

March 14, 2003

**Survey of Non-Governmental Organizations in Bangladesh**

THANA: \_\_\_\_\_ CODE: \_\_\_\_\_

NAME OF NGO: \_\_\_\_\_

NAME OF MOTHER NGO: (write "None" if this is the only branch) \_\_\_\_\_

ID CODE of NGO: \_\_\_\_\_

INTERVIEWER: \_\_\_\_\_ CODE: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_ CODE: \_\_\_\_\_

**INTERVIEW VISITS:**

	First visit	Second visit	Third visit
Date			
Time started			
Time ended			
Result (see code)			

Code result: 1. Completed 2. Not present 3. Postponed 4. Refused 5. Partly completed

SIGNATURE OF INTERVIEWER: \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNATURE OF SUPERVISOR: \_\_\_\_\_ DATE: \_\_\_\_\_

**Frequency / Time Period Codes**

1) Day 2 Week 3 Month 4 Year 5 One off

## INTRODUCTION

The Government of Bangladesh and the international community appreciate the work that NGOs do and the services they provide to the people of Bangladesh. Unfortunately there is a lack of knowledge and a lot of confusion regarding the NGO sector. The purpose of this survey is to dispel confusion and improve knowledge regarding the NGO sector in Bangladesh. To be successful we need your help. The ultimate objective of this study is to enable the Bangladesh government and international donors to better assist NGOs operating in the country. Please be assured that the information collected will be used for research purposes only and will be treated as confidential.

*[Statements in square brackets are instructions for enumerators. Replace everywhere [NGO] by the name of surveyed NGO. Replace [respondent] by the name of the respondent.]*

## A. IDENTIFICATION

*[The information in the first four questions should be provided before you go to the interview. Please verify the information before beginning the interview.]*

Q1. Name of NGO: \_\_\_\_\_

Q2. Postal address \_\_\_\_\_

Q3. Physical Address [road and directions]: \_\_\_\_\_

Thana \_\_\_\_\_ District \_\_\_\_\_

Q4. Telephone/Mobile No: \_\_\_\_\_

*[Ensure that respondent plays a management role in the NGO and is informed about its activities]*

Q5. Name of respondent \_\_\_\_\_

Q6. Gender of respondent: 1. male 2. female

Q7. Position in [NGO]: Title: \_\_\_\_\_

1) director/manager/head

2) senior manager

3) other: \_\_\_\_\_

Q8. In what year were [NGO]'s operations in this area established? \_\_\_\_\_

Q9. Did [NGO] begin operating right away in this Area? 1. Yes 2. No

Q10. *[If No]* In what year did [NGO] actually begin operations? \_\_\_\_\_

Q11. Is [NGO]: *[Circle what applies]*

1) a stand alone NGO without any other branches *[go to Section B]*

2) main office of an indigenous (Bangladeshi) NGO with other branches *[go to Q.12]*

3) a branch office of an indigenous (Bangladeshi) NGO *[go to Q 14]*

4) a division or branch of an international NGO *[go to Q16]*

Q12 How many branches does [NGO] have? -----Branches

Q13 What is the average age of these branches? ..... Years

Q14. Which decisions are made by this branch without consulting the supervising branch or headquarters? *(Circle all that are appropriate)*

1. Initiating an activity in a new program area

2. Hire new staff

3. Set staff salaries

4. Develop a partnerships with another other NGO

5. Contact local government authorities

6. Consult the community about an issue

7. Conduct a staff performance review

Q15 How often does the central office communicate with branch offices, on average:

1. By email-----times per month

2. By telephone -----times per month

3. Through personal visits-----times per month [Go to Section B]

*[If international NGO or division or branch of international NGO]*

Q16. What is the name of the international NGO: \_\_\_\_\_

Q17. In which country is the head office of the international NGO:

1) UK

2) USA

3) Other: \_\_\_\_\_

Q18. Approximately in what year was the international NGO founded? \_\_\_\_\_

## **B. ACTIVITIES**

*[Unless specified otherwise, all questions below refer to the activities of [NGO] over the 12 months preceding the survey]*

### **1. RAISING PUBLIC AWARENESS**

Q19. Is [NGO] actively involved in raising public awareness about particular issues?

1. Yes *[go to next question]*

2. No. *[go to the next subsection]*

Q20. Is [NGO] actively involved in raising public awareness about: *[Circle all that apply]*

1) road safety

2) HIV/AIDS

3) other health issues

4) pollution/latrines/garbage/sewer issues (aside from arsenic)

5) nutrition issues

6) human rights issues

7) gender issues

8) protection of wildlife/forest/environment

9) arsenic

10) other issues: specify \_\_\_\_\_

Q21. Does [NGO] raise public awareness via: *[Circle all that apply]*

1) concert/fair/street band/drama

2) training and meetings (class/course/lectures/workshop) *[go to Q22]*

3) posters/leaflets/newsletter

4) newspaper/magazines/radio

5) open air speech/preaching/public address at march

6) during religious service

7) visit to prisons and hospitals

8) door to door campaigns

9) other: \_\_\_\_\_

Q22. *[If mentioned training and meetings 2) in question Q21; else go to Q23]* Over the past 12 months, approximately how many people have participated in [NGO]'s training and meetings?

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Total: \_\_\_\_\_ people over the last 12 months

### **2. ADVOCACY AND LOBBYING**

Q23. Over the last 12 months, has [NGO] been involved in advocacy or lobbying the government?

1. Yes *[go to next question]*

2. No. *[go to the next subsection]*

- Q24. What form do [NGO]'s advocacy or lobbying activities take? *[Circle all that apply]*
- 1) petitions
  - 2) meetings with national authorities (District, thana level govt. officials) *[go to Q25]*
  - 3) meetings with local authorities Municipal authority, Up Office *[go to Q25]*
  - 4) public statements to the press or radio/press release
  - 5) march
  - 6) other: \_\_\_\_\_
- Q25. *[If answered Yes to 2 in Q24]* Over the past 12 months, at approximately how many meetings with *national* authorities did [NGO] lobby the government?
- Total: \_\_\_\_\_ meetings over the last 12 months
- Q26) Was the purpose of any of these meetings to change government policy? 1. Yes 2. No
- Q27) *[If yes]* Please state the policy
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- Q28) Was the policy changed subsequent to the meeting between [NGO] and the government agency? 1. Yes 2. No
- Q29) Was the purpose of any of these meetings to obtain a contract or other financial assistance for [NGO]? 1. Yes 2. No
- Q30) *[If yes]* Would you say that the meetings helped [NGO] obtain financial support? 1. Yes 2. No
- Q31) Was the purpose of any of these meetings to obtain a contract or other financial assistance for other local organizations, or [name of village]? 1. Yes 2. No
- Q32) *[If yes]* Would you say that the meetings helped these local organizations obtain financial support? 1. Yes 2. No
- Q33. *[If answered Yes to 3 in Q24; else go to Q41]* Over the past 12 months, at approximately how many meetings with *local* authorities did [NGO] lobby the government?
- Total: \_\_\_\_\_ meetings over the last 12 months
- Q34) Was the purpose of any of these meetings to change government policy? 1. Yes 2. No
- Q35) *[If yes]* Please state the policy
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- Q36) Was the policy changed subsequent to the meeting between [NGO] and the government agency? 1. Yes 2. No
- Q37) Was the purpose of any of these meetings to obtain a contract or other financial assistance for [NGO]? 1. Yes 2. No
- Q38) *[If yes]* Would you say that the meetings helped [NGO] obtain financial support? 1. Yes 2. No
- Q39) Was the purpose of any of these meetings to obtain a contract or other financial assistance for other local organizations? 1. Yes 2. No
- Q40) *[If yes]* Would you say that the meetings helped these organizations to obtain financial support? 1. Yes 2. No

### **3. GRANT PROVISION, PARTNERSHIPS, AND SUB-CONTRACTING**

*[Note: CBOs are community-based organizations.]*

#### **3a. Network or umbrella organization**

- Q41. Is [NGO] a network or umbrella organization? 1. Yes 2. No

Q42. [If Yes] Currently, how many NGOs and CBOs members does [NGO] have?  
\_\_\_\_\_ NGOs and \_\_\_\_\_ CBOs

### 3b. Partnership with others

Q43. Is [NGO] working in partnership with other NGOs or with CBOs ? 1. Yes 2. No.

Q44. [If Yes] Over the last 12 months, with how many NGOs and CBOs did [NGO] work?  
\_\_\_\_\_ NGOs and \_\_\_\_\_ CBOs

Q45) Which activities did [NGO] work in partnership with these organizations?

1. In all works
2. In some (Please list) \_\_\_\_\_
3. None

Q46) Why did [NGO] choose to work with these organizations? (circle all that apply)

1. To obtain better information
2. To obtain better connection to the community
3. To obtain better connections to government
4. To obtain more financial resources
5. To obtain other (please list) \_\_\_\_\_

### 3c. Giving grants

Q47. Does [NGO] give grants to other NGOs or to CBOs ?

1. NGOs
2. CBOs
3. NGOs and CBOs
4. None/does Not give grants

Q48. [If answered 1, 2 or 3] Over the last 12 months, to how many NGOs and CBOs did [NGO] give grants? \_\_\_\_\_ to NGOs and \_\_\_\_\_ to CBOs

### 3d. Sub-contracting

Q49. Does [NGO] pay other NGOs or to CBOs for work they do on behalf of [NGO]?

1. NGOs
2. CBOs
3. NGOs and CBOs
4. None/does Not give grants

Q50. [If answered 1, 2 or 3]

1) Over the last 12 months, how many NGOs and CBOs did [NGO] pay for work they do on the behalf of [NGO]? \_\_\_\_\_ NGOs and \_\_\_\_\_ CBOs

Q51) Which were the activities that [NGO] paid to be implemented by NGOs and CBOs? (Please list)

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Q52) Why did [NGO] choose to contract out this work? Because the NGO/CBO had: (circle all that apply)

- 1 better information
- 2 Better connection to the community
- 3 Better connections to government
- 4 Other (please list) \_\_\_\_\_

### 4. SECTORS (Note that these refer to micro credit activities, not to small enterprise loans)

Q53. Does [NGO] offer micro-finance/micro-loans?

1. Yes [go to Q54]
2. No. [go to Q63]

Q54. Right now, how many people have money loaned to them by [NGO]? \_\_\_\_\_

Q55) Of these borrowers, how many are women? \_\_\_\_\_

Q56) Right now, what is the total value of outstanding loans (principal only, excluding non-performing loans)? \_\_\_\_\_ Taka

Q57) Right now, what is the distribution of outstanding loans, based on the principal?

1. Up to 5000 Taka \_\_\_\_\_ %
2. 5001 – 10,000 Taka \_\_\_\_\_ %
3. 10,001 – 15,000 Taka \_\_\_\_\_ %
4. Greater than 15,000 Taka \_\_\_\_\_ %

Q58) What was the loan default rate during the last fiscal year? \_\_\_\_\_ %

Q59) What percentage of current clients were newly added in the last 12 months? \_\_\_\_\_ %

Q60) Please rank the importance [NGO] attaches to these criteria when assessing the credit worthiness of first-time applicants? (*rank in importance, 1=most important, 2=second most important, etc*))

- 1) Recommendations of other group members Rank\_\_\_\_\_
- 2) Regularity of deposits / weekly or monthly savings Rank\_\_\_\_\_
- 3) Assessment of business activity Rank\_\_\_\_\_
- 4) Other (*specify*) \_\_\_\_\_ Rank\_\_\_\_\_

Q61. Does [NGO] provide educational services?

1. Yes [*go to Q62*]
2. No. [*go to the next subsection*]

Q62. Right now, how many students are enrolled at the following level:

1. Primary Education \_\_\_\_\_ Number
2. Non-formal primary education \_\_\_\_\_ Number
3. Secondary Education \_\_\_\_\_ Number
4. Adult education/ adult literacy \_\_\_\_\_ Number

## 5. PROVISION OF SERVICES

### 5a. Description of services

Q63. What services does [NGO] provide? (*first circle all that apply, then ask if [NGO] did this from the beginning*) For each activity, did [NGO] undertake this activity from the beginning/when it was founded?

	Did this from beginning	
1) Safe drinking water	1. Yes	2. No
2) Good sanitation (waste disposal)	1. Yes	2. No
3) Health care	1. Yes	2. No
4) Non-formal Child Education	1. Yes	2. No
5) Non-Formal Adult Education	1. Yes	2. No
6) Agricultural training for adults	1. Yes	2. No
7) Roads Construction/repair	1. Yes	2. No
8) Transportation services	1. Yes	2. No
9) Electricity System	1. Yes	2. No
10) Telephones/ other communications	1. Yes	2. No
11) Access to credit	1. Yes	2. No
12) Land rights/tenure	1. Yes	2. No
13) Employment Generation	1. Yes	2. No
14) Other ( <i>specify</i> ).....	1. Yes	2. No

Q64. How many beneficiary households does [NGO] have for all of these services? \_\_\_\_\_

### 5b. Geographical coverage

*If [NGO] is a branch of a larger NGO, go to question 69. (This is relevant only for main offices*

that also providing direct services)

Q65. Over the past 12 months, in which of the current 64 districts has [NGO] been working with its own staff and volunteers? [Include only those districts in which [NGO] has been working over the last 12 months. Circle all the districts that apply]

1	Bagerhat	14	Dinajpur	27	Khulna	40	Naogaon	53	Rajbari
2	Bandarban	15	Faridpur	28	Kishoreganj	41	Narail	54	Rajshahi
3	Barguna	16	Feni	29	Kurigram	42	Narayanganj	55	Rangamati
4	Barisal	17	Gaibandha	30	Kushtia	43	Narsingdi	56	Rangpur
5	Bhola	18	Gazipur	31	Lakshmipur	44	Natore	57	Satkhira
6	Bogra	19	Gopalganj	32	Lalmonirhat	45	Nawabganj	58	Shariatpur
7	Brahmanbaria	20	Habiganj	33	Madaripur	46	Netrokona	59	Sherpur
8	Chandpur	21	Jamalpur	34	Magura	47	Nilphamari	60	Sirajganj
9	Chittagong	22	Jessore	35	Manikganj	48	Noakhali	61	Sunamganj
10	Chuadanga	23	Jhalokati	36	Meherpur	49	Pabna	62	Sylhet
11	Comilla	24	Jhenaidaha	37	Moulvibazar	50	Panchagarh	63	Tangail
12	Cox's Bazar	25	Joypurhat	38	Munshiganj	51	Patuakhali	64	Thakurgaon
13	Dhaka	26	Khagrachhari	39	Mymensingh	52	Pirojpur		

Q66. In which of the current 64 districts does [NGO] currently have an office?

[Put a cross on the districts number in which [NGO] has an office]

1	Bagerhat	14	Dinajpur	27	Khulna	40	Naogaon	53	Rajbari
2	Bandarban	15	Faridpur	28	Kishoreganj	41	Narail	54	Rajshahi
3	Barguna	16	Feni	29	Kurigram	42	Narayanganj	55	Rangamati
4	Barisal	17	Gaibandha	30	Kushtia	43	Narsingdi	56	Rangpur
5	Bhola	18	Gazipur	31	Lakshmipur	44	Natore	57	Satkhira
6	Bogra	19	Gopalganj	32	Lalmonirhat	45	Nawabganj	58	Shariatpur
7	Brahmanbaria	20	Habiganj	33	Madaripur	46	Netrokona	59	Sherpur
8	Chandpur	21	Jamalpur	34	Magura	47	Nilphamari	60	Sirajganj
9	Chittagong	22	Jessore	35	Manikganj	48	Noakhali	61	Sunamganj
10	Chuadanga	23	Jhalokati	36	Meherpur	49	Pabna	62	Sylhet
11	Comilla	24	Jhenaidaha	37	Moulvibazar	50	Panchagarh	63	Tangail
12	Cox's Bazar	25	Joypurhat	38	Munshiganj	51	Patuakhali	64	Thakurgaon
13	Dhaka	26	Khagrachhari	39	Mymensingh	52	Pirojpur		

Q67. In how many districts in total has [NGO] been working over the last 12 months? \_\_\_\_\_

Q68. In 2001, in how many of the then 64 districts was [NGO] working? \_\_\_\_\_

Q69. In the area where [NGO] is currently working, are similar services provided by:

[Circle all that apply. The question refers to the area around this branch only]

- 1) national or local government
- 2) private firms/small businesses
- 3) mosques/ churches
- 4) other NGOs

### List of villages

Q69.1. Write the number of villages in which (NGO) operates and mention below the six villages or fewer where (NGO) is most active

Number of villages: -----

1.                      2.                      3.                      4.                      5.                      6.

### 5c. Target group

Q70. Does [NGO] have a specific target group of people it seeks to help?

1. Yes 2. No specific target group [Go to Q 72]

Q71. [If Yes] How would you describe [NGO]'s target group?

- 1) \_\_\_\_\_  
2) \_\_\_\_\_  
3) \_\_\_\_\_  
4) \_\_\_\_\_

Q72. Does [NGO] offer to help anyone irrespective of income or does [NGO] restrict its services to the poor? 1. All Bangladeshis 2. The poor.

[To be completed after the interview: circle all the codes that apply according to the categories that describe target group.]

- 1) by age: children [ 1 ] youth [ 2 ] adult [ 3 ] elderly [ 4 ]  
2) by sex: male [ 1 ] female [ 2 ]  
3) by profession: farmer [ 1 ] unemployed [ 2 ] other \_\_\_\_\_ [ 3 ]  
4) by health status: physically handicapped [ 1 ] mentally handicapped [ 2 ] HIV positive [ 3 ] HIV affected [ 4 ] pregnant women [ 5 ]  
5) by family status: bachelor [ 1 ] married [ 2 ] widow/er [ 3 ] divorced [ 4 ] separated [ 5 ]  
6) by parental status: father [ 1 ] mother [ 2 ] orphan [ 3 ]  
7) by residential status: homeless [ 1 ] refugee/displaced [ 2 ] urban [ 3 ] rural [ 4 ]  
8) by victim status: war [ 1 ] abducted [ 2 ] drought [ 3 ] flood [ 4 ] physical abuse/battered [ 5 ] women/children [ 6 ] human rights violation [ 7 ]  
other \_\_\_\_\_ [ 8 ]  
9) by income/wealth/education: poor [ 1 ] landless [ 2 ] illiterate [ 3 ]  
10) target is Not people: buildings /institutions (Hospitals, schools) [ 1 ] wildlife [ 2 ]  
11) other, specify \_\_\_\_\_

### 5d. Contributions and value of services provided

Q73. When you offer the services listed in Q 63, do beneficiaries pay or contribute anything to [NGO] for the services they receive/the activities in which they participate?

1) Safe drinking water	1. Yes	2. No
2) Good sanitation (waste disposal)	1. Yes	2. No
3) Health care	1. Yes	2. No
4) Non-formal Child Education	1. Yes	2. No
5) Non-Formal Adult Education	1. Yes	2. No
6) Agricultural training for adults	1. Yes	2. No
7) Roads Construction/repair	1. Yes	2. No
8) Transportation services	1. Yes	2. No
9) Electricity System	1. Yes	2. No
10) Telephones/ other communications	1. Yes	2. No
11) Access to credit	1. Yes	2. No
12) Land rights/tenure	1. Yes	2. No
13) Employment Generation	1. Yes	2. No
14) Other (specify).....	1. Yes	2. No



Q74. Do they pay to [NGO]: *[Circle all that apply]*

Activities	In cash	In kind (e.g., grain, clothes)	In labor (e.g., volunteer their time for [NGO] activities)	Other [specify]
1) Safe drinking water	1	2	3	4.....
2) Good sanitation (waste disposal)	1	2	3	4.....
3) Health care	1	2	3	4.....
4) Non-formal Child Education	1	2	3	4.....
5) Non-Formal Adult Education	1	2	3	4.....
6) Agricultural training for adults	1	2	3	4.....
7) Roads Construction/repair	1	2	3	4.....
8) Transportation services	1	2	3	4.....
9) Electricity System	1	2	3	4.....
10) Telephones/ other communications	1	2	3	4.....
11) Access to credit	1	2	3	4.....
12) Land rights/tenure	1	2	3	4.....
13) Employment Generation	1	2	3	4.....
14) Other (specify).....	1	2	3	4.....

Q75. Do all beneficiaries pay or contribute the same amount? *[Circle one]*

- 1) all beneficiaries contribute the same amount
- 2) payment/contribution is waived or reduced for target group
- 3) payment/contribution is waived or reduced for poorer people
- 4) payment is left to the beneficiary's discretion/payment is voluntary
- 5) other: specify \_\_\_\_\_

Q76. Do beneficiaries give tips or gifts to [NGO] staff for the services they receive?

1. Always 2. Often 3. Sometimes 4. Never

Q77. We would like to get an idea of the value of the services provided by [NGO]. Suppose that recipients of the service had to pay the market price of the services you offer (that is, the price charged by the private sector for similar services of similar quality). Abstract from advocacy, networking and raising awareness, whose value cannot be assessed. Further suppose that recipients had the means to pay the full market price. In your opinion, how much revenue would [NGO] derive from the sale of its services? *[Enumerators: work with the respondent through each service they provide. Identify a comparable service or good provided by the private sector. Assess the price charged by private providers in the area covered by the project (if possible). Then multiply by the number of beneficiaries. Write down your calculations below. Multiplication and addition can be done after the interview is over.]*

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Total: \_\_\_\_\_ (Thousand) Taka on average per \_\_\_\_\_ *[frequency code: 1. day 2. week 3. month 4. Year]*

Q78. On average, what share of the cost of these services is covered by payments and contributions from beneficiaries? \_\_\_\_\_ %

## 6. RELIGIOUS PURPOSE

Q79. Does [NGO] have a religious affiliation? 1. Yes [*go to Q 80*] 2. No [*go to next section.*]

Q80. The [NGO]'s religious affiliation is:

- 1) Muslim faith
- 2) Hindu faith
- 3) Buddhist faith
- 4) Christian faith
- 5) other: \_\_\_\_\_

Q81. Does [NGO] organize religious worship (e.g., mass, prayer)?

1. Yes [*go to Q82*] 2. No [*go to Q83*]

Q82. On an average week, how many people participate in these acts of worship? \_\_\_\_per week

Q83. Over last 12 months, has [NGO] spread its religious message via: [*Circle all that apply*]

- 1) during religious service
- 2) concert/fair/street band/drama
- 3) training and meetings (class/course/lectures/workshop)
- 4) posters/flyers/newsletter
- 5) newspaper/radio
- 6) open air speech/preaching/public address at march
- 7) visit to prisons and hospitals/door to door
- 8) other: \_\_\_\_\_

## C. START-UP

Q84. You told us that this branch of [NGO] was founded in ..... year [*see Q8 in section A*]. Was this branch founded by: [*Circle one*]

- 1) representative of the mother NGO
- 2) a local individual
- 3) local individuals working together with the mother NGO
- 4) foreign individual
- 5) other: \_\_\_\_\_

Q85. Did [NGO] receive a seed grant/initial donation when it was started? 1. Yes 2. No.

Q86. [*If Yes*] From which source: [*Circle all that apply*]

- 1) Mother NGO
- 2) Some Other Bangladeshi NGO
- 3) International NGO (e.g., Action Aid, World Vision, Oxfam)
- 4) National Government
- 5) Local Government
- 6) United Nations agency (e.g., UNICEF, UNDP, World Bank)
- 7) Bilateral donor (e.g., DfID, DANIDA, USAID, Noraid)
- 8) Church/religious organization
- 9) Other: \_\_\_\_\_

Q87. What equipment and working capital did [NGO] start with?

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Total: \_\_\_\_\_ (Thousand) Taka

Q88. Where did this equipment and working capital come from? [*In case the equipment and working capital came from different sources and the respondent cannot provide a response to the question on percentages, use beans as in the FGI interview.*]

1) personal contribution of the founder(s)	_____	%
2) donation from the mosque/church/religious org.	_____	%
3) grant(s) (from non-government sources)	_____	%
4) loan(s) (from non-government sources)	_____	%
5) grant(s) (from governments)	_____	%
6) loan(s) (from governments)	_____	%
7) carry-over from previous NGO/organization	_____	%
8) mother NGO	_____	%
9) other: _____	_____	%
Total		100%

## D. STAFF AND VOLUNTEERS

Q89. Fill the table below: *[see detailed instructions below]*

Number of People	Full-time Salaried	Part-time salaried	Full-time Volunteers	Part-time Volunteers	Religious Staff	Total	of which foreign	Staff on secondment
Management								
Programme/ Professional								
Finance								
Clerical/ Secretarial								
Other								
Total								

*[Filling the staff and volunteers table requires asking a variety of questions to obtain the accurate information. A good way to proceed is to begin with the last row, totals. First ask what is the total number of [NGO]'s paid staff. Then ask what is the total number of volunteers. Then ask whether [NGO] has religious staff. If Yes, how many. Religious staff includes all people having taken religious vows such as nuns, sisters, pastor, minister, priest, etc. They must be counted separately from paid staff and volunteers.*

*Once you have the totals, break them down into part-time and full-time. After you obtain totals for the first 5 columns, break down these totals by category. First ask, of the full-time salaried staff, how many people are involved in the management of [NGO]. Examples are directors, country representative, team leader, etc. Then ask whether they are full-time salaried, part-time salaried, etc. Then ask about the total number of other staff and volunteers. Then split the total into what we have decided to call professional, clerical, and other staff. The 'professional' category includes all staff and volunteers directly involved in providing services, advocacy, etc, but are Not involved in the management of [NGO]. Examples are program coordinators, teachers, trainers, nurses, loan officers, grant officers, etc. The 'clerical' category includes all staff and volunteers involved in the administration of [NGO]. Examples include secretaries, accountants, and office assistants. The 'other' category includes all other support staff and volunteers such as guards, gardeners, drivers, and cleaners. Repeat the same questions for part-time salaried staff, etc. Make sure you include staff in all the branches and offices of [NGO], i.e., all the people paid by [NGO]. Do Not include people 'on contract', that is, people hired for less than one month to perform a specific task. Staff on secondment are salaried staff working for [NGO] who are Not paid by [NGO] but by another NGO or organization.]*

90. How many staff and volunteers are involved in fund-raising/writing proposals? \_\_\_\_

*[Include salaried staff, volunteers, and religious staff]*

Q91. How many staff and volunteers do you have with the following skills?

*[Include salaried staff, volunteers, and religious staff]*

	Number of full time	Number of part time	Average salary, including per diems (full time equivalent)
Fully trained nurses			
Fully trained medical doctors			
Fully trained teachers			
Fully trained lawyer			
Sociologist, anthropologist, economist, or political scientist			
Natural scientists/Engineers			
Holding another University degree			

Q92. Which of these categories of staff and volunteers are provided with?

*[Include salaried staff, volunteers, and religious staff]*

1. All 2. Some 3. None	Transport to and from workplace by [NGO] vehicles	An [NGO] vehicle for personal use
Management		
Programme/ Professional		
Finance		
Clerical/ Secretarial		
Other		
Total		

Q93. Over the last 12 months, indicate the number of:

	Staff and volunteers who left the [NGO]	Staff and volunteers who joined the [NGO]	Currently funded vacant positions
Management			
Programme/ Professional			
Finance			
Clerical/ Secretarial			
Other			
Total			

Q94. Which of the following evaluation mechanisms are used to evaluate individual staff? *[check all that apply]*

Review by:

1. \_\_\_\_\_ Peers
2. \_\_\_\_\_ Immediate superiors
3. \_\_\_\_\_ Head office of [NGO]
4. \_\_\_\_\_ Donors
5. \_\_\_\_\_ Program beneficiaries

Q95. How often are these reviews conducted for staff? *(number of times per year)*

1. Peers review ..... number of times
2. Review by Immediate superiors ..... number of times
3. Review by Head office of [NGO] ..... number of times
4. Review by Donors ..... number of times
5. Review Program beneficiaries ..... number of times

## **E. CAPITAL AND EQUIPMENT**

### **1. LAND AND BUILDINGS**

#### **1a. Own land and building**

Q96. Does [NGO] own land and/or buildings? 1. Yes 2. No *[go to 1c]*

Q97. If [NGO] had to rent these land and buildings, how much rent in your opinion would [NGO] have to pay? \_\_\_\_\_, Taka per \_\_\_\_\_ *[1. day 2. week 3. month 4. year]*

#### **1b. Own land and building that is rented out**

*[Do not include facilities rented out for a few days only.]*

Q98. Does [NGO] rent out any of this land or buildings? 1. Yes 2. No *[go to 1c]*

Q99. What is the rental income? \_\_\_\_\_, Taka per \_\_\_\_\_ *[1. day 2. week 3. month 4. year]* **1c.**

#### **Rented land and building for long-term use**

*[Do not include facilities rented for a few days only.]*

Q100. Does [NGO] rent (in) any land or buildings for its activities? 1. Yes 2. No *[go to 1d]*

Q101. How much does [NGO] spend on rent?

\_\_\_\_\_, Taka per \_\_\_\_\_ *[1. day 2. week 3. month 4. year]*

#### **1d. Land and buildings on long-term complimentary use**

*[Do not include facilities used for a few days only.]*

Q102. Does [NGO] use land and buildings that belong to other people (members or others) or organizations (e.g., mosque)? 1. Yes 2. No *[go to 1e]*

Q103. If [NGO] had to rent these land and buildings, how much rent in your opinion would [NGO] have to pay? \_\_\_\_\_, Taka per \_\_\_\_\_ *[1. day 2. week 3. month 4. year]*

#### **1e. All the buildings used by [NGO]**

Q104.1. How many buildings are available to [NGO] on a long term basis?

Total ..... Number

Q104.2. how many are used as?

- |   |              |
|---|--------------|
| 1) office buildings                             | Number _____ |
| 2) places of worship                            | Number _____ |
| 3) public meeting place/conference hall/theater | Number _____ |
| 4) schools/vocational schools                   | Number _____ |
| 5) workshops                                    | Number _____ |
| 6) hospitals                                    | Number _____ |
| 7) clinics/dispensaries                         | Number _____ |
| 8) shelter/orphanage                            | Number _____ |
| 9) staff accommodation buildings                | Number _____ |
| 10) warehouses/garages/farm buildings/other     | Number _____ |

Q105. Are these buildings equipped with the following?

*[codes: 1. none 2. some 3. most 4. all]*

- 1) electricity \_\_\_\_\_
- 2) piped water \_\_\_\_\_
- 3) telephone \_\_\_\_\_

## **2. VEHICLES**

### **2a. Own vehicles**

Q106. Does [NGO] own vehicles such as cars, trucks, motorbikes, or tractor?

1. Yes 2. No *[go to 2b]*

Q107. In your opinion, what is the current combined value of these vehicles?

\_\_\_\_\_, Taka or \_\_\_\_\_ US\$

### **2b. Vehicles on long-term complimentary use**

*[Do not include public transportation or vehicles used for few days only.]*

Q108. Does [NGO] use vehicles that belong to other people? 1. Yes 2. No *[go to 2c]*

Q109. In your opinion, what is the current combined value of these vehicles?

\_\_\_\_\_, Taka or \_\_\_\_\_ US\$

*[If the answer to either Q 106 or Q108 was 'Yes' go to Q 110, if the answer to both Q 106 and Q 108*

*was 'No' go to **Equipment and Machinery**]*

### 2c. All vehicles used by [NGO]

Q110. Of all the vehicles that [NGO] uses (on a long-term basis), i.e., both the ones it owns and the ones it uses that belong to others, how many are there in each of the following categories?

- |                                |              |
|--------------------------------|--------------|
| 1) car(s)                      | Number _____ |
| 2) pick-up truck(s)            | Number _____ |
| 3) truck(s) (3 tons and above) | Number _____ |
| 4) tractor(s)                  | Number _____ |
| 5) motorcycle(s)               | Number _____ |
| 6) other vehicle: _____        | Number _____ |

### 3. EQUIPMENT AND MACHINES

#### 3a. Own equipment and machines

Q111. Does [NGO] own equipment, such as computers, medical equipment, farm implements?

1. Yes 2. No [*go to 3b*]

Q112. In your opinion, what is the current combined value of this equipment?

\_\_\_\_\_, Taka or \_\_\_\_\_ US\$

#### 3b. Equipment and machines on long-term complimentary use

Q113. Does [NGO] use any equipment that belongs to other people (members, others) or organizations (e.g. religious organizations)? 1. Yes 2. No [*go to Inventories*]

Q114. In your opinion, what is the current combined value of this equipment?

\_\_\_\_\_, Taka or \_\_\_\_\_ US\$

### 4. INVENTORIES

Q115. Does [NGO] hold inventories (e.g., food for relief operations, drugs, petrol)?

1. Yes [*go to Q116*] 2. No [*go to next sub-section*]

Q116. What is the current combined value of these inventories?

\_\_\_\_\_, Taka or \_\_\_\_\_ US\$

Q117. What was the combined value of these inventories 12 months ago?

\_\_\_\_\_, Taka or \_\_\_\_\_ US\$

### 5. BUSINESS INCOME

Q118. Does [NGO] own a canteen or business to make money to support its activities?

1. Yes 2. No

Q119. [*If Yes*] What are they and how many?

- |                         |              |
|-------------------------|--------------|
| 1) Farm                 | Number _____ |
| 2) Canteen/restaurant:  | Number _____ |
| 3) Shop:                | Number _____ |
| 4) Hostel:              | Number _____ |
| 5) Farm processing/mill | Number _____ |
| 6) Other: _____         | Number _____ |

## F. CASH FLOW

[Questionnaire B2 contains a copy of this entire section. If the respondent is unable to completely fill this section during the interview, take an empty B2 questionnaire, fill in the name and code of [NGO] on it, leave the B2 questionnaire with the respondent, and continue with the interview. Make sure to collect the duly filled B2 later on and staple it to [NGO]'s B questionnaire. **In large NGOs, questionnaire B2 can also be given to the respondent before the interview so that the required figures can be prepared by [NGO]'s accountant.**]

### 1. REVENUES

Q120. Does [NGO] keep financial records? 1. Yes [go to Q121] 2. No [go to Q122]

Q121. When does [NGO]'s fiscal year begin? 1st of \_\_\_\_\_ [month]

Q122. Over the past 2 years, what have been [NGO]'s revenues? [This question refers to revenues for this facility only, whether a branch or stand alone NGO]

	All amounts in thousands of Taka	2002 or last completed fiscal year	2001 or preceding fiscal year
	<b>A. Recurrent revenue</b>		
1	Grant from: International NGO Disbursed		
2	Authorized		
3	Mother NGO Disbursed		
4	Authorized		
5	Some other Bangladeshi NGO Disbursed		
6	Authorized		
7	National government Disbursed		
8	Authorized		
9	Local government Disbursed		
10	Authorized		
11	UN organization Disbursed		
12	Authorized		
13	Bilateral donor Disbursed		
14	Authorized		
15	Membership fees		
16	Fees paid by recipients of services rendered by [NGO]		
17	Income from services rendered to the government		
18	Income from services rendered to another NGO/CBO		
19	Income from business (shop, canteen, etc)		
20	Profit on special events (e.g., fair, concert, paying dinner)		
21	Voluntary donations from members		
22	Voluntary donations from Non-members		
23	Property income/endowment income		
24	Tax refunds		
25	Other: specify		
	<b>B. Divestment</b>		
26	Sale of land or buildings		
27	Sale of vehicles		
28	Sale of equipment or machinery (including computers)		
29			
30	<b>Total revenues</b>		



## 2. EXPENDITURES

Q123. Over the past 2 years, what have been [NGO]'s expenditures? ? [This question refers to expenditures for this facility only, whether a branch or stand alone NGO]

	All amounts in thousands of Taka	2002 or last completed fiscal year	2001 or preceding fiscal year	Tick here if data given per month
	<b>A. Recurrent expenditures</b>			
1	Program costs (what goes to the community: drugs, school books, etc)			
2	Wages/salaries/honorarium or full package			
3	Housing allowances			
4	Transport allowances			
5	Subsistence allowances and per diems to [NGO] staff and volunteers			
6	Subsistence allowances and per diems to [NGO] beneficiaries			
7	Utilities (electricity, water, etc.)			
8	Petrol/fuel			
9	Rent for land and buildings			
10	Transfers to mother NGO			
11	Payment to NGOs/CBOs for services rendered			
12	Payment to someone else for services rendered			
13	Grants/voluntary donation/contribution to another NGO/CBO/Church			
14	Interest on debt and financial charges (including leasing)			
15	Bribes			
16	Other costs			
	<b>B. Investments</b>			
17	Land and buildings			
18	Vehicles			
19	Equipment and machinery (including computers)			
20				
21				
22	<b>Total annual expenditures</b>			

Q124. What is [NGO]'s average per diem rate for staff? \_\_\_\_\_ Taka/day or \_\_\_\_\_ US\$/day

### 3. BORROWING

Q125. What is the borrowing situation of [NGO]?

	Loans/borrowed money from:	2002 or last completed fiscal year (Thousand)	2001 or preceding fiscal year (Thousand )	Interest rate
1	Bangladeshi/International NGO Borrowed			%
2	Remaining (Unpaid Principal)			
3	Mother NGO Borrowed			%
4	Remaining (Unpaid Principal)			
5	Local/national Government Borrowed			%
6	Remaining (Unpaid Principal)			
7	UN agency/Bilateral donor Borrowed			%
8	Remaining (Unpaid Principal)			
9	Bank/financial institution Borrowed			%
10	Remaining (Unpaid Principal)			
11				%
12				%

### G. FUNDING

Q126. Does [NGO] have a bank account with a cheque book? 1. Yes 2. No

Q127. Does [NGO] have a savings account? 1. Yes 2. No

Q128. Does [NGO] have an overdraft facility? 1. Yes 2. No

#### 1. CREDIT

Q129. Has [NGO] **ever** borrowed money? 1. Yes [*go to Q 130*] 2. No [*go to Q 131*]

130. From whom has [NGO] **ever** borrowed money? [*Circle all that apply*]

- 1) Mother NGO
- 2) Some Other Bangladeshi NGO
- 3) International NGO (e.g., Action Aid, World Vision, Oxfam)
- 4) National Government
- 5) Local Government
- 6) United Nations agency (e.g., UNICEF, UNDP, World Bank)
- 7) Bilateral donor (e.g., DfID, DANIDA, USAID)
- 8) Bank
- 9) Another financial institution (e.g., micro-finance institution, building society)
- 10) Other: \_\_\_\_\_

Q131. In **last 12 months**, has [NGO] applied for a loan? 1. Yes [*go to Q 133*] 2. No [*go to Q132*]

Q132. Why Not? [*Circle one. After answering this question, go to **Hire purchase***]

- 1) Banks/lenders do not lend to NGOs/Not-for-profit organizations
- 2) [NGO] has no way of repaying
- 3) No need for money
- 4) Interest rate too high
- 5) Loan application process too complicated/time-consuming
- 6) No collateral
- 7) Loan would have been opposed by government authority
- 8) Other: \_\_\_\_\_

Q133. Did you secure the loan? 1. Yes [*go to **Hire purchase***] 2. No [*go to Q 134*]  
3. Don't know, still waiting to hear [*go to **Hire purchase***]

Q134. Why Not? *[Circle one]*

- 1) Banks/lenders do not lend to NGOs/not-for-profit organizations
- 2) No collateral
- 3) Project deemed insufficiently promising by lender
- 4) Proposed loan was opposed by government authority
- 5) Other: \_\_\_\_\_

*[If [NGO] has secured a loan, make sure borrowing data was recorded in Q123 section F.]*

## **2. HIRE-PURCHASE**

135. Have you **ever** used hire-purchase/leasing to acquire vehicles or equipment?

1. Yes *[go to Q136]*
2. No *[go to Grants]*

136. Has [NGO] used hire-purchase/leasing in the **last 12 months**?

1. Yes *[go to Q137]*
2. No *[go to Grants]*

137. Over the last 12 months, what were:

- 1) the amount of investment financed by hire-purchase \_\_\_\_\_ Taka or \_\_\_\_\_US\$
- 2) the amount remaining to pay \_\_\_\_\_ Taka or \_\_\_\_\_US\$
- 3) the interest rate \_\_\_\_\_ % per year

## **3. GRANTS**

138. Has [NGO] **ever** received a grant? 1. Yes *[go to Q139]* 2. No *[go to NGOs without grant]*

139. From whom has [NGO] **ever** received a grant? *[Circle all that apply]*

- 1) Mother NGO
- 2) Some Other Bangladeshi NGO
- 3) International NGO (e.g., Action Aid, World Vision, Oxfam)
- 4) National Government
- 5) Local Government
- 6) United Nations agency (e.g., UNICEF, UNDP, World Bank)
- 7) Bilateral donor (e.g., DfID, DANIDA, USAID)
- 8) Other: \_\_\_\_\_

Q140. From whom has [NGO] received a grant in the **last 12 months**? *[Circle all that apply]*

- 1) Mother NGO
- 2) Some Other Bangladeshi NGO
- 3) International NGO (e.g., Action Aid, World Vision, Oxfam)
- 4) National Government
- 5) Local Government
- 6) United Nations agency (e.g., UNICEF, UNDP, World Bank)
- 7) Bilateral doNor (e.g., DfID, DANIDA, USAID)
- 8) Other: \_\_\_\_\_
- 9) No one

*[If circled number from 1 to 8 go to NGOs with a grant; if circled 9 go to NGOS without grant]*

## **4. NGOS WITHOUT GRANT**

Q141. In the last 12 months, has [NGO] applied for a grant? 1. Yes *[go to 4b]* 2. No *[go to 4a]*

### **4a. Never applied**

Q142. Why Not? *[Circle one]*

- 1) No need for money
- 2) grant application process too complicated/time-consuming
- 3) would be turned down anyway
- 4) other: \_\_\_\_\_

*[Go to H. Sub-contracting]*

**4b. Applied but unsuccessful**

Q143. To whom did [NGO] apply for a grant? *[Circle all that apply]*

- 1) Mother NGO
- 2) International NGO (*Specify*) .....
- 3) Bangladesh NGO
- 4) National Government
- 5) Local Government
- 6) United Nations agency (e.g., UNICEF, UNDP, World Bank)
- 7) Bilateral Donor (e.g., DfID, DANIDA, USAID)
- 8) Other: \_\_\_\_\_

Q144. How did you first find out that the grants were available? *[Circle one]*

- 1) Someone at the granting agency
- 2) Someone in another NGO
- 3) Someone else
- 4) Letter/call for proposals
- 5) Newspaper/add/poster/radio/TV
- 6) Web/internet
- 7) Through the Church
- 8) Other: specify \_\_\_\_\_

Q145. When was the last grant application filed? \_\_\_\_\_ month \_\_\_\_\_ year

Q146. For how much was this last grant application? \_\_\_\_\_, Taka or \_\_\_\_\_ US\$

Q147. When [NGO] applied, did the granting agency say how long the process would take?

1. Yes 2. No

Q148. *[If Yes]* How long did the granting agency say the process would take?

From \_\_\_\_\_ months to \_\_\_\_\_ months

Q149. When [NGO] applied, what documents did [NGO] submit? *[Circle all that apply]*

- 1) description of planned activities
- 2) budget
- 3) CV's
- 4) quotes for material inputs/equipment
- 5) timetable/working plan
- 6) [NGO]'s balance sheet and income statement
- 7) [NGO]'s cash flow projections
- 8) evidence of a beneficiaries' needs assessment
- 9) other, specify \_\_\_\_\_

Q150. Was this grant application submitted in partnership with a line ministry? 1. Yes 2. No.

Q151. *[If No]* Did you obtain written approval/letter of support from a line ministry?

1. Yes 2. No

Q152. Was this grant application submitted in partnership with local government? 1. Yes 2. No.

Q153. *[If No]* Did you obtain written approval/letter of support from local government?

1. Yes 2. No

Q154. In your opinion, was the grant allocation process fair and objective? 1. Yes 2. No.

Q155. Was the grant application turned down or are you still waiting to hear?

1. it was turned down *[go to Q156]*
2. still waiting to hear *[go to H. Sub-contracting]*

Q156. When did you hear that the grant application turned down? \_\_\_\_\_ month \_\_\_\_\_ year

Q157. Why was [NGO]'s grant application turned down? *[Circle one]*

- 1) project deemed insufficiently promising by grant agency
- 2) [NGO] has insufficient experience
- 3) work plan opposed by local government authorities
- 4) budget too high/project too expensive
- 5) no reason given
- 6) other: \_\_\_\_\_ *[Go to H. Sub-contracting]*

## 5. NGOS WITH A GRANT: LATEST GRANT

Q158. Who was this grant from? *[Circle one. If more than one grant, use latest grant received.]*

- 1) Mother NGO
- 2) Some Other Bangladeshi NGO
- 3) International NGO (e.g., Action Aid, World Vision, Oxfam)
- 4) National Government
- 5) Local Government
- 6) United Nations agency (e.g., UNICEF, UNDP, World Bank)
- 7) Bilateral donor (e.g., DfID, DANIDA, USAID)
- 8) Other: \_\_\_\_\_

Q159. How did you **first** hear about this grant? *[Circle all that apply]*

- 1) Someone at the granting agency told/approached [NGO]
- 2) Someone in another NGO told [NGO]
- 3) Someone else told [NGO]
- 4) Letter from granting agency/call for proposals
- 5) Newspaper/add/poster/radio/TV
- 6) Web/internet
- 7) Through a mosque/church/religious organization
- 8) Other: specify \_\_\_\_\_

Q160. Did you apply for this grant or was it given to [NGO] without a formal application?

1. Applied formally *[Go to 5a]* 2. Did Not formally apply *[Go to 5b]*

### 5a. Application process

Q161. When was the grant application (first) filed? \_\_\_\_\_ month \_\_\_\_\_ year

Q162. When was the grant application approved? \_\_\_\_\_ month \_\_\_\_\_ year

Q163. When [NGO] applied, did the granting agency say how long the process would take?

1. Yes 2. No

Q164. *[If Yes]* How long did the granting agency say the process would take?

From \_\_\_\_\_ months to \_\_\_\_\_ months

Q165. When [NGO] applied, what documents did [NGO] submit? *[Circle all that apply]*

- 1) description of planned activities
- 2) budget
- 3) CV's
- 4) quotes for material inputs/equipment
- 5) timetable/working plan
- 6) [NGO]'s balance sheet and income statement
- 7) [NGO]'s cash flow projections
- 8) evidence of a beneficiaries' needs assessment
- 9) other, specify \_\_\_\_\_

Q166. Was this grant application submitted in partnership with a line ministry? 1. Yes 2. No.

Q167. *[If No]* Did you obtain written approval/letter of support from a line ministry?

1. Yes 2. No

Q168. Was this grant application submitted in partnership with local government? 1. Yes 2. No.

Q169. *[If No]* Did you obtain written approval/letter of support from local government?

1. Yes 2. No

Q170. In your opinion, was the grant allocation process fair and objective?

1. Yes 2. No

### 5b. Disbursement and assessment

Q171. How much was the grant? \_\_\_\_\_, Taka or \_\_\_\_\_ US\$

Q172. When was the first money disbursed? \_\_\_\_\_ month \_\_\_\_\_ year

Q173. Until when does the grant run? \_\_\_\_\_ month \_\_\_\_\_ year Q172.

Q174 How much has been disbursed so far? \_\_\_\_\_, Taka or \_\_\_\_\_ US\$

- Q175. Is this grant renewable? 1. Yes 2. No
- Q176. What are the reporting requirements for this grant? *[Circle all that apply and tick]*
- 1) Final report at end
  - 2) Progress report: annually [ ] half-yearly [ ] quarterly [ ] monthly [ ]
  - 3) Final accounts
  - 4) Interim accounts: annually [ ] half-yearly [ ] quarterly [ ] monthly [ ]
  - 5) Other, specify \_\_\_\_\_
- Q177. Has the granting agency ever visited [NGO] or the site of your activities? 1. Yes 2. No
- Q178. *[If Yes]* How many times? \_\_\_\_\_ per \_\_\_\_\_ *[1. Day 2. Week 3. Month 4. Year 5. Ever]*
- Q179. Has the granting agency ever conducted an assessment with target group or host community in regard to services provided under this grant? 1. Yes 2. No
- Q180. *[If Yes]* How many times? \_\_\_\_\_ per \_\_\_\_\_ *[1. Day 2. Week 3. Month 4. Year 5. Ever]*
- Q181. Is the money from this grant channelled through local government?  
1. Yes *[go to Q 182]* 2. No *[go to H. Sub-contracting]*
- Q182. Has [NGO] ever had problems getting the local government to disburse funds to [NGO]?  
1. Yes 2. No
- Q183. Have you ever paid bribes to get the funds released? 1. Yes 2. No
- Q184. What percentage of the value of the grant did these bribes represent? \_\_\_\_\_%  
*[If respondent unsure about percentage, use beans to obtain an approximation]*

## H. SUB-CONTRACTING

- Q185. Has [NGO] ever been paid to provide a service on behalf of another organization?  
1. Yes 2. No *[If No, go to next section I. Networks]*
- Q186. With which organization was this arrangement?  
*[Circle one. If more than one arrangement, focus on the most recent]*
- 1) Some Other Bangladeshi NGO
  - 2) International NGO (e.g., Action Aid, World Vision, Oxfam)
  - 3) National Government
  - 4) Local Government
  - 5) United Nations agency (e.g., UNICEF, UNDP, World Bank)
  - 6) Bilateral donor (e.g., DfID, DANIDA, USAID)
  - 7) Other: \_\_\_\_\_
- Q187. When did the arrangement begin? \_\_\_\_\_ month \_\_\_\_\_ year
- Q188. When did you receive the first money under this arrangement? \_\_\_\_\_ month \_\_\_\_\_ year
- Q189. Does the arrangement have a set ending date? 1. Yes 2. No
- Q190. *[If Yes]* When does/did the arrangement end? \_\_\_\_\_ month \_\_\_\_\_ year
- Q191. Is this contract renewable? 1. Yes 2. No
- Q192. In total, how much money do you expect to receive under this arrangement?  
\_\_\_\_\_, Taka or \_\_\_\_\_ US\$ \_\_\_\_\_ *[1. Day 2. Week 3. Month 4. Year 5. Total]*
- Q193. In total, how much money has [NGO] received so far under this arrangement?  
\_\_\_\_\_, Taka or \_\_\_\_\_ US\$
- Q194. When the arrangement was organized, what did [NGO] submit? *[Circle all that apply]*
- 1) description of planned activities
  - 2) budget
  - 3) CV's
  - 4) quotes for material inputs/equipment
  - 5) timetable/working plan
  - 6) [NGO]'s balance sheet
  - 7) [NGO]'s income statement
  - 8) [NGO]'s cash flow projections
  - 9) evidence of a beneficiaries' needs assessment
  - 10) other, specify \_\_\_\_\_

Q195. What are the reporting requirements for this arrangement?

- 1) Final report at end
- 2) Progress report: annually [ ] half-yearly [ ] quarterly [ ] monthly [ ]
- 3) Final accounts
- 4) Interim accounts: annually [ ] half-yearly [ ] quarterly [ ] monthly [ ]
- 5) Other, specify \_\_\_\_\_

Q196. Has the paying agency ever visited [NGO] or the site of your activities? 1. Yes 2. No

Q197. *[If Yes]* How many times? \_\_\_\_\_ per \_\_\_\_\_ *[1. Day 2. Week 3. Month 4. Year 5. Ever]*

Q198. Has the paying agency ever conducted an assessment with target group or host community in regard to services provided under this arrangement? 1. Yes 2. No

Q199. *[If Yes]* How many times? \_\_\_\_\_ per \_\_\_\_\_ *[1. Day 2. Week 3. Month 4. Year 5. Ever]*

Q200. Is the money from this arrangement channelled through local government?

1. Yes 2. No *[go to next section]*

Q201. Has [NGO] you ever had problems getting the local government to disburse funds to you?

1. Yes 2. No

Q202. Have you ever paid bribes to get the funds released? 1. Yes 2. No

Q203. What percentage of the value of the arrangement did these bribes represent? \_\_\_\_\_%

*[If respondent unsure about percentage, use beans to obtain an approximation]*

## **I. NETWORKS AND UMBRELLA ORGANIZATIONS**

### **1. BANGLADESH NETWORKS AND UMBRELLA ORGANIZATIONS**

Q204. Is [NGO], a member NGO Forum, ADAB, FND, or any other NGO umbrella organization?

1. Yes 2. No *[go to question 207]*

Q205. Which ones? *[Circle all that apply]*

- 1) NGO Forum
- 2) FND
- 3) ADAB
- 4) Other *(specify)* \_\_\_\_\_

Q206. Does the network or umbrella organization(s) provide any of the following services to [NGO] (Question refers to services received by this facility, whether a branch or stand alone NGO)?

*[Circle all that apply]*

- 1) organization of meetings and conferences
- 2) constitution of an information data base for the use of its members
- 3) mail, email, fax, and telephone services for [NGO]
- 4) complimentary use of buildings and offices for [NGO]'s own purposes
- 5) complimentary use of vehicles and/or equipment for [NGO]'s own purposes
- 6) other: specify \_\_\_\_\_

### **2. International and regional NGO networks**

Q207. Is [NGO] member of an international NGO network?

1. Yes 2. No *[go to next section]*

Q208. Which?: *(name)* \_\_\_\_\_

Q209. Does the international or regional NGO network(s) provide any of the following services?

*[Circle all that apply] (Question refers to services received by this facility, whether a branch or stand alone NGO)*

- 1) organization of meetings and conferences
- 2) constitution of an information data base for the use of its members
- 3) mail, email, fax, and telephone services for [NGO]
- 4) complimentary use of buildings and offices for [NGO] own work
- 5) complimentary use of vehicles and/or equipment by [NGO] for its own purposes

6) other: specify \_\_\_\_\_

## **J. SELF-ASSESSMENT AND RELATIONSHIP WITH LOCAL GOVERNMENT**

*[Throughout this section, be careful not to lead the respondent.]*

Q210. How does [NGO] find out the needs of the communities it helps? *[Circle all that apply]*

- 1) observation and experience of staff and volunteers
- 2) learn from other NGOs
- 3) learn from the local government
- 4) learn from opinion leaders in host community(ies)
- 5) from surveys run by [NGO]
- 6) from surveys run by other organizations
- 7) participatory workshops with community members
- 8) other, specify \_\_\_\_\_

Q211. Does [NGO] involve host communities in the actual delivery of services or the execution of projects? 1. Yes 2. No

Q212.

*[If Yes]* Are involved community members paid? 1. Yes 2. No

Q213. Who are the community members that [NGO] involves in service delivery or project execution? *(circle one)*

- 1) Mostly community leaders
- 2) Other people chosen by the community
- 3) Other people chosen by [NGO]

Q214. In project execution, which decisions are made primarily through community involvement? *(circle all that apply)*

- 1) Which staff participate
- 2) Which community members benefit
- 3) What technologies are used
- 4) How much users pay
- 5) Responsibility for maintenance
- 6) Other \_\_\_\_\_

Q215. How does [NGO] evaluate how it fulfills the needs of the communities it assists?

*[Circle all that apply]*

- 1) evaluation by mother NGO representative
- 2) observation and experience of staff and volunteers
- 2) feedback from other NGOs
- 3) feedback from local Government
- 4) feedback from opinion leaders in host communities
- 5) from surveys run by [NGO]
- 6) from surveys run by other organizations
- 7) participatory review with community members
- 8) beneficiary assessment
- 9) other, specify \_\_\_\_\_

Q216. Are the results of these evaluations provided to the mother NGO? 1. Yes 2. No

Q217. What constraints prevent [NGO] from doing an even better job? *[Circle all that apply, then rank in order of importance; 1= most important, 2= second most important, etc]*

- 1) lack of skilled staff..... \_\_\_\_rank
- 2) lack of equipment..... \_\_\_\_rank
- 3) lack of vehicles..... \_\_\_\_rank
- 4) lack of funds..... \_\_\_\_rank
- 5) telephone..... \_\_\_\_rank
- 6) electricity/water distribution..... \_\_\_\_rank
- 7) restrictions on what [NGO] is allowed to do by mother [NGO]..... \_\_\_\_rank
- 8) restrictions on what [NGO] is allowed to do by national government..... \_\_\_\_rank



- 9) restrictions on what [NGO] is allowed to do by local government..... \_\_\_\_rank  
 10) insecurity..... \_\_\_\_rank  
 11) other: specify \_\_\_\_\_ \_\_\_\_rank
- Q218. Is there is a role for government in helping [NGO] address these constraints? 1. Yes 2. No
- Q219. *[If Yes] What could the government do to help [NGO]? [Circle all that apply, then rank according to the priority the government should place on them; 1 = highest priority, etc]*
- 1) funding to [NGO] ..... \_\_\_\_rank  
 2) training to [NGO] ..... \_\_\_\_rank  
 3) financial assistance (e.g., land free of charge, import tax refund)..... \_\_\_\_rank  
 4) improve information sharing between government and NGOs..... \_\_\_\_rank  
 5) involve NGOs more in service delivery..... \_\_\_\_rank  
 6) involve NGOs more in decision making / planning..... \_\_\_\_rank  
 7) improve regulatory environment, reduce 'red tape' ..... \_\_\_\_rank  
 8) improve telephones..... \_\_\_\_rank  
 9) improve electricity/water distribution..... \_\_\_\_rank  
 10) take over [NGO] projects when [NGO] funding runs out..... \_\_\_\_rank  
 11) other, specify: \_\_\_\_\_ \_\_\_\_rank

Q220. In general, do you find the staff with whom you interact in the national government to be a help or a hindrance? 1. Help 2. Hindrance 3. Both 4. Neither

Q221. In general, do you find the local government staff with whom you interact to be a help or a hindrance? 1. Help 2. Hindrance 3. Both 4. Neither

Q222. Do you think that local government staff face their own constraints that make it difficult for them to help you? 1. Yes 2. No

Q223. In your opinion, what sort of constraints do they face? *[Circle all that apply]*

- 1) too busy / short of time  
 2) turnover of elected officials/lack of follow-up  
 3) lack of training  
 4) underpaid  
 5) lack of equipment  
 6) lack of funds  
 7) constraints dictated by national government/bureaucracy  
 8) other, specify: \_\_\_\_\_

Q224. Do you think that local government staff feel resentment towards NGOs in general?

1. Yes *[go to Q 225]* 2. No *[go to K. Governance structure]*

Q225. Why? *[Circle all that apply]*

- 1) they get paid very little  
 2) they are often paid late  
 3) they do not have the resources they need to do their jobs well  
 4) they are in competition for community loyalty  
 5) other, specify \_\_\_\_\_

Q226. Do you think that national government staff feel resentment towards NGOs in general?

1. Yes *[go to Q 227]* 2. No *[go to K. Governance structure]*

Q227. Why? *[Circle all that apply]*

- 1) they get paid very little  
 2) they are often paid late  
 3) they do not have the resources they need to do their jobs well  
 4) they are in competition for community loyalty  
 5) other, specify \_\_\_\_\_

## K. GOVERNANCE STRUCTURE

### 1. REGISTRATION AND MINISTRY PARTNERSHIPS

- Q228. Is [NGO] or its mother NGO registered with the NGO Affairs Bureau?  
1. Yes 2. No
- Q229. Is [NGO] or its mother NGO registered with the Directorate of Social Welfare?  
1. Yes 2. No
- Q230. Is [NGO] or its mother NGO registered with the Directorate of Women's Affairs?  
1. Yes 2. No
- Q231. In what year was it first registered with the NGO Affairs Bureau? \_\_\_\_\_ year
- Q232. When did [NGO] last renew its registration? \_\_\_\_\_ year
- Q233. Is [NGO] registered under the Company's Act? 1. Yes 2. No
- Q234. Is [NGO] in partnership with any of the following agencies? *[Circle all that apply]*  
Note: Please check these agencies
- 1) Ministry of Education
  - 2) Ministry of Health and Family Planning
  - 3) Ministry of Home Affairs
  - 4) Ministry of Labor and Employment
  - 5) Ministry of Ministry Planning
  - 6) Ministry of Social Welfare
  - 7) Ministry of Women's and Children's Affairs
  - 8) Local government/thana officials
  - 9) Other line Ministry, specify \_\_\_\_\_
- Q235. Does [NGO] have a memorandum of understanding with a government agency? 1. Yes 2. No
- Q236. *[If Yes]* Which one(s)? *[Circle all that apply]*
- 1) Ministry of Education
  - 2) Ministry of Health and Family Planning
  - 3) Ministry of Home Affairs
  - 4) Ministry of Labor and Employment
  - 5) Ministry of Ministry Planning
  - 6) Ministry of Social Welfare
  - 7) Ministry of Women's and Children's Affairs
  - 8) Local government/thana officials
  - 9) Other line Ministry, specify \_\_\_\_\_
- Q237. Since its creation, has [NGO] ever been visited by: *[Circle all that apply]* ( For answer 3, use of multiple codes for more than one Ministry is acceptable ; donor name if needed for answer 5)
- 1) NGO Affairs Bureau
  - 2) Thana/Local government representatives
  - 3) Representative of Ministry: which \_\_\_\_\_ *[use number code from Q235]*
  - 4) Other public body: \_\_\_\_\_
  - 5) Donors: which \_\_\_\_\_

## 2. REPORTING

### 2a. Annual report

- Q238. Does [NGO] produce an annual report? 1. Yes 2. No *[go to 2b]*
- Q239. When was the last annual report produced? \_\_\_\_\_ month \_\_\_\_\_ year
- Q240. Was this annual report shown/given to any of the following: *[Circle all that apply]*
- 1) Members of [NGO]
  - 2) Funding agency
  - 3) Thana officials/local government
  - 4) Other body: \_\_\_\_\_
- Q241. Is [NGO]'s annual report available to the public if they ask for it? 1. Yes 2. No  
*[If Yes, ask the respondent for a copy]*

## **2b. Balance sheet and income statement**

Q242. Does [NGO] prepare a balance sheet and income statement?

1. Yes 2. No *[go to next sub-section]*

Q243. When were the last balance sheet and income statement prepared? \_\_\_\_ month \_\_\_\_ year

Q244. Were these accounts externally audited? 1. Yes 2. No

Q245. Were these accounts shown/given to any of the following: *[Circle all that apply]*

- 1) Members of [NGO]
- 2) Funding agency
- 3) Thana officials/local government
- 4) Other body: \_\_\_\_\_

Q246. Are [NGO]'s annual accounts available to the public if they ask for it? 1. Yes 2. No

*[If Yes, ask the respondent for a copy]*

## **3. TAX EXEMPTIONS**

Q247.1 Is [NGO] exempt from paying tax/VAT on any of its supplies? 1. Yes 2. No

Q247.2 *[If yes]* Which supplies? \_\_\_\_\_

Q248. Is [NGO] exempt from import tariffs on the vehicles and equipment it imports?

1. Yes 2. No

Q249. Did a line ministry ever pay for or refund an import tax for equipment/goods imported by [NGO]? 1. Yes 2. No

Q250. Does [NGO] pay taxes on the grant(s) it receives? 1. Yes 2. No

## **4. OVERSIGHT COMMITTEE**

**[we may include some questions about local community oversight of branches]**

Q251. Does [NGO] have a committee that oversees its activities? 1. Yes 2. No

Q251.1. Do any relatives of the manager sit on this committee? 1. Yes 2. No

Q252. Does [NGO] have an Executive Committee? 1. Yes 2. No.

Q253. Do any relatives of the manager sit on the Executive Committee? 1. Yes 2. No.

Q254. *[If Yes]* How many trustees does [NGO] currently have? \_\_\_\_\_

Q255. Does [NGO] have a Board of Directors? 1. Yes 2. No

Q256. Do any relatives of the manager sit on the Board of Directors? 1. Yes 2. No.

Q257. *[If Yes]* How many people are on the board of directors? \_\_\_\_\_

Q258. How was the current director/head/manager of [NGO] appointed? *[Circle one]*

- 1) self-appointed
- 2) elected by oversight committee/board of trustees
- 3) elected by members
- 4) appointed by mother [NGO] (in case respondent NGO is a subsidiary of another NGO)
- 5) appointed by government
- 6) other: \_\_\_\_\_

## **5. MEMBERS**

Q259. Does [NGO] have members/a membership system?

1. Yes *[Go to Q260]* 2. No *[Go to next subsection]*

Q260. What kind of members does [NGO] have? *[Circle all that apply]*

- 1) Men
- 2) Women
- 3) NGOs
- 4) CBOs
- 5) Other: \_\_\_\_\_

Q261. Approximately how many members:

- 1) does [NGO] have now? \_\_\_\_\_
- 2) did [NGO] have at end of 2000? \_\_\_\_\_
- 3) did [NGO] have at end of 1995? \_\_\_\_\_

Q262. Does [NGO] provide services only to its members?

1. Members only
2. Members and non-members
3. Non-members only

Q263. Does [NGO] accept new members? 1. Yes 2. No

Q264. *[If yes]* How does one become a new member? *[Circle all that apply]*

- 1) formal registration (i.e., they fill a form)
- 2) payment of fee
- 3) screening by [NGO] staff/volunteers/members
- 4) recommendation by other members
- 5) religious conversion/baptism/born again
- 6) other: \_\_\_\_\_

Q265. What is expected of members? *[Circle all that apply and fill whenever applicable. For this question, amounts are entered in Taka, NOT in thousands of Taka. Specify range.]*

- 1) pay a membership fee: from \_\_\_\_\_ to \_\_\_\_\_ Taka/per \_\_\_\_\_ *[frequency code]*
- 2) make a donation: from \_\_\_\_\_ to \_\_\_\_\_ Taka/per \_\_\_\_\_ *[frequency code]*
- 3) volunteer their time for the [NGO]: from \_\_\_\_\_ to \_\_\_\_\_ Hours/ per \_\_\_\_\_ *[frequency code]*
- 4) other: \_\_\_\_\_

Q266. Does [NGO] hold a general meeting? 1. Yes 2. No *[if No, go to Q269]*

Q267. When was the last general meeting held? \_\_\_\_\_ month \_\_\_\_\_ year

Q268. How many members came to the last general meeting? \_\_\_\_\_

Q269. Is a vote of members required for [NGO] to undertake the following?

*[Circle all that apply]*

- 1) Undertake new activities
- 2) Expand into another area
- 3) Purchase a building
- 4) Hire a new director
- 5) Hire or fire staff

## 6. AUTHORIZATIONS

Q270. Does an [NGO] oversight committee/board of trustees have to meet and agree before [NGO] can undertake the following? *[Circle all cases that require such a meeting]*

- 1) Expand into new activities
- 2) Expand into another area
- 3) Purchase a building
- 4) Hire or fire staff

Q271. Does [NGO] need to obtain the authorization of an outside body before [NGO] can undertake the following: *[Circle all cases that require such authorization. Then enter code of body needed to authorize. More than one code can be entered if needed.]*

*[Code: 1. Mosque /religious authority 2. NGO Affairs Bureau 3. Thana/Local Government authorities 4. Grant agency/donor 5. External Relations Division of Ministry of Finance 6. Other Ministry \_\_\_\_\_ 7. Other: \_\_\_\_\_]:*

- 1) Undertake new activities *(if Yes, which?)* \_\_\_\_\_ code
- 2) Expand into another area *(if Yes, which?)* \_\_\_\_\_ code
- 3) Purchase a building *(if Yes, which?)* \_\_\_\_\_ code
- 4) Hire a new director *(if Yes, which?)* \_\_\_\_\_ code
- 5) Hire or fire staff *(if Yes, which?)* \_\_\_\_\_ code

## K. LEADERSHIP

- Q272. What is the name of the director/head/manager of [NGO]: \_\_\_\_\_ *[hereafter manager; if respondent is manager, ask about respondent]*
- Q273. Gender of [manager]: 1. Male 2. Female
- Q274. Approximately how old is [manager]? \_\_\_\_\_ years
- Q275. Is [manager] a Bangladeshi national? 1. Yes 2. No
- Q276. How many local languages does [manager] speak? \_\_\_\_\_ number
- Q277. What was the highest level of education achieved by the [manager]?  
1: No formal education *[go to 243]* 2: primary 3: secondary 4: tertiary/university
- Q278. And how many years did he/she complete at that level? \_\_\_\_\_ years
- Q279. Is the [manager] a lay person or does he/she hold a religious title?  
1. Lay person 2. Priest/minister/mollah 3. Nun/monk/sister/brother 4. Other \_\_\_\_\_
- Q280. Is the manager married? 1. Yes 2. No
- Q281. *[If married]* What is the main occupation of [manager]'s spouse? *[Circle one]*  
1) Housewife  
2) Farming  
3) Trade  
4) Own business  
5) Employee of private enterprise  
6) Civil servant  
7) Retired  
8) Student  
9) Staff member/volunteer in [NGO]  
10) Other \_\_\_\_\_
- Q282. Does [manager] have close relatives living outside Bangladesh? 1. Yes 2. No
- Q283. What is (was if deceased or retired) the main occupation of the father of [manager]?  
1) Farming  
2) Trade  
3) Other business  
4) Employee of private enterprise  
5) Civil servant  
6) Retired  
7) Student  
8) Staff member/volunteer in [NGO]  
9) Other \_\_\_\_\_
- Q284 *[If [NGO] is a branch of a larger NGO]*: Did the manager work for the headquarters office or for another branch prior to becoming manager of [NGO]?  
1. Yes 2. No
- Q285. In your opinion, what would best characterize the social status of the [manager]'s parent?  
1) One of the richest families of Bangladesh  
2) A wealthy family  
3) A middle-class family  
4) A poor family
- Q286. How long has [manager] been with [NGO]? \_\_\_\_\_ years
- Q287. Did [manager] travel outside Bangladesh prior to joining [NGO]? 1. Yes 2. No.
- Q288. Did [manager] work in another NGO prior to joining [NGO]?  
1. Yes *[go to Q 289]* 2. No *[go to Q 290]*
- Q289. For how many years? \_\_\_\_\_ years
- Q290. Did [manager] work in government prior to joining [NGO]?  
1. Yes *[go to Q 291]* 2. No *[go to Q 292]*
- Q291. For how many years? \_\_\_\_\_ years
- Q292. How many civil servants in national government/line ministries did [manager] know before joining [NGO]? \_\_\_\_\_
- Q293. How many civil servants in local government did [manager] know before joining [NGO]? \_\_\_\_\_

- Q294. Is the [manager] involved in any other NGOs apart from [NGO]? 1. Yes 2. No
- Q295. *[If Yes]* How many other NGOs? \_\_\_\_\_
- Q296. Does [manager] have an occupation other than managing [NGO]? 1. Yes 2. No
- Q297. *[If Yes]* What kind of occupation: *[Circle one]*
- 1) professional (doctor, lawyer, professor)
  - 2) civil servant
  - 3) trader/business
  - 4) farming
  - 5) other: \_\_\_\_\_

## I. COMMENTS

That is the last of our questions. Thank you for your patience. Your participation in this national survey of NGOs is appreciated. Would you like to make any comments about the survey or any other comments about the functions of the NGOs in Bangladesh?

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Interviewer's comments:

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