



Frequently Asked Questions

1. What is this survey about?

In order to better understand which factors enable or hinder charitable giving, CAPS is carrying out a project called the Doing Good Index™. This survey is for collecting data that will help construct the Doing Good Index™, the first comprehensive index that tracks the ease of giving and receiving philanthropy in 16 economies in Asia.

2. Which organizations are eligible to take the survey?

All Social Delivery Organizations (SDOs) are eligible to take the survey.

3. What is a 'Social Delivery Organization'?

'Social Delivery Organization' (SDO) refers to a registered non-profit organization or social enterprise that delivers a product or service for social good. It does **not** include the following:

- trade associations
- technical associations
- industry groups
- universities
- purely advocacy groups
- organizations funded solely by the government

4. Why should my organization take the survey?

Your organization has received this survey as you are regarded as an SDO with the experience and expertise to provide insightful responses to inform this study. You will not only be contributing to the first ever comprehensive index on philanthropy, but will benefit directly by learning about policies and strategies that can increase philanthropy locally. The Doing Good Index™ will identify optimal conditions for engagement in the charitable sector for individual and corporate donors, for social delivery organizations (SDOs) as well as government policy makers. This information can be used to examine the environment SDOs operate in, identify ways to efficiently navigate the philanthropic landscape, and maximize philanthropic activity.

5. How can I take the survey?

Please click on the SurveyMonkey weblink that was provided to you. If the survey link does not open, copy the link and paste it in your internet browser.

6. Who should take the survey from my organization?

This survey has questions about fundraising, donors, regulatory, fiscal and tax environment. The head of the organization is best suited to respond to this survey. It could also be the head of Fundraising or Accounts/ Finance.

7. Can I save the survey and return to it?

If you are unable to complete the survey form in one sitting, you can return to the survey and pick up where you left off. You just have to click the Survey Monkey weblink you were provided with to return to the survey form in the **same device** using the **same browser**. Please note that

there is no “save” button, but as long as you have not clicked the **Done** button and not deleted the cookies from your internet browser, you can access your form using the survey link any time before submission.

8. What is the closing date for taking the survey?

Please submit your response no later than 31 March 2017.

9. How will I know if my survey form is successfully submitted?

Upon clicking the **Done** button, a thank you message will appear on your screen. That will confirm your submission.

10. Can one organization / individual submit multiple forms?

Each organization can submit only one form. If you would like to discuss the survey with colleagues before filling it online, please download the PDF version from <http://afonline.org/doing-good-index/>. You may then share the survey with your colleagues, and subsequently fill ONLY one form online for your organization.

11. Can I forward the survey to other organizations?

Yes, please feel free to forward the Survey Monkey weblink you were provided with to other SDOs within your own economy. We recommend that you also forward the cover email received with the survey as it contains important information.

12. Can I leave any question blank if I am not sure of the answer?

Mandatory questions, which are marked by an asterisk (*), cannot be left blank. If you do not answer a mandatory question, an error message will be displayed next to the question and you will not be able to move on until it is resolved.

If you do not know the answer to a question, please select **Don't know** (if available), or seek help from your colleagues and answer to the best of your knowledge. Answers will be kept strictly confidential.

13. How will the information we provide be used?

The information will be used for the Doing Good Index™ to analyze and benchmark the environment for philanthropy in your economy. It will be kept strictly confidential by CAPS and our analytical partner ICRIER, and not shared with or used by any third party.

14. Will the survey report be shared with my organization?

Yes, the survey report will be made publicly available when it is published. CAPS and our partner organizations plan to put on a seminar in each economy sharing the findings from this study. If you would like to be notified when the report is published, please inform the Association of Foundations by email at af@afonline.org.

15. Who should I contact if I have any more questions?

If you have any questions about the form or you face any technical difficulties, please call the Association of Foundations at (02) 911-9792 or 913-7231. You may also send an email with a screenshot and reference to the question number to af@afonline.org.