



**EU TECHNICAL ASSISTANCE
TO CIVIL SOCIETY ORGANISATIONS
IN THE WESTERN BALKANS AND TÜRKIYE**



**DG NEAR REVISED GUIDELINES
FOR EU SUPPORT TO CIVIL SOCIETY
WESTERN BALKANS AND TURKIYE
2021–2027**

Baseline Assessment Report

ANNEX 8

CSO SURVEY RESULTS

May 2023



**Funded by
the European Union**



This study was carried out by a team of researchers under the supervision of the EU TACSO 3 project.

Lead Expert and main author: Snježana Bokulić

Data analyst and survey expert: Dr. Blerina Metanj Subashi

Country Analysis Authors:

Natasha Mazari – Albania

Kanita Kulić – Bosnia and Herzegovina

Afërdita Pustina – Kosovo

Aleksandra Gligorović – Montenegro

Marija Armenski – North Macedonia

Jelena Pajović van Reenen – Serbia

Özge Konuralp – Türkiye

EU TACSO 3 Team Leader – Richard Allen

Legal Advisors

Dr. Ersida Teliti – Albania

Selim Kulić – Bosnia and Herzegovina

Milorad Marković MSci – Montenegro

Maja Atanasova – North Macedonia

Dr. Robert Sepi – Serbia

Assoc. Prof. Dr. Ulaş Karan – Türkiye

Belgrade, Serbia, May 2023

<https://tacso.eu>

About the survey

As part of the research for the Baseline Assessment against the Revised DG NEAR Guidelines for EU Support for Civil Society in the Western Balkans and Türkiye 2021–2027, a major survey of civil society organisations was carried out. The CSO survey was run in all IPA beneficiaries covered by the Assessment. The data collection period was between 26 September and 18 October 2022. The aim of the survey was to collect the perspectives of civil society actors in the region on all applicable indicators. It consisted of 97 mostly closed questions. The survey was available in English and major languages of the region: Albanian, Bosnian, Serbian, Macedonian, Montenegrin, and Turkish. It was distributed and collected using a Survey Monkey platform. Access to the survey instrument was circulated broadly on social media, through National Resource Centres, and to more than 5,000 CSO contacts in the TACSO database. The survey was anonymous.

Survey response

CSO survey

The CSO survey was circulated broadly. Where more than one response was received from a single organisation the most complete response was selected to represent that organisation. After eliminating these additional responses and any invalid responses, there were 766 valid responses in total. Response were mostly equally distributed across IPA beneficiaries, with the exception of the highest contribution of 24% from Türkiye.

# of responses and share in total responses, per IPA beneficiary		
Albania	95	12%
Bosnia and Herzegovina	103	13%
Kosovo	83	11%
Montenegro	114	15%
North Macedonia	92	12%
Serbia	95	12%
Türkiye	184	24%
Total	766	100%

The following tables summarise the main quantitative responses to the survey questions. Qualitative responses are not included here.

Question Responses

Annex: Respondents profile

What is your role in the organisation?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
assistant	3	7	1	3	8	3	9	34
administrator	4	6	7	7	5	2	56	87
officer	10	4	3	16	6	9	2	50
manager	15	17	11	8	18	13	7	89
senior manager	3	6	8	5	8	9	32	71
executive director	48	28	45	53	26	33	5	238
board member	3	8	1	4	3	9	36	64
volunteer	2	5	2	4	3	3	12	31
president	1	14	2	4	9	5	6	41
director	1	1	0	2	1	1	0	6
coordinator	2	2	0	0	2	0	5	11
Other (please specify)	3	5	3	8	3	8	14	44
Total	95	103	83	114	92	95	184	766

How long have you been with the organisation?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
0-3 years	19	20	13	29	21	18	50	170
4-7 years	23	14	17	30	15	22	50	171
8 years or more	52	68	51	53	55	55	82	416
Prefer not to disclose	1	1	2	2	1	0	2	9
Total	95	103	83	114	92	95	184	766

What is your gender identity?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Man	27	43	45	46	44	40	88	333
Woman	68	59	37	66	46	54	91	421
Non-binary	0	0	0	0	2	0	3	5
Prefer not to disclose	0	1	1	2	0	1	2	7
Total	95	103	83	114	92	95	184	766

What is your age group?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
0-20	4	1	0	2	0	1	0	8
21-30	6	13	8	17	6	6	24	80
31-40	22	25	26	31	23	21	37	185
41-50	37	31	23	40	31	35	46	243
51 or more	25	33	24	22	31	32	76	243
Prefer not to disclose	1	0	2	2	1	0	1	7
Total	95	103	83	114	92	95	184	766

Do you self-identify as belonging to a community, minority or marginalised group?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	17	33	27	20	22	22	65	206
No	72	53	43	86	60	66	100	480
Prefer not to disclose	6	17	13	8	10	7	19	80
Total	95	103	83	114	92	95	184	766

If you self-identify as belonging to a community, minority or marginalised group, please specify which group.

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
roma, egyptian, ashkali	1	0	4	1	5	5	1	17
LGBTIQ+	1	0	0	2	1	2	6	12
woman	2	4	2	0	0	2	0	10
disability	0	9	3	7	3	2	10	34
rural	1	0	2	0	1	0	1	5
youth	1	1	0	0	0	0	0	2
violated woman	1	0	0	0	0	0	0	1
other	10	19	16	10	12	11	47	125
Total	17	33	27	20	22	22	65	206

In which year was your organisation established?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
2022	1	0	1	1	1	0	4	8
2011–2021	32	36	40	53	33	36	79	309
2001–2010	35	31	26	37	38	33	43	243
1991–2000	21	28	12	19	13	18	32	143
1990 or earlier	3	5	3	3	5	8	25	52
Total	92	100	82	113	90	95	183	755

Is your organisation officially registered in line with domestic legal requirements?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	90	99	79	111	87	94	169	729
No	0	1	1	0	1	1	8	12
I don't know	1	0	0	1	0	0	2	4
Total	91	100	80	112	88	95	179	745

What kind of legal entity is your organisation?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Citizens' association	26	76	35	52	60	72	62	383
social enterprise	0	1	1	2	1	1	9	15
endow- ment	0	0	0	0	0	0	1	1
foundation	14	4	14	5	6	7	25	75
trade union	0	1	1	1	0	0	0	3
non-profit coopera- tive	2	0	5	13	4	6	3	33
not for profit com- pany	12	1	4	4	1	1	1	24
non-profit media	1	1	1	0	2	0	0	5
not regis- tered	0	0	0	0	0	0	0	0
NGO	8	1	5	24	3	0	9	50
non profit organisa- tion	6	1	1	1	1	0	2	12
association	0	0	0	1	0	0	13	14
Other (please specify)	11	2	2	3	1	5	32	56
Total	80	88	69	106	79	92	157	671

At what level does your organisation work? Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
locally	24	39	42	58	27	52	61	303
regionally within the country/ sub-nation- ally/enti- ty-level	32	49	23	34	31	38	47	254
nationally	51	34	45	73	50	49	108	410
internation- ally	19	22	18	29	31	27	77	223
Total	81	89	70	107	80	93	167	687

CSOs with valid websites

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Valid websites	61	59	50	67	60	76	128	501
Total	95	103	83	114	92	95	184	766

What sectors does your organisation focus on? Tick up to three sectors your organisation works on

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
conducive environment for CSOs	2	4	3	2	4	9	9	33
human rights	19	17	20	31	8	20	41	156
public participation in policy and decision-making	7	7	9	8	8	14	19	72
CSO resilience and sustainability	2	2	2	2	3	2	12	25
community building and development	9	12	8	12	7	16	10	74
social inclusion	15	22	10	23	13	28	11	122
minority rights and non-discrimination	7	8	8	13	6	15	18	75
fight against poverty	3	3	2	1	3	6	10	28
gender equality and LGBTIQ rights	2	8	6	10	5	8	18	57
rights of persons with disabilities	4	13	3	16	5	11	21	73
children's rights	10	6	3	14	6	5	20	64
rights of older people	0	1	1	2	0	1	3	8
health and health protection	2	12	5	10	5	6	11	51
humanitarian aid	2	6	4	1	4	7	8	32
rule of law	10	2	4	10	3	7	7	43

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
anti-corruption	5	8	2	1	2	5	2	25
public administration reform	3	2	1	3	1	5	1	16
transparency and accountability	4	4	10	2	5	5	1	31
reconciliation and cultural dialogue	7	3	4	4	4	6	9	37
media, information	4	3	2	9	7	12	3	40
open data	1	1	0	0	1	1	0	4
digital technology, e-government	0	1	0	4	3	2	0	10
environment, climate action	19	16	7	16	24	18	32	132
sustainable energy and energy effective solutions	3	3	4	6	2	2	4	24
socio-economic development	19	20	19	7	9	5	12	91
education, research and innovation	12	8	13	23	24	14	29	123
youth mobility	18	13	9	20	9	9	11	89
rural development and agriculture	9	9	6	6	11	5	12	58
labour rights	1	7	2	1	0	1	2	14
consumer protection	2	1	1	1	0	0	2	7
transport/urban development	0	0	0	0	2	0	4	6
Other (please specify)	8	16	13	22	12	15	37	123
Total	81	89	70	107	80	93	167	687

At this time, how many people work in your organisation (permanent and part-time staff and volunteers)?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
0	1	7	2	5	6	4	16	41
1-10	59	56	41	68	53	46	73	396
11-20	12	9	11	24	10	26	30	122
21 – 50	6	13	13	7	10	8	24	81
51 or more	2	3	2	1	0	9	23	40
I don't know	1	1	1	2	1	0	1	7
Total	81	89	70	107	80	93	167	687

In 2021, what was the annual turnover of your organisation?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
under 5,000 EUR	8	15	11	14	14	13	31	106
5,001–25,000 EUR	14	15	15	29	18	9	27	127
25,001–50,000 EUR	9	12	4	11	10	14	10	70
50,001–100,000 EUR	10	10	6	17	15	13	16	87
100,001–500,000 EUR	24	18	13	17	10	17	19	118
more than 500,001 EUR	2	6	9	4	4	12	18	55
no annual turnover	7	7	7	3	6	6	26	62
I don't know	7	6	5	12	3	9	20	62
Total	81	89	70	107	80	93	167	687

Does your organisation have a governing body?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	79	88	67	104	80	91	165	674
No	1	1	3	2	0	0	0	7
Total	80	89	70	106	80	91	165	681

Does your organisation have a governing document, a statute, articles of association or similar founding document?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	80	86	69	105	80	90	156	666
No	0	1	1	0	0	1	5	8
I don't know	0	2	0	1	0	0	4	7
Total	80	89	70	106	80	91	165	681

Does your organisation's governing document define the roles and responsibilities of the governing body?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	77	79	61	93	71	81	147	609
No	1	2	1	4	2	4	3	17
I don't know	1	0	3	5	1	1	1	12
Total	79	81	65	102	74	86	151	638

Is your organisation's governing document, statute, articles of association, or similar founding document published on your organisation's website?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	30	28	22	48	38	24	104	294
No	39	28	21	22	24	39	33	206
I don't know	4	2	5	6	0	9	1	27
Organisation does not have a website	6	23	17	26	12	14	13	111
Total	79	81	65	102	74	86	151	638

Is the executive director or any other paid staff member of your organisation a voting member of the governing body?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	32	27	21	42	35	39	94	290
No	45	48	41	49	32	45	53	313
I don't know	2	9	3	11	7	3	11	46
Total	79	84	65	102	74	87	158	649

How often are members of the governing body of your organisation required by the organisation to sign a conflict-of-interest declaration?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Once upon entry into role	30	31	32	34	26	29	39	221
Every year	16	9	16	20	16	12	9	98
Every two years	4	3	4	1	2	4	5	23
Never	17	36	9	35	23	31	91	242
I don't know	3	1	1	4	3	3	5	20
Other (please specify)	9	4	3	8	4	8	9	45
Total	79	84	65	102	74	87	158	649

Are the structure of your organisation's board and the names of the members of the board published on your organisation's website?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Yes – organisational structure	21	19	9	25	17	9	21	121
Yes – members of the board	5	5	6	2	4	11	27	60
Yes – both	12	9	14	18	17	16	62	148
No	32	26	15	26	23	37	30	189
I don't know	2	1	4	3	0	0	3	13
Organisation does not have website	6	24	17	26	12	14	15	114
Total	78	84	65	100	73	87	158	645

In 2021, did your organisation have an organisational strategy, a strategic plan or similar strategy document?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Yes	51	48	48	60	62	61	94	424
No	26	35	15	38	11	23	59	207
I don't know	1	1	1	3	0	3	5	14
Total	78	84	64	101	73	87	158	645

If your organisation had an organisational strategy document in 2021, did the document state the organisational vision, mission and goals?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Organisational vision	45	39	41	51	51	52	64	343
Organisational mission	46	36	43	51	53	53	64	346
Organisational goals	46	42	41	53	55	57	75	369
It did not state the organisational vision, mission and goals	0	1	0	1	1	1	7	11
I don't know	0	0	0	1	0	0	4	5
Total	50	48	48	58	61	61	91	417

In 2021, which of the following online channels of communication did your organisation use regularly to communicate about its work to the public?

	Albania	Bosnia and Herzegovina	Kosovo*	Montenegro	North Macedonia	Serbia	Turkey	Total
Website	54	50	36	61	49	68	116	434
Facebook	72	77	59	93	69	82	130	582
LinkedIn	21	15	14	14	12	19	47	142
Twitter	19	10	16	27	17	28	93	210
Instagram	46	37	34	64	29	50	118	378
YouTube	25	31	23	40	31	47	74	271
Snapchat	0	0	2	0	0	0	0	2
TikTok	0	4	1	2	0	5	0	12
Spotify	0	0	1	0	1	0	8	10
Messaging apps (Viber, Telegram, WhatsApp, Signal)	19	36	17	39	24	24	82	241
None	0	0	0	0	0	0	0	0
Email	2	2	3	1	3	1	3	15
Traditional media, TV, newspaper, radio	0	3	2	3	0	6	0	14
None of the above	1	0	3	2	1	1	1	9
Other (please specify)	1	1	0	2	4	2	3	13
Total	77	84	64	98	72	87	153	635

In 2021, did your organisation have a staff member responsible for external communication with stakeholders and the public?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	50	53	45	56	41	67	99	411
No	26	27	18	39	27	20	50	207
I don't know	1	4	1	3	4	0	4	17
Total	77	84	64	98	72	87	153	635

In 2021, did your organisation publish an annual report and financial statement? Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Annual report	33	61	38	54	47	49	99	381
Financial statement	33	51	29	67	50	49	77	356
It did not publish an annual report or financial statement	28	15	18	16	12	20	30	139
I don't know	5	3	3	6	1	5	11	34
Total	77	84	64	98	71	87	153	634

If your organisation published its annual report or financial statement in 2021, where did they publish them? Tick all that apply

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Hard copy	27	34	17	25	27	26	41	197
Website	16	22	21	43	35	25	54	216
I don't know	2	1	3	4	0	2	2	14
Other (please specify)	9	14	8	11	5	16	38	101
Total	43	65	42	76	56	60	111	453

In 2021, did your organisation publish information on its sources of funding and amounts received? Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Sources of funding	40	53	40	60	47	48	53	341
Amounts received	19	26	18	42	29	22	56	212
It did not publish information on any of the above	27	16	14	21	16	23	59	176
I don't know	6	12	7	10	2	10	17	64
Total	75	83	62	98	69	84	152	623

In 2021, did your organisation carry out an evaluation, internal or external, of a project, strategy, internal process, or other? Tick all that apply

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Project	47	48	33	63	42	59	99	391
Strategy	14	18	21	17	20	18	50	158
Internal process	32	32	24	32	29	28	56	233
Other (please specify)	1	5	4	2	3	3	5	23
None of the above	7	10	9	12	10	7	16	71
I don't know	4	7	6	8	2	3	6	36
Total	73	82	60	97	69	83	149	613

If your organisation carried out evaluations in 2021, how many did it carry out?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
1	30	22	9	29	21	21	41	173
2-4	24	36	24	39	27	39	59	248
5-7	2	2	3	5	2	3	8	25
8-10	1	1	3	1	2	3	2	13
more than 10	3	3	3	0	1	5	9	24
I don't know	0	0	0	0	0	1	2	3
Other (please specify)	2	1	1	2	0	0	5	11
Total	62	65	43	76	53	72	126	497

In 2021, what kind of research did your organisation carry out to inform its work? Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo*	Monte- negro	North Macedonia	Serbia	Turkey	Total
Consultation with community	33	36	31	56	39	48	62	305
Survey	33	29	25	43	33	33	55	251
General opinion survey	14	13	11	19	11	15	21	104
Randomized control trial	7	7	7	4	2	5	9	41
Desk re- search	36	17	25	30	30	35	48	221
Field re- search	25	27	33	32	30	30	57	234
Focus group meetings	45	39	31	51	38	40	82	326
None of the above	3	8	3	10	7	5	4	40
I don't know	3	5	0	4	2	1	2	17
Other (please specify)	2	2	0	3	5	3	9	24
Total	70	82	58	97	65	79	146	597

In 2021, did you consult on your work with any of the following stakeholders? Tick all that apply

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Local communities	45	46	37	59	39	47	79	352
Partners	46	46	36	61	41	59	52	341
Members	26	46	30	56	47	42	100	347
Local authorities	37	40	32	46	31	27	92	305
National authorities	21	11	21	31	20	23	42	169
Public institutions	31	28	24	39	24	28	82	256
Institutional donors	30	22	24	24	20	30	27	177
Individual donors	15	22	9	18	10	25	31	130
Private businesses	11	14	12	9	17	16	26	105
Academic institutions	25	19	14	21	17	19	60	175
None of the above	1	3	2	4	2	2	3	17
I don't know	0	2	3	4	1	0	1	11
Other (please specify)	1	2	2	0	1	3	6	15
Total	70	80	58	96	65	79	145	593

In 2021, was your organisation a member of any of the following types of civil society networks? Tick all that apply

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Formal	34	38	32	37	35	42	51	269
Informal	18	36	14	41	37	32	16	194
Local	13	15	21	19	18	23	37	146
National	43	37	38	36	39	47	75	315
International	35	32	28	37	32	26	56	246
None of the above	8	10	3	13	2	11	20	67
I don't know	3	3	0	3	1	2	6	18
Other (please specify)	0	1	0	2	0	0	1	4
Total	70	80	58	96	65	77	143	589

In 2021, did your organisation receive funding from any of the following sources? Tick all that apply:

		Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Domestic founda- tions	Yes	7	16	4	15	12	11	7	72
	No	33	30	23	35	30	32	65	248
	I don't know	2	2	0	1	1	0	3	9
	Total	42	48	27	51	43	43	75	329
Foreign private founda- tions	Yes	16	19	7	16	9	19	22	108
	No	24	30	19	34	30	28	54	219
	I don't know	1	2	0	2	1	0	3	9
	Total	41	51	26	52	40	47	79	336
Local govern- ment	Yes	10	37	19	35	22	28	14	165
	No	31	18	16	29	25	22	62	203
	I don't know	1	2	0	1	0	0	3	7
	Total	42	57	35	65	47	50	79	375
Provincial/ cantonal/ entity gov- ernment	Yes	2	27	2	1	1	5	4	42
	No	32	22	23	44	34	34	62	251
	I don't know	3	2	0	1	1	0	3	10
	Total	37	51	25	46	36	39	69	303
National govern- ment	Yes	14	8	18	41	16	19	10	126
	No	26	32	16	23	27	31	62	217
	I don't know	1	2	1	2	0	0	4	10
	Total	41	42	35	66	43	50	76	353
Bilateral donors	Yes	22	12	12	9	12	21	22	110
	No	19	29	14	34	24	19	50	189
	I don't know	2	2	2	4	2	2	4	18
	Total	43	43	28	47	38	42	76	317
European Commis- sion	Yes	30	25	15	38	25	25	44	202
	No	18	25	16	31	21	24	50	185
	I don't know	1	3	1	1	1	0	2	9
	Total	49	53	32	70	47	49	96	396
United Nations	Yes	19	13	13	17	10	11	19	102
	No	24	31	16	32	29	31	56	219
	I don't know	1	2	0	2	0	0	2	7
	Total	44	46	29	51	39	42	77	328
Organiza- tion for Se- curity and Co-oper- ation in Europe	Yes	5	7	5	3	0	7	2	29
	No	32	31	21	42	33	31	64	254
	I don't know	1	2	0	2	3	0	2	10
	Total	38	40	26	47	36	38	68	293

		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Council of Europe	Yes	12	6	4	7	4	4	10	47
	No	27	31	22	38	30	34	58	240
	I don't know	1	2	0	3	1	0	2	9
	Total	40	39	26	48	35	38	70	296

In 2021, other than from the sources listed in the previous question, did your organisation receive funds from any of the following sources? Tick all that apply:

		Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Membership fees	Yes	12	35	10	17	31	18	73	196
	No	41	27	26	53	24	33	29	233
	I don't know	0	2	1	1	0	0	7	11
	Total	53	64	37	71	55	51	109	440
Private businesses	Yes	8	15	4	15	14	15	23	94
	No	43	34	27	53	32	31	51	271
	I don't know	0	2	1	0	0	1	3	7
	Total	51	51	32	68	46	47	77	372
Individual donations	Yes	14	25	16	27	24	27	65	198
	No	35	28	22	44	23	27	28	207
	I don't know	2	2	1	2	1	1	4	13
	Total	51	55	39	73	48	55	97	418
CSO's own business/ social enterprise activity/ service provision	Yes	13	10	12	7	17	19	34	112
	No	40	41	24	55	28	28	43	259
	I don't know	0	2	0	1	0	0	3	6
	Total	53	53	36	63	45	47	80	377
Crowd-funding	Yes	9	10	6	6	4	5	4	44
	No	40	39	27	51	31	36	58	282
	I don't know	1	2	1	3	1	0	2	10
	Total	50	51	34	60	36	41	64	336

In December 2021, how many paid staff, not including consultants, did your organisation employ?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
No paid staff	8	23	12	22	16	17	39	137
1-5	35	23	17	39	29	21	37	201
6-10	7	10	6	8	6	9	18	64
11 or more	14	12	12	11	7	15	27	98
I don't know	0	1	1	3	3	1	2	11
Total	64	69	48	83	61	63	123	511

In 2021, were any of the following organisational policy in effect in your organisation? Tick all that apply:

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Recruitment policy	28	20	20	20	18	18	35	159
Diversity equality and inclusion policy	24	26	16	34	13	17	25	155
Gender equality policy	36	24	24	32	20	32	57	225
Disciplinary policy	14	9	12	11	6	10	17	79
Grievance/complaints policy	12	8	10	14	5	6	17	72
Performance evaluation policy	23	15	18	16	12	10	20	114
Redundancy policy	3	1	2	2	0	2	13	23
Remuneration policy	9	6	6	7	7	6	20	61
Bullying and harassment policy	21	5	11	18	6	10	21	92
Safeguarding of children and vulnerable adults policies	19	18	12	25	10	15	24	123
Data protection policies	24	15	13	23	18	31	33	157
Financial policies	31	29	23	20	25	27	35	190

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Governance policies	22	20	20	19	20	15	44	160
Anti-corruption policies	25	18	22	11	11	17	31	135
Environmental protection policies	20	12	15	21	17	13	28	126
None of the above	5	16	5	17	17	12	18	90
Other (please specify)	1	3	2	5	5	2	12	30
Total	64	69	48	83	61	63	123	511

Are any of these organisational policies published on your organisation's website? Tick one

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	17	11	13	17	18	12	57	145
No	38	39	29	40	21	37	43	247
I don't know	4	3	1	9	5	2	5	29
Total	59	53	43	66	44	51	105	421

In 2021, did your organisation publicly advertise staff and volunteering vacancies on any of the following? Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Website	30	19	20	23	25	21	53	191
Internet portals	9	11	18	14	7	18	39	116
Social media	39	26	27	32	28	31	54	237
Print media	2	2	2	8	2	1	7	24
Mailing lists	13	13	6	14	11	11	22	90
Did not have any vacancies	12	20	8	15	13	10	20	98
Other (please specify)	3	2	3	5	2	1	7	23
did not publicly advertise	8	16	6	23	11	16	28	108
Total	64	69	48	83	60	63	122	509

In 2021, did your organisation enable staff or volunteers to attend a training course for the purpose of their professional development?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	47	51	38	68	49	52	94	399
No	16	18	9	14	10	11	25	103
I don't know	1	0	1	1	1	0	3	7
Total	64	69	48	83	60	63	122	509

In 2021, did government authorities take decisions on your organisation which negatively impacted its ability to exercise its rights?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	8	13	6	23	12	17	22	101
No	49	49	37	52	39	42	88	356
I don't know	5	6	5	7	9	1	11	44
Total	62	68	48	82	60	60	121	501

In your view, were you able to effectively challenge such decisions through official, legal, judicial and administrative channels?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	3	5	1	3	3	2	6	23
No	4	5	5	15	7	9	13	58
Final decision is pending	1	1	0	5	2	5	2	16
I don't know	0	2	0	0	0	1	2	5
Total	8	13	6	23	12	17	23	102

In 2021, were your organisation or its members subjected to threats or physical attacks? Tick one:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes – the organisation	2	1	1	2	2	7	1	16
Yes – mem- bers	2	5	3	4	2	6	2	24
Yes - both	1	1	2	1	4	5	5	19
No	57	57	40	72	47	40	101	414
I don't know	0	3	2	3	5	2	11	26
Total	62	67	48	82	60	60	120	499

In 2021, did your organisation or its members submit an official complaint because they were denied protection from threats or physical attacks?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes – the organisation	0	1	3	2	2	6	1	15
Yes – members	1	0	1	3	2	0	0	7
Yes – both	0	1	0	1	1	3	2	8
No	60	64	42	72	53	46	107	444
I don't know	1	0	2	3	2	4	10	22
Total	62	66	48	81	60	59	120	496

If in 2021, your organisation or its members did not submit an official complaint please explain why not. Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
It was not relevant because we were not subjected to threats or physical attacks	46	47	32	59	31	32	87	334
We complained in the past and the response by the authorities was not effective	2	2	1	3	3	3	3	17
We felt our safety would be compromised if we submitted and official complaint	3	1	2	0	5	3	3	17
We did not know how to submit an official complaint	2	0	1	0	2	1	1	7
I don't know	3	9	6	5	10	3	5	41
Total	56	59	41	66	49	42	98	411

In 2021, did your organisation experience property damage as part of threats and physical attacks against them?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Yes – the organisation	0	0	3	2	3	3	3	14
Yes – members	1	1	0	1	2	1	1	7
Yes – both	1	0	0	1	2	3	1	8
No	60	63	43	71	53	51	105	446
I don't know	0	1	2	4	0	1	8	16
Total	62	65	48	79	60	59	118	491

In 2021, was your organisation required by authorities to submit reports which, in your view, were excessive and unjustifiable and amounted to discrimination of your organisation?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Yes	3	3	3	2	5	5	2	23
No	56	60	43	70	48	52	104	433
I don't know	3	2	2	7	7	2	12	35
Total	62	65	48	79	60	59	118	491

In 2021, were the offices of your organisation subjected to unlawful searches?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Yes	0	0	0	0	3	1	2	6
No	61	64	44	77	55	57	113	471
I don't know	1	1	3	2	2	1	3	13
Total	62	65	47	79	60	59	118	490

In 2021, were the operations of your organisation subjected to unlawful inspections? Tick one:

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Yes	1	0	0	1	1	3	5	11
No	61	64	45	77	58	56	107	468
I don't know	0	1	2	0	1	0	5	9
Total	62	65	47	78	60	59	117	488

In 2021, did the authorities interfere with the communications of your organisation? Tick one:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	3	2	3	1	4	7	1	21
No	57	59	42	73	53	45	108	437
I don't know	2	4	2	4	3	7	8	30
Total	62	65	47	78	60	59	117	488

In 2021, were your organisation or its members subjected to judicial harassment for alleged connections with extremism, terrorism, money laundering or corruption?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes – the organisation	0	0	0	0	1	2	1	4
Yes – mem- bers	1	0	0	2	2	2	0	7
Yes – both	0	0	1	0	0	3	2	6
No	61	63	45	76	55	48	111	459
I don't know	0	2	1	0	2	4	3	12
Total	62	65	47	78	60	59	117	488

In 2021, was your organisation subjected to discriminatory restrictions as a consequence of receiving funding from a particular source?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	3	3	2	4	2	5	7	26
No	59	59	44	69	55	53	104	443
I don't know	0	3	1	5	3	1	6	19
Total	62	65	47	78	60	59	117	488

72. In 2021, was your organisation prevented, by government authorities or banks, from opening a bank account, sending or receiving money?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	3	1	4	0	5	4	1	18
No	59	63	40	77	53	54	113	459
I don't know	0	1	2	1	2	1	3	10
Total	62	65	46	78	60	59	117	487

In 2021, did undue government interference prevent your organisation from accessing any type of funding?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
No	57	53	35	63	47	51	101	407
Yes - arbitrary audit	0	1	0	0	0	3	5	9
Yes - frozen account	0	1	0	0	1	1	0	3
Yes - requirement to register as a foreign agent	0	0	0	0	0	0	0	0
I don't know	5	9	9	11	9	4	8	55
Other (please specify)	0	1	0	3	2	0	2	8
Total	62	65	44	77	59	59	116	482

In 2021, in your view, how transparent was the provision of public funding to CSOs?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Not transparent at all	9	8	4	15	15	14	35	100
Insufficiently transparent	24	31	17	32	26	28	22	180
Sufficiently transparent	13	11	11	18	2	7	16	78
Very transparent	4	8	7	2	4	4	2	31
I don't know	12	7	5	10	12	6	41	93
Total	62	65	44	77	59	59	116	482

In 2021, in your view, how fair was the provision of public funding to CSOs?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Not fair at all	12	11	7	25	20	15	42	132
Insufficiently fair	23	34	14	28	16	31	23	169
Sufficiently fair	13	8	8	9	4	4	11	57
Very fair	2	3	2	0	2	4	3	16
I don't know	12	9	13	15	17	5	37	108
Total	62	65	44	77	59	59	116	482

In 2021, did your organisation apply for public funding?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	31	43	27	57	32	31	17	238
No	30	19	16	19	26	25	92	227
I don't know	1	3	1	1	1	3	7	17
Total	62	65	44	77	59	59	116	482

Were any of these applications unsuccessful?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	24	31	20	44	26	22	12	179
No	6	10	7	12	4	9	5	53
I don't know	1	2	0	1	2	0	0	6
Total	31	43	27	57	32	31	17	238

If in 2021 your organisation applied for public funding, but the application was unsuccessful, why do you think that was?

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Our proposal was not good enough	0	5	1	7	3	3	0	19
The competition was very strong	6	6	2	13	3	7	1	38
The authorities do not want to fund the work with people we serve and represent	2	6	3	6	4	1	4	26
The authorities fund their preferred organisations	16	20	13	22	22	15	7	115
The application procedure was too complicated	0	3	4	3	0	2	1	13
The funds offered were too small	0	0	0	0	0	0	0	0
We missed the deadline	0	0	0	3	0	0	0	3
We did not think we had a realistic chance of winning	0	0	0	0	0	0	0	0
Other (please specify)	2	3	1	8	2	2	0	18
I don't know	3	2	2	3	0	2	1	13
Total	24	31	20	44	26	22	12	179

If in 2021 your organisation did not apply for public funding, please tell us why not. Tick all that apply:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Did not need public funding	5	2	5	0	4	1	23	40
The ap- plication procedure was too complicated	2	0	1	1	1	1	10	16
The funds offered were too small	4	5	2	3	6	3	9	32
We missed the deadline	1	2	2	1	0	2	3	11
We did not think we had a realistic chance of winning	18	5	6	10	13	14	36	102
Other (please specify)	4	3	1	6	6	6	16	42
I don't know	1	3	2	2	2	1	6	17
Total	30	19	16	19	26	25	92	227

.In 2021, did your organisation benefit from government employment programmes? Tick one:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	4	15	7	24	6	15	6	77
No	56	43	36	48	49	41	98	371
I don't know	2	7	1	5	4	3	12	34
Total	62	65	44	77	59	59	116	482

In 2021, did your organisation benefit from COVID-related governmental employment support? Tick one:

	Albania	Bosnia and Herze- govina	Kosovo	Monte- negro	North Mace- donia	Serbia	Turkey	Total
Yes	4	3	6	2	9	14	17	55
No	56	60	36	72	48	43	92	407
I don't know	2	2	2	3	2	2	7	20
Total	62	65	44	77	59	59	116	482

In 2021, did your organisation benefit from government volunteering programmes? Tick one:

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	2	2	2	3	4	1	5	19
No	59	61	41	73	55	57	100	446
I don't know	1	2	1	1	0	1	11	17
Total	62	65	44	77	59	59	116	482

In 2021, did government authorities launch open calls for CSO participation in consultations on the drafting of government reports under international human rights or other treaties or the implementation of treaty body recommendations?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	26	14	15	40	25	23	20	163
No	20	23	10	11	10	12	58	144
I don't know	16	28	19	26	24	24	37	174
Total	62	65	44	77	59	59	115	481

If the government launched open calls for CSO participation in consultations, did you take part in them?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	14	10	9	14	8	13	11	79
No	12	4	6	26	16	10	8	82
I don't know	0	0	0	0	1	0	1	2
Total	26	14	15	40	25	23	20	163

If you took part in consultations, which treaty was it: Tick all that apply:

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
International Covenant on Civil and Political Rights	2	1	2	2	1	4	1	13
International Covenant on Economic, Social and Cultural Rights	1	2	6	0	0	4	4	17
International Convention on the Elimination of All Forms of Racial Discrimination	2	0	2	3	0	1	0	8
Convention Against Torture and Other Cruel Inhuman or Degrading Treatment	0	0	1	1	0	1	0	3
Convention on the Rights of the Child	6	1	3	5	2	4	1	22
Convention on the Elimination of All Forms of Discrimination Against Women	6	4	3	3	0	2	5	23
Convention on the Rights of People with Disabilities	6	4	2	2	6	5	3	28
International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families	1	0	1	1	0	3	1	7
Council of Europe Framework Convention for the Protection of National Minorities	2	0	1	0	1	0	0	4

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Council of Europe Convention on Action against Trafficking in Human Beings	4	1	2	1	0	0	1	9
Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention)	5	1	3	3	0	0	3	15
Council of Europe anti-corruption conventions	3	1	4	0	0	0	1	9
Other (please specify)	0	0	0	1	0	2	0	3
I don't know	2	1	2	4	2	1	0	12
Total	14	10	9	14	8	13	10	78

In 2021, how supportive were public officials toward civil society, in your view? Tick one:

	Albania	Bosnia and Herzegovina	Kosovo	Montenegro	North Macedonia	Serbia	Turkey	Total
Not at all supportive	8	5	8	12	9	21	36	99
Insufficiently supportive	26	47	17	49	34	27	47	247
Sufficiently supportive	21	6	13	8	7	7	17	79
Very supportive	0	2	0	2	0	1	4	9
I don't know	7	5	6	6	9	3	11	47
Total	62	65	44	77	59	59	115	481

In 2021, did the authorities effectively consult your organisation in the drafting of laws, bylaws, strategies or acts of public interest and policy reforms?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	27	19	9	28	20	17	17	137
No	29	37	32	42	31	41	90	302
I don't know	6	9	3	7	8	1	8	42
Total	62	65	44	77	59	59	115	481

Did your organisation have access to the draft document from the beginning of the drafting process to the end of the adoption procedure?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	15	11	7	20	13	15	10	91
No	6	7	2	6	4	2	3	30
I don't know	6	1	0	2	3	0	4	16
Total	27	19	9	28	20	17	17	137

Did your organisation have at least 15 days available for commenting before the draft document entered adoption procedure?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	15	14	8	17	15	12	10	91
No	6	4	1	5	4	4	6	30
I don't know	6	1	0	6	1	1	1	16
Total	27	19	9	28	20	17	17	137

Was a representative of your organisation a member of a working group tasked with the development of laws, bylaws, strategies or acts of public interest and policy reforms?

	Albania	Bosnia and Her- zegovina	Kosovo	Monte- negro	North Macedonia	Serbia	Turkey	Total
Yes	11	13	9	18	15	14	8	88
No	13	6	0	9	5	2	9	44
I don't know	3	0	0	1	0	1	0	5
Total	27	19	9	28	20	17	17	137