

YAYASAN HASANAH



A foundation of Khazanah Nasional



Survey Report:

Impact of COVID-19 on Civil Society Organisations (CSOs) in Malaysia

Background

Survey Objective:

To be informed and respond effectively to the needs of CSOs in Malaysia as the COVID-19 situation continues to evolve and have detrimental social-economic impact on vulnerable communities.

Data Collection method:

Shared via social media platforms (amongst Yayasan Hasanah partners and the wider network.

Timeframe: 3 April till 8 April 2020

Total respondents: $n=199$

Summary of Findings

4 out of 5 (i.e. 164) respondent organisations are facing/expected to financial difficulty in the coming months due to the pandemic.

Organisations expect clear Standard Operating Procedure (SOP) and guidelines on how to operate under restricted movement and during pandemic

Support required includes continuous financial support, allowing CSOs to continue working, and a transparent platform to communicate and work with government

Availability of special grants and allocation for staff salaries, office rental and other operations.

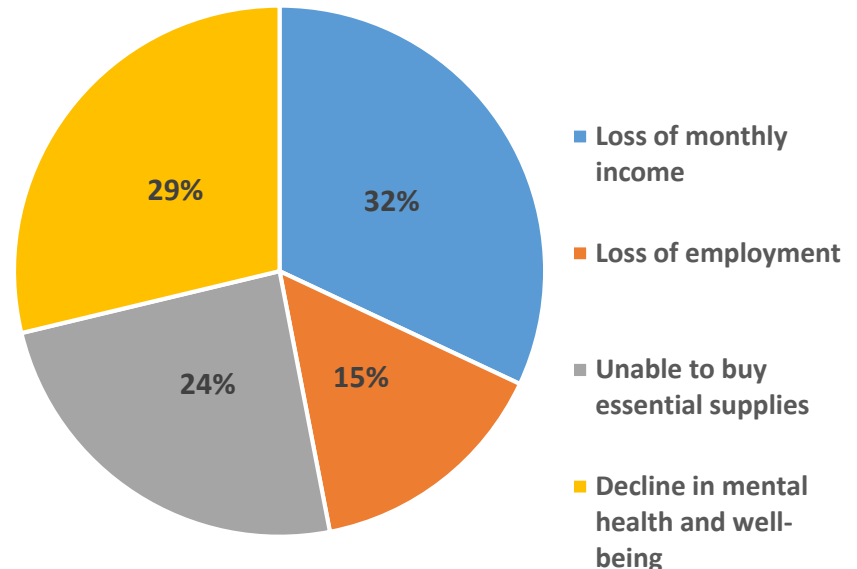
Require non-food related essential supplies: masks, hygiene items, sanitary napkins, limited access to banks, etc.

Profile of the respondents

- 52% of the respondents are large CSOs who are currently providing aid during the COVID-19 pandemic.
- Majority of CSO's work with urban and rural poor communities.
- Majority of the respondents work with over 500 beneficiaries hence used to providing assistance to large groups of beneficiaries

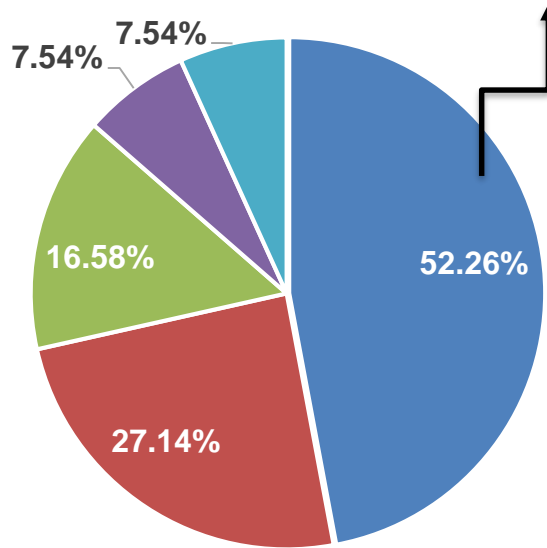
Impact of COVID-19 pandemic on Civil Society Organisations (CSOs)

Loss of monthly income and decline in mental health and well-being are among the key concerns.



Profile of Respondents

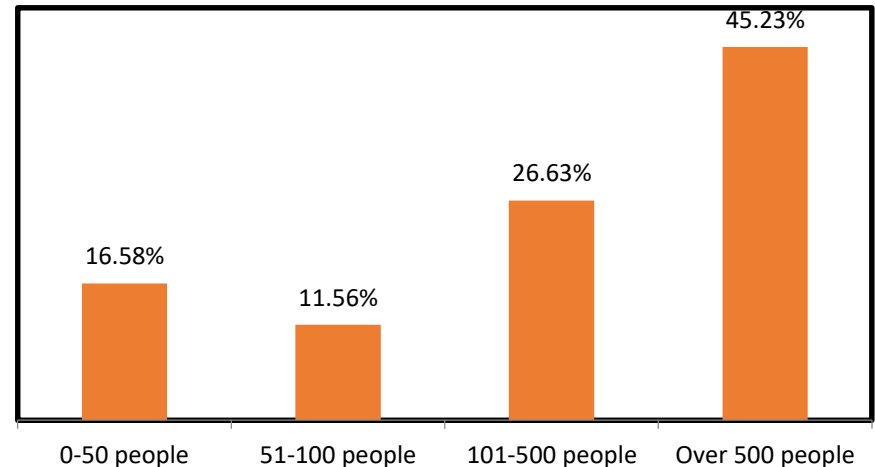
104 pax or 52% are registered with Registrar of Societies



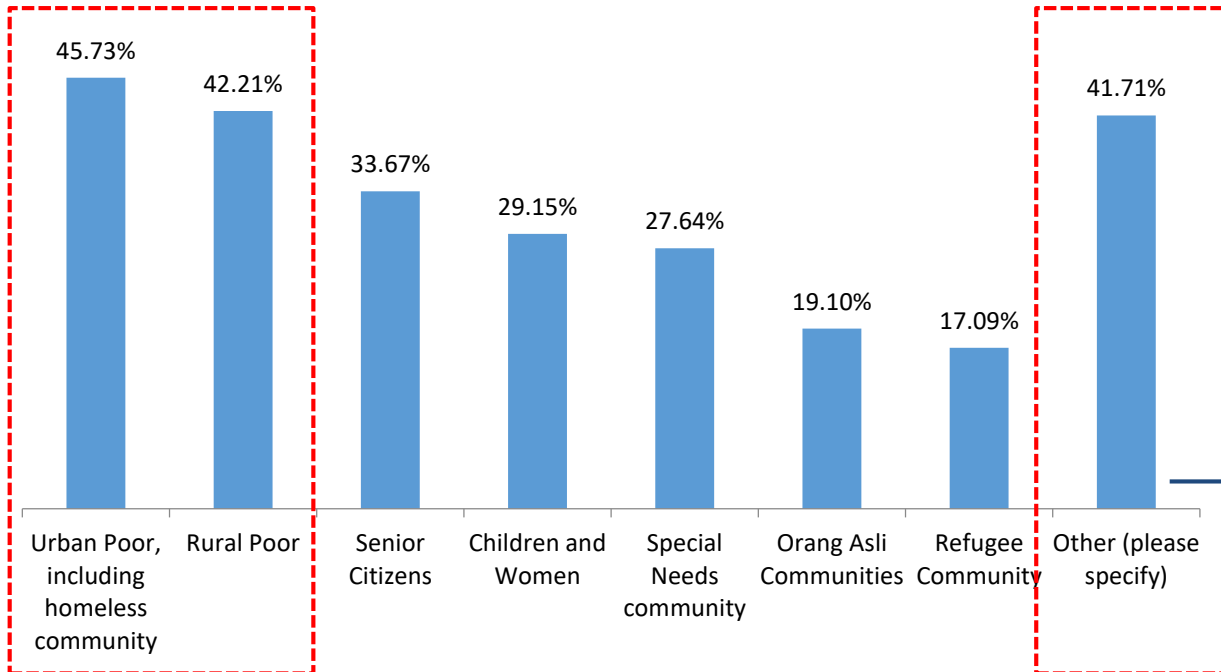
- Registered with Registrar of Society (ROS)
- Registered as a Non For Profit with Registrar of Companies (ROC) or Suruhanjaya Syarikat Malaysia (SSM)
- Registered with Registrar of Companies (ROC) or Suruhanjaya Syarikat Malaysia (SSM)
- Registered as a Social Enterprise with Registrar of Companies
- Not Registered (independent)

Almost half of the respondents are large Civil Society Organisations who are used to providing assistance to large groups of beneficiaries and currently providing aid on the ground during the COVID-19 pandemic.

Almost half of the organisations cater to more than 500 beneficiaries.



Profile of groups/beneficiaries supported by respondent CSO's



Majority of the respondent CSO's work with urban and rural poor communities.

Diverse nature of groups supported:

- primary students, teachers, lecturers, university students
- children with special needs & learning difficulties
- children in need of protection
- youth at risk

Marginalised/underserved communities such as:

- Stateless, refugees, migrants
- Fishing community
- Prisoners/ex-prisoners
- Transgender, sex workers, LGBT

Environmentalists including

- Communities
- Local authorities

0 - 6 years old	34.67%
7 - 20 years old	67.84%
21 - 40 years old	71.86%
41 - 60 years old	68.84%
More than 60 years old	42.71%

Focus is on beneficiaries within 21-40 age group; 41-60 age group; and 7-20 age group.

This fits with the top 3 type of beneficiaries supported as seen in chart above.

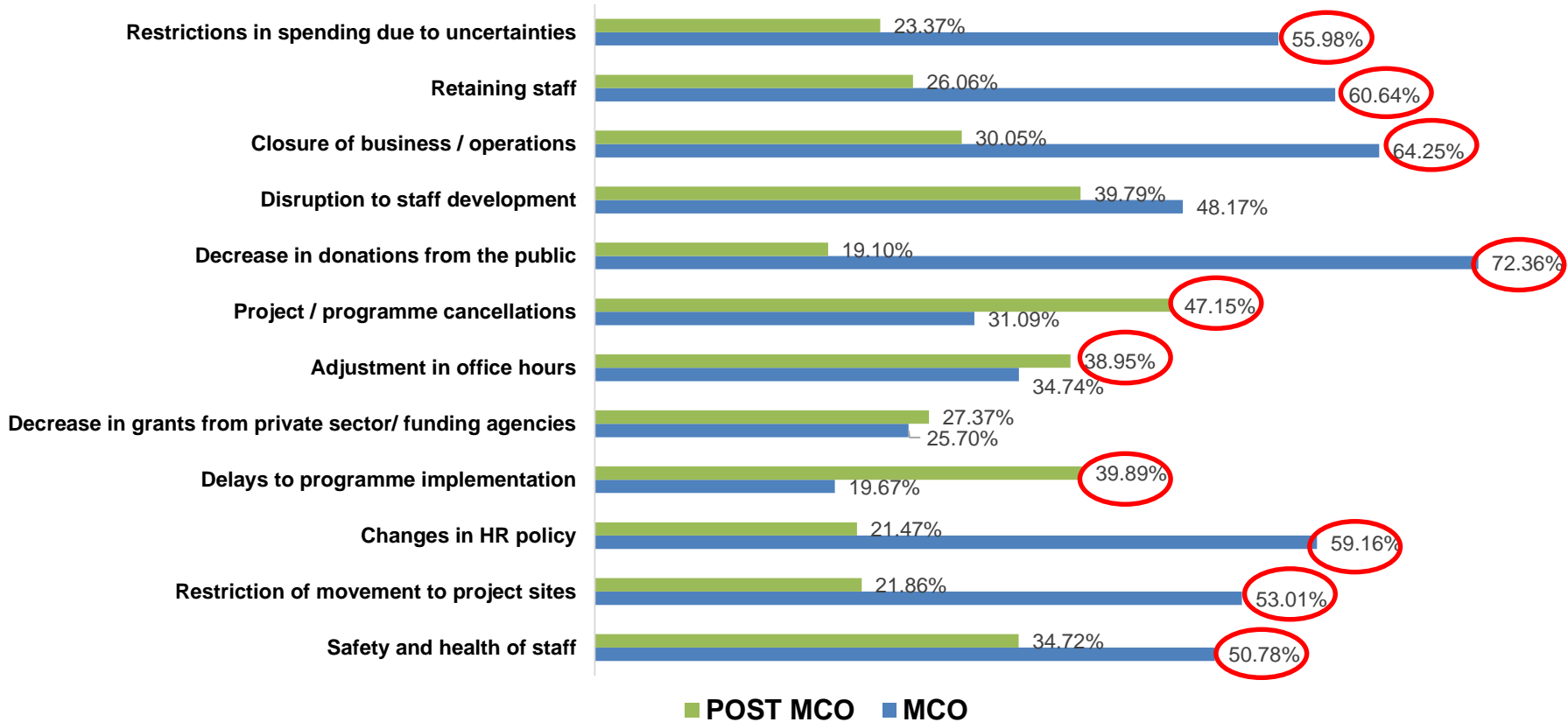
Challenges that organisations are currently facing or anticipate in future due to COVID-19

Top 3 challenges face during MCO period

1. Decrease in donations
2. Closure of business/operations/Retaining staff
3. Safety and health of staff

Top 3 challenges they anticipate post-MCO

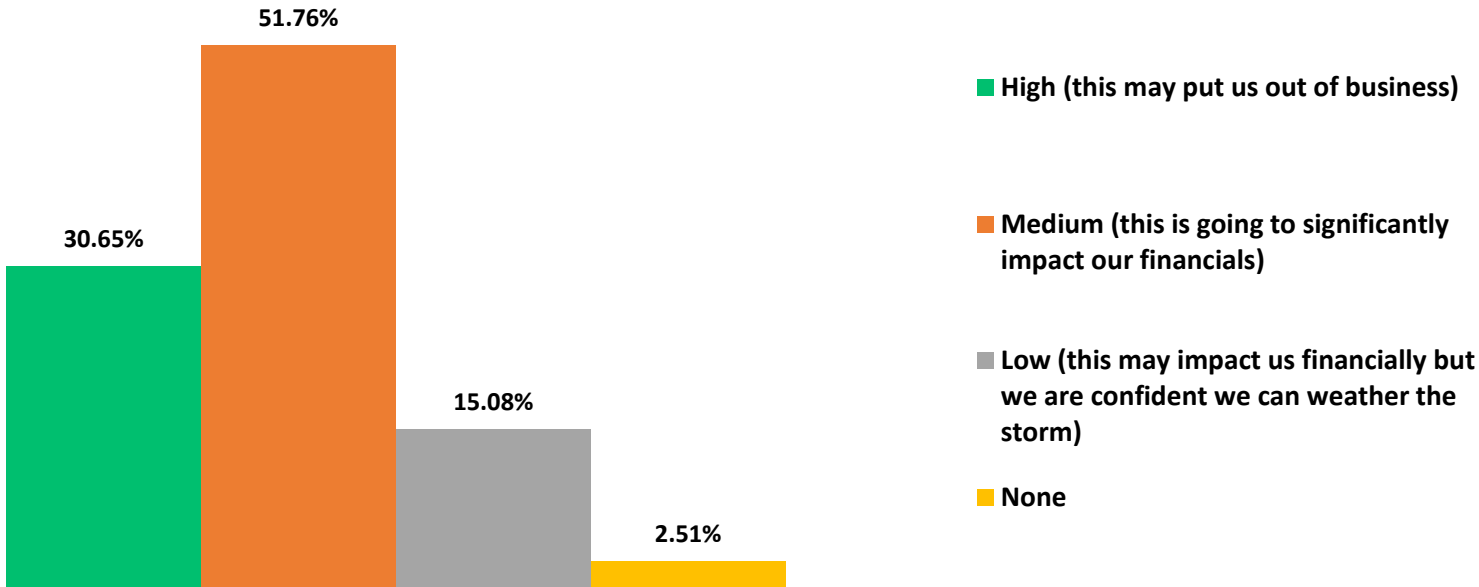
1. Project/programme cancellations/delays
2. Disruption to staff development
3. Change in office hours – more part-time/contractual roles



Financial impact on CSO's affecting sustainability

A worrying 52% of respondents have indicated that the COVID-19 pandemic will significantly impact their financials, while close to 31% have responded that the crisis may put them out of business.

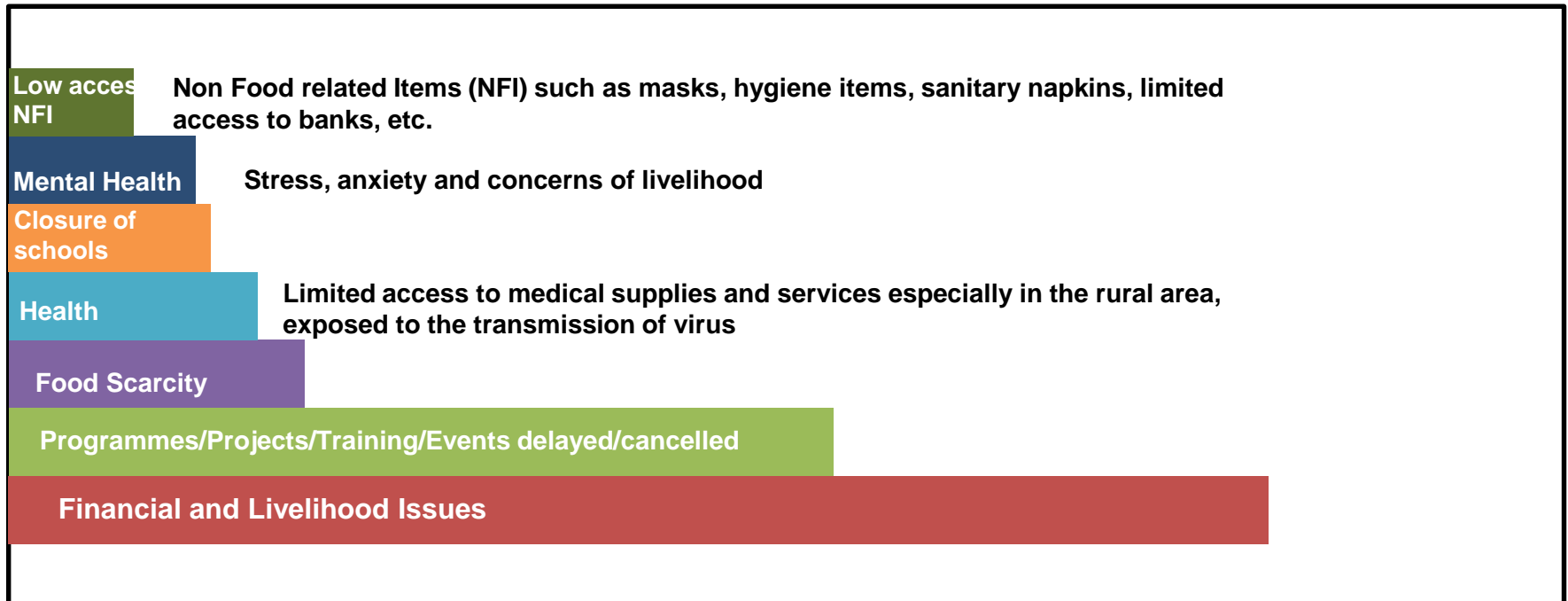
In total, that is 83% of respondents or 164 organisations who will face financial difficulty in the coming months due to the pandemic.



Effect COVID-19 pandemic has or is expected to have on communities

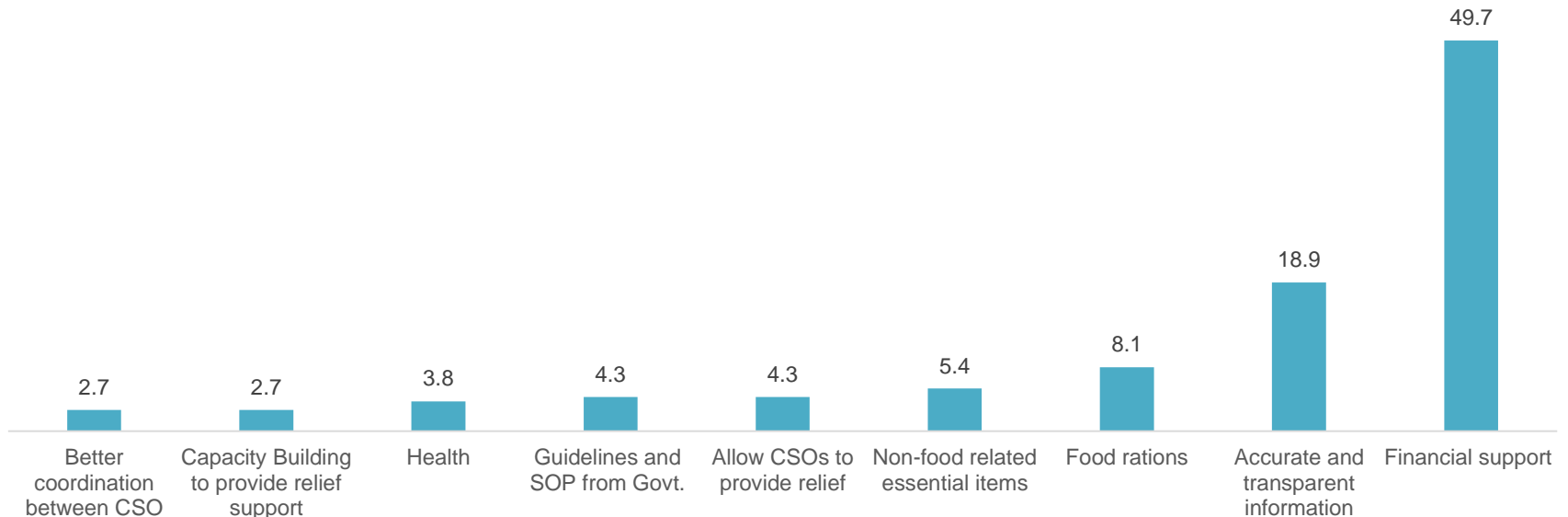
According to CSO's the greatest impact on communities will be on financial status largely as a result of decrease in income from livelihood. Secondly, communities would be affected as a result of organisations unable to continue with their programmes.

Other concerns: Safety and security issues especially protection of women and children from abuse.



Type of information or support needed

1. Continuous financial support is needed to ensure sustainability of CSOs (paying rentals, staff salaries etc.) and continuity of services to the communities in need.
2. Non-food items refers to hygiene items such as masks, hand sanitizers, gloves, disinfectants, sanitary napkins and others.
3. Availability of health and safety measures is required once the MCO is lifted.



Suggestions on how CSOs can continue to operate during the COVID-19 pandemic

Financial stability

- Availability of special grants
- Allocation for staff salaries, office rental and other operations

Allow CSOs to travel

Provision of Non-Food Items

Law enforcement

- To have clear Standard Operating Procedure (SOP) and guidelines on how to operate under restricted movement and during pandemic
- Ensure CSOs follow the rules and guidelines provided by the authorities

Working online/remotely

- Shift operations online
- Digitization of trainings and seminars

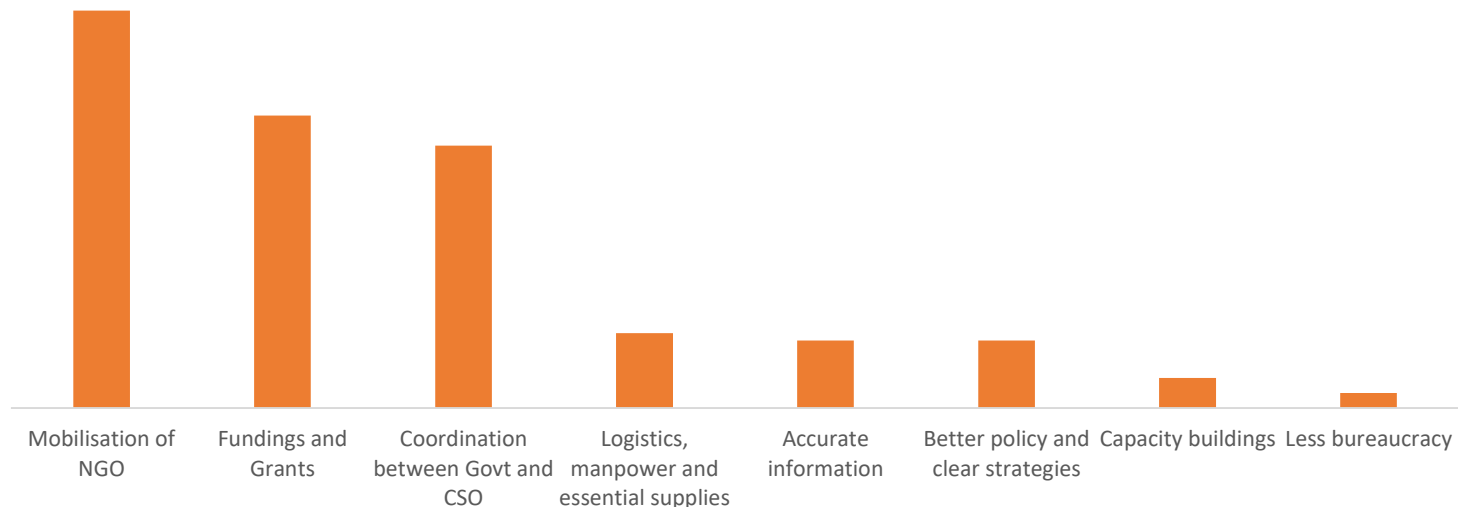
Better coordination between Government, CSOs and communities

- Create a platform for government, CSOs and communities to discuss and share ideas
- Work closely and involve communities in project planning and implementation

Suggestions for the government on working with CSOs

In summary

- To work closely with CSOs and allow CSOs to work on the ground during MCO.
- Provide financial support for continuous operation and delivery of aid to communities in need.
- Workable mechanism and platform for CSOs to provide feedback and discuss with government agencies.
- Accessible and accurate database on number of cases, death, mapping of community in need and resources available would help improve quality of responses.
- Empower CSOs to work effectively and improve their well-being through capacity building initiatives.
- Support in logistical arrangement and manpower supplies.



Validating findings- comparison with other surveys

In order to validate our findings, Hasanah did a mapping with surveys conducted with similar objectives. Two survey results compared below are SDG Alliance and People Systems Consultancy.

Lack of financial resources and livelihood was the major concern by both CSOs and B40 groups. Support needed is in terms of coordination and clear guidelines from government and limited access to non-food related supplies. These findings are consistent with survey findings by Hasanah.

SDG Alliance

People Systems Consultancy

Methodology and profile of respondents

- Respondents: 70 CSO respondents
- Online survey: 30 Mar- 2 Apr

Methodology and profile of respondents

- Respondents from B-40 group: 190 (M: 73; F: 122)
- States covered: 13

Issues and challenges faced by CSOs

- 64.8% of respondents will face financial difficulties.
- 52.1% have difficulties in securing permission and facilities difficulties with authorities due to restriction of movement.
- 39.4 % respondents were concerned for health & safety of workers 39.4%.

Issues and challenges faced by B40 groups

- Food supplies shortage due to financial difficulties and restrictions of movement.
- Salary cuts, drops in sales and depending to only one source of income.

Support needed by NGOs

- Cooperation of authorities both during MCO and post- MCO.
- A call for a multi stakeholder model of engagement and partnership (SDG17).
- Capacity building required no (32.9%) and in future (43.5%)
- NGO coordination not seen as a major concern MCO (17.1%) post MCO period (30.4%)

Support needed by B40 groups

- Food supplies and supplies for babies such as diapers and milk.
- Financial assistance to pay the utilities and to start off business once MCO is lifted.

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