

GLOBAL RESEARCH: INSIGHTS GAINED BY STRATEGIC SECTORS DURING THE PANDEMIC  
LESSONS LEARNED FOR FUTURE EMERGENCIES

16.027 surveys carried out in 90 countries. From 31 March to 28 May 2023



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**1 Activities during the pandemic**

↳ **23%** were unable to continue providing services.



**2 Perception about the workload of the organization during the pandemic**

↳ **36%** Higher than other periods

Most affected regions



Specific Conclusions  
**NGOs and CSO Sector**

ACTIVITIES

FINANCIAL RESOURCES

VOLUNTEERS

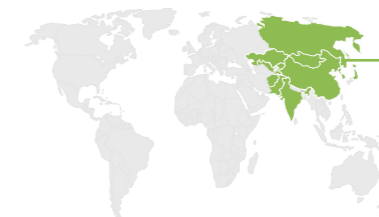


NUMBER OF SURVEYS OF THE SECTOR → **2392**

**3 Financial resources**



↳ **4 out of 10 respondents** Argue that their NGOs and CSOs increased their income

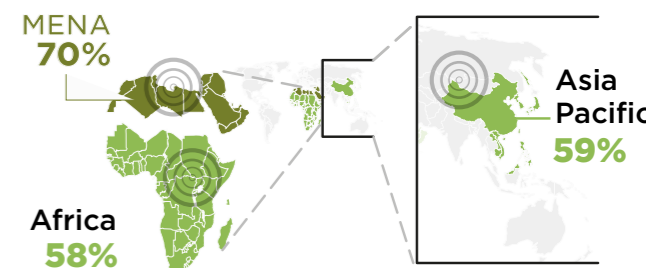


**ASIA PACIFIC**  
**+53%** increase in donation income  
**+56%** counted with exceptional financial resources

**4 Volunteers**

↳ **54%** increase of volunteers

Major increase regions



**5 Social Media**

↳ **67%** used and continue using the different platforms to engage with the communities and to disseminate their activities



Cruz Vermelha Portuguesa



**RECOMMENDATIONS**



**A** Develop contingency plans to ensure the continuity of activities in the event of new emergencies and/or eventualities.



**B** Train volunteers and communities based on the lessons learned during the pandemic.



**C** Strengthen the digital capacities and skills of both beneficiaries and volunteers.



**D** Create awareness campaigns and activities highlighting the importance of NGOs and their economic self-sustainability for the continuity of their tasks in adverse contexts.



Pakistan Red Crescent

