State of Digitalization in Czech Nonprofits 2023 Survey ⸱⚬

We want digital technologies to be accessible to the nonprofit sector and for nonprofits to be able to exploit their full potential. We need you for this! This questionnaire and information provided to us in it will help us map the overall state of IT in the non-profit sector, as well as identify gaps, shortcomings and areas where help is needed and what help will be most effective.

The questionnaire survey is **intended for all IT staff, directors and managers of non-profit organizations** who deal with IT in their organization and are interested in how to streamline their activities.

It will take you approximately 30 to 40 minutes to complete (even less for smaller organizations)**.** If you want to prepare for the completion in advance or consult it with your team, here: https://tinyurl.com/questionnaire2023 you will find the complete questionnaire. While filling in your answers not all questions from this document are likely to be offered – based on your answers, the questionnaire will only offer you questions relevant to your organization. Please note, the questionnaire needs to be completed all at once - it cannot be saved in progress and returned to later.

Always fill in the answers for the entire organization, not for individuals, to get the most accurate picture of the state of IT for individual organizations. After successful completion, we will send you a summary of your responses to the entered email.

We collect answers from **March 1 to March 31, 2023**.

Thank you in advance for taking the time to complete it! Your answers will help us to monitor the development of the state of IT and adapt the offer of our products, services, grants and educational activities. At the end of the questionnaire, you can **request recommendations for the improving your state of IT,** which we will create for you based on the answers from the questionnaire.

At the same time, we would like to draw your attention to the **current grant call of the OSF Foundation**, which will support the strengthening of knowledge and skills in the use of digital technologies, more here: https://tinyurl.com/ACFquest. The call deadline is May 31, 2023.

Assistance with the creation for the survey and processing of their data is provided pro bono by Ipsos, s. r. o. agency. Thank you!

Team of VIA Association and OSF Prague

1. Please place your organization in the most appropriate category: *

○ **Professional** (an organization that is built mainly on paid employees, such as People in Need, social service providers, etc.)

○ **Volunteer** (several support staff, but the backbone of the activity is carried out by volunteers, e.g. Scout organization)

○ **Civic** (the organization is built purely on a volunteer basis, e.g. civic groups that solve local problems)

2. What is the legal form of your organization? *

○ Association, Branch Association

○ Institute

○ Foundation, endowment fund

○ Public Benefit Organization

○ Faith-based Organization

○ Contributory organization

○ Public library

○ Other

3. Choose the activity that best fits your organization's core mission: *

○ **Health and social services** (nursing and care facilities, assistance to people with disabilities, health promotion and prevention, patient organizations, support mental health, hospices, social housing, asylum houses, housing for the elderly)

○ **Sports, recreational activities and social activities** (leisure clubs, sports clubs, community centers)

○ **Youth activities** (scout and similar clubs, camps, childcare, child abuse prevention, youth development programs)

○ **Schools and related activities** (schools, parent associations, student organizations, additional services to formal education - preparatory courses, tests)

○ **Libraries**

○ **Other educational and training activities** (publication activities, awareness-raising activities, discussion forums, provision of information, training courses outside formal education)

○ **Community activities and development of the area** (local action groups, development and renovation of the area, volunteer firefighters and other community activities)

○ **Cultural or historical activities** (theatre, literature, museums, preservation of monuments, artistic education)

○ **Protection of nature and the environment** (conservation and protection of natural resources, prevention and fight against pollution, rescue stations and shelters)

○ **Activities in the field of human rights** (defense of human and civil rights, elimination of prejudice and discrimination)

○ **Religious activities** (parishes, churches, religious orders, evangelism)

○ **Support for individuals** (providing money, goods and services to people in need, counseling for family and interpersonal relationships, debt counseling, integration of convicts or people suffering from addictions back to society, day centers, legal aid)

○ **Support for organizations** (donations, loans or grants to other organizations, non-financial services and support for other organizations)

○ **Business and professional associations**

○ **Legislative, political and advocacy activities** (proposing, supporting or disagreeing with legislation, informing voters, educating voters, trying to influence public opinion)

○ **Scientific research and its support**

○ **Agriculture and related activities** (non-profit farms, protection of farmers, agricultural cooperatives, protection of agricultural land)

○ **Employee organizations** (improvement of employee working conditions, employee associations)

○ Other

4. How many employees or other paid long-term associates does your organization have? *

We care about approximately how many people use your organization's internal systems and are paid to work for the organization. For example, they use shared document storage, common communication applications, e-mails, etc.

[   ]

Value must be a number.

5. How many volunteers or members does your organization have? *

We care about how many people approximately use your organization's internal systems and participate in its operation and are not paid for this work. For example, they use shared document storage, common communication applications, e-mails, etc.

[   ]

Value must be a number.

⁞

6. How big is the city where your organization is based (by population)? *

○ up to 1,000 inhabitants

○ from 1,000 to 10,000 inhabitants

○ from 10,000 to 100,000 inhabitants

○ over 100,000 inhabitants

7. What region is your organization based in? *

○   Capital City of Prague

○   South Bohemian Region

○   South Moravian Region

○   Karlovy Vary Region

○   Vysočina Region

○   Hradec Králové Region

○   Liberec Region

○   Moravian-Silesian Region

○   Olomouc Region

○   Pardubice Region

○   Pilsen Region

○   Central Bohemian Region

○   Ústí nad Labem Region

○   Zlín Region

Hardware and operating systems

8. What is the approximate volume of your income from the following sources: *

We care about the approximate ratio - it does not matter if you choose options that seem to put together more than 100%, because these are ranges.

For example, if you have 40% from public funds, 40% from private donors, and 20% from your own income, you'll select public funds options up to 50%, private donors up to 50%, membership fees 0%, and your own income up to 25%.

	0%	up to 25%	up to 50%	up to 75%	up to 100%
Public sources - grants and subsidies, Norwegian grants, ESF, etc.	○	○	○	○	○
Private donors, including companies, small contributors.	○	○	○	○	○
Memberships fees	○	○	○	○	○
Own income (sale of goods and services)	○	○	○	○	○

9. Who owns the computers you use in your organization? *

○ The devices are owned by our organization.

○ Devices are personally owned by users/members/employees.

○ Combination of both.

10. How did you get the computers that are owned by your organization? *

☐ Purchase

☐ Donation

11. What percentage of your computers are **refurbished**? All we need is an approximate estimate. *

Refurbished computers are used computers which underwent professional inspection and were put in use again by an expert or directly by the manufacturer. These are computers that have already been used by someone before you. You either received these computers as a gift (typically discarded but still usable company computers) or they can already be purchased as refurbished from specialized dealers.

For example, if your organization has 10 computers, of which 2 are new and 8 are refurbished, enter 80%. Please select an approximate ratio as close as possible.

- ○ 0%
- ○ 10%
- ○ 20%
- ○ 30%
- ○ 40%
- ○ 50%
- ○ 60%
- ○ 70%
- ○ 80%
- ○ 90%
- ○ 100%

12. In what overall condition are the devices owned by your organization? *

Consider their performance, reliability, malfunction and functionality.

	we don't own any	very bad	bad	satisfactory	good	very good
Laptops	○	○	○	○	○	○
Desktop PC	○	○	○	○	○	○
Mobile phones	○	○	○	○	○	○
Printers	○	○	○	○	○	○
Projectors	○	○	○	○	○	○
Conferencing devices and audio devices (speakers, cameras, ...)	○	○	○	○	○	○

13. What operating systems do you use on computers owned by your organization? Express approximately as a percentage. *

	0%	up to 25%	up to 50%	up to 75%	up to 100%
Windows	○	○	○	○	○
MacOS	○	○	○	○	○
Linux	○	○	○	○	○
ChromeOS	○	○	○	○	○

14. What edition of Windows do you use in your organization? Mark all that you use. *

☐ we do not use Windows

☐ Windows 11 Pro

☐ Windows 11 Home

☐ Windows 10 Pro

☐ Windows 10 Home

☐ Windows 8 or 8.1 Pro / Enterprise

☐ Windows 8 or 8.1 Home / Basic

☐ I don't know

☐ Other

15. When you think about the hardware and operating systems that you use in your organization, do you see any needs, deficiencies or obstacles in the development of this area? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

☐ Everything is fine, we are satisfied

☐ It is not a relevant topic for us

☐ We do not have finances for the devices

☐ We don't understand it, we don't know what to choose

☐ Other

Software Licenses

16. Do you own any software licenses or subscriptions for IT tools and services? *

Regardless of whether you use these licenses and services free of charge (e.g. Google Workspace for non-profit organizations, Slack, etc.), it is important whether these licenses and services are maintained under the name of your organization.

- ( ) Yes, we only use software owned or maintained by or on behalf of the organization
- ( ) No, we only use personal software of members/employees
- ( ) Combination of both
- ( ) Don't know/Not sure

17. What type of software do you use that is personally owned by employees or members? *

- [ ] Office programs (MS Office, Libre Office, ...)
- [ ] Communication tools
- [ ] Graphic Programs
- [ ] Accounting Programs
- [ ] Antivirus Programs
- [ ] Other

18. Why do you use software that is personally owned by employees or members? *

Document storage and collaboration

19. What office suites do you use in your organization? *

- [ ] Google Workspace (Docs, Spreadsheets, Presentations)

- [ ] iWork (Pages, Numbers, Keynote)

- [ ] LibreOffice or OpenOffice (Writer, Calc, Impress, Draw)

- [ ] Microsoft Office (Word, Excel, OneNote, PowerPoint)

- [ ] None

- [ ] Other

20. If you use Microsoft Office desktop applications - what versions of packages do you use?

    If you did not select Microsoft Office in the previous question, please go to the next question.

- [ ] Microsoft Office 365 Apps

- [ ] Office 2021

- [ ] Office 2019

- [ ] Office 2016

- [ ] Older version

- [ ] I don't know

21. How do you store and share documents in your organization? *

A shared document storage is a place where you store work documents in your organization and where your colleagues can find, view and edit documents. The shared storage can be either a physical server - i.e. you have a computer or specialized server hardware in the office that you connect to and where documents are stored (often it will be Windows Server) or can be a cloud storage, i.e. the documents are stored on the servers of your storage provider and you connect to them via the Internet (often it will be Microsoft or Google).

○ We use cloud storage (for example, SharePoint, Google Drive, etc.)

○ We have our own physical (on-premise) server for storing documents (for

example, Windows Server)

○ We have both cloud storage and our own physical server

○ We have no shared storage

22. Which cloud storage do you use? *

☐ Box

☐ Dropbox

☐ Google Workspace (Drive, Websites)

☐ Microsoft/Office 365 (OneDrive, SharePoint)

☐ Other

23. What version of cloud storage are you using? *

○ Commercial

○ Nonprofits version

○ Free version / for personal use

○ I don't know

○ Other

24. When you think of office software and storage that you use in your organization, do you see any needs, deficiencies or obstacles in the development of this area? *

Domains and email services

25. Does your organization have its own domain? (Regardless of whether you are already using it.) *

A domain is a unique web address that is used to access a website or to set up emails and other services for an organization. It consists of the name and domain suffix, for example: *sdruzenivia.cz*.

Most often, a custom domain is used for an organization's website or email addresses.

◯ Yes

◯ No

◯ I don't

26. Does your organization own your domain? *

Enter yes if the holder is really your organization, not an individual, even if they are a statutory representative or employee.

For .cz domains, you can easily check it here: https://www.nic.cz/whois/ (parameter Holder).

◯ Yes

◯ No

◯ I don't know

27. Does your organization have emails on its own domain? *

For example info@moje-organizace.cz. If you have a dedicated email on a generic domain, such as moje-organizace@seznam.cz, select No.

◯ Yes

◯ No

28. What type of email service do you use in your organization? *

○ Gmail (Google Workspace)

○ Microsoft Exchange (Microsoft 365 - cloud service)

○ Microsoft Exchange (on-premise server)

○ Roundcube

○ Seznam for companies

○ Email service of a domain or hosting provider, such as Wedos, Forpsi, Web4U, Webnode, etc.

○ Other

29. When you think about domains and email services, do you feel some needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

☐ Everything is fine, we are satisfied

☐ It is not a relevant topic for us

☐ We do not understand this topic

☐ We don't have an overview of the available tools

☐ We don't have time to deal with it

☐ We do not have the necessary knowledge and competences in the team

☐ It is technically too complicated

☐ We don't have the finances for these tools

☐ We haven't thought about using it

☐ Other

Virtual Servers

30. **Do you use any cloud services to run virtual servers or host application servers and databases? ***

For example, for hosting an accounting software on your server, for hosting a virtual Windows Server, or for hosting of an application or web service run by your organization.
Hosting of websites IS NOT included here.

   ○ No - we don't have anything to run on them

   ○ No - we have everything we need on physical servers

   ○ Yes

   ○ I don't know.

31. **What cloud services do you use to run virtual servers? ***

   ☐ Amazon Web Services (AWS)

   ☐ Google App Engine

   ☐ Microsoft Azure

   ☐ Other

32. When you think about virtual servers, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied

- [ ] It is not a relevant topic for us

- [ ] We do not understand this topic

- [ ] We don't have an overview of the available tools

- [ ] We don't have time to deal with it

- [ ] We do not have the necessary knowledge and competences in the team

- [ ] It is technically too complicated

- [ ] We don't have the finances for these tools

- [ ] We haven't thought about using it

- [ ] Other

Internal communication and team management

33. What tools do you use for **internal (team)** online communication? *

- ☐ Cisco Webex
- ☐ Discord
- ☐ e-mail
- ☐ Facebook Messenger
- ☐ Google Chat, Google Meet
- ☐ Jitsi
- ☐ Microsoft Teams
- ☐ Podio
- ☐ Signal
- ☐ Skype
- ☐ Slack
- ☐ Telegram
- ☐ Viber
- ☐ Whatsapp
- ☐ Whereby
- ☐ Zoom
- ☐ Other

34. What online tools **for team management and task and project planning are you using?** *

☐ None

☐ Asana

☐ BaseCamp

☐ Freelo

☐ Jira

☐ MS Planner, MS Teams, MS ToDo

☐ Podio

☐ Trello

☐ Calendar apps - Outlook, Google Calendar ...

☐ Spreadsheets - Excel, Google Sheets, ...

☐ Other

35. What **online** tools do you use to **write and share processes, procedures, manuals and,** in general, the **know-how** of the organization? *

- [ ] None
- [ ] We have information in shared documents on the shared storage
- [ ] Confluence by Atlassian
- [ ] Google Sites
- [ ] MediaWiki
- [ ] Notion
- [ ] Microsoft OneNote
- [ ] Microsoft Teams Wiki
- [ ] ZenDesk Guide
- [ ] Other

36. When you think about the tools for internal communication and team management, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied
- [ ] It is not a relevant topic for us
- [ ] We do not understand this topic
- [ ] We don't have an overview of the available tools
- [ ] We don't have time to deal with it
- [ ] We do not have the necessary knowledge and competences in the team
- [ ] It is technically too complicated
- [ ] We don't have the finances for these tools
- [ ] We haven't thought about using it
- [ ] Other

Online meetings and webinars

37. What tools do you use for online meetings **with people outside your organization** or for hosting webinars? *

- [ ] none
- [ ] Cisco Webex
- [ ] Discord
- [ ] Facebook Messenger
- [ ] Google Meet
- [ ] Jitsi Meet
- [ ] Microsoft Teams
- [ ] Skype
- [ ] Whatsapp
- [ ] Whereby
- [ ] Zoom
- [ ] Other

38. When you think about tools for online meetings and webinars, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied

- [ ] It is not a relevant topic for us

- [ ] We do not understand this topic

- [ ] We don't have an overview of the available tools

- [ ] We don't have time to deal with it

- [ ] We do not have the necessary knowledge and competences in the team

- [ ] It is technically too complicated

- [ ] We don't have the finances for these tools

- [ ] We haven't thought about using it

- [ ] Other

Data analysis

39. What types of data do you process in your organization? *

- [ ] Data about members of the organization

- [ ] Data on donors

- [ ] Data on volunteers

- [ ] Data on grants (awarded by you to other entities)

- [ ] Data on communication campaigns (social networks, media monitoring, e-mail marketing, ...)

- [ ] Client and customer data

- [ ] Order and product data

- [ ] Data on partners and cooperating entities

- [ ] Data on services provided

- [ ] Employee data

- [ ] External data (data created/collected by other entities, such as statistical data, index data, etc.)

- [ ] Financial data and budgets

- [ ] Own surveys and research

- [ ] Web analytics (site traffic, etc.)

- [ ] Other

40. Do you do any form of data analysis in your organization? *

That is, do you work with your data beyond the normal operational processing? For example, do you create statistics, reports, etc. and use these analyses when working in your organization?

◯ Yes

◯ No

◯ I don't know

41. How do you perform data analysis in your organization? *

◯ internally within the team

◯ externally, we hire external consultants for this, volunteers help us with this

◯ combination - i.e. we process part of the data internally, part externally

42. What data analytics tools do you use? *

☐ Spreadsheet - Excel, Google Sheets, etc.

☐ Microsoft Access

☐ Microsoft Power BI

☐ Tableau

☐ Reporting tools of our systems (for example within the CRM system, etc.)

☐ Other

43. When you think about data analysis and the tools associated with it, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied

- [ ] It is not a relevant topic for us

- [ ] We don't see a reason to analyze the data

- [ ] We don't understand this topic

- [ ] We don't have an overview of the available tools

- [ ] We don't have time to deal with it

- [ ] We do not have the necessary knowledge and competences in the team

- [ ] It is technically too complicated

- [ ] We don't have the finances for these tools

- [ ] We haven't thought about using it

- [ ] Other

CRM systems

44. What CRM systems do you use? *

CRM (Customer Relationship Management) system is a tool for managing contacts and managing relationships with donors, clients, partners, etc.

- [ ] None
- [ ] We use a spreadsheet (Excel, Google Sheets, ...)
- [ ] CiviCRM
- [ ] Microsoft Dynamics
- [ ] Raynet CRM
- [ ] Salesforce
- [ ] I don't know.
- [ ] Other

45. When you think about CRM systems, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied
- [ ] It is not a relevant topic for us
- [ ] We do not understand this topic
- [ ] We don't have an overview of the available tools
- [ ] We don't have time to deal with it
- [ ] We do not have the necessary knowledge and competences in the team
- [ ] It is technically too complicated
- [ ] We don't have the finances for these tools
- [ ] We haven't thought about using it
- [ ] Other

Electronic signatures

46. Does the statutory representative of your organization have a guaranteed (certified) electronic signature? *

That is, an electronic signature for which a certificate is issued by a recognized certification authority (for example, the Czech Post and the PostSignum certificate).

○ Yes

○ No

○ I don't know.

47. What tools do you use for electronic contracting? *

We mean contracts and documents issued by your organization that need to be signed by the counterparty, such as grant agreements, contracts with suppliers, etc.

☐ None

☐ we digitally sign the PDF and email it

☐ Adobe Sign

☐ Autenti

☐ DocuSign

☐ PandaDoc

☐ Signi

☐ I don't know

☐ Other

48. When you think about the topic of electronic signatures and the tools associated with them, do you feel any needs, shortcomings, or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied

- [ ] It is not a relevant topic for us

- [ ] We do not understand the legal aspects of electronic signatures and do not know when they can be
  used

- [ ] We don't understand this topic

- [ ] We don't have an overview of the available tools

- [ ] We don't have time to deal with it

- [ ] We do not have the necessary knowledge and competences in the team

- [ ] It is technically too complicated

- [ ] We don't have the finances for these tools

- [ ] We haven't thought about using it

- [ ] Other

Accounting and HR systems

47. In which tool do you keep the accounts of your organization?

○ We do not keep accounts

○ Accounting is kept by an external accountant, and we do not know in what

○ We keep accounts in a spreadsheet (Excel, Google Sheets, ...)

○ Abra

○ Helios

○ Money

○ Pohoda

○ I don't know.

○ Other

50. What tool do you use to process your HR agenda? *

For example - keeping attendance, registering and approving holidays, registering business trips, registering meal vouchers, and more.

- ◯ We do not have an HR agenda

- ◯ We only manage the HR agenda on paper

- ◯ We run the HR agenda in a spreadsheet (Excel, Google Sheets...)

- ◯ Alveno

- ◯ Bamboo

- ◯ Faktorial HR

- ◯ Humaans

- ◯ Personio

- ◯ Pinya HR

- ◯ Sloneek

- ◯ Other

51. 45. When you think about CRM systems, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

☐ Everything is fine, we are satisfied

☐ It is not a relevant topic for us

☐ We do not understand this topic

☐ We don't have an overview of the available tools

☐ We don't have time to deal with it

☐ We do not have the necessary knowledge and competences in the team

☐ It is technically too complicated

☐ We don't have the finances for these tools

☐ We haven't thought about using it

☐ Other

Cybersecurity

52. How do you secure your organization's data against leaks? *

☐ We do not deal with the possibility of data leaks

☐ Regular update of the software

☐ Rules for setting passwords and storing them

☐ Rules for sharing documents

☐ Training of employees, members and other people with access to the organization's data

☐ Use of antiviruses

☐ Other

53. Do you have **written** cybersecurity policies in your organization? *

○ Yes

○ No

54. How do you handle password storage and management in your organization? *

○ We have a single tool that is used by all users

○ We have common passwords in a shared spreadsheet or document, personal passwords are a responsibility of each user

○ We do not deal with it as an organization - it is completely up to each user

  how he manages passwords

○ We do not need to deal with password storage

○ I don't know

○ Other

55. Do you use antivirus programs in your organization? *

○ Yes, we have a unified antivirus for the organization

○ Yes, each user chooses their own antivirus for their computer

○ No, we do not use it

○ We do not deal with it as an organization

56. What antivirus do you use? *

☐ Avast

☐ AVG

☐ Avira

☐ Bitdefender

☐ Eset

☐ Kaspersky

☐ McAffee

☐ Microsoft Defender

☐ Norton Security / Symantec

☐ Other

57. Have you experienced a cyber-attack in your organization in the last 2 years? What specifically did you encounter? *

- [ ] Email identity theft (e.g. sending spam on your behalf)
- [ ] Remote desktop hacking
- [ ] Server Attack
- [ ] Infiltration of the website (e.g. changing the content of the website, placing malicious code...)
- [ ] Phishing
- [ ] Password cracking
- [ ] Ransomware
- [ ] Spam
- [ ] Identity theft
- [ ] Viruses, Trojans, malware, ...
- [ ] Congestion of the website, web service or server in order to disable it (DDoS attack)
- [ ] We did not encounter anything
- [ ] I don't know
- [ ] Other

58. Have you experienced a data breach in your organization in the last 2 years? *

Regardless of whether it was a deliberate or unintentional leak, the action of external forces (cyber-attack) or the error or inattention of an employee or member of the organization.

- ( ) Yes
- ( ) No
- ( ) I don't know
- ( ) I don't want to answer

59. Can you please describe it in more detail? Did you make any changes after that?

60. How satisfied are you with the level of IT security in your organization? *

☆ ☆ ☆ ☆ ☆

61. When you think about IT security and the tools within it that you use in your organization, do you see any needs, shortcomings, or obstacles in the development of this area? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied
- [ ] It is not a relevant topic for us
- [ ] We do not understand this topic
- [ ] We don't have an overview of the available tools
- [ ] We don't have time to deal with it
- [ ] We do not have the necessary knowledge and competences in the team
- [ ] It is technically too complicated
- [ ] We don't have the finances for these tools
- [ ] We haven't thought about using it
- [ ] Other

Automation and Artificial Intelligence

62. What tools do you use to automate processes and routine tasks in your organization?

- [ ] None
- [ ] Make (formerly Integromat)
- [ ] Microsoft Power Automate
- [ ] Zapier
- [ ] I don't know
- [ ] Other

63. Do you use any artificial intelligence (AI) tools or applications in your work? *

AI tools are programs or systems that use artificial intelligence to solve various tasks and problems. These tools can cover different areas such as speech recognition, natural language processing, image recognition, data analysis, etc. The goal of AI tools is to automate tasks that would otherwise require human intervention.

- ( ) Yes
- ( ) No
- ( ) I don't know

64. What AI tools or apps do you use and how? *

[   ]

65. When you think about the topics of automation and artificial intelligence, do you feel any needs, shortcomings or obstacles in the development of the use of these tools? *

Mark everything that applies to you or write down whatever comes to your mind in the Other option.

- [ ] Everything is fine, we are satisfied

- [ ] It is not a relevant topic for us

- [ ] We do not understand these topics

- [ ] We don't have an overview of the available tools

- [ ] We don't have time to deal with it

- [ ] We do not have the necessary knowledge and competences in the team

- [ ] It is technically too complicated

- [ ] We don't have the finances for these tools

- [ ] We haven't thought about using it

- [ ] Other

IT budget and administration

66. What is the average budget estimate for the **acquisition of IT equipment (hardware)** in your organization over the last 2 years? *

    IT devices include computers, telephones, printers, audiovisual equipment, physical servers, etc.

    If you do not assign any resources and do not have your own hardware, state 0.

    Please enter a whole number. State the budget in Czech crowns.

    [   ]

    Value must be a number.

67. What is the average budget estimate for **acquiring software licenses and services**, including cloud subscriptions, in your organization over the last 2 years? *

    Include the cost of acquiring desktop licenses (for example, Office suites), product subscriptions (for example, antiviruses, graphics programs), cloud service subscriptions (for example, Microsoft 365).

    If you do not assign any budget and use only licenses and services that are free of charge, or you use only the personal software of your members and employees, state 0.

    Please enter a whole number. State the budget in Czech crowns.

    [   ]

    Value must be a number.

68. How does IT management work in your organization? *

Choose the best matching option.

- ○ We have our own IT department or a dedicated person

- ○ We use an external IT administrator (individual or company)

- ○ We use the help of volunteers and acquaintances

- ○ We deal with it ourselves, one of us takes care of these things if necessary

- ○ We deal with it when absolutely necessary, none of us understands it, nor do we have anyone to turn to

69. What is the average budget estimate **for managing your IT** over the last 2 years? *

Costs for an employee, externalist or management company in charge of IT management.

Please enter a whole number. State the budget in Czech crowns.

Value must be a number.

IT management

70. How would you rate the state of digitalization in your organization? *

☆ ☆ ☆ ☆ ☆

71. Does your organization have a defined digital strategy? *

This means that you have defined goals and steps for the development of your digital infrastructure and the development of digital competences of your employees or members.

○ Yes, we have it written down

○ Yes, we have thought out steps, but we do not have them written in the strategy

○ No

○ I don't know

72. Do you think there is room to improve the state of IT in your organization? What would you need for this? *

73. Where do you see your organization's biggest IT weaknesses? *

74. Do you think that there are obstacles to the introduction of new IT tools in your organization? If yes, which? *

- [ ] No, we don't see any obstacles

- [ ] No, we don't need to introduce anything new

- [ ] Yes, we are short of funds

- [ ] Yes, we lack an overview of IT tools and offers (we don't understand it)

- [ ] Yes, we lack qualified staff

- [ ] Yes, employees are reluctant to use new tools

- [ ] Yes, we lack the capacity to implement new tools and systems

- [ ] Yes, there is a lack of training available

- [ ] I don't know

- [ ] Other

75. In which area of IT would you primarily need to invest? *

☐ Investments in IT Administrator

☐ IT Consulting / IT Assessment

☐ Better internet connection

☐ Acquisition of new hardware

☐ Acquisition of new software licenses and services

☐ Moving to the cloud

☐ Employee training

☐ Creating a digital strategy / innovation map

☐ Developing our own software

☐ Website

☐ I don't know

☐ Other

76. Express what is the average ability of your employees or members to work with individual tools. *

	We do not use these tools	very poor	poor	satisfactory	good	very good
Spreadsheets (Excel, Google Sheets, ...)	○	○	○	○	○	○
environment Microsoft 365 (Sharepoint, OneDrive, ...)	○	○	○	○	○	○
Google Workspace (Google Apps, Google Drive, ...)	○	○	○	○	○	○

77. What training and workshop topics could help your employees or members?

- [ ] Cloud and shared documents for users (Office 365, Google Workspace, ...)
- [ ] Cloud and shared documents for administrators (Office 365, Google Workspace, ...)
- [ ] Working with Excel
- [ ] CRM systems (such as MS Dynamics, Salesforce, ...)
- [ ] Online conferencing tools (such as Zoom, Google Meet, ...)
- [ ] Team management tools (such as Asana, MS Planner, Trello, ...)
- [ ] Data analysis and tools
- [ ] IT Security Basics
- [ ] Programming
- [ ] IT Management
- [ ] No training needed
- [ ] Other

78. When you think about the digital competencies of your employees or members and the training opportunities, do you feel any needs, deficiencies or barriers to development? *

Final information

If you provide the name of your organization and, if applicable, the name of your parent or umbrella organization, it will help us to better identify your needs, map the needs of non-profit networks and we will be able to target our programs and communicate the needs of the non-profit sector towards more effectively our partners.

Both questions are optional, the questionnaire can be filled out completely anonymously.

79. Name of your organization

80. Name of your parent or umbrella organization or network of organizations of which you are a member

Please fill in especially if you learned about the questionnaire from your parent or umbrella organization. It can be, for example, Sokol, Scout, various associations of organizations, etc.

If you are not part of an organization network, do not fill in anything.

81. What is your position in the organization?

Select the best matching position or write your own in Other.

○ Director of the organization

○ Operations Manager or Organization Manager

○ Program/Project Manager

○ IT Manager or admin

○ Office Manager

○ Volunteer or member responsible for IT

○ Other

82. Are you registered with TechSoup? *

○ Yes

○ No

○ I don't know

83. Would you be willing to take part in an additional in-depth interview on the topic of this questionnaire? *

We want to conduct in-depth interviews with selected organizations, which will help us better understand the context of organizations' responses so that we can present a realistic picture of the state of IT in non-profit organizations. They will also help us determine what actions should lead to an improvement of the state of digitization in non-profit organizations and provide such support as is needed.

○ Yes

○ No

84. Are you interested in receiving **recommendations for the digitization of your organization**, which we will create for you based on the answers to the questionnaire? *

Recommendations will be sent within 6 weeks of completing the questionnaire.

○ Yes, we do!

○ We're not interested

85. Do you want to receive the survey results in your e-mail? *

○ Yes

○ No

86. Are you interested in receiving information about TechSoup and offers for nonprofits? *

○ Yes

○ No

○ Already receiving

87. Are you interested in receiving information from the OSF Prague and its offer for non-profit organizations? *

○ Yes

○ No

○ Already receiving

88. Do you have any other comment or observation? Would you like to share any more information or ask a question?

89. Your e-mail address

If you fill in your e-mail address, we will send you a summary of your answers to your e-mail. Also include an email address if you're interested in an in-depth interview, consultation, or recommendation.