



NNNGO MEMBERSHIP SURVEY RESULTS

Insights from Engagement from 111 members of the Network

INTRODUCTION

The Nigeria Network of NGOs (NNNGO) is home to 2,400 nonprofit organisations spread across the 36 States of the Federation and the Federal Capital Territory. It is critical that the Network's management understands its members satisfaction of services rendered by the organisation and what changes or improvements they would like to see.

In December 2017, the Nigeria Network of NGOs completed a survey of its members across the country. It is designed to indicate the health of the Network's membership and identify emerging needs of members for planning and retooling of the organisations membership related activities.

We thank the 111 respondents to the survey questions for their role in making the survey and reporting possible. We would like to also recognise the expertise of Oyebisi B. Oluseyi, *FiMC* for his support to prepare this report.

This is not just a report for the shelves, the Network's management will use this report to make its membership's voice stronger in its plans and programmes—and in developing and strengthening the organisation as a platform for inspiring, connecting and advocating for the nonprofit sector as an essential contributor to Nigeria's communities and economy.

ABOUT THE SURVEY FOR THIS REPORT

The NNNGO membership satisfaction survey was taken by 111 organisations across the 6 geo-political zones of the country. An online and paper-based survey instrument was developed that allowed for responses from members of the Network as a means to get a holistic view of the health of our membership across the country. The survey collected data focused on satisfaction of members with services, information, membership referrals, capacity building topics including expectations from the Network. The information will be used to better understand our membership and to develop strategies for improving and strengthening our eco system.

This report is designed to showcase the state of our membership through a series of infographics and short descriptions.

RESPONDENTS

NUMBER OF YEARS AS A MEMBER

20.7%

1-6 months

14.4%

6 months to 1 year

12.6%

1 year

17.1%

2 years

35.1%

3 years and above

CONTACT

WITH NNGO FOR ASSISTANCE

Majority (**67.25%**) of responding organisations have not contacted NNGO for assistance, however the ones (**32.25%**) that have when asked rated the services they received as excellent (**50%**) and **35.3%** said it was good, **11.8%** fair and **2.9** rated the services as poor.

SUGGESTIONS ON IMPROVING SERVICES

The following responses were provided (unedited):

Regionalize the network's annual meeting across the six geopolitical zones. This will further ensure members appreciate the good works of the network, while also guaranteeing members confidence of the network and as well spread.

We are comfortable with the quality of services so far however a little more awareness of the network will be highly appreciated as automatically that awareness is extended to all members organization and their works.

The quality of service is very good since NNNGO utilizes every communication channel to reach member which is import membership and alliance building. I have even recommended NNNGO to friends and colleagues.

There should be coalition of NGOs working in relevant areas through NNNGO to attract funding for the small NGOs that are just coming up.

To keep up the good work. There is no achievement we have gain so far than being a member of NNNGO.

More training programmes on different skill set areas for NGOs/CSOs program officers and finance executives.

Help in more capacity development especially as it relates to accounting, human resource, strategic planning and sustainability planning.

More virtual communication platforms created by NNNGO, that saves time and bureaucratic processes.



SUGGESTIONS ON IMPROVING SERVICES

The following responses were provided (unedited):

Keep on doing the good work you do because you always try to satisfy everybody. Also, I would suggest that from time to time, visitation should be made to members.

Develop ways on how to facilitate contact with the National Assembly to legislate effective laws.

I think the secretariat should be readily available to help organizations that ask questions with facts and documents where it's needed. There are new NGOs like us that feels we could learn from NNNGO but not receiving answer makes us think we are not part of the system or say, no benefits. We need encouragement and how to go about things.

An effectively social media channel i.e. WhatsApp group should be created to engage members actively. Also, information on global/local funding opportunities shared through e-mail and social media page.

WILL MEMBERS RECOMMEND NNNGO TO A COLLEAGUE OR FRIEND?

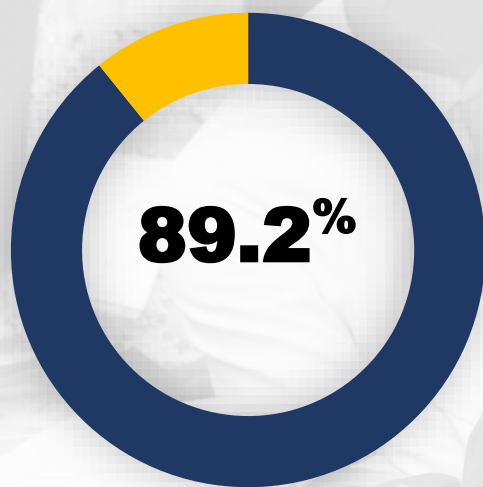
97.3% nonprofits who are members of the Network reported that they would recommend the Network to a colleague or friend. **2.7%** would rather not recommend the Network.



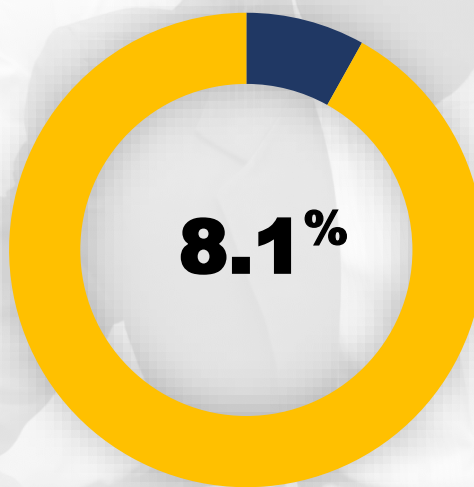
INFORMATION

RECEIVED FROM THE NETWORK

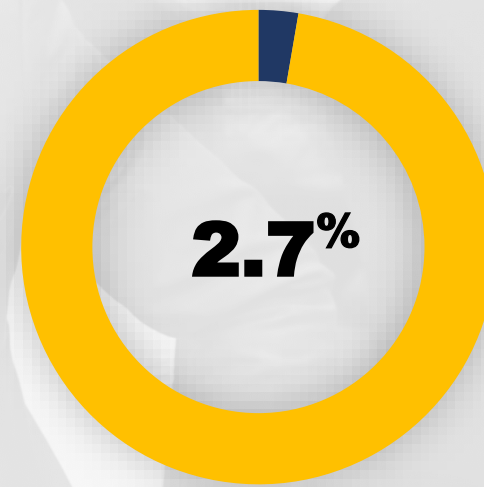
Survey results presented in this section revealed that majority of organisations find the information sent to them by the Network to be relevant to their needs.



Relevant to my needs



Indifferent

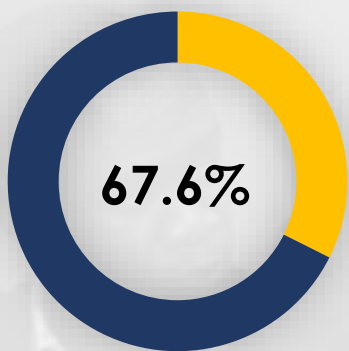


Not relevant to my needs

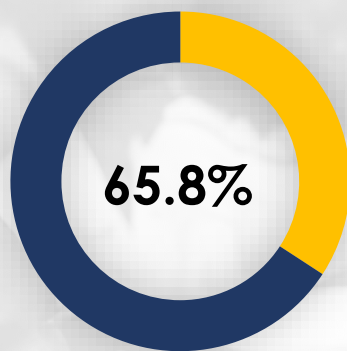
CAPACITY

BUILDING TOPICS

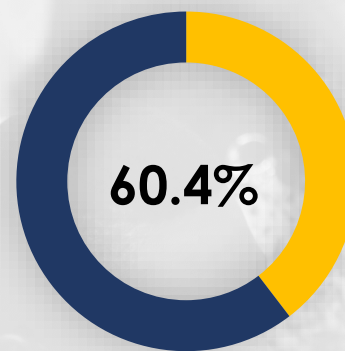
The survey results show that Nigerian nonprofits want to be trained in the following areas:



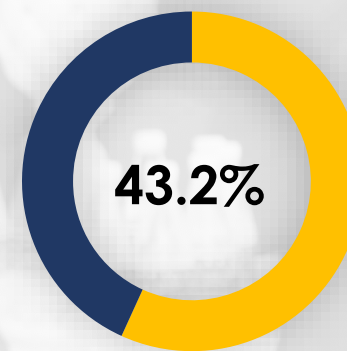
Grant proposal and concept note writing



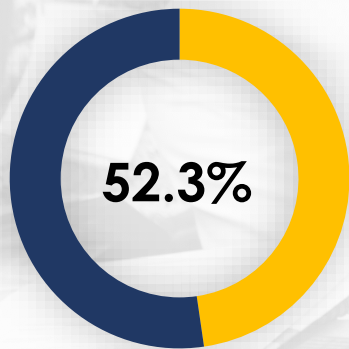
Fundraising



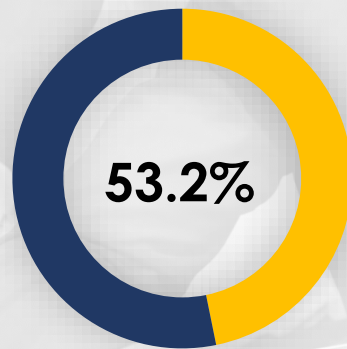
NGO Management, strategic planning, auditing and accounting



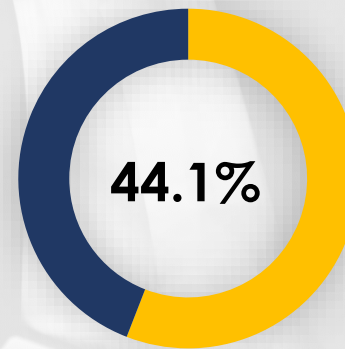
Engagement with the media



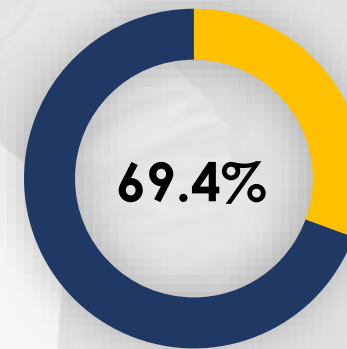
Project Monitoring and Evaluation



Running effective campaigns and advocacy



Managing your organisations online presence



Accessing international conferences, workshops and seminars

OTHER TRAINING NEEDS

When asked what other training needs respondents would like to see, the following responses were provided (unedited):



How to engage the security personnel (Police and Legal practitioners to intervene in cases of abuse relating to violence and abuse of women and children



Workplan writing



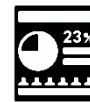
Social Media Training



Corporate Governance



Sustainability, resource and how to get and make use of volunteerism



Info-graphics development



Mentorship, networking and fellowship in any capacity that can help us grow and impact better



Project monitoring and evaluation



How to become a social enterprise; Sustainability in not for profit organization

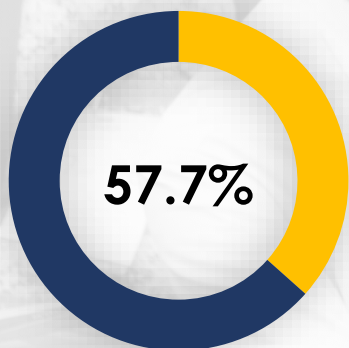


Networking method with agencies and company for a successful programme

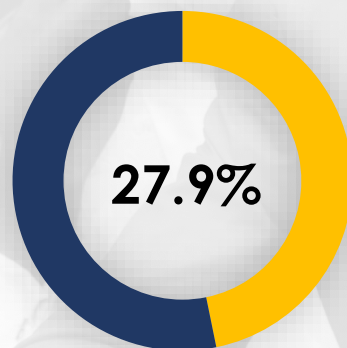
OVERALL

SATISFACTION

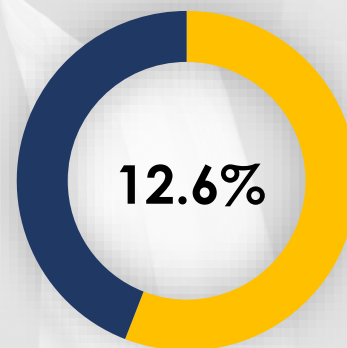
This year's results provide continuing evidence that members of the Network are generally satisfied with their membership. Majority (**57.7%**) of respondents are satisfied and **27.9%** extremely satisfied with their membership.



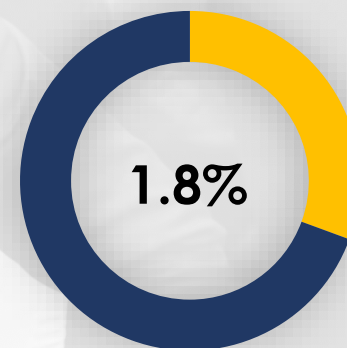
Satisfied



Extremely Satisfied



Neutral



Extremely Unsatisfied

2018 EXPECTATIONS

FROM NNNGO SECRETARIAT

Respondents to the survey had the opportunity of telling the Network what their expectations for 2018 are and they are captured as follows (unedited):

/// To organise more capacity building training for members

/// More engagement and accountability from Members

/// To assist in designing and hosting websites for members.

/// Working together to carry out projects

/// New NGOs need to be assisted.

/// More innovative broad-based service delivery.

/// Better working, move together

/// Webinars for members

/// More values to achieve our goals.

/// More administrative support

/// To get grants as a body, on behalf of members

/// More assistance to access financing for NGOs

/// To be closer to members, more offline meetings

/// Organise more training/ seminar

/// More exposure to your services

2018 EXPECTATIONS FROM NNNGO SECRETARIAT

You are doing great God bless you

More inclusiveness, more trainings and supports and more voice to the issue of governance in Nigeria.

Organise training on how to raise funds for NGOs organise training on how to manage NGOs, staffing and salaries actualization.

The organisation vision and mission statement it actualize and be recognised by the network.

All I have listed above and help to register with SCUML and opening a account

I expect NNNGO to keep working alongside its mission and vision to a positive course, proper alignment of NNNGO, more collaboration with NGOs that fights for #4 quality education and #1 no poverty to ensure we have a better Nigeria by being the change and lead the movement.

To allow all NGO'S to bring along their Executive members thereby allowing them to be part of 2018 conference like this. To group all NGOs based on area of focus i.e. charity, children.

To help members to be tax compliant, capacity building to achieving it desired goal and mobilising members to play key role in democracy and good governance as election year approaches.

Engaging my organization on budget and training, consistency and open-mindedness in carrying all along for a better result.

Continuous collaboration, quick responses to queries, making available resources or sources of grants known.

1. To continue to be more effective as a Network 2. Continue to give information on funding and conferences 3. Open doors to members

Be easily accessible and respond faster, organize training or capacity building for new NGOs.

2018

EXPECTATIONS

FROM NNNGO SECRETARIAT

Becoming the voice that it has been efficiently.

Regional meetings and continuous engagement.

Mobilise all members in practical terms to comply with the regulatory requirements.

Global/local impact in charting the path for NGOs in Nigeria and Lagos state.

Improvement on what has been done so far, especially in the previous years.

To intensify efforts on the killing of the NGO bill.

Possibility of more on site visit to member organisation

Linking the organizations to donors and giving out more information on how to better our NGOs.

Assist us in accessing international conferences, workshops and seminars, fundraising.

Adequate information and networking with NGOs addressing same challenges.

More engagement through collective fund raising and capacity building for members

Improved Communication Services with members

Close monitoring of performance and success growth

Help ensure organizations get funding

Improved communication, providing direct accessibility to funding and mentoring.

Mobilise all members in practical terms to comply with the regulatory requirements.

More strategic meetings with member organizations especially those with related thematic focus areas.

Increased capacity training and regularization of CAC documents for new NGOs.

Alerting us on happenings as they have been doing

More robust rapport and people-oriented programs.

2018

EXPECTATIONS

FROM NNNGO SECRETARIAT

Building a stronger and effective network that would be a recognized voice locally and internationally

More networking activities between NGOs and development partners

Building more synergy in the group and frequent meetings on the way forward

More regular interactions between NGOs and the NNNGO

Training on getting actively engaged.

More training on the development of NGO's in Nigeria and how to add value to reduction in the population of less privileged in Lagos and its environment.

We expect that there would be trainings in Abuja and more and more opportunities for Grants will be sent to members.

To continue to represent the network's interest with the Government and sending us information relevant to our work

We expect the NNNGO to improve on resourceful support for members

My expectation is to have NNNGO centralize its activities. Abuja will be more centralize, affordable and comfortable for members of the network to attend.

To create different cluster groups among the member NGOs for the 17 UN Development goals

Increased capacity training and regularization of CAC documents for new NGOs.

2018 EXPECTATIONS

FROM NNNGO SECRETARIAT

NNNGO should assist upcoming and small NGOs like ours to get grants/funds to sponsor their programs. Your organisation is doing very well, but there is need for improvement in the area of assisting small NGOs especially the ones that you can attest to their seriousness.

Support in international conferences


Alerting us on happenings as they have been doing

My expectation is to have NNNGO centralize its activities. Abuja will be more centralize, affordable and comfortable for members of the network to attend.

Better service delivery

More training on the development of NGO's in Nigeria and how to add value to reduction in the population of less privileged in Lagos and its environment.

SURVEY CONCLUSIONS



Overall the outlook for the NNNGO membership looks refreshing and signals areas where more work needs to be done by the Network. The survey gathers data from a wide section of the NNNGO membership including those with over 3 years membership experience and those with 6 months working from different parts of the country and operating on small and large budgets. The variety of thoughts and opinions expressed enhances the credibility of our findings and facilitates deeper knowledge into the future of our membership and their expectations.

The following themes emerged from our analysis of these results:



Regional engagements:

Members place a high importance on physical engagements and feel that NNNGO's programmes should be decentralized in a way that ensures regional balance. Comments on bringing the activities of the Network closer to its members was consistently heard throughout the survey.



Access to funding:

We expected to hear this more, hence we weren't surprised that this came up strongly in the course of our analysis with members asking for the Network to support them in accessing grants and also providing direct funding for their activities.



Training, Tools and Guides:

Members reported a strong need for training, tools and guides to help them improve on their organisational outcomes and in complying with existing regulatory requirements.

The responses received from respondents provide a deep knowledge that will help position the Network's ways of working and in developing, strengthening and leading participatory and disruptive solutions to the challenges our members face in doing their work and by extension the sector as a whole.