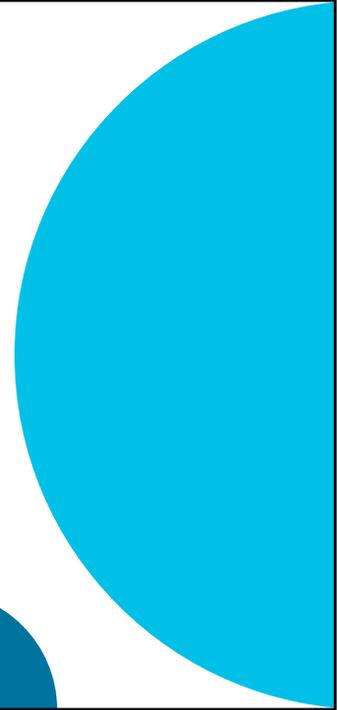


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GLOBAL NETWORK

Data Handling and Digital Readiness in Civil Society

Global Study 2020

A TechSoup Global Network Summit 2021 Publication



About the TechSoup Global Network

TechSoup is a nonprofit working in deep partnership with a network of 60+ independent nonprofits who, together with corporate donors and foundations, improve lives globally through the use of technology.

TechSoup Global Network partners manage a range of technology capacity-building programs to serve communities in nearly every region of the world. Each network partner tailors its program to the needs of its community and shares insights with other network partners to better serve communities worldwide.

Together we have reached 1.3 million organizations and delivered US\$15 billion in technology tools and philanthropic services. The TechSoup Global Network is committed to continuing this significant impact and developing next generation programs and services to support civil society in navigating an increasingly digital world.

Learn more about us at meet.techsoup.org



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Research Approach

Background & Objectives

TechSoup conducted a research survey in 2020 assessing data handling practices and digital readiness among Civil Society Organizations (CSOs) globally. Learnings from the survey are intended to provide knowledge to the civil society sector. The study will also inform strategies across the TechSoup Global Network and its collaborators as they work together to foster greater digital resiliency for civil society.

OBJECTIVES

- Develop a deeper understanding of how CSOs collect, store, use and share their data
- Identify areas where CSOs should improve security and privacy, and employ digital tools to advance their mission
- Determine the need for common tools, templates, and workflow automation built on the platforms that have widespread adoption
- Determine how the TechSoup Global Network and other stakeholders can facilitate and help advance the digital transformation journey of CSOs and communities to enhance sector impact

Research Approach

- The survey was distributed to CSO tech decision makers globally in the Summer of 2020.
- The survey was distributed as an open link with anonymous responses, typically taking 20-30 minutes to complete.
- A total of 11,758 qualified responses from 135 countries and 41 languages were included.

11,758

Total
Responses*

20-30
minutes

Length of
Survey

Summer of
2020

Field
Period

*429 respondents were dropped from an initial 12,187 respondents due to speeding.

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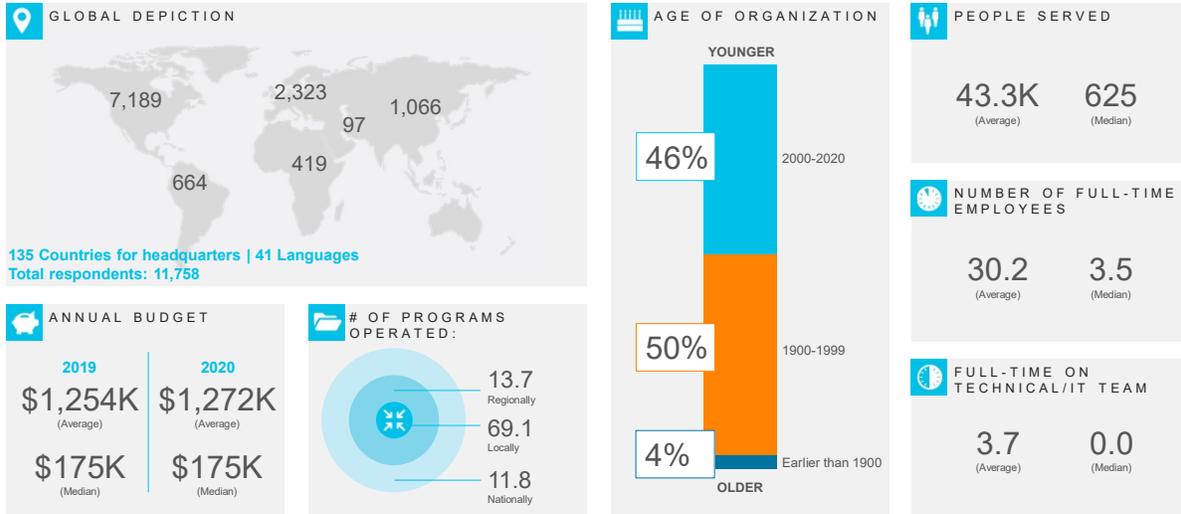
More context to guide interpretation of survey findings

- Civil society organizations are highly diverse and localized. A large number of civil society organizations are very small with five or fewer staff. These factors should be taken into consideration when interpreting average and median responses and other summary analyses herein.
- The report provides an overview and analyses for total responses globally. Also provided is an overview and some analysis for respondents from Global North countries, separately from Global South countries. Note that the Global North (9,661 respondents) has greater representation in the Global view than the Global South (2,015 respondents). Respondents selected their region and then chose from a drop-down menu that included countries and territories, both of which are counted as countries for the purposes of this report.
- This was a digital survey and therefore likely to include respondents working in more digitally connected organizations or contexts. Global South results suggest this factor may be reflected in the responses. As a result, more analysis or research may be required before applying certain of the findings broadly.
- The following countries had sample sizes that will enable strong country analyses:
 - Brazil, Canada, Colombia, India, Italy, S. Korea, Mexico, Norway, Romania, Spain, Sweden, UK, Ukraine and the United States.
 - Countries close to that strength of response included Kenya and South Africa.
- This survey contains 81 questions, including nested questions, and 16 of which are demographic characteristics, which can be used to segment responses and undertake multivariate analyses for additional insights.
- Next research steps will be to invite subject matter experts to further analyze the data, amend additional data and develop fresh insights.

Overview and Profile of CSOs Surveyed



Overview of CSOs Surveyed Global View

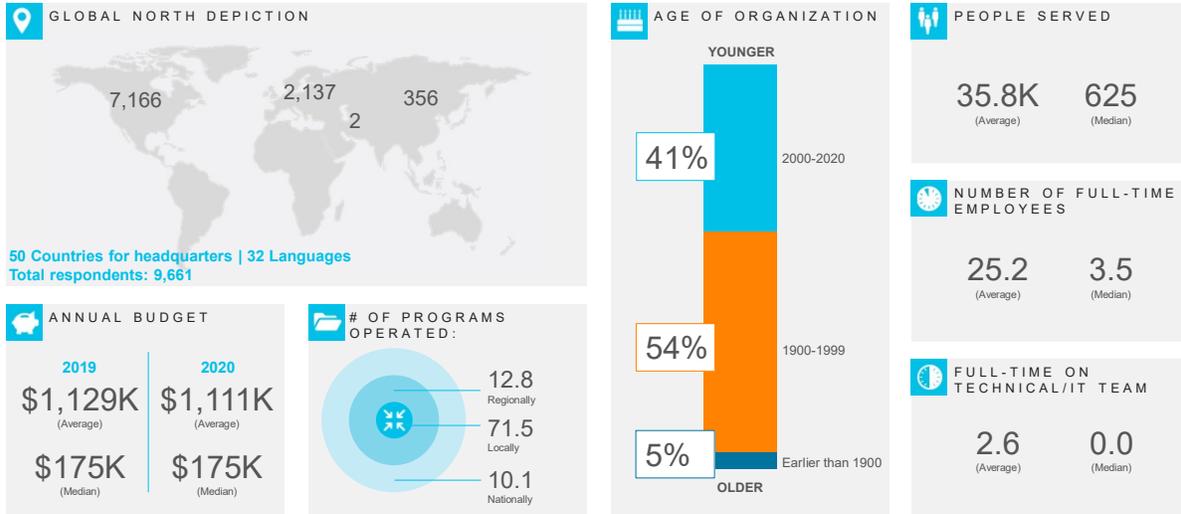


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1. What year was your organization founded?
3. In which region is your organization based?
5. What percent of your programs are operated: < Mean Summary >
11. Approximately how many people does your organization serve or reach on an annual basis?
12. How many full-time employees work across your entire organization?
- 13_a. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Full-time staff >
- 15a. Approximately how large was your organization's annual operating budget in 2019?
- 15b. How large do you predict it to be in 2020?

Overview of CSOs Surveyed Global North

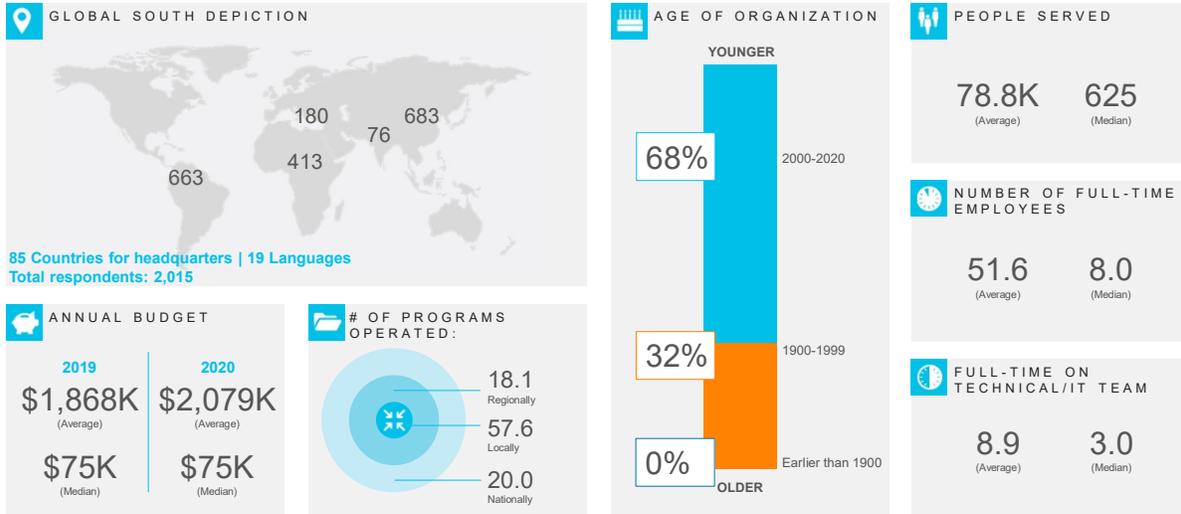


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1. What year was your organization founded?
3. In which region is your organization based?
5. What percent of your programs are operated: < Mean Summary >
11. Approximately how many people does your organization serve or reach on an annual basis?
12. How many full-time employees work across your entire organization?
- 13_a. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Full-time staff >
- 15a. Approximately how large was your organization's annual operating budget in 2019?
- 15b. How large do you predict it to be in 2020?

Overview of CSOs Surveyed Global South

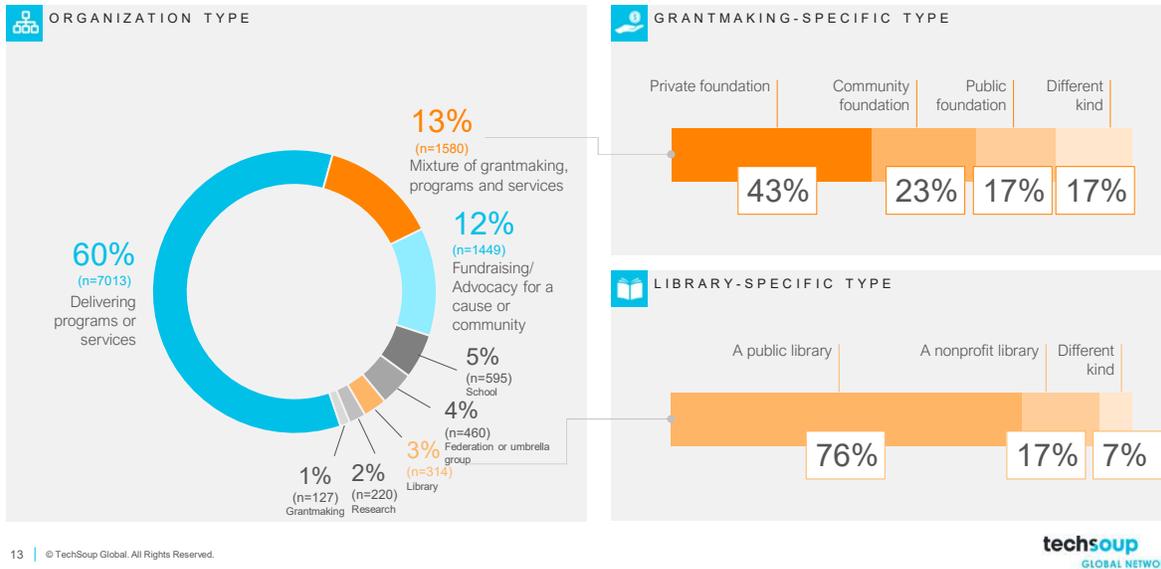


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1. What year was your organization founded?
3. In which region is your organization based?
5. What percent of your programs are operated: < Mean Summary >
11. Approximately how many people does your organization serve or reach on an annual basis?
12. How many full-time employees work across your entire organization?
- 13_a. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Full-time staff >
- 15a. Approximately how large was your organization's annual operating budget in 2019?
- 15b. How large do you predict it to be in 2020?

Organization type and description



Base: Total (n=11,758)

6. Which of the following best describes your organization's structure?

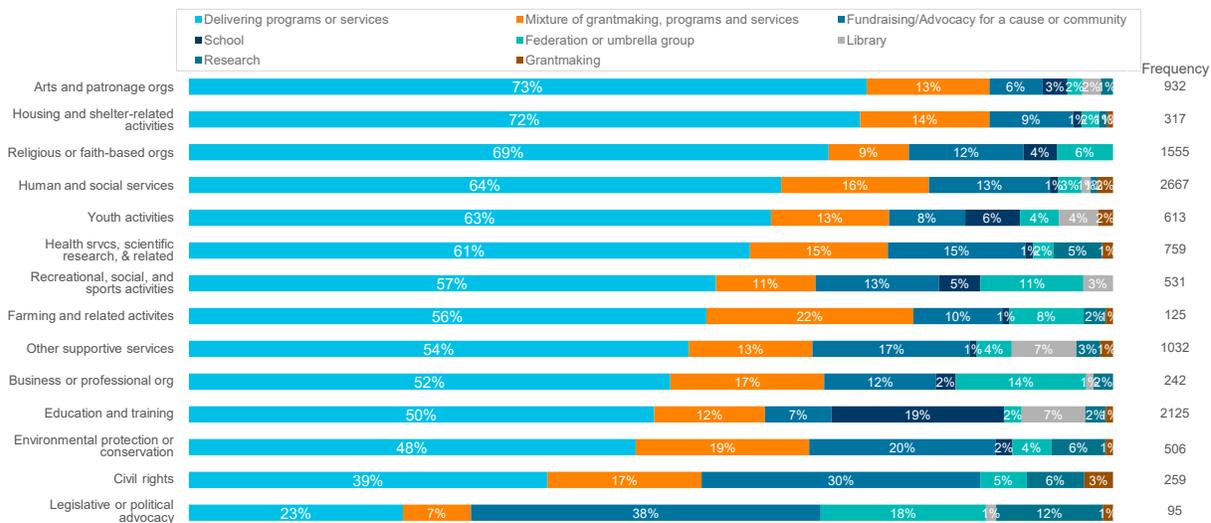
Base: Grant making program / service (n=127)

7. You indicated that grantmaking best describes your organization's structure. What type of grantmaking organization best describes your nonprofit?

Base: Library (n=314)

8. You indicated that your organization is a library. What type of library best describes your organization?

Organization type by primary program focus area



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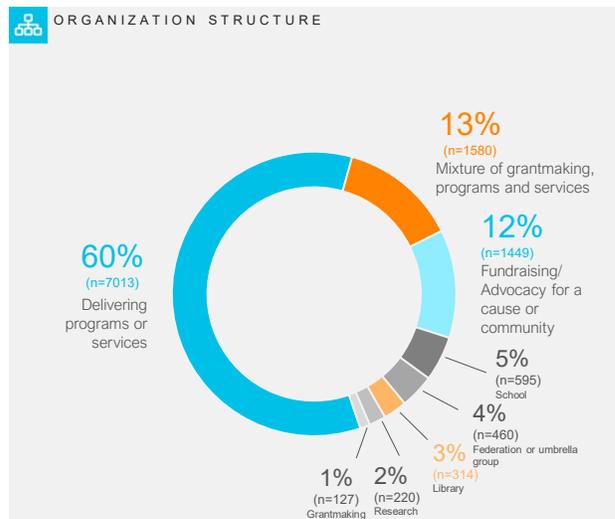
Base: Total (n=11,758)

6. Which of the following best describes your organization's structure?

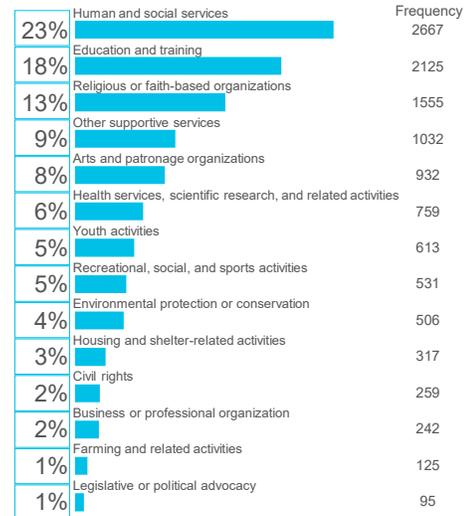
Base: Total (n=11,758)

9. Which of the following best describes the primary programmatic focus of your work?

Primary program focus areas for organizations delivering programs and services



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Base: Total (n=11,758)

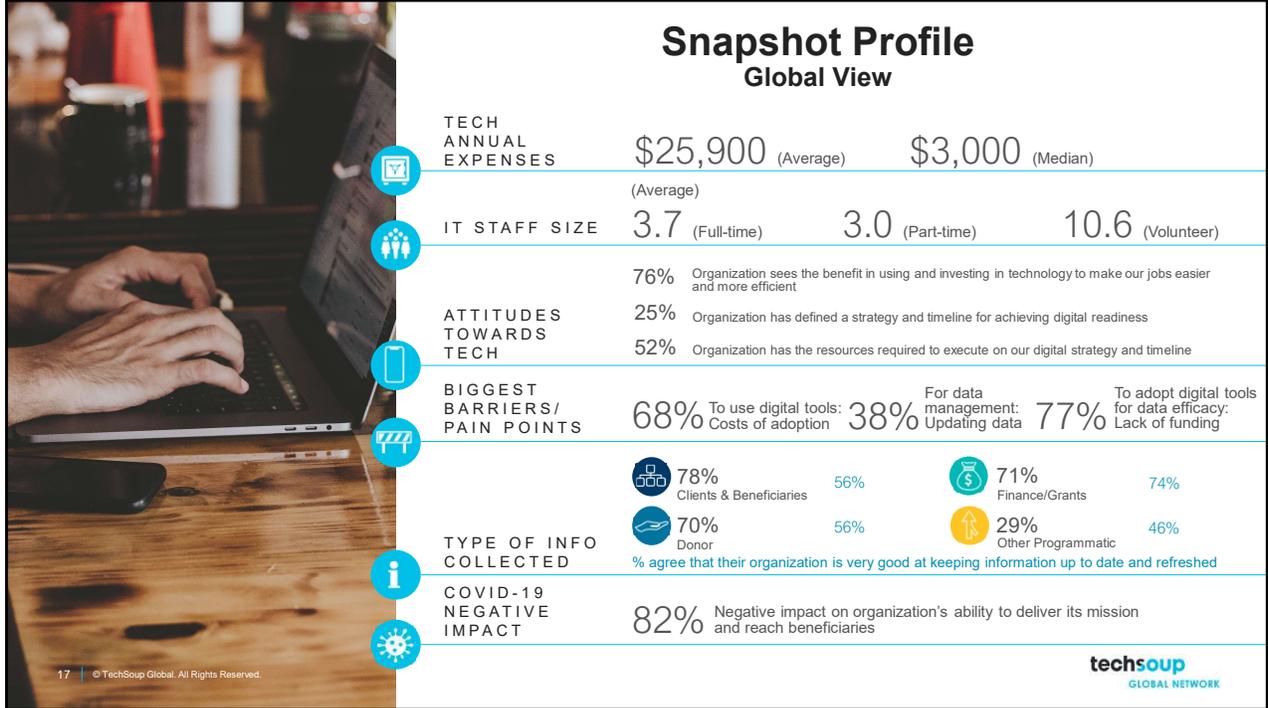
6. Which of the following best describes your organization's structure?

Base: Total (n=11,758)

9. Which of the following best describes the primary programmatic focus of your work?



Highlights and Takeaways



Base: Total (n=11,242)

16. What is your organization's annual expenditure on IT hardware, software and services?

Base: Total (n=11,646)

13_a. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Full-time staff >

Base: Total (n=11,617)

13_b. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Part-time staff >

Base: Total (n=11,602)

13_c. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Volunteer >

Base: Total (n=11,758)

64. To what extent do you agree with the following statement: My organization (staff, board, volunteers) sees the benefit in using and investing in technology to make our jobs easier and more efficient

Base: Total (n=11,758)

65. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has defined a strategy and timeline for achieving digital readiness

Base: Total (n=2,905)

66. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has the resources required to execute on our digital strategy and timeline

Base: Total (n=11,758)

63. What have been the biggest pain points with the use of digital tools for your organization?

Base: Total (n=11,152)

61. What have been the biggest pain points with collecting, storing, and analyzing data?

Base: Total (n=4,980)

58a. You indicated that using more digital tools and methods for the following data types would help to improve the efficacy of their processes. Why has your organization elected not to use more digital tools and methods for these data types? < ANY BARRIERS (NET) >

Base: Total (n=11,758)

21. Which of the following types of data does your organization collect, store, and/or analyze?

Base: Total (n=9,166)

29. To what extent do you agree with the following statement: My organization is very good at keeping information about clients or beneficiaries up to date and refreshed

Base: Total (n=8,242)

23. To what extent do you agree with the following statement? My organization is very good at keeping donor information records up to date and refreshed

Base: Total (n=8,341)

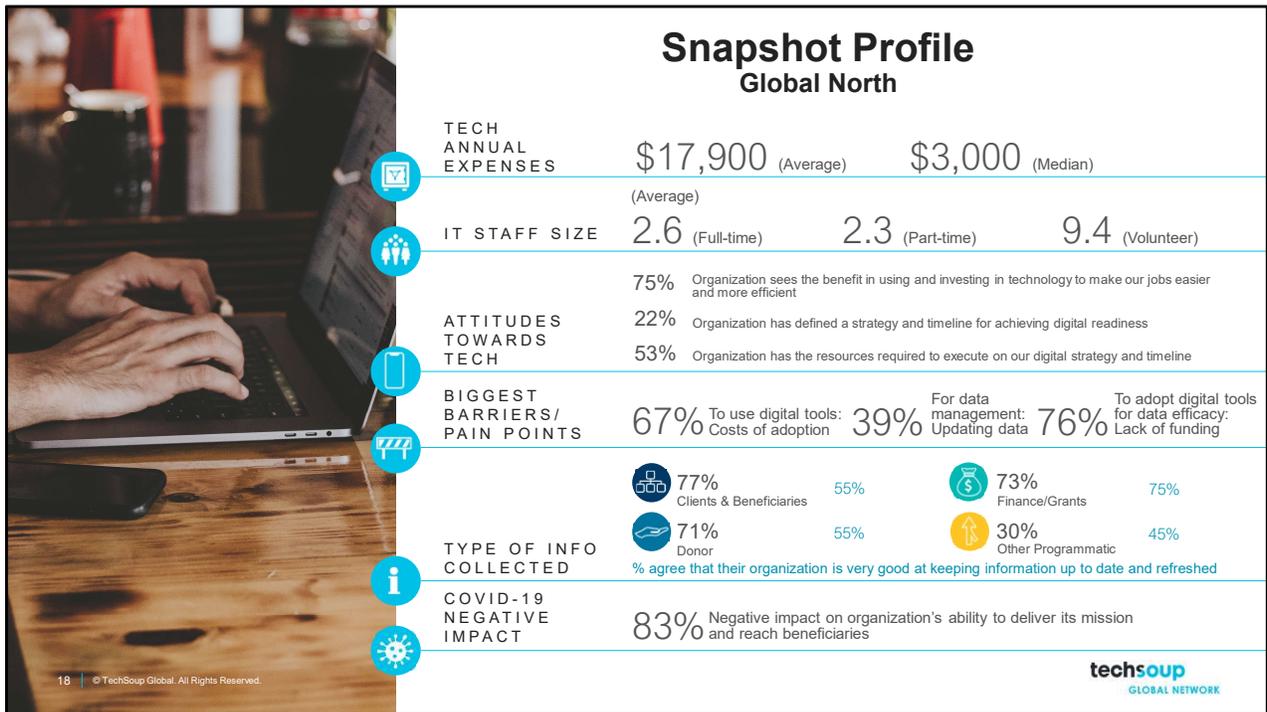
41. To what extent do you agree with the following statement: My organization is very good at keeping its financial and grant budget records up to date and refreshed.

Base: Total (n=3,463)

35. To what extent do you agree with the following statement: My organization is very good at keeping other programmatic data records up to date and refreshed.

Base: Total (n=11,758)

73. To what extent has the COVID-19 pandemic affected your organization's ability to deliver its mission and reach its beneficiaries?



Base: Total (n=9,292)

16. What is your organization's annual expenditure on IT hardware, software and services?

Base: Total (n=9,576)

13_a. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Full-time staff >

Base: Total (n=9,549)

13_b. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Part-time staff >

Base: Total (n=9,543)

13_c. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Volunteer >

Base: Total (n=9,661)

64. To what extent do you agree with the following statement: My organization (staff, board, volunteers) sees the benefit in using and investing in technology to make our jobs easier and more efficient

Base: Total (n=9,661)

65. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has defined a strategy and timeline for achieving digital readiness

Base: Total (n=2,073)

66. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has the resources required to execute on our digital strategy and timeline

Base: Total (n=9,661)

63. What have been the biggest pain points with the use of digital tools for your organization?

Base: Total (n=9,170)

61. What have been the biggest pain points with collecting, storing, and analyzing data?

Base: Total (n=4,071)

58a. You indicated that using more digital tools and methods for the following data types would help to improve the efficacy of their processes. Why has your organization elected not to use more digital tools and methods for these data types? < ANY BARRIERS (NET) >

Base: Total (n=9,661)

21. Which of the following types of data does your organization collect, store, and/or analyze?

Base: Total (n=7,413)

29. To what extent do you agree with the following statement: My organization is very good at keeping information about clients or beneficiaries up to date and refreshed

Base: Total (n=6,892)

23. To what extent do you agree with the following statement? My organization is very good at keeping donor information records up to date and refreshed

Base: Total (n=7,050)

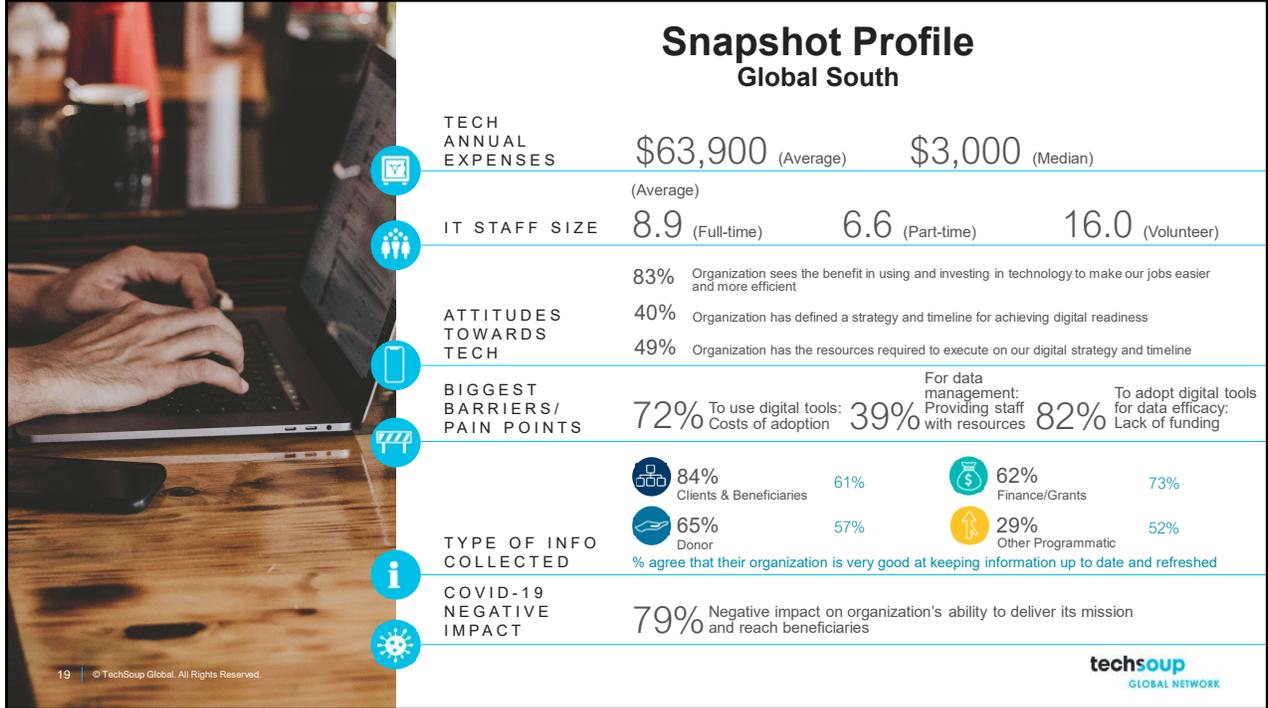
41. To what extent do you agree with the following statement: My organization is very good at keeping its financial and grant budget records up to date and refreshed.

Base: Total (n=2,868)

35. To what extent do you agree with the following statement: My organization is very good at keeping other programmatic data records up to date and refreshed.

Base: Total (n=9,661)

73. To what extent has the COVID-19 pandemic affected your organization's ability to deliver its mission and reach its beneficiaries?



Base: Total (n=1,882)

16. What is your organization's annual expenditure on IT hardware, software and services?

Base: Total (n=1,992)

13_a. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Full-time staff >

Base: Total (n=1,991)

13_b. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Part-time staff >

Base: Total (n=1,981)

13_c. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization:
< Volunteer >

Base: Total (n=2,015)

64. To what extent do you agree with the following statement: My organization (staff, board, volunteers) sees the benefit in using and investing in technology to make our jobs easier and more efficient

Base: Total (n=2,015)

65. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has defined a strategy and timeline for achieving digital readiness

Base: Total (n=809)

66. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has the resources required to execute on our digital strategy and timeline

Base: Total (n=2,015)

63. What have been the biggest pain points with the use of digital tools for your organization?

Base: Total (n=1,909)

61. What have been the biggest pain points with collecting, storing, and analyzing data?

Base: Total (n=882)

58a. You indicated that using more digital tools and methods for the following data types would help to improve the efficacy of their processes. Why has your organization elected not to use more digital tools and methods for these data types? < ANY BARRIERS (NET) >

Base: Total (n=2,015)

21. Which of the following types of data does your organization collect, store, and/or analyze?

Base: Total (n=1,690)

29. To what extent do you agree with the following statement: My organization is very good at keeping information about clients or beneficiaries up to date and refreshed

Base: Total (n=1,310)

23. To what extent do you agree with the following statement? My organization is very good at keeping donor information records up to date and refreshed

Base: Total (n=1,250)

41. To what extent do you agree with the following statement: My organization is very good at keeping its financial and grant budget records up to date and refreshed.

Base: Total (n=581)

35. To what extent do you agree with the following statement: My organization is very good at keeping other programmatic data records up to date and refreshed.

Base: Total (n=2,015)

73. To what extent has the COVID-19 pandemic affected your organization's ability to deliver its mission and reach its beneficiaries?

Highlights & Takeaways

IT RESOURCES



Organizations believe that they will need to spend more on tech over the next 2 years. Most IT decisions are made by staff members; the median purchase requiring approval is \$375. IT teams are made up of a relatively small number of staff, and organizations frequently engage IT volunteers.

DIGITAL READINESS



A quarter of CSOs in the study have a defined strategy for achieving digital readiness. Many organizations perceive that investing in technology will bring value but there is a gap in the organizations' resources to do so. Top reported barriers to adoption of digital tools include a lack of funding, consultants or staff to facilitate adoption, staff skills or training, and awareness of available tools.

DATA MANAGEMENT



A majority of organizations collect beneficiary, donor and finance information; Fewer CSOs collect other programmatic data. Across all data types, cloud-based data storage is now the most frequently used option. Spreadsheets are heavily relied upon for data use and sharing within and between organizations.

IMPACT OF COVID-19



The large negative impact of COVID-19 was reported across many workstreams by most organizations—prompting rethinking of how they work. Program delivery, fundraising and marketing were negatively impacted, while internal communications improved. COVID-19 prompted adoption of communication/collaboration tools and cloud-based apps, as well as hardware and desktop apps.

Detailed Findings

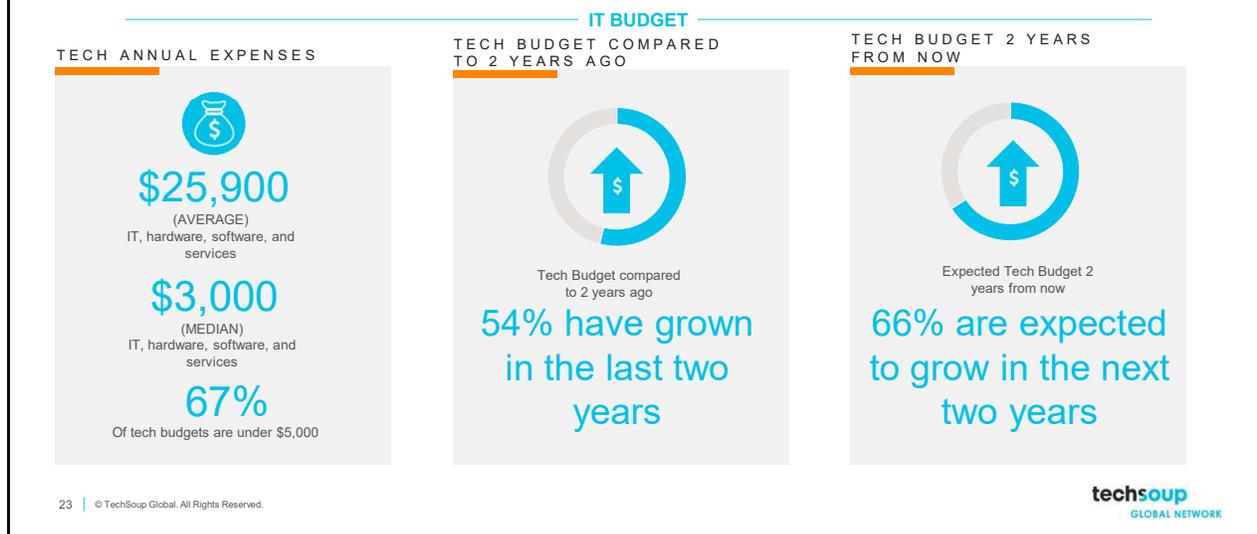




IT Budget, Staffing & Procurement



For most CSOs the costs of tech are growing



Base: Total answering (n=11,242)

16. What is your organization's annual expenditure on IT hardware, software and services?

Base: Total answering (n=11,208)

17. How does your organization's current annual expenditure on IT hardware, software and services compare to 2 years ago?

Base: Total answering (n=10,754)

18. How does your organization's current annual expenditure on IT hardware, software and services compare to what you expect it to be in 2 years?

Base: Total answering (n=11,265)

15a. Approximately how large was your organization's annual operating budget in 2019?

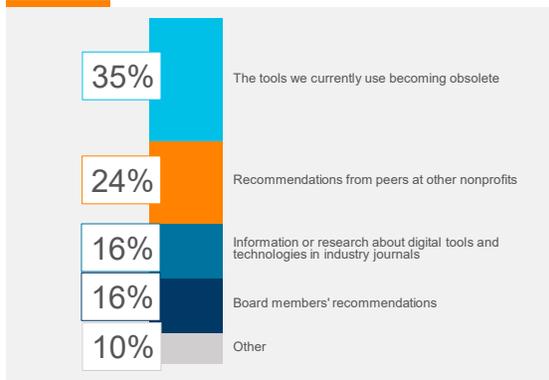
Tech Expenses are approximately 21% of total budget size (average)

Tech Expenses are approximately 17% of total budget size (median)

The top factors influencing decisions at CSOs to procure new tech are obsolescence and peer recommendations

PROCUREMENT

MOST INFLUENTIAL IN DECISION



TOP 3 MOST IMPORTANT PURCHASE/ADOPTION CRITERIA



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Base: Total (n=11,758)

67. Which of the following is most influential in your organization's decisions to adopt new digital tools or technologies?

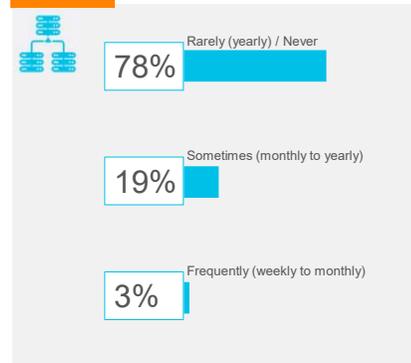
Base: Total (n=11,758)

71. What are your top 3 purchase/adoption criteria when selecting a new software provider?

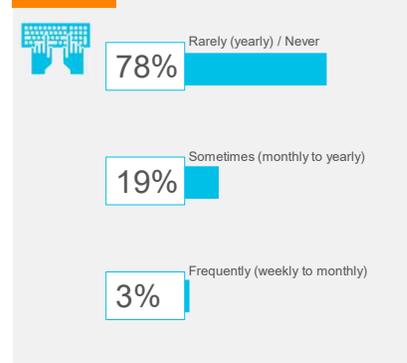
More than half of CSOs point to lack of knowledge as a barrier to use of digital tools, yet staff trainings are infrequent

FREQUENCY OF STAFF TRAINING

FREQUENCY OF PERFORMING STAFF TRAININGS ON DATA MANAGEMENT



FREQUENCY OF HOSTING STAFF TRAININGS ON DIGITAL TOOLS



Base: Total answering (n=11,152)

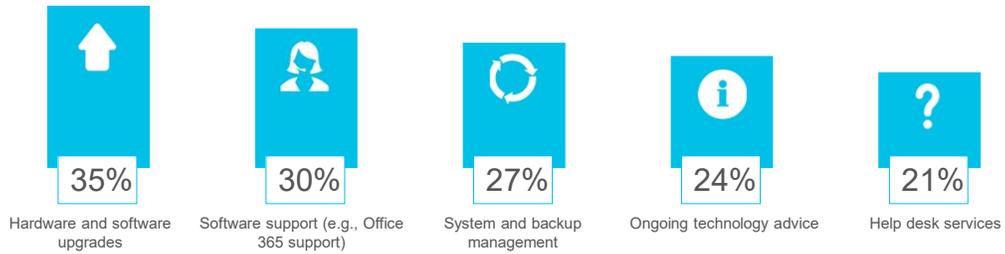
60. How often does your organization perform staff trainings focused on data management (collection, storage, use, and sharing) policies?

Base: Total (n=11,758)

62. How often does your organization host staff trainings on digital tools?

Third party providers support varied CSO needs, including upgrades, software support and system management/backup

3rd PARTY SERVICE PROVIDERS (Top 5)

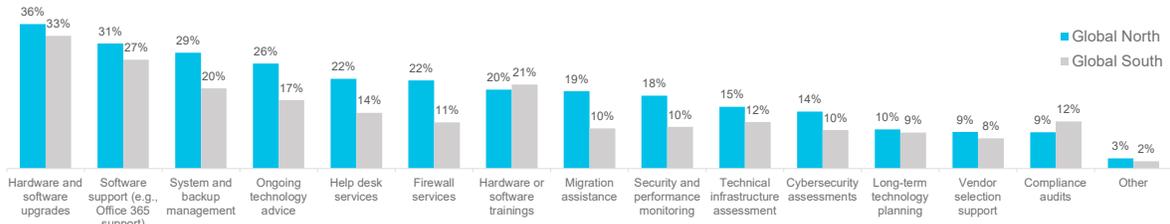


Base: Total (n=11,758)

72. Have you ever used a third-party provider to help your organization with any of the following services?

A significant difference exists between Global South and Global North when using most third-party providers

3rd PARTY PROVIDERS



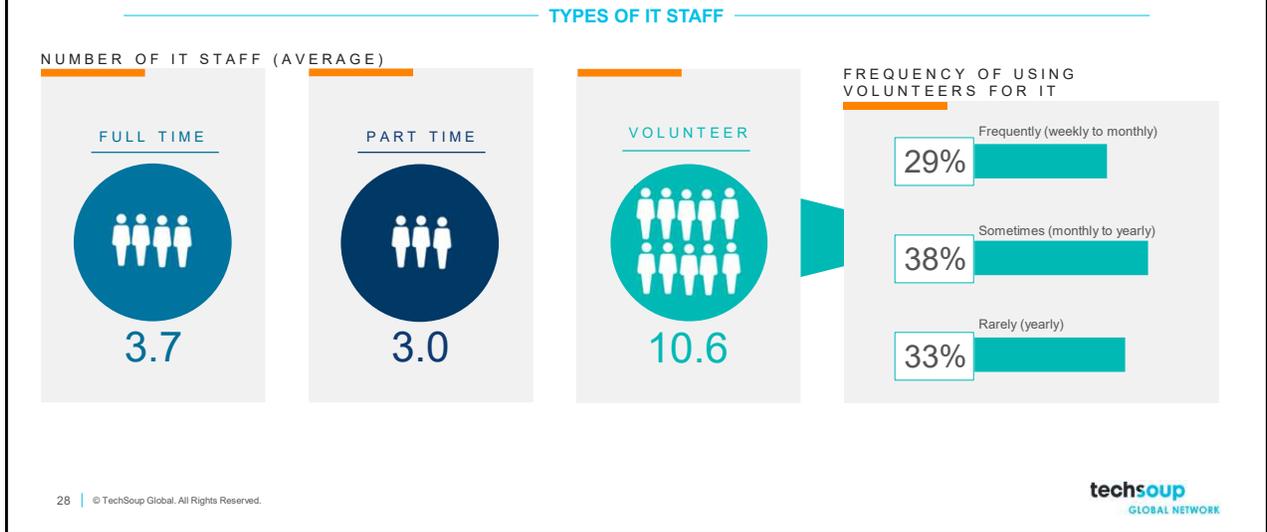
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Base: Global South Total (n=2,015), Global North Total (n=9,661),

72. Have you ever used a third-party provider to help your organization with any of the following services?

CSOs have limited tech staff and more than half engage volunteers



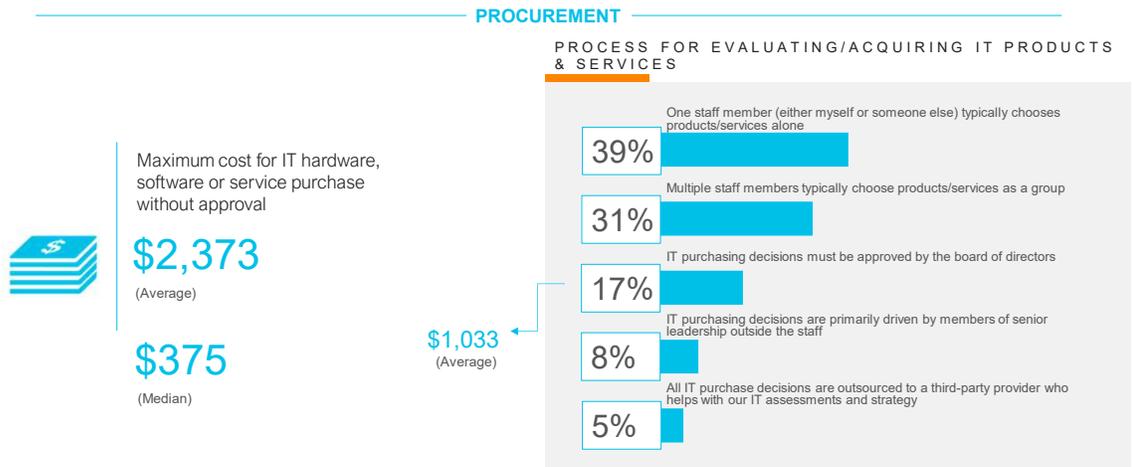
Base: Total answering (FTE=11,646, PTE=11,617, Volunteer=11,602)

13. How many part-time and full-time employees and volunteers work on your technical/IT team across your organization?

Base: Those who use volunteers for technical/IT teams (n=7,714)

14. How often does your organization make use of volunteer staff for IT purposes?

Most IT product/service decisions are made at the staff level, with a median purchase size of \$375 requiring approvals



Base: Total (n=11,758)

19. What is the maximum cost for an IT hardware, software or service purchase that could be made without notifying or obtaining approval from your leadership or board?

Base: Total answering (n=11,607)

20. Which of the following best describes the process at your organization for evaluating and acquiring new IT products and services?

Digital Readiness



One quarter of CSOs in the study have a defined strategy for achieving digital readiness

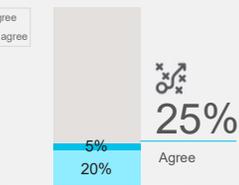
ATTITUDES TOWARDS TECHNOLOGY

STRATEGY

(Somewhat/Strongly agree)

My organization (staff, board, volunteers) has **defined a strategy and timeline** for achieving digital readiness.

■ Strongly agree
■ Somewhat agree



Base: Total (n=11,758)

65. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has defined a strategy and timeline for achieving digital readiness?

Respondents with a digital strategy are more likely to report their data is up to date and refreshed

ATTITUDES TOWARDS TECHNOLOGY

HAVE DIGITAL STRATEGY

(Somewhat/Strongly agree)

My organization is very good at **keeping records up to date and refreshed** (aggregate of 4 different information types)



Base: Total (n=8,246)

23. To what extent do you agree with the following statement? My organization is very good at keeping **donor information** records up to date and refreshed

Base: Total (n=9,166)

29. To what extent do you agree with the following statement? My organization is very good at keeping **information about clients or beneficiaries** up to date and refreshed

Base: Total (n=3,463)

35. To what extent do you agree with the following statement? My organization is very good at keeping **other programmatic data** records up to date and refreshed.

Base: Total (n=8,341)

41. To what extent do you agree with the following statement? My organization is very good at keeping its **financial and grant budget** records up to date and refreshed

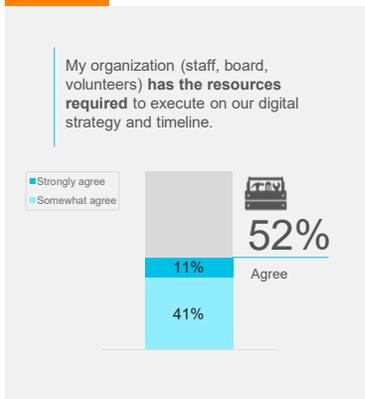
CSOs see the value of investing in digital but only slightly over half of those with a digital strategy in place have the resources required

ATTITUDES TOWARDS TECHNOLOGY

INVESTMENT AGREEMENT



RESOURCE AGREEMENT



Base: Total (n=11,758)

64. To what extent do you agree with the following statement: My organization (staff, board, volunteers) sees the benefit in using and investing in technology to make our jobs easier and more efficient?

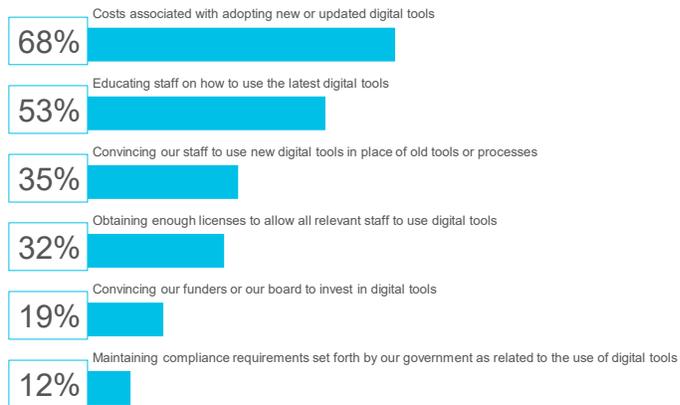
Base: Those who Strongly/Somewhat agree that organization has defined a strategy and timeline for achieving digital readiness (n=2,905)

66. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has the resources required to execute on our digital strategy and timeline?

Main barriers to digital tool use include cost of adopting tools, staff training and culture change



PAINPOINTS DIGITAL TOOLS

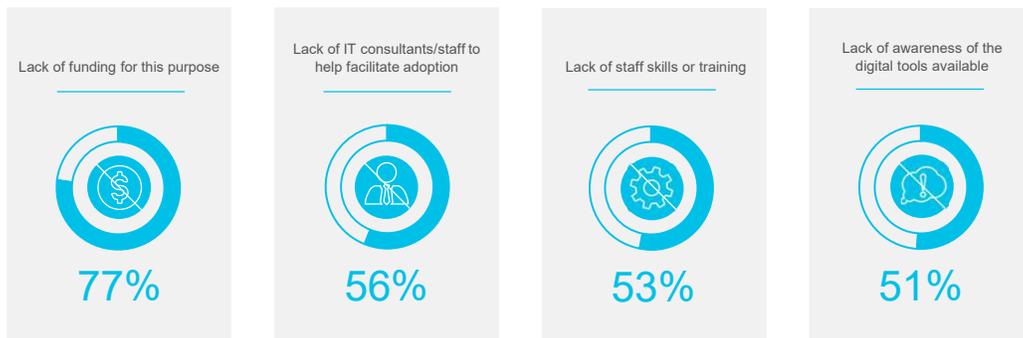


Base: Total (n=11,758)

63. What have been the biggest pain points with the use of digital tools for your organization?

CSOs who believe digital tools would improve data efficacy say progress is delayed by a lack of funding, experts and training

TOP BARRIERS TO DIGITAL IMPROVEMENT



Base: Agree somewhat/strongly that technology might improve interactions (NET Any Barrier) (n=4,980)
58. You indicated that using more digital tools and methods for the following data types would help to improve the efficacy of their processes. Why has your organization elected not to use more digital tools and methods for these data types?

More than a quarter of staff do not access data online when working outside the office

ACCESS OUTSIDE OF OFFICE

5%

They have physical copies of the data
(e.g., a printed copy)

11%

They download the data to their devices
(laptop or mobile) before working remotely

13%

They access the data by
emailing copies of the data



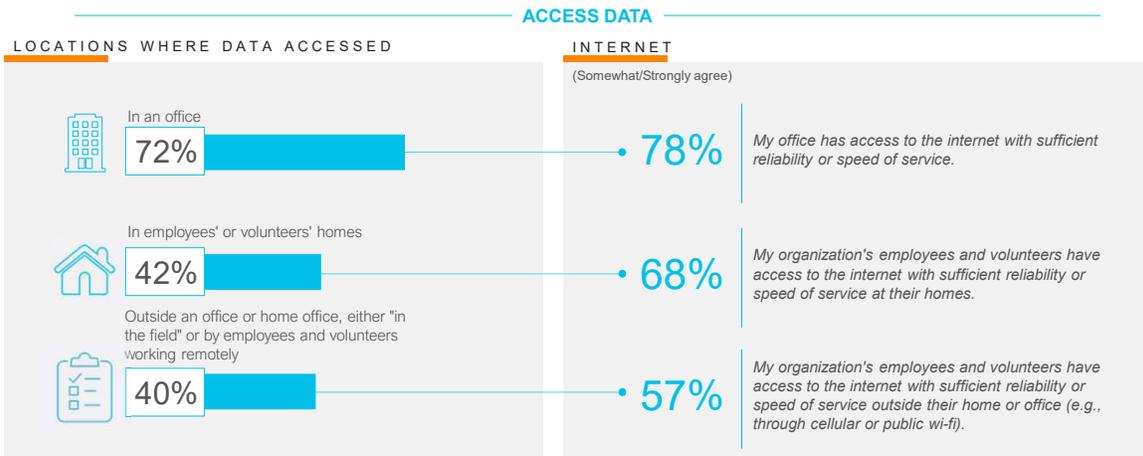
71%

They access the data through
the internet

Base: Outside is an access location (n=4,490)

54. What best describes how employees or volunteers access data while working remotely?

Most CSOs have reliable internet in offices or in staff homes, but field access is more limited



Base: NET Collect any type of data (n=11,152)

50. You indicated that using more digital tools and methods for the following data types would help to improve the efficacy of their processes. Why has your organization elected not to use more digital tools and methods for these data types?

Base: Office is an access location (n=8,077)

51. To what extent do you agree with the following statement: My office has access to the internet with sufficient reliability or speed of service.

Base: Home is an access location (n=4,665)

52. To what extent do you agree with the following statement: My organization's employees and volunteers have access to the internet with sufficient reliability or speed of service at their homes.

Base: Outside is an access location (n=4,490)

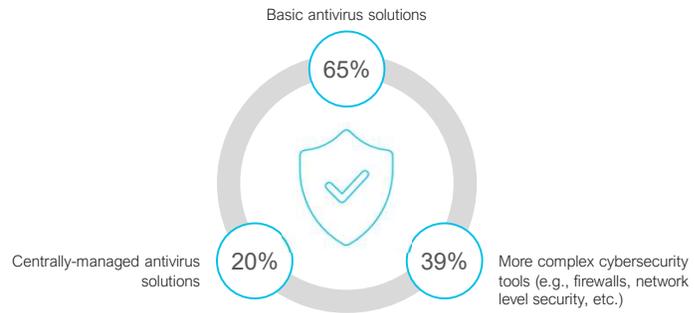
53. To what extent do you agree with the following statement: My organization's employees and volunteers have access to the internet with sufficient reliability or speed of service outside their home or office (e.g., through cellular or public wi-fi).

Nine in ten use cybersecurity software; over a third use complex cybersecurity tools

CYBERSECURITY

89%
Use cybersecurity software tools

7%
Manage digital processes without cybersecurity tools



Base: Total answering (n=11,152)

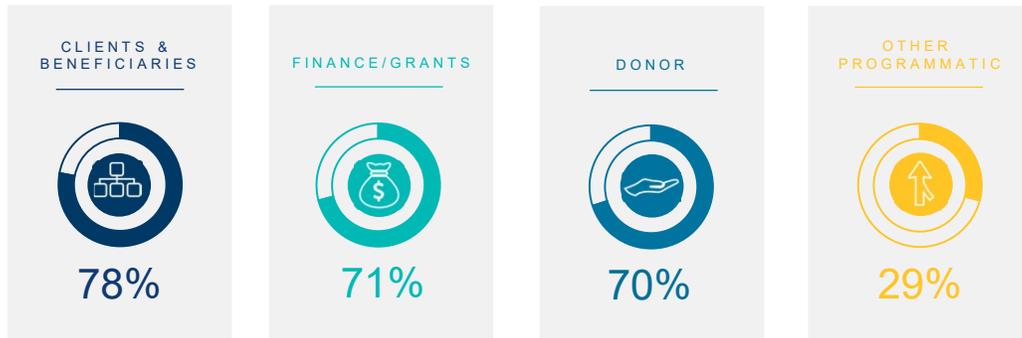
59. Does your organization use any of the following cybersecurity software tools?

Data Management & Handling



Most CSOs collect beneficiary, finance, and donor information

OVERVIEW OF TYPES OF INFORMATION COLLECTED



Note: Other Programmatic Data was defined as data that does not include personally identifiable information, such as wildlife counts, tracking air quality, amount and type of trash picked up on the beach, etc.

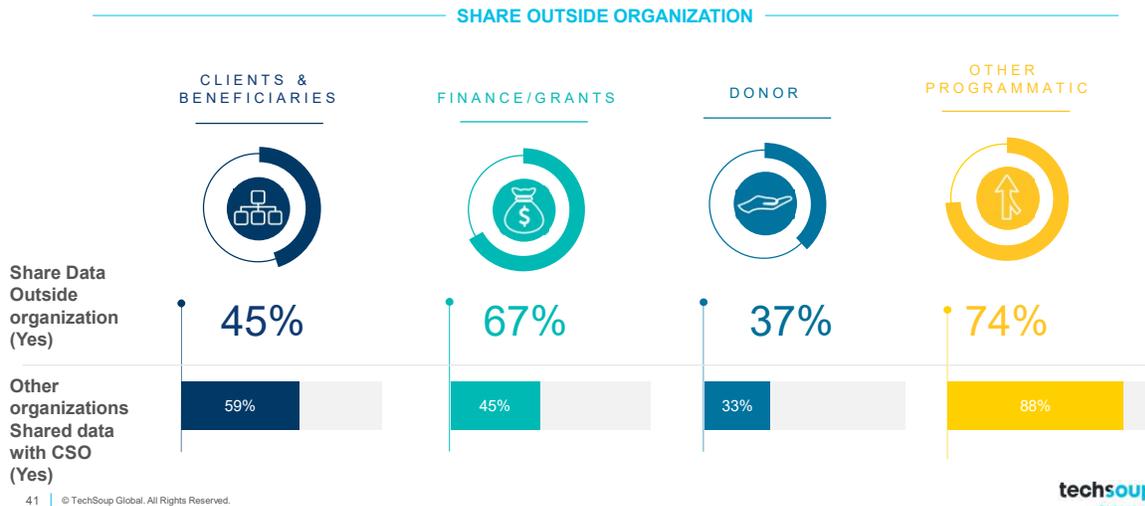
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GLOBAL NETWORK

Base: Total (n=11,758)

21. Which of the following types of data does your organization collect, store, and/or analyze?

CSOs share non-donor and non-beneficiary data with other organizations



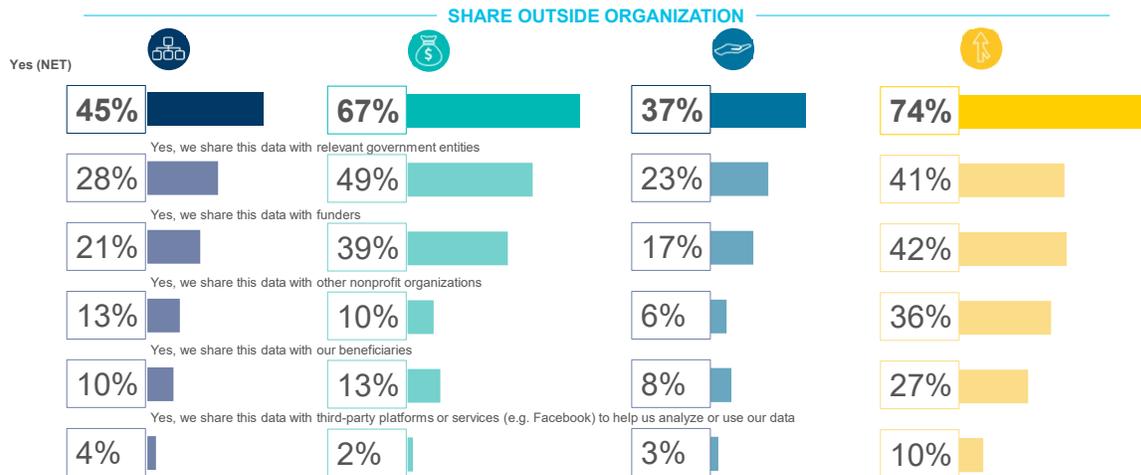
Base: varies

56. Do you share the following data types with anyone else?

Base: varies

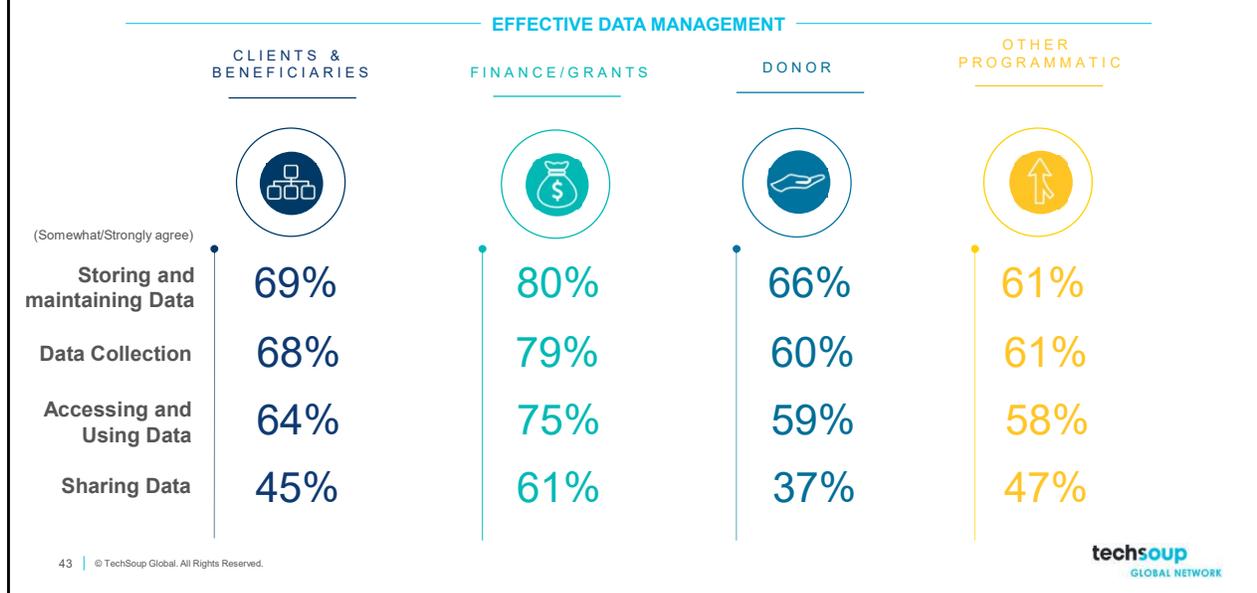
57. You indicated that you share data with other nonprofit organizations. Do other nonprofits similarly share the following data types with you?

Data is shared mostly with relevant government entities and funders



Base: Collect data type - Information about Clients or Beneficiaries (n=9,166); Donor Information (n=8,246); Organization Finance and Grant Budget Data (n=8,341); Other Programmatic Data (n=3,463)
56. Do you share the following data types with anyone else?

Data management is strongest in the Finance and Grant areas



Base: Collect information about Clients & Beneficiaries (n=9166)

29. To what extent do you agree with the following statement? My organization is very good at keeping information about clients or beneficiaries up to date and refreshed

32. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, & sharing client and beneficiary information?

Base: Collect information about Finance & Grants (n=8341)

Base: Collect information about Other Programmatic (n=3463)

55. How is access to the following data types controlled in your organization?

46. Which of these tools do you use to record the different types of data you collect?

47. Which of these tools do you use to store the different types of data you collect?

41. To what extent do you agree with the following statement? My organization is very good at keeping its financial and grant budget records up to date and refreshed

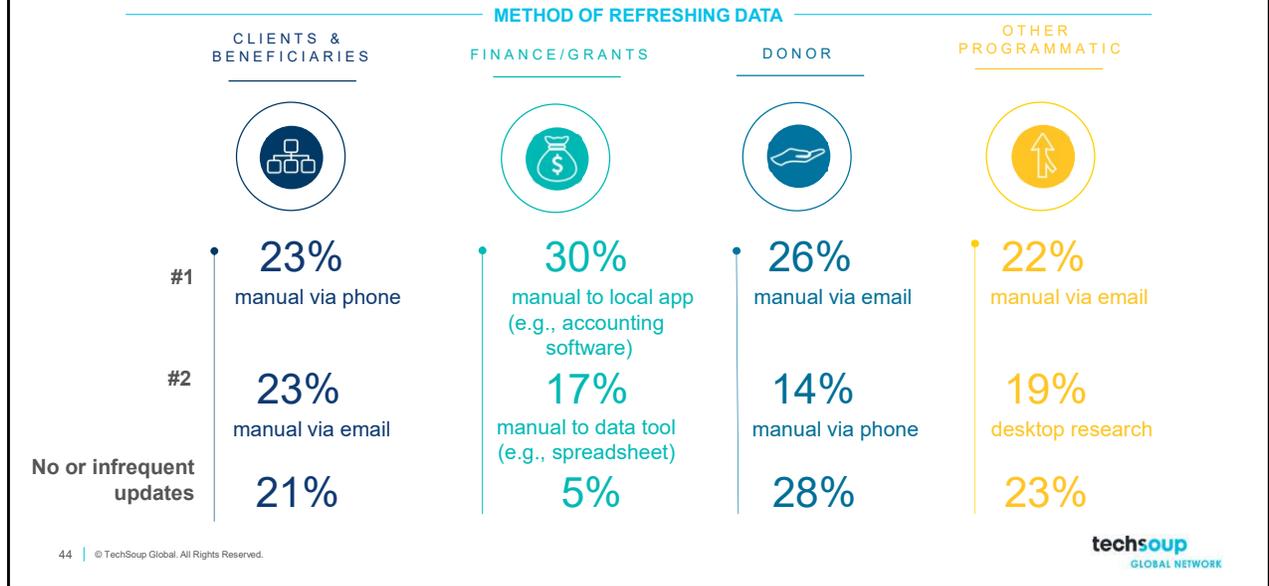
44. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, and sharing its financial and grant budget data?

Base: Collect information about Donors (n=8246)

23. To what extent do you agree with the following statement? My organization is very good at keeping donor information records up to date and refreshed

26. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, & sharing donor information?

Updating data is a largely manual process



Base: Varies

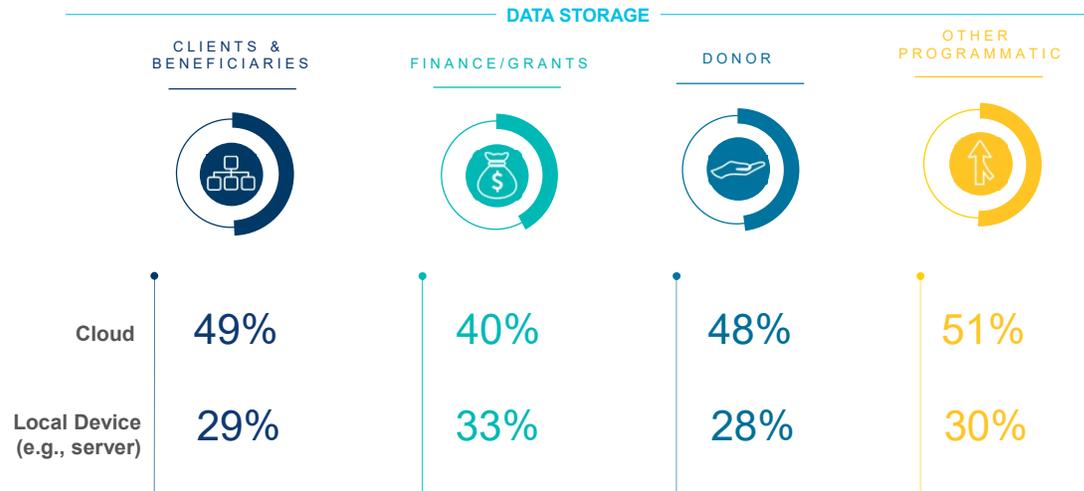
30. How does your organization update or refresh information about clients or beneficiaries?

42. How does your organization update or refresh its financial and grant budget data?

24. How does your organization update or refresh donor information?

36. How does your organization update or refresh other programmatic data?

Migration to cloud data storage is underway and many CSOs are already using it



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Base: Collect information about clients & beneficiaries (n=9166)

47. Which of these tools do you use to store the different types of data you collect?

Base: Collect information about Finance & Grants (n=8341)

47. Which of these tools do you use to store the different types of data you collect?

Base: Collect information about Donors (n=8246)

47. Which of these tools do you use to store the different types of data you collect?

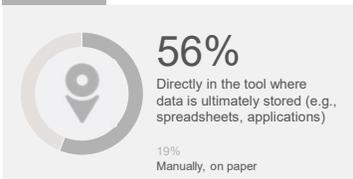
Base: Collect information about Other Programmatic (n=3463)

47. Which of these tools do you use to store the different types of data you collect?

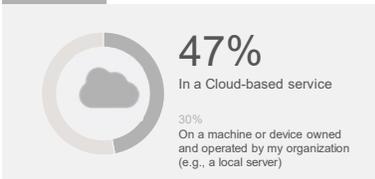
Spreadsheets are often used for data collection and storage, primarily stored in the cloud with limited controls in place

ACCESS MANAGEMENT AND SHARING AGGREGATE ACROSS INFORMATION TYPES

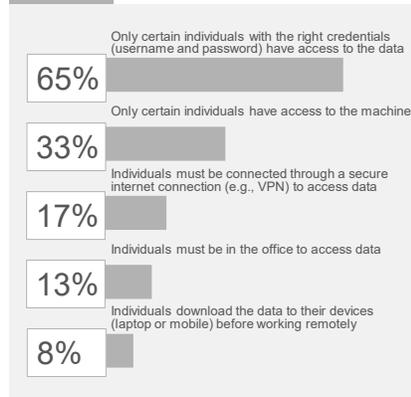
TOP TOOLS USED TO RECORD



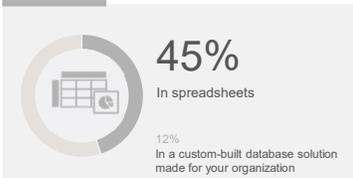
DIGITAL TOOL USAGE



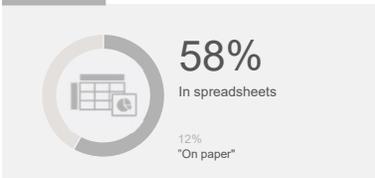
ACCESS CONTROL



TOP TOOLS USED TO STORE



TOOLS THAT HELPS USE AND SHARE



Base: Aggregate

55. How is access to the following data types controlled in your organization?

46. Which of these tools do you use to record the different types of data you collect?

47. Which of these tools do you use to store the different types of data you collect?

Base: Those answering who store data using software (Aggregate)

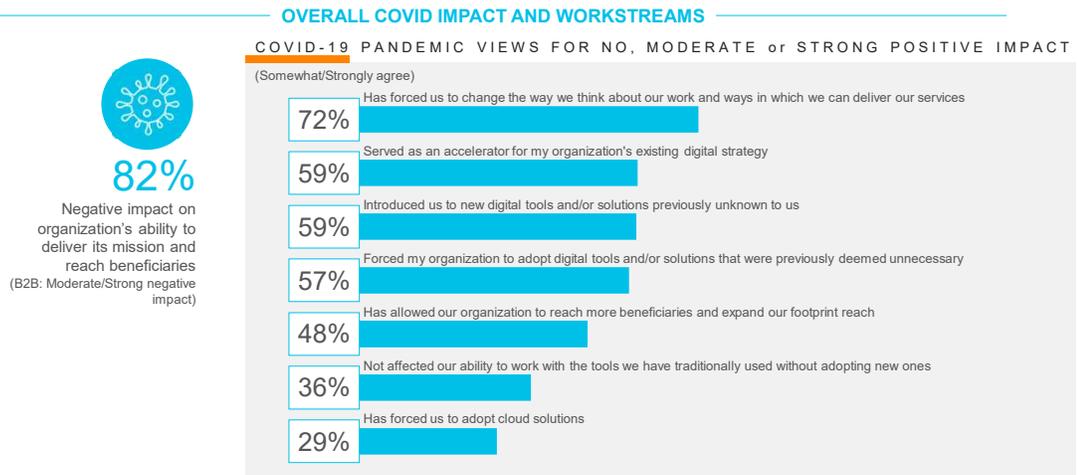
49. You indicated you use digital tools to store certain data. What best describes how each of the following tools are used to store different types of data?

48. Which of these tools help you use and share the different types of data you collect and store?

Impact of COVID-19



82% of CSOs reported negative impact on ability to deliver; Others saw change that was beneficial



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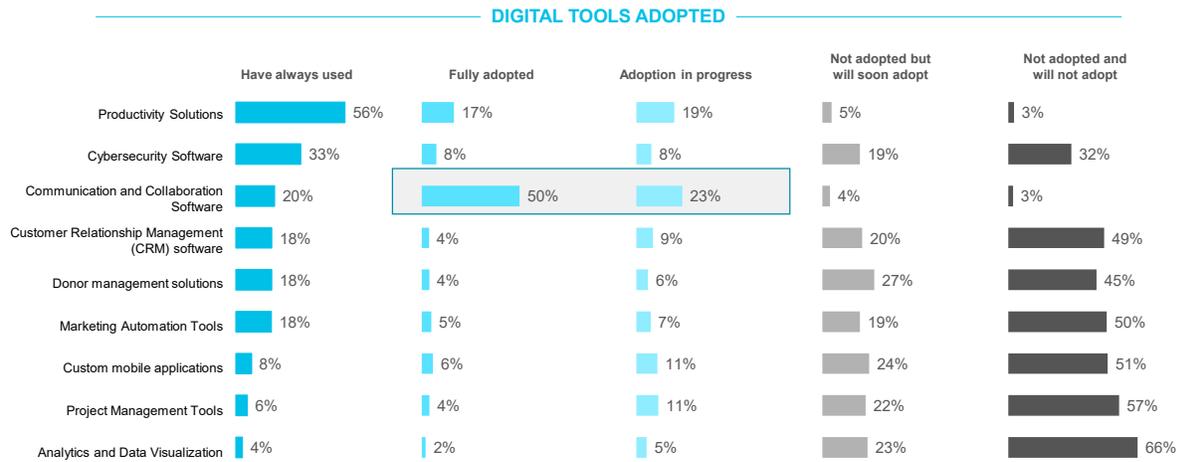
Base: Total (n=11,758)

73. To what extent has the COVID-19 pandemic affected your organization's ability to deliver its mission and reach its beneficiaries?

Base: Those that selected No, Moderate, or Strong positive impact (n=2,077)

76. To what extent do you agree with the following statements: The COVID-19 pandemic has...

Many CSOs adopted communication and collaboration tools in response to COVID-19



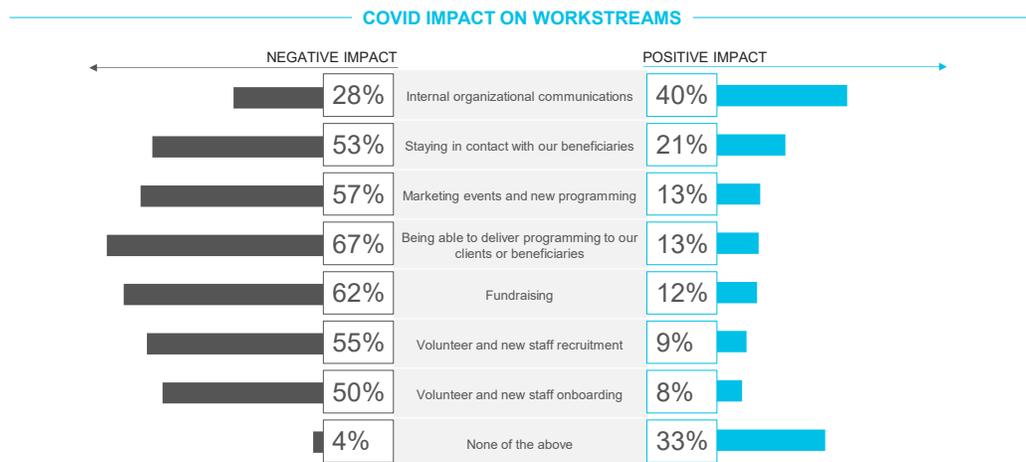
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GLOBAL NETWORK

Base: Organization invested in software as a result of Covid (n=5,652)

78. You indicated that the COVID-19 pandemic has forced your organization to adopt new digital tools. Which of the following digital tools has your organization adopted and to what extent?

CSOs generally experienced improved internal communications



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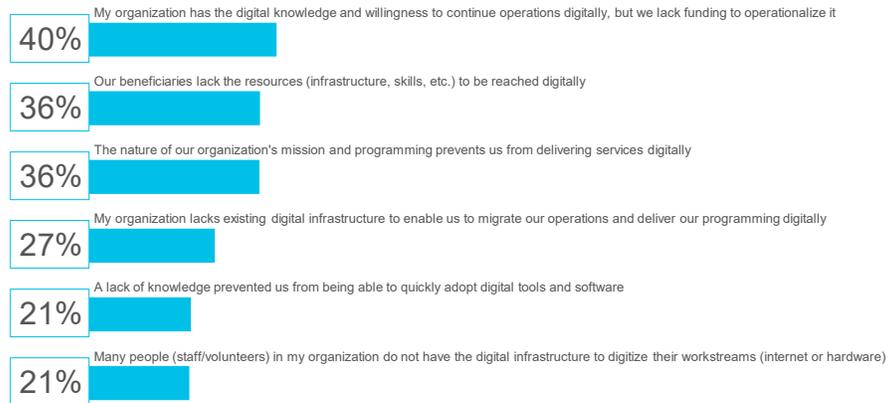
Base: Covid has had an impact (n=10,872)

74. What are the main areas or workstreams in your organization that have been affected by the pandemic and associated lockdowns?

Lack of funding, resources and infrastructure contributed to delivery challenges for CSOs hit hard by COVID-19

BARRIERS TO DELIVERY DUE TO COVID

(Top 6)



Base: Covid had a strong/moderate negative impact and applicable (n=varies)
75. To what extent have the following items prevented your organization from continuing to deliver on its mission and reach its client or beneficiaries during the COVID-19 pandemic?

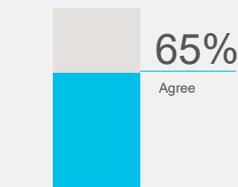
COVID-19 accelerated long-term digital adoption, with biggest impact on program delivery and internal communications

NEW DIGITAL TOOLS

LONG-TERM ADOPTION

(Somewhat/Strongly agree)

The digital changes prompted by the COVID-19 pandemic are likely to be adopted as long-term solutions by my organization.



TOP 5 WORKFLOWS IMPACTED MOST



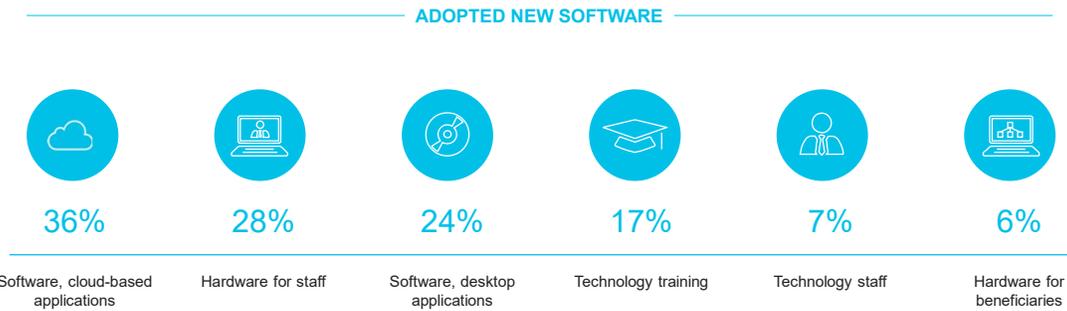
Base: Total (n=11,758)

79. To what extent do you agree with the following statement: The digital changes prompted by the COVID-19 pandemic are likely to be adopted as long-term solutions by my organization.

Base: Strongly/somewhat agree changes are likely to be adopted as long-term solutions (n=7,684)

80. You indicated that the digital changes prompted by the COVID-19 pandemic are likely to be adopted long-term by your organization. Which of the following work flows within your organization have seen the most benefit from digitization due to the pandemic?

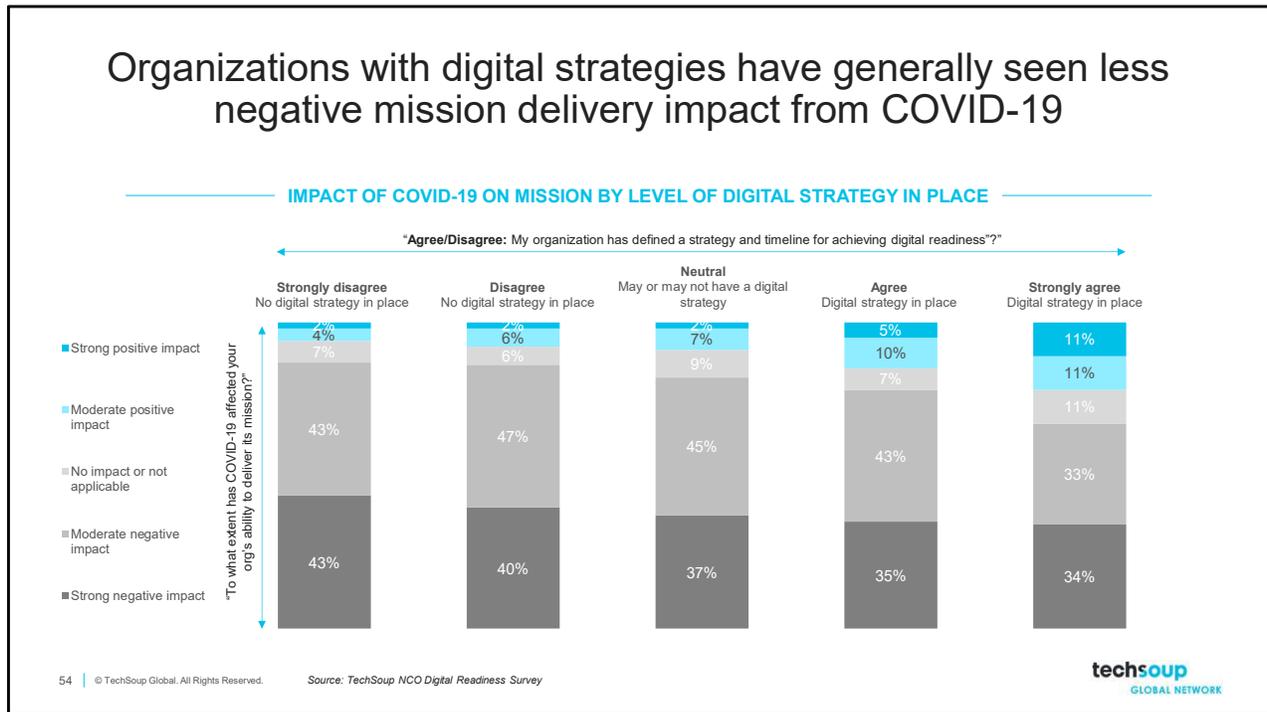
COVID-19 drove investments in cloud-based applications along with staff equipment and software.



Base: Total (n=11,758)

77. As a result of the COVID-19 pandemic and associated lockdowns, has your organization invested in any of the following tools and resources?

Organizations with digital strategies have generally seen less negative mission delivery impact from COVID-19



Base: Agree/Disagree - My organization has a defined strategy and timeline for achieving digital readiness (n=11,758).
65. To what extent do you agree with the following statement: My organization (staff, board, volunteers) has defined a strategy and timeline for achieving digital readiness.

Base: Extent of COVID -19 impact on organization (n=11,758)
73. To what extent has the COVID-19 Pandemic affected your organization's ability to deliver its mission and reach its beneficiaries?

What is next?

This survey provides a significant view of global civil society organizations as they adapt to a unique time of change. The TechSoup Global Network is eager to build on these insights by continuing to engage with community members to understand which adaptations become permanent, how gaps in needs can be met, and what collaborative impact is possible when digital solutions to strengthen data handling in global civil society are adopted.

NEXT STEPS

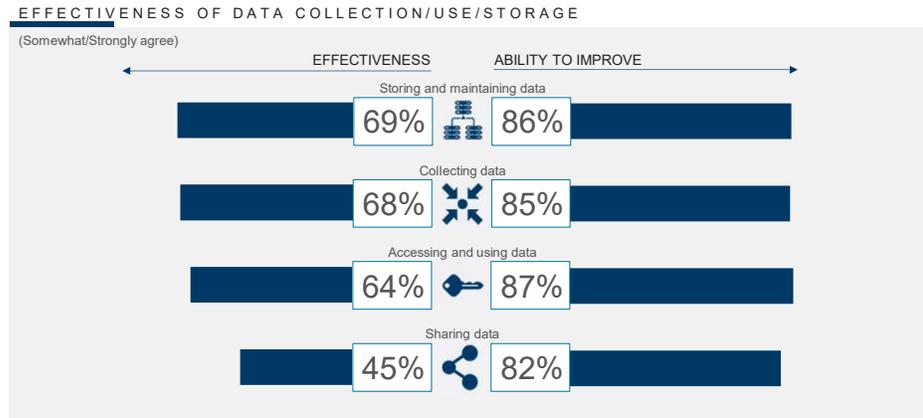
- Over 50% of survey respondents requested follow-up contact to see either the final report results or to participate in further research. TechSoup looks forward to engaging this community both in these summary results to provide them with comparisons that may bring insights and also to inform future relevant research that will create robust views of the overall sector and useful data for philanthropy and CSOs.
- TechSoup learned a lot in conducting this research and is eager to continue building learnings by 'workshopping' with others on research topics and approaches and to add to this dataset and to be part of creating sector assets accessible for all. The TechSoup Network members, distribution partners and others interested in further analysis of this research will work directly with this large dataset to bring more focused insights to their communities and to inform funding and solutions.
- TechSoup will also foster collaboration on digital solutions by discussing these findings with other CSO capacity building organizations, technology providers, funders and volunteers.
- TechSoup will act on this study by providing support for organizations to develop digital strategies, along with the training required to use the tools selected, and services to manage those tools over time. This support will be specifically focused on data management practices, as well as the tools organizations use to collect, use, store, and share data.

Appendix



Most CSOs effectively collect, maintain and use client data. They have more difficulty in sharing it effectively.

INFORMATION EVALUATION




56%

Somewhat/Strongly Agree that their organization is very good at keeping beneficiary information up to date and refreshed

Base: Collect information about Clients & Beneficiaries (n=9166)

29. To what extent do you agree with the following statement? My organization is very good at keeping information about clients or beneficiaries up to date and refreshed

32. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, & sharing client and beneficiary information?

Base. Those answering that process is ineffective: Data collecting/storing/accessing/sharing (n=2065/1881/2171/2254)

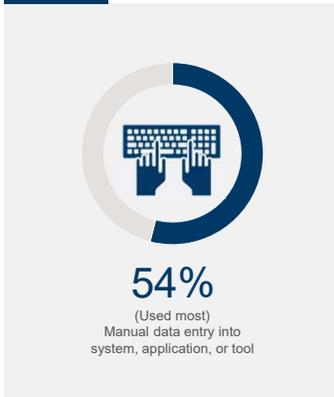
33. To what extent do you agree that technology may improve the way you interact with donors and improve the following processes?



Manual data collection is typical; data is used primarily for delivering services, reporting, and future program development

INFORMATION COLLECTION, MAINTENANCE & USAGE

COLLECTION METHOD



USAGE ACTIVITIES



METHOD TO REFRESH DATA



- Base: Collect information about clients & beneficiaries (n=9166)
28. How is client and beneficiary information typically collected by your organization?
 30. How does your organization update or refresh information about clients or beneficiaries?
 31. For which types of activities do you use information about clients or beneficiaries?



Spreadsheets dominate data storage and sharing, typically on the Cloud with limited access

ACCESS CONTROL AND TOOLS USED

TOP TOOLS USED TO RECORD



49%

Directly in the tool where data is ultimately stored (e.g., spreadsheets or other applications.)

22%
Manually, on paper

DIGITAL TOOL USAGE

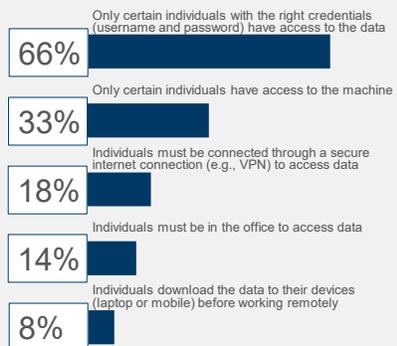


49%

In a Cloud-based service

29%
On a machine or device owned and operated by my organization (e.g., a local server)

ACCESS CONTROL



TOP TOOLS USED TO STORE



39%

In spreadsheets

17%
In a custom-built database solution made for your organization

TOOLS THAT HELPS USE AND SHARE



52%

In spreadsheets

14%
In a custom-built database solution made for your organization

Base: Collect information about clients & beneficiaries (n=9166)

55. How is access to the following data types controlled in your organization?

46. Which of these tools do you use to record the different types of data you collect?

47. Which of these tools do you use to store the different types of data you collect?

Base: Those answering who store Client & Beneficiary data using software (n=7348)

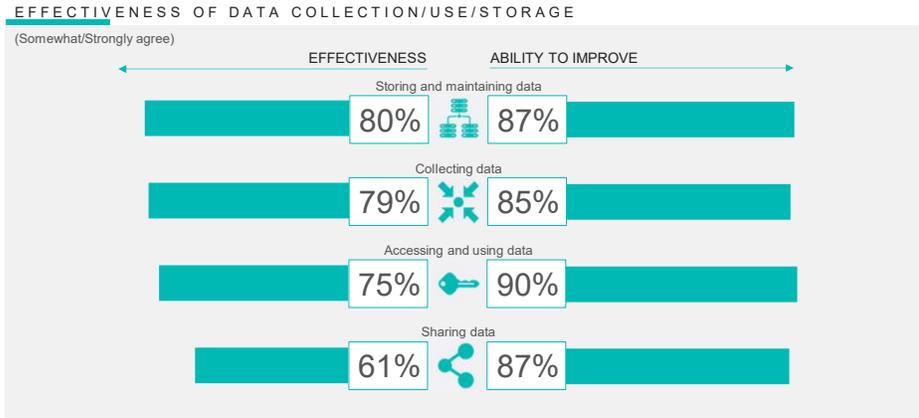
49. You indicated you use digital tools to store certain data. What best describes how each of the following tools are used to store different types of data?

48. Which of these tools help you use and share the different types of data you collect and store?



Organizations report the most effectiveness at managing finance and grant information

INFORMATION EVALUATION



74%

Somewhat/Strongly Agree that their organization is very good at keeping up Finance/grants information to date and refreshed

Base: Collect information about Finance & Grants (n=8341)

41. To what extent do you agree with the following statement? My organization is very good at keeping its financial and grant budget records up to date and refreshed

44. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, and sharing its financial and grant budget data?

Base. Those answering that process is ineffective: Data collecting/storing/accessing/sharing (n=1058/913/1238/1348)

45. To what extent do you agree that technology may improve the way you interact with your organization's financial and grant budget data and improve outcomes?



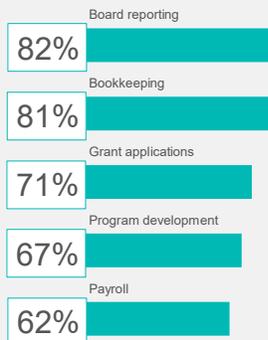
Spreadsheets and other data analytics tools are used for data collection, primarily refreshed manually

INFORMATION COLLECTION, MAINTENANCE & USAGE

COLLECTION METHOD



USAGE ACTIVITIES



METHOD TO REFRESH DATA

(Top 3, Used most)



30%

Manually, to locally installed software tools (eg: accounting s/w)



17%

Manually, to data analytics tools (eg: spreadsheets)



15%

Manually, to cloud-based tools

5%

We do not update or refresh our data frequently enough to have set methods

Base: Collect information about Finance & Grants (n=8341)

40. How is your organization's finance and grant budget data typically collected?

42. How does your organization update or refresh its financial and grant budget data?

43. For which types of activities do you use your organization's financial and grant budget data?



Spreadsheets dominate data storage—on the Cloud with limited access

ACCESS CONTROL AND TOOLS USED

TOP TOOL USED TO RECORD



68%

Directly in the tool where data is ultimately stored (e.g., spreadsheets or other applications)

11%
Manually, on paper

DIGITAL TOOL USAGE



40%

In a Cloud-based service

33%
On a machine or device owned and operated by my organization (e.g., a local server)

ACCESS CONTROL

66%

Only certain individuals with the right credentials (username and password) have access to the data

37%

Only certain individuals have access to the machine

17%

Individuals must be connected through a secure internet connection (e.g., VPN) to access data

13%

Individuals must be in the office to access data

7%

Individuals download the data to their devices (laptop or mobile) before working remotely

TOP TOOL USED TO STORE



48%

In spreadsheets

14%
In a generic database or CRM tool

TOOL THAT HELPS USE AND SHARE



64%

In spreadsheets

10%
"On paper"

Base: Collect information about Finance & Grants (n=8341)

55. How is access to the following data types controlled in your organization?

46. Which of these tools do you use to record the different types of data you collect?

47. Which of these tools do you use to store the different types of data you collect?

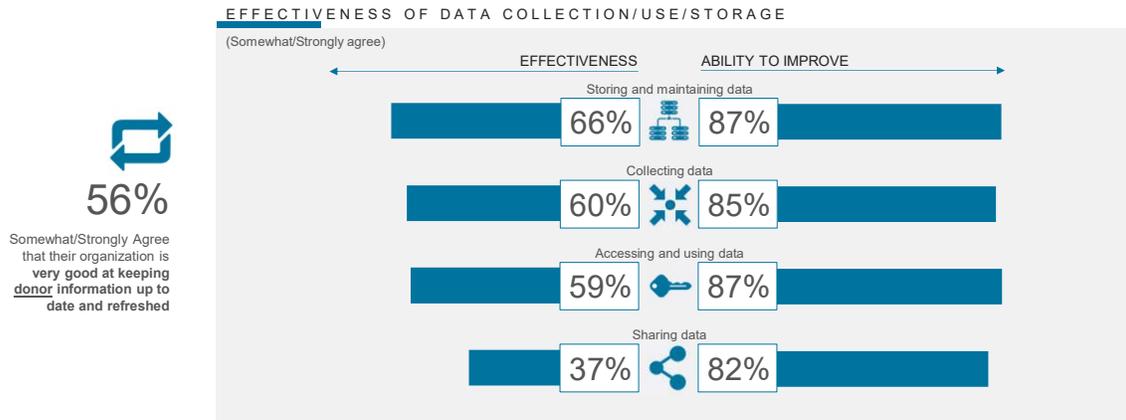
Base: Those answering who store Finance & Grant data using software (n=6703)

49. You indicated you use digital tools to store certain data. What best describes how each of the following tools are used to store different types of data?

48. Which of these tools help you use and share the different types of data you collect and store?

Donor data is not effectively shared by most respondents

INFORMATION EVALUATION



Base: Collect information about Donors (n=8246)

23. To what extent do you agree with the following statement? My organization is very good at keeping donor information records up to date and refreshed

26. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, & sharing donor information?

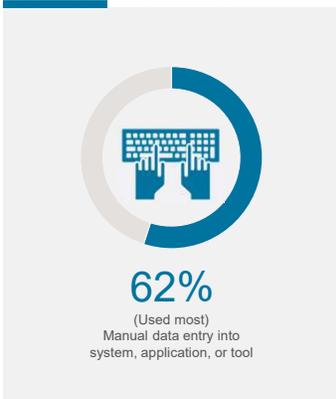
Base. Those answering that process is ineffective: Data collecting/storing/accessing/sharing (n=2454/2020/2399/2420)

27. To what extent do you agree that technology may improve the way you interact with donors and improve the following processes?

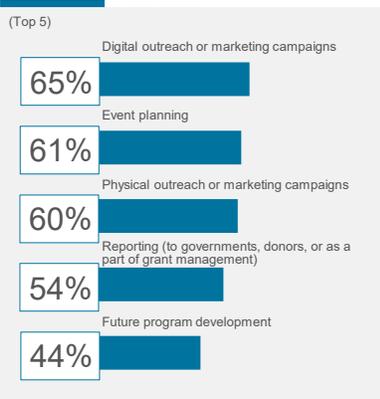
Donor information is primarily collected manually and used for marketing and reporting

INFORMATION COLLECTION, MAINTENANCE & USAGE

COLLECTION METHOD



USAGE ACTIVITIES



METHOD TO REFRESH DATA

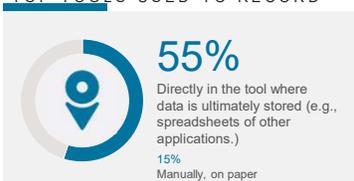


Base: Collect information about Donors (n=8246)
 22. How is donor information typically collected by your organization?
 24. How does your organization update or refresh donor information?
 25. For which types of activities do you use donor information?

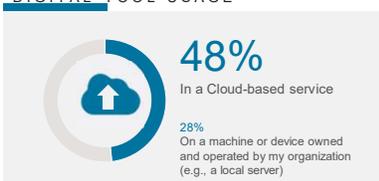
Spreadsheets used for Donor data collection and storage, primarily stored on the Cloud with limited access

ACCESS CONTROL AND TOOLS USED

TOP TOOLS USED TO RECORD



DIGITAL TOOL USAGE



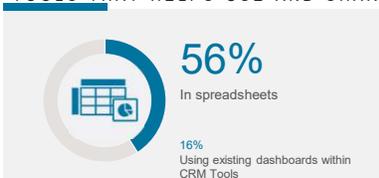
ACCESS CONTROL



TOP TOOLS USED TO STORE



TOOLS THAT HELPS USE AND SHARE



Base: Collect information about Donors (n=8246)

55. How is access to the following data types controlled in your organization?

46. Which of these tools do you use to record the different types of data you collect?

47. Which of these tools do you use to store the different types of data you collect?

Base: Those answering who store Donor data using software (n=6850)

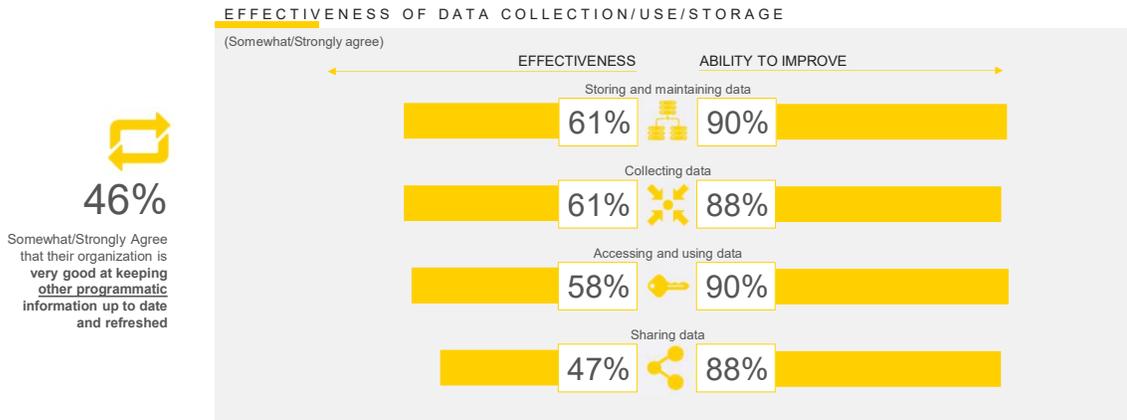
49. You indicated you use digital tools to store certain data. What best describes how each of the following tools are used to store different types of data?

48. Which of these tools help you use and share the different types of data you collect and store?



Less than half of respondents say they are good at keeping other programmatic data up-to-date

INFORMATION EVALUATION



Base: Collect information about Other Programmatic (n=3463)

35. To what extent do you agree with the following statement? My organization is very good at keeping other programmatic data records up to date and refreshed.

38. In your opinion, how effective are your organization's processes for collecting, storing/maintaining, and accessing, using, & other programmatic data?

Base. Those answering that process is ineffective: Data collecting/storing/accessing/sharing (n=869/809/889/895)

39. To what extent do you agree that technology may improve the way you interact with other programmatic data and improve outcomes?



Data is primarily collected and refreshed manually and used for future program development and reporting

INFORMATION COLLECTION, MAINTENANCE & USAGE

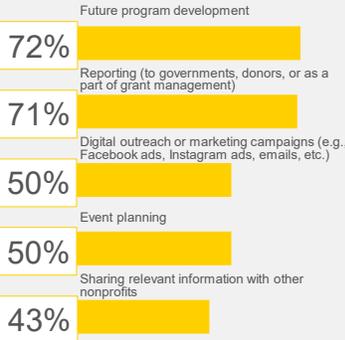
COLLECTION METHOD



85%

(Used most)
Manual data entry into system, application, or tool

USAGE ACTIVITIES



METHOD TO REFRESH DATA

(Top 3, Used most)



22%
Manually, via email



19%
Via desktop research



12%
Manually, via phone

23% We do not update or refresh our data frequently enough to have set methods

- Base: Collect information about Other Programmatic (n=3463)
34. How is other programmatic data typically collected by your organization?
 36. How does your organization update or refresh other programmatic data?
 37. For which types of activities do you use other programmatic data?



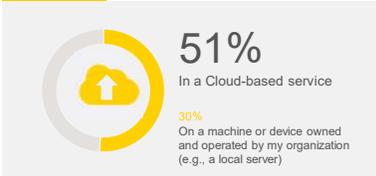
Spreadsheets also used for other programmatic data—stored on the Cloud with limited access

ACCESS CONTROL AND TOOLS USED

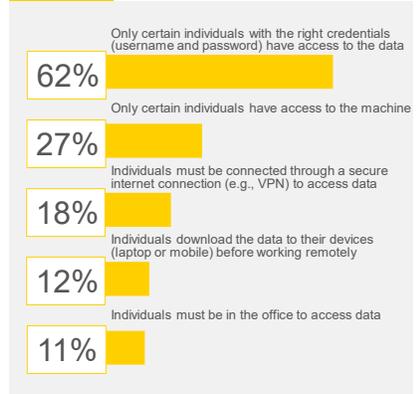
TOP TOOLS USED TO RECORD



DIGITAL TOOL USAGE



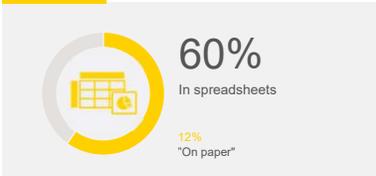
ACCESS CONTROL



TOP TOOLS USED TO STORE



TOOLS THAT HELPS USE AND SHARE



Base: Collect information about Other Programmatic (n=3463)

55. How is access to the following data types controlled in your organization?

46. Which of these tools do you use to record the different types of data you collect?

47. Which of these tools do you use to store the different types of data you collect?

Base: Those answering who store Other Programmatic data using software (n=2776)

49. You indicated you use digital tools to store certain data. What best describes how each of the following tools are used to store different types of data?

48. Which of these tools help you use and share the different types of data you collect and store?

Countries and Territories as Reported by Participants

GLOBAL NORTH

Aland Islands	Jersey	Turkey
Albania	Latvia	United Kingdom
Australia	Lithuania	United States
Austria	Luxembourg	Vatican City
Belgium	Malta	
Bulgaria	Moldova	
Canada	Netherlands	
Croatia	New Zealand	
Cyprus	North Macedonia	
Czechia	Norway	
Denmark	Poland	
Estonia	Portugal	
Finland	Romania	
France	Russia	
Germany	Serbia	
Greece	Singapore	
Guernsey	Slovakia	
Hungary	Slovenia	
Iceland	South Korea	
Ireland	Spain	
Israel	Sweden	
Italy	Switzerland	
Japan	Taiwan	

GLOBAL SOUTH

Algeria	Ecuador	Libya	Senegal
Argentina	Egypt	Madagascar	Sierra Leone
Armenia	El Salvador	Malawi	South Africa
Bahrain	Ethiopia	Malaysia	South Sudan
Bangladesh	Fiji	Mali	Sri Lanka
Barbados	Gabon	Mexico	Tanzania
Belarus	The Gambia	Mongolia	Thailand
Belize	Georgia	Morocco	Togo
Benin	Ghana	Myanmar	Tunisia
Bolivia	Guam	Namibia	Uganda
Botswana	Guatemala	Nepal	Ukraine
Brazil	Guinea	Nicaragua	United Arab Emirates
Burkina Faso	Haiti	Nigeria	Vietnam
Cape Verde	Honduras	Pakistan	Yemen
Cambodia	India	Palestine	Zambia
Cameroon	Indonesia	Panama	Zimbabwe
Cayman Islands	Iraq	Papua New Guinea	
Chile	Jamaica	Peru	
China	Jordan	Philippines	
Colombia	Kenya	Puerto Rico	
Congo (DRC)	Kuwait	Qatar	
Côte d'Ivoire	Lebanon	Saint Lucia	
Dominican Republic	Liberia	Saudi Arabia	

Thank You!

