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Report
on the Assessment of the Technical and Programmatic Capacity of Ukrainian Civil
Society Organizations Active in Consumer Targeted Activities
conducted under the joint initiative of the European Union and UNDP
“The Consumer Society and Citizen Networks project (CSCN)”

Kyiv, 2007

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INTRODUCTION

RESEARCH and ASSESSMENT METHODOLOGY:

Research and Assessment Purposes:

- 1) To study the development programs and technical capacities of civil society organizations active in the areas of consumer targeted activities, i.e. consumer information, education and protection.
- 2) To select organization(s) for the support and development of sustainable consultative, information resources both physical and on-line, for citizens, other consumer protection civil society organizations (CSOs), and certain target social groups.

Type of Research:

Basic research work

The Research and Assessment was provided by:

All-Ukrainian NGO “Ukrainian Association of Marketing”

Project Target Group:

All-Ukrainian and regional organizations, which have goals and activities related to the protection of the interests and rights of consumers, both individual and legal entities, and their members, as declared in their Statutes.

Methodology of Research and Assessment:

Individual standardized interview

Method of Sample Formation:

Cluster determined selection of samples

Scope of Cluster and Selected Sample:

The cluster determined number counted about 450 all-Ukrainian and regional organizations, on the basis of which the selection of samples was made. This included 50 all-Ukrainian and 74 regional organizations. The final approved list of CSOs for assessment included 22 all-Ukrainian and 55 regional organizations.

15 all-Ukrainian and 20 regional organizations were studied and assessed, which comprised 68.2% of the all-Ukrainian organizations, and 36.4% of the regional organizations totaling 45.5% of regional organizations. The assessment was applied to organizations that gave their preliminary consent and filled in the prepared questionnaire.

Main Challenges during the Research and Assessment Process:

- 1) The impossibility to communicate with the majority of regional organizations using their officially listed addresses, telephones and e-mails.
- 2) Refusals from some heads of all-Ukrainian organizations to fill in the questionnaires due to the difficulties in providing complete responses; lack of openness to communicate with international organizations and researchers; lack of time.

During the first stage of the research/assessment work (June 15 – June 29) the cluster determined selection of samples was provided. The main criteria was the pro-activeness of the civil society organizations in the areas related to the interests of consumers, organizations’ members, individual and legal economic entities, and citizens of Ukraine. The areas of consumer targeted activities were the following:

- Consumer rights protection

- Human rights protection
- Patent rights protection
- Gender issues
- Environmental protection
- European integration.

The interviews with the all-Ukrainian organizations were conducted in the following way:

- A brief introduction by phone of the purpose of the research, and distribution of the letter from the Project Coordinator, Klavdia Maksymenko, and the questionnaires by e-mail to the respondents.
- In 1-2 days a meeting of an interviewer and a respondent was arranged at the latter's office. The meetings were devoted to the following:
 - Introduction of the Purchaser's activities, using the informational materials, namely, "Protection of Consumers' Rights in the European Union and Ukraine" (Analytical report; joint project of the European Union and UNDP, 2007, 36 pages).
 - Further acquaintance with the research purposes, and explanation of unclear questionnaire points.
 - Review of the respondents' Statutes, other documentation, premises and facilities, publications, necessary to understand the all-Ukrainian CSOs' activities and to check the responses to the questionnaire.
- At the conclusion of the meeting, respondents returned the completed and signed questionnaire forms to the interviewers either immediately, or sent the completed questionnaire forms in 1-2 days by courier or regular mail (two thirds of cases).
- Revising and finalizing was required mostly for specific questions of the questionnaire form (the list and titles of the programs undertaken by the respondent in the past; publications in the mass media; programmatic documents of the international organizations, etc.).
- Responses were always presented by people with the power to sign (head, president, executive director, head of secretariat, etc.).

The interviews with the regional organizations were conducted in the following way:

- Preliminary contacts of an interviewer with the head of an organization;
- Meeting at the organization's premises, conversation, completion of the questionnaire form;
- Clarification of questionnaire responses by phone or e-mail.

MAIN RESEARCH AND ASSESSMENT RESULTS

Table 1. Question 9. Type of organizations under assessment by official registration

<i>Form of registration</i>	<i>Number, entities</i>
Civil society organization	29
Social non-profit enterprise	5
Charitable foundation	1

Diagram 1. Type of organizations under assessment by official registration

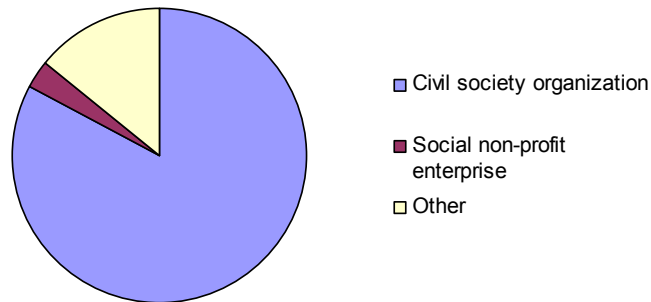


Table 2. Question 9. Type of organizations under assessment by area/location

<i>Form of registration</i>	<i>Location</i>	
	<i>Regional, local</i>	<i>All-Ukrainian</i>
Civil society organization	17	12
Social non-profit enterprise	2	3
Charitable foundation	1	

The majority of organizations (82.8%) under assessment were those registered as civil society organizations according to the Ukrainian law “On the unions of citizens.”

At the same time, some of the organizations were registered as “non-profit organizations” (registered at the local government according to the Ukrainian law “On entrepreneurship”), including three all-Ukrainian organizations, and two regional organizations. One organization with the status of a charitable foundation was considered as “other.”

There are associations, which de-facto act as branch representatives of civil society organizations, however, they are registered as the non-profit enterprises (NPE); this aspect is explained by the simplified registration procedure for the NPE. They are not required to create

oblast or local outlets, therefore the registration is provided not at the Ministry of Justice, but at the local government.

The process of re-registration of non-profit enterprises within the CSOs is gradually taking place. The reasons for the re-registration included the need for the cooperation with the analogous international and national associations abroad, and certain financial interests (for example, under the current legislation, the rent of premises in state-owned buildings costs half as much for the civil society organizations than for non-profit organizations).

Table 3. Question 10. Availability of organizations under assessment in the Register of civil society non-profitable organizations

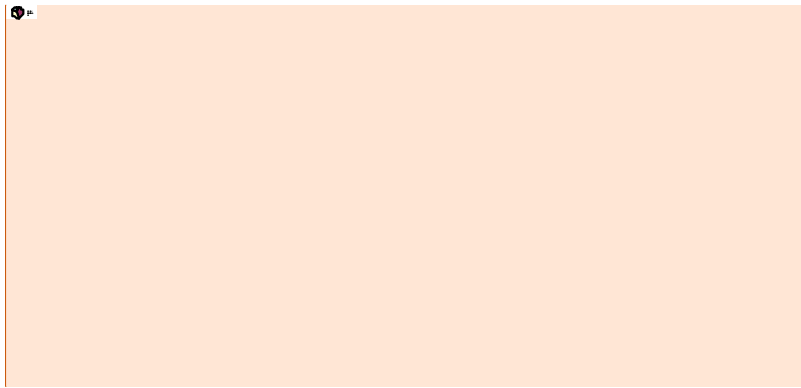
Response	Number of responses
Yes	22
No	13

22 organizations (62.9%) are included in the Register of non-profit organizations (RNPO); 13 organizations (37.1%) are not included, among them are 5 all-Ukrainian and 8 regional organizations. Of these 5 all-Ukrainian organizations, 1 organization was newly registered, 1 organization applied for re-registration, the others did not feel the need to submit the documents to the Tax Administration for being included in the Register of NPOs, because they have a zero annual balance related to incomes and expenses and have agreements with the individual patented entrepreneurs, etc. Three organizations out of 8 regional ones did not have any asset turnover .

Table 4. Question 11. Organizations by the region of activities

Your organization by the region of activities	Number of responses
International	1
All-Ukrainian	14
Regional/oblast	14
Local	6

Diagram 2. Question 11. Organizations by the region of activities



Примечание [D1]: No picture?

With regard to the region of activities among the organizations under assessment there was one branch of an international organization (International **Society** for Human Rights –Ukrainian section), 14 all-Ukrainian (40%), 14 regional/oblast (40%) and 6 local (17%) organizations.

Удалено: Community

At the same time, there were three organizations, which de-facto operate throughout Ukraine, but are registered in Kyiv as regional civil society organizations.

The current assessment studied the above mentioned three organizations as regional/oblast civil society organizations according to their legal registration. Later on, considering the total number of selected samples (35 organizations), all organizations under assessment were grouped in two subgroups: “all-Ukrainian” (14 all-Ukrainian, one branch of an international organization – altogether 15 organizations or 42.9%) and “regional” (regional/oblast and local – altogether 20 organizations or 57.1%).

Table 5. Question 8. Average period of operation of organizations under assessment

<i>Category of organization</i>	<i>Average period of operation, Complete years</i>
Regional	9,8
All-Ukrainian	7,9
Total	9,0

On the whole, the assessed organizations had a significant period of operation in Ukraine. The average period of operation of regional organizations was 10 years. The first to be registered was the Donetsk Oblast Community of Consumers (decision of Donetsk oblast executive committee # 447 from December 27, 1989) and the Committee for Children’s Rights Protection (Kyiv, 1991).

The average period of operation of the all-Ukrainian organizations was a bit shorter – about 8 years. The Ukrainian Association of Quality was registered in 1992; at the same time the official activities of the “Soyuz Ukrainok (Union of Ukrainian Women)” was restored. The youngest from the assessed all-Ukrainian organizations was the Union of Consumers of Ukraine who have been operating for 4 years.

Table 6. Question 12. Main mission of the organizations under assessment

<i>Main mission of the organization</i>	<i>Number of responses</i>
Development of agriculture	0
Development of entrepreneurship	4
Development of <u>sectored</u> business	8
Protection of consumers' rights	23
Charity	0
Chernobyl issues	0
Culture and arts	1
Ecology	2
Assistance to elderly people	4
Issues of family, children, orphans	4
Issues of disabled people	0
Scientific research works	1
Healthcare	2
Professional unions	2
Protection of veterans' interests	2
Gender issues	3
Protection of the young people's interests	3
Education	16
Protection of the young people's interests	8
Political activities	0
Social studies	1
Religious issues	0
Other	8

The mission was defined by all organizations under assessment, because it was the obligatory according to their Statutes. The detailed characteristics of the missions were available in the publications of the organizations, including the publications in mass media and web-sites.

Table 7. Question 13. Target groups of the civil society organizations.

<i>Target groups of organizations</i>	<i>Number of responses</i>
---------------------------------------	----------------------------

Farmers	
Business persons	12
Consumers	24
People of arts	
Students	2
Disabled people	
Mass media	11
Civil society organizations	5
Aged people, pensioners	5
Chernobyl victims	
Children	5
Youth	7
Poor, indigent people	
Orphans	2
Veterans	1
Military servants	1
Refugees, migrants	
Women	4
Scholars	
All population	16
Other	1

The majority of respondents differentiated their target groups in accordance with the mission and practical activities of their organizations. In only 2 cases the target groups were not precisely defined – the response was “all population”.

Удалено: differentiated

Table 8. Question 14. Type of the top statutory leading body of the organizations under assessment

<i>Type</i>	<i>Number of responses</i>
Congress	5
Conference	10
General meetings	20

Diagram 5. Question 14. Type of the top statutory leading body of the organizations under assessment

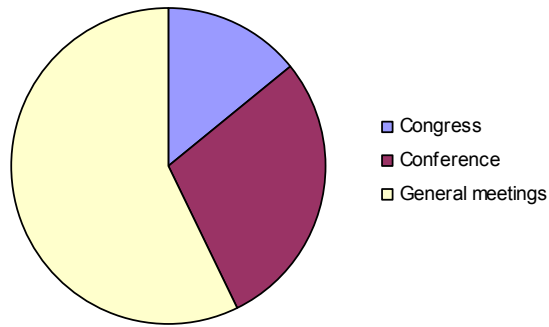


Table 9. Question 14. Type of the top statutory leading body of the organizations under assessment by regions

Type	Area of activities	
	Regional	All-Ukrainian
Congress	1	4
Conference	8	2
General meetings	12	8

Table 10. Question 15. Periodicity of convocations of the top statutory leading body of the organizations under assessment

Periodicity	Number of responses
Annually	11
Biennially	8
Quinquennially	8
Other	8

Diagram 6. Question 15. Periodicity of convocations of the top statutory leading body of the organizations under assessment

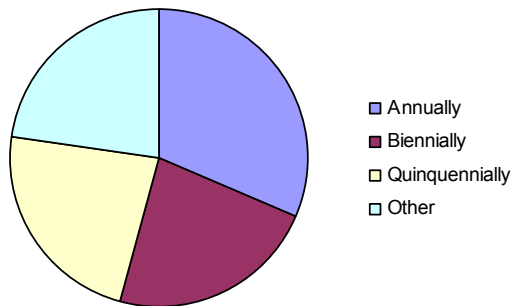


Table 11. Question 15. Periodicity of convocations of the top statutory leading body of the organizations under assessment by the area of activities

<i>Periodicity</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Annually	7	4
Biennially	6	2
Quinquennially	3	5
Other	5	3

The issue of the periodicity of convocations of the top statutory leading body is regulated by norms of the current legislation and statutes of organizations; it depends on their structures, in particular, on the availability of branches, collective membership (congress), collective and individual membership (conference), only collective membership or only individual membership (predominantly, general meetings).

Sometimes the top statutory bodies have their own special title. For example, the congress of the Ukrainian Bar Association is called "Bar Assembly."

"Other" refers to the periodicity of convocations, which includes responses such as "once in three years" or "once in four years", with the exception of the "Ukroliyaprom", whose general meetings of its members are held quarterly.

Table 12. Question 16. Type of the statutory body that provides regular management of the organization

<i>Type</i>	<i>Number of responses</i>
Board	20
Council	9
Presidium	1
Directorate	6
Other	4

Diagram 7. Question 16. Type of the statutory body that provides regular management of the organization

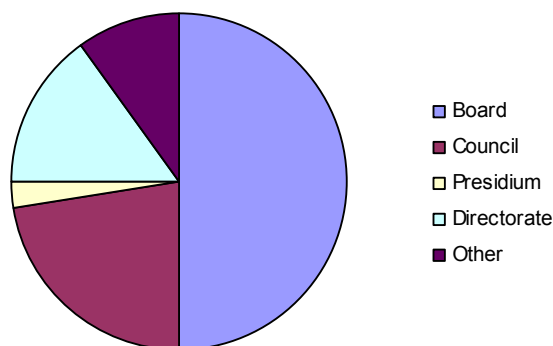


Table 13. Question 16. Type of the statutory body that provides regular management of the organization by the area of activities

Type	Area of activities	
	Regional	All-Ukrainian
Board	12	8
Council	7	2
Presidium	0	1
Directorate	1	5
Other	1	3

The type and functions of the bodies, which provide regular management, are defined by the statutes of the organizations.

The predominance of the number of management bodies over the number of organizations is explained by the fact that in several cases the statutes define both the sphere of the representative body's exclusive liability (board, council, presidium), and the sphere of the executive body's exclusive liability (directorate, executive committee). It primarily refers to cases when the power of the first signature belongs to the general director of an organization. At the same time, the directorates are not available in the majority of regional organizations. In 4 cases, the representative bodies, which provide regular management, have different names, such as the managing bureau, the coordination council, and the executive committee.

Table 14. Question17. Periodicity of meetings of the statutory body that provides regular management of the organization by the area of activities

Periodicity	Number of responses
Monthly	12
Quarterly	15
Semiannually	1
Annually	3
Other	4

Diagram 8. Question17. Periodicity of meetings of the statutory body that provides regular management of the organization by the area of activities

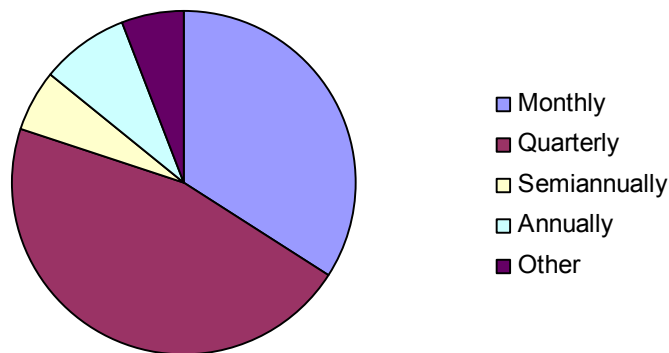


Table 15. Question17. Periodicity of meetings of the statutory body that provides regular management of the organization by the area of activities

Periodicity	Area of activities
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	<i>Regional</i>	<i>All-Ukrainian</i>
Monthly	7	5
Quarterly	10	6
Semiannually	0	2
Annually	2	1
Other	2	0

The periodicity of the meetings of the statutory body, which provides regular management of the organizations, is defined by the statutes of the organizations. There were no principle differences between the statutory requirements of all-Ukrainian and regional organizations. All organizations under assessment had the necessary statutory files and records available.

Table 16. Question 18. Type of the official person with the prior power to sign

<i>Type of position</i>	<i>Number of responses</i>		
	<i>Regional</i>	<i>All-Ukrainian</i>	<i>Total</i>
Head of organization	7	1	8
Chair of the Board	5	4	9
Chair of the Council	1	1	2
President	3	5	8
President-Chair of the Board	2	1	3
General Director	0	2	2
Director	2	1	3

Table 17. Question 19. Membership in organizations

<i>Category of members</i>	<i>Number of responses</i>
Individual entities	8
Legal entities	4
Individual and legal entities	22

Table 18. Question 19. Membership in organizations, by the area of activities

<i>Category of members</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Individual entities	4	4
Legal entities	0	4
Individual and legal entities	16	6

The membership issues in all organizations are also regulated by the Statute. The most widespread approach was the simultaneous membership of both the individual and legal entities (62.9%). The second most frequent approach was the membership of individual entities only (8 cases, 22.9%).

The membership of legal entities only took place in all-Ukrainian organizations.

Some all-Ukrainian organizations, which include only individual members, operate mostly in the humanitarian area (Union of Ukrainian Women, “All-Ukrainian Association of Pensioners”, “Diya”, and Ukrainian Bar Association).

A gradual increase was observed in the proportion of organizations that have a mixed membership of individual and legal entities.

Table 19. Question 20. Availability of branches – legal entities in the structure of organizations

<i>Availability of branches – legal entities</i>	<i>Number of responses</i>
Yes, at the regional/oblast level up to 5 branches	2
Yes, at the regional/oblast level up to 10 branches	4
Yes, at the regional/oblast level up to over 15 branches	3
Yes, at the local level (town, district, village) up to 5 branches	2
Yes, at the local level up to 10 branches	3
No	23

Table 20. Question 20. Availability of branches – legal entities in the structure of organizations by the area of activities

<i>Availability of branches – legal entities</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Yes, at the regional/oblast level up to 5 branches	0	2
Yes, at the regional/oblast level up to 10 branches	1	1
Yes, at the regional/oblast level up to over 15 branches	0	3
Yes, at the local level (town, district, village) up to 5 branches	2	0
Yes, at the local level up to 10 branches	3	0
Yes, at the local level over 15 branches		
No	15	8

The availability of branches -- legal entities in the structure of organizations -- is one of the indicators of civil society organizations' capability, which also means that the branches have their statutory documentation (which is not against the Statute of the whole organization), separate accounts, opportunities to get separate assets according to the Statutes, to get grants, charitable contributions, membership fees, etc. Such branches are capable of continuing effective statutory activities even in cases of organizational or financial difficulties at the level of central bodies of CSOs. In some cases, budgets and the number of projects undertaken may be larger in the branches than in the central bodies.

Branches – legal entities in the structure of regional/oblast organizations are available at 7 all-Ukrainian organizations (out of 15 under assessment). At the same time only 3 organizations have officially registered branches in the regions.

4 CSOs out of 14 assessed regional organizations have registered local branches.

Table 21. Question 21. Availability of daughter enterprises

Availability of <u>subsidiary</u> enterprises	Number of responses
Yes, one <u>subsidiary</u> enterprise	2
Yes, up to 5 <u>subsidiary</u> enterprises	1
No	32

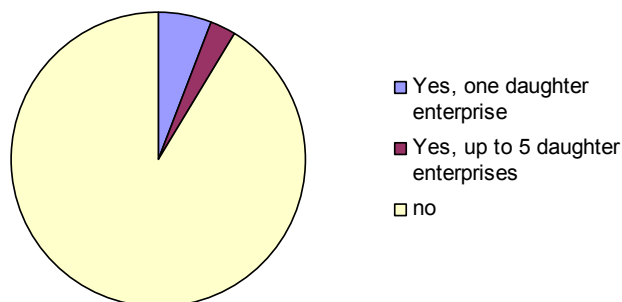
Удалено: daughter

Удалено: daughter

Удалено: daughter

Diagram 11. Question 21. Availability of subsidiary enterprises.

Удалено: daughter



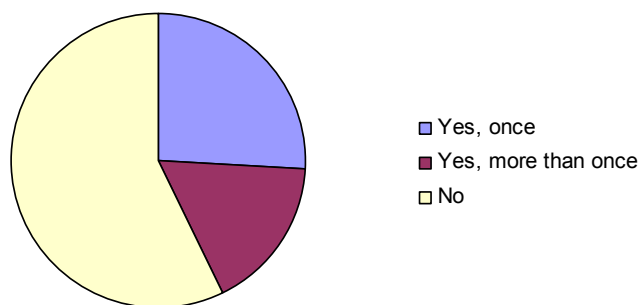
Subsidiary enterprises are supposed to extend the capacities of the CSOs to conduct economic activities in order to provide financial, material and technical support to complete statutory assignments. However, 32 out of 35 organizations (91.4%) did not have daughter enterprises.

Удалено: Daughter

Table 22. Question 22. Corrective actions in statutory documents after registration of an organization

Corrective actions	Number of responses
Yes, once	9
Yes, more than once	6
No	20

Diagram 12. Question 22. Corrective actions in statutory documents after registration of an organization



15 organizations (42,9%) provided corrective actions in their statutory documents after registering their organizations. The main motivations were the following:

- The need to consider changes in the current legislation, especially in tax legislation, and in the CSOs activities
- Changes in the responsibilities of the statute bodies
- The need to consider new tasks and activities in the statute documents
- Extension of the operational scope
- Reorganization of a non-profit enterprise into a civil society organization
- Change of actual and legal addresses, etc.

In one case the changes in the statute were prompted by the re-orientation of the organizational activities.

Table 23. Question 24. Legal procedure of budget approval

<i>Responsible body or person</i>	<i>Number of responses</i>
General meetings	4
Councils	7
Boards	14
Executive Directorates	1
Other	8

Diagram 13. Question 24. Legal procedure of budget approval

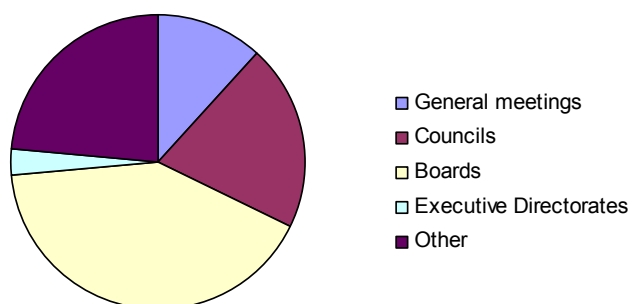


Table 24. Question 24. Legal procedure of budget approval by area of activities

<i>What was the procedure of budget approval in your organization</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
General meetings	3	1
Councils	4	3
Boards	7	7
Executive Directorates	0	1
Other	6	2

The budget approval procedures in the majority of organizations are regulated by their statutes.

In 14 all-Ukrainian organizations this function belonged to their representative bodies (board, council, general meetings, management bureau), and only in one case – to the executive direction (Ukrainian Association of Furriers). In two cases these responsibilities were shared between two representative bodies.

In 14 regional organizations the budget approval was the function of representative bodies (general meetings, council, board, steering committee). In two organizations these functions were provided by the director, however, in both cases the turnover at the accounts was absent. Two more organizations pointed out the absence of such function due to the absence of a budget for the last calendar year. In two cases this function was not regulated and the necessity was decided in an on-going basis.

Table 25. Question 25. Resources for financing in 2006 of the assessed organizations

<i>Financial resources</i>	<i>Number of responses</i>
Grants	12
Charities	20
Membership fees	23
Profit from their own activities	6
Donations:	
From the state budget	0
From local government bodies	2
Other	2

Table 25. Question 25. Resources for financing in 2006 of the assessed organizations by the area of activities

<i>Financial resources</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Grants	5	7
Charities	10	10
Membership fees	11	12
Profit from their own activities	3	3
Donations:		
From the state budget	0	0
From local government bodies	1	1
Other	1	1

Summarizing the number of responses related to the 2006 calendar year, the following financial resources were defined: membership fees (21 organization or 60% from the total number of respondents), charities (19 organizations or 54.3%), grants (12 organizations or 34.3%), profits from their own activities (7 organizations or 20%). There was no financing to the assessed organizations from the state budget. Two organizations reported receiving donations from local governments. “Other” refers to one organization.

Significant differences in financial resources were observed among the groups of assessed organizations.

The availability of financial resources was stated by all assessed all-Ukrainian organizations, on average, each of them had 2 or more resources (2.3), in particular: membership fees – 13 organizations (86.7%); charities – 11 organizations (73.3%); grant programs – 8 organizations (53.3%); profits from their own activities – 3 organizations (20%).

Out of 20 assessed regional organizations the availability of financial resources was confirmed by 15 organizations (75%), including membership fees – 8 organizations (40%), charities – 8 organizations (80%), profits from their own activities – 4 organizations (20%), and grant programs – 4 organizations (20%).

Table 27. Question 26. Financial turnover in the organizations during the last calendar year

<i>Turnover, UAH</i>	<i>Number of responses</i>
Up to 100 thousand	18
Up to 500 thousand	8
Up to 1 million	2
Up to 2 million	2

Diagram 14. Question 26. Financial turnover in the organizations during the last year

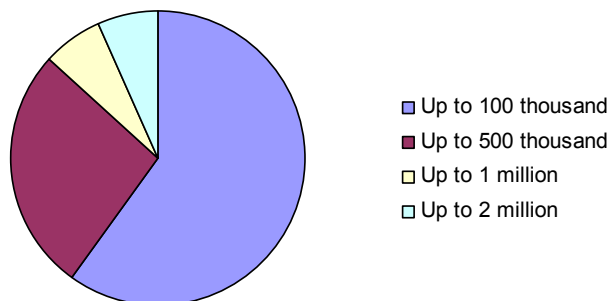


Table 28. Question 26. Financial turnover in the organizations during the last calendar year by the area of activities

<i>Turnover, UAH</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>

Up to 100 thousand	14	4
Up to 500 thousand	2	6
Up to 1 million	0	2
Up to 2 million	0	2

Twelve all-Ukrainian organizations (80%) had an annual turnover of more than UAH 100 thousand and have exceeded this amount in 2007.

Удалено: thousand and

One regional organization, registered in Kyiv, reported a turnover of more than UAH 100 thousand.

Among other regional organizations, which agreed to declare their amount of turnover, the amounts varied from 1.2 to 50 thousand of hryvnias per year.

Table 29. Questions 27-29. Availability of the action plans of organizations

<i>Organization</i>	<i>Action plan, in general</i>	<i>Action plan for consumer activities</i>	<i>Grant programs during the last 5 years</i>
Regional	20	15	7
All-Ukrainian	15	9	10

So, all assessed organizations reported about the various types of their statutory activities, which was to be expected considering the voluntary participation of respondents in the research.

At the same time, only 9 all-Ukrainian organizations (60%) revealed their activities during the survey. Positive responses depended more on the general activities of an organization, rather than on its mission and statutory tasks.

15 regional organizations out of 20 (75%) reported about their programs in the area of consumer activities. 5 organizations could not report, including those 4 organizations, whose titles included the word “consumer”.

The experiences of grant programs’ implementation were available in 10 All-Ukrainian organizations (two thirds of the assessed organizations) and 7 regional organizations (35%).

Table 30. Question 30. Monitoring of consumer activities in the area of organizations’ specialization interests

<i>Monitoring of consumer activities</i>	<i>Number of responses</i>
Yes, the monitoring data is available in mass media	7
Yes, the monitoring data is available in published materials of the organization	9
Yes, the monitoring data is available on the web-site	6
No	17

Diagram 11. Question 30. Monitoring of consumer activities in the area of organizations’ specialization interests

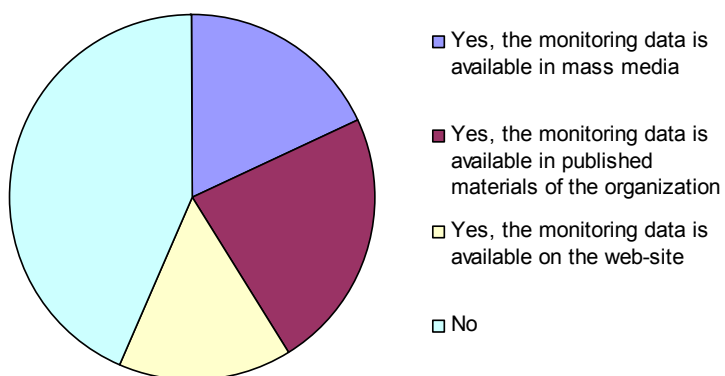


Table 31. Question 30. Monitoring of consumer activities by area of activities

<i>Monitoring of consumer activities</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Yes, the monitoring data is available in mass media	6	1
Yes, the monitoring data is available in published materials of the organization	5	4
Yes, the monitoring data is available on the web-site	3	3
No	8	9

Monitoring of consumer activities in the area of organizations' specialization interests was provided by 17 organizations (48.6%), including 9 all-Ukrainian organizations (60%) and 8 regional organizations (40%).

Table 32. Question 32. Independent testing of consumer good/services

<i>Availability of testing</i>	<i>Number of responses</i>
Yes, organization has facilities for that	0
Yes, organization rents necessary equipment for that	0
Yes, organization possesses necessary methodology/programmatic provisioning	4
Yes, organization has necessary specialists	4
Yes, organization contracts independent specialists	10

No	24
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Table 33. Question 32. Independent testing of consumer good/services by the area of activities

<i>Availability of testing</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Yes, organization has facilities for that	0	0
Yes, organization rents necessary equipment for that	0	0
Yes, organization possesses necessary methodology/programmatic provisioning	4	0
Yes, organization has necessary specialists	2	2
Yes, organization contracts independent specialists	6	4
No	13	11

On the whole, independent testing of consumer good/services was reported by 11 of the assessed organizations (31.4%), among them 6 regional (30%) and 5 all-Ukrainian (33.3%) organizations. None of the organizations either had or rent the necessary equipment for providing independent testing. Only 4 organizations (11.4%) had necessary programmatic provisioning.

At the same time, no organizations either had their own or rent equipment for testing. Only 4 organizations (11.4%) had appropriate programmatic provisioning.

4 organizations (11.4%) had independent specialists-experts on staffs.

10 organizations (28,6%) contract independent experts.

Table 34. Question 34. Highlighting of organizations' activities in mass media

<i>Highlighting of activities</i>	<i>Number of responses</i>
Yes, weekly	6
Yes, monthly	11
Yes, from time to time (once in several months)	17
Yes, sometimes (less than once per quarter)	1

Diagram 17. Question 34. Highlighting of organizations' activities in mass media



Table 35. Question 34. Highlighting of organizations' activities in mass media by the area of activities

<i>Highlighting of activities</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Yes, weekly	3	3
Yes, monthly	5	6
Yes, from time to time (once in several months)	11	6
Yes, sometimes (less than once per quarter)	1	0

Table 36. Question 35. Highlighting of organizations' activities by the type of mass media

<i>Type of mass media</i>	<i>Number of responses</i>
Central TV channels	10
Local TV channels	20
Radio	21
Central press	18
Regional press	19
Local press	19
Specialized editions	13
Internet	11
Specialized sites	16
Other	5

Diagram 13. Question 35. Highlighting of organizations' activities by the type of mass media

Примечание [D2]: No picture?

Table 37. Question 35. Highlighting of organizations' activities by the type of mass media and by area of activities

<i>Types of mass media</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Central TV channels	1	9
Local TV channels	12	8
Radio	13	8
Central press	5	13
Regional press	11	8
Local press	13	6
Specialized editions	4	9
Internet	3	8
Specialized sites	5	11
Other	4	1

The activities of the assessed organizations were rather widely highlighted in the mass media. The majority of organizations did not have precise records of publications of programs on TV. However, they did not have difficulties with recollecting that information and giving examples of publications or TV programs; this includes the regional organizations as well.

Table 38. Question 37. Experience of organizations as a plaintiff in court cases, related to consumers' interests/individual and legal entities/their members' subjects of economic activities

<i>Participation as a plaintiff</i>	<i>Number of responses</i>
Yes, regularly (no less than once a month)	5
Yes, periodically (no less than once per year)	6
Yes, sometimes	6

No	18
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Table 39. Question 37. Experience of organizations as a plaintiff in court cases, related to consumers' interests/individual and legal entities/their members' subjects of economic activities, by area of activities

<i>Participation as a plaintiff</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Yes, regularly (no less than once a month)	4	1
Yes, periodically (no less than once per year)	4	2
Yes, sometimes	5	1
No	7	11

- ❖ 17 of assessed organizations had been plaintiffs in court (48.6%). The majority were regional (13 out of 20, or 65%); in all-Ukrainian organizations only 4 out of 15, or 26.7% had been plaintiffs.

Table 40. Question 38. Experience of organizations as experts in the issues of consumers' interests/individual and legal entities/their members' subjects of economic activities

<i>Participation as experts</i>	<i>Number of responses</i>
Yes, regularly (no less than once a month)	9
Yes, periodically (no less than once per year)	4
Yes, sometimes	10
No	12

Diagram 14. Question 38. Experience of organizations as experts in the issues of consumers' interests/individual and legal entities/their members' subjects of economic activities

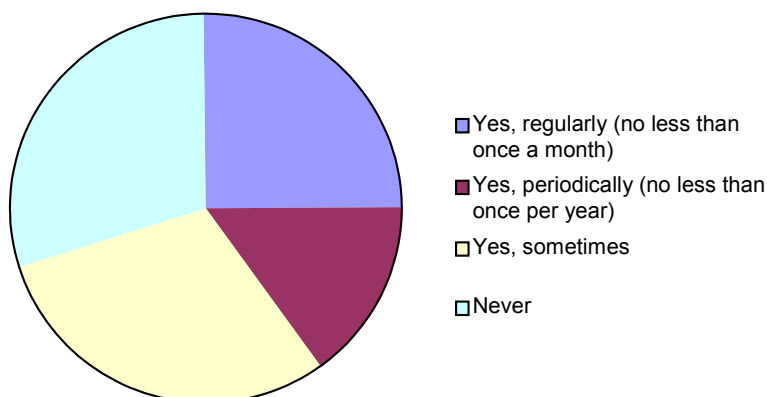


Table 41. Question 38. Experience of organizations as experts in the issues of consumers' interests/individual and legal entities/their members' subjects of economic activities by the area of activities

<i>Participation as experts</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Frequently (not less than once a month)	4	5
Periodically (not less than once a year)	2	2
In frequently (less than once a year)	7	3
Never	7	5

Table 42. Question 39. Purchasers of organizations' expertise services on the issues of consumers' interests/individual and legal entities/their members' subjects of economic activities

<i>Purchasers</i>	<i>Number of responses</i>
Cabinet of Ministers of Ukraine	8
Parliament of Ukraine – Verkhovna Rada	7
Ministries and departments of Ukraine	9
Regional state administrations	4
Local Government bodies	4
Other civil society organizations	10
Law – enforcement and judicial bodies	5
Mass media	9

Individual citizens	18
Subjects of economic activities	9
By their own initiative	5
Other	4

Diagram 15. Question 39. Purchasers of organizations' expertise services on the issues of consumers' interests/individual and legal entities/their members' subjects of economic activities

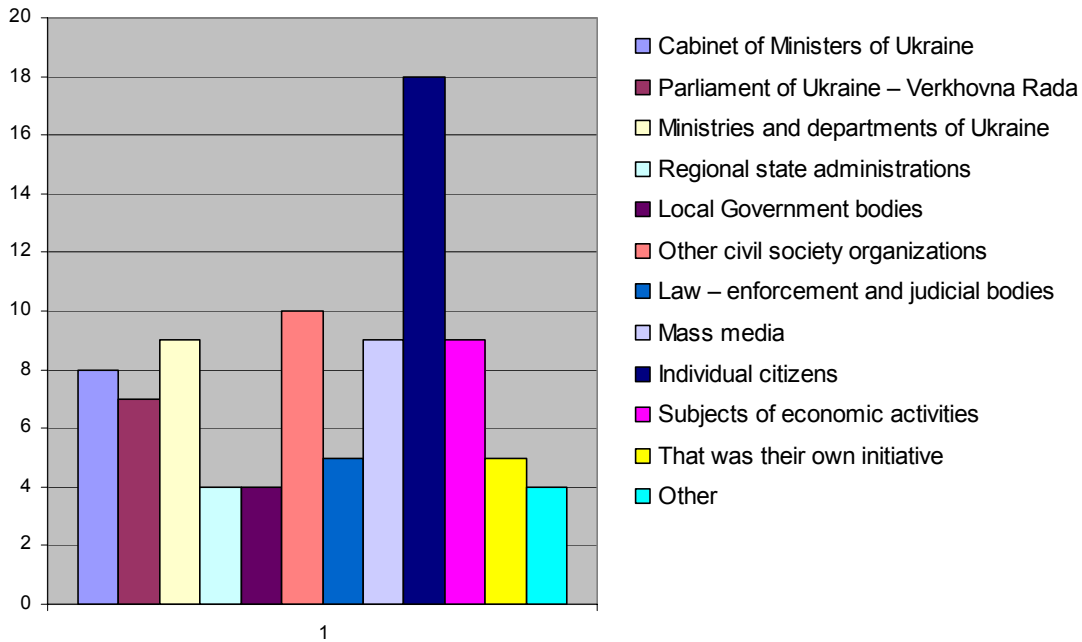


Table 43. Question 39. Purchasers of organizations' expertise services on the issues of consumers' interests/individual and legal entities/their members' subjects of economic activities by area of activities

Purchasers	Area of activities	
	Regional	All-Ukrainian
Cabinet of Ministers of Ukraine	2	6
Parliament of Ukraine – Verkhovna Rada	1	6
Ministries and departments of Ukraine	2	7
Regional state administrations	2	2
Local Government bodies	2	2
Other civil society organizations	6	4
Law – enforcement and judicial bodies	4	1

Mass media	4	5
Individual citizens	12	6
Subjects of economic activities	6	3
By their own initiative	4	1
Other	3	1

The participation of the assessed organizations in expert activities was rather extensive (23 organizations or 65.7%). The major purchasers were government and self-government bodies (37 responses or 40.2%), individual citizens (18 responses or 19.6%), other organizations (10 responses or 10.9%), mass media (9 responses or 9.8%), subjects of economic activities (9 responses), etc. The participation of the assessed organizations in the expert activities by their own initiative was not extended (only 5 responses).

Table 44. Question 40. Basic documents used by organizations

<i>Documents</i>	<i>Number of responses</i>
Standards for activities	5
Production standards	4
Code of ethics	5
Action plan for a period	16
Procedure of entering and leaving organizations	8
Membership fees' payment procedure	7
Procedure of organizations' management body activities	6
Procedure of organizations' executive body/direction	3
All issues are regulated by the Statute	15
Other	3

Diagram 16. Question 40. Basic documents used by organizations

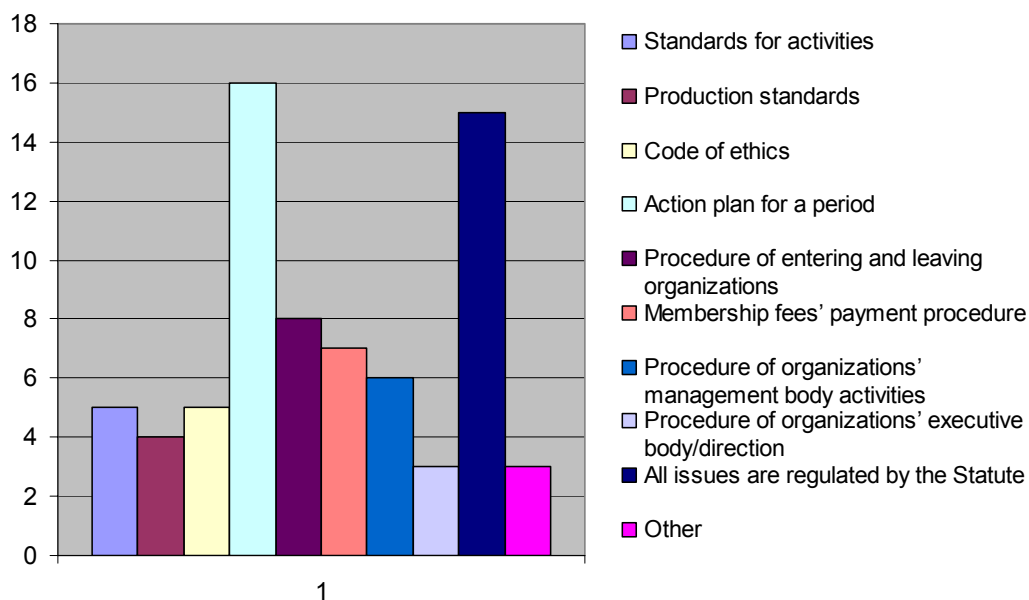


Table 45. Question 40. Basic documents used by organizations by area of activities

<i>Documents</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Standards for activities	4	1
Production standards	3	1
Code of ethics	0	5
Action plan for a period	5	11
Procedure of entering and leaving organizations	3	5
Membership fees' payment procedure	2	5
Procedure of organizations' management body activities	2	4
Procedure of organizations' executive body/direction	1	2
All issues are regulated by the Statute	12	3
Other	1	2

15 organizations (42.9%) out of 35 assessed organizations, including 12 regional (60%) and 3 all-Ukrainian (20%) organizations, were regulated only by the Statutes. Among other documents the most widely used were:

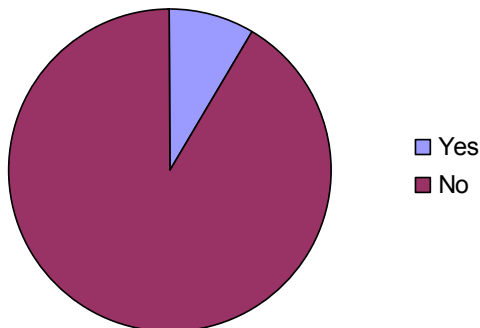
- ❖ Action plan for a certain period (16 cases, 45.7%)
- ❖ Regulations for entering and leaving procedures (8 cases, 22.9%)
- ❖ Regulations for membership payments (7 cases)
- ❖ Regulations for management body operation (6 cases)

The availability of standards for activities, production standards and code of ethics were reported by 5, 4 and 5 organizations respectively. Documents regulating the activities of the Directorate were available in 3 organizations (8.6%).

Table 46. Question 41. Availability of standards (area activities, sectors, production, etc.) in organizations, registered in Ukraine according to current legislation

<i>Availability of standards</i>	<i>Number of responses</i>
Yes	2
No	33

Diagram 17. Question 41. Availability of standards (area activities, sectors, production, etc.) in organizations, registered in Ukraine according to current legislation



Only one organization from the assessed organizations actually registered its own standards according to the legislation of Ukraine – Ukrainian Association of Quality, which is a national provider for the certification of national enterprises according to the international standards ICO.

In the case of the Community of Consumers in Khmelnytsk oblast, the award of the certificate “Consumer’s Trust” was accepted for the compliance to the standards.

Table 48. Question 42. Certification of organizations for compliance to international standards

<i>Certification</i>	<i>Number of responses</i>
Yes	2
No	33

Only 2 of the assessed organizations (5.7%) passed through the certification for compliance to the international standards:

- ❖ Ukrainian Association of Quality (for compliance to the standards of the European Organization of Quality and the German Association of Accreditation)
- ❖ Ukrainian Bar Association (certification for obtaining membership status of the Board member of the International Bar Association)

Table 48. Question 44. Possibility of being familiarized with the Statute and other documents of organizations

<i>Possibility of being familiarized</i>	<i>Number of responses</i>
Web site of an organization	13
Library	3
Archives of an organization	29
Other	7

Diagram 18. Question 44. Possibility of being familiarized with the Statute and other documents of organizations

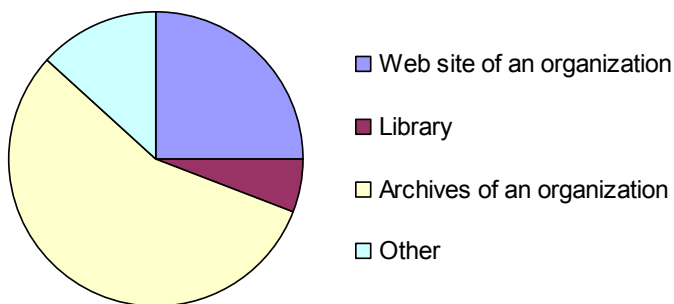


Table 49. Question 44. Question 44. Possibility of being familiarized with the Statute and other documents of organizations by area of activities

<i>Possibility to get acquainted</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Web site of an organization	3	10
Library	2	1

Archives of an organization	19	10
Other	3	4

Statutes and other documents defining organizational activities were predominantly posted on the available web-sites. None of the organizations posted the proceedings of the management meetings on their web-sites.

Table 50. Question 45. Membership in the profile international civil society organizations

<i>Membership in the profile international civil society organizations</i>	<i>Number of responses</i>
World unions	10
Europeans unions	5
CIS's unions	10
Other international unions	2
No	16

Diagram 19 Question 45. Membership in the profile international civil society organizations

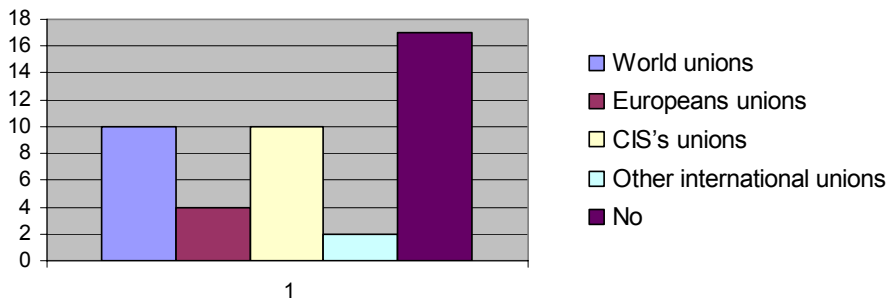


Table 51. Question 45. Membership in the profile international civil society organizations by the area of activities

<i>Membership in the profile international civil society organizations</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
World unions	3	7
Europeans unions	1	3
CIS's unions	7	2
Other international unions	0	2
No	11	5

8 all-Ukrainian assessed organizations (53.3%) were members of profile international unions:

6 regional organizations being assessed were members of the International Confederation of Consumers' Societies ConfCS (Moscow). The Scientific and Research Center of Independent Expertise "Test" was also a member of the profile world union ICRT. Donetsk Oblast Community of Consumers was a member of Consumer International.

Also, the Mariupol Local Community of Consumers, a local branch of the Ukrainian Association of Consumers, reported its membership in 3 international unions via its central organizational body.

Table 52. Question 47. Availability of periodical editions in organizations

<i>Availability of periodical editions</i>	<i>Number of responses</i>
Year-book	3
Magazine, issued quarterly	4
Magazine, issued once per two months	1
Magazine, issued once per month or more often	2
Newspaper, issues once per week or more seldom	5
Newspaper, issues once per week or more often	2
Other	5
No	16

Diagram 20. Question 47. Availability of periodical editions in organizations

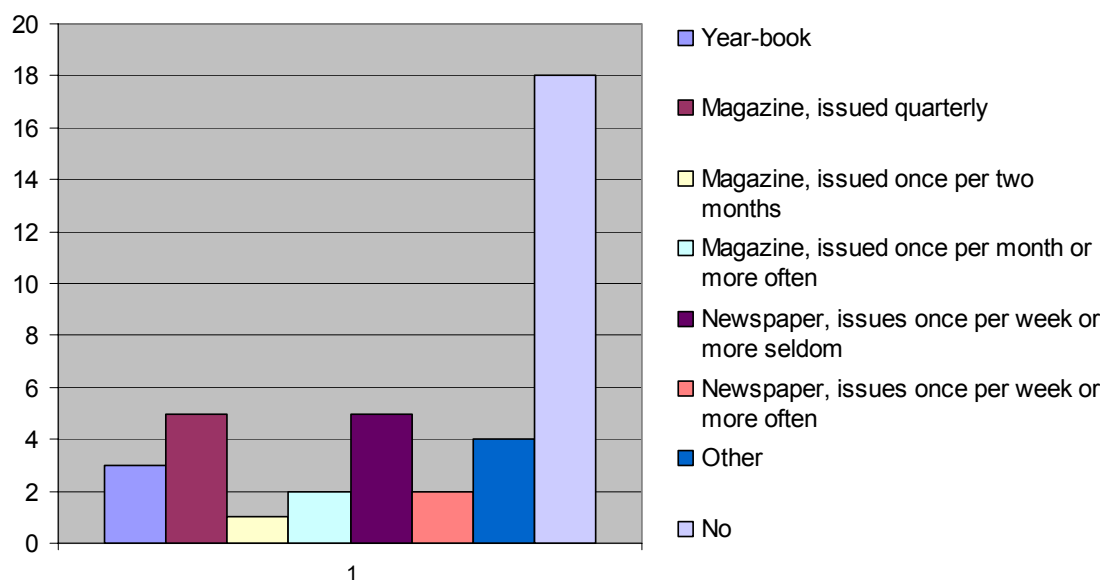


Table 53. Question 47. Availability of periodical editions in organizations, by the area of activities

<i>Availability of periodical editions</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Year-book	1	2
Magazine, issued quarterly	2	3

Magazine, issued once per two months	0	1
Magazine, issued once per month or more often	0	2
Newspaper, issues once per week or more seldom	2	3
Newspaper, issues once per week or more often	2	0
Other	3	2
No	11	8

The periodical editions were issued by 7 all-Ukrainian organizations (46.7%),

Table 54. Question 48. Publication of non - periodical editions

<i>Publication of non - periodical editions</i>	<i>Number of responses</i>
Several times per year a minimum	7
One edition per year, at least	7
One edition per several years, at least	5
No	16

Diagram 21. Question 48. Publication of non - periodical editions

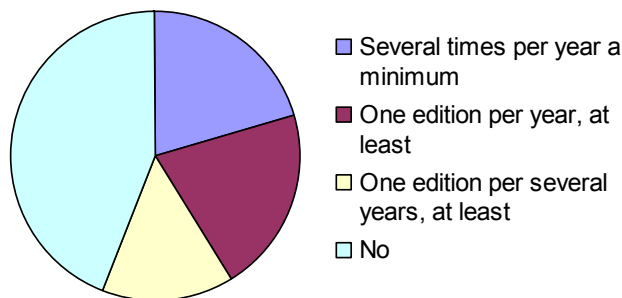


Table 55. Question 48. Publication of non - periodical editions, by the area of activities

<i>Publication of non - periodical editions</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Several times per year a minimum	1	6
One edition per year, at least	4	3
One edition per several years, at least	2	3

No	13	3
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The publication of the non-periodical editions (brochures, booklets, thematic reference books) was provided by 12 all-Ukrainian organizations (80%) and by 7 (35%) regional organizations.

Table 56. Question 49. Availability of a web-site at the organizations

<i>Availability of web-site</i>	<i>Number of responses</i>
Information is updated daily	9
Information is updated weekly	5
Information is updated when needed	8
No	13

Diagram 22. Question 49. Availability of a web-site at the organizations

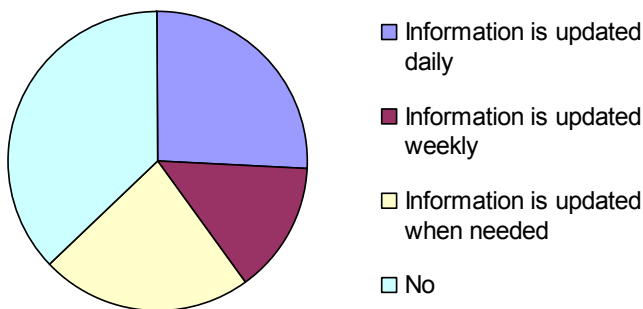


Table 57. Question 49. Availability of a web-site at the organizations, by the area of activities

<i>Availability of web-site</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Information is updated daily	1	8
Information is updated weekly	2	3
Information is updated when needed	5	3
No	12	1

14 of all - Ukrainian organizations had their own web-sites (93.3%), and 7 of regional organizations (35%).

Table 58. Question 50. Availability of staff personnel in the organization

<i>Availability of staff personnel</i>	<i>Number of responses</i>
--	----------------------------

Over 50 persons	1
Over 20 persons	1
Over 10 persons	4
Over 5 persons	4
Up to 5 persons	8
No, only part –time employees	2
No, no paid employees	15

Diagram 23. Question 50. Availability of staff personnel in the organization

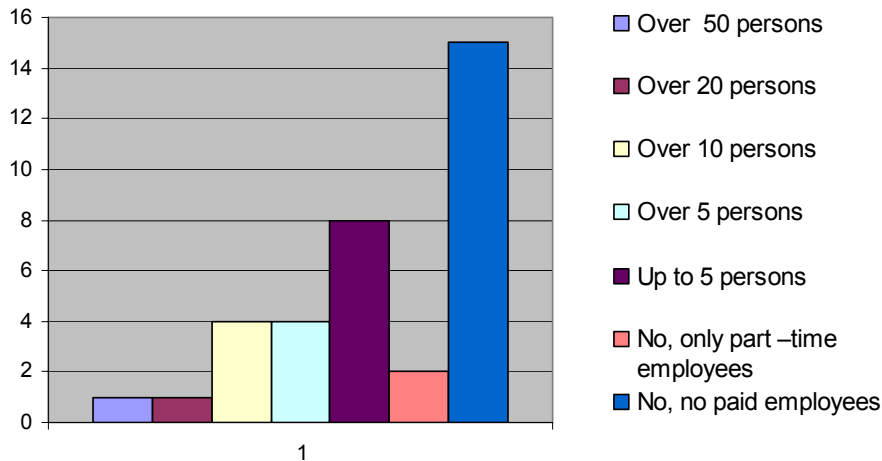


Table 59. Question 50. Availability of staff personnel in the organization, by the area of activities

Availability of staff personnel	Area of activities	
	Regional	All-Ukrainian
Over 50 persons		1
Over 20 persons		1
Over 10 persons		4
Over 5 persons	2	2
Up to 5 persons	5	3
No, only part –time employees	1	1
No, no paid employees	13	2

❖ Out of 15 all-Ukrainian organizations 11 organizations (73.3%) reported about the availability of the staff personnel.

The Ukrainian Association of Light Industry Enterprises reported about part-time employees only.

❖ Out of 20 assessed regional organizations 7 organizations (35%) had staff employees

Table 60. Question 51. Staff policy procedures

<i>Staff policy procedures</i>	<i>Number of responses</i>
Approved staff list	9
Approved positional qualification terms	8
Agreement with a recruiting agency for hiring employees	0
The issues are managed in the working order	3
Other	0

Table 61. Question 51. Staff policy procedures by the area of activities

<i>Staff policy procedures</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Approved staff list	3	6
Approved positional qualification terms	1	7
Agreement with a recruiting agency for hiring employees	0	0
The issues are managed in the working order	3	0
Other	0	0

For all-Ukrainian organizations, which have staff employees, usually had an approved staff list (6 cases) and/or approved positional qualification terms (7 cases). As for regional organizations, even if there were staff employees (3 cases), all issues were managed in the working order.

All assessed organizations carried out their own search for employees; no organizations had agreements with recruiting agencies.

Table 62. Question 52. Qualifications required for candidates for employment

<i>Required qualifications</i>	<i>Number of responses</i>
Basic higher education	12
Practical work experiences	16
Experience in dealing with mass media	8
Judicial practices	8
Foreign languages skills	7
Knowledge of psychology	3

Personal computer skills	12
Other	3

Practical work experiences was most important (16 responses), followed by basic higher education (12 responses), personal computer skills (12), experience in dealing with the mass media (8), judicial practices (8), and knowledge of foreign languages (7).

Table 63. Question 53. Forms of in-service training of the staff personnel

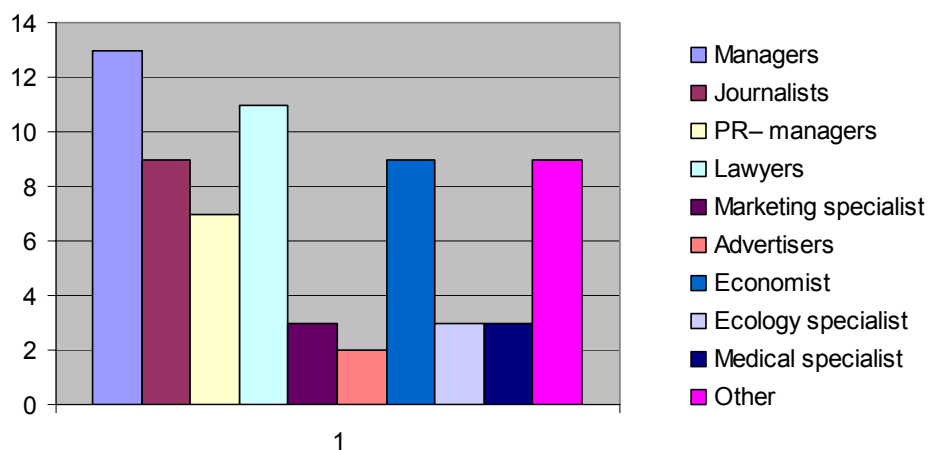
<i>Forms of in-service training</i>	<i>Number of responses</i>
Courses, trainings in the related activities	11
Participation in conferences, workshops	17
Internship in other organizations, enterprises	6
International exchanges	7
Defense of dissertation thesis	0
Other	2

Participation in conferences, seminars (17 responses), courses, and trainings in the related activities (11) were reported in the majority of cases. However, these and other forms of the advancement of qualifications were carried out by the initiative of the employees. It was not typical for the assessed organizations to invest in the advancement of their personnel's qualifications (a rather developed practice was called the "barter exchange" – to compensate informational and consulting services to their partnering organizations). Additionally, organizations rather widely recommended that their employees participate in free workshops, trainings, etc.

Table 64. Question 54. Availability of specialists in organizations

<i>Specialists</i>	<i>Number of responses</i>
Managers	13
Journalists	9
PR– managers	7
Lawyers	11
Marketing specialists	3
Advertisers	2
Economists	9
Ecology specialists	3
Medical specialists	3
Other	9

Diagram 24. Question 54. Availability of specialists in organizations



Among the staff employees the biggest number was represented by managers (13 responses), lawyers (11), economists (9), journalists (9), and PR-managers (7). It was not typical to have marketing specialists (3 responses) in the staff. Advertisers, ecology specialists, medical specialists worked in the organizations relevant to their specialization.

Table 65. Question 55. Knowledge of foreign languages of staff employees

<i>Languages</i>	<i>Number of responses</i>
Ukrainian	22
Russian	23
English	14
German	2
French	1
Spanish	0
Other	2

Diagram 25. Question 55. Knowledge of foreign languages of the staff employees

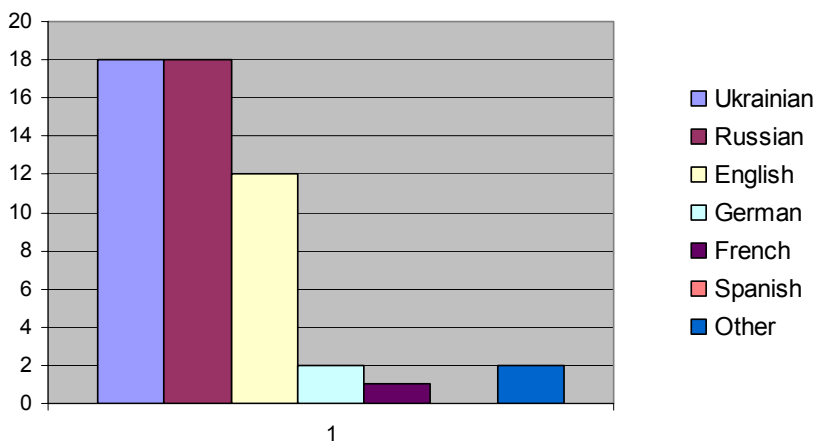


Table 66. Question 55. Knowledge of foreign languages of staff employees by area of activities

<i>Languages</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Ukrainian	7	11
Russian	7	11
English	2	10
German	0	2
French	0	1
Spanish	0	0
Other	1	1

All organizations with full-time employees reported about the knowledge of the Ukrainian and Russian languages by their employees.

Among all-Ukrainian organizations, only the AU CSO “All-Ukrainian Association of Pensioners” did not have employees who knew English. At the same time, only 2 regional organizations out of 7, reported having staff employees with a knowledge of English.

Knowledge of other languages was not typical for the personnel of the assessed organizations (4 cases total).

Table 67. Question 56. Involvement of volunteers (non -paid)

<i>Involvement of volunteers</i>	<i>Number of responses</i>
Part – time during the year, more than 50 persons	7
Part – time during the year, more than 20 persons	8
Part – time during the year, more than 10 persons	6
Part – time during the year, more than 5 persons	3
Part – time during the year, up to 20 persons	5
No	6

Diagram 26. Question 56. Involvement of volunteers (non -paid)

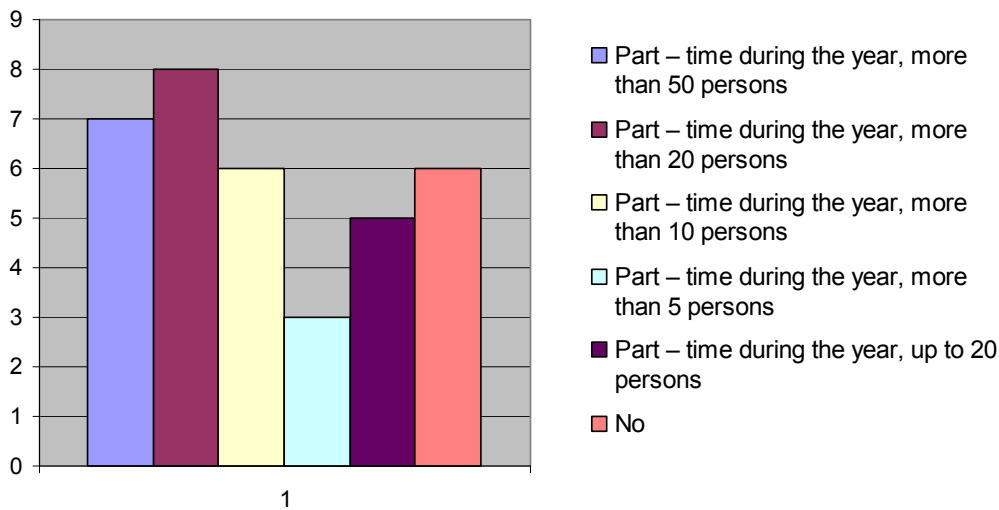


Table 68. Question 56. Involvement of volunteers (non -paid), by area of activities

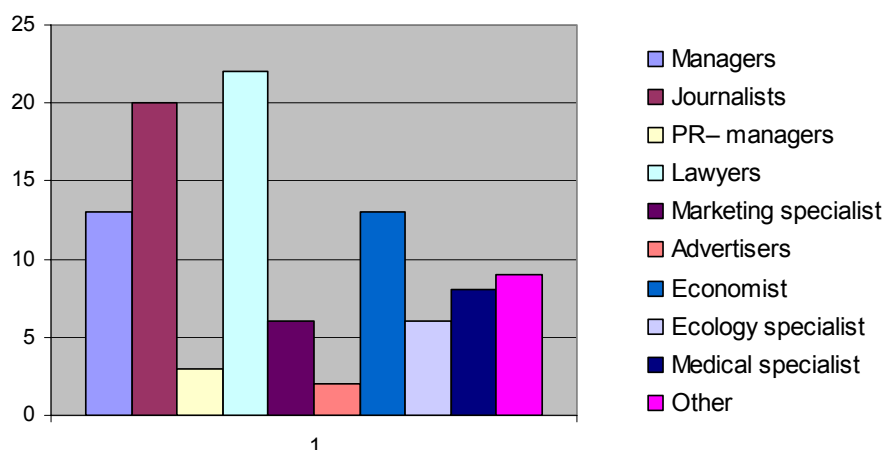
<i>Involvement of volunteers</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Part – time during the year, more than 50 persons	5	2
Part – time during the year, more than 20 persons	4	4
Part – time during the year, more than 10 persons	5	1
Part – time during the year, more than 5 persons	2	1
Part – time during the year, up to 20 persons	2	3
No	2	4

The involvement of volunteers was a developed aspect, especially among regional organizations with modest financial capacities, with the exception of 4 all-Ukrainian and 2 regional organizations.

Table 69. Question 57. Availability of specialists among volunteers

<i>Specialists</i>	<i>Number of responses</i>
Managers	13
Journalists	20
PR– managers	3
Lawyers	22
Marketing specialists	6
Advertisers	2
Economists	13
Ecology specialists	6
Medical specialists	8
Other	9

Diagram 27. Question 57. Availability of specialists among volunteers



Managers dominated among the full-time staff employees (that was typical for the not numerous staffs in the assessed organizations), as the volunteers were represented by lawyers (22 responses), journalists (20 responses), economists (13.)

Table 70. Question 58. Availability of the office in the organization

<i>Availability of office</i>	<i>Number of responses</i>
Own premises	2
Leased premises	18
There are leased premises, but not enough	10
No, private premises are used	1
Other	4

Table 71. Question 58. Availability of the office in the organization, by the area of activities

<i>Availability of office</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Own premises	0	2
Leased premises	10	8
There are leased premises, but not enough	5	5
No, private premises are used	1	0
Other	4	0

Table 72. Question 59. Office size of organizations

<i>Office size, sq. m</i>	<i>Number of responses</i>
Up to 20	9
Up to 50	10
Up to 100	7
Up to 200	5
Over 200	1

Diagram 28. Question 59. Office size of organizations

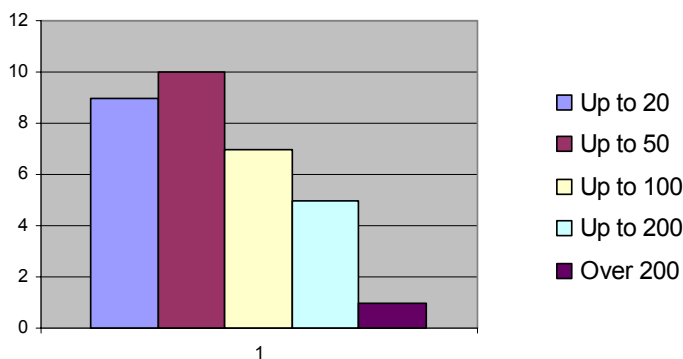


Table 73. Question 59. Office size of organizations by area of activities

<i>Office size, sq. m</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
Up to 20	8	1
Up to 50	7	3
Up to 100	1	6
Up to 200	1	4
Over 200	0	1

All-Ukrainian organizations had their own offices. And two organizations (13.3%) had their own office premises (out of 15):

5 all-Ukrainian organizations (33.3%) did not have enough leased premises (by their own reports):



Most all-Ukrainian organization lease office premises of 50 to 200 square meters.

No regional organizations, assessed in the project, had their own offices. The availability of leased premises of suitable size was reported by 10 organizations (50%):

5 regional organizations (25%) leased suitable office premises (by their own report):

One organization used private premises for their organization. Five organizations responded to “other.”

In the majority of cases, the assessed regional organizations were satisfied with an office size of up to 50 square meters

Table 74. Question 60. Technical facilities in organizations

<i>Technical facilities</i>	<i>Number of responses</i>
Equipped workplaces	28
Telephone line	27
Computers	26
Faxes	22
Copy-machines	22
Printers	26
Multi-media equipment	6
Other	5

On the whole, the activities of all-Ukrainian organizations were provided with technical facilities; the quantity of equipment was relevant to the number of working personnel and amount of work. Of the main types of technical facilities, there was a lack of multimedia equipment needed for conferences, seminars, presentations, etc.

Practically all those organizations had scanners, photo cameras, speech-recorders, etc. However, in the line “other”, only one type of expensive technical provisioning was mentioned – a “risograph”.

The assessed regional organizations partially had the necessary technical equipment. Out of 20 organizations only 11 (55%) organizations had no less than 2 equipped workplaces with technical facilities.

Table 75. Question 61. Programmatic provisioning, used in organizations for the improvement of management effectiveness

<i>Programmatic provisioning</i>	<i>Number of responses</i>
CRM program	3
IC accounting program	16
Analytical specialized programs (SPSS, Project analyst)	2
Other programmatic provisioning	8

Diagram 29. Question 61. Programmatic provisioning, used in organizations for the improvement of management effectiveness

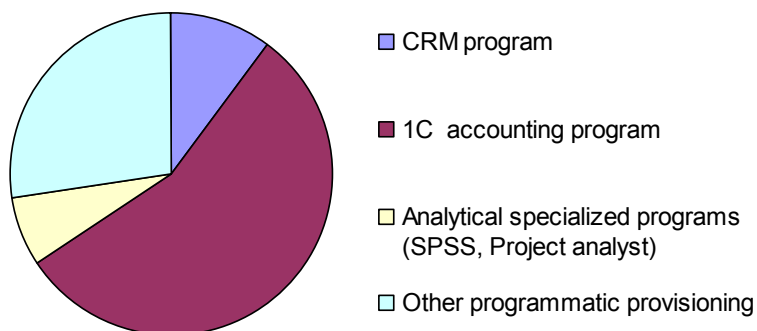


Table 82. Question 61. Programmatic provisioning, used in organizations for the improvement of management effectiveness, by area of activities

<i>Programmatic provisioning</i>	<i>Area of activities</i>	
	<i>Regional</i>	<i>All-Ukrainian</i>
CRM program	1	2
1C accounting program	5	11
Analytical specialized programs (SPSS, Project analyst)	1	1
Other programmatic provisioning	6	2

Computer programmatic provisioning in the assessed organizations was rather weak. only the accounting program, needed for the bank electronic transactions was widely offered: 11 (73.3%) all-Ukrainian organizations, and 5 (25%) regional organizations.

Table 77. Question 62. Availability of a Call-center in organizations.

<i>Availability of a Call-center</i>	<i>Number of responses</i>
Yes	0
No	35

The use of the Call-Center in the work with consumers/visitors/clients was absent in the practices of the assessed organizations. The respondents, representing regional organizations, understood the Call-center as a regular telephone line.

Table 78. Question 63. Experience of working with “hot-lines”

<i>Experiences of the work with “hot-lines”</i>	<i>Number of responses</i>
Currently working “hot - line”	14
In the past	7
Never	13

Diagram 30. Question 63. Experience of working with “hot-lines”

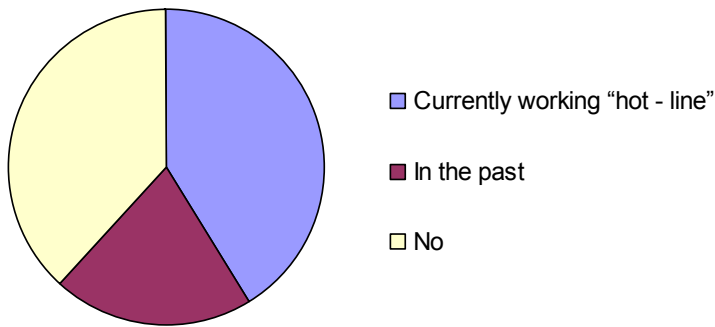


Table 79. Question 63. Experience of working with “hot-lines”, by the area of activities

Experience of working with “hot-lines”	Area of activities	
	Regional	All-Ukrainian
Currently working “hot - line”	8	6
In the past	5	2
No	6	7

8 all-Ukrainian organizations (53.3%) and 13 regional organizations (65%) have experiences of working with “hotlines”.

Table 80. Question 65. Time required to get to the organization’s office from the city center

Time	Number of responses
Up to 10 minutes	19
Up to 30 minutes	15
Up to 1 hour	1

Table 81. Question 65. Time required to reach the organization’s office from the city center, by the area of activities

Time	Area of activities	
	Regional	All-Ukrainian
Up to 10 minutes	13	6
Up to 30 minutes	7	8
Up to 1 hour	0	1

As a rule, the assessed organizations had offices in the center of Kyiv and other towns or cities with good transportation systems.

Diagram 31. Question 65. Time required to reach the organization’s office from the city center, by the area of activities, by area of activities

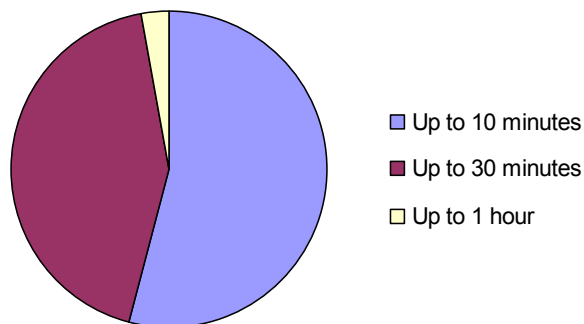
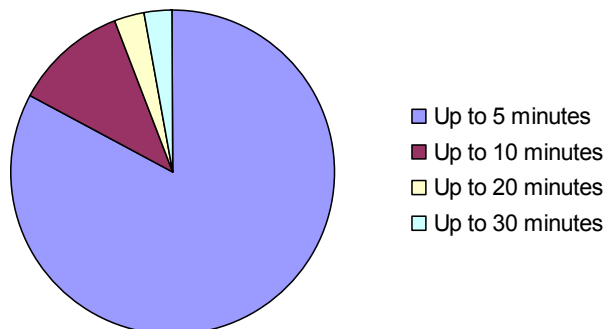


Table 28. Question 66. Time needed to reach the office from the nearest public transportation stop

<i>Time</i>	<i>Number of responses</i>
Up to 5 minutes	29
Up to 10 minutes	4
Up to 20 minutes	1
Up to 30 minutes	1

Diagram 32. Question 66. Time needed to reach the office from the nearest public transportation stop



Considering the existing public transportation system in towns of Ukraine, in the majority of cases it does not take a lot of time to get to the office of the assessed organizations (about 5 minutes in 29 cases (82.9%)).

Table 83. Question 67. Availability of parking nearby the office location

<i>Availability of parking</i>	<i>Number of responses</i>
Yes	0
No	35

In some cases managers of regional organizations reported about parking being available for their visitors. However, upon clarification, it turned out that they meant just the opportunity to park nearby their office. No assessed organizations had special parking areas for their personnel and visitors' vehicles.

CONCLUSIONS

All assessed organizations operate according to their statutes. This aspect explains their availability in the Ukrainian informational resources, specialized databases, etc., and the fact that almost all heads of organizations agreed to participate in the given research work.

However, the institutional capacities of the organizations under assessment were very different, when comparing the two main organizational groups (all-Ukrainian and regional organizations), and also when comparing organizations within those two groups.

To summarize the institutional and partnering capacities of the assessed organizations based on the results of the interviews conducted with the respondents, the Ukrainian Association of Marketing recommends 10 basic criteria of evaluation:

1. Availability of a proper financial basis for organizational activities.

It is reasonable to consider the following resources:

- a) Payment of membership fees
- b) Profits from proper statutory activities
- c) Reliable charities

By “charities” we mean charitable support from individuals and legal entities, not considering donations from state and local self-government budgets. In the case of consumer organizations, we do not consider direct donations from economic entities.

Only when such a financial basis is available, it is possible to declare that institutional activities do occur, and that there is the real social background for the development of such a civil society organization, independently from the grant programs.

A proper financial basis of an organization is sufficient if at least one of the above listed resources provide the following amount of support:

- 1) no less than half (over 50%) of the total income of an organization; or
- 2) no less than UAH 100 thousand per year in the case of an all-Ukrainian organization, or no less than UAH 10 thousand per year in the case of a regional organization.

The issue of direct donations to consumer organizations from the state budget was left outside the framework of the given research.

2. Financial turnover during the last calendar year

According to the respondents’ opinions, the financial provisioning for all-Ukrainian organizations, needed to maintain a central office (rent of premises of at least 20 – 50 square meters, coverage of stationery expenses, etc.), to pay fees for at least 3 full –time staff employees, who will provide statutory activities, and to pay indispensable taxes, should be no less than 100 thousand hryvnyas per year, i.e., or about 8500 hryvnyas per month.

This particular amount of the total financial provisioning is the recommended minimum level of financial capacity of an organization.

In the case of regional organizations, the standards of financial provisioning are significantly lower. Heads and staff employees of organizations are mostly people who have other resources for their life support. For example, the Head of an organization can be a local Council Deputy or a state organization’s employee; the CSO’s staff can be Deputy Assistants, other employees or pensioners, etc. Offices are often located in state institutions, and the rental fee for the premises is merely symbolic. So, for regional organizations, the annual turnover should be no less than 10 000 hryvnyas, as a certain minimal level of financial provisioning.

3. Diversification of directions for organizational activities

To comply with the statutory assignments, the organization should implement various programs (conduct conferences, seminars, trainings; elaborate standards, ethic codes, qualification requirements; edition of printed periodical and non-periodical publications, support of web-sites; monitoring of legislation, consumer and/or production activities; implementation of target projects, etc.)

The activities of an organization are diverse if the respondent reported no less than 5 areas of activities or target projects in the case of an all-Ukrainian organization, and 3 in the case of a regional organization.

4. Diversification in the operational basis

Statutes identify basic organizational and programmatic backgrounds of an organization, however, they cannot, and are not supposed to regulate all aspects of its activities in detail. So, alongside with the development of skills, structure and membership basis, the more sophisticated forms and methods of organizational activities develop the operational basis for proper activities. With this purpose, the supplementary documents, which regulate the operation of the management and executing bodies, procedure of membership payments, application of funds, entering and leaving procedures, action plans for certain periods, etc., are adopted.

Another level of the normative basis development is the elaboration and approval of the documents, which support the self-regulation of the branch or a profile sector of activities, and have binding character for the organization's members – individual and legal entities. These may be branch activities standards, production standards, ethic codes, etc.

It is recommended to consider the normative basis as diverse, if at least 1 document, regulating the organization's activities and influencing the development of the branch self-regulation, beside the Statute, is approved.

5. Organizational and personnel basis for activities

The consistent implementation of statutory assignments is effective, if the organization has qualified full-time personnel. It is recommended to consider the organizational and personnel background of an organization as minimally appropriate under the following conditions:

- 1) all-Ukrainian organizations have the minimum of 3 staff employees; regional organizations have the minimum of 2 staff employees, who work full-time;
- 2) there is at least 1 document regulating the personnel policy in an organization;
- 3) the working places for the mentioned above minimum of full-time employees are equipped and have other technical provisions.

6. Edition of printed periodical and non-periodical publications

This indicator identifies the availability of an organization in the informational sphere of Ukraine, in relation to the branch or territory of its activities. It is recommended to consider appropriate, if an organization publishes at least 1 periodical edition, and, at least, 1 non-periodical edition once per several years.

7. Support of a proper web-site of an organization

Together with the edition of printed publications, a proper web-site indicates an organization's position in the informational sphere, and promotes transparency of its activities by providing access to statutory documents, contacts, information about its activities, etc. At the present time (2007), the availability of a web-site is indispensable for both all-Ukrainian and regional organizations.

8. Experience in expert activities

This is an important institutional function of a civil society organization independently from the branch or territorial area of activities. The frequency of implementation, and spectrum of purchasers of expert evaluations, signifies the social demand for this organization, and recognition of its professional authority. It is recommended to consider it appropriate, if the organization hires an expert in protecting the interests of consumers/ economic entities/their members at least once per year (for all-Ukrainian organizations), or once in several years (for regional organizations).

9. Membership in international unions

Membership in international unions is especially important for all-Ukrainian organizations, as it indicates the readiness of an organization to recognize European and world standards and norms of activities, and to promote the development of self-regulation in their branch or sector of activities in accordance to these standards and norms. This capacity indicator is sufficient if the organization is a member of at least 1 international union.

10. Experience in “hot-line” operation

This indicator is especially important for regional organizations, whose main missions are to protect consumers’ (individuals’) rights. It is recommended to consider this indicator as appropriate if the organization operated at least one “hot-line” in the past or presently operates one.

Table 84. Integrated indicators of institutional capacities for the assessed all-Ukrainian organizations

<i>Organizations</i>	<i>Indicators of institutional capacities</i>									
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>
AU CSO “Diya”	+	+	+	-	+	-	+	+	+	+
AU CSO “All-Ukrainian Advertisement Coalition”	+	+	+	+	+	-	+	+	-	-
AU CSO “All-Ukrainian Association of Pensioners”	+	+	+	+	+	+	+	+	+	+
Ukrainian Association of Quality	+	+	+	+	+	+	+	-	+	+
International Society of Human Rights – Ukrainian section	-	+	+	+	-	-	+	+	+	+
Ukrainian Association of Furniture - Makers	+	+	+	+	+	-	+	-	-	-
Ukrainian Association of Light Industry Enterprises	+	-	-	-	-	-	-	-	-	-
AU ECSO “Mama-86”	-	+	+	+	+	-	+	+	+	+
AU CSO “Ukrainian Bar Association”	+	+	+	+	+	+	+	-	+	-
Association “Ukroliyaprom	+	+	+	+	+	+	+	+	-	-
AU CSO “Ukrainian League of Community Connections”	+	+	+	+	+	-	+	-	-	-
All-Ukrainian Union of CSOs “Association of Insurers of Ukraine”	-	-	+	-	-	-	+	+	-	+
AU CSO “Union of Consumers of Ukraine”	+	+	+	+	+	+	+	+	-	+
Soyuz Ukrainok	+	-	+	+	+	+	+	+	+	+
Ukrainian Association of Furriers	+	+	-	+	+	+	+	+	+	-

Notes:

- 1 - Availability of the proper financial basis for organizational activities**
 - 2 - Financial turnover during the last calendar year**
 - 3 - Diversification of directions for organizational activities**
 - 4 - Diversification in the operational basis**
 - 5 - Organizational and personnel basis for activities**
 - 6 - Edition of printed periodical and non-periodical publications**
 - 7 - Support of a proper web-site of an organization**
 - 8 - Experience in expert activities**
 - 9 - Membership in international unions**
 - 10 - Experience in “hot-line” operation**
- *the indicator “financial turnover” is defined by the results of the first half of 2007 calendar year.

So, by the level of institutional capacity, 10 organizations (in table 85 they are in boldface) from the assessed all-Ukrainian organizations can be singled out. Among them, 6 branch business associations, 1 bar association, 1 consumer organization, 1 gender organization, and 1 association of pensioners.

Table 85. Integrated indicators of institutional capacities for the assessed regional organizations

<i>Organizations</i>	<i>Indicators of institutional capacities</i>								
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>
Scientific and Research Center for Independent Consumer Expertise “Test”	-	-	+	+	-	+	+	+	+
Resource Center “Consumer” (Odessa)	-	-	+	-	-	-	-	-	-
Odessa Regional Union for Consumers Protection *	-	-	+	-	-	-	-	-	+
Center for Independent Consumer Expertise (Odessa)	+	+	+	+	+	+	-	+	+
Committee for Children’s Rights Protection (Kyiv)	-	+	+	-	+	-	+	+	+
Poltava Regional Center for Consumers’ Rights Protection	+	-	+	+	-	-	-	+	-
Tomashpil Rayon Association of Consumers	-	-	+	+	-	-	-	-	-
Community of Consumers in Khmelnytsk oblast	+	+	+	+	+	-	-	+	+
Youth Informational and Consultative Center “World of Consumer”	+	-	+	-	-	-	-	-	-
Konotop Town Community of Consumers and Taxpayers “Dignity”	+	+	+	-	-	-	-	+	+
League “Ukrshkirvzuttuprom”	+	+	+	+	+	+	-	+	-
Sumy Oblast Community for Consumers’ Rights Protection	+	?	+	-	+	-	-	-	+
Association of Consumers’ Communities, Kryviy Rig	+	?	+	+	-	-	-	+	+
Mariupol Town Community of Consumers	-	-	+	-	-	+	-	-	+
Kramatorsk Town Community of Consumers “Support”	+	?	+	+	-	+	+	+	+
Donetsk Oblast Community of Consumers	+	+	+	-	-	-	+	-	+
Chernivtsy Town Community for Consumers’ Rights Protection “Decency”	-	-	+	-	-	-	-	-	-
Dnipropetrovsk Oblast CSO for Human Rights Protection “Advocate”	+	+	+	-	+	+	-	+	+
Vinnitsa Oblast Union “Consumer”	+	-	+	-	-	-	-	+	-
Dnipropetrovsk Association of Consumers, Rights Protection of Depositors and Shareholders	+	+	+	+	+	+	+	+	+

Notes:

- 1 - Availability of the proper financial basis for organizational activities
- 2 - Financial turnover during the last calendar year
- 3 - Diversification of directions for organizational activities
- 4 - Diversification in the operational basis
- 5 - Organizational and personnel basis for activities
- 6 - Edition of printed periodical and non-periodical publications
- 7 - Support of a proper web-site of an organization
- 8 - Experience in expert activities
- 9 - Experience in “hot-line” operation

The motivations of respondents can be differentiated according to the basic groups that were assessed (regional and all-Ukrainian).

In particular, for regional organizations the following motivations were typical:

- ❖ It was important for the organizations simply to participate in the research and to establish further contacts with the UNDP project “The Consumer Society and Citizen Networks”. It was considered as a significant component of their status in their contacts with regional self-government bodies, in the contacts with partnering structures, and just an overall positive aspect of their reputation.
- ❖ In the case of participation in the program implementation of the UNDP project “The Consumer Society and Citizen Networks”, the potential of a regional organization would be significantly increased. For the majority of them, such participation would be de-facto the main activity.
- ❖ The identified organizations have certain interests and capacities for participating in such projects. For example:
 - Popularization of the purpose and goals of the consumer movement;
 - Monitoring of the consideration of the relevant legislative and operational documents;
 - Realization of the target projects with the purpose to protect consumers’ rights;
 - Processing of the mechanisms of cooperation of the civil society, entities of economic activities, public administration bodies, local self-government bodies, and mass media at the local level.

The main motivations for all-Ukrainian organizations are different, especially for those that actually unite enterprises in their branch.

In this case, the ground level is occupied by organizations interested in participating in the civilized consumer area regulation system development in Ukraine, relevant to the one in the European Union. This interested is identified by several factors:

Firstly, all assessed organizations are interested in the further development of market relations, integration of Ukraine in the European Union and adoption of the relevant “rules” that regulate economic development.

Secondly, the development of integration processes means that the enterprises’ activities in Ukraine are influenced de-facto by the guidelines, other normative documents, and management, which regulate the consumer sphere in the European Union. It is possible to influence the process of adopting these documents, with an eye toward the national enterprises’ interests, only via the creation of the consumer area regulation system in Ukraine, analogous to the European system, and its integration in the general European process.

Thirdly, the development of the competitive conditions in Ukraine (nowadays, this is the reality, especially in the B2C sectors), leads to a leveling of the playing field, when conditions for competition in line “price - quality” become even, and therefore, the struggle for consumers’ loyalty is strengthening.

Fourthly, according to the experts’ evaluations, according to the data in first half of 2007, 25 – 30% of enterprises in Ukraine in sectors B2C got certification of their compliance to ICO standards, and, approximately, the same number of enterprises was certified for their compliance to production standards of international branch unions. At the same time, these enterprises produce the biggest part of their branch’s products and provide the majority of export supplies. In ICO standards, the indicator, “results of interactions with consumers,” is determinative (20% of a cumulative meaning).

Fifthly, the elaboration of the proper standards (the majority of assessed branch organizations take part in this process this or that way) and their adjustment to the international requirements, makes cooperation with the consumers’ right protection organizations indispensable.

Therefore, all assessed all-Ukrainian organizations are really interested in the cooperation with the UNDP project “The Consumer Society and Citizen Networks (CSCN)” in the following directions:

- Development of contacts and practical cooperation with the profile structures in the European Union, and some European countries;

- Translation, re-edition, dissemination and popularization of the normative documents of the European Union, on the whole, and in particular, of the leading European countries in Ukraine;
- Advancement of the personnel (consumer specialists, specialists in interactions with consumers) for the civil society organizations of all profiles;
- Cooperation in the implementation of target projects (for example, such as monitoring of consumers' satisfaction – by different branches, social and age groups, etc.);
- Development of proposals and mutual lobbying of corrective actions to acting legislation, which regulates the consumer area, functions and conditions for civil society organizations;
- Cooperation in the development and practical approbation of the modern mechanisms of regulating the consumer area on the basis of the European model;
- Cooperation in the development of branch standards, considering European experiences of cooperation between business associations and consumer organizations;
- Conduction of international and all-Ukrainian scientific-practical conferences, symposiums, seminars, “round-table” meetings with the purpose to study European and national experiences, processing of recommendations, etc.