

Donor



Funded by the
European Union

Lead implementer



Partner organizations



All for YOUTH, YOUTH for all Project

Baseline Survey Report
/Including gender study/

Ulaanbaatar
2020



This publication was produced under the “All for YOUTH, YOUTH for all” project funded by the European Union, and does not necessarily reflect the views of the European Union.

CONTENT

| | |
|---|-----------|
| ACKNOWLEDGMENT | 6 |
| CHAPTER 1. BACKGROUND | 7 |
| 1.1 PROJECT INTRODUCTION | 7 |
| 1.2 RATIONALE | 8 |
| CHAPTER 2. SURVEY METHODOLOGY | 10 |
| 2.1 SURVEY OBJECTIVE AND TARGETS | 10 |
| 2.2 SURVEY METHODOLOGY AND DATA COLLECTION | 10 |
| 2.3 SCOPE OF THE SURVEY | 11 |
| 2.4 LIMITATIONS | 11 |
| CHAPTER 3. BASELINE SITUATION OF NON-GOVERNMENTAL ORGANIZATIONS | 12 |
| 3.1. BACKGROUND | 12 |
| 3.2. NGO CAPACITY /PROJECT COMPONENT-1/ | 16 |
| 3.3. YOUTH EMPLOYMENT SUPPORT ACTIVITIES /PROJECT COMPONENT-2/ | 24 |
| 3.4. NGO ACTIVITIES TO INCREASE YOUTH CIVIC ENGAGEMENT /PROJECT COMPONENT-3/ | 27 |
| 3.5. ACTIVITIES TO SUPPORT YOUTH VOLUNTEERING /PROJECT COMPONENT-4/ | 31 |
| 3.6. COVID-19 PANDEMIC SITUATION | 33 |
| 3.7. CHALLENGES AND NEEDS OF YOUTH ORGANIZATIONS | 35 |
| CHAPTER 4. CONCLUSIONS AND RECOMMENDATIONS | 36 |
| 4.1. CONCLUSIONS | 36 |
| 4.2. RECOMMENDATIONS | 39 |
| BIBLIOGRAPHY | 42 |

LIST OF FIGURES

| | | |
|-------------|--|----|
| Figure 1. | Number of NGOs by established year | 8 |
| Figure 2. | Survey participants | 12 |
| Figure 3. | Survey participants, by gender and location | 13 |
| Figure 4. | Location of the survey participants | 13 |
| Figure 5. | The year of establishment of CSOs, by location | 14 |
| Figure 6. | Areas of activity of CSOs | 14 |
| Figure 7. | Types of activities of CSOs | 15 |
| Figure 8. | Branches of CSOs | 17 |
| Figure 9. | Types of CSO office space | 17 |
| Figure 10. | Existence of office space, by location | 18 |
| Figure 11. | Normal operation of CSOs | 18 |
| Figure 12. | Number of projects and activities implemented by CSOs per year | 18 |
| Figure 13. | CSO planning and management status | 19 |
| Figure 14. | Information on government policies, laws and regulations for CSOs | 20 |
| Figure 15. | Challenges faced by CSOs | 21 |
| Figure 16. | Skills assessment of CSO staff | 22 |
| Figure 17. | Forms of CSO financing | 22 |
| Figure 18. | Areas of cooperation of CSOs with other organizations | 23 |
| Figure 19. | Knowledge of government activities and opportunities to support youth employment | 26 |
| Figure 20. | Experience of CSOs working in the field of civic participation | 28 |
| Figure 21. | Areas of cooperation between CSOs and government agencies | 29 |
| Figure 22. | Assessment of transparency and openness of CSOs | 29 |
| Figure 22a. | Percentage of people who are aware of policies and programs | 30 |
| Figure 23. | Participation of CSOs | 30 |
| Figure 24. | Civic engagement activities | 31 |
| Figure 25. | Existence of volunteering program, by location | 31 |
| Figure 26. | Time used to train volunteers annually | 32 |
| Figure 27. | Volunteer incentive system | 32 |
| Figure 28. | Knowledge of CSO volunteering laws and regulations | 32 |
| Figure 29. | Knowledge to involve volunteers in the activities | 33 |
| Figure 30. | Impacts of COVID-19 pandemic situation | 34 |
| Figure 31. | Situation related to COVID-19 | 34 |
| Figure 32. | Problems faced | 35 |

LIST OF TABLES

| | | |
|----------|--|----|
| Table 1. | Types of activities of CSOs, by location | 15 |
| Table 2. | Organizational human resource structure | 16 |
| Table 3. | Unemployment rate | 24 |
| Table 4. | Activities in the field of employment | 24 |
| Table 5. | Challenges for employment | 25 |
| Table 6. | Organizations cooperating in the field of employment | 25 |
| Table 7. | Challenges of working with other agencies for employment issues | 26 |
| Table 8. | Resources and opportunities to support youth employment and business | 27 |
| Table 9. | Youth civic engagement activities | 27 |

ACRONYMS

| | |
|-------|---|
| ADB | Asian Development Bank |
| AFCYD | Authority for Family, Child and Youth Development |
| CCE | Center for Citizenship Education |
| CCR | Caritas Czech Republic |
| CSO | Civil Society Organization |
| MLSP | Ministry of Labour and Social Protection |
| MYC | Mongolian Youth Council |
| NGO | Non-Governmental Organization |
| NSO | National Statistics Office |
| SME | Small and Medium Enterprise |

ACKNOWLEDGMENT



JANA ZILKOVA
HEAD OF MISSION
CARITAS CZECH REPUBLIC
IN MONGOLIA

Caritas Czech Republic, Center for Citizenship Education, and Mongolian Youth Council are implementing the “All for YOUth, YOUth for all” project funded by the European Union.

Within the framework of this project, a baseline study was conducted to map civil society organizations working with the youth of Mongolia.

We would like to offer our sincere gratitude to all the representatives of non-governmental organizations, civil society, youth coalitions, and groups who participated in the organization of the research, and provided the necessary information and support through meetings, conferences, and quantitative surveys.

RESEARCH TEAM

The survey to collect the baseline data for the “All for YOUth, YOUth for all” project was undertaken and conducted by the following team members:

Research Team:



G.UUGANTSETSEG
Director of Monitoring and
Evaluation Department,
Statistical Institute for
Consulting and Analysis LLC



Д.ДАВААДУЛАМ
Research Assistant,
Data Laboratory of Institution
for Social Studies

Organized By:



L.DELGERMAA
Project Manager,
Caritas Czech Republic



B.MUNKHTUYA
Project Assistant,
Caritas Czech Republic

CHAPTER 1. BACKGROUND

1.1 PROJECT INTRODUCTION

Caritas Czech Republic, the Center for Citizenship Education and Mongolian Youth Council are implementing the “All for YOUth, YOUth for all” project from 2020 to 2023, which is funded by the European Union.

The overall objective of this project is to enhance the capacity of youth non-governmental organizations (hereinafter referred as NGOs), establish a network of youth NGOs, increase youth participation in governance, decision-making, and public policy, and to strengthen civil society through contributing to youth development.

The project will implement activities under the following four categories in order to achieve this objective, which are:

-  **Improve capacities of NGOs working with youth**
-  **Increase youth employment**
-  **Promote youth civic participation**
-  **Promote volunteerism among youth**

For the first component, it is planned to map NGOs working with youth, establish networking of youth civil society organizations (hereinafter referred as CSOs), train civil society and non-governmental organizations, provide trainers, organize study visits and exchange the best practices between Europe and the domestic provinces.

The second component envisages the establishment of a youth employment working group, a mentoring program, a youth start-up project competition, and other employment promotion activities such as hackathons, job fairs, fundraising events, as well as other innovative events.

For the third objective, the goal is to implement activities in the context of sharing real and successful stories of youth participation, disseminate good civic engagement experiences, organize seminars in support of youth cooperation with government agencies, promote meaningful youth participation, work with government agencies to develop a youth policy, and increasing youth participation in elections.

The fourth objective is to support volunteerism, develop a unified platform for volunteers, and increase awareness and positive attitudes towards volunteerism.

1.2 RATIONALE

Before 1990, the Mongolian government referred to and operated CSOs as public organizations under the socialist regime. Examples include Trade Unions, the Mongolian Youth Union, and the Mongolian Women's Union¹. In 1992, Mongolia adopted a new democratic constitution, in which all government rights were vested in the people, and human rights and freedoms were enshrined in law. Mongolian citizens have the right to govern directly through their representative bodies, to express their views at various levels, to publish, to associate, to participate in demonstrations, and equal rights for men and women in family and social relations². For example, Article 16.10 of the Constitution of Mongolia guarantees the right to assemble and to form a civil society, stating, “From social and personal interests and views, we have the right to establish public organizations and to join them voluntarily”. In 1997, the Law on Non-Governmental Organizations was enacted to guarantee the right to establish associations³.

According to the 2019 data of the business registration database of the National Statistical Office of Mongolia, there are 22.4 thousand NGOs registered in Mongolia, of which 10.7 thousand are currently operating. Since the enactment of the Law on Non-Governmental Organizations, the number NGOs in Mongolia has increased and expanded both in scope and in sector. For example, in 1998, there were 1,075 registered NGOs, of which 1,072 were active and, by 2019, the number of operating NGOs had increased tenfold.

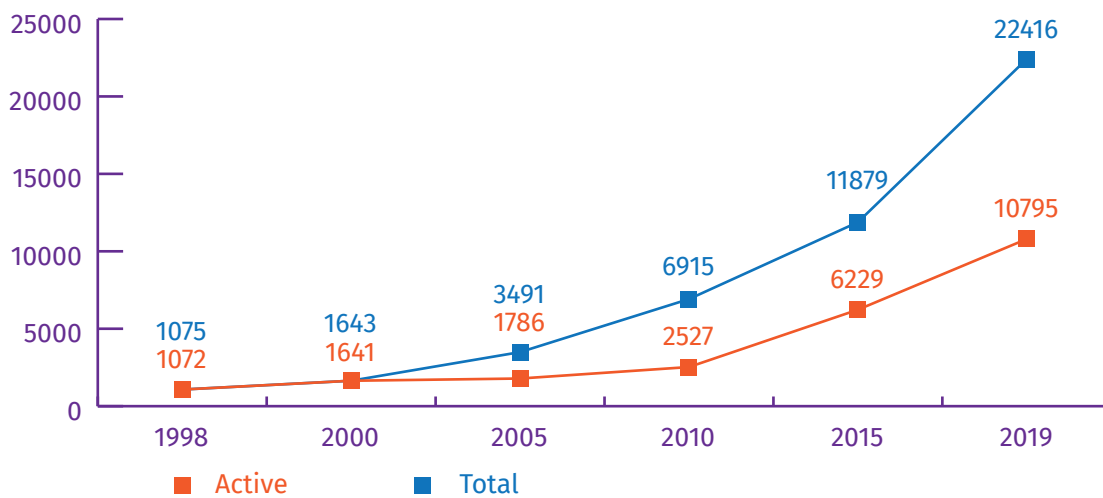


Figure 1: Number of NGOs by established year

¹ ADB (2019). Introduction to Civil Society: Mongolia. <https://www.adb.org/sites/default/files/publication/525716/civil-society-brief-mongolia-mn.pdf>

² Academy of Political Education (2013). The legal environment for citizen participation and evaluation report. p-12. http://www.irgen-tur.mn/sites/default/files/documents/PublicParticipation_Mon.pdf

³ National Legal Institute (2013). Some issues of legal regulation of non-governmental organizations. http://nli.gov.mn/pdf/turiin_bus_baiguullaga.pdf

Even though the number of registered NGOs and the type of NGO data are included in the official administrative statistics, there are no unified basic data, surveys, or statistics on the capacity, areas of activities, functioning, and participation of the active NGOs. The development of CSOs varies from sector to sector, which is inextricably linked to government policies, programs, and activities of that sector.

Although there is no common ground for CSOs and NGOs working in the field of youth, in recent years various youth initiatives, groups, and NGOs have emerged and developed to increase youth development and participation. This is due to the fact that 63% of Mongolia's population is under the age of 35, and the share of the working age population (aged 25-34) is the largest. The period when the share of working age in the total population is high is referred to as the “Demographic Window”. With the opening of the demographic window, it can be understood that there is a sufficient labor force to develop and implement long-term policies and programs to improve the level of education of children and youth, to train qualified personnel, to increase investment, and to create more jobs⁴. However, young people make up more than half (56.1%) of the total unemployed population. Therefore, it is timely and important that the “All for YOUth, YOUth for all” project aims to strengthen the capacity of CSOs working in the field of youth, create a unified network of cooperation, increase youth participation, and support youth employment. It is considered necessary to map the current situation and determine the starting level in order to implement the planned activities under the project.



⁴ NSO (2019). Population of Mongolia. http://1212.mn/BookLibraryDownload.ashx?url=population_mn_2018.pdf&ln=Mn

CHAPTER 2. SURVEY METHODOLOGY

2.1 SURVEY OBJECTIVE AND TARGETS

The overall objective of this baseline study is to determine the baseline level of youth CSOs (including NGOs) within the framework of project’s four components upon identifying the capacity and challenges of youth and civil society working in the youth field and to map NGOs.

It is therefore necessary to clarify the current situation during the COVID-19 pandemic the following four components to achieve this objective:

Component 1: Capacity building of non-governmental organizations

Component 2: Promote youth employment

Component 3: Promote youth civic participation

Component 4: Promote volunteerism among young people

Impact of COVID 19

2.2 SURVEY METHODOLOGY AND DATA COLLECTION

The following quantitative and qualitative methods were used to collect data for this non-governmental mapping study.

2.3.1. Document analysis

Relevant youth statistics and other similar survey reports were used as secondary information in the development of the survey questionnaires and the writing of the report.

2.3.2. Qualitative survey

The survey team participated in project presentation meetings and discussions with civil society representatives organized by the project team and collected data on background, the current situation and issues of CSOs. Qualitative data used in the baseline survey was collected during five online meetings, and five face-to-face meetings.

2.3.3. Quantitative survey

The basic data of the survey was collected from NGOs, civil society, and youth groups through quantitative or questionnaire methods. The questionnaires were collected electronically or by CAWI (computer-assisted web interviewing) and on paper. A total of 124 participants participated in the survey.

The survey questionnaire was developed to identify the situation and solutions to the four main components of the project. This will make it possible to summarize the views, opinions, and information of many parties, thus making the result of the survey to be

more realistic.

Also, the survey data were collected through questionnaires, followed by online and local meetings to introduce the project to civil society representatives organized by the project team. This allowed survey participants to answer questions based on their knowledge of the project's goals and values, to freely share their problems and solutions, and to gather quality information.

2.3 SCOPE OF THE SURVEY

The study covered the project target aimags of Khentii, Selenge, Dornogovi, Bayankhongor and Ulaanbaatar.

2.4 LIMITATIONS

The following limitations have been recognized during the execution of the survey:

1. The data collection of the survey was limited in certain ways regarding the COVID-19 pandemic restrictions. Due to the restrictions and social distancing placed by the Government of Mongolia and the State Emergency Commissions regarding COVID-19, some organizations were closed down and members and staff were temporarily inactive. This condition has affected the information limitations and the number of organizations that have participated in the survey.
2. As this survey was conducted as part of a baseline study for the “All for YOUTH, YOUTH for all” project and did not include all of the NGOs; the survey findings and data do not necessarily fully represent and reflect the picture of all of the CSOs in Mongolia. It only illustrates an overview of the surveyed organizations which took part in the survey and mostly which interested in participating in the project. Furthermore, the study was not intended to be a human resource appraisal of the CSOs, but rather intended to determine the current situation and development level of the organizations that have been surveyed.

CHAPTER 3. BASELINE SITUATION OF NON-GOVERNMENTAL ORGANIZATIONS

3.1 BACKGROUND

This section provides general information on CSOs (including NGOs, coalitions, associations, groups, and clubs) working on youth development and participation as representatives of civil society, and youth involved in the survey.

A total of 124 participants from the civil society participated in the baseline survey of the “All for YOUth, YOUth for all” project. According to which type of civil society they represent:

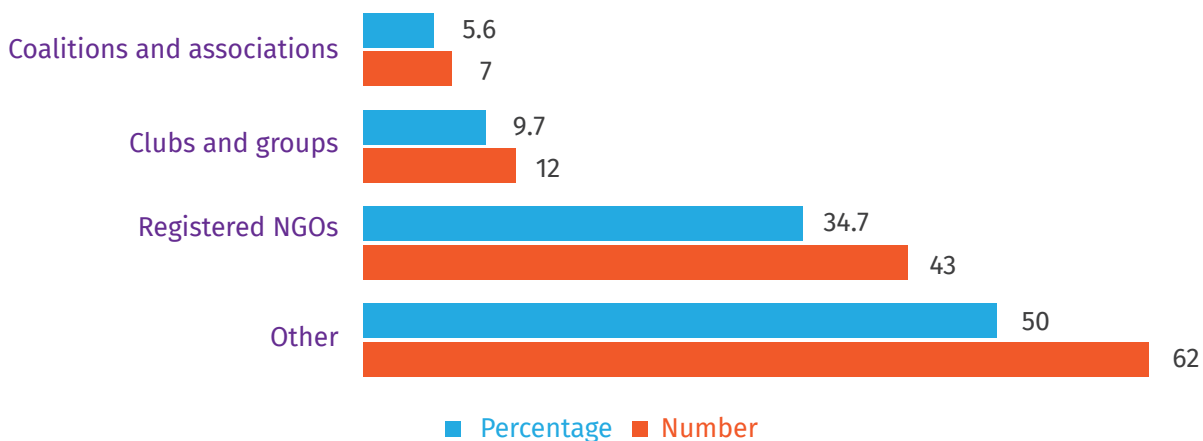


Figure 2 Survey participants

This shows that 5.6 percent are coalitions and associations, 9.7 percent are groups and clubs, 34.7 percent are NGOs and 50 percent are other civil society representatives. These other civil society representatives included youth, local youth development center staff, NGO staff members, and personnel from local Youth Development Centers, who shared their feedback and recommendations about the project.

However, in terms of the type of non-governmental organization surveyed, 90 percent are NGOs that serve the community, and the remaining 10 percent are NGOs that serve their members.

Of the total respondents, 43 percent were male, and 57 percent were female. Comparing the gender of the survey participants in the five locations of the project, the majority of respondents were women in Ulaanbaatar and Dornogovi aimag, while in Selenge and Bayankhongor aimags’ the gender ratio were relatively equal. As for Khentii aimag, the majority (56.0 percent) are male.

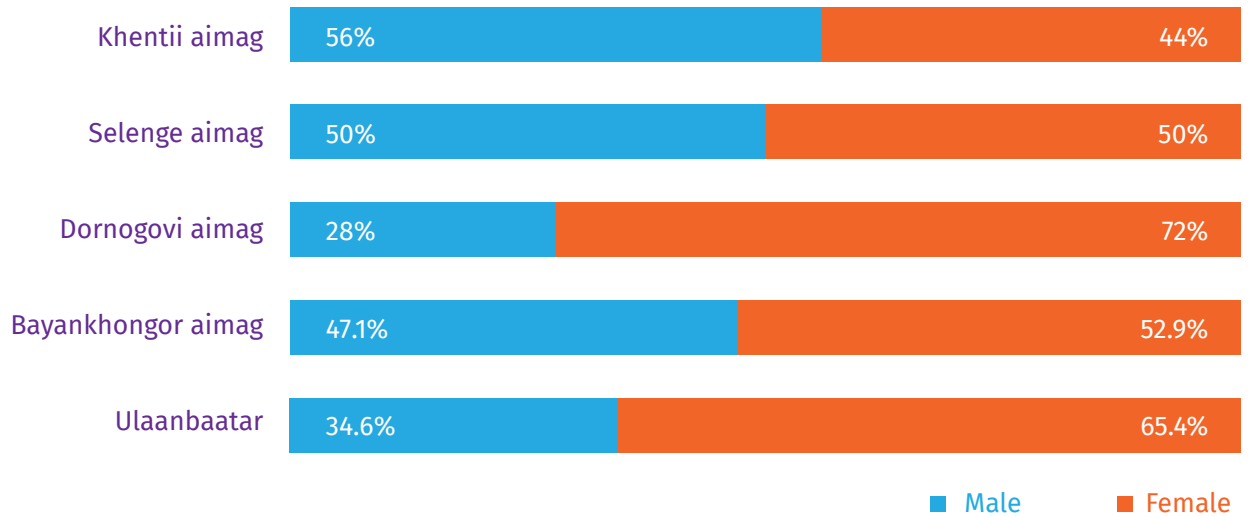


Figure 3 Survey participants, by gender and location

All five locations of the project took part in the survey, namely, Ulaanbaatar, Khentii, Selenge, Dornogovi and Bayankhongor aimags. 20.3 percent of the survey participants were from Ulaanbaatar, and 22.0 percent from Dornogovi and Selenge aimags, while 21.1 percent from Khentii aimag and 14.6 percent were participants of Bayankhongor aimag.

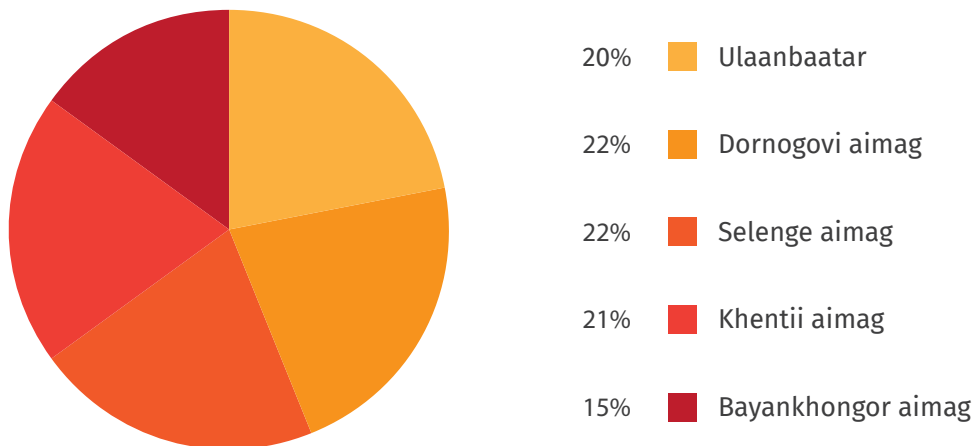


Figure 4 Location of the survey participants

In terms of the establishment date of civil society organizations surveyed, 7 percent were established in 1920-1990, 14 percent in 1991-2010, and 79 percent or the majority in 2011-2020.

As for the establishment date of CSOs in the target five locations of the project, Ulaanbaatar has both experienced and new NGOs, while most of the NGOs in the four target aimags are mostly new NGOs which were established since 2011. For instance, all surveyed NGOs /100 percent/ of Bayankhongor aimag have been established only since 2011.

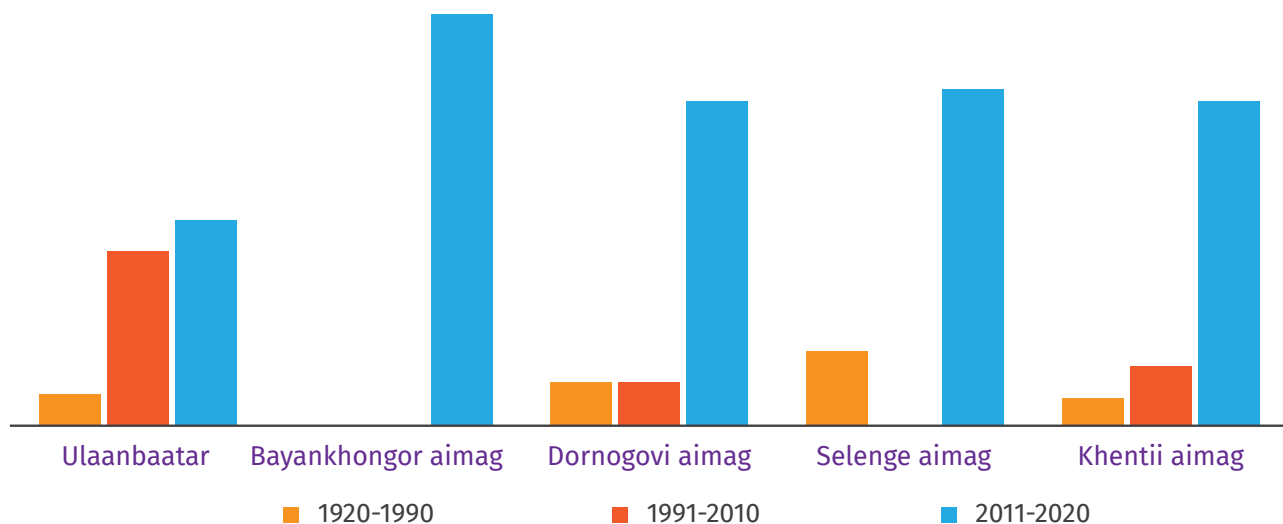


Figure 5 The year of establishment of CSOs, by location

Figure 6 indicates the variety of operations of the CSOs.

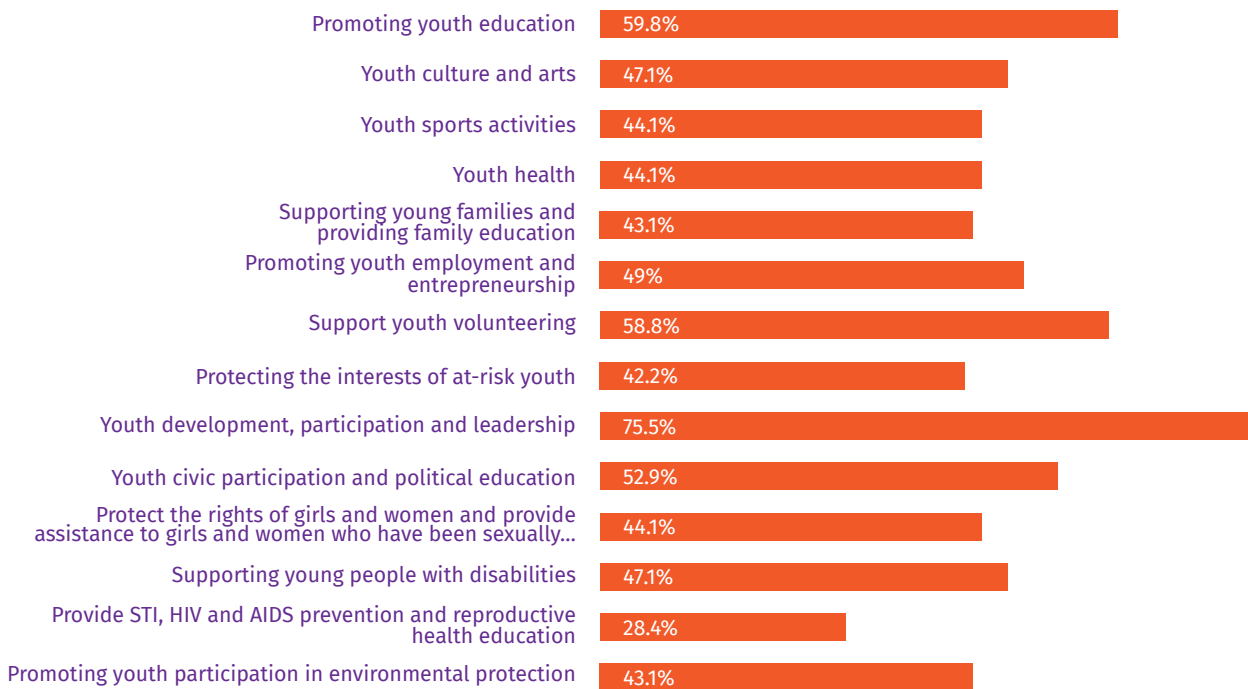


Figure 6 Areas of activity of CSO

As shown above, the most common focus and operation of the CSOs include youth development and leadership, youth education, youth volunteering, youth civic participation and political education, and youth employment. This indicates that the majority of NGOs are focused to support youth employment, increase civic participation, and support youth volunteering, all of which are under the project’s main focus areas.

However, there is a small percentage and representatives of NGOs that work on health-related issues such as supporting young families, providing family education, protecting the interests of at-risk youth, and preventing sexually transmitted illnesses (STIs), HIV, and AIDS.

As show in Figure 7, civil society organizations carry out the following types of activities in heir respective focus areas.

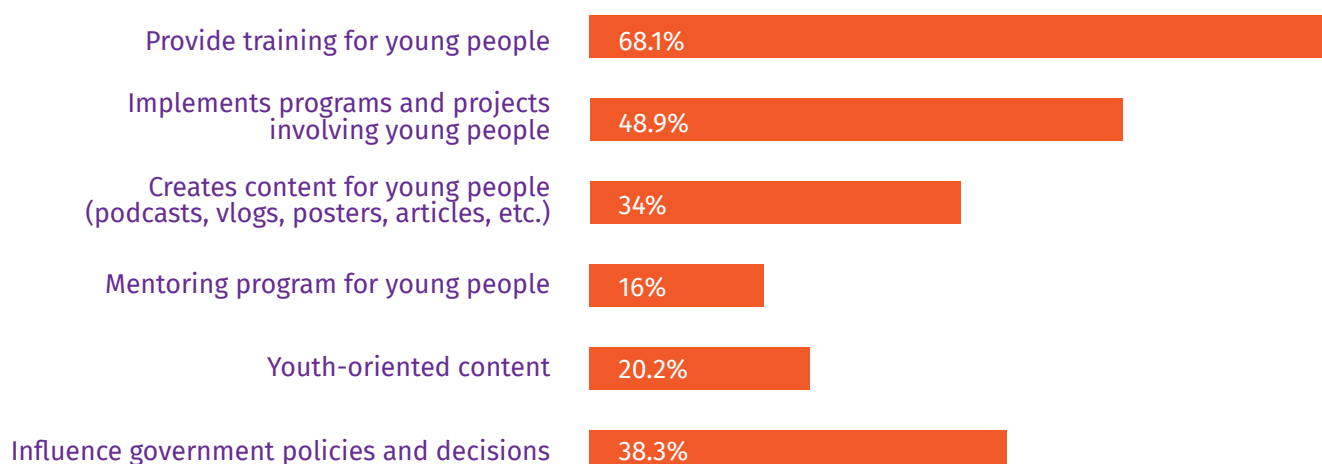


Figure 7 Types of activities of CSOs

As indicated above, the most common activities of civil society organizations are youth-oriented training, youth-oriented projects and programs, and advocacy for government policies and decisions, while youth-oriented content and youth-oriented mentoring programs account for the least.

A comparison of the types of activities with the project target locations shows that CSOs in Ulaanbaatar are more active in all types of activities than in other aimags.

Bayankhongor aimag's CSOs have the highest rate of youth-oriented training at 71.4 percent, Dornogovi aimag's CSOs have the highest rate of training at 70.8 percent, while it has the lowest rate in mentoring programs and government policy-making activities.

In Selenge aimag, project implementation and content creation activities are higher than other types of activities, while Khentii aimag has higher level of government policy advocacy and training.

| Target locations \ Types of activities | Providing training | Implementing projects and programs | Creating content (podcasts, vlogs, posters, articles, etc.) | Mentoring program | Youth-oriented content | Influence government policies and decisions |
|--|--------------------|------------------------------------|---|-------------------|------------------------|---|
| Ulaanbaatar | 76.9% | 88.5% | 46.2% | 34.6% | 30.8% | 53.8% |
| Bayankhongor aimag | 71.4% | 42.9% | 35.7% | 14.3% | 28.6% | 35.7% |
| Dornogovi aimag | 70.8% | 20.8% | 20.8% | 8.3% | 8.3% | 29.2% |
| Selenge aimag | 50% | 55% | 55% | 10% | 20% | 35% |
| Khentii aimag | 44% | 0% | 0% | 0% | 11.1% | 44.4% |

Table 1 Types of activities of CSOs, by location

When asked if the CSOs could write down their vision and mission, following three visions were most commonly mentioned.

1. To contribute to youth development and social participation in their respective areas of activity, empowering young people, involving them in volunteer work, raising the voice of young people in society and the state, protecting their interests, and addressing youth issues.
2. To become a competent, stable and active CSO in their field.
3. To contribute to the development of soums, localities and the country by supporting youth participation and development.

3.2 NGO CAPACITY /PROJECT COMPONENT-1/

This section describes the results of the study on the capacity of CSOs upon examining the number of branches and activities of non-governmental organizations, the number of projects and programs implemented annually, organizational plans, challenges, staff skills, and financial resources. In the survey, the research team also clarified whether the CSOs would be interested to participate the project.

Considering the structure and gender ratio of the employees of the surveyed organizations, it is as follows.

| CLASSIFICATION | Number | Percentage | Gender |
|-----------------------------------|--------|------------|--|
| EXECUTIVE/MANAGING OFFICER | | | |
| 1-5 executives/managers | 53 | 79.1 | Out of a total of 248 executives, 124 or 50 percent are women. |
| 6-10 executives/managers | 11 | 16.4 | |
| 11 executives/managers and more | 3 | 4.5 | |
| EMPLOYEE | | | |
| 1-10 employees | 38 | 74.5 | Out of a total of 583 employees, 370 or 64 percent are women. |
| 11-20 employees | 8 | 15.7 | |
| 21 employees | 5 | 9.8 | |
| VOLUNTEERS | | | |
| 1-20 volunteers | 33 | 76.7 | Out of a total of 2,306 volunteers, 1,370 or 59.4 percent are women. |
| 21-40 volunteers | 2 | 4.7 | |
| 41-60 volunteers | 1 | 2.3 | |
| 61 volunteers and more | 7 | 16.3 | |
| MEMBERS | | | |
| 1-50 members | 25 | 53.2 | Out of a total of 180,104 members, 102,452 or 57 percent are women. |
| 51-100 members | 5 | 10.6 | |
| 101-150 members | 3 | 6.4 | |
| 151-200 members | 1 | 2.1 | |
| 201-250 members | 2 | 4.3 | |
| 251 members and more | 11 | 23.4 | |

Table 2 Organizational human resource structure

Of the total respondents, 79.1 percent of executives are from organizations with 1-5 executives. As for employees, organizations with 1-20 employees are dominant. However, 76.7 percent of organizations have from 1 to 20 volunteers, and 16.3 percent have 61 or more volunteers. As for CSO members, 53.2 percent have 1-50 members.

In terms of gender, 50 percent of CSO executives are women, while more than 51 percent or the majority of other full-time employees, volunteers, and members are also women. This shows that women tend to dominate civil society activities.

As for the branches of civil society organizations, 40.3 percent have no branches, 38.8 percent have 1-3 branches, 7.5 percent have 4-10 branches, and the remaining 13.4 percent have 11 or more branches.

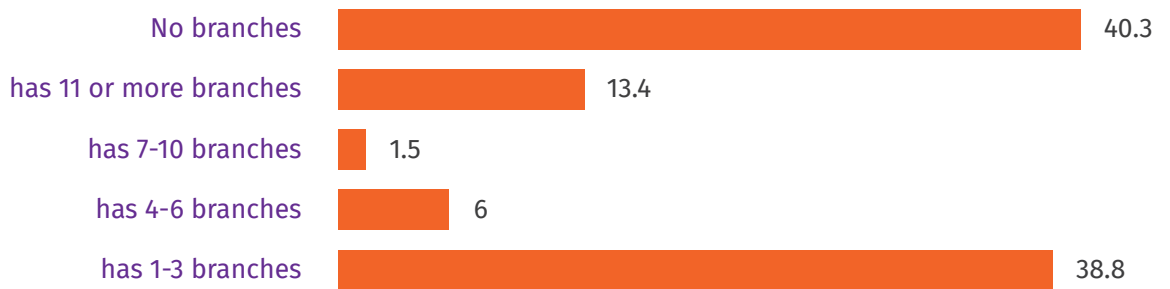


Figure 8 Types of CSO office space

In terms of whether or not the CSOs have office, 64.7 percent of the respondents answered that they have office, and 35.3 percent said that they do not have office.

For the organizations with offices, the majority (56.5 percent) answered that they rent office space, 23.9 percent answered that they have their own premises, and 13 percent answered other, and these include project premises and facilities provided by government agencies, while the lowest percentage or 6.5 percent, have joint office membership (shared office).

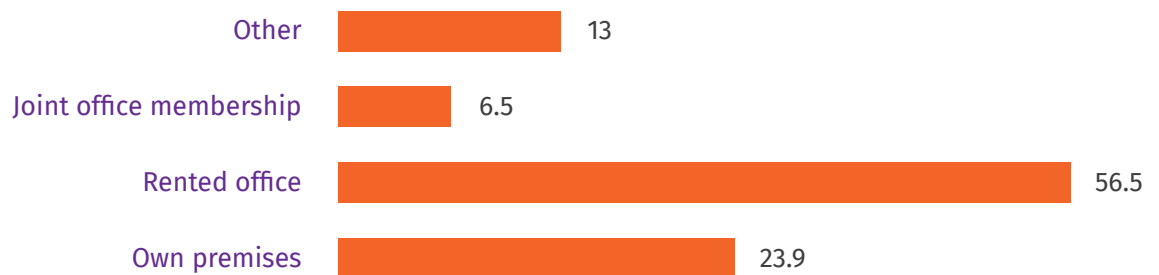


Figure 9 Types of CSO office space

Looking at whether CSOs have office space in Ulaanbaatar and the aimags, the majority of respondents in Ulaanbaatar and Khentii said they operate in an office space.

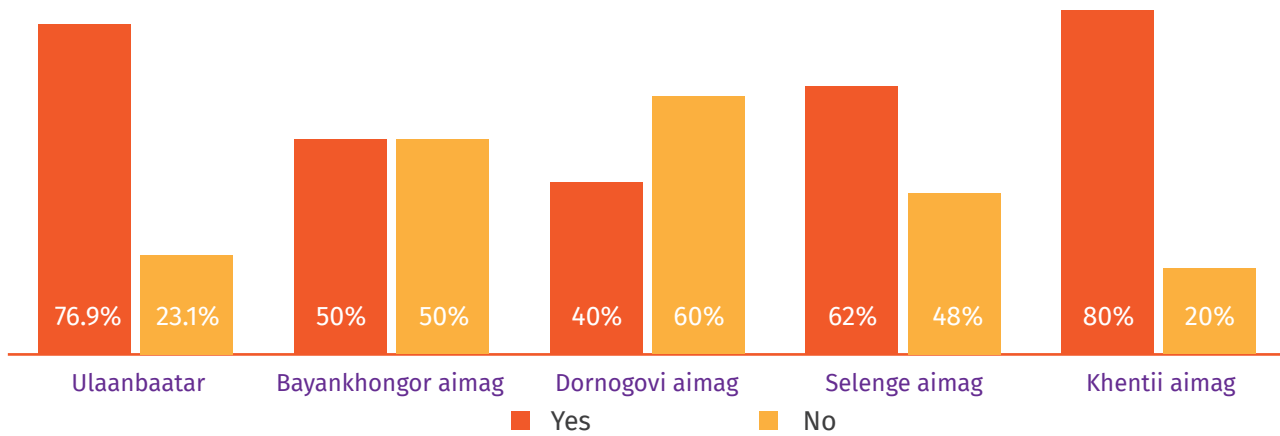


Figure 10 Existence of office space, by location

The majority of civil society representatives in Dornogovi aimag or 60 percent, said they did not have a place to operate. This shows that CSOs in Dornogovi and Bayankhongor aimags lack office.

Regarding the regularity of CSOs' activities and annual projects, the majority of them or 56.5 percent said that their activities are regular, 27.5 percent hold meetings 1-3 times a month and 13.0 percent say they have quarterly activities. 2.9 percent hold meetings once or less than every six months.

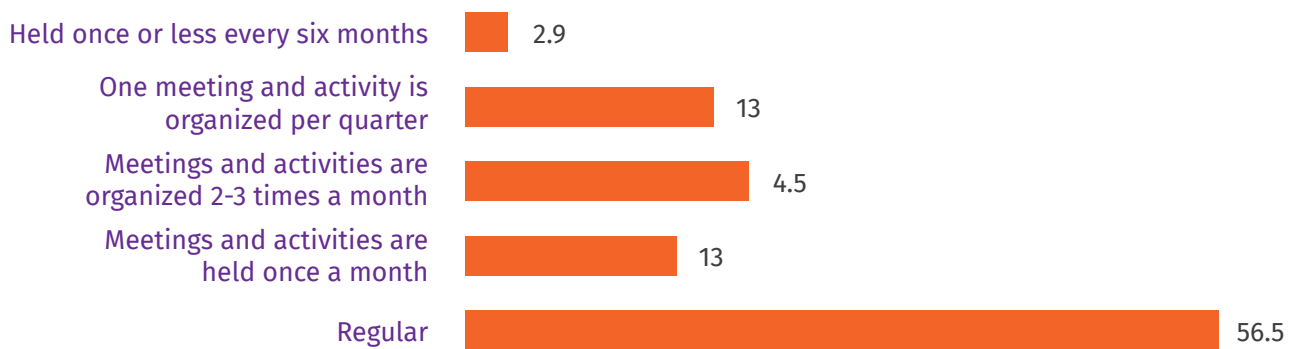


Figure 11 Normal operation of CSOs

In terms of annual projects and activities of the CSOs, half or 52.2 percent implement 1-5 projects and activities, 9 percent implement 6-10 projects and activities and 10.5 percent implement 11 or more projects and activities per year. 28.4 percent do not implement projects every year.

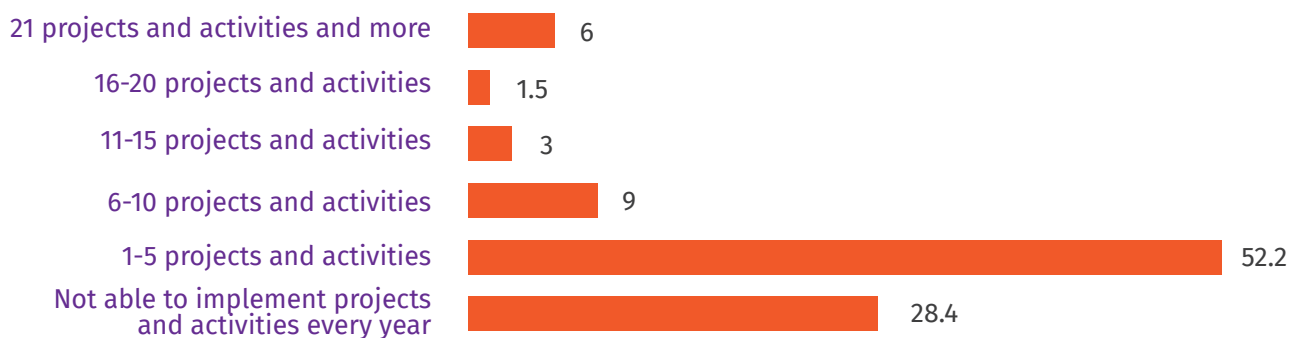


Figure 12 Number of projects and activities implemented by CSOs per year

Considering the regular functioning of the NGOs surveyed and the number of projects and programs implemented, half of the organizations have regular activities and implement 1-5 projects per year, while 28.4 percent of the NGOs do not implement project every year. About 20 percent of organizations implement more than six projects and programs, while about 30 percent do not implement projects and activities every year.

Approximately half of the respondents, or 50.7 percent, pays constant attention to gender initiatives and activities in the field of youth, 31.3 percent pay more attention to them, 9.0 percent pay attention to them occasionally, and 3.0 percent pay attention to them occasionally. 6.0 percent said no. This suggests that the vast majority of organizations, or 82 percent, believe that they pay constant and frequent attention to gender.

When examining whether civil society organizations have annual and long-term strategies and risk management plans:

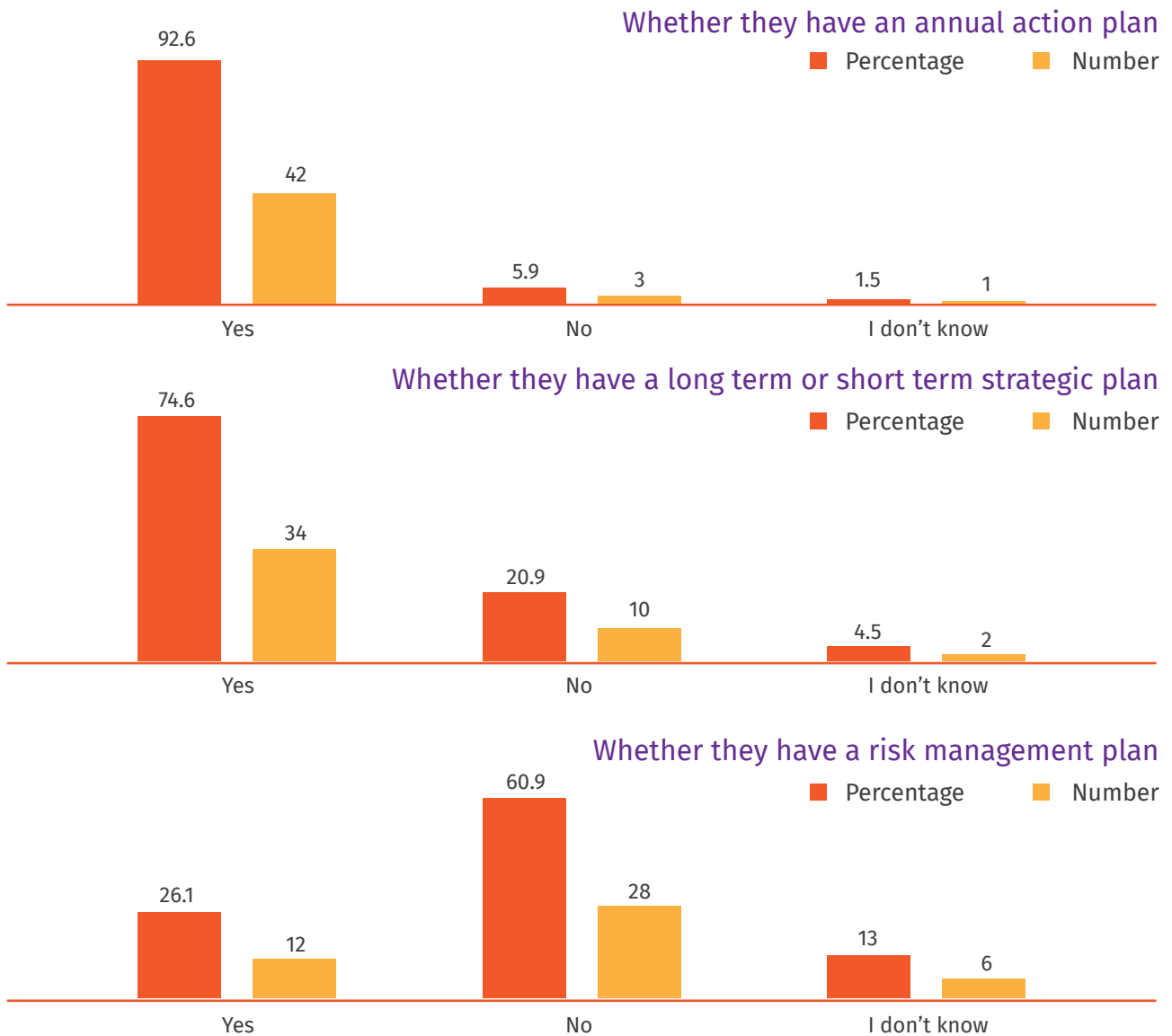


Figure 13 CSO planning and management status

92.6 percent of the respondents have annual action plans, 74.6 percent have long-term or short-term strategic plans, and 60.9 percent do not have risk management plans, while 13.0 percent answered that they do not know.

When asked if they (i) know the state policies, laws, regulations, decisions, and measures related to their operation and areas of focus and (ii) adhere those regulations for their activities: 37.7 percent said they know it very well and comply with them in their activities, while 29.0 percent said they know but do not implement them in their activities. 33.2 percent answered that they did not know well or did not know at all.

It was observed that about 60 percent of the respondents lack knowledge and implementation of relevant laws, regulations, and policies related to their activities.

While comparing this issue between Ulaanbaatar and aimags, CSOs based in Ulaanbaatar more are aware of the state policies, laws, regulations, decisions, and measures related to their activities. However, they are not always able to implement them in practice. In the case of NGOs in Bayankhongor province, only 9.1 percent of the participants are knowledgeable and implement them. Thus, Bayankhongor has the least level of awareness of the government policies, laws, regulations and decisions compared to the rest of the aimags. As for Dornogovi aimag, 50 percent responded that they know the relevant regulations very well, while having no respondents having to answer don't know well or know at all .

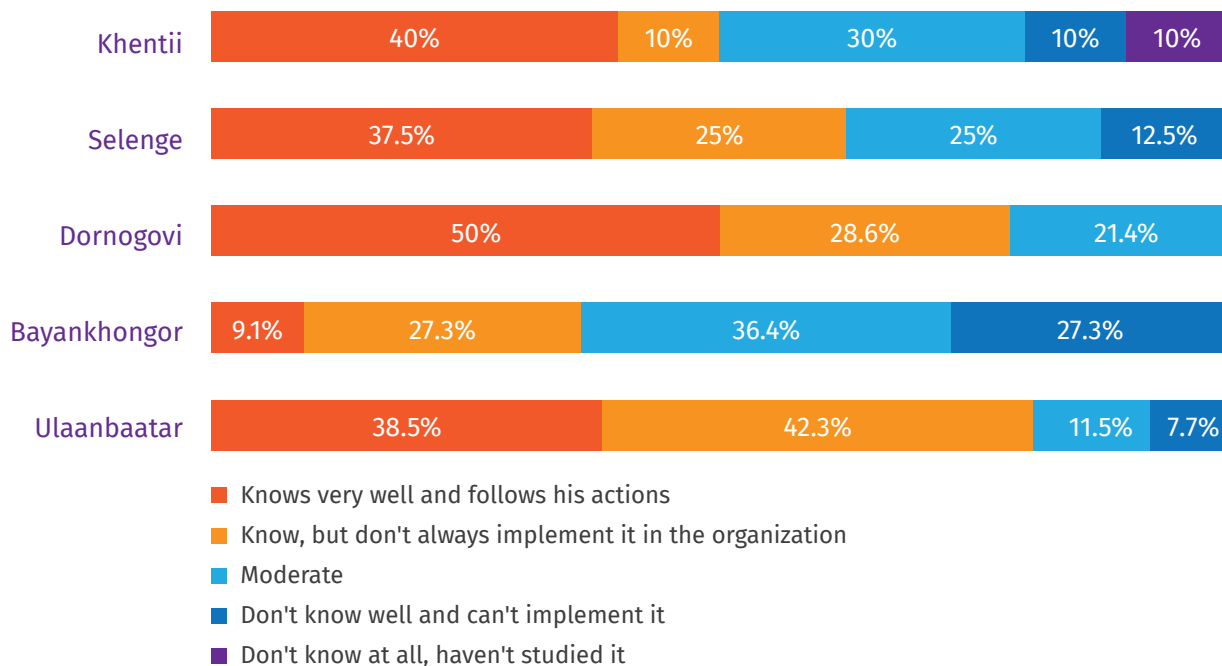


Figure 14 Information on government policies, laws and regulations for CSOs

When asked if CSOs cooperate with other similar CSOs, 73.5 percent said yes, and 26.5 percent said no. However, 38.2 percent said they belonged to NGO networks and coalitions, while the remaining 61.8 percent did not belong to any NGO networks/coalitions.

To identify the most common problems faced by NGOs, the majority of organizations, or 82.1 percent, said that funding is the most concerning challenge. This was followed by

poor government support and cooperation, inactiveness of members, lack of office, poor cooperation with the international community, and insufficient skills of staff to operate.



Figure 15 Challenges faced by CSOs

In addition to the quantitative survey, several common challenges were mentioned by CSOs during the qualitative survey interviews:



... Another problem for young people in rural areas is the lack of information. Young people, especially in remote soums, are often left behind. Therefore, information should be disseminated evenly. There are many consequences simply because we were not aware or left out of information...

During the interview with CSOs in Khentii aimag



... In general, the active engagement of young people in any activity is low, and we cannot find a way to mobilize and actively involve young people in activities and bring them together...

During the interview with CSOs in Selenge aimag

... We have a lot of budget and financial problems, we have a lot of motivation to identify our own problems and solve them, but we do not have the tool or budget to arrange it and we don't know how to find the budget or raise fund...

During the interview with CSOs in Khentii aimag

Budget and financial issues, which were identified as the most challenging issues by quantitative research, were also confirmed during qualitative research interviews. Also, CSOs mentioned difficulties such as a lack of information among local youth and ways to organize activities, and lack of tools and techniques to involve young people. They said that they have ideas to implement and innovative things to do, but knowledge on how to work with government organizations, other NGOs and international organizations to make it a reality does not exist.

When civil society organizations were asked to assess their employees' skills on a scale of 1 to 5, organizations highly evaluated their skills in computer use, communication, project development, and English /soft skills/ to be good, while considering to have poor knowledge or skill in project management skills and legal knowledge.



Figure 16 Skills assessment of CSO staff

In terms of financial resources of civil society organizations participating in the survey, fundraising activities, projects, and programs of international organizations and other sources were 36.4 percent each, while donations were 30.3 percent, and the membership fee was the lowest at 25.8 percent. Other sources of funding include domestic projects, research projects, government services, training fees and own funds.

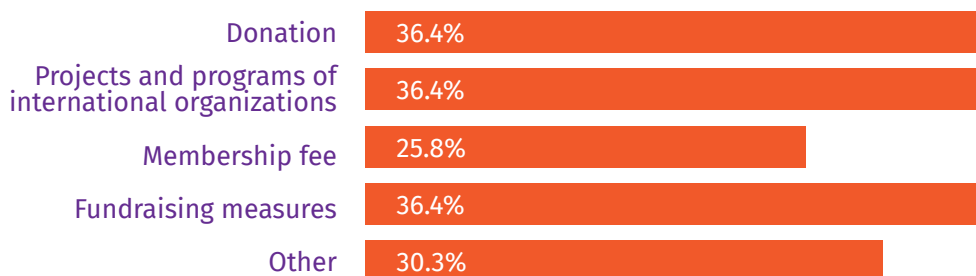


Figure 17 Forms of CSO financing

When asked if youth and civil society organizations were interested in participating in the “All for YOUth, YOUth for all” project, 97.1 percent of respondents answered yes, and 2.9 percent said no. From those who wanted to participate, 42.1 percent are interested in exchanging experiences with other organizations, 43.4 percent are mentoring to share experiences, and 14.5 percent are interested in learning from other NGOs.

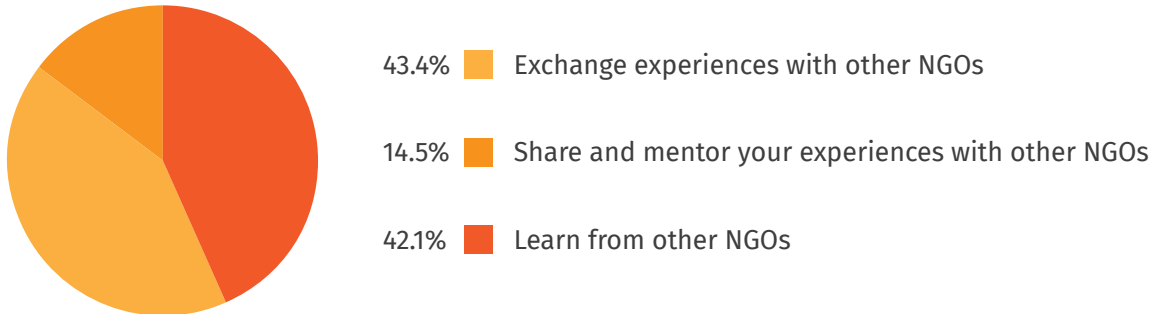


Figure 18 Areas of cooperation of CSOs with other organizations

To find out about other areas they would like to cooperate with, they expressed their interest in sharing their knowledge and information in their field of their expertise, help to organize joint activities, participate in training and workshops, support youth participation, and participate in mentoring programs.

In addition, qualitative data gathered by the interviews revealed a lack of cooperation and interest in cooperation between NGOs.



.... Although we work with active youth and other NGOs in our aimag, we do not always collaborate with NGOs in other aimags, soums and in Ulaanbaatar to share experiences. This means that if there would be an opportunity, we will be able to exchange knowledge and information from best practices and real-life examples of similar problems that everyone faces...

During the interview with CSOs in Bayankhongor aimag

In the survey, civil society representatives were asked about potential activities the youth would like the project to take when strengthening NGO capacities, and the most common responses were:

- Participate in mentorship programs and work with mentors
- Various capacity building trainings
- Solve financial problems together, organize ways/events to raise funding and financial aide
- Train NGOs to be gender-sensitive to enable them to reflect and include gender

- issues in their activities and operation
- Provide trainings to improve the expertise of the NGO staff
- Provide training on governance and management
- Enable NGOs to exchange experience and practice, co-develop project proposal and co-implement project

3.3 YOUTH EMPLOYMENT SUPPORT /PROJECT COMPONENT-2/

As of 2019, the unemployment rate in the project target areas is as follows. Unemployment is highest among young people aged 20-24.

| Age group | Khentii | Selenge | Dornogovi | Bayankhongor | Ulaanbaatar |
|-----------|---------|---------|-----------|--------------|-------------|
| 15-19 | 8 | 34.5 | 28.6 | 0 | 44.5 |
| 20-24 | 18.6 | 9.4 | 3.6 | 25.5 | 26.7 |
| 25-29 | 6.7 | 8.3 | 3.6 | 4.2 | 9.9 |
| 30-34 | 2.7 | 2.3 | 7.8 | 4.3 | 8.3 |

Table 3 Unemployment rate

67% of the surveyed organizations and individuals were youth-oriented, and 33% were not. Most of the organizations operating in the field of employment provided training opportunities.

| No | Youth activities | Number | Percent |
|----|--|--------|---------|
| 1 | Training | 60 | 48% |
| 2 | Counseling services | 38 | 31% |
| 3 | Job placement | 24 | 19% |
| 4 | Organized a campaign | 2 | 2% |
| 5 | Jobs were provided | 2 | 2% |
| 6 | The trip was organized | 1 | 1% |
| 7 | Youth employment promotion environment - monitored | 1 | 1% |

Table 4 Activities in the field of employment

Of those who participated in these employment promotion activities, 59% said they were successful, 10% said they failed, and 31% said they both failed and succeeded.

In terms of the reasons for the failure, 94.4% of the respondents answered that there was a lack of premises, followed by 26.6% who said that the budget was insufficient. The reasons given by the participants are shown in the table below.

| Nº | Youth activities | Number | Percent |
|----|--|--------|---------|
| 1 | There were no places to host the event | 117 | 94.4% |
| 2 | Insufficient budget | 33 | 26.6% |
| 3 | There were not enough human resources | 10 | 8.1% |
| 4 | The required machinery and equipment were not available | 9 | 7.3% |
| 5 | Lack of skills of organizers and staff | 6 | 4.8% |
| 6 | There were no participants | 4 | 3.2% |
| 7 | Job seekers are inactive | 1 | 0.8% |
| 8 | There was no family support or environmental resources | 1 | 0.8% |
| 9 | Too many people came to the forum, the theater was full and some came back | 1 | 0.8% |
| 10 | Attitudes towards hiring people with disabilities are very poor, and many people with disabilities are incompetent | 1 | 0.8% |
| 11 | Current issues, COVID-19, elections, insufficient coordination of team members | 1 | 0.8% |

Table 5 Challenges for employment

In organizing youth activities, there have been cases of cooperation with government agencies, Vocational Training Centers, various training centers and other relevant organizations, including consultants. Most NGOs partnered with other organizations and consultants.

| Nº | Partner organizations | Number | Percent |
|----|-------------------------------------|--------|---------|
| 1 | Other organizations and consultants | 45 | 33% |
| 2 | Training centers | 32 | 24% |
| 3 | Vocational Training Center | 30 | 22% |
| 4 | Government agencies | 29 | 21% |

Table 6 Organizations cooperating in the field of employment

The majority of respondents (43%) said that there is no cooperation between government, NGOs and other organizations to support youth employment.

| No | Barriers to youth employment | Number | Percent |
|----|---|--------|---------|
| 1 | There is no cooperation between the government, NGOs and other organizations to support youth employment | 53 | 43% |
| 2 | There is a lack of training and activities to promote employment and entrepreneurship | 52 | 42% |
| 3 | The government does not support young people to start new businesses | 47 | 38% |
| 4 | Young people do not have enough knowledge and skills to work and run a business | 45 | 36% |
| 5 | There are no jobs | 43 | 35% |
| 6 | Young people are not interested in self-employment | 31 | 25% |
| 7 | Party members are selected for soum development projects that support their party members who are familiar with the work | 1 | 0.8% |
| 8 | Insufficient project loans | 1 | 0.8% |
| 9 | Problems on budget and financing | 1 | 0.8% |
| 10 | Attitude to employ people with disabilities | 1 | 0.8% |
| 11 | Private sector organizations underestimate NGOs and view them as beneficiaries, which hinders them from becoming investors. | 1 | 0.8% |

Table 7 Challenges of working with other agencies for employment issues

29 respondents and representatives of organizations use applications and programs to support employment. Facebook, www.biznetwork.mn and other digital platforms are used as tools. When asked about government funding opportunities to support youth employment, interest-free loans, local development funds, and micro-loans, **the vast majority said they did not know.**

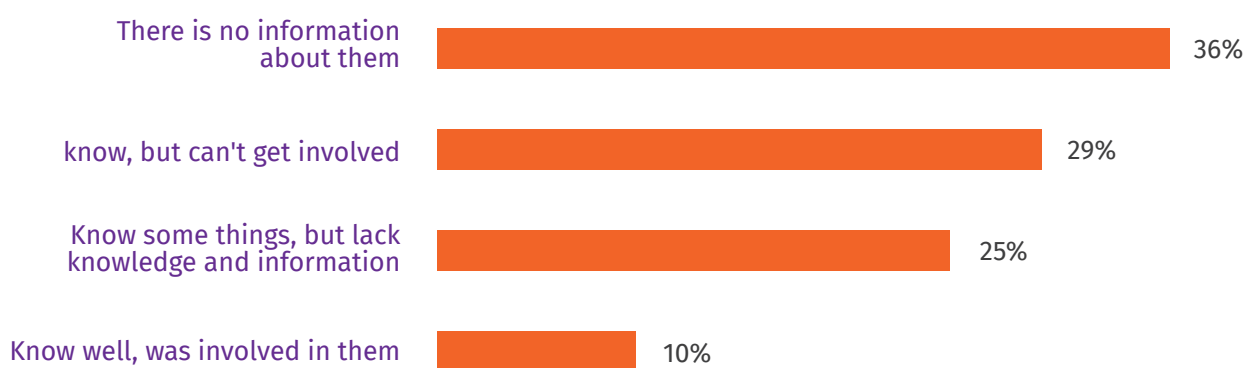


Figure 19 Knowledge of government activities and opportunities to support youth employment

In response to questions that asked if the respondents were aware of resources and opportunities available that support youth employment and entrepreneurship in the cities, aimags, and soums they live, the most common response was that they know that

there are business incubators, HUB centers, small and medium enterprises, business premises and facilities, and good communication. Further mentioned was that there is a little competition in the local area, the market is new, there are opportunities for live-stock, agriculture, family farming and tourism.

Participants from Ulaanbaatar expressed their common concern that young people are poorly valued, while those from the 4 target aimags mentioned that lack of information and insufficient resources to support employment as weakness.

| Ulaanbaatar | Local areas |
|------------------------------|-----------------------|
| Business incubator center | Low competition |
| HUB center | A lot of young people |
| Small and medium enterprises | Lots of new markets |
| Business premises | Animal husbandry |
| Good communication | Agriculture, crops |
| Has a large population | Family business |
| A lot of jobs | Tourism |

Table 8 Resources and opportunities to support youth employment and business

3.4 YOUTH CIVIC ENGAGEMENT /PROJECT COMPONENT-3/

The most commonly conducted activities implemented under civic engagement was public advocacy work that either promoted or encouraged people for action. In all responses, advocacy activities were limited to appeals, e-campaigns, rallies and other events.

| Nº | Activities to increase youth civic participation | Number | Percent |
|----|--|--------|---------|
| 1 | Send a public appeal | 64 | 52% |
| 2 | Organize e-campaigns | 49 | 40% |
| 3 | Submit official letters to government agencies | 24 | 19% |
| 4 | Organize demonstrations | 15 | 12% |
| 5 | Works in the field of public art and land art. | 1 | 1% |
| 6 | Gives advice | 1 | 1% |
| 7 | Encourage participation | 1 | 1% |
| 8 | Organize qualitatively international events to change attitudes through culture and the arts | 1 | 1% |
| 9 | Training | 1 | 1% |

Table 9 Youth civic engagement activities

60 percent of the organizations, groups and individuals surveyed were working to increase youth civic participation. When clarified the nature and type of activities, various activities such as meetings, discussions, podcasts, and participation in citizens' meetings were mentioned. These included experiences in influencing government decision-making, voting, and training, scholarship programs, meetings, discussions, and volunteering for youth organizations of young people with disabilities to disseminate and influence their voices in society, and to increase training and participation. Here are the answers to the open-ended questions:

| | |
|---|--|
| <p>PARTICIPATE IN GOVERNMENT DECISION-MAKING</p> | <ul style="list-style-type: none"> • Participate in committee and district citizens' meetings and make suggestions • Introduce, participate and inform the youth about the constitutional amendments • Citizens' participation in the Constitution is an e-campaign |
| <p>PARTICIPATION OF PEOPLE WITH DISABILITIES</p> | <ul style="list-style-type: none"> • WE CHANGERS organized a flash mob among more than 500 people in Ulaanbaatar in cooperation with government agencies in 5 local aimags. • The Open the Door to Employment fair was held last year to sell products made by young people with different intellectual abilities • Through a club of more than 1,000 members, we provide regular content on social media to young people who translate all kinds of social needs with the help of professional interpreters. |
| <p>LEADERSHIP IN SPECIFIC AREAS</p> | <ul style="list-style-type: none"> • Young Mothers Empowerment Program, Girls' Conference, Girls Leadership Program • Young Human Rights Leaders Project |
| <p>MEETING AND DISCUSSION</p> | <ul style="list-style-type: none"> • Organize meetings, exhibitions and business trips for small and medium businesses • Youth Development Forum, meeting and discussion • Lecture and discussion • Debate program |
| <p>OTHER AREAS</p> | <ul style="list-style-type: none"> • Legal guide projects, volunteer mobilization, and podcast awareness issues • Youth Policy Solutions Hackathon, Research Fellowship Program, Debate Program, Debate E-Learning Platform, etc. • 100 young projects • Street art festival, contemporary art events, Love Street project, psychological immunity program |

Figure 20 Experience of CSOs working in the field of civic participation

Of the 124 respondents, 45 or 36% worked with government agencies responsible for youth development and civic participation. Looking at the areas of cooperation between these organizations and government agencies, they worked more on training, meetings and discussions. They also work together to request funding, provide consulting services and implement projects. For example:

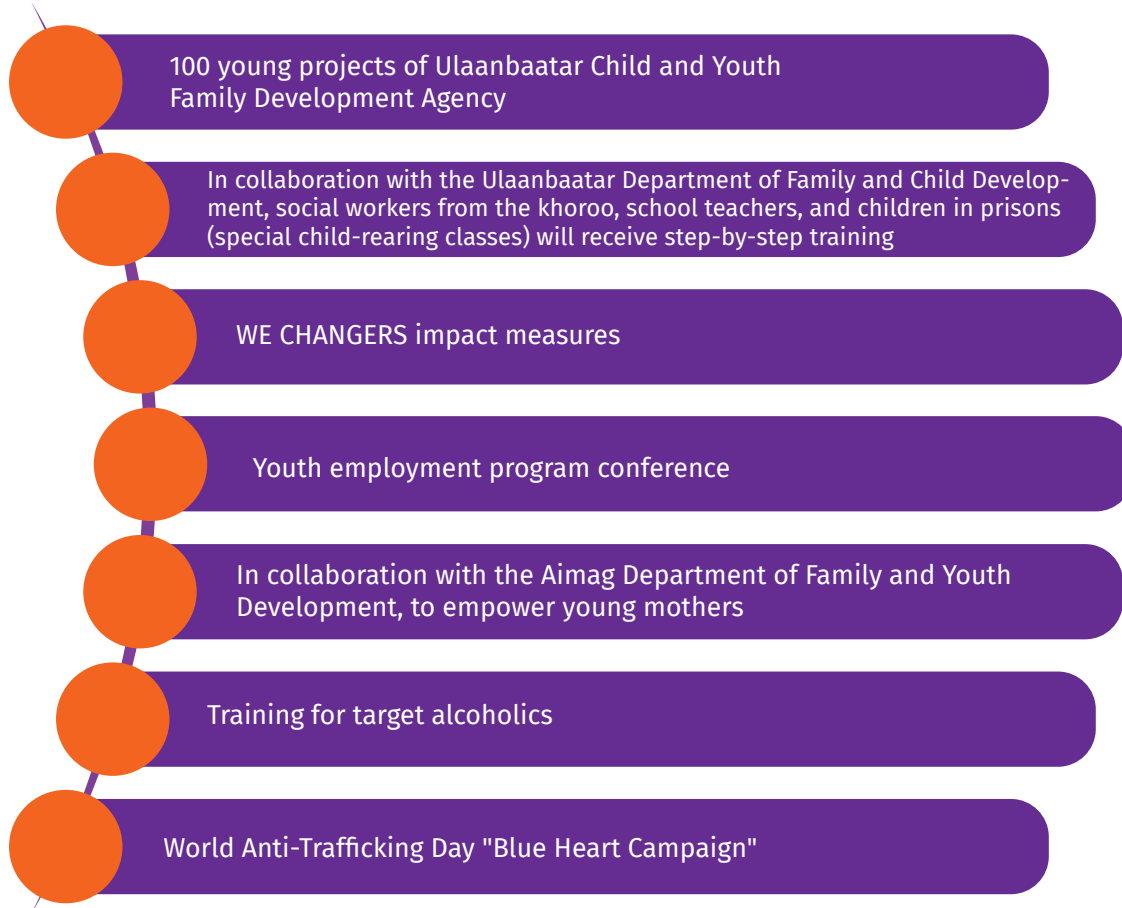


Figure 21 Areas of cooperation between CSOs and government agencies

When asked about the transparency and openness of government policies, decisions, and activities for young people, the majority or 65% answered that they are “moderate”.

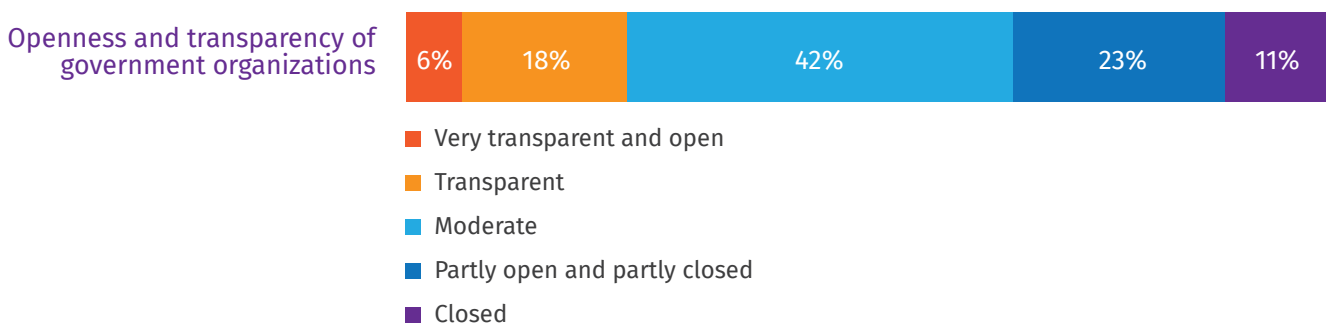


Figure 22 Assessment of transparency and openness of CSOs

When asked about their knowledge and awareness of current youth policies and programs on youth civic engagement, more than half of the surveyed organizations and individuals said no or did not know.

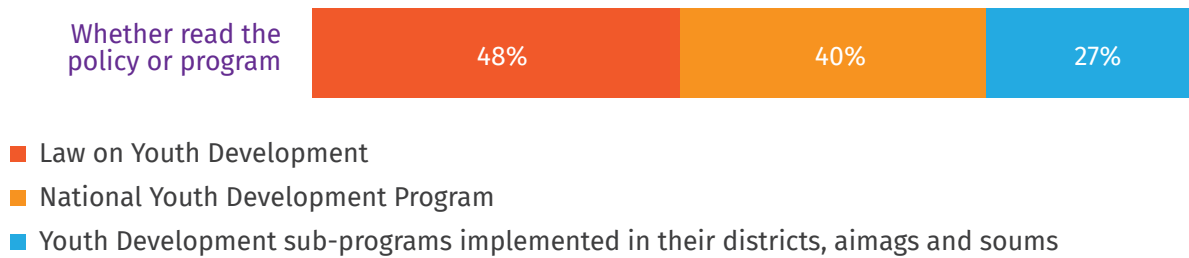


Figure 22a Percentage of people who are aware of policies and programs

To clarify the scope of civic engagement, they more involved in appeals and views, actively participated in government policy and decision-making and to vote for districts, local youth centers and local development funds. The lower the percentage of people who participated in the next stage of the form, the more participatory activities.



Figure 23 Participation of CSOs

Furthermore, we asked what the NGOs would like the project to undertake to improve the civic participation of youth and the most frequently mentioned suggestions (votes) were on training and project competition that activated youth engagement.



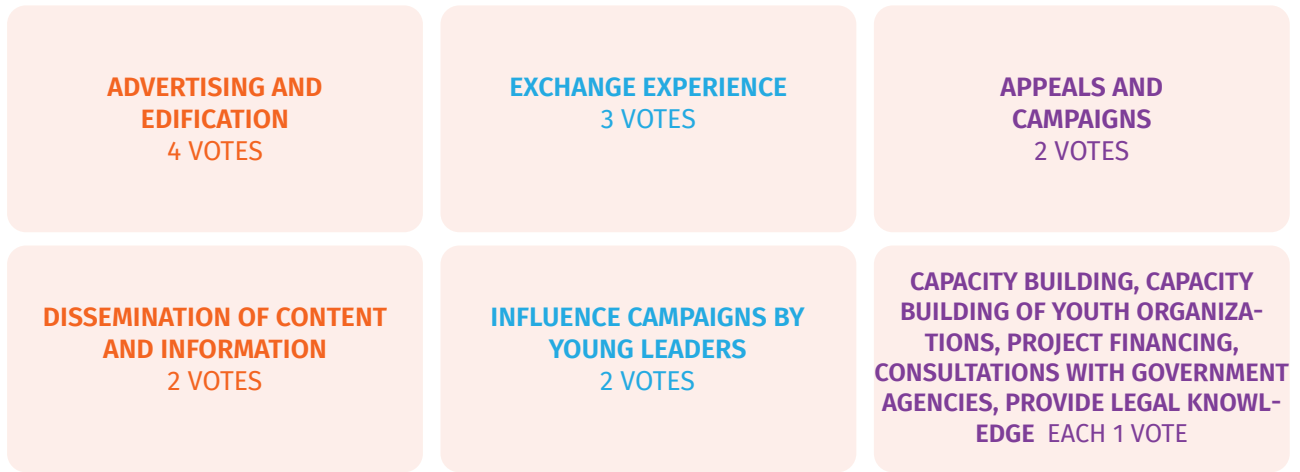


Figure 24 Civic engagement activities

3.5 YOUTH VOLUNTEERISM /PROJECT COMPONENT-4/

53.8 percent of the respondents have a youth volunteer program, while 46.2 percent do not. 65.6 percent said they train their volunteers, and 34.4 percent said no. Regarding the frequency, 25 of the 46 registered NGOs surveyed have volunteer programs, while 21 do not have any volunteer programs.

73.3 percent of the civil society organizations involve their volunteers in relevant trainings 1-3 times a year, 13.3 percent in 4-6 trainings per year , 4.4 percent in 7-10 trainings per year, and 8.9 percent in 11 or more trainings.

Comparing the results of Ulaanbaatar and aimags, the majority of Khentii aimag civil society representatives, or 66.7 percent, said they did not have a volunteer program, while average 40 percent of the other locations do not have volunteer program as well.

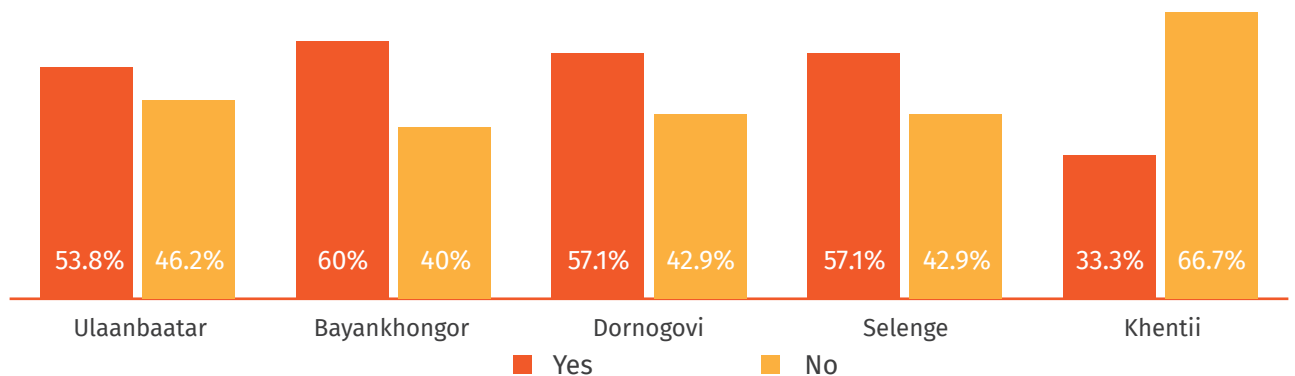


Figure 25 Existence of volunteering program, by location

Civil society organizations reported that 65.6 percent of their volunteers were trained, while the remaining 34.4 percent are not. For training institutions, 61 percent provided an average of 10 to 20 hours of training per year.

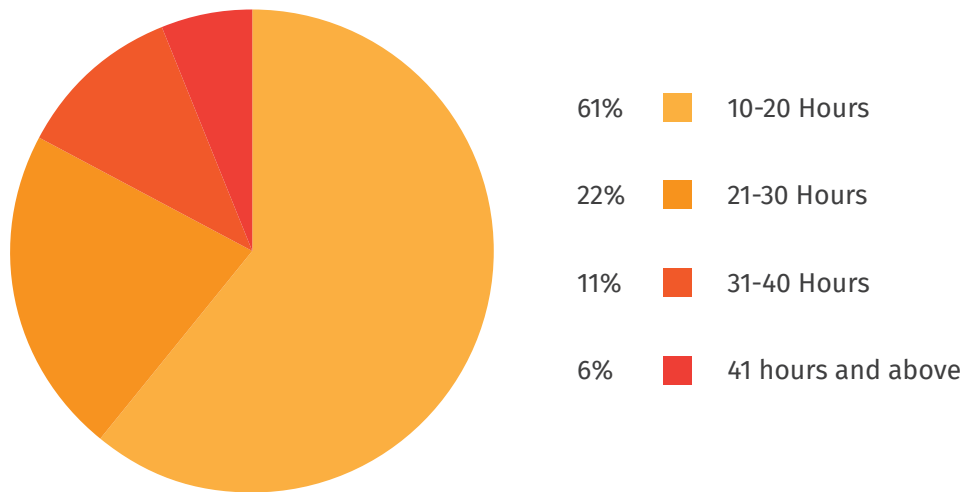


Figure 26 Time used to train volunteers annually

To determine whether NGOs reward/incentivize their volunteers, 34.6 percent do not have an incentive system, 36.5 percent provide incentives depending on the project, 15.4 percent provide incentives for each volunteer, and 7.7 percent provide certificates, booklets, and small cash incentives.

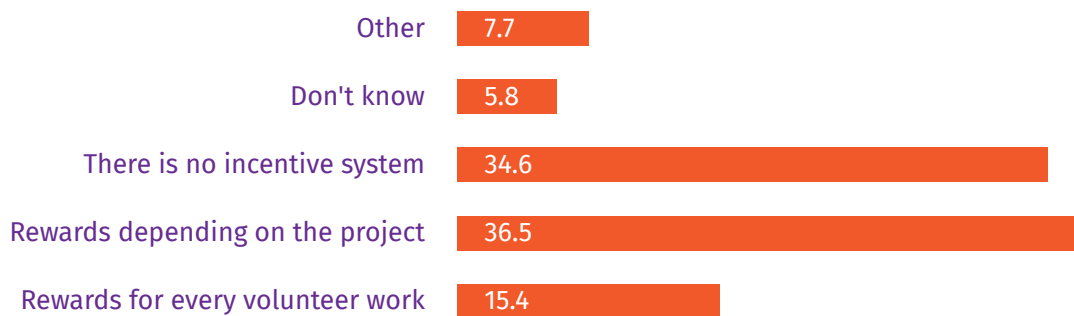


Figure 27 Volunteer incentive system

Regarding the legal knowledge of NGO volunteering, the majority of organizations or 62.1 percent were not familiar with the procedure for registering and certifying youth volunteering, while half of the respondents were familiar with the section on youth volunteering in the Youth Development Law. This shows that NGOs have little knowledge of the laws and regulations related to their activities.

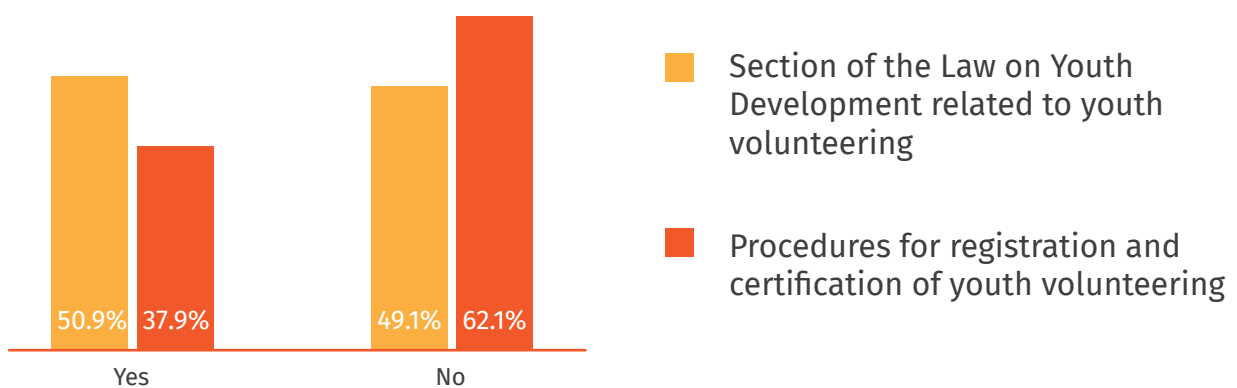


Figure 28 Knowledge of CSO volunteering laws and regulations

When asked if their organization has enough knowledge and information to involve volunteers in its activities, only 3.3 percent of respondents said it was highly sufficient, 25.0 percent said it was sufficient, about half or 48.3 percent said it was moderate, and the remaining 23.3 percent said it was insufficient and not enough at all.



Figure 29 Knowledge to involve volunteers in the activities

The survey asked civil society representatives what they think the project would be most effective in supporting youth volunteering. Respondents answered as follows:

- Establish an information dissemination system for volunteers;
- Provide accurate information and motivation on volunteering, inform young people about effective volunteering, and provide information;
- Training and effective experience in effective volunteer management;
- Encourage volunteers to work together to create a system for lending to the university curriculum, develop new and appropriate initiatives to evaluate them, and organize volunteer work on the initiative of young people themselves;
- Work to motivate young people to volunteer.

Respondents requested to organize volunteer selection and volunteer management training, organize joint volunteer selection activities, share and disseminate methodologies to assess volunteer time, and enable networked organizations. That would help them to plan their activities sustainably and effectively in the future.

3.6 COVID-19 PANDEMIC SITUATION

When asked about the impact of Covid-19 on the organization, 50 percent of respondents said it had a negative impact, while 14.5 percent did not have an effect. 14.5 percent said it created new opportunities, and 21.0 percent said it had both positive and negative effects.

For those who responded as adversely affected organizations, they mentioned that planned activities delayed for unknown reasons, operational stability was disrupted, employees were unable to come and work, they were emotionally and economically affected, and many unplanned wasteful financial difficulties were encountered. Also, they said that all public activities and workshops were postponed, and planned funding was not provided.

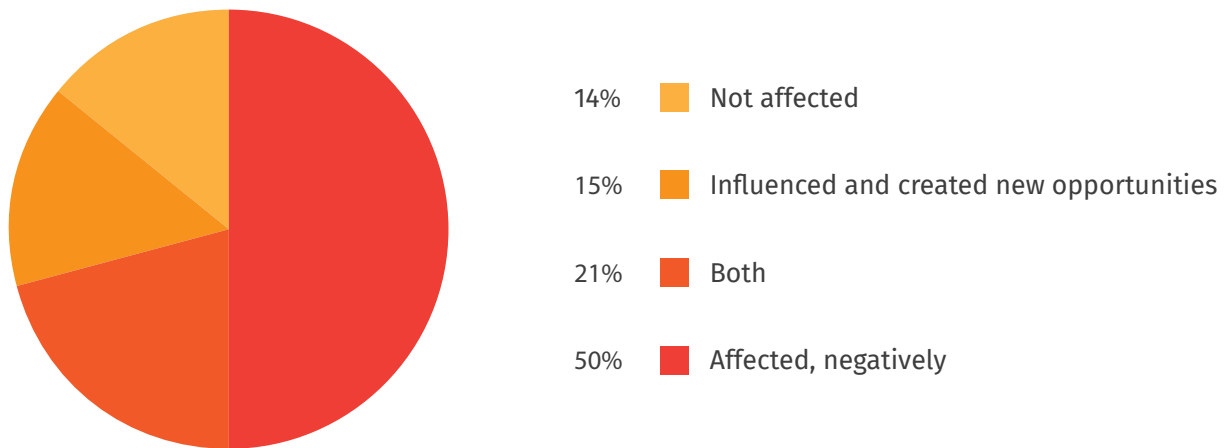


Figure 30 Ковид-19 нөхцөл байдлын нөлөөлөл

However, organizations that saw the new opportunity, answered that they gained new experience in working remotely and access to information online, the ability to organize and monitor their internal activities, the opportunity to increase membership, and attract students as students have no school, and create and disseminate content online.

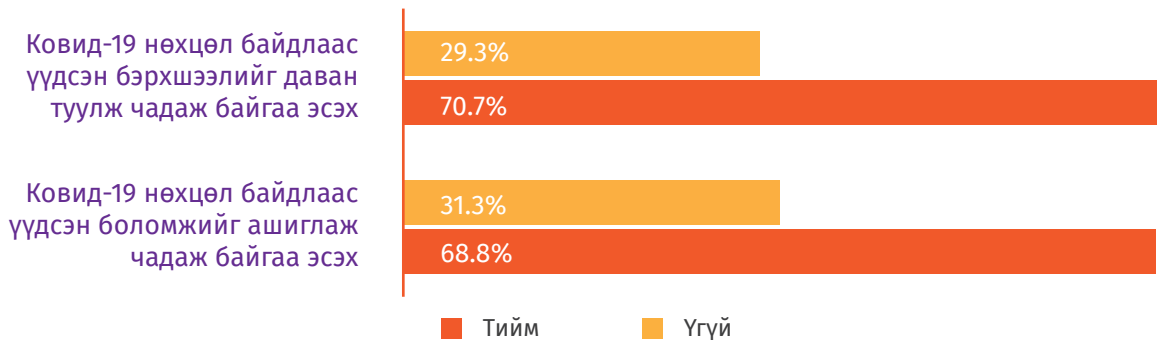


Figure 31 Situation related to COVID-19

When civil society organizations were asked whether they were able to overcome the difficulties caused by the new situation, 70.7 percent said that they were able to overcome the difficulties, and 68.8 percent said that they were able to take advantage of the opportunities.

When asked what kind of support your organization needs to take advantage of the situation, respondents answered as follows:

- Provide training to better overcome the pandemic and support for CSO to develop a better strategy;
- Liaise, collaborate and share experiences with other similar non-governmental organizations;
- Provide financial support and other necessary devices for online operation; Equipment needed for financial support and online operations;
- Provide support/funding for CSOs to conduct additional training on health and self-preparedness when necessary.

Respondents responded following to the question of what kind of support your organization needs to overcome the difficulties and obstacles of the situation:

- Financial and material support;
- Advice on improving the organization's action plan and on the development of new skills and policies related to the situation;
- Get advice on online learning methods and governance;
- There is a need for organizations to share best practices, work together, and increase opportunities for mutual learning and development. We also need good experience shared by other foreign and domestic organizations.

To find out what solutions are available to overcome the challenges and obstacles associated with the situation:

- Most organizations use online tools to organize their activities, prepare and distribute electronic content to young people, mobilize young people online, and train human resource skills in this regard;
- Preventive training, how to create a new environment for the labor market, how to work together, how to conduct research, how to analyze capital movements, how to create savings, and how to deal with potential situations;
- Co-develop new, inclusive policies and plans;
- At this point, you need to do research, organize, and take steps to move your business forward. You need to change your management;
- Suggestions such as innovation development and technology solutions.

3.7 CHALLENGES AND NEEDS OF YOUTH ORGANIZATIONS

Considering the challenges that civil society organizations face while working in the areas of youth, they lack knowledge and information on funding and ways to find funding. Also, the meetings with civil society organizations have frequently raised issues, such as the lack of support and cooperation from government agencies, difficulties in addressing specific issues, and a lack of capable members. In particular, organizations working with young people with disabilities lack funding to raise their voices and implement initiatives. From the answers to the open-ended questions, the answers to the most frequently asked questions can be summarized as follows.

| | |
|----------------|--|
| Problems faced | Lack of funding - 15 responses |
| | Lack of experience in participating in projects and programs - 7 responses |
| | Discrimination against persons with disabilities - 3 responses |
| | Weak activity and capacity of members - 10 responses |
| | Lack of support and cooperation from government agencies - 11 responses |

Figure 32 Problems faced

Looking at the needs of young people, they suggest that the first steps to address these issues are through training, fundraising, project writing, project participation training, leadership, capacity building activities, exchange of experiences from other organizations, collaboration, and job placement.

This shows that *civil* society *organizations* working in the field of youth *need not only financial support, but also capacity building training.*

CHAPTER 4. CONCLUSIONS AND RECOMMENDATIONS

4.1 CONCLUSIONS

- Total 124 civil society representatives were surveyed, of which 57 percent were women and 43 percent were men.
- 97 percent of the surveyed organizations expressed that they are willing to participate in the project by exchanging experiences. Also, non-surveyed organizations that were not interested in participating in the project were identified during the data collection.

Project component 1: NGO capacity

- In terms of human resources, the majority of organizations have up to five management positions, up to 10 full-time employees and up to 50 members.
- In terms of gender, 50 percent of CSO executives are women, while the majority of other full-time employees, volunteers, and members, or more than 51 percent, are women. This shows that women tend to be more represented in civil society activities.
- The majority of organizations which accounts for 40.3 percent of total participants do not have branches. For operational stability, 56.5 percent responded to have regular activity and 2.9 percent responded to have activity once every 6 months. Given this data, the majority of the CSOs function regularly.
- In terms of annual projects and activities, half or 52.2 percent implement 1-5 projects and activities per year and 28.4 percent do not implement projects every year. This shows that the capacity to implement project or activities regularly is not developed well.
- The majority or 92.6 percent have annual action plans, and 74.6 percent have long-term and short-term strategic plans, indicating the majority of the surveyed organizations develop and prepare basic documents to a certain extent. However, as this survey is not an organizational assessment, it is not possible to determine whether the documents have been properly developed and implemented. From the answers regarding the sustainability of operations, the number of projects and programs implemented, and the number of example activities, the basic documents of the organization have been developed to some extent, but there is a need to define capacity in detail in terms of successful implementation or optimal determination and build capacity in appropriate areas.
- CSOs, which have participated in the survey, widely implement activities that will be implemented under the project. In other words, there are partnership and experience sharing opportunities among the project-participating CSOs.
- The survey result indicates that CSOs have limited knowledge and awareness about government regulations and activities, thus such policies are not reflected in the CSOs' operation. Also, knowledge of government policies and regulations varies among project locations, with Bayankhongor having the lowest rate of knowledge and implementation of government regulations. This result applies to overall locations of the project.

- The most challenging problems faced by NGOs were determined as budget and financial issues, poor government support and cooperation, and weak participation of their members.

Project component 2: NGO youth employment support activities

- In the field of youth employment promotion, NGOs have experience in organizing trainings, consultations, forums, and trade fairs. However, 43 percent of the respondents answered that “there is no cooperation between the government, NGOs, and other organizations to support youth employment” among the issues that hinder youth employment and entrepreneurship. This means that the activities of youth organizations to promote employment are not extensive, but are limited to trainings and forums. Also it shows that the relationship and inter-agency between the NGOs is weak.
- Only 10 percent know well and 36 percent do not know about government funding opportunities, interest-free loans, local development funds, and microloans to support youth employment and entrepreneurship. This shows that NGOs and groups working in the field of youth do not have enough understanding and knowledge about legal support and opportunities provided by the government. Moreover, it shows the need for government organizations to be transparent and open to the public.
- When asked how they are interested in working together to support youth employment, in most cases there were no significant answers, and the answers of training, leadership, job placement, and capacity building were repeated many times. This suggests that organizations and civil society representatives do not have a clear plan of action to promote employment. Therefore, it is important to ensure that youth employment promotion activities should not be limited to classroom training, but should be more practical, interactive and effective.

Project component 3: NGO activities to increase civic engagement

- To increase the civic participation of young people, 52 percent of the activities were public outreach, 40 percent were electronic campaigns, 19 percent were letters to government agencies, and 12 percent were demonstrations. This shows that NGOs and civil society organizations working in the field of youth have limited activities to increase civic participation. In other words, it is limited to only invitations, meetings, and official letters. On the other hand, there is a need to increase the active, meaningful and real participation of young people.
- The civic organizations or groups have experience in disseminating information, conduction of training, and advocacy activities in cooperation with government agencies. While they are involved in influencing policies and decisions, participating in the protection of their interests, and expressing their voices, there is a lack of experience in participatory decision-making. For example, only one person has an experience of participating in and expressing opinion in khoroo and district level Citizens Representatives Meetings.
- One thing that was observed during the survey, especially during the qualitative interview, was that the word civic engagement was overused in the form of mere slogan without understanding its core nature. The survey respondents were observed to have differ

-ently interpreted the word as well. Therefore, on one hand, it is necessary to define the term civic engagement in a simple and clear way within the framework of this project. On the other hand, the definition of civic engagement (by the project team) was one-sided and limited by participation in government decision-making only. Therefore, civic participation should be clearly defined, including its wider meaning that includes civic participation to improve people’s everyday life quality. This includes information and awareness raising on how one (as a young person, citizen and resident) could be involved and raise her/his voice to raise concern, make demands, receive feedbacks, whom to contact and address specific feedback or complaint.

- More than half of the respondents also said that they do not know the official youth policy and legislation, indicating a lack of legal information about their areas of work, such as civic participation, how to participate, and how the government supports them.

Project component 4: supporting NGO volunteerism

- 53.8 percent of the respondents have a youth volunteer program, while 46.2 percent do not. 65.6 percent said they train their volunteers, and 34.4 percent said no. This shows that the majority of organizations have a sound understanding of volunteer work. However, in terms of the content and quality of the volunteer programs and trainings, it was observed during interviews that the CSOs need to improve knowledge regarding the content and quality of the comprehensive training and training programs for volunteers. For example, during the interviews, it was mentioned that volunteers are provided with work plans, job descriptions, and trainings, indicating that the content of trainings and programs may be limited to basic information only.
- In the case of training institutions, 61 percent are provided an average of 10-20 hours of training per year. When asked if NGOs reward their volunteers, 34.6 percent do not have an incentive system, 36.5 percent receive project-based incentives, 15.4 percent provide incentives for each volunteer work, and 7.7 percent provide incentives such as certification, booklets, and small amounts of cash. The majority of organizations responded that they have established training and incentive systems, indicating that the surveyed organizations and groups have volunteer’s performance assessment and provide incentives.
- Regarding the legal knowledge of NGO volunteering, the majority of organizations or 62.1 percent were not familiar with the procedure for registering and certifying youth volunteering, while the rest of the respondents were familiar with the section on youth volunteering in the Law on Youth Development. This means that the majority of NGOs have little knowledge of the laws and regulations impose on their volunteering activities by the Government. They also did not consider themselves to have sufficient knowledge and information to engage volunteers in their activities. Only 3.3% responded that they have sufficient knowledge to engage and train volunteers, which indicates that they should be given training support to further support and engage volunteer.

Impact of COVID-19 pandemic restrictions on NGOs

- When asked about the impact of the COVID-19 pandemic restrictions on the organizations’ activities, 50 percent of the participants said that it had a negative impact, 14.5 percent

said that it created new opportunities, and 21.0 percent said that it affected them both positively and negatively.

- Those negatively affected by the pandemic restriction responded that they postponed activities. On the other hand, those that saw new opportunities due to the restriction, gained new skills such learning to work online and accessing online information, while organizing internal arrangements, increasing membership and producing online contents.
- The majority of respondents mentioned that they need financial support, organizational management advice, learn new skills, improve their skills in working online, and learn from other organizations to overcome the challenges of the situation.

4.2 RECOMMENDATIONS

Component 1: NGO capacity

- As per the survey result, the CSOs institutional capacity is fairly well established given regular working space is resolved, and management documentation and planning are settled. However, numbers of support and activities need to take place in order to strengthen the CSOs, including organizational management counseling and trainings to improve the capacity to furnish and implement their plans and strategy.
- Majority of the respondents raised their concerns over having funding struggles and lack of support from the government counterparts. In other words, they identified lack of funding and insufficient resource as their main challenge. This implies that instead of providing direct funding, CSOs needs the knowledge and know-how on how to secure funding themselves. In other words, there ought to be trainings and coaching on financial and budget management fundraising, as well as locating other resources.
- In addition, most of the respondents mentioned the lack of government support and cooperation between the NGOs is one of the common difficulties. This shows that civil society organizations need to be empowered and educated on how to work with relevant government agencies and how to use the opportunities allowed by laws and regulations.

Component 2: NGO youth employment support activities,

- Respondents responded that activities to promote youth employment, in general, are limited to trainings and forums, while having lack of cooperation between the organizations. Therefore, employment promoting events and activities should be limited by in-class trainings, but ought to be more interactive and practical.
- There is also a need to increase the scope of activities and projects, such as learning from other organizations and sharing international best practices, as the existing level of scope of activities is limited. Given the fact that some NGOs have been established for many years, are stable, and have the capacity to advise and share their experiences with other organizations, it is possible to share their experiences with less experienced organizations, provide training, and introduce best practices on how to fund and build projects.

- There is a need to increase access to and understanding of youth opportunities such as interest-free loans, local development funds, micro-loans and other opportunities provided by government. In other words, the project needs to focus on making the government information transparent and work with relevant government agencies.

Component 3: NGO activities to increase civic engagement

- Define Civic Engagement in a simple and understandable way within the project framework and provide project participants with an integrated and accurate understanding.
- Activities to increase civic participation are limited to appeals, meetings, and official letters. There is a need to increase capacity and awareness on how to increase real civic engagement, how civil society organizations and youth can participate to improve the society and their daily life quality, ways to influence, and the concept of civic participation, including how to actually participate in decision-making.
- As more than half of the respondents also stated that they do not know official policies and legislation, within the framework of youth support, of the government, it is essential to provide the youth civic organizations with knowledge and understanding of the legal environment regarding civic engagement.

Component 4: NGO volunteerism

- The survey found that CSOs provide some introductions, plans, and training for volunteers. However, most of them consider their knowledge and information on volunteering to be insufficient. Thus, it is necessary to provide civil society organizations with knowledge on volunteering.
- Moreover, due to the lack of legal knowledge related to the involvement of volunteers, it is necessary to improve their legal knowledge about volunteer work programs, common standards and volunteerism for all organizations to be involved in the project.

Miscellaneous

- In general, the survey findings and conclusions show that there is a great need to strengthen cooperation between civil society organizations. There is therefore, a need to establish a civil society youth organizations network, which is one of the major outcomes of the project.
- Involvement in project activities solely based on organizational status risks limiting the participation of young people, especially in rural areas. Therefore, there is a need to involve some individual young people, and not just organizations, in the project activities or to support young people who are interested in increasing their participation for certain similar areas of purposes to get organized.
- For civil society organizations, the ratio of men and women is equal at the management level, while women are dominant in terms of = staff, members and volunteers. It is also noted during the qualitative interviews that the participation of women is higher than men, especially in terms of activities organized by CSOs. Therefore, it is necessary to pay attention to increase the civic participation of men.

- Regarding the situation affected by the COVID-19 pandemic, civil society organizations are in need of guidance to use the opportunity to work virtually, as well as human resource skills to work in an online environment to maintain their operations.

BIBLIOGRAPHY

- Academy of Political Education (2013). The legal environment for citizen participation and evaluation report. http://www.irgen-tur.mn/sites/default/files/documents/PublicParticipation_Mon.pdf
- Asian Development Bank. (2019). Introduction to Civil Society: Mongolia. <https://www.adb.org/sites/default/files/publication/525716/civil-society-brief-mongolia-mn.pdf>
- Law of Mongolia on Non-governmental organizations (2020).
- National Legal Institute (2013). Some issues of legal regulation of non-governmental organizations. http://nli.gov.mn/pdf/turiin_bus_baiguullaga.pdf
- National statistics office of Mongolia (2019). Population of Mongolia. http://1212.mn/-BookLibraryDownload.ashx?url=population_mn_2018.pdf&ln=Mn



Address:
503, Delta center building, 1st
khoroo, Chingeltei district,
Ulaanbaatar, Mongolia 15160

Phone:
+976 7013 5899

email:
ccr.mongolia.office@caritas.cz

website:
www.mongolia.charita.cz



9 789919 962517