

# FINAL EXTERNAL EVALUATION: Presentation of the findings and results

DEVELOPMENT DESPITE  
DISRUPTION: RESILIENT  
CIVIL SOCIETY IN A TIME  
OF COVID 19 AND BEYOND  
(3D PROJECT)



## ACTIVITIES

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**Online courses of NGOs' representatives on Open data and design thinking.**

**Coaching support of the civil society leaders.**

**Acceleration component of the development and promotion of civil techs.**

**Small grant program.**

**Communication and support of the Program.**

**Institutional development of EEF**

## EXPECTED RESULTS

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- 2 online courses developed;
- Mentoring support;
- 400 participants received certificates.

40 leaders of CSOs received coaching support.

1 hackathon, selection of projects, support of 5 projects.

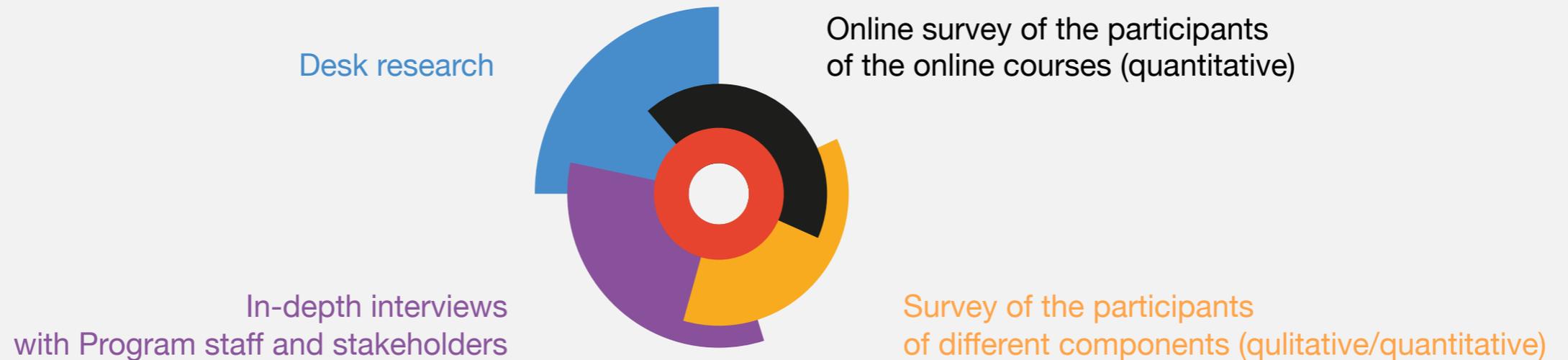
20 NGOs are supported, 20 civil initiatives got their financial support.

Number of press-releases, mentions in the mass media, etc.

- Improvement of financial and management procedures and skills.
- Building effective communication with stakeholders.
- Implementation of the knowledge management system.

\* The Program «3D Project: Development Despite Disruption. Resilient civil society in a time of COVID-19 and beyond» had been implemented by East Europe Foundation with the financial support of the European Union between October 2020 and May 2022.

# METHODOLOGY AND CRITERIA OF THE EVALUATION



OECD CRITERIA:  
COHERENCE, SUSTAINABILITY, RELEVANCE, EFFECTIVENESS, EFFICIENCY, IMPACT

## RELEVANCE AND INNOVATIONS

1

The program had been launched directly in the year of the global COVID-19 pandemic, during quarantine restrictions

2

The business representatives, the public, local sectors and civil society have suffered from changes in the format of work and uncertainty

3

CSOs needed resources to learn and respond to the challenges that arose.

4

The new reality showed the need to master and / or develop new digital tools of public influence and apply new leadership approaches

## EFFECTIVENESS (online courses)



Online training program: 2 courses "Design-thinking and innovation for NGOs" and "Open data for NGOs and civil servants" were developed, 88 participants received certificates of completion.



90% of students say that they have already used or plan to use the information received in the course "Design-Thinking and Innovation for NGOs" in many ways. In particular, 43% say about "a lot" of information from the course.

# EFFECTIVENESS

(grant and acceleration programs)

Among the 20 grants and 6 acceleration projects focused at the development of digital solutions and / or products, **15** (chatbots, platforms or websites) **continue to operate successfully**.

The number of users of NGO products / solutions (individual users / communities) **has been increased**.

**91%** participants in the acceleration program indicated a high level of satisfaction with the Program.

**100% will recommend** it on occasion (scores 8-10, 46% score 10). The vast majority of participants (64%) have learned a lot from what they studied during the program, and the rest (36%) have already used something or plan to use it.



All respondents who participated in the grant program indicated a high level of satisfaction with the Program

# EFFECTIVENESS (internal project)

Participation in trainings / courses and their evaluation: summary information (n = 25).

COURSES	PARTICIPATED	AMONG PARTICIPANTS			Index of the readiness to recommend
		Who used a lot of knowledge / plan	Who improved their knowledge / skills	Who highly evaluated	
Courses and events for improvement of communication skills	<b>56%</b>	79%	79%	93%	<b>+78%</b>
Activities for improvement of Project management skills	<b>100%</b>	48%	68%	72%	<b>+84%</b>
Activities on Knowledge management	<b>92%</b>	61%	65%	57%	<b>+70%</b>
Financial management and budgeting activities	<b>28%</b>	29%	29%	43%	<b>+58%</b>

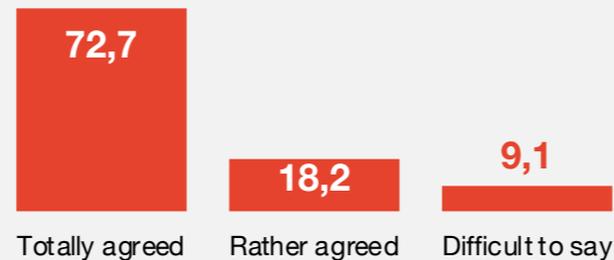
# EFFECTIVENESS

(evaluation of knowledge and skills of participants\*)

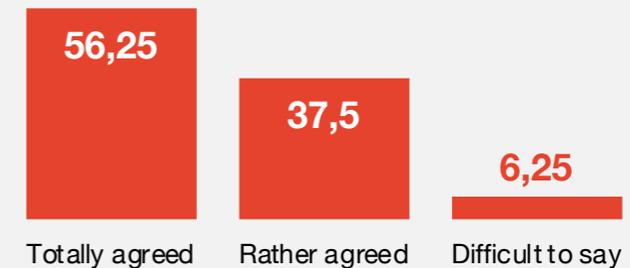
The Program has increased the level of application of innovative tools, in particular civic tech tools, by you/your organization, %



The Program activities have improved my knowledge and skills in applying coaching approaches in public organizations, %



The Program has improved my knowledge and skills in the use of innovative tools, %



- **93,75%** of respondents improved their skills to apply innovative civic tech instruments in the operation activity of their CSOs
- **94,1%** of respondents improved their skills in policy analysis, project management, fundraising and budgeting, communication and advocacy

- **68,75%** of respondents reported that they improved their access to the decision-making process at local level
- **82%** of respondents reported that the level of their capacity to operate effectively during the quarantine had been raised.

\* based on the survey of participants of different components

# EFFECTIVENESS (coaching component)



**100% of respondents** and opportunities will recommend coaching (scored 8-10, **64%** scored 10).

**82% of respondents** have used a lot, **18%** have already used something or plan to use it.

**91%** received individual coaching consultations and **82%** found it very useful, or rather **9%** useful.



Participants notice:

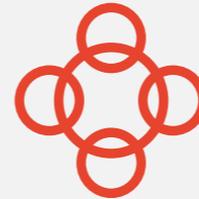
- Changes in their own style of team leadership;
- Willingness to delegate more to colleagues ;
- Organizational development (e.g., understanding how to build strategy, build the team and identify weak and strong sides).



Some participants of the acceleration program believe that they have received more tools and opportunities **to influence decision-making at the local level.**



The vast majority of those who indicated that their tool (product) **is currently operational believe that it has had a positive impact on public representation in local decision-making.**



Due to the informational and educational component, the activities of the Program stimulated citizens to be interested in and use **civic tech tools** more actively.



For example, due to the project's products, citizens **could learn about opportunities to influence decision-making and then influence them using e-democracy tools.**

*The platform is evolving, technical support has allowed us to become such a sustainable platform that will exist for many years, courses will be available.*

*But the war also led us to think that we need to further develop the technical potential of the platform to have access to courses without the Internet. Now there are such decisions, it is certainly not within this project.*

*(Partners)*



- The established **online courses will continue to operate** and are expected to be in demand from the public sector.
- The vast majority (**89%**) of respondents who participated in the acceleration program are confident that the developed solutions will continue to operate after the completion of the Program, and said they plan to develop similar tools in the future.
- **92%** of those who indicated that their tool works believe that it will continue to work after the end of the Program. Most of them (71%) also said that they plan to develop similar digital solutions in the future.



**Internal Project** improved the capacity of the EEF.

**The Design Thinking** course has become a leader in popularity among the various training courses developed by the Foundation.

The activities of the Program have organically complemented another project of the Foundation, namely **the E-DEM e-Democracy** Platform. The activities of several grant projects included awareness of the possibilities of this platform and the involvement of local authorities and the community in its more active use.

**Acceleration program:** 6 products have been developed.

**The coaching program** helped to strengthen the leadership qualities and competencies of leaders of public organizations and developed skills in using these tools in their organizations.

**Grant support.** NGOs disseminated knowledge among residents about existing civic tech tools (chatbots, applications, applications that facilitate interaction within the community), or create their own tools.



**According to key informants, the 3D Project has achieved its goals, namely:**

- Helped civil society organizations operate the Covid-19 pandemic;
- Improve capacity and resilience of EEF;
- Provided representatives of civil society with new approaches(including civic tech tools) for communication between themselves, citizens, local and state authorities.

- Objectives and goals of the Program are implemented;
- The war in Ukraine as a force majeure factor at the end of the project affected the current operation and format of a number of products, as well as the possibility of launching some products;
- The program demonstrated the prospects for the development of civic tech tools in the future and their demand in the public sector;
- Awareness of the Program participants about the tools of good governance will allow them to further interact with this already prepared circle of partners and to involve it in the expansion of this circle.



# RECOMMENDATIONS

## To the international Donors' organizations



- In the conditions of the war in Ukraine, as well as with the end of the acute phase of the military conflict, use the established approaches to support non-governmental organizations, volunteers and activists in the use of digital tools to optimize their activities.
- Particular attention should be paid to supporting non-governmental organizations in the field of maintaining and improving their institutional capacity, resuming their work and supporting the psychological resources of representatives of non-governmental organizations in the postwar period.
- Include in the institutional development program(s) an aspect of CSOs' operation in emergency situations

# RECOMMENDATIONS

## To the civil society organizations

- After the end of hostilities on the territory of Ukraine, review and adapt existing developed products (both completed and those that were in the process of completion at the time of hostilities on the territory of Ukraine) to the social needs of the postwar period.
- Interact with international donor organizations to meet their needs in the areas of organizational support, mentoring, coaching and psychological support to continue the development of their organizations.
- Use existing knowledge about digital tools of public influence, institutional and organizational capacity for the preparation of grant projects relevant after the end of the active phase of hostilities in Ukraine.



# RECOMMENDATIONS To the East Europe Foundation



- Continue to include components of the organizational development of the EEF to the further projects that provide training and institutional support to CSOs. This kind of activities and support has added value and in the long run a positive impact on further work with grantees and partners.
- Due to the established range of contacts with partners who already have digital products and technologies in their portfolio, the EEF can identify areas for further "interventions" and initiatives of public organizations to develop digital tools in the public sector.
- If resources are available, research the opinion of grantees and partners of the Program on the modification of existing products taking into account the requirements of martial law, as well as the postwar period.

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THANK YOU  
FOR YOUR ATTENTION