**Modern NGO Survey**

*Please acknowledge Microsoft’s privacy statement below\**

As part of Microsoft’s modern NGO campaign to empower non-profits through Microsoft tools and services, we are conducting a survey to establish how technology is helping NGOs. As part of our decision-making process we want to know what challenges and constraints you face when implementing technology, what programmes and tools are most useful, and what accomplishments you have been able to achieve. Your participation is important to our ongoing objective of empowering NGOs to do more, and unlocking the bottlenecks so that you can continue to make a positive impact.

It should not take more than 5 minutes to fill out. Please answer the following by circling the correct answer, or highlighting if you are filling out electronically. For the open-ended questions, please provide a sentence.

1. **How has technology improved your operations? Please share a real-life story of a before and after scenario**
2. **Have you seen technology directly impacting the lives of the people you help? Can you share an example?**
3. **How has technology helped your employees? Have you noticed a change in their attitude towards work?**
4. **Did you face any internal opposition towards bringing technology into your organisation?**
5. **What is your understanding of cloud computing?**

**6. How do you use technology?**

* Enhanced communication through Skype calls with other offices and field officers
* Data collection and analysis
* Collaboration with Office 365
* Fund raising through digital campaigns
* Creation of videos and marketing material
* Engaging with constituents, volunteers and donors
* Keeping sensitive data secure
* Developing applications for your beneficiaries
* Other, please state

**7. How many employees and field workers have access to devices?**

* 0 – 30%
* 30 – 60%
* 60% - 80%
* 80% and above

**8. What percentage of field workers are using technology to better serve their cause?**

* 0 – 30%
* 30 – 60%
* 60% - 80%
* 80% and above

**8. What is the biggest constraint when it comes to implementing technology – please rate on a scale of 1 – 4, with 1 being the biggest constraint and 4 being the least constraint**

* Lack of funding
* Resistance to bringing technology into the organisation
* Lack of in-house skills
* Poor internet connection
* Other, please state

**9. How important do you think technology is to the NGO sector?**

* Very important
* Somewhat important
* Not important

**10. What tools do you find the most useful?**

* Skype for Business, for communicating
* Excel and Power BI for data gathering and analysis
* OneDrive for sharing documents and information
* Word and PowerPoint for creating fundraising materials
* Other, please state

**11. What devices do you mainly use within your NGO?**

* + - Tablets
    - PCs
    - Laptops
    - Mobile

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