

EMERGING WORLD

Virtual Engagement and Support for Partners

Survey Outputs

April 2020

Introduction

We recently carried out a survey to get a sense of the context that our partner organisations find themselves in as a result of Covid-19 and how it has impacted their work.

We asked our partner contacts to let us know what they are going through as well as their needs. In total we reached out to contacts at 66 partner organizations and received 39 responses from 32 different organisations.

Contents



1

Demographics

2

Impact on Work and Needs

3

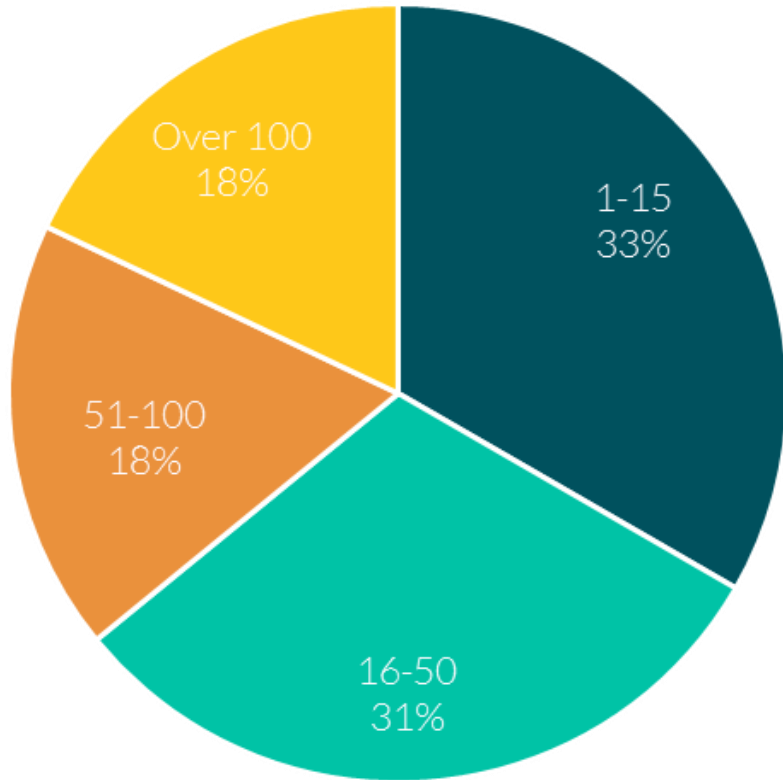
Readiness for Receiving Support

4

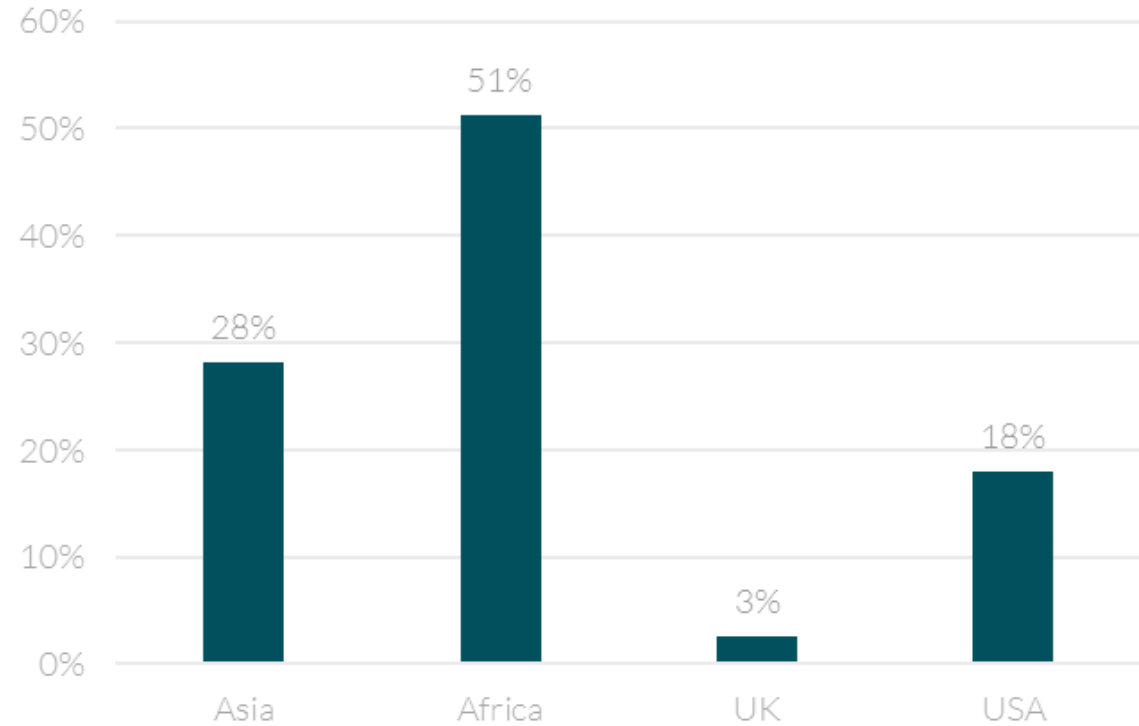
Conclusions

Demographics

Organisation Size

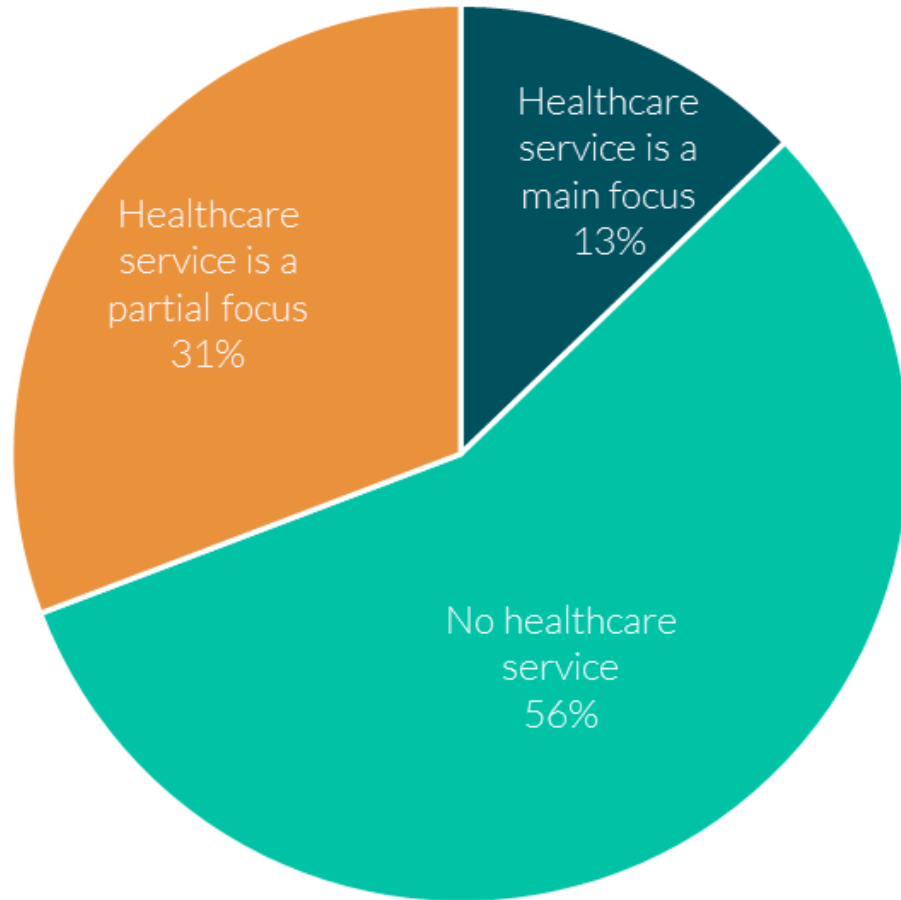


Global Location



39 partner contacts from Africa, Asia and America and UK completed the survey, representing 32 organizations. 80% of their organisations have a paid staff size of less than 100.

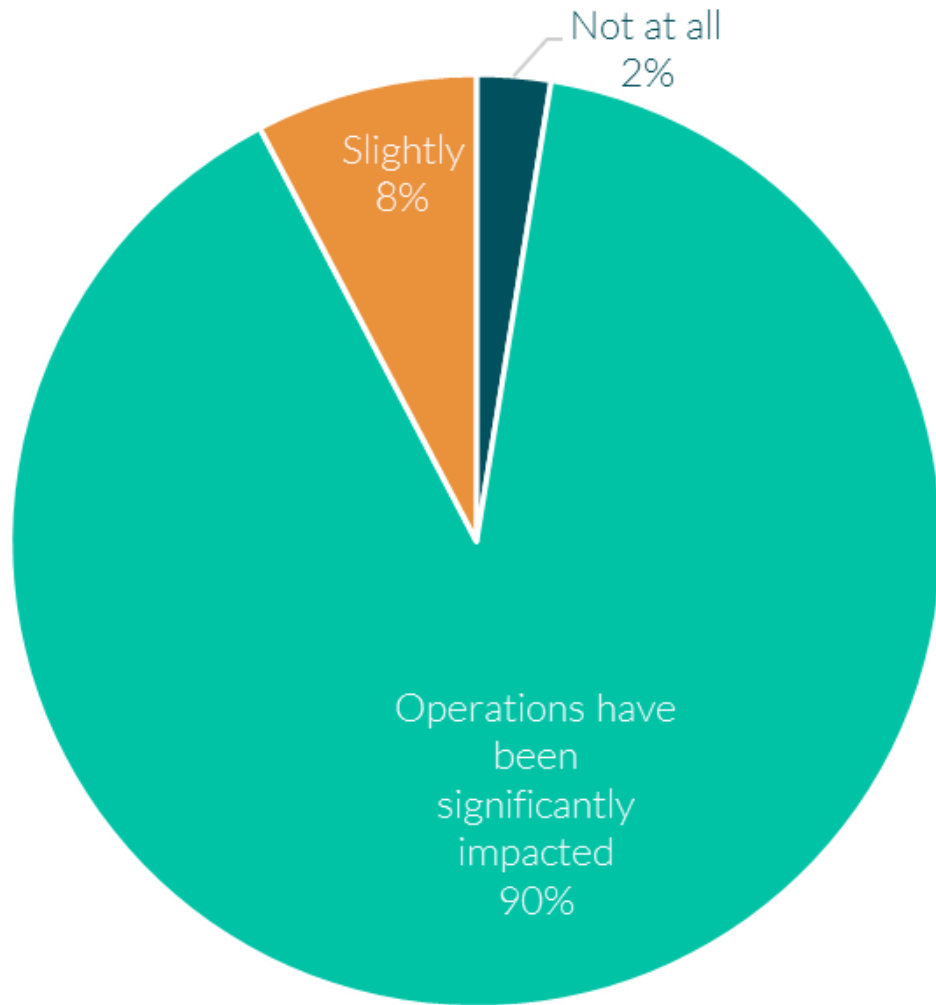
Sector: Focus on providing healthcare services



We were interested to understand if organisations that provide healthcare services responded differently to the survey given the current times we are living in. 44% of respondents stated that their organisations' normal activities focused on healthcare services. The term "healthcare" is more holistic and includes services that focus on wellbeing.

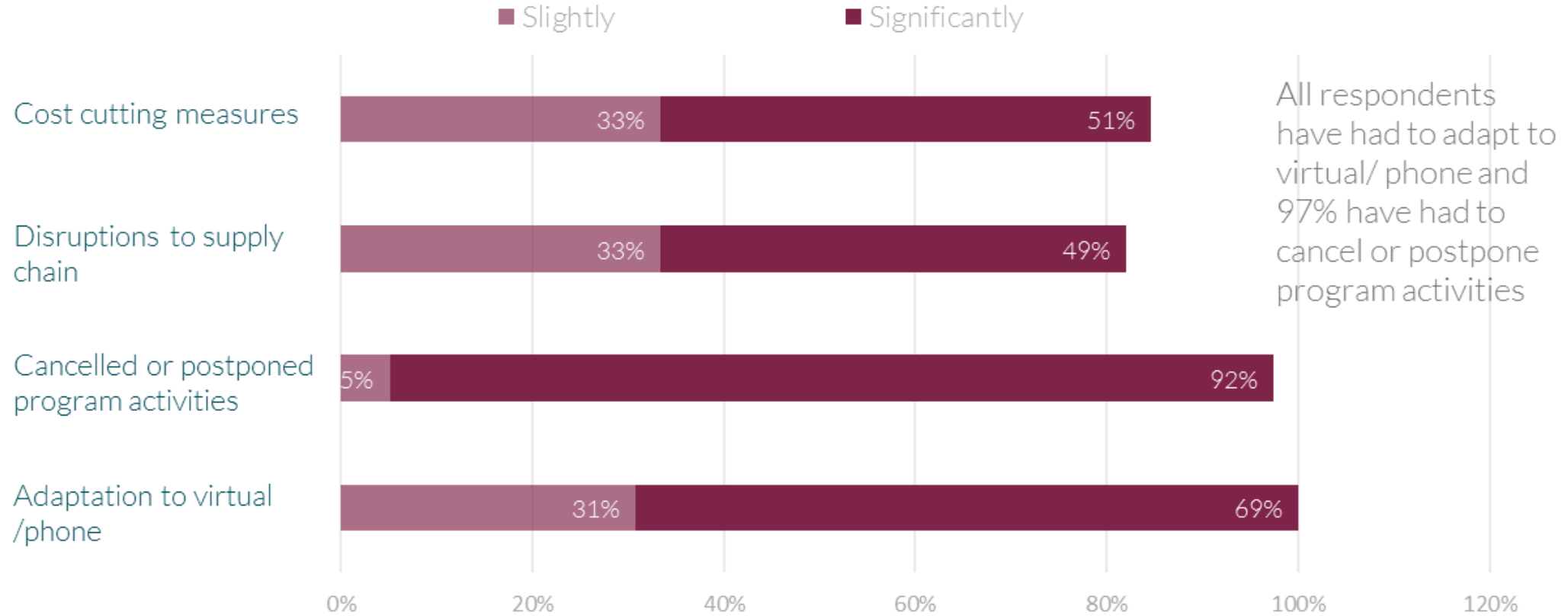
Impact on Work and Needs

Impact on operations

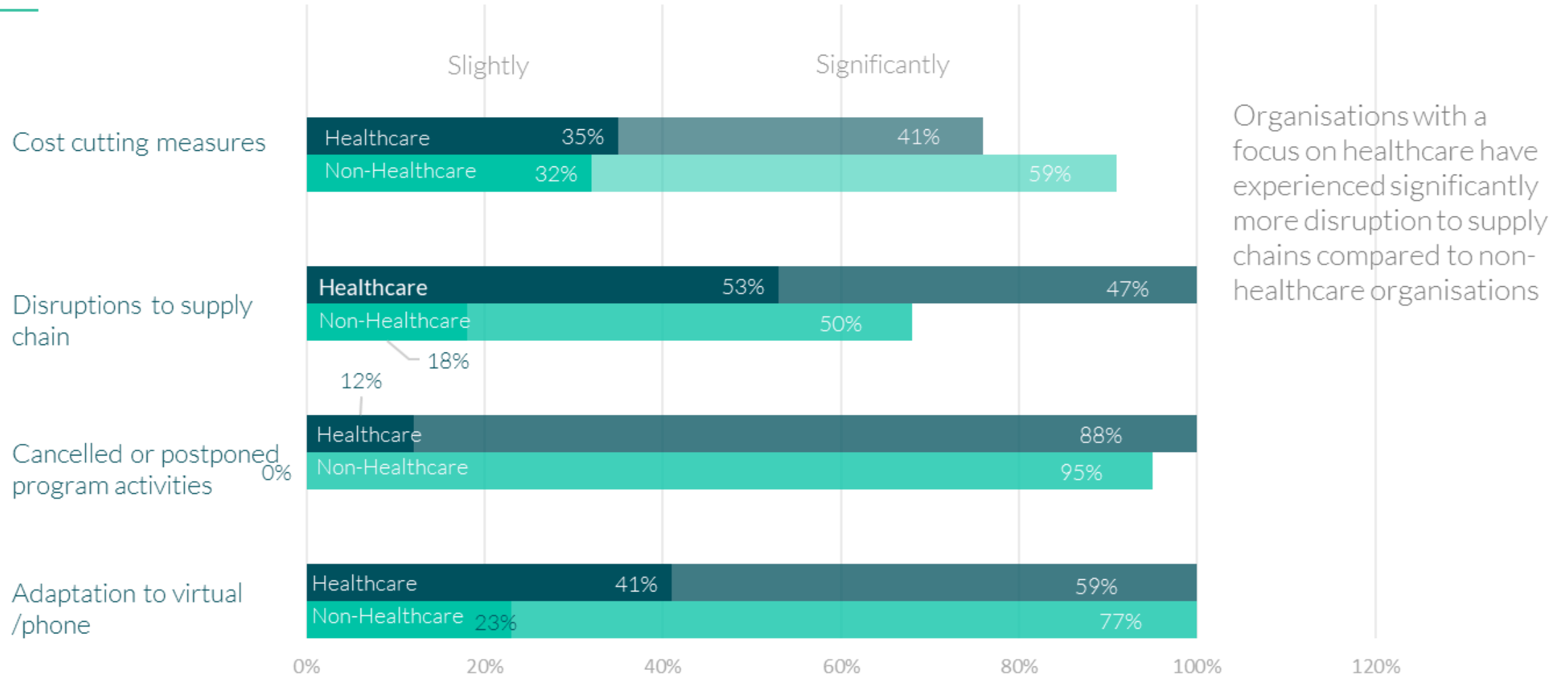


90% of respondents felt that their organisations' operations have been significantly impacted by this pandemic

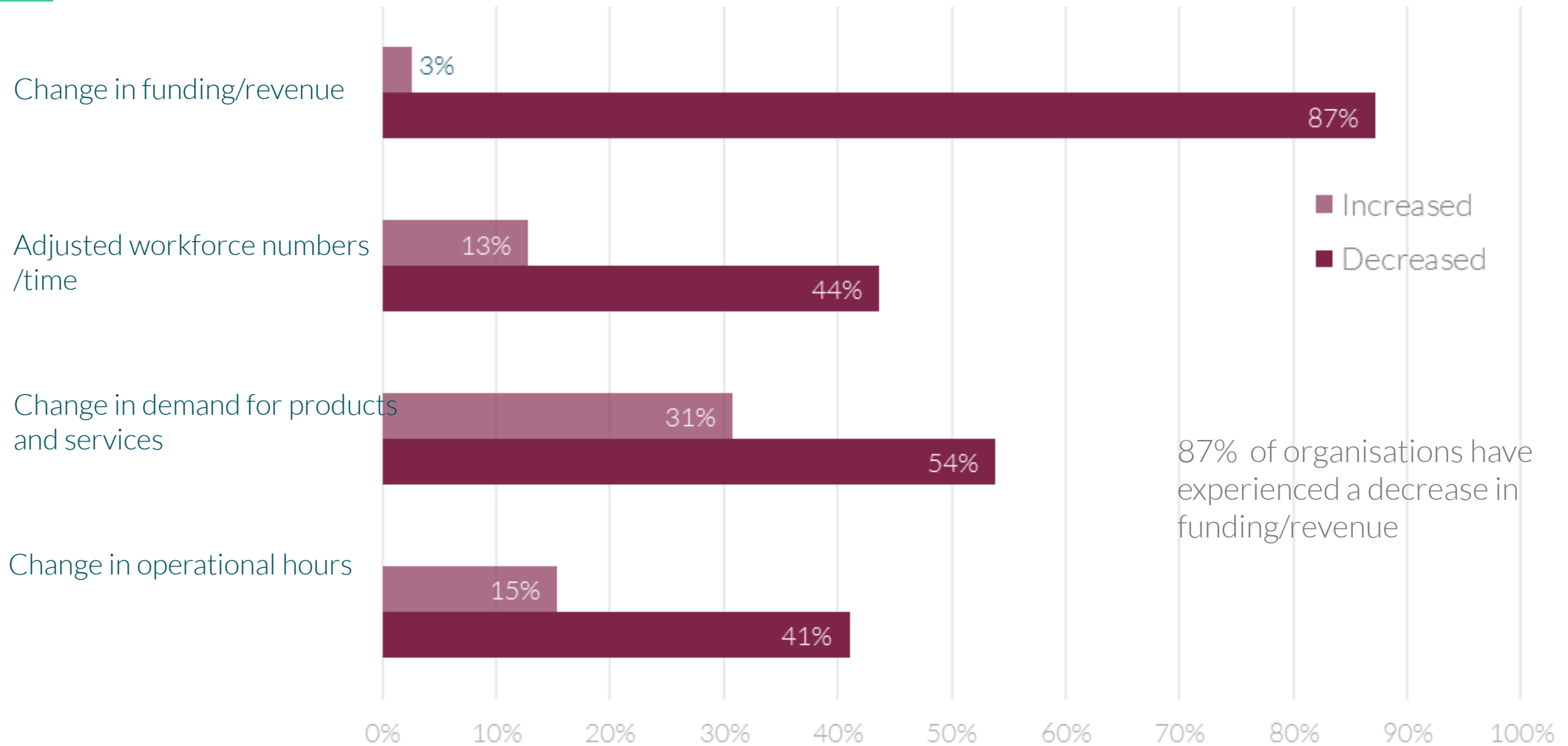
How operations are being affected currently (1)



How operations are being affected currently (healthcare vs non-healthcare)



How operations are being affected currently (2)

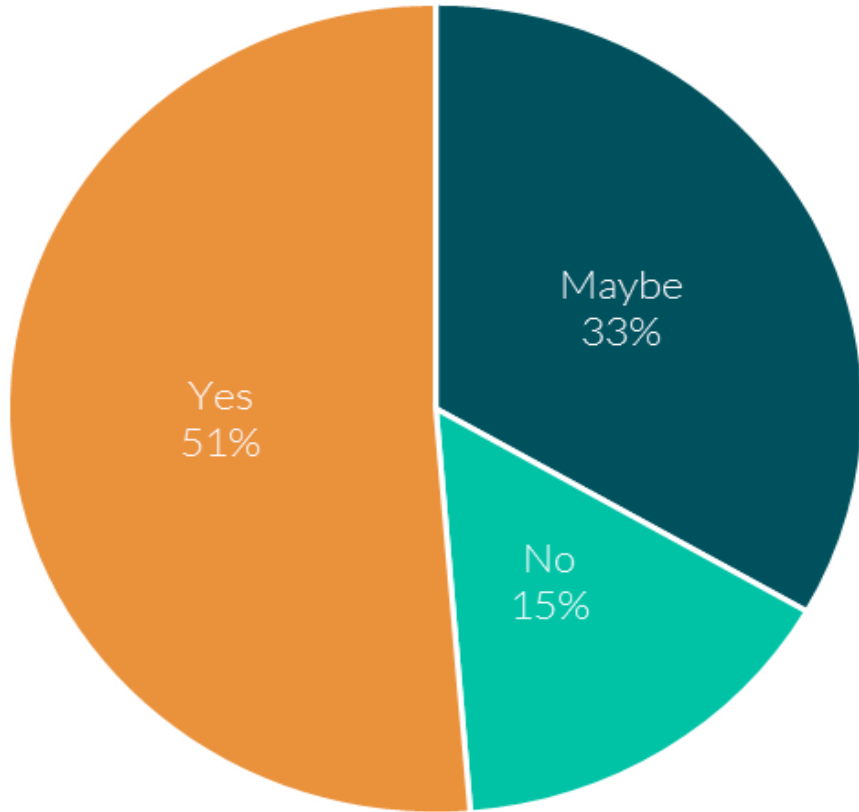


Other ways activities have changed as a result of the Coronavirus pandemic...

- *....Much of the community is now starving. We have changed our program to providing emergency food parcels*
- *We have focussed on relief work as the lockdown has had a considerable impact on the LGBT communities and sex workers.*
- *.....the social distancing aspect coupled with no meetings at all necessitated for us to close our training .This has shrunked our sustainable revenue streams significantly. In addition, many people we serve have lost jobs hence lost the purchasing power to even pay the subsidized price for our services, this has resulted us to depend more on donations to provide our WASH programs. ...*
- *We are now encouraging virtual mentoring, however, many of our youth are from under-resourced populations without access to technology.*
- *We are a 1:1 mentoring organization with community and site programs. We had to cancel our biggest fundraisers this spring which was very detrimental to the agency. We are in the process of examining our structure with a plan to downsize quite a bit.*
- *We provide preventive health education to employees and low income women. We are now focusing on sharing Covid-19 related information with our clients and beneficiaries through email and phone. Our income streams have dried up and we are looking for ways to sustain our organization,...*
- *All our Cafes aren't functional due to the lockdown and work from homewe have to continue paying salaries for our 60+ staff with different physical, intellectual and psychiatric disabilities which is really difficult for us*

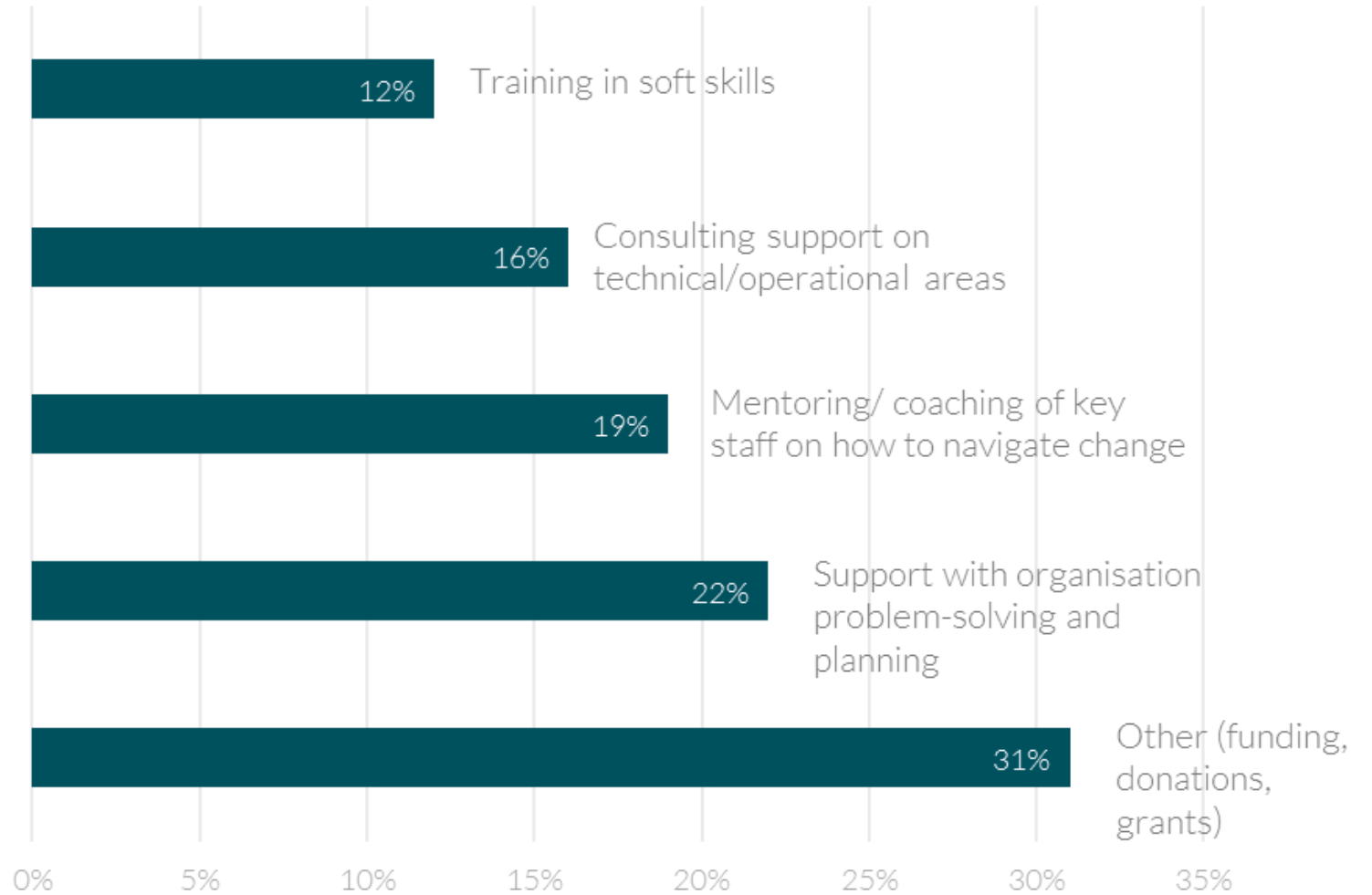
Readiness for Receiving Support

Need for support right now

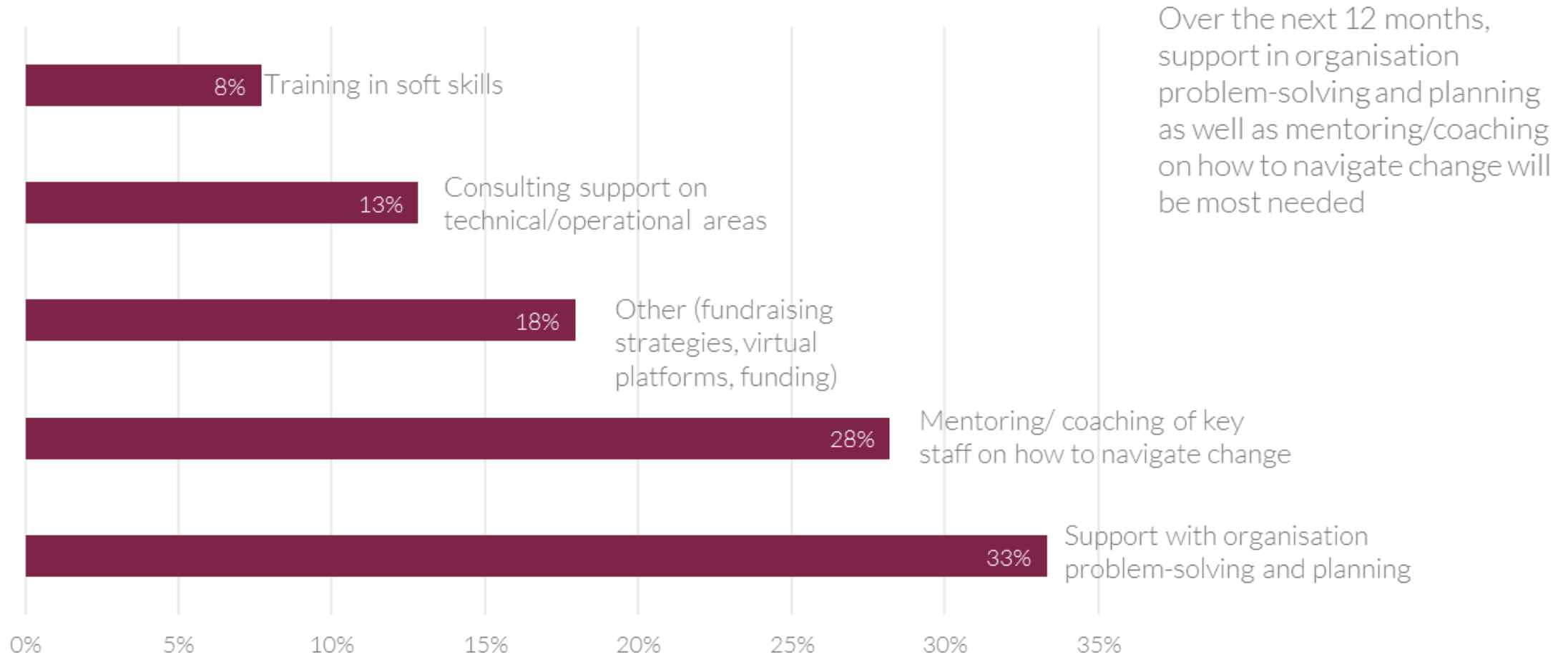


84% of respondents feel that they may need external support right now.

Specific needs for support right now



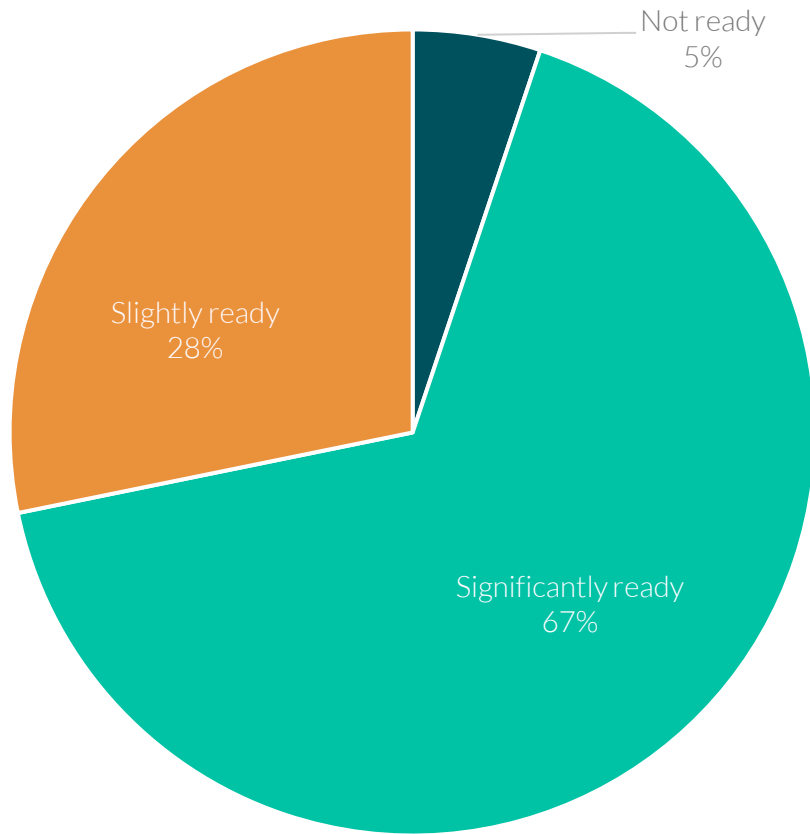
Specific support needed over the next 3-12 months



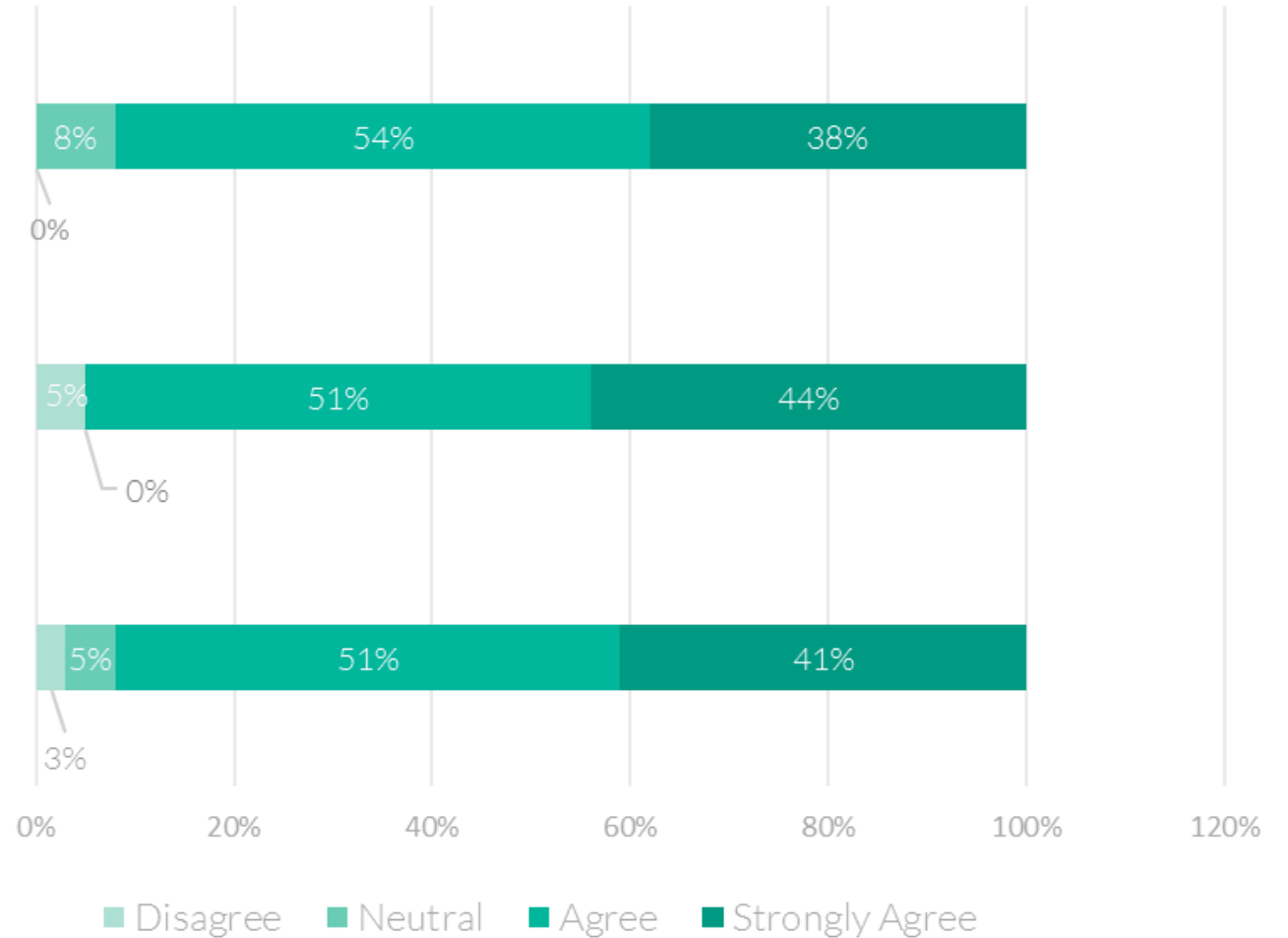
Please give an indication of the things that you and/or your organisation are doing to support your team and those in your community through this crisis

- *We have rolled out a mental health support programme*
- *Wellbeing for internal staff, wellbeing initiative for furloughed staff;creating a virtual university course for those students (currently 350 but could be as many as 1000) who's summer residential university course has been cancelled.*
- *We have begun an initiative where we are recruiting volunteers to purchase and deliver food and supplies to the most vulnerable children and families served by our organization.*
- *Our main aim is to try to feed as many vulnerable families as we are able and also giving out free reusable face masks.*
- *To help the frontline heroes (migrant labourers, construction workers and similar people) we have started a "No Hunger Drive" under which we have served 30,000+ meals till date and the numbers continue to rise. But the need is unmatched, we need your help to reach our goal of hunger eradication.*
- *Our workforce has been shifted to virtual. Everyone has technology to enable them to connect. We have created a variety of ways to keep staff engaged, from weekly all staff virtual check-ins, to incorporating a new interagency engagement platform*
- *We are training artisans on how to create and use homemade masks.*
- *We are donating water backpacks to set up WASH stations. So far we have donated 3,000 water backpacks*

Organisation's level of readiness for receiving virtual support



95% of respondents believe that their organisations are ready to receive virtual support



Additional comments, inputs or things that we should know

- *We will need to completely reboot our operations by scaling back and moving forward more intentionally, including the creation of a permanent virtual workforce and new virtual program offerings including mentoring and fundraising.*
- *How do we navigate that (around fundraising), encourage a change of thinking around it?*
- *How do we incorporate virtual mentoring as a part of business as usual. What structure makes the most sense for us?*
- *We are reflecting on what is the new normal for us and how as an organisation we should transform for it. This is a time for us to pause and reflect, and also work fast.*
- *Our café has a small core team and very limited sources of finance. We'll be highly grateful if Emerging World and their partners can help us to rise through this pandemic.*

Conclusions

We asked our partner contacts to let us know what they are experiencing as well as their needs as a result of the current global pandemic. We reached out to contacts at 66 partner organisations and received 39 responses representing 32 different organisations. About half of those surveyed have a focus on providing healthcare services as part of their normal activities

The results of the survey indicate that, as may be expected, Covid-19 has significantly impacted our partner organisations' work with 90% stating that the impact on operations has been significant. In terms of the specific impact, adaptation to virtual/phone working has been most felt. Also of significance are cancelled or postponed program activities and a change in funding or revenue.

To note, healthcare organisations have experienced more disruption in their supply chain than non-healthcare organisations.

The support partner organisations need right now is funding through donations or grants as well as support with organisation problem solving and planning. In the next 12 months, mentoring or coaching key staff on how to navigate change will be a valued support in addition to financing and problem solving.

95% of partner organisations surveyed felt that they are technologically ready to receive virtual support and have the necessary technology and know-how to navigate the virtual space.

For more information...



Contact

Doreen Mutero,
Partner Relationship Manager
Emerging World

doreen@emergingworld.com

www.emergingworld.com

EMERGING W•ORLD

Changing perspectives, to shift
business, to shape a better future.