

GPBN Survey - What has happened during the Covid -19 crisis ?

Monday, June 15, 2020



Total Responses :

19 out of 52 members

Date Created: Thursday, May 14, 2020

Complete Responses: 19



Mapping of the respondents of the survey

Members who responded worldwide

- Service Grant Japan
- Beijing Pro Bono Foundation and Huizeren Pro Bono Academy
- Silicon Valley Talent Partnership
- MovingWorlds
- Inspiring Scotland
- Empact
- Asian Charity Services
- Work for Social
- iVolunteer
- Phomenta
- Rwanda Volunteer Network
- Pro Bono Lab
- Team4Tech
- C@rma
- Volunteering Hungary
- The Centre for Strategic Research and Development of Georgia
- Spark - a service of the Canadian CED Network
- Inspiring Scotland



Europe

- France
- Spain
- UK (x3)
- Hungary
- Georgia
- Turkey

Asia

- Japan
- China (X2)
- Singapore
- Hong Kong
- India

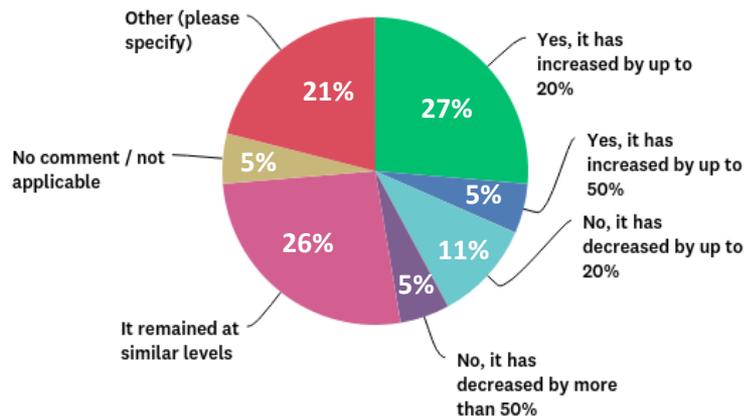
America

- Canada.
- US (x 2)
- Brazil

Africa

- Rwanda

Q: Has the demand for pro bono support from NGOs / social entrepreneurs increased or decreased as a result of the pandemic ?



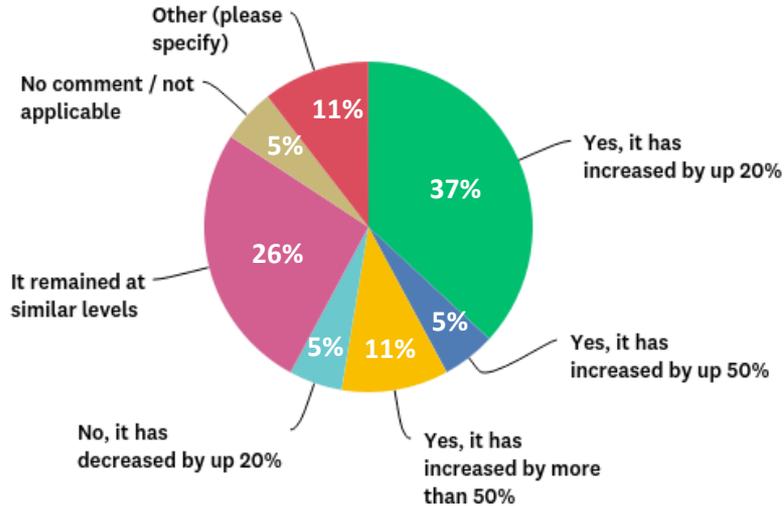
58% of the respondents answered that the covid-19 crisis has caused the demand for pro bono support by NGOs or social entrepreneurs **to either stay at similar levels or increase by up to 20 – 50 %**

21% of the respondents answered « other » :



- **Difficulty to describe and assess the demand at the time being** (NPOs focusing mainly in maintaining their funding / pro bono not a priority / NPOs & SE not proactively reaching out)
- **Decrease or full stop of demand for pro bono team projects versus a demand for more individual skill-based matching.** (NPOs & SE seeming more eager to have a fast, quick and urgent matching with a volunteer)

Q: Have there been more Probono volunteers available due to the pandemic ?



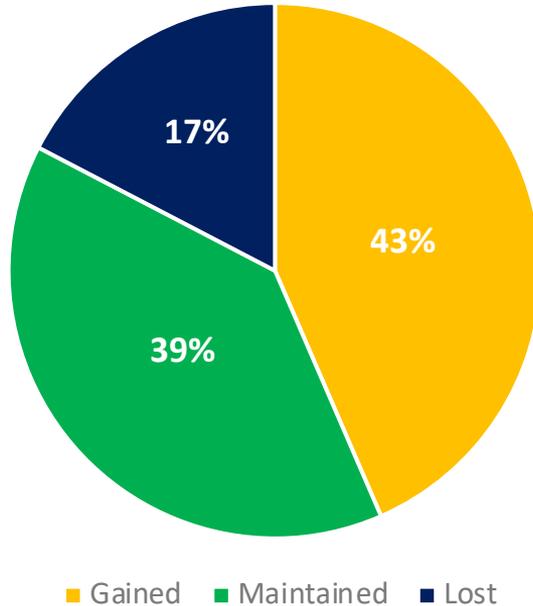
For **79%** of the respondents, the covid-19 crisis has **resulted in more pro bono volunteers** being available to help (the number of volunteers available either stayed at similar levels or increased by up to 20 - 50 % and above)



During the crisis, **corporations have been proactive in wanting to help & allow their staff to volunteer in pro bono projects**. Due to the pandemic, remote working has enabled more flexibility and a better time management allowing employees to participate in pro bono schemes.

Q: In your opinion, have you lost / maintained or gained partnerships during this period ?

Partnerships status

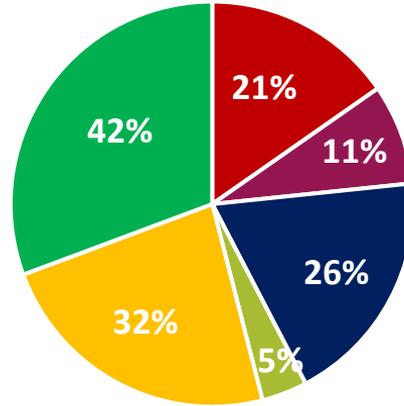


👍 For **82%** of the respondents, the covid-19 crisis has **resulted in maintaining or gaining new partnerships.**

Partnerships were gained because members of the GPBN were **able to adapt their engagement formats and offer virtual volunteering schemes:**

- Working from home has **allowed more corporate volunteers** to be available to provide pro bono assistance online
- The **community of pro bono volunteers has been rather active** throughout the pandemic.
- Many companies have had to put everything on hold (& pro bono has not always been a priority) but **new conversations have emerged with partners on how to do pro bono on the long run.**
- **Partnerships were mainly maintained because virtual volunteering was an option** but members are concerned about how the next months are going to unfold and how the crisis is going to further impact the partners.

Q: What financial impact has the Covid-19 had on your organization ? Please choose between the following statements :



- It has projected the organization in an unexpected or increased deficit by the end of the Year
- It has had a severe impact on the organization's financial health
- It has contributed in the cancellation of programs/public fundraising events/training resulting in revenue loss
- It resulted in laying off staff
- It made the organization have reduced staff hours or pay
- None of the above
- Other

Q: What financial impact has the Covid-19 had on your organization ?

➤ The Covid-19 has had an impact on the way we do volunteering & pro bono



« We had to cancel the in-person/ face-to-face editions, but it was replaced by a successful online version »

« In the process of revising programs and events to make all of them 100% virtual »

« Covid-19 did not have a negative financial impact on our organization, though we had to transform a lot of our activities and events to the online format »

➤ The Covid-19 has had an impact on finances and partnerships. It has contributed in a lot of incertitude in terms of financial planning and how to understand the foreseeable future. On the long-run the intermediaries are unsteady about how pro bono will be viable.

« Financially, the impact has been low as most of our program funding are multi-year funding and also by donations »

« It has added a lot of incertitude in the future of our incomes and new partnerships. »

« The organisation hasn't reduced wages but is using the "partial unemployment system" put in place by the French Government. So staff hours are indeed reduced, but the government is compensating the loss implicated for wages »

« It is too early to say. Some programs are pending. Overall we have many new contacts and prospects but not necessary in the pro bono field. We hope that by the end of this fiscal year we won't have any significant loss or maybe even a higher total income compare to the previous year. »



Q: Can you give us one short story/ an example of what is going on in your country in terms of solidarity/ gobal coping of the crisis ?

« The national lockdown in response to contain spread of COVID19 resulted in a much bigger problem with Migrant workers. Millions of migrant workers were left with no jobs and income and facing a challenge with basic needs - food, shelter and transport to reach home. 100s of thousands chose to walk/cycle/hitchhike back anywhere between 200 to 1500 kilometres. At the same time, many urban poor were also facing income loss and challenges procuring food. This humanitarian crisis shook the nation and help started pouring in with fundraising campaigns, civic organisations and common citizens organising food distribution. Now as the lockdown is easing, the support has extended to buses and other modes of transport. Pro bono support helped power several of these. For eg, helping design communication to power the campaigns, manage social media and organising logistics. Simultaneously, thousands of doctors and healthcare professionals are engaged in supporting the healthcare system dealing with Covid directly. The focus of the community, at large, has been primarily humanitarian - providing relief. » **iVolunteer India**

« The ongoing iWill Volunteer Joint Action Project organizes physicians, nurses, psychologists, lawyers, social workers, business managers, experts and scholars to provide professional services to people in the affected areas through online consultation. Almost 3,000 professional volunteers have been recruited to serve 30,000 Chinese in and out of China. » **Beijing Pro Bono Foundation and Huizeren Pro Bono Academy, China**

Q: Can you give us one short story/ an example of what is going on in your country in terms of solidarity/ global coping of the crisis ?

« Concerning donations, there are many individuals who received government subsidies & that decided that they didn't need the money so a lot of people donated back to charities. The donation rate drastically increased during COVID-19. » **Impact, Singapore**

« Given the proximity of HKSAR to the initial pandemic center, China, the number of cases and fatalities in HKSAR have been quite low. It is attributed to everyone in the city that was able to work together in changing their behavior abruptly overnight without much complaints and resistance, such as wearing masks diligently, following social distancing guidelines, accepting working and schooling from home as a norm, etc. though the economic cost was quite high. The willingness to work together might be because of the lessons learned from SARS back in 2003. » **Asian Charity Services, Hong Kong**

« There are so many new informal initiatives that it is hard to list. It is interesting to see that informal care/ volunteer groups are very active (crisis prevention/digital education) and local governments made clear progress in the area of volunteering (it was not the case before). Companies are relatively slow with their CSR and pro bono reactions but overall the pandemic had a very good effect on participation, volunteering and community actions. Pro bono doesn't play a vital role but mainly because it is not a quick fix most of the time. Several universities started to create student volunteer / pro bono programs that was also not the case before. Overall volunteering got much attention that was not often seen before this can have good affect on possibilities of pro bono programs on the long term. » **Volunteering Hungary**

Q: Can you give us one short story/ an example of what is going on in your country in terms of solidarity/ gobal coping of the crisis ?

« Due to the context and the fact that non-profits needed to adapt quickly, some grant-making foundations have accepted that NGOs transform the purpose of their grant into investment in digitalization » **C@rma (Turkey)**

There were many initiatives to coordinate volunteering efforts in France during the crisis. One that Pro Bono Lab has joined: <https://benevolat.fr/> with 6 other organisations, to help citizens who want to volunteer to get the right info and get access to concrete volunteering missions. Two set up by the government, the first one for people who want to give a hand to carers: <https://enpremiereligne.fr/> and one to put in touch people in need of volunteers and those willing to help <https://covid19.reserve-civique.gouv.fr/> **Pro Bono Lab (France)**

« Rwanda has been under lockdown for two months which The Government is easing now but organisations and individuals came together in distributing basic necessities to the needy families and information sharing on COVID19 pandemic » **Rwanda Volunteer Network**

« Neighbourhood support networks have formed to match people in need of help with people willing to help. This involves everything from delivery of groceries and medications, IT support, and social support. » **Spark - a service of the Canadian CED Network**

Q: What kind of pro bono practices have you put into place during this time of lockdown (virtual volunteering, hackathon, webinar ...) ?

➤ The Covid-19 has shifted the practices of volunteering online and a lot of members were able to adapt using different tools & methods to continue offering pro bono missions.

- Webinars
- Zoom and other virtual interfaces
- Virtual pro bono school, virtual business clinics, virtual mentoring



“All the events and meetings related to pro bono activities have been switched online, in addition to that we released a new online matching platform.”

“All the Employees Volunteering Program were shifted to virtual medium”

“The main form of professional voluntary service adopted is online: one is to form an online community through social management platforms such as Dingding, WeChat, etc. for service and management; two is to conduct meetings and seminars through conference platforms, Tencent, Zoom, etc.; three Training and dissemination through live broadcast platforms; Fourth, social media dissemination and publishing through self-media, such as public accounts, Weibo, Toutiao, and small videos. ”

« We convene a best practice group of companies sharing experience and met three times a year. Since Coronavirus, we have been meeting every three weeks with some members connecting weekly. This indicates a desire and need for more connection and sharing. In addition to the Best Practice Group, we have been offering more opportunities for our companies to connect; we have developed a partner outreach survey to help companies identify what kind of virtual pro bono their partners might want over the short and medium terms. »

Q: Do you think pro bono will be more important after the crisis ? If yes or no, please explain in which ways or simply why you think so.

➤ Pro Bono will be crucial for sustaining the non-profit sector and helping carve a new type of society post covid-19 .



« Probono will be key to bring back things to at least where they were functionally. In cities and towns of India, expert services will be expensive in across everything. There's a huge population that forms the middle class and they'd need a lot of support. Another key group to cater to will be the Migrant Workers who have gone back to their source. »

« Professional volunteer service after the epidemic is more important because: the economic and social crisis brought about by the epidemic, the collapse of many small and medium-sized enterprises, changes in people's lifestyles and social relations, people need more professional support and cross-border collaboration To create new social relations and productivity together, more professional volunteers are required to participate in promoting social innovation. »

« Yes, it is a call for social consciousness, people are waking up that there are things more important then money and economy. This can be a real boost for Pro Bono but we have to be able to bank on it. »

« Yes. We expect a lot of NGOs to embrace work from home in the short run and the work practices to change substantially in the long run. Much of this will require organisations to review and build their capacity to manage staff and programs in newer ways. Pro Bono would serve as a handy and much needed support. »

« Effective digital education delivery is in demand, and pro bono support to design and implement solutions and training increase in order to help meet increased demand worldwide. »

Q: Do you think pro bono will be more important after the crisis ? If yes or no, please explain in which ways or simply why you think so.

➤ Pro Bono will be crucial for sustaining the non-profit sector and helping carve a new type of society post covid-19 .



« Pro bono above all is a form of volunteering...which has proved all over the world very crucial at the moment. To both respond collectively to emergencies and at a more individual level, be useful and contribute to one's community. If you go back to the core meaning of pro bono, it is about sharing for free skills and expertise, and make them available, not just to non profits but the common good more generally. This collective intelligence is needed everywhere right now, whether it's to find a vaccine or solutions to help our carers and so on... Finally, when you see that in France according to a recent study, 2 out of 3 non profits have stopped their activities, and 55% are scared about the future, obviously, it means they'll need first and foremost financial support...but also pro bono to get the skills to sustain on the long run such as help on how to re-think their economic model, their strategy, their budget, how to adapt to the new legal environment and so on... For all these reasons, I do think pro bono will be more important. The remaining question is whether it will be this year or later on, and whether there'll be funding for it. Companies are more than ever convinced by the need to reinforce their CSR and yet their budget is already reducing because of the crisis. »

« It will be more significant but not only because of the crisis but because more and more companies understand why it has a good impact on their own operation. »

« I do not know, perhaps the importance of cross-sector partnership will increase in general and hence pro bono, as a form of such partnership might also become more important. »