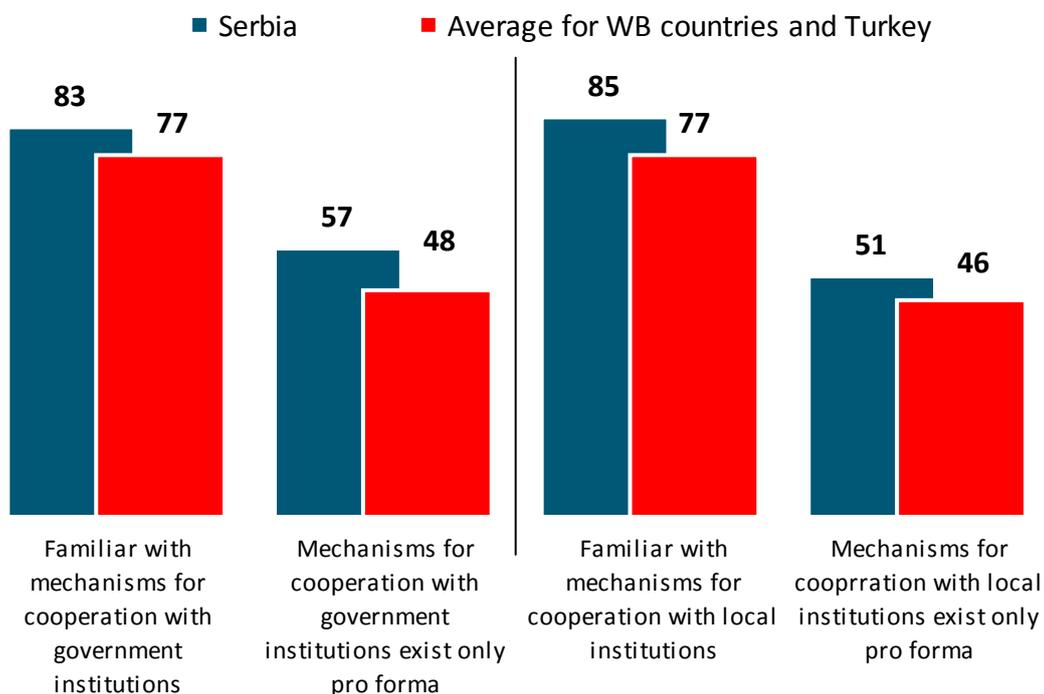
COOPERATION BETWEEN CIVIL SOCIETY ORGANIZATIONS AND PUBLIC INSTITUTIONS

Higher percentage of civil society organizations in Serbia compared to WB countries and Turkey are familiar with mechanisms for cooperation between CSO and public institutions, but also higher percentage of CSO than average for WB countries and Turkey think that these mechanisms merely exist pro forma.

Majority of CSOs in Serbia are aware of current structures and mechanisms for dialogue and cooperation with local (85%) and state institutions (83%). However, majority of organizations have an ambivalent attitude, so 57% of them think that the existing structures and mechanisms for dialogue with state institutions exist only pro forma. Similarly evaluated are structures and mechanisms for cooperation with local institutions, although slightly better – 51% of CSOs believe that these mechanisms exist only pro forma.

Observed in general, the participation of civil society organizations in the drafting of

Figure 2.1: Attitude towards mechanisms for cooperation with public institutions

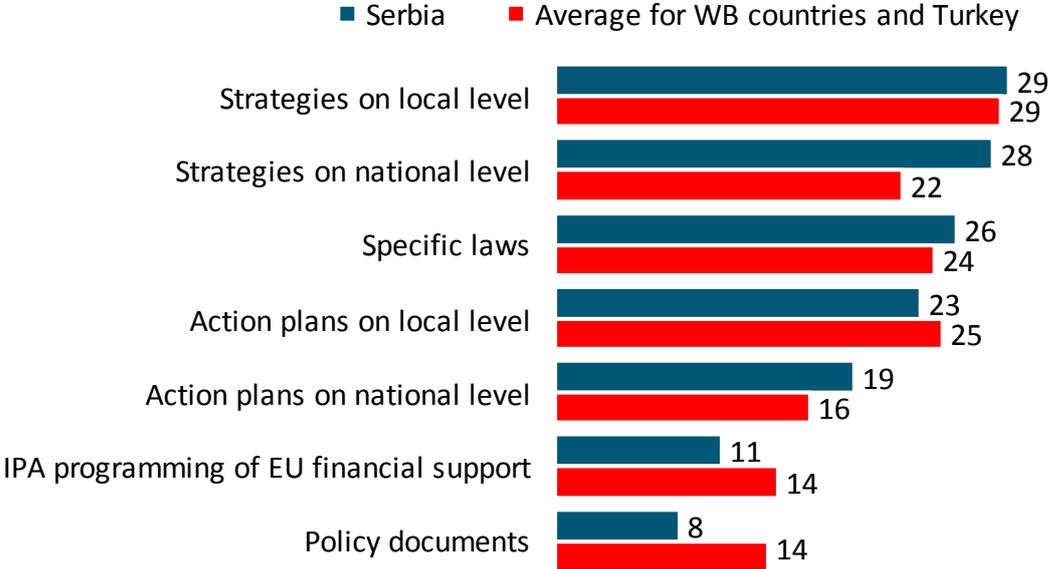


various strategies, legislation, policies, action plans and other documents at the local or national level is not high in the entire region. On average 41% of CSOs in the region did not actively participate in the mentioned consultations, while Serbia is somewhat above this

unfavorable average – 44% of CSOs in Serbia **did not participate actively**¹ in the mentioned processes **during the past three years** either on local or on national level.

Almost equal percentage of CSOs in Serbia participated in strategies on local and national level. In comparison with the average for the countries which participated in the survey, Serbia registers somewhat bigger participation of CSOs in drafting strategies on national level, and preparation of action plans on national level. In contrast to that, degree of CSO participation in drafting policy documents and programming of IPA EU financial support is somewhat lower than the average for the region.

Figure 2.2: Participation (in the last 3 years) in drafting of...



Efficiency of consultations in which CSO participated depends on several factors, the most important of which are adequate access to information, time for comments, acceptance of comments and suggestions offered by CSO during consultations and feedback which CSO received, together with transparency of consultation results.

Although the number of consultations in which CSOs from Serbia participated is somewhat below the average for the region, CSOs from Serbia **which had experience with participation in the mentioned processes** (during the past three years) in comparison with the average for the region (80%) state in higher percentage that they had adequate access to information (84%), while the percentage of CSOs which claim to have had enough time for giving comments (72%) doesn't differ from average of the countries which participated in the survey.

¹ Organizations which did not actively participate in the processes of consultations also include those which had no comment or suggestion during consultations

In order to have meaningful and efficient consultations, organizations involved in the process must be prepared to participate in the process by giving comments and suggestions, while local or national authorities must be prepared to acknowledge these comments and suggestions.

In comparison with the countries from the region CSOs from Serbia are “acknowledged” by national and local authorities to a higher extent when it comes to consultation processes.

If we observe only the CSOs which participated in consultation processes during the last three years on local or national level, we can see that comments and suggestions of 13% of CSO were not taken into account at all, but in Serbia percentage of CSOs with such experience is significantly lower (6%). Only 3% of CSO from Serbia state that all their proposals and suggestions were taken into consideration during the consultation processes, while 30% claim that this was the case with majority of their proposals and suggestions. The highest percentage of CSOs (61%) claim that just some of their proposals and suggestions were taken into account during consultation processes on national or local level.

Observed in general, 1 out of 6 CSOs in Serbia (17%) which participated in consultation processes during the past three years claim that there was no feedback information, and that results of consultations were not published, while 23% of CSOs from the region claim the same. 12% of CSOs in Serbia state that government institutions gave detailed enough feedback information, and that results of consultations were easily accessible to all interested parties. The remaining 71% claim to have received feedback information and that the results were published, but not in all consultation processes.

TRANSPARENCY AND RESPONSIBILITY IN THE MANAGEMENT OF CSO

Declaratively almost all civil society organizations in Serbia inform all interested groups about their activities. Nevertheless, significant percentage of CSOs openly admit that their documents are not accessible to public – which primarily refers to financial statements.

Significant percentage of CSOs believe that assessments are done only pro forma. While big number of organizations claim that they evaluate their activities, engagement of external evaluators is practiced to a significantly lesser extent than internal evaluation.

There is a big discrepancy between perception of CSO representatives about the way in which CSOs are managed and their perception of the way in which their own CSO is managed.

In Serbia decision making processes within civil society organizations are a bit less 'inclusive' in comparison with countries from the region. While 3 out of 10 CSO representatives in Serbia claim that **in majority of cases the decisions are in compliance with prescribed rules and they include consultations with the employees and volunteers**, 2 out of 10 believe that majority of CSOs in Serbia are managed in the same way.

81% of CSOs in Serbia state that there is, by internal acts defined obligation to inform their members, stakeholders or broader public about the results of their work. Similarly, when it comes to organizations which actually inform the stakeholders about their activities, there is a high percentage of CSOs which really do that.

One out of three CSO in Serbia claim that statute of their organization is not accessible to public. Also, one out of three CSOs claim to have a rulebook, and the same percentage of them claim to have their rulebook which is not accessible to public.

Representatives of CSO in Serbia believe that in NGO sector 64% of organizations do not publish or make publicly available their Annual Program based Statement of Work. As a rule, when they talk about the experiences of their organizations the figures are much more optimistic, 44% of CSOs claim that the organization in which they are engaged does not have an Annual Program based Statement of Work which is accessible to public in any way.

Prescribed financial rules, obligation of bookkeeping and accounting are generally evaluated as clear and understandable by CSO representatives in Serbia (77%), but percentage of those who give bad grades to these rules (21%) is above the average for the region (16%). Although the prescribed financial rules, obligation of bookkeeping and accounting are evaluates as clear, considerably smaller percentage of CSOs claim that these rules are easy to implement (62%).

Similar to other aspects which were the subject of this survey, when it comes to financial statements, representatives of CSO have less positive perception about the sector than about organizations in which they are engaged. They believe that significant number of

CSO in Serbia do not publish financial statements, both the standard ones (66%) and financial statements which have been audited (74%). As expected, when they describe the experiences of organizations in which they are engaged, percentage of CSOs which openly admit that they do not make their financial statements public is alarmingly high, but significantly below the assessment for the whole sector. Namely 49% of CSOs do not publish financial statements and 59% the statements which were audited.

As much as 29% of CSO representatives in Serbia openly claim that project assessments are done only pro forma, while 68% claim that the projects are evaluated only in order to determine the effectiveness and draw lessons for further projects. Furthermore, one in seven CSOs (14%) state that they do not have an established system of evaluation for realization of conducted projects, which is significantly better than the average for WB countries and Turkey (22%). Almost 4 out of 10 CSOs do not evaluate the implementation of organization's strategic plan, while the same percentage do not evaluate performance of employees in their organization. Although significant percentage of civil society organizations report that they systematically evaluate the efficiency of their activities, internal evaluations exceed by far the engagement of external evaluators. Namely, only 2 in 10 CSOs claim that they use the services of external evaluators to evaluate the realization of conducted projects, 1 in 10 CSO use external evaluators to evaluate implementation of organization's strategic plan, while 1 out of 20 outsource external evaluator to evaluate the performance of employees.

CONFIDENCE IN CIVIL SOCIETY ORGANIZATIONS, THEIR VISIBILITY AND EFFORTS TO SOLVE THE PROBLEMS OF THE CITIZENS

In comparison with WB countries and Turkey, survey in Serbia registers the lowest percentage of citizens who have confidence in civil society organizations. One of possible explanations of such low level of confidence in CSO can be the fact that big number of citizens do not perceive CSOs to solve the biggest problems which affect the citizens.

Three fourths of CSO representatives in Serbia believe that CSOs are not visible enough in public, while only 2% think that they are present in public more than it is necessary. Out of all those who think that presence of CSOs in public is insufficient as much as 2/3 think that the key reason for that is insufficient interest of the media in our country in reporting on CSO activities. Just one out of three find the CSOs nsufficient (or inadequate) activity in terms of increasing their presence in public to be the reason.

The study „Life in transition II²“, conducted in 2010 in 35 countries for EBRD, suggests that Serbia belongs to the group of most heavily affected countries by the global economic crisis. Namely, while the average percentage of households directly affected by the global crisis in Western Europe was 31%, and in countries in transition 49%, in Serbia almost three fourths of the households were affected (72%).

Besides that, public opinion polls show that problems which the citizens have considered the most important for a longer period of time fall primarily in the domain of personal problems, among which unemployment is a dominant one. According to Ipsos Strategic Marketing survey conducted in March 2014, as much as 52% of the citizens of Serbia single out unemployment as one problem which they are the most concerned about. Second place is occupied by economy (7%) and low standard of living (7%), followed by, corruption (6%), general poverty, misery (5%).

At this moment it is maybe more meaningful to talk about the new equilibrium with high unemployment rate and low rate of economic growth, instead about the crisis. All mentioned facts illustrate the problems and priorities of the citizens which have changed dramatically since the beginning of crisis.

Although it is quite clear that the citizens spontaneously mention unemployment as decisively the most important problem for Serbia at this moment, in this survey we also examined the importance of certain areas and topics for the citizens of Serbia.

² <http://www.ebrd.com/pages/research/publications/special/transitionII.shtml>

Citizens of Serbia consider all 15 areas which were the subject of this research as important³ in significantly higher percentage than average for the region.

Figure 4.1: Assessment of importance of problems and areas in general population

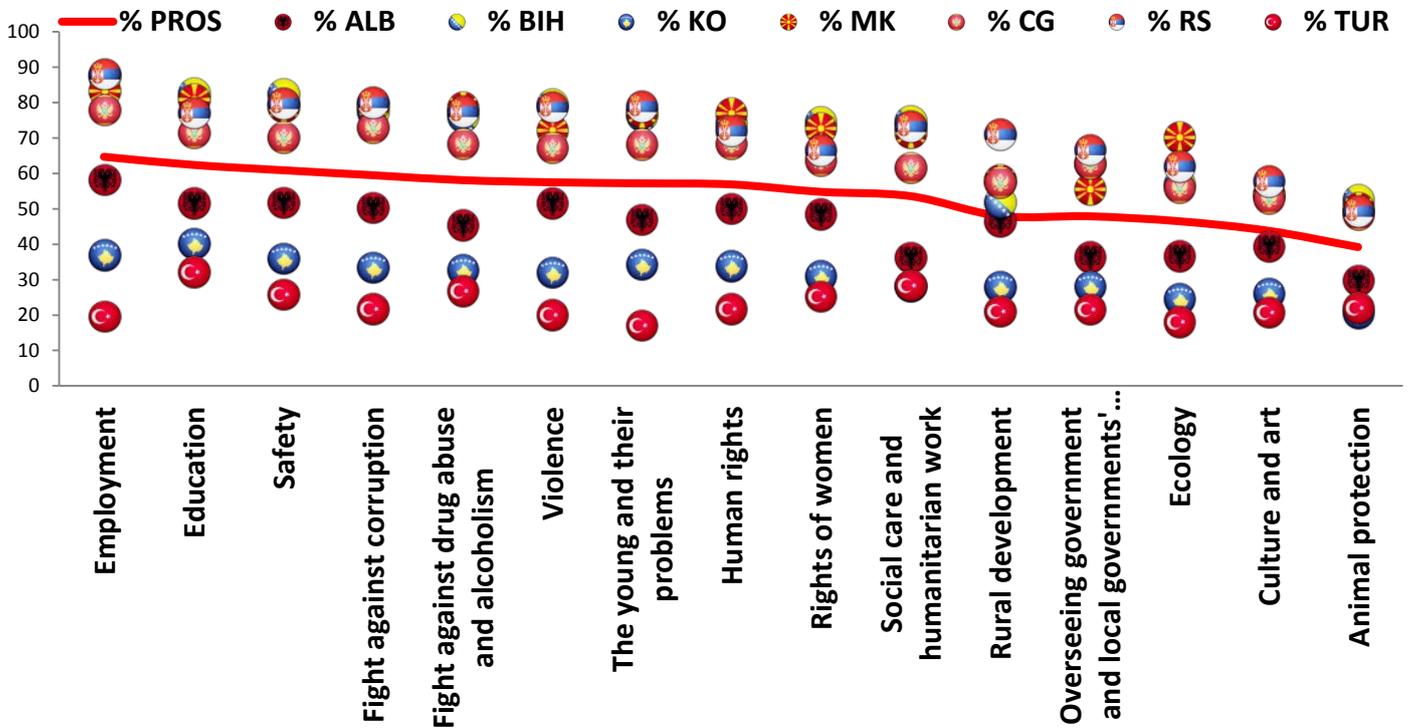
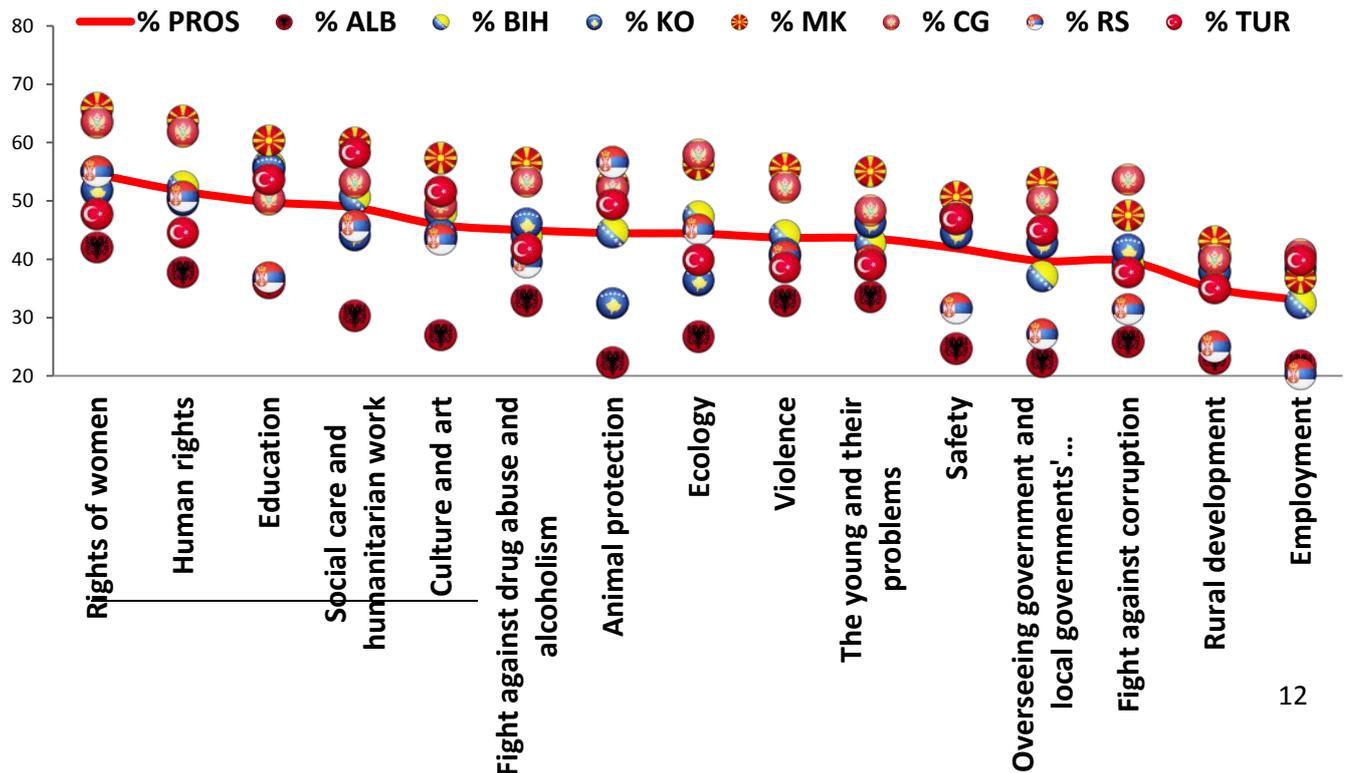
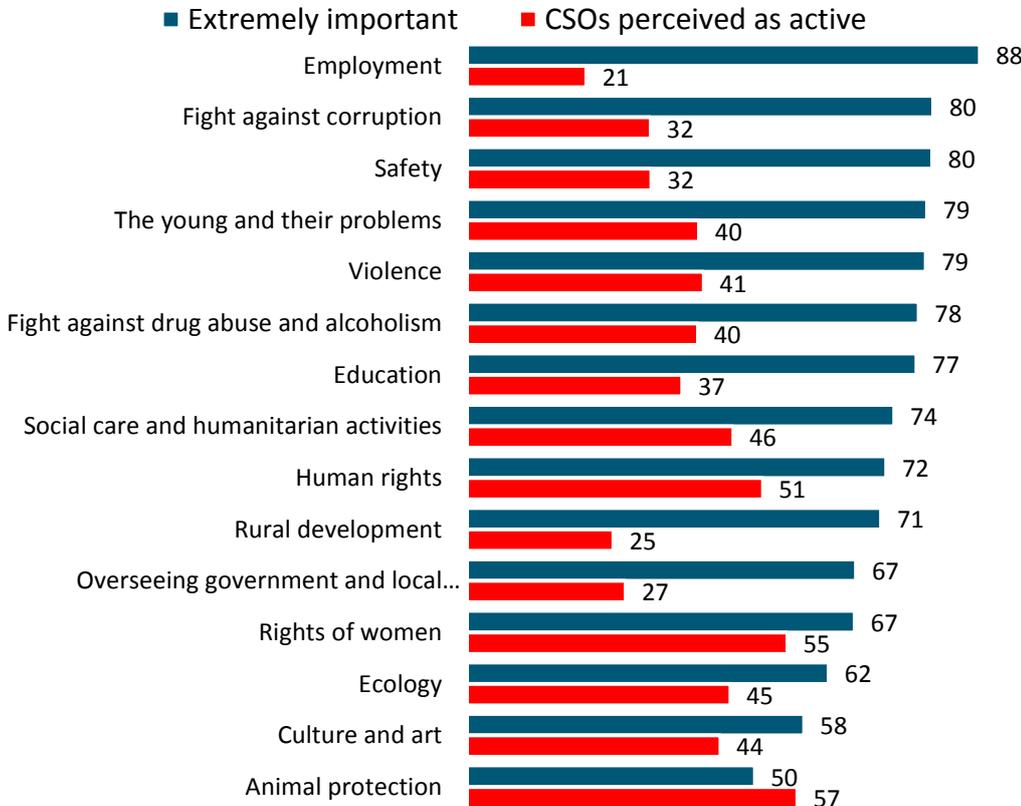


Figure 4.2: Assessment of CSO activities in eliminating the problems in given areas



Employment is the most important topic for the citizens of Serbia (88%), and level of CSO activity aimed at addressing the employment issue is perceived as the lowest (4.4%). In addition, as compared with the entire region, Serbia has the highest percentage of citizens who perceive employment as the most important topic, and also the lowest percentage of citizens who consider CSOs actively engaged in settling this issue. Situation is similar with fight against corruption. Three areas that citizens of Serbia consider most important - employment, fight against corruption and safety, are positioned as 11th, 12th and 15th by CSO activity in those areas. On the other hand, three areas in which CSO activity is perceived as most extensive – animal protection, rights of women and human rights, are positioned as 9th, 12th and 15th by importance for the citizens of Serbia.

Figure 4.3: Perception of CSO importance and activities by areas, general population

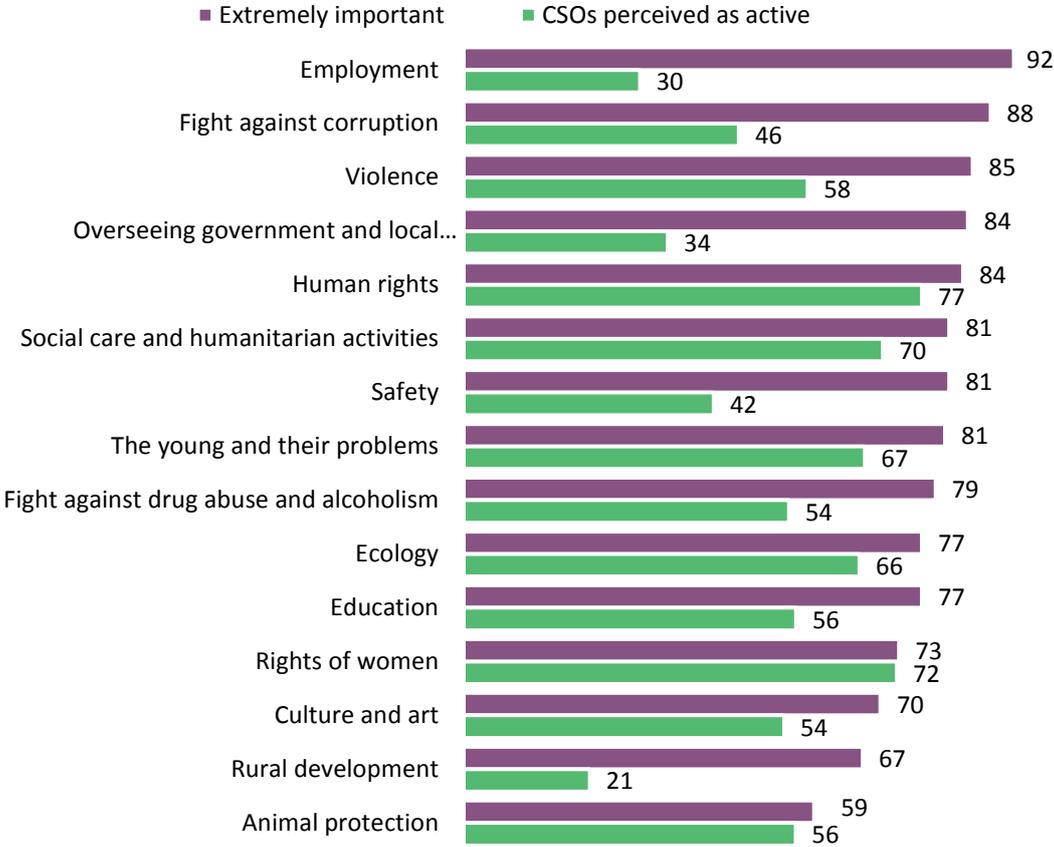


Therefore, there is an imbalance between actual citizens’ problems and areas that CSO activities are targeting: CSOs are least active where they are needed most, and most active in areas not considered very important by the citizens.

CSO representatives perceive the relationship between priority problems and CSO activities in a similar way – they, like the citizens, believe that NGOs are not active enough in the key areas. When we compare relevance of areas and activities of CSOs in these areas, we see that there is no correlation ($r = -0.06$; $p=0.83$).

In the opinion of CSO representatives, employment is the most prominent problem (92%), while they believe that not many CSOs are engaged in that area (29.5%). The only area CSOs are engaged less in than employment, in the opinion of CSO representatives, is rural development (21.1%). Second most important problem is fight against corruption (88.1%), and CSO activity in this area is perceived as somewhat more intensive by CSO representatives (46%), although it is far from perception of NGO activity in the area of human rights (76.6%) or social care and humanitarian work (70.1%). Rights of women are, however, at the very bottom of the list of priorities (72.8%) according to CSO representatives, and this is the area where CSOs are very active (72.4%). Animal protection is at the very bottom of both the list of priorities and the list of areas with active NGO engagement.

Figure 4.4: Perception of CSO importance and activities by areas, cso representatives



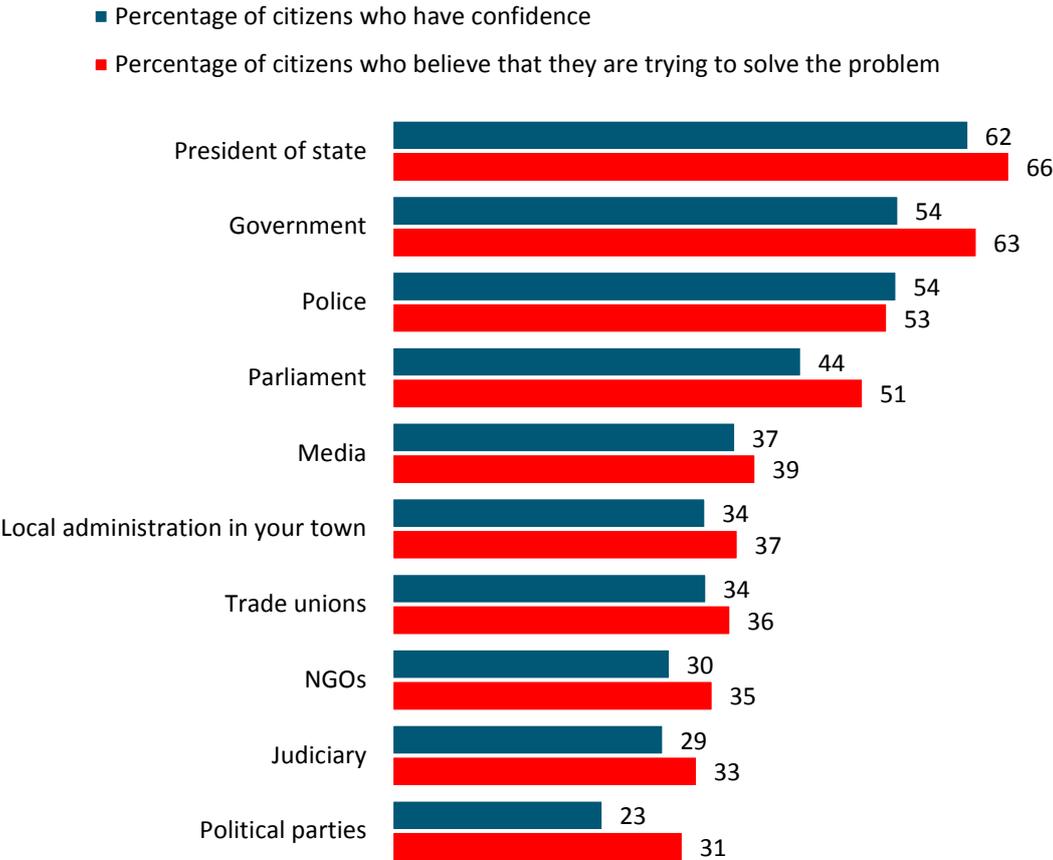
In order to obtain clearer picture of CSO perception, attitudes of Serbia citizens on other organizations and institutions were tested, primarily on their dedication to solving problems that citizens of Serbia are faced with, but also on confidence that citizens have in these same organizations and institutions.

Citizens have the strongest confidence in the president of state (62%), government (54%) and the Police (54%). On the other hand, they trust political parties the least (23%), judiciary (29%), but also NGOs (30%).

We will pay particular attention to confidence in CSOs. The survey shows that among all the countries encompassed by the survey (Serbia, Bosnia and Herzegovina, Montenegro, Macedonia, Albania, Turkey and Kosovo), Serbia has the lowest level of confidence in NGO sector. As it was said already, less than a third of the citizens (30%) have confidence in CSOs. Low level of confidence in CSOs is registered in Albania, where exactly one third of respondents (33%) trust CSOs. Countries with the highest degree of confidence in CSOs are Turkey (56%), Montenegro and Bosnia (50%).

In order to better understand confidence in NGOs, we examine the extent to which citizens believe that specific institutions actually try to address certain problems, with the assumption that there exists a correlation between the level of confidence in an institution and the extent to which this institution addresses problems in the country. As it was assumed, high intensity correlation is present ($R^2 = 0.80$) between confidence in institutions and their efforts to solve problems. Only 4% of citizens of Serbia assess that NGOs are making great effort to address the problems in the country, while one in five citizens (20%) believe that the president is making this great effort.

Figure 4.5: Confidence and perception of made efforts to solve problems, general population



HUMAN RESOURCES AND SOURCES OF INFORMATION USED BY CSOs

Most CSOs, in the words of their representatives, succeed to attract or keep talented members, which largely depends on having a plan for development of human resources.

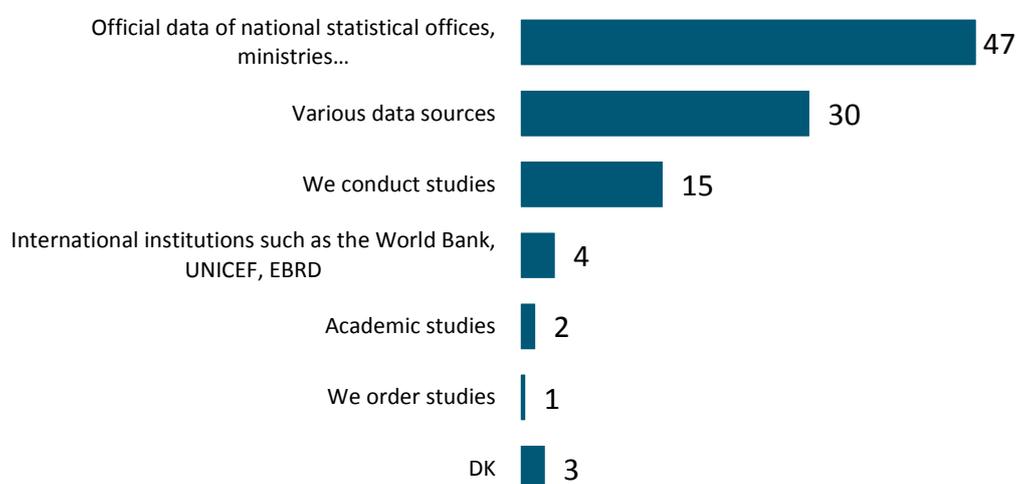
Most extensively used sources of information, according to CSO representatives in Serbia, are official sources (official statistics, information from state bodies etc...).

Four fifths of CSO representatives in Macedonia, say that their organizations succeed in keeping talented associates (80%), and in attracting new members (81%).

Plan for development of human resources aimed at attracting and keeping talented associates is available in 44% of CSOs, while more than a third of organizations (36%) openly admit that they don't have this plan. One fifth (19%) of CSOs state that they are currently preparing the plan for development of human resources. Having this plan largely influences the capability of CSOs to attract and keep talented associates.

This plan is obviously very important for keeping the currently active and attracting new associates: according to CSO representatives, only one in ten (10%) CSOs with a plan for development of human resources, claim not to be able to keep talented associates or attract new members. As for CSOs without a plan for development of human resources, one in four (28%) claim not to be able to attract new people or keep talented associates.

Figure 5.1: Most common sources of data



Almost two thirds (63%) of CSOs that are active in public advocacy, often use research results and analysis for their advocacy activities, while on the other hand, one third of organizations (35%) use research results and analysis rarely.

When asked about sources of information they use most frequently, highest percentage of CSO representatives in Serbia (47%) state that they use official data of national statistical offices, ministries etc. In addition, 15% of organizations use results of their own researches.

CSO NETWORKING

Observed in general, CSO representatives in Serbia perceive NGO networks as efficient, and exchange of information and experiences is perceived as major benefit from participation in CSO networks.

CSO efficiency greatly increases with participation in local, national and international CSO networks. The attitude of CSO representatives in Serbia on efficiency of CSO networks is somewhat more positive than average for WB countries and Turkey – 67% and 61% respectively.

As major benefits of participating in CSO networks, CSO representatives in Serbia primarily single out access to information and their exchange (27%) and opportunity for exchanging experiences and knowledge (26%). In addition to this, they also mention better visibility, influence and strength of organization (15%), as well as joint activities and cooperation (14%). It should be underlined that **7% of CSO representatives in Serbia state that CSO networks are of no use.**

CSOs in Serbia, according to their representatives, are more likely to be members of national CSO networks than local and international. **One fourth of organizations (23%) are not members of any national network.** CSOs in Serbia, which belong to at least one national network, are active in 1.92⁴ national CSO networks on average.

As for international CSOs – **one in two (53%) CSO representatives in Serbia state that they are not members of any international CSO network.** CSOs in Serbia, which belong to at least one international network, are active in 1.67⁵ international CSO networks on average.

As mentioned already, participation in local CSO networks is the least common. **Two thirds (66%) of CSO representatives in Serbia state that their organizations are not members of any local network.** CSOs in Serbia, which belong to at least one local network, are active in 2⁶ local CSO networks.

⁴ 5% Trimmed Mean

⁵ 5% Trimmed Mean

⁶ 5% Trimmed Mean

FINANCIAL SUSTAINABILITY OF CSOs

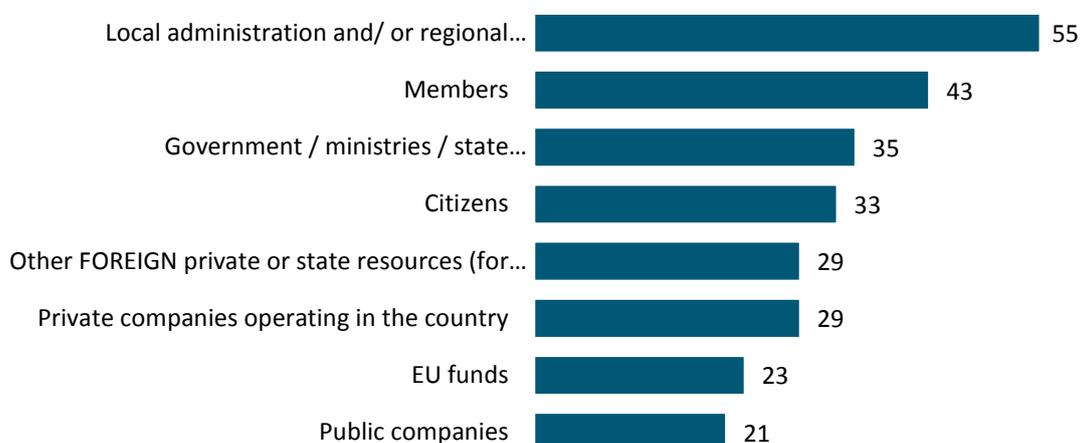
Low percentage of EU funds users and insufficient diversification of sources of financing are the main problems in the domain of CSO financing in Serbia. In addition, many organizations adapt to donors' priorities and collect funds for other activities not in line with their strategic plan.

Discrepancy between the opinion of CSO representatives on the situation in the entire sector and the situation in their own organization is extremely large in terms of the mode of collecting funds for organization activities.

CSO representatives in Serbia state that about two thirds of CSOs (65%) within NGO sector mainly adapt to donors' priorities and collect means for other activities not in line with their strategic plan, and only 28% of organizations they are personally engaged in act in the same way. However, if we take a look at the number of CSOs that admit adapting to donors' priorities in their work, as well as those without a strategic plan, we come to a conclusion that half of CSOs in Serbia, at least declaratively, conduct activities focused on collecting funds in line with the organizations' strategic plan.

If we look at diversity of sources of income, CSOs in Serbia are doing relatively well. As compared with other countries encompassed by the survey, CSOs in Serbia have the largest number of (various) sources of income per CSO (2.7), while the average for WB countries and Turkey is 2.3.

Figure 7.1: Sources of CSO financing



CSO state that they had income from various sources in the past fiscal year, and singled out as the most common were local governments and regional administrations (55%), then membership fees (43%), government, ministries and other state bodies (35%). One in three (33%) organizations mention citizens as a source of income, and 29% foreign private and state sources (for example embassies). 29% of CSOs obtained funds from local private companies, and 21% from public companies. EU funds as sources of income are mentioned by one in four (23%) CSOs in Serbia.

METHODOLOGY

This survey on general population was conducted using the face-to-face method, on a representative sample of the citizens of Serbia 18+. In other words, the survey encompasses citizens living in the entire territory of Serbia, both those living in urban and those living in rural areas, of both genders, of different age and educational and financial status, with the aim of the sample structure truthfully reflecting the population structure. The realized sample of 1025 respondents includes ratio of the number of men and women equal to the ratio in the total population.

As for technical details of conducting the field research, we need to underline that the sample, by its technical characteristics and sampling principles, is a three-stage, stratified random sample. Polling place territories make the sample frame. Stratification was conducted by region and type of settlement, and three stages, which make the sample random, are: selection of sampling points, or polling place territories included in the survey (probability of choice proportional to the size of polling places expressed through the number of registered voters), selection of households (using the so-called Random Route technique) and selection of respondents (using Kish tables). The sample consisted of 136 sampling points, and data was collected in March 2014.

DATA COLLECTION METHOD	F2F in the respondent's household
SAMPLE UNIVERSE	Population of Serbia 18+; Census 2011. data and estimates od population dynamics
TYPE OF SAMPLE	Three-staged, random, representative, stratified sample
STAGES	First stage unit – polling place territory – approximate size about 200 HH (PPS) Second stage unit – households selected using random route method starting from given addresses (SRSWoR) Third stage unit – household members selected with the same probability (SRSWoR) – Kish tables
STRATIFICATION, PURPOSE AND METHOD	By: Type of settlement – urban/rural 4 geo-economic regions
POST STRATIFICATION	By: gender, age, type of settlement, geo-economic region
SAMPLE SIZE	1025 (with 136 sampling points)
CONFIDENCE INTERVALS:	95% confidence interval for occurrences with incidence of 5% je (3.67%, 6.33%) 95% confidence interval for occurrences with incidence of 20% je (17.55%, 22.45%) 95% confidence interval for occurrences with incidence of 50% (46.94%, 53.06%)
FIELDWORK	March 2014.

CSO sample couldn't have the same preferred characteristics as the sample of citizens, since there is no reliable reference frame in almost none of the countries. The problem of reference frame is not only the problem of not having thorough, detailed and updated records of all CSOs, but also the problem of defining the studied universe – what can be called a CSO and what should be studied in order to realize the objectives determined by this survey. In addition, it is necessary to stress that many CSOs, which exist formally, are actually inactive, which additionally complicates defining of the universe and setting up an adequate reference frame.

Given the mentioned reasons, CSO universe structure remains unknown, so setting sample structure, instead of mere copying the universe structure, must be based on other principles. Instead of stratification proportional to the size of population strata, since their size is unknown, equal numbers of subjects were allocated to each stratum defined by CSO activity, taking into account to have organizations from all parts of the country included into strata, in order to maintain geographic dispersion of the sample. This led to deliberate and mild deviation of sample in terms of distribution of activities, and this same principle was used in all countries. The structure was lightly corrected in case information from the field implied that the number of organizations was insufficient in some of the activity categories.

Experience from numerous business-to-business surveys (which a survey with CSO representatives surely is) suggested that this principle could be justified, implying that company size and activity had no key influence on most measured indicators. The right choice of approach was confirmed empirically by the survey with CSO representatives conducted by Ipsos Strategic Marketing for the Montenegrin TACSO office: it also suggests that the measured indicators, which are very similar to the indicators examined in this survey, are not influenced by CSO activity, or that the connection between indicators and activity is not statistically significant.

Therefore, we may say that the samples were designed in such a way that, under the current circumstances, their representativeness is optimal, and that the obtained study findings can be generalized on the entire CSO universe. Given that the aim of this study is to track changes of attitudes of CSO representatives on relevant indicators, it is crucial to keep the sample designed in the same way in future waves also – conducting a survey at a new moment in time, using identical methodology and sampling principles, enables reliable measuring of changes, which is the main intention of this study, even with a not perfectly designed sample.

Sample size was set taking several key issues into account – the need for precise enough indicator evaluation, the need for sufficient sample dispersion, or maximizing indicator variance, size of reference frame (or estimate of the real number of organizations that can be interviewed in regard to their total number) and available survey budget. Experience with business-to-business surveys, as mentioned already, implies that universe of enterprises, and also CSO (confirmed empirically) is very homogenous, so precise and reliable evaluation can be obtained on somewhat smaller samples. **Taking all this into account, it is estimated that the sample of 261 CSOs can provide satisfactory geographic dispersion, distribution by activity category and precision and reliability of indicator evaluation.**



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