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Kosovar Civil Society Index

Questionnaire for Civil Society Organizations

Kosovar Civil Society Index is a KCSF research project aimed at analyzing the current situation of civil society and identification of problems in the development of the civil society sector in Kosovo.

This questionnaire contains questions about the structure and functioning of civil society organizations, including legal framework, funds and sources of financing, capacity to develop and implement projects and programs, advocacy, participation in decision-making, impact, etc.

To save your time and for more accurate answers, we suggest you to have the questionnaire filled by Executive Director or by staff members who have more complete information about the organization and the civil society sector in general.

The name of your organization and contacts shall be recorded only during the process of data entry into the system (for reasons of data accuracy validation), while all the other data will be anonymous and used only for statistical analyzes within the framework of the civil society sector as a whole and not for specific organizations.

Thank you in advance for your time dedicated to completing this questionnaire!

BACKGROUND OF THE ORGANISATION

1. Name of organization: _____
2. Location (town/municipality): _____
3. Email address of the organization: _____
4. Telephone of the organization: _____
5. The web-site of the organization: _____
6. Facebook page or other social media: _____

7. Which is your main area of activity? (Please note all areas of activity of the organization)

| Scope of activity | Fill out the mentioned areas with ✓ |
|--|-------------------------------------|
| 1. Student Organization | |
| 2. Youth | |
| 3. Sport | |
| 4. Transparency and/or accountability | |
| 5. Social inclusion | |
| 6. Social and psychological assistance | |
| 7. Providing funds | |
| 8. Science | |
| 9. Flora and Fauna | |
| 10. Rural Development | |
| 11. European Integration | |
| 12. Research and analysis | |
| 13. Environment | |
| 14. Repatriation/Refugees | |
| 15. Employment | |
| 16. Peace building | |
| 17. Education | |
| 18. Vocational training | |
| 19. Development of civil society/NGO | |
| 20. Economic development | |
| 21. Minority rights | |

| | |
|--|--|
| 22. Democratization | |
| 23. Rule of law | |
| 24. Micro-finance | |
| 25. Culture | |
| 26. Association of media | |
| 27. Cultural Heritage | |
| 28. Legal Assistance | |
| 29. Protection of Customers | |
| 30. Information Technology (IT) | |
| 31. Civic Participation | |
| 32. Humanitarian Aid | |
| 33. Children's Rights | |
| 34. Human Rights | |
| 35. Business Support | |
| 36. Heritage | |
| 37. Support to persons with special needs | |
| 38. Health care | |
| 39. Agriculture | |
| 40. Gender equality / empowerment of women | |
| 41. Advocacy and lobbying | |
| 42. Other, please specify: _____ | |

8. How does your organization select specific issues which it addresses? (Circle only one answer)

1. Based on the analysis of the needs/concerns and contacts with groups that we represent
2. On the basis of available funds

9. Which level of governance is the main focus of the work of your organization? (Circle only one answer)

1. Specific village/town
2. Specific municipality
3. A large number of municipalities
4. An institution/several independent institutions
5. A ministry/department of the ministry
6. Several ministries/government
7. Assembly of Kosovo

10. Who are the main project beneficiaries and activities of your organization? (Circle only one answer)

1. Mainly the same group of beneficiaries
2. Beneficiary groups may also be different depending on the project activity

3. We do not have any particular group of beneficiaries

CIVIL SOCIETY STRUCTURE

11. In which year was your organization established?

In: _____

12. Is your organization registered?

- 1. Yes, In (year): _____
- 2. No (move to question 18)

13. (For the organizations that have been registered from 1 January 2014 until now. For organizations that were registered earlier, skip the question 14): How would you describe the registration procedure? (Ask all questions and necessarily circle an answer, Yes or No):

| Questions | |
|---|-----------------|
| 1. The decision to register was a volunteer decision | 1. Yes 2. No |
| 2. The procedure for registration was easy | 1. Yes 2. No |
| 3. The procedure for registration was not expensive | 1. Yes 2. No |
| 4. The registration procedure has taken much longer than that required by law (60 days) | 1. Yes 2. No |
| 5. Decision-making was politically influenced | 1. Yes 2. No |
| 6. Decision-making was arbitrary | 1. Yes 2. No |
| 7. Administrative procedures for registration were excessive | 1. Yes 2. No |
| 8. Other, please specify: _____ | 1. Yes 2. No |

14. Which is the form of registration of your organization? (Circle only one answer)

- 1. Association (membership-based organization)
- 2. Foundation (an organization without membership)

15. Does your organization have a Public Beneficiary Status?

1. Yes
2. No (move to question 17)

16. If yes, the procedure to get the status was: (Circle only one answer)

1. Very easy
2. Long and complex

17. Why doesn't your organization have a Public Beneficiary Status? (Circle only one answer)

1. We have applied and we await an answer
2. We do not qualify for public beneficiary status
3. We do not want public benefit status because this status gives no benefit in practice
88. I do not know

18. What is the highest governing body of your organization? (Circle only one answer)

1. Members Assembly (move to question 20)
2. Board
3. Director of the organization (move to question 20)
4. Other, please specify: _____ (move to question 20)

19. Is any of the Board Members employed in your organization? (Circle only one answer)

1. No, none
2. Yes, Executive Director is a Member of the Board
3. Yes, some members of the Board are employed in the organization
4. Yes, the entire board is composed of employees in the organization

20. Who makes the key decisions in your organization? (Circle only one answer)

1. Members Assembly
2. Board
3. Executive Director
4. Staff of the organization
5. Other, please specify: _____

21. How many times has the highest governing body (Members Assembly or Board) met in 2015?
(Circle only one answer)

1. Never
2. Once
3. Twice
4. More than twice

88. It does not apply (Organization does not have Assembly of Members or Board)

MANAGEMENT, FINANCIAL MANAGEMENT, ACCOUNTABILITY, TRANSPARENCY, CODE OF CONDUCT

FINANCIAL REPORTING (ACCOUNTING) AND TAXES

22. Which of these you pay on a regular basis? (Circle all answers that apply)

1. Personal Income Tax
2. Pension contributions for employees
3. Rent/property tax
4. Corporate Income Tax/Profit Tax
5. Value Added Tax (VAT)
6. Health insurance for employees
7. Other, please specify: _____

23. Do you report regularly to the Tax Administration of Kosovo (TAK)? (Circle only one answer)

1. Yes, we report regularly
2. No, we do not report regularly
3. No, we never report
99. Refuse to answer

24. How do you evaluate the reporting requirements (including financial) by state authorities (e.g. The Tax Administration of Kosovo, the Financial Intelligence Unit, etc.)? (Answer for each area with ✓)

| | I agree | Somewhat agree | Disagree | Do not know |
|--|---------|----------------|----------|-------------|
| 1. Clear and easy | | | | |
| 2. Implementable | | | | |
| 3. Proportional to the size and type of our organization | | | | |
| 4. Other, please specify: _____ | | | | |

25. Has your organization violated any legal provision during the year 2015? (Circle only one answer)

1. Yes
2. No (move to question 27)

88. I do not know (move to question 27)

99. Refuse to answer

26. If yes, has your organization been sanctioned for violations of legal provisions? (Circle only one answer)

1. Yes

2. No (move to question 28)

99. Refuse to answer

27. If yes, how do you estimate these sanctions? (Circle only one answer)

1. Sanctions enforced were unjustified and non-proportional to the type of violation

2. Sanctions enforced were justified but non-proportional to the type of violation

3. Sanctions enforced were unjustified and proportional to the type of violation

28. How many external financial audits have you had during the year 2015? (Note 0 if there were no external financial audits in your organization)

_____ audits

29. Does your organization possess the following documents? (Request from the respondents to show you examples of the following documents and circle the response 1, 2 or 3, depending on the response and let them show the document)

| Type of document | |
|--|--|
| 1. The Code of Conduct for Staff | 1. Yes, and shows the document 2. Yes, but does not show the document 3. No, organizations does not have this document |
| 2. Rules of procedure | 1. Yes, and shows the document 2. Yes, but does not show the document 3. No, organizations does not have this document |
| 3. Financial regulation | 1. Yes, and shows the document 2. Yes, but does not show the document 3. No, organizations does not have this document |
| 4. The Rules of Procedure of the Assembly of Members/Board | 1. Yes, and shows the document 2. Yes, but does not show the document 3. No, organizations does not have this document |
| 5. The employment contract for staff | 1. Yes, and shows the document 2. Yes, but does not show the document 3. No, organizations does not have this document |

FINANCIAL INCENTIVES

30. Have you benefited from tax incentives (you or your donors) during the year 2015? (Circle only one answer)

1. Yes
2. No (move to question 32)

31. If yes, what tax incentives have you benefited during the year 2015? (Circle all answers that apply)

1. Corporate Income Tax/Profit Tax exemption
2. Exemption from the rent/property tax
3. Exemption from Value Added Tax (VAT)
4. Exemption from municipal taxes
5. Exemption from custom taxes
6. Tax incentives for your private donors
7. Tax incentives for passive investment
8. Other, please specify: _____

32. Do you consider the procedures for obtaining tax benefits complicated? (Circle only one answer)

1. Too complicated
2. Somewhat complicated
3. Easy
88. Do not know

33. How do you evaluate the tax incentives for donors, if there is any? (Circle only one answer)

1. Enough encouraging/promoting and easy to benefit from them
2. Sufficiently encouraging but procedures to benefit from them are very complicated
3. Insufficiently encouraging and procedures to benefit from them are very complicated
4. In Kosovo, there are no tax incentives for donors
5. Have no knowledge about the rules/laws tax incentives for donors
6. Other, please specify: _____

HUMAN RESOURCES AND INTERNAL CAPACITY TO IMPLEMENT THE PROGRAM

STAFF

34. What is gender structure of your organization? (please tick the number of males and females for all of the following areas. Mark 0 for areas where there is no individual. Mark 99 for areas that are not applied, e.g. if the organization has no volunteers, Assembly of Members, etc.)

| | Number of males | Number of females |
|--|-----------------|-------------------|
| 1. Members Assembly/Board | | |
| 2. Governing positions of the organization e.g. Directors, Heads of Departments/Programs, etc. (It does not include members/Heads of Assembly/Board) | | |
| 3. The rest of staff | | |
| 4. Members (if the organization has members) | | |
| 5. Volunteers | | |

35. How do you evaluate the capacity of your organization for the following? (Select only one level for each area with the sign ✓)

| Capacity level | High | Medium | Low |
|--|------|--------|-----|
| 1. Writing project-proposals | | | |
| 2. Findings donors/funds | | | |
| 3. Implementation/operational management of projects | | | |
| 4. Financial Management of projects | | | |

36. In general, the duration of stay of the staff in your organization is: (Circle only one answer)

1. Not more than 1 year
2. An average of 2 years
3. 3 - 5 years
4. More than 5 year

37. Based on the scope of activity of the organization, your staff is: (Circle only one answer)

1. Highly prepared professionally for the field and related work
2. Averagely prepared professionally for the field and related work
3. Unprepared professionally for the field and related work

38. In general, based on the needs and field of activity, your organization finds it: (Circle only one answer)

1. Very easy to find and employ qualified and professionally prepared staff
2. Relatively easy to find and employ qualified and professionally prepared staff
3. Very difficult to find and employ qualified and professionally prepared staff

39. What are 3 main skills and 3 main shortcomings of your staff? (Fill in all the areas for which the respondent responds. Mark the empty areas with lines /).

| | | | |
|---------------|--|---------------------|--|
| 1.1. Skill 1: | | 2.1. Shortcoming 1: | |
| 1.2. Skill 2: | | 2.2. Shortcoming 2: | |
| 1.3. Skill 3: | | 2.3. Shortcoming 3: | |

40. What are the main criteria that you take into account when you employ new staff? (Circle all answers that apply)

1. Educational qualification for the corresponding field
2. Work experience in the respective field
3. Work experience in the civil society sector
4. References from reliable organizations/partners
5. Other, please specify: _____

41. Has your organization benefited from government programs for promotion of employment during the year 2015? (Circle only one answer)

1. Yes
2. No, because there are no programs for employment promotion in the civil society organizations
3. No, because we have not employed new people last year
4. No, we have no knowledge on employment programs of the Government

VOLUNTEERS

42. How do you evaluate the political and legal framework for voluntary work in Kosovo? (Circle only one answer)

1. Promotional
2. Somewhat promotional
3. Not encouraging at all
4. There is no legal or political framework for engagement of the volunteers
88. Do not know

43. How do you evaluate the dynamics of voluntary work in civil society in general throughout the year 2015? (Circle only one answer)

1. Growing
2. Without changes/same (move to question 46)
3. Is decreasing (move to question 45)
4. Do not know

44. In your opinion, what has affected the increase of voluntary work during the year 2015? (Circle all answers that apply)

1. Non-monetary benefits for volunteers (e.g. experience)
2. Lack of paid jobs;
3. Good image of the civil society
4. Raising awareness about the voluntary work
5. The desire to help the successful work of the institutions responsible for certain areas or to change the situation
6. Other, please specify: _____

45. In your opinion, what has affected the decrease of voluntary work during the year 2015? (Circle all answers that apply)

1. Lack of non-monetary benefits for volunteers, e.g. work experience
2. The difficult economic situation in Kosovo
3. Bad image of the civil society
4. Lack of awareness of the population for voluntary work
5. Disappointment on the work of the institutions responsible for certain fields
6. Other, please specify: _____

46. Are you aware of any state program that supports the commitment of volunteers? (Circle only one answer)

1. Yes
2. No (move to question 48)

47. If yes, which one? (Note the names of programs separated with decimal)

48. Have you engaged volunteers during 2015 in your organization?

1. Yes

2. No (move to question 50)

49. If you have engaged volunteers during the year 2015, which have been forms of engagement?

(Circle only one answer)

1. Through written contracts
2. Through verbal agreements
3. Have not been engaged in official manner because it is not obligatory by law
4. They have not been engaged in any official manner because it was not necessary, because they were engaged for a short time

50. Does the subject of civil education promote this engagement? (Circle only one answer)

1. Yes, the subject of civil education promotes this civil engagement sufficiently
2. No, the subject of civil education does not promote this civil engagement sufficiently
3. Civil education is not part of the official curricula
88. Do Not Know

NETWORKING

51. In how many networks, umbrella groups or federations is your organization a member? (If organization is not a member anywhere – networks, umbrella groups or federations – note 0 and move to question 53).

_____ organizations/umbrella groups/federations

52. How many times have you met or have exchanged consistent information about issues of scope of network during the year 2015? (Note 0 for organizations which have not held any meeting or have not exchanged any consistent information during the year 2015)

_____ times

53. How many organizations you know approximately **operating inside Kosovo** in your scope of activity or similar to your organization? (Note 0 if your answer is none)

_____ organizations

54. In the 3 last months, with approximately how many other organizations **operating inside Kosovo** in your scope of activity have you had meetings or have exchanged information (e.g. documents, reports, data)? (Note 0 if the organization has not exchanged information with any other organization)

_____ organizations

55. How many organizations approximately **operating outside Kosovo** in the same or similar matters to your organization do you know? (Note 0 if your answer is none)

_____ organizations

56. In the 3 last months, with approximately how many other organizations **operating outside Kosovo** in your scope of activity have you had meetings or have exchanged information (e.g. documents, reports, data)? (Note 0 if the organization has not exchanged information with any other organization)

_____ organizations

57. Based on your experience, registration and participation in local and international networks is:

57.1. Local networks (Circle only one answer)

1. Easy, without so many bureaucratic requirements
2. Registration in a network is difficult, but participation is easy
3. Both registration and participation in networks is challenging, with many bureaucratic requirements
4. Other, please specify: _____
88. Do Not Know

57.2. International networks

1. Easy, without so many bureaucratic requirements
2. Registration in a network is difficult, but participation is easy
3. Both registration and participation in networks is challenging, with many bureaucratic requirements
4. Other, please specify: _____
88. I do not know

BASIC LEGAL FRAMEWORK FOR OPERATION OF CSO-s

ACTIVITY

58. In general, regulations and laws for civil society in Kosovo are... (Circle only one answer)

1. Completely restrictive
2. Restrictive
3. Partly restrictive/favorable
4. Favorable
5. Fully favorable

59. Has your organization faced during 2015 with any restriction of freedom of offline association (associations, funds, civic initiatives) and/or online (forums on the Internet, Skype, Facebook, etc.)?

1. Yes
2. No (move to question 61)

60. If yes, with what type of freedom restrictions for association (online or offline) have you faced during 2015? (Circle all answers that apply)

1. Discriminatory denial/restriction of offline association freedom, e.g. On gender, racial, religious basis etc.
2. Harassment of the staff, members, volunteers and other persons engaged in our organization
3. Discriminatory denial/restriction of internet applications, closure of forums, Facebook groups etc.
4. Monitoring of Skype, Facebook and other chatting groups
5. Harassment of moderators and/or members of online groups
6. Other, please specify: _____

61. During 2015, has your organization faced any of the forms of state pressure or any illegal interference in internal matters of your organization?

1. Yes
2. No (move to question 63)

62. If yes, what forms of state pressure or any illegal interference in internal matters of your organization you have faced during 2015? (Circle all answers that apply)

1. Abundant audit
2. Interference into facilities of the organization/inspection without prior warning
3. Unreasonable restriction of activity of organization
4. Illegitimate attack towards organization
5. Excessive control of internal rules of the organization
6. Discriminatory application of administrative measures, including rules of money laundering
7. Other, please specify: _____

OTHER FREEDOMS

63. Have you participated in any rally, individually or through your organization in 2015?

1. Yes
2. No (move to question 65)

64. If yes, circle all assertions you agree with:

1. There were no excessive restrictions of the place and time of rally
2. Police has not used force on the participants
3. There were no restrictions in media participation in the rally
4. I do not agree with any of these assertions
5. Other, please specify: _____

65. Have you organized/attempted to organize any rally (protest, march, performance in open environment) during 2015?

1. Yes
2. No (move to question 67)

66. If yes, have you encountered any of the following obstacles? (Circle all answers that apply)

1. Complicated organization with excessive administrative procedures
2. Unreasonable restrictions which were not explained appropriately
3. You as organization have faced unjustifiable sanctions and were detained/arrested for organizing the gathering
4. You have organized a spontaneous gathering without notifying the state authorities
5. We have not faced any restrictions
6. Other, please specify: _____

67. Have you participated in any counter-gathering (gatherings of opponent groups in the same place at the same time)?

1. Yes
2. No (move to question 69)

68. If yes, circle only one of the below listed responses:

1. Gathering was protected by police
3. Gathering was not protected by police
4. Crowd was dispersed by police
5. Other, please specify: _____

69. How often have you personally or your organization experienced any of illegal restrictions of freedom of expression? (Respond to frequency of each of the restrictions with this sign ✓)

| | | | | |
|--|-----------|-----------|------|-------|
| | Regularly | Sometimes | Once | Never |
|--|-----------|-----------|------|-------|

| | | | | |
|---|--|--|--|--|
| 1. Pressure for critique against state authorities | | | | |
| 2. Persecution for criticizing speeches | | | | |
| 3. Threats because you have had opposing opinions | | | | |
| 4. Blockage of further access to means/channels of online communication | | | | |
| 5. Other: _____ | | | | |

70. Have you personally or your organization experienced any of illegal restrictions of freedom of expression, to freely receive and give information? (Respond to frequency of each of the restrictions with this sign ✓)

| | Regularly | Sometimes | Once | Never |
|--|-----------|-----------|------|-------|
| 1. Blockage of web pages, means/channels and other platforms of online communication | | | | |
| 2. Illegal monitoring of communication by state authorities | | | | |
| 3. Punishments because of belonging to any of the groups of social networks | | | | |
| 5. Other: _____ | | | | |

SUPPORT INFRASTRUCTURE (RESOURCE CENTRES, TRAININGS AVAILABLE, LEGAL EXPERTISE AVAILABLE)

71. Do you think that civil society in Kosovo possesses... (Respond to availability of each of the possibilities of support with this sign ✓)

| | Very little | Sufficient | A lot | Do not know |
|---|-------------|------------|-------|-------------|
| 1. Supporting organization for general capacity building? | | | | |
| 2. Relevant training for management of the organization? | | | | |
| 3. Specific trainings for the scope of activity? | | | | |
| 4. Legal and practical advice on the issues related to functioning of the organization? | | | | |
| 5. Legal and practical advice on specific issues for the scope of activity? | | | | |

FUNDS AND SOURCES OF FUNDS

72. For what time period does your organization normally do the work planning? (Circle only one answer)

1. For a period shorter than 6 months
2. For a period between 6 and 12 months
3. For a period between 13 and 24 months
4. For a period between 24 and 36 months
5. For a period longer than 36 months

73. Have you managed to ensure sufficient funds to ensure continuity of activity during 2015?

1. Yes
2. No

74. How many projects have you implemented in the last year? (Note 0 if your organization has not implemented any of the projects during the last year)
 _____ projects

- 75.** Which of the following categories would best describe the annual revenues of your organization during 2015? (Circle only one answer)
1. Less than € 10,000 per year
 2. € 10,000 - € 25,000 per year
 3. € 25,000 - € 50,000 per year
 4. € 50,000 - € 100,000 per year
 5. € 100,000 - € 500,000 per year
 6. € 500,000 - € 1,000,000 per year
 7. € 1,000,000 - € 2,000,000 per year
 8. € 2,000,000 - € 4,000,000 per year
 9. Over € 4,000,000 per year
 99. Refuse to answer

76. Compared to last year, the revenues and expenses of your organization in 2015.... (Circle only one answer for *the revenues* and one for *expenses*)

| 1. Revenues in 2015 | 2. Expenses in 2015 |
|--|--|
| 1. They grew | 1. They grew |
| 2. Have not changed | 2. Have not changed |
| 3. Have reduced | 3. Have reduced |
| 99. Does not apply (organization was opened in 2015) | 99. Does not apply (organization was opened in 2015) |

77. What type of financial support have you had during the year 2015? (Circle all answers that apply)

1. Grants for projects
2. Institutional grants
3. Service contracts
4. Technical assistance
5. Other, please specify: _____

78. Projects financed by donors during the year 2015, you won them: (Circle all answers that apply)

1. Through open calls for application
2. We were invited directly by donor for application
3. We have directly requested from donor to finance certain project/s
4. Other, please specify: _____

79. In general, during 2015 the application procedures for funds in the report with the amount of the project you consider: (Circle only one answer)

1. Easy
2. In average difficult
3. Difficult

80. During 2015, what percentage of financial sources of your organization came from the following sources (note the percentage of total sources in brackets)? (Please not that the total amount of different financial sources must not exceed 100%)

| Source of funds | Percent |
|---|-------------|
| 1. Grants from central state institutions | % |
| 2. Grants from local institutions (municipalities) | % |
| 3. Contracts through public procurement | % |
| 4. Donations from local private companies | % |
| 5. Foreign donors | % |
| 6. Individual local donations | % |
| 7. Revenues from membership fees | % |
| 8. Revenues from sale of goods/services | % |
| 9. Passive investment (of organization itself) ¹ | % |
| 10. Investment funds ² | % |
| 11. Others, please specify: _____ | % |
| Total | 100% |

81. Has your organization received foreign funds during the last year? (Circle only one answer)

1. Yes, without additional procedures of obligations/approval compared to local funds
2. Yes, with less procedures of obligations/approval compared to local funds
3. Yes, but with additional procedures of obligations/approval compared to local funds
4. No, we have not taken funds from abroad because additional procedures of obligations/approvals were complicated
5. No, we have not received foreign funds
6. Other, please specify: _____

¹ Revenues from passive investment are revenues generated from rent or revenues from ownership/shares in a company (e.g. Joint Stock Companies) where organization does not have active engagement in their management (e.g. dividends, interests, etc.)

² Endowments Are funds donated to an organization by donors who condition that the organization uses only the profit generated from such funds (e.g. Bank interests), but not the base funds donated which were invested in order to generate revenues.

82. Has your organization received contributions from local private donors (individual or local private companies from Kosovo)? (Circle only one answer)

1. Yes, and they were very easy to get, without additional expenses or administrative procedure for the organization
2. Yes, but with expenses and numerous administrative procedures unnecessary for organization
3. No, because their acceptance would result in expenses and numerous administrative procedures unnecessary for organization
4. No, we have not received contributions from local private donors
5. Other, please specify: _____

83. During the year 2015, from how many donors have you received funds? (Note 0 if the organization has not benefited from any donor)

_____ donors

84. Have you received funds from the European Union during the year 2015?

1. Yes
2. No, because we have not applied (move to question 86)
3. No, although we have applied (move to question 86)

85. What are the main difficulties which you face for application and/or implementation of EU funds?

(Circle all answers that apply)

1. Insufficient information about application procedures
2. Complicated procedures of application
3. Inability to apply in any language other than English
4. Too much demanding in time and human resources for application
5. High demands in human resources and capacities for implementation
6. Difficulties to ensure co-financing as required by the EU
7. Other, please specify: _____

86. Which are the three main challenges which you may have faced in collecting funds during the year 2015?

86.1. Challenge 1. _____

86.2. Challenge 2. _____

86.3. Challenge 3. _____

87. What is the total number of contracts of financial support that you have taken during the year 2015 and their duration?

| 1. Type of contract | 2. Note the number of contracts of this category | 3. The average duration of projects of the category (Note number of the category of duration 1-4) 1. Not more than 6 months 2. 6-12 months 3. 24-36 months 4. More than 36 months |
|------------------------|--|---|
| 1. Up to € 10,000 | | |
| 2. € 2.10,000-25,000 | | |
| 3. € 3.50,000-100,000 | | |
| 4. € 4.100,000-250,000 | | |
| 5. € 5.250,000-500,000 | | |
| 6. More than € 500,000 | | |

PUBLIC FUNDS

88. Have you received funds from the state authorities (central or municipal) during the past year?

1. Yes
2. No (move to question 93)

89. If yes, please select the purpose for which you have received the public funds (Circle all responses that apply)

1. For specific project/activity
2. As institutional support
3. As co-financing for EU or other donor projects
4. Other, please specify: _____

90. If yes, funds received from the budget of the Republic of Kosovo during 2015, you have obtained: (Circle all answers that apply)

1. Through open calls for application
2. We were invited directly by donor for application
3. We have directly requested from donor to finance certain project/s
4. Other, please specify: _____

91. If yes, what is the number of contracts you have signed?

| 1. Type of contract | 2. Number of contracts from central level (e.g. ministries) | 3. Number of contracts in local level (municipalities) |
|------------------------|---|--|
| 1. Up to € 10,000 | | |
| € 2.10,000-25,000 | | |
| € 3.50,000-100,000 | | |
| € 4.100,000-250,000 | | |
| € 5.250,000-500,000 | | |
| 5. More than € 500,000 | | |

92. If yes, what experience has your organization had with reporting and monitoring of public funds you have received? (Circle all answers that apply)

1. You were required to submit detailed reports of activities and expenses
2. You were not required to submit any reports of activities and expenses
3. You had warned monitoring visits
4. You had unwarned monitoring visits
5. You were not monitored at all
6. Other, please specify: _____

93. From the experience of your organization, do you agree with the below listed statements about public finance of civil society organizations? (Fill in the level of agreement of the respondent with each of the statement using this sign ✓)

| | Agree | Somewhat agree | Somewhat do not agree | Disagree |
|--|-------|----------------|-----------------------|----------|
| 1. Public financing is sufficient and in concordance with the needs of civil society organizations | | | | |
| 2. Public financing is predictable based on allocation of funds in the previous year | | | | |
| 3. Calls for application are regular, at least once a year | | | | |
| 4. Civil society organizations | | | | |

| | | | | |
|--|--|--|--|--|
| participate in setting the priorities of public financing | | | | |
| 5. Selection criteria are clear/understandable and publicly accessible | | | | |
| 6. Calls for application are not excessive and all application forms are understandable | | | | |
| 7. Decisions in tenders are fair, they are publicly announced and do not involve conflicts of interest | | | | |

STATE CONTRACTS

94. Have you competed/applied for state contracts during 2015?

1. Yes
2. No (move to question 100)

95. If yes, have you encountered any of the following obstacles? (Circle all answers that apply)

1. Numerous administrative requirements
2. Procedures complicated for registration/ licensing
3. Exemption from competition without specific objective or explanations
4. Numerous requirements of selection criteria that have favored profitable organizations
5. Small number of public tenders in your field of activity
6. Other, please specify:

96. From your experience, have the received funds from state contracts been sufficient? (Circle only one answer)

1. Yes, and they cover basic services, including the costs of the organization
2. Yes, and they cover basic service delivery, but not the costs of organization
3. No, they are not sufficient to cover even costs of basic services
4. Other, please describe: _____

97. From your experience, have you received funds from the state contracts on time?

1. Yes, we have received them on time
2. No, they have delayed and caused problems in providing continuous services
3. No, they are delayed, BUT losses caused from the delays were compensated
4. Other, please describe: _____

98. From your experience, monitoring of expenditures and quality assurance / quality of services provided by organizations has been: (Circle only one answer)

1. Regular, not excessive
2. Regular, but sometimes excessive
3. Irregular, but not excessive
4. Irregular and excessive
5. Other, please specify: _____

99. From your experience, monitoring of expenditures and quality assurance / quality of services provided by organizations compared to other providers (state/public, businesses) has been: (Circle only one answer)

1. Excessive compared to other providers
2. Same
3. Easier compared to other providers

100. Do you think state contracts are given fairly and in transparent manner?

1. Yes
2. No
88. Do not know

101. On which basis you come with this opinion? (Circle only one answer)

1. In personal experience
2. In experience of other organizations
3. In conversations with the others
4. In media
5. Other, please specify: _____

NON-FINANCIAL STATE SUPPORT

- 102.** Have you applied and received non-financial state support (e.g. space for work free of charge/rent, furniture, technical equipment, etc.)? (Circle only one answer)
1. Yes, we have received through the open call
 2. Yes, we have received through direct contacts with state institutions
 3. No, we were rejected in the open call (move to question 104)
 4. No, we were rejected after the direct contact with state institutions (move to question 104)
 5. We have never requested non-financial support from the state (move to question 104)
 6. We do not know about this opportunity of getting non-financial support from the state (move to question 104)
 7. Other, please specify: _____

- 103.** If yes, describe what you have taken in form of non-financial support:
- _____

SERVICES

- 104.** Does your organization provide public services such as social services, education, health care, housing, culture, etc?
1. Yes
 2. No (move to question 108)

- 105.** If yes, what type of public services does your organization provide? (Note 3 main types of services your organization provides)

Service 1: _____

Service 2: _____

Service 3: _____

- 106.** As far as salary is concerned, your organization provides services: (Circle only one answer)
1. Free of charge to all
 2. Free of charge to certain groups, but with a symbolic payment to the others

3. With a symbolic payment, lower than the market price for certain groups, but full payment for the others
4. With a symbolic payment, lower than the market price for all
5. With full payment for all

107. The costs of providing the services are covered by your organization with: (Circle all answers that apply)

1. Funds from international donors
2. Funds from local private donors (company or individual)
3. Public funds (from the budget of Republic of Kosovo)
4. Payment of the services by the clients

108. Has your organization engaged in any stage of development and provision of such services (from the stage of needs assessment, to selection, evaluation, etc.)? (Circle Yes or No for each phase engagement)

- | | | |
|----------------------------------|--------|-------|
| 1. Needs assessment | 1. Yes | 2. No |
| 2. Selection of service provider | 1. Yes | 2. No |
| 3. Provision of services | 1. Yes | 2. No |
| 4. Monitoring | 1. Yes | 2. No |
| 5. Evaluation | 1. Yes | 2. No |

ECONOMIC ACTIVITY

109. Does your organization carry out either of the following activities (IT does not include activities which are financed by donors)?

1. Sale of services (where the beneficiary/client pays for services, e.g. Research services, evaluation services, training for business plans/project proposals, renting offices, provision of equipment by rent, etc.)
2. Sale of products your organization produces
3. No, our organization does not carry any economic activity (move to question 111)

110. Have you encountered any obstacle/challenge while performing economic activity? (Circle all answers that apply)

1. Numerous administrative requirements
2. Complicated accounting rules
3. Complicated or inadequate treatment of tax system
4. Complicated reporting and monitoring rules
5. No, we have not encountered any obstacle while performing economic activity
6. Other, please specify: _____

PHILANTHROPY

111. Which are the main challenges for development of philanthropy in your country? (You rank them according to importance. Challenge 1 is the greatest challenge, and so on)

| Challenges | Ranking of selected challenges according to importance (Note only sequential number, NO challenge with text in this column) |
|---|--|
| 1. Culture undeveloped for donation | |
| 2. Complicated rules / administrative procedures. | |
| 3. There are no tax incentives for donors | |
| 4. Lack of strategies/public policies for philanthropic donations | |
| 5. Insufficient capacity of organizations to communicate with donors | |
| 6. Non-transparent spending of funds has resulted in distrust of donors 2 | |
| 7. Philanthropy is developed in Kosovo | |
| 8. Other, specify and rank: _____ | |

INCLUSION OF CSO-s IN THE PROGRAM OF DONOR ASSISTANCE

112. Have you received invitation to be consulted about programming any donor funds given during the year 2015?

1. Yes
2. No (move to question 115)

113. If yes, who from donors were you invited for consultations about program funds? (Circle only one answer)

1. From donors we regularly cooperate with
2. From donors we regularly cooperate with and from those we usually do not have cooperation with
3. From donors we do not cooperate with

114. If yes, how much do you think your contribution has been taken into account? (Circle only one answer)

1. Not at all
2. Very little
3. To a certain degree
4. Fully
88. Do Not Know

115. Have you requested during 2015 to be consulted by donors about the programing of their funds?

1. Yes
2. No

INFLUENCE OF DONORS IN THE WORK OF CIVIL SOCIETY

116. How would you estimate the approach of civil society organizations in ensuring funds from donors: (Circle only one answer)

1. Often apply for funds outside the scope of their activity
2. Sometimes they apply for funds outside the scope of their activity
3. Usually apply for funds solely within the scope of their activity

117. How often has it happened that donors ask you to: (Fill in the frequency of each statement with the sign ✓)

| | Frequently | Rarely | Never | Refuse to answer |
|--|------------|--------|-------|------------------|
| 1. Substantively change contents of the proposed project, outside your field of activity | | | | |
| 2. To change the nature of activities for which you have been financed in advance | | | | |
| 3. To spend the funds of the project in activities which you would not implement otherwise | | | | |
| 4. To invite or not invite certain participants in your activities | | | | |
| 5. Not cooperate with certain organizations/institutions | | | | |
| 6. Cooperate with specific organizations/institutions with which otherwise you would not cooperate | | | | |
| 7. Dismiss or hire someone at work | | | | |
| 8 | | | | |

ADVOCACY (ACCESS TO INFORMATION, PARTICIPATION IN DECISION-MAKING, MONITORING, ETC)

COOPERATION WITH PUBLIC INSTITUTIONS

118. How often do you communicate (exchange information, hold meetings, organize joint activities) with public institutions which act within the similar filed/fields as you do? (Circle only one answer)

1. Never
2. Rarely
3. Frequently
4. Regularly

119. Does your organization communicate with specific institutions for cooperation with civil society organizations? (Mark with ✓ only one answer per each institution)

| Institution for cooperation with CSO | Yes, often | Yes, sometimes | No, never |
|--|------------|----------------|-----------|
| 1 Prime-minister Office for good governance | | | |
| 2. NGOs Department | | | |
| 3. Kosovo Assembly – Office for Coordination of Donors and Relationship with Civil Society | | | |

ACCESS TO INFORMATION

120. How much have you been informed by public institutions of their work on your scope of activity during 2015? (Circle only one answer)

1. Not at all
2. A little
3. Sufficiently
4. Extensively

- 121.** Have you ever asked for access to public/official information during 2015?
1. Yes
 2. No (move to question 123)
- 122.** If yes, when did you ask for access to public/official information: (Circle only one answer)
1. You received the data/information within the time limit prescribed (7 days)
 2. You received data/information belatedly
 3. Your request was denied with reasoning and possibility to complain
 4. Your request was denied without reasoning nor possibility to complain
 5. You received no answer
 6. Other, please specify: _____
- 123.** Are draft laws and policy drafts published on time? (Circle only one answer)
1. Yes, all draft laws and policies are published on time
 2. All draft laws and policies are published, but not on time
 3. Some draft laws and policies are published on time, depending on the institution
 4. Some draft laws and policies are published, but not always on time
 5. Draft laws and policies are rarely published
 6. Draft laws and policies are never published
 7. Do not follow the process of compilation of laws and policies
 8. Other, please specify: _____
 88. I do not know

PARTICIPATION IN DEISION-MAKING

- 124.** Has your organization got engaged in the compilation and/or adoption of a public policy, law or municipal regulation (including engagement upon invitation by public institutions and with self-initiative) during 2015?
1. Yes
 2. No (move to question 126)
- 125.** If yes, in what fields? (Circle all fields in which your organization got engaged)
1. Student matters
 2. Youth
 3. Sport
 4. Transparency and/or accountability

5. Social inclusion
6. Social and psychological assistance
7. Providing funds
8. Science
9. Flora and Fauna
10. Rural Development
11. European Integration
12. Environment
13. Repatriation/Refugees
14. Employment
15. Peaalce building
16. Education
17. Development of civil society/NGO
18. Economic development
19. Minority rights
20. Rule of law
21. Economic aid for vulnerable groups
22. Culture
23. Freedom of expression
24. Cultural Heritage
25. Legal Assistance
26. Protection of Customers
27. Information technology development
28. Civic Participation
29. Humanitarian Aid
30. Children's Rights
31. Human Rights
32. Business Support
33. Heritage
34. Support to persons with special needs
35. Health care
36. Agriculture
37. Gender equality / empowerment of women
38. Other, please specify: _____

126. What impact does the civil society have in general on the compilation of public policies or laws? (Circle only one answer)

1. No impact at all
2. Limited impact

3. Average impact
4. High level impact
88. I do not know

127. During the last year, has your organization been invited in a public consultation by public authorities (consulting meeting, consulting in written, round table discussion, etc)? (Circle only one answer)

1. Yes, we have regularly been invited, whenever there was a related issue with our work
2. Yes, we have been invited from to time
3. Yeas, but very rarely
4. No, we have never been invited (move to question 131)

128. If yes, circle all the affirmations you agree with below:

1. We were consulted at the initial stage of the process of drafting a legislation/policy
2. We were provided with sufficient information related to the content of documents
3. We were given enough time to reply (15-20 working days)
4. Responsible civil servants were trained and offered useful information and advice throughout consultations

129. In general, your comments are: (Circle only one answer)

1. Fully accepted
2. Partly accepted
3. Not accepted
4. Did not comment on the legal initiation/policy
5. Do Not Know

130. In cases where your comments were rejected (fully or partly), have you ever received any explanation in written justifying the rejection?

1. Yes
2. No

MONITORING

131. Does your organization engage in monitoring the work of relevant public institutions or the implementation of relevant policies/laws to the work of your organization?

1. Yes
2. No (move to question 133)

132. If yes, how does your organization monitor the work of relevant public institutions or the implementation of relevant policies/laws to the work of your organization (Circle all the answers that apply)?

1. Through media reporting
2. Through other organizations' reporting
3. Through periodical meetings with managers of institutions/policies/laws and stakeholders
4. Other, specify: _____

133. Have the representatives of your organization been selected to participate in the council/consulting body established by a public institution?

1. Yes
2. No (move to question 133.2.)

133.1. If yes, how were the representatives of your organization been selected?

1. Through a transparent procedure, announced publicly
2. Through invitation/direct nomination by state authorities
3. Through direct nomination by CSOs
4. Other, please specify: _____

133.2. If no, why?

1. We were nominated, but not selected
2. We were neither nominated nor invited
3. We are not interested to participate in councils/consulting bodies
4. Other, please specify: _____

134. Have you been involved in the implementation of the strategic document for cooperation between government and civil service organizations? (Circle only one answer)

1. Yes, we are involved in its implementation on regular basis
2. Yes, we are sometimes involved in its implementation
3. No, we were never involved in its implementation
4. No, in Kosovo there is no such a strategic document of cooperation
5. We are not aware of such a document
6. Other, please specify: _____

IMPACT OF CIVIL SOCIETY

135. What was the impact of civil society in Kosovo concerning the fields below in 2015? (Ask the respondents for each field of impact and mark with ✓ the level of impact)

| Area | No impact | Limited impact | Average impact | High impact | Do Not Know |
|--|-----------|----------------|----------------|-------------|-------------|
| 1. Economic development | | | | | |
| 2. Rule of law | | | | | |
| 3. Democratisation of decision-making at public institutions | | | | | |

136. In which field you do believe **your organization** had its highest impact in 2015?

136.1. What is your estimation regarding the impact of **your organization** on this field? (Circle only one answer)

1. Limited impact
2. Average impact
3. High impact
4. Do Not Know

137. In which field do you believe **the civil society in general** had its highest impact in 2015?

137.1. What is your estimation regarding the impact of **civil society** on this field? (Circle only one answer)

1. Limited impact
2. Average impact
3. High impact
4. Do Not Know

EXTERNAL ENVIRONMENT

138. What is your estimation regarding the general social, politic and economic environment in Kosovo: (Circle only one answer)

1. It fully prevents the development of civil society
2. It partly prevents the development of civil society

3. It does not have any impact on the development of civil society
4. It partly assists the development of civil society
5. It fully assists the development of civil society

139. What is your opinion, which of the external factors presents the largest obstacle to the development of civil society of Kosovo? (Circle only one answer)

1. Issues related to the rule of law
2. Issues related to economic development
3. Issues related to education system
4. Lack of understanding of the role of civil society by the general public
5. Lack of trust for the change through involvement
6. 48
7. Other, please specify: _____

140. What is your opinion on the civil society image in the general public of Kosovo? (Circle only one answer)

1. Positive
2. To some extent positive/to some extent negative
3. Negative

141. What do you think of the work and impact of civil society organizations in general, from general public viewpoint: (Circle only one answer)

1. It is under-estimated
2. It is realistically estimated
3. It is overestimated



THANK YOU FOR YOUR TIME!

For the interviewee:

Name of the interviewee: _____

Time the interview commenced: ___ : ___

Time the interview ended: ___ : ___

Duration of the interview in minutes: ___

Number of persons present in the interview: _____

Openness of the interviewee (from 1 – Not at all, up to 7 – a good deal)

General comments related to the interview process:
