



THE IMPACT OF COVID-19 TO THE NPO SECTOR IN TAIWAN

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Two different surveys

NPOst –

- major new media on Philanthropy
- 158 respondents during late April – mid May



Global View Magazine



- 50 + 7-ELEVEN funded NPOs during mid-May



Negative impacts listed (from top down)

- decline of funding
- Forced to change ways of service delivery
- service cut down
- suspend certain services
- volunteer decreased due to personal protection
- Increase of operational cost for protection measures
- decrease of gifts in-kind

Top 5 Coping strategies

Personal health protection measures

New way of operation/service delivery

Suspend or cut down services

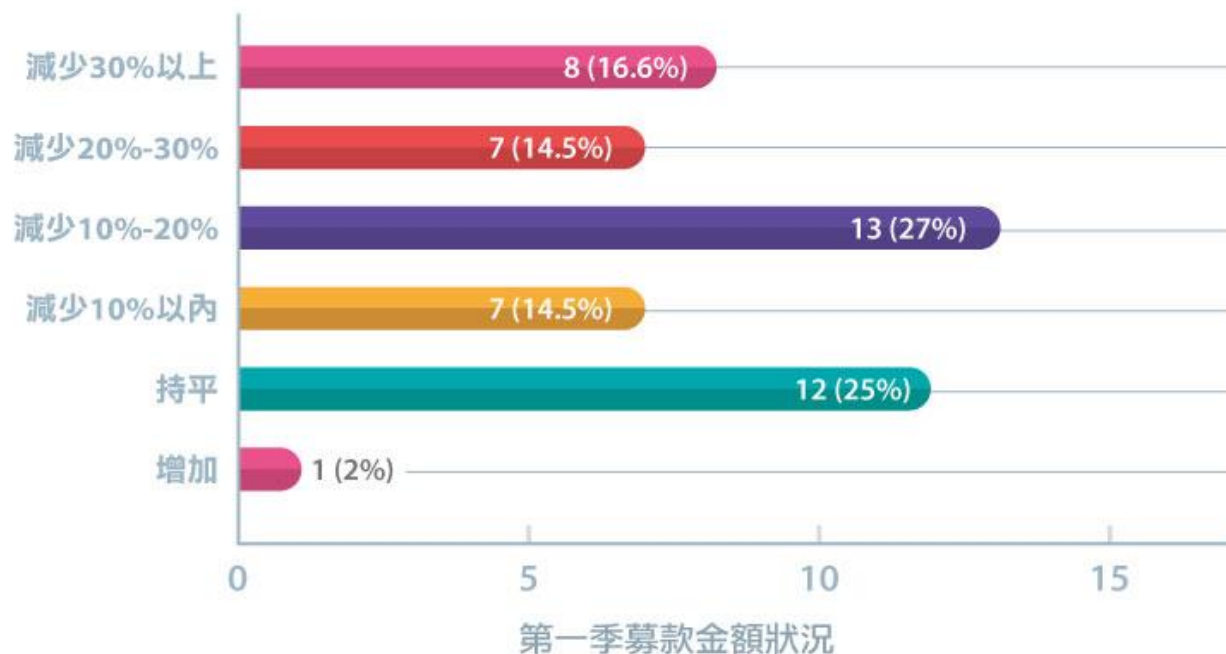
provide SOPs for new norms

Work from home with rotation shifts

31.1% suffered 20% decline on 1st Q, 2020

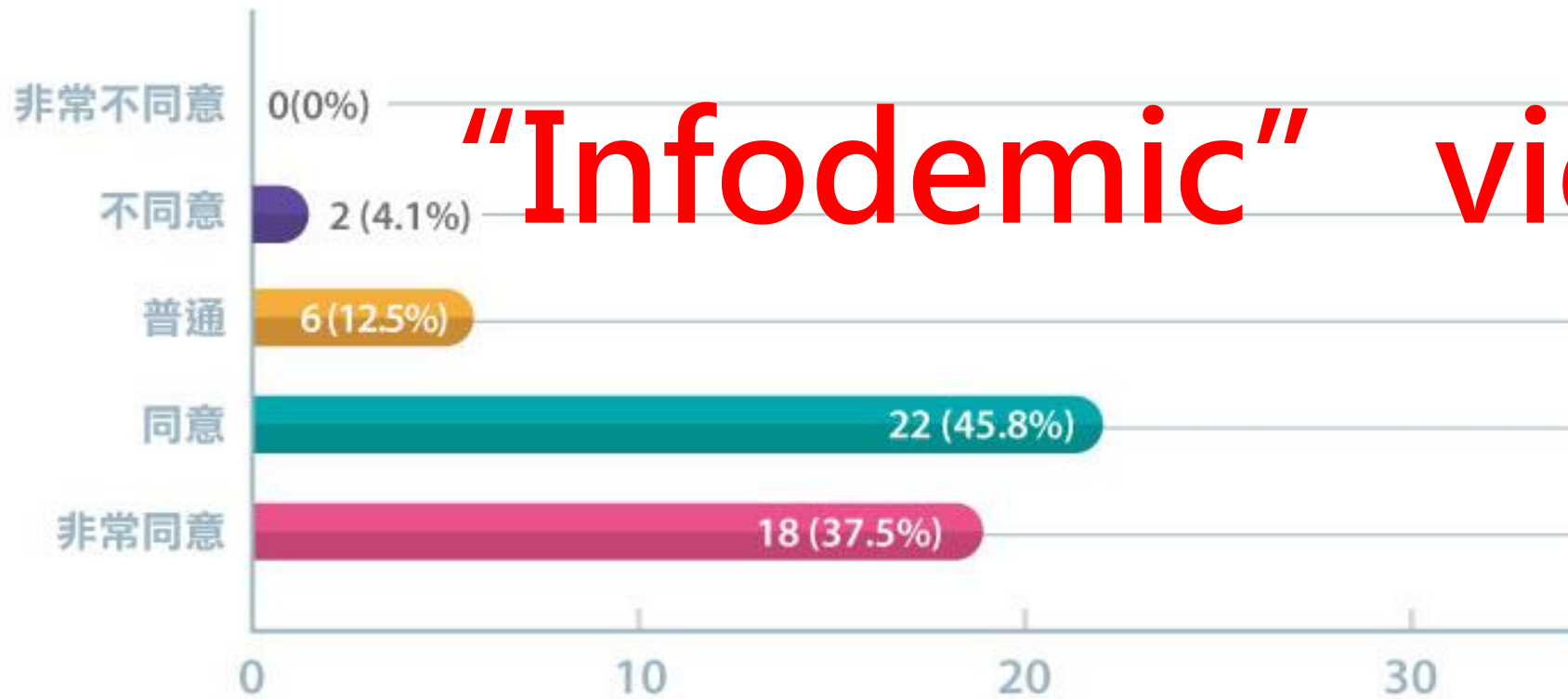
56.2% estimate 20% up decline in 2nd Q, 2020

有 31.1% 的社福團體第一季募款跌幅高達 20% 以上、
56.2% 預估下一季募款下降 20% 以上



83% facing Marketing & communication difficulties.

有 83.3% 的社福團體表示在疫情期間行銷宣傳陷入了困難



"Infodemic" victims

Insights of two surveys

Worries over facts

- CEO/Director of Communication interview
- Financial reports

Organizational health matters

- Larger NPOs survive better than small & medium ones.
- Investment for organization development

Digital transformation helps

- Investment on digital equipment/devices
- Digital maturity of NPOs
- Inclusion of the marginalized by digital devices

TAIWAN LEARNED HARD LESSONS
IN 2003 DURING SARS.

LEAST CHALLENGED/TESTED SO
FAR BY COVID-19