CAPACITY AND NEEDS ASSESSMENT OF CIVIL SOCIETY ORGANISATIONS IN ALBANIA

Assessment Report

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INTRODUCTION

This assessment was conducted by the National Resource Centre for Civil Society in Albania, a platform for civil society at the national and local level, in support of strengthening its capacities, promoting and facilitating dialogue in policy-making, and advocacy efforts for an enabling environment.

The Center is an initiative of Partners Albania for Change and Development, launched in 2019, implemented in partnership with the Albanian Center for Population and Development (ACPD) and the European Movement in Albania (EMA), with the support of the European Union.

The assessment aims to identify the current needs of organisations for capacity building in the areas of organisational management, financial sustainability, participation in policy-making, and the European integration process. The identified needs will serve as a basis for the development of future capacity-building programs by the National Resource Center in service of the civil society sector. The findings of the assessment can also be used by organisations, donors and other institutions working in support of civil society organisations and further development of the sector in the country.

For the preparation of this report, the National Resource Center conducted an online survey through a semi-structured questionnaire, distributed and completed by civil society organisations (CSO) March- April 2023. Organised into 4 main sections, the survey aimed to identify training and assistance needs regarding key developmental aspects of civil society organisations and their activities, such as: (1) organisational governance, development, and management, (2) participation in policy-making and the involvement of organisations in advocacy initiatives, (3) the participation of organisations in European integration processes, and (4) collaboration between CSOs and the media. 115 organisations from all twelve regions of the country participateed in this survey by completing the online questionnaire and expressing their opinions.

Limitations of the assessment

During the development of the report, both in data collection and report writing, the main limitations were: (1) the number of organisations that responded, which, although relatively low compared to the number of registered organisations (2000+ registered CSOs with the General Directorate of Taxes), is a representative sample as it includes the majority of active organisations in the country; (2) self-reported data from CSOs. The capacity assessment was based on information gathered through an online survey of CSO representatives and their self-declaration on all issues. In these circumstances, self-reported data are limited as they can be subjective and cannot be independently verified.

ABBREVIATIONS

EU	European Union
CSO	Civil Society Organisation
PA	Partners Albania
VAT	Value Added Tax

115

civil society organisations were part of this assessment by completing the online questionnaire. Their geographic coverage spans across the entire country, including cities such as Berat, Dibër, Divjakë, Durrës, Elbasan, Fier, Fushë-Arrëz, Gjirokastër, Kamëz, Kukës, Kurbin, Lezhë, Librazhd, Përmet, Peshkopi, Pukë, Sarandë, Shkodër, Tirana, and Vlorë.

Despite this coverage, approximately **43% of the responding CSOs** are from Tirana, where the density of non-profit organisations is also the highest in the country.

Form of organisation of participating CSOs

53%	37%	10%
Associations	*Centres*	*Foundations*

CSO's fields of activity*

Field	%	(n)
Youth and Children	60%	(69)
Human Rights	53%	(61)
Gender Issues and Women	50%	(57)
Civil Society and Volunteerism	46%	(53)
Social Services	43%	(50)
Good Governance	43%	(50)
Enviroment	42%	(48)
Economic Development	35%	(40)
Education and Scientific Research	30%	(34)
Services for persons with special needs	24%	(28)
Rural development	24%	(28)
Art and culture	22%	(25)
Health	20%	(23)
Communication and Media	17%	(19)
International relations and European integration	16%	(18)
Sports	8%	(9)
Other (Specify)	5%	(6)
Consumer protection	3%	(3)

Geographical area of CSO activity*

Level	%
Naltional Level	63%
Local Level	35%
Regional Level (in Albania)	18%
Regional Level (Western Balkans)	13%
European Level	8%
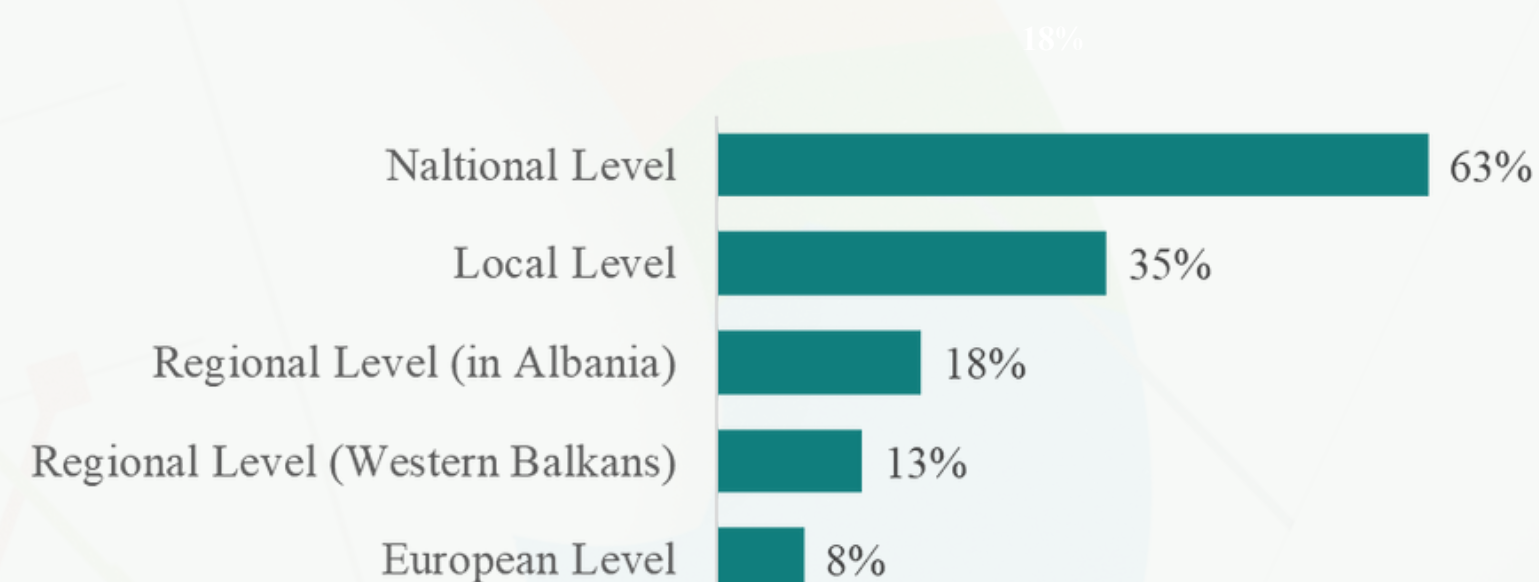
Distribution of CSOs by year of establishment

1% 5% 11% 10% 10% 23% 29% 9%

| 1990-1995 |
| 1996-2000 |
| 2001-2005 |
| 2006-2010 |
| 2011-2015 |
| 2016-2020 |
| 2021-2023 |
| In registration process |
| N/A |
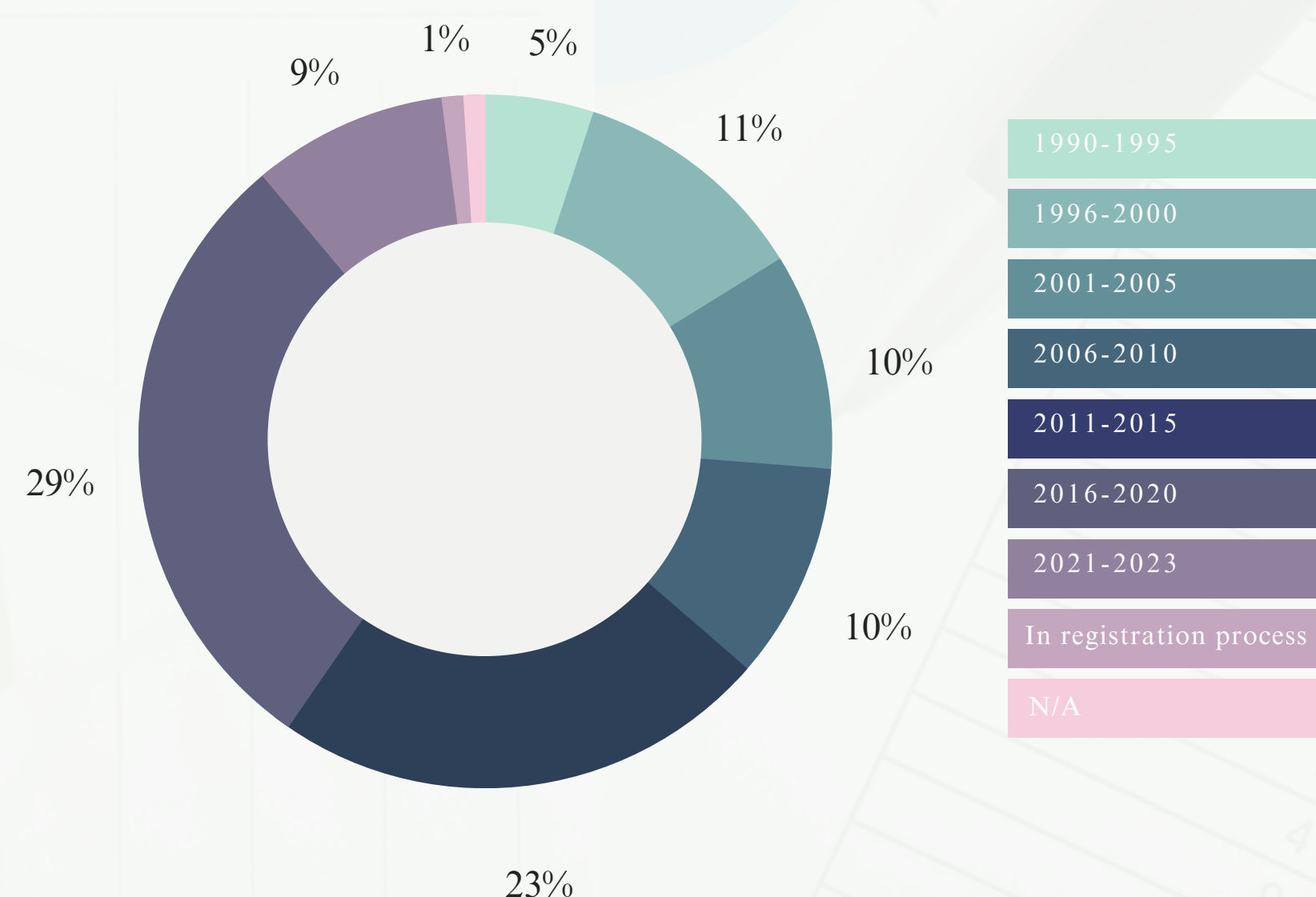
Gender representation of CSO employees

31% **69%**

Multiple-choice question (n =115)

Issues of interest for CSOs organisational capacity building*

According to the assessment data, the financial sustainability continues to be the most significant issue of interest for CSOs in terms of capacity building, selected in 75% of cases, followed by organisational governance and management with 50% of cases, and the legal and fiscal framework for NPOs with 44% of cases selected by CSOs.
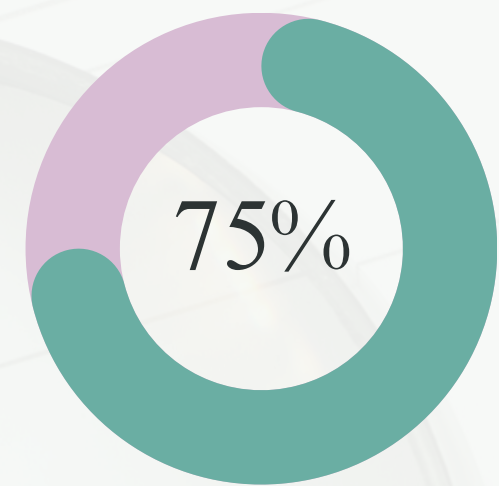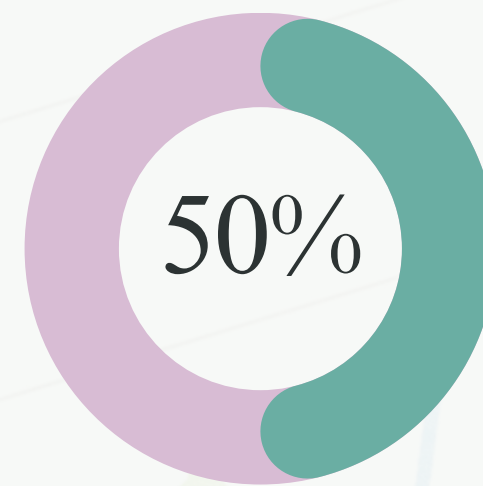
75%	50%	44%
Financial sustainability	*Organisational governance and management*	*Legal and fiscal framework*
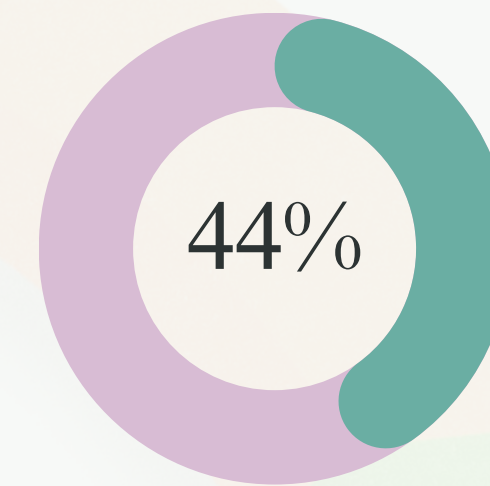
Issues of interest for organisational capacity building based on CSOs year of establishment*

This ranking of needs appears to be consistent, even when compared to the needs of CSOs based on their establishment year, field of activity, or location, whether in the capital or outside of it.

	Legal and fiscal framework for NPOs	Governance and organizational management	Financial sustainability of NPOs	
in process or n/a	50%	50%	50%	(2)
2021-2023	60%	60%	70%	(10)
2016-2020	39%	36%	76%	(33)
2011-2015	33%	56%	78%	(27)
2006-2010	58%	67%	75%	(12)
2001-2005	67%	50%	50%	(12)
1996-2000	23%	23%	69%	(13)
1990-1995	17%	17%	83%	(6)
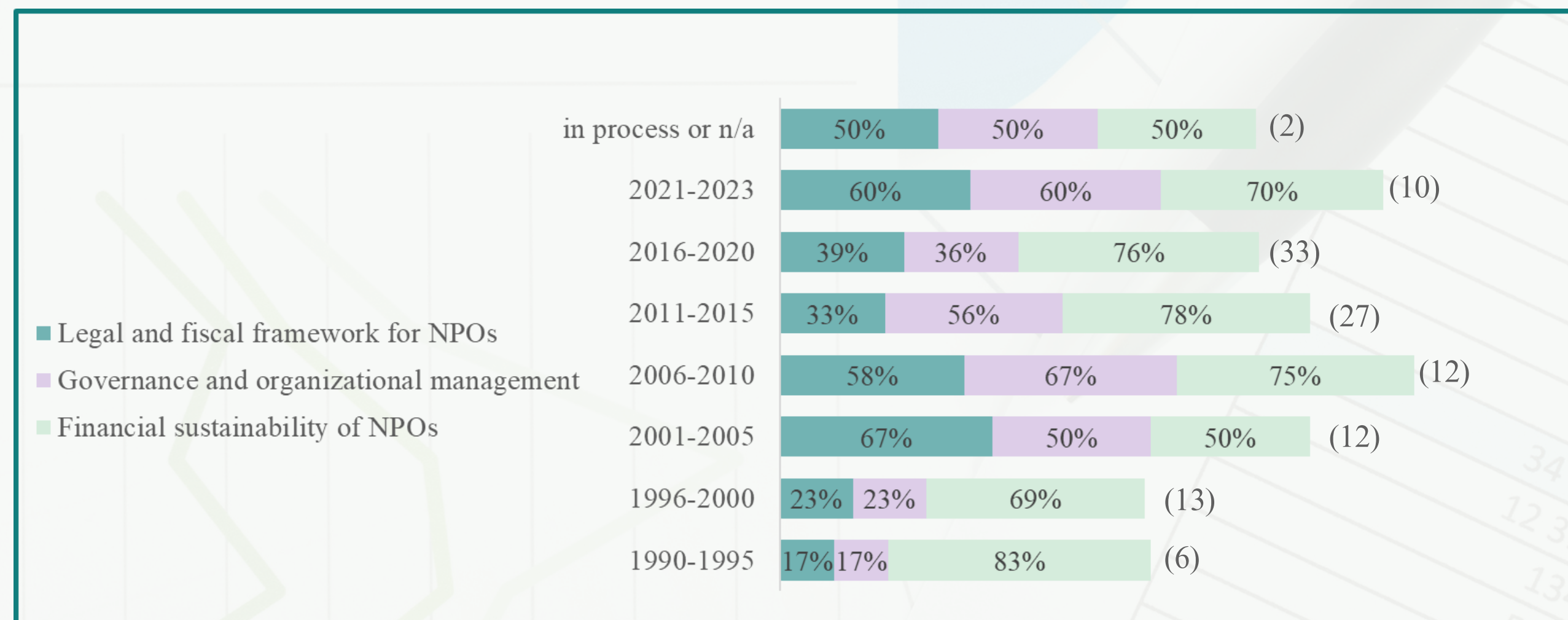
Legal and fiscal framework issues of interest for capacity building*

When asked specifically on the issues and topics of interest for capacity building programs regarding the legal and fiscal framework, tax legislation/ fiscal obligations and financial reporting resulted as the topic with the highest interest for the responding CSOs.

This ranking appears to be almost the same when compared to the geographical location of CSOs.
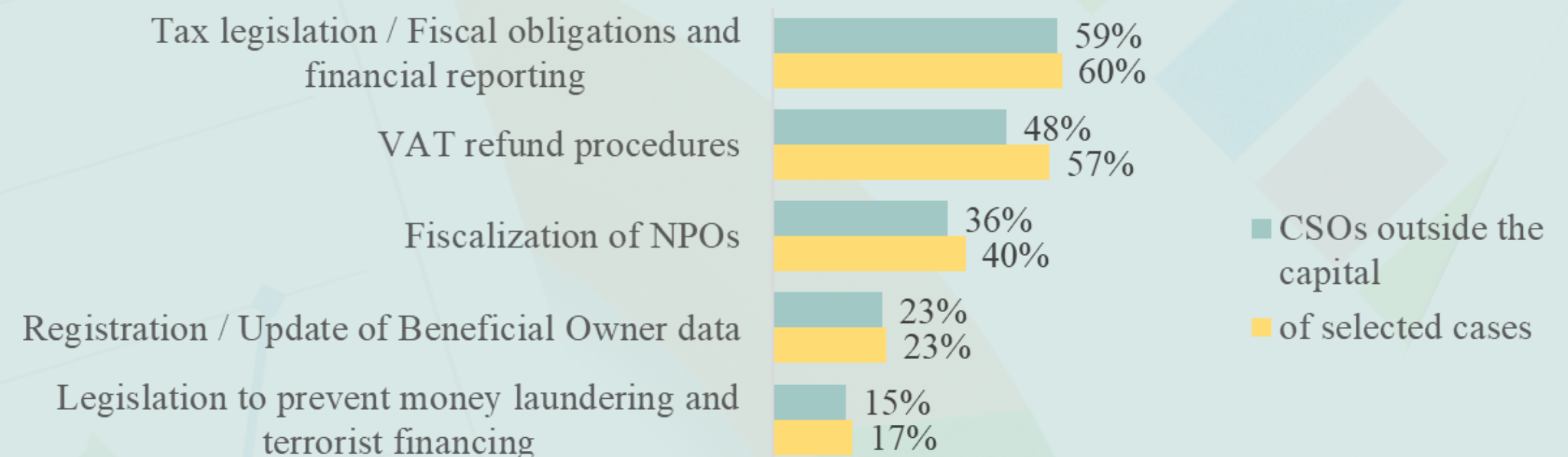
Issue	CSOs outside the capital	of selected cases
Tax legislation / Fiscal obligations and financial reporting	59%	60%
VAT refund procedures	48%	57%
Fiscalization of NPOs	36%	40%
Registration / Update of Beneficial Owner data	23%	23%
Legislation to prevent money laundering and terrorist financing	15%	17%

Legal and fiscal framework issues of interest for capacity building based on CSOs year of establishment*

The situation appears slightly different when comparing the needs of CSOs in this framework based on their year of establishment. Organisations with more experience rank the procedures for VAT reimbursement as their primary need for capacity building, followed by issues related to legislation on anti-money laundering and counter-terrorism financing. On the other hand, CSOs established within the last 3 years rank tax legislation/fiscal obligations and financial reporting as their top priority, followed by the registration/update of beneficiary owner data.

Issue	1990-1995	1996-2000	2001-2005	2006-2010	2011-2015	2016-2020	2021-2023
Tax legislation / Fiscal obligations and financial reporting	31%	75%	50%	70%	58%		80%
VAT refund procedures	67%	38%	58%	50%	59%	61%	50%
Fiscalization of NPOs	17%	54%	50%	42%	33%	36%	30%
Registration / Update of Beneficial Owner data		38%	25%	0%	30%	15%	40%
Legislation to prevent money laundering and terrorist financing	33%	15%	8%	25%	22%	15%	10%

Multiple-choice questions (n=115 and n=66 for CSOs outside the capital)

Organisational management issues with interest for capacity building*

The development of fundraising strategies and plans is found to be the most interesting issue for investment by capacity-building CSOs in relation to organisational management, while information security policy is identified as the least interesting issue for the surveyed CSOs.
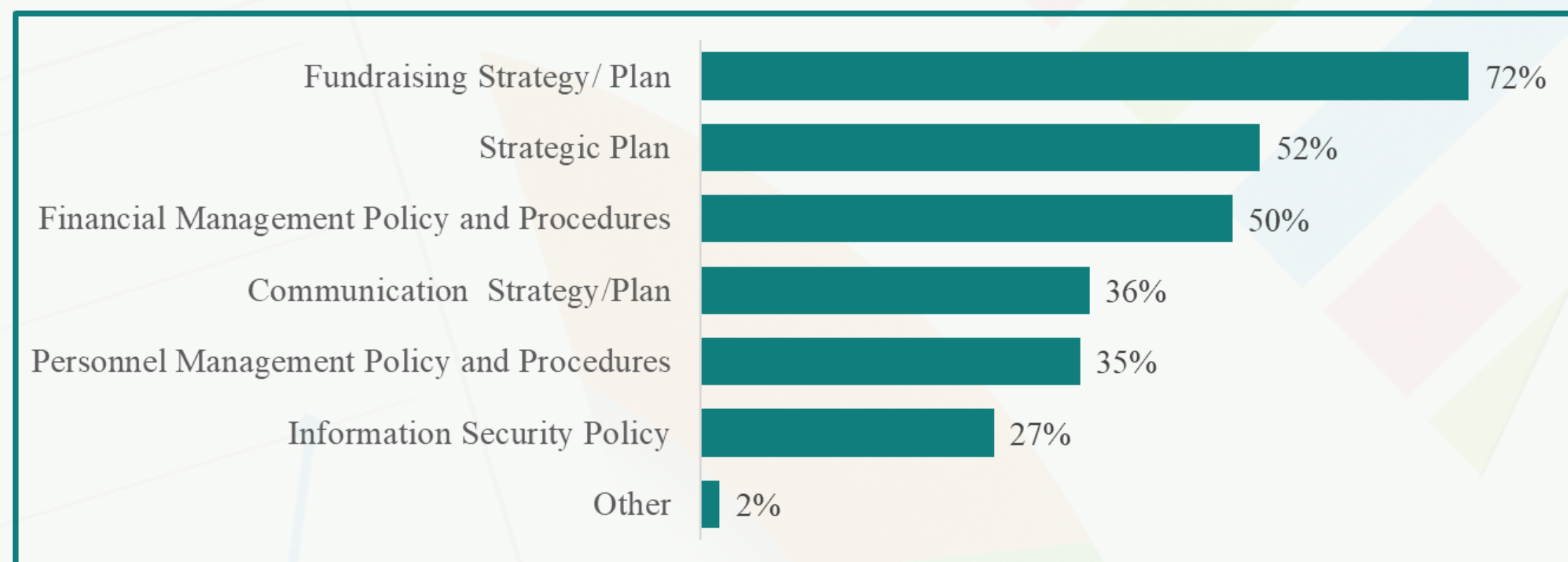
Issue	Percentage
Fundraising Strategy/ Plan	72%
Strategic Plan	52%
Financial Management Policy and Procedures	50%
Communication Strategy/Plan	36%
Personnel Management Policy and Procedures	35%
Information Security Policy	27%
Other	2%

Organisational management issues with interest for capacity building based on CSOs year of establishment*

When comparing the capacity-building needs on the ranked issues based on the year of establishment of the surveyed CSOs, it appears that there are no significant changes at the ranking of needs.

However, what is noticeable in this comparative analysis is that for CSOs established during the time interval **2006-2010**, the development of strategic plans, policies, and financial management procedures is ranked as the most interesting need for further enhancing their capacities, selected in **75%** and **67%** of cases, respectively.

Furthermore, the need for Communication Strategy/Plan is **almost the same** for both experienced CSOs and recently established ones.

Issue	1990-1995	1996-2000	2001-2005	2006-2010	2011-2015	2016-2020	2021-2023
Fundraising Strategy/ Plan	83%	73%	55%	58%	77%	76%	80%
Strategic Plan	17%	45%	36%	75%	54%	48%	50%
Financial Management Policy and Procedures	50%	27%	36%	67%	54%	45%	60%
Communication Strategy/ Plan	17%	18%	55%	25%	50%	27%	50%
Personnel Management Policy and Procedures	33%	27%	36%	42%	58%	24%	20%
Information Security Policy	33%	9%	55%	17%	38%	21%	20%

Multiple-choice question (n=115)

Issues of interest for capacity building on NPOs financial sustainability*

According to the assessment data, **fundraising and CSOs financing sources** and **EU funding programs** result as the two most interesting topics for capacity-building in terms of the financial sustainability of CSOs, whether these CSOs are based in the capital or outside it.

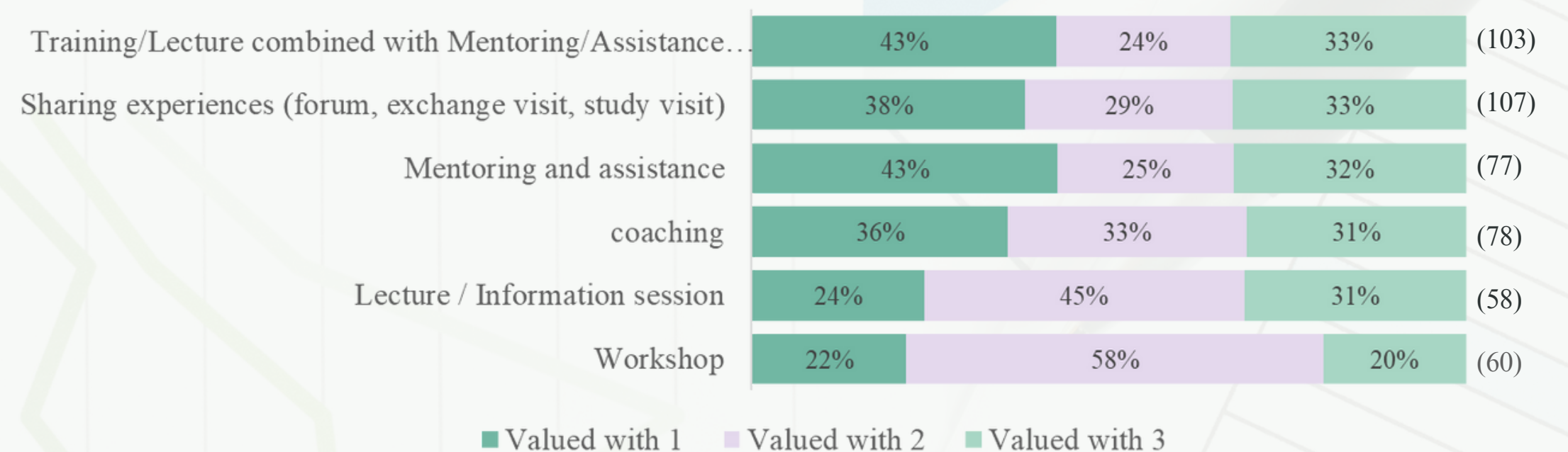|	NPOs outside the capital	of cases
Fund Raising	67%	65%
EU Funding Programs	65%	65%
Finding partners for joint projects	53%	55%
Writing Draft Proposals (EU format)	50%	52%
Generating income for NPOs from paid services and product sales	44%	48%
Crowdfunding platforms and campaigns	41%	35%
Social Enterprise	30%	32%
Grants Management	26%	31%
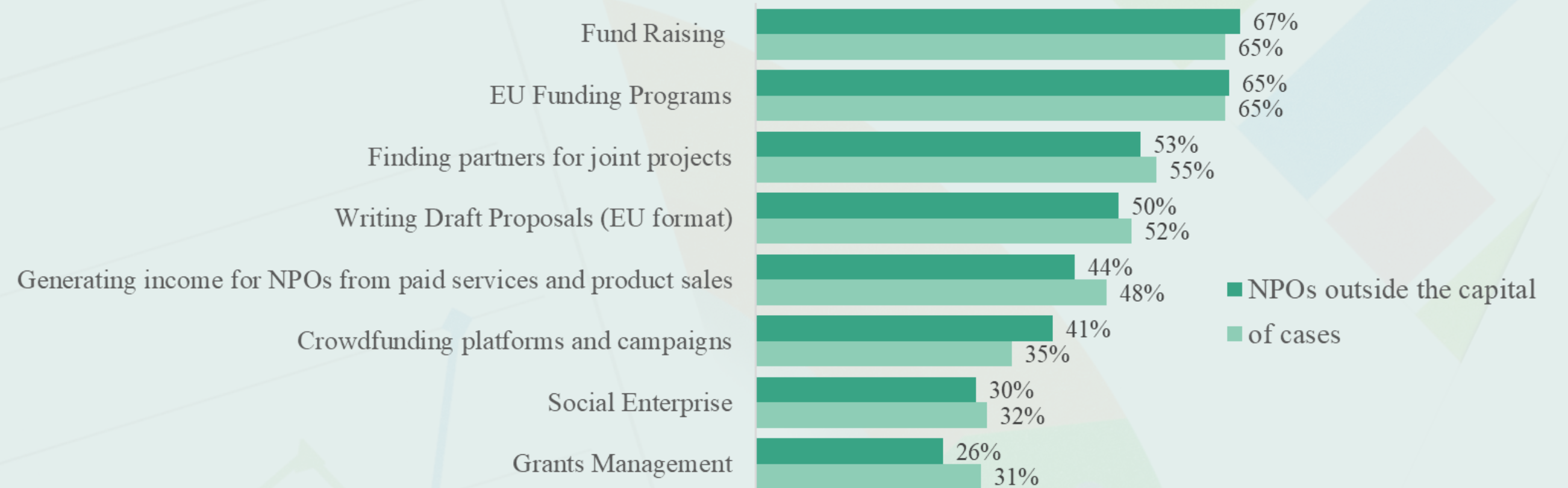
Assessment of the most productive forms of activities on capacity building and knowledge development

When asked to assess the most productive forms of activities that develop capacities and increase knowledge on a scale of 1 to 3, where 1 is the most important and productive, **long-term training/lecture programs combined with mentoring/assistance**, as well as **mentoring/assistance** as a standalone form, results as the most productive form in **43%** of cases, followed by knowledge-sharing activities such as forums, exchange visits, or study visits in **38%** of cases among the surveyed CSOs.

	Valued with 1	Valued with 2	Valued with 3	
Training/Lecture combined with Mentoring/Assistance…	43%	24%	33%	(103)
Sharing experiences (forum, exchange visit, study visit)	38%	29%	33%	(107)
Mentoring and assistance	43%	25%	32%	(77)
coaching	36%	33%	31%	(78)
Lecture / Information session	24%	45%	31%	(58)
Workshop	22%	58%	20%	(60)

Multiple-choice question
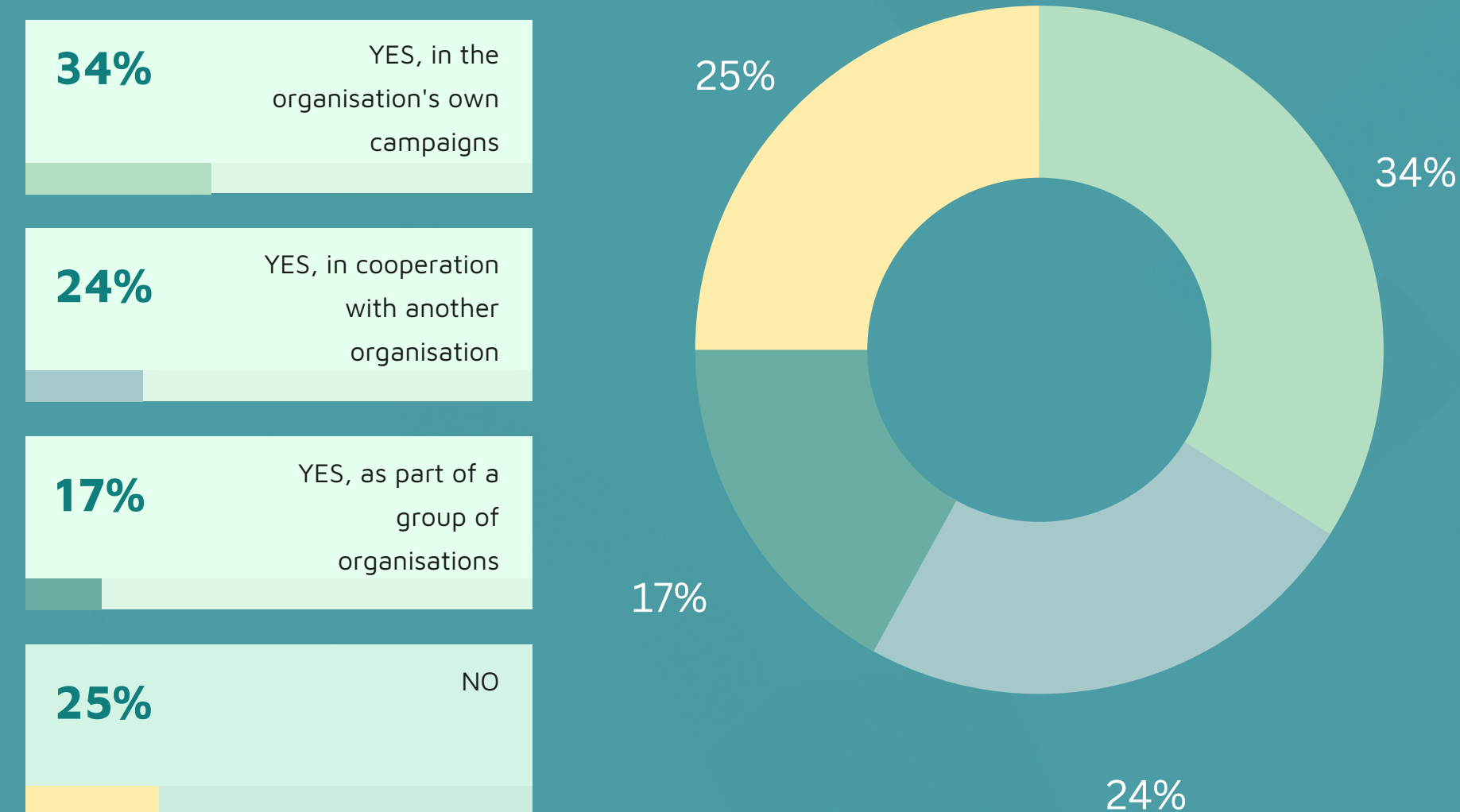
CSOs engagement in advocacy campaigns in the last two years

75% of the surveyed CSOs state that they have been involved in advocacy campaigns over the past two years.
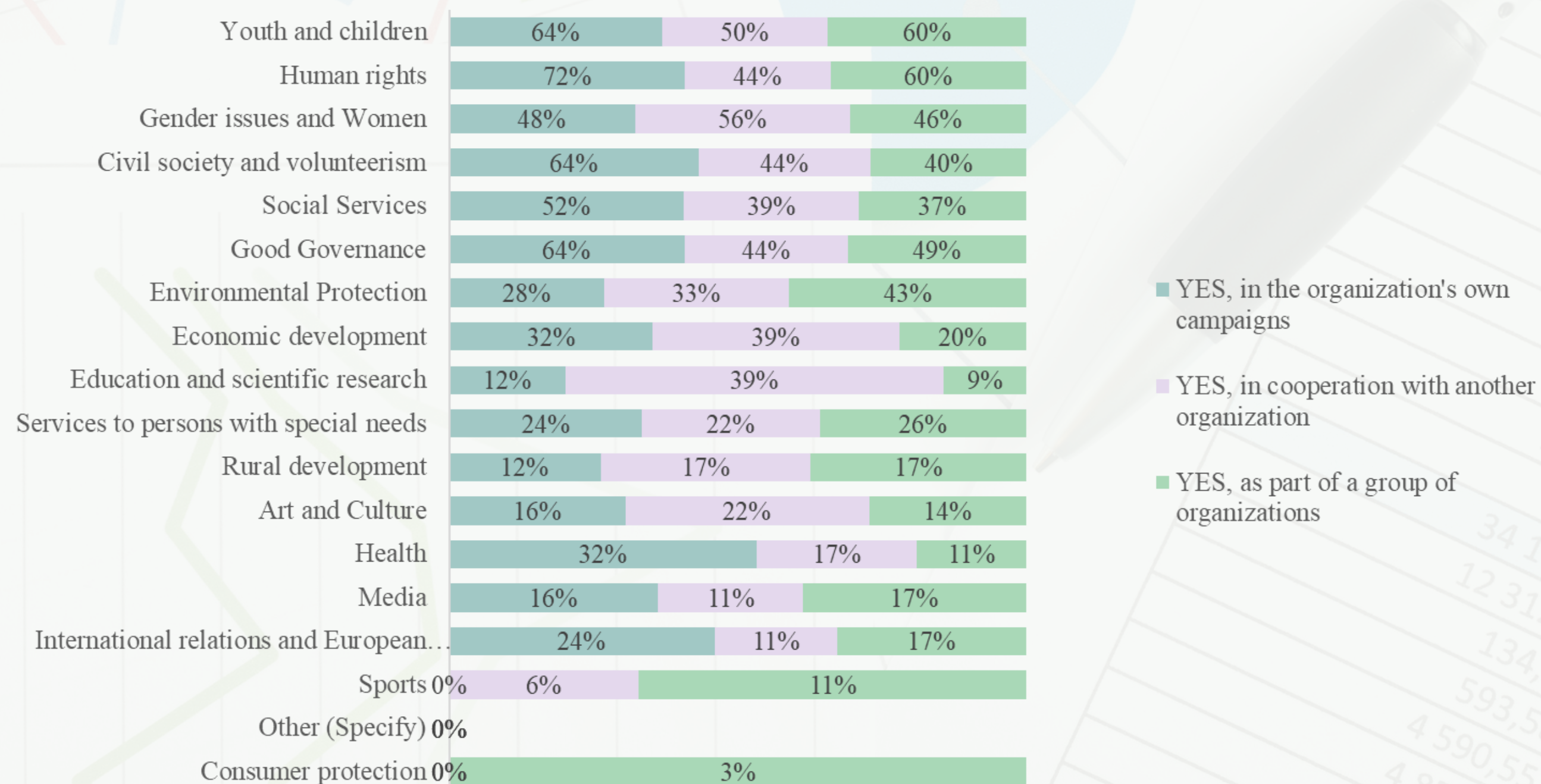
The inclusion turns out to be mainly as part of a group of organisations, but also through campaigns organised by the CSOs themselves. According to the assessment data, there is no difference in the engagement of CSOs in advocacy campaigns based on their geographical location.

34% YES, in the organisation's own campaigns

24% YES, in cooperation with another organisation

17% YES, as part of a group of organisations

25% NO

25%
34%
17%
24%

CSOs engagement in advocacy campaigns in the last two years according to their fields of activity*

If analysing the CSOs engagement based on their fields of activity, the highest levels of engagement, regardless of the form, are found among CSOs that primarily work in fields such as human rights, youth and children, women's empowerment and gender issues, civil society and volunteering, democracy, good governance and the rule of law, as well as social protection/social services.

Meanwhile, the main reasons reported for non-involvement of CSOs in advocacy campaigns are the lack of human resources capacity, for 52% of cases, as well as difficulties in collaboration/networking with other organisations, for 24% of cases. Additionally, 14% of cases stated that advocacy is not the focus of their organisation's work, while 19% listed other reasons for non-involvement, such as being a new organisation or not being presented with such an opportunity during this period.

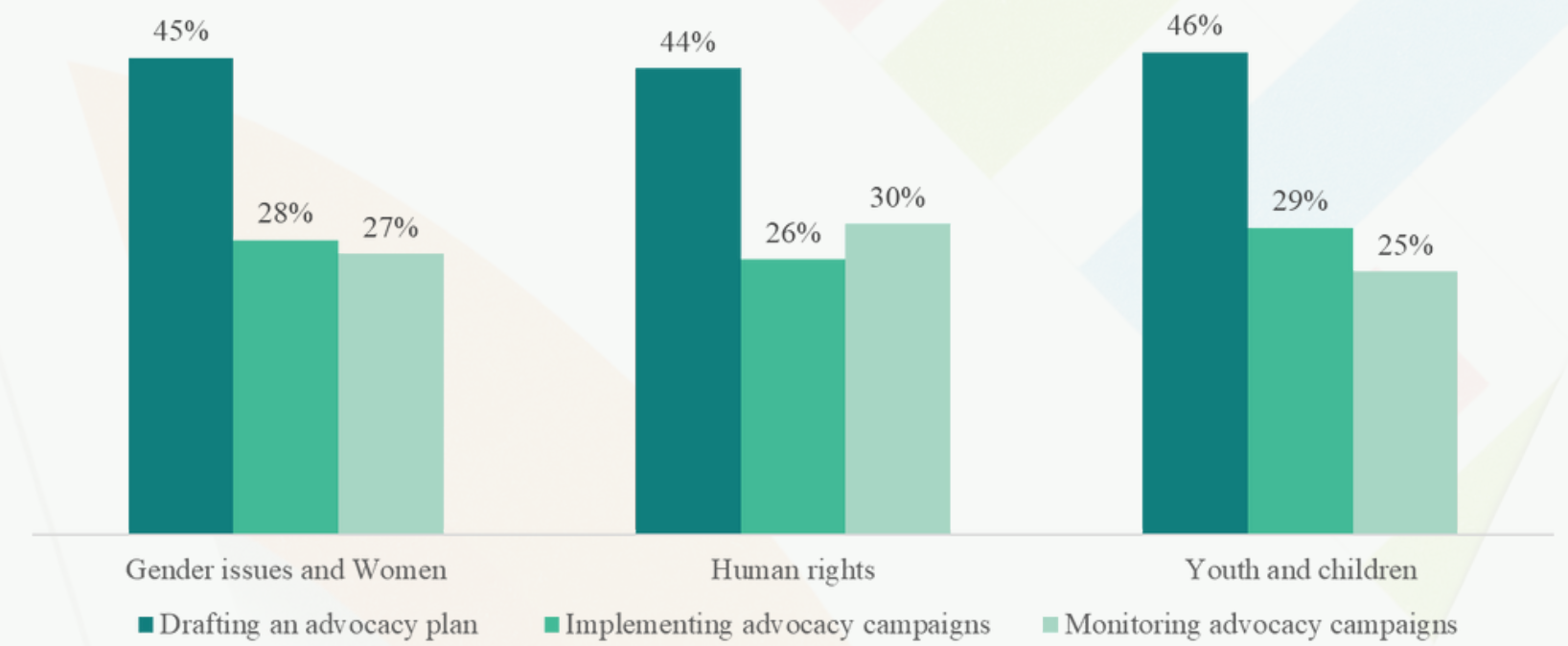| Field of activity	YES, in the organization's own campaigns	YES, in cooperation with another organization	YES, as part of a group of organizations
Youth and children	64%	50%	60%
Human rights	72%	44%	60%
Gender issues and Women	48%	56%	46%
Civil society and volunteerism	64%	44%	40%
Social Services	52%	39%	37%
Good Governance	64%	44%	49%
Environmental Protection	28%	33%	43%
Economic development	32%	39%	20%
Education and scientific research	12%	39%	9%
Services to persons with special needs	24%	22%	26%
Rural development	12%	17%	17%
Art and Culture	16%	22%	14%
Health	32%	17%	11%
Media	16%	11%	17%
International relations and European…	24%	11%	17%
Sports	0%	6%	11%
Other (Specify)	0%		
Consumer protection	0%		3%

Multiple-choice question

Capacity building needs

According to the assessment data, the **development of advocacy plans** results as the highest need for capacity-building, reported in **59% of the cases,** followed by the need for capacity-building in **advocacy campaigns implementation** in **45% of cases,** and in **advocacy campaigns monitoring** in **41%** of cases. 14% of the cases state that they have other needs related to this issue, including the need for capacity-building in communication and access to institutions, the need for capacity-building in advocacy for new staff compared to experienced ones.
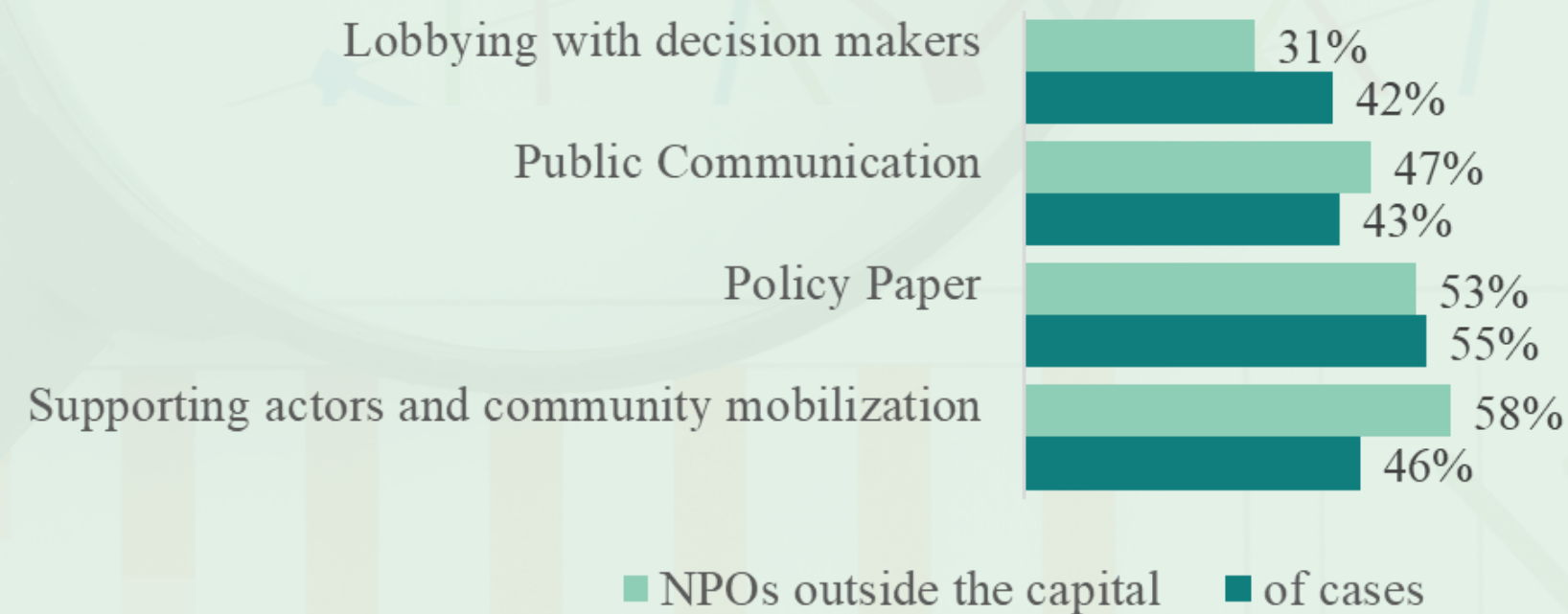
This ranking does not appear to vary based on the type or field of the organisation's activities.

by field of activity*

Bars by category (Drafting an advocacy plan, Implementing advocacy campaigns, Monitoring advocacy campaigns):
- Gender issues and Women: 45%, 28%, 27%
- Human rights: 44%, 26%, 30%
- Youth and children: 46%, 29%, 25%

Legend: ■ Drafting an advocacy plan ■ Implementing advocacy campaigns ■ Monitoring advocacy campaigns

Advocacy campaign implementation issues of most interest in capacity building*

◯ based on CSOs location

- Lobbying with decision makers: 31% / 42%
- Public Communication: 47% / 43%
- Policy Paper: 53% / 55%
- Supporting actors and community mobilization: 58% / 46%

Legend: ■ NPOs outside the capital ■ of cases
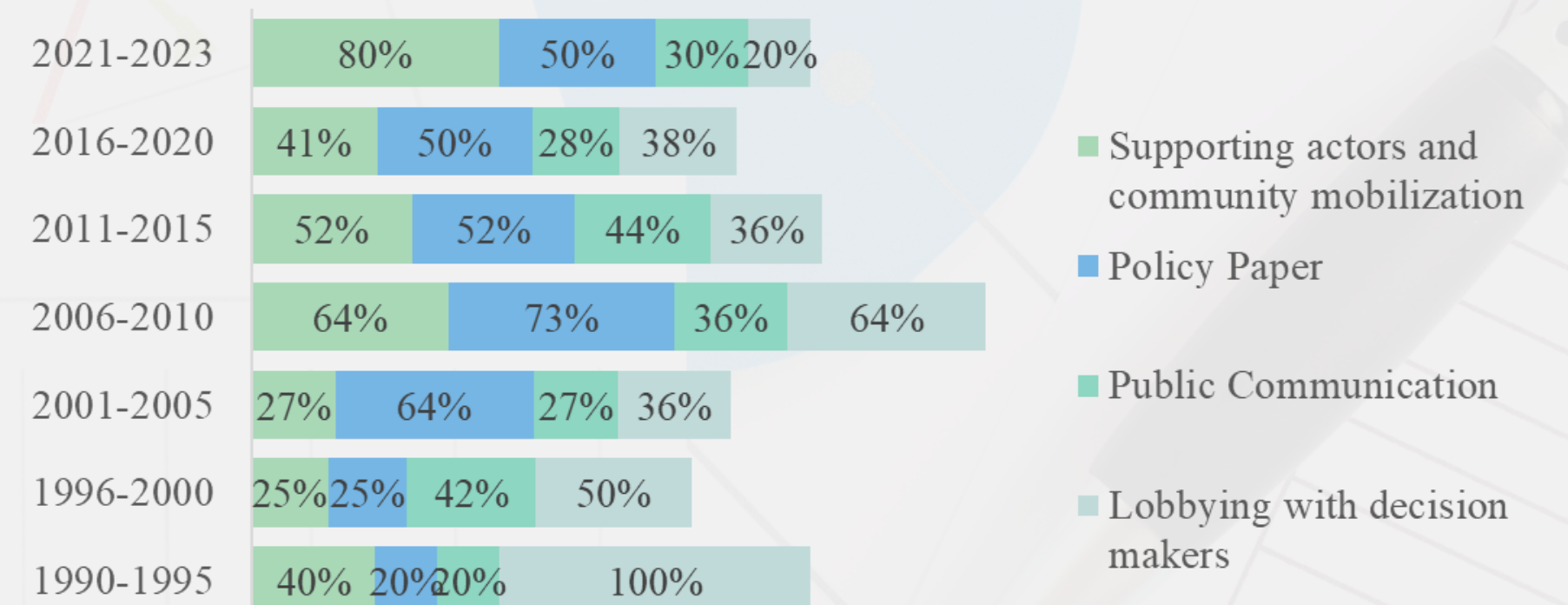
Asked specifically of the needs for capacity building on specific issues related to the implementation of advocacy campaigns, the development and writing of policy papers results the highest priority need among CSOs.

On the other hand, this ranking of needs varies somewhat for organisations outside the capital, where the main priory need for increase of capacities is the mobilisation of supporting actors and the community.

◯ based on the establishment year

- 2021-2023: 80%, 50%, 30%, 20%
- 2016-2020: 41%, 50%, 28%, 38%
- 2011-2015: 52%, 52%, 44%, 36%
- 2006-2010: 64%, 73%, 36%, 64%
- 2001-2005: 27%, 64%, 27%, 36%
- 1996-2000: 25%, 25%, 42%, 50%
- 1990-1995: 40%, 20%, 20%, 100%

Legend:
- ■ Supporting actors and community mobilization
- ■ Policy Paper
- ■ Public Communication
- ■ Lobbying with decision makers

If we were to analyse the data on needs in relation to the year of establishment of CSOs, the above ranking would change. Thus, for the organisations with more seniority, the need for capacity building in lobbying with decision-makers results to be of higher interest.

Multiple-choice question

CSOs participation in Networks/ Coalitions

According to the assessment data, **81%** of the surveyed CSOs are part of a formal or informal network/coalition. In 59% of cases, the surveyed CSOs are part of a network/coalition at the national level, 33% are part of a network/coalition in the Western Balkans region, 30% are part of networks/coalitions in the EU and beyond, and in 24% of cases, they are part of networks/coalitions at the local level.
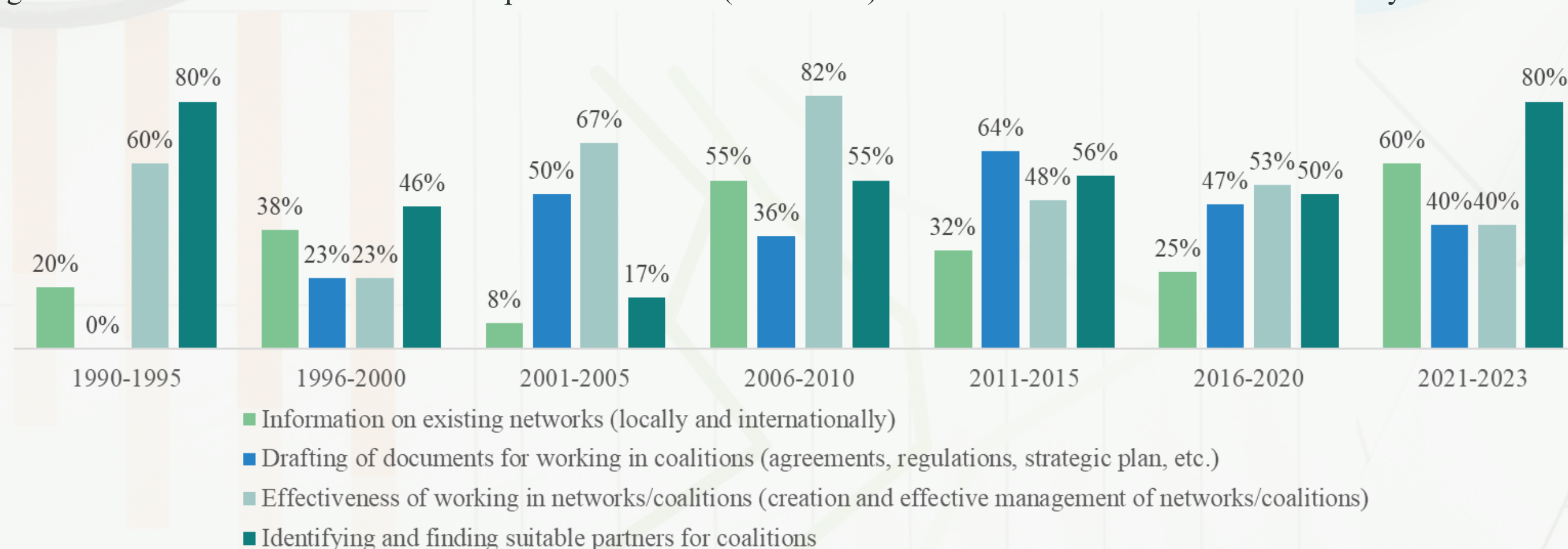
CSOs needs in increasing the effectiveness of the work of networks/coalitions*

Despite the majority of CSOs being engaged in networks/coalitions, identifying and finding of suitable partners for networking is reported as the higher need and most interesting for increasing the effectiveness of network/coalition work in 62% of the cases.

Identifying and finding suitable partners for coalitions	62%
Effectiveness of working in networks/coalitions (creation and effective management of…	51%
Drafting of documents for working in coalitions (agreements, regulations, strategic plan, etc.)	50%
Information on existing networks/coalitions (locally and internationally)	33%
Other	3.60%

based on the CSOs year of establishment*

If comparing the above ranking needs in relation to the CSOs year of establishment, the issue of identifying and finding suitable partners for coalitions is reported to be a challenge at the same levels for both more experienced CSOs (1990-1995) and those established in the last three years.

Legend:
- Information on existing networks (locally and internationally)
- Drafting of documents for working in coalitions (agreements, regulations, strategic plan, etc.)
- Effectiveness of working in networks/coalitions (creation and effective management of networks/coalitions)
- Identifying and finding suitable partners for coalitions
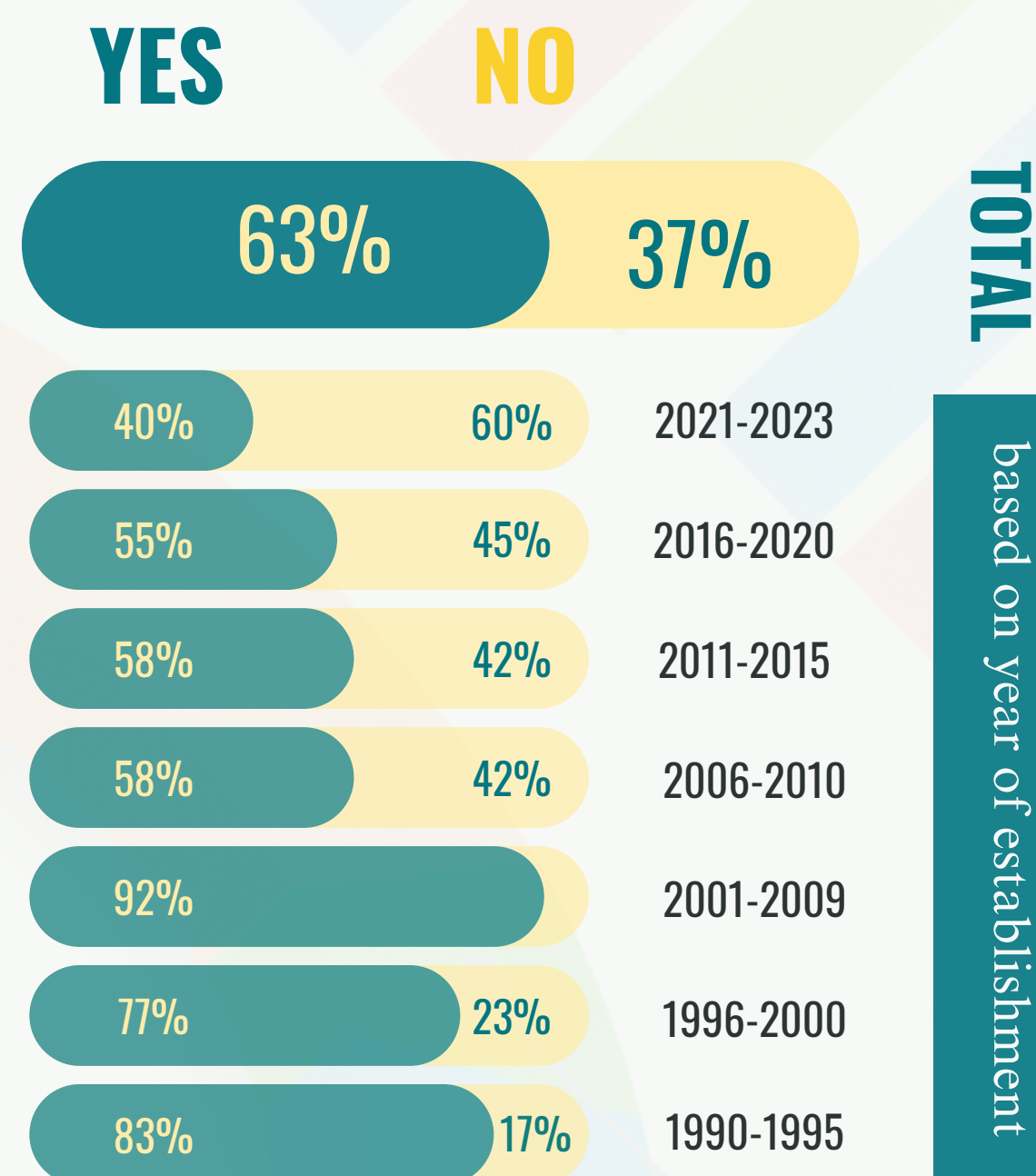
Multiple-choice question

CSOs participation in consultation processes on policies and draft laws during 2021-2022*

The majority of CSOs participating in the assessment state that they have been involved in consultation processes on policies and draft laws during 2021-2022. However, **66%** of CSOs that state they have NOT been part of such processes are located outside the capital city, which indicates the need for more involvement of CSOs from all over the country in consultation and policy-making processes.
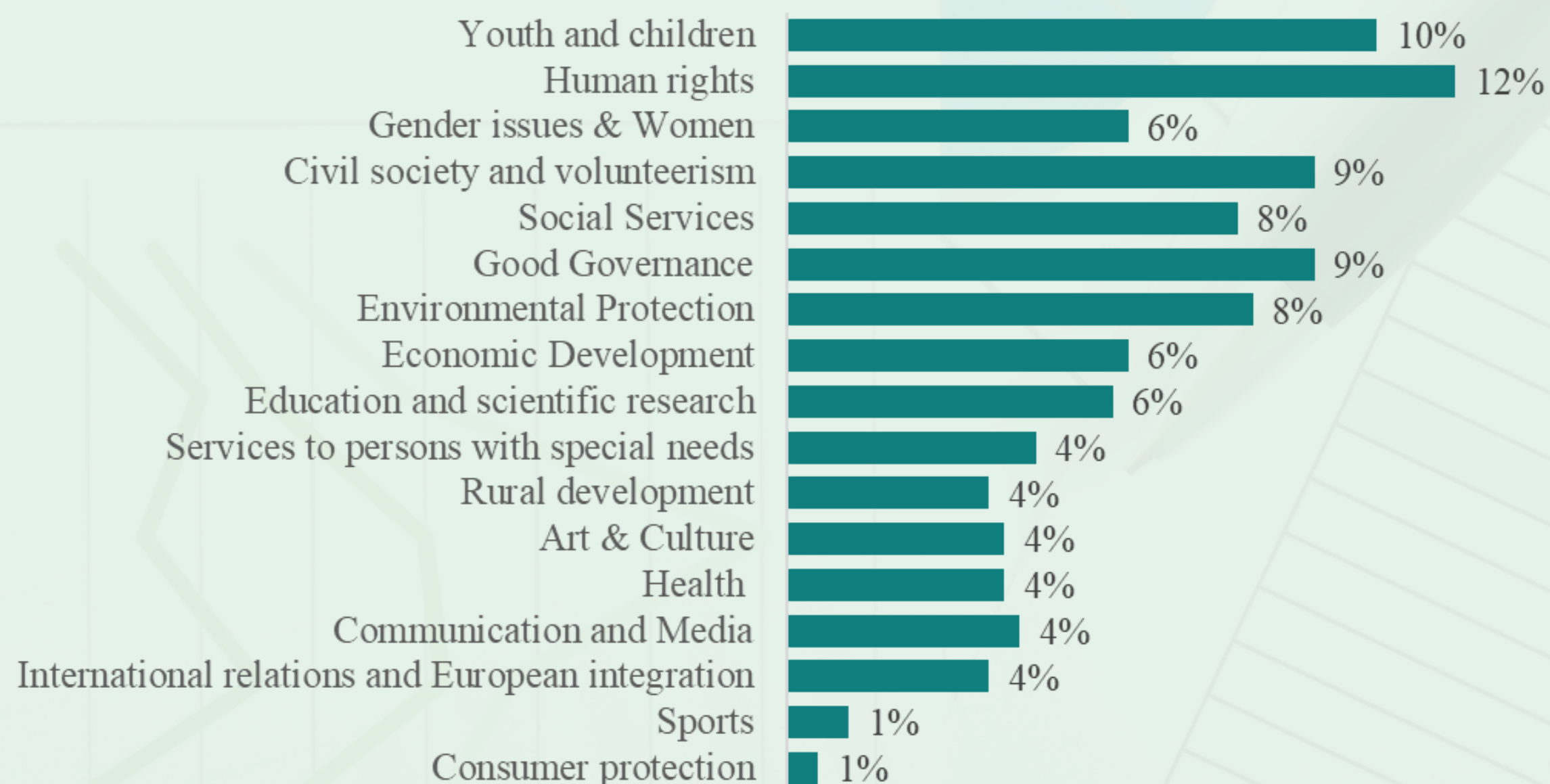
The main reasons for the lack of participation in consultation processes, as listed by CSOs, include lack of notifications and information about the organisation of participatory processes by responsible institutions, staff constraints in terms of time and other commitments, lack of attention to issues that are the focus of the organisation's activities, and non-compliance with the existing legal framework regarding these issues, among others.

Although **40%** of CSOs established in the last three years report being involved in such processes, the need for inclusion and development of capacities in this direction remains high.

YES | **NO**

YES	NO	
63%	37%	**TOTAL**
40%	60%	2021-2023
55%	45%	2016-2020
58%	42%	2011-2015
58%	42%	2006-2010
92%		2001-2009
77%	23%	1996-2000
83%	17%	1990-1995

based on year of establishment
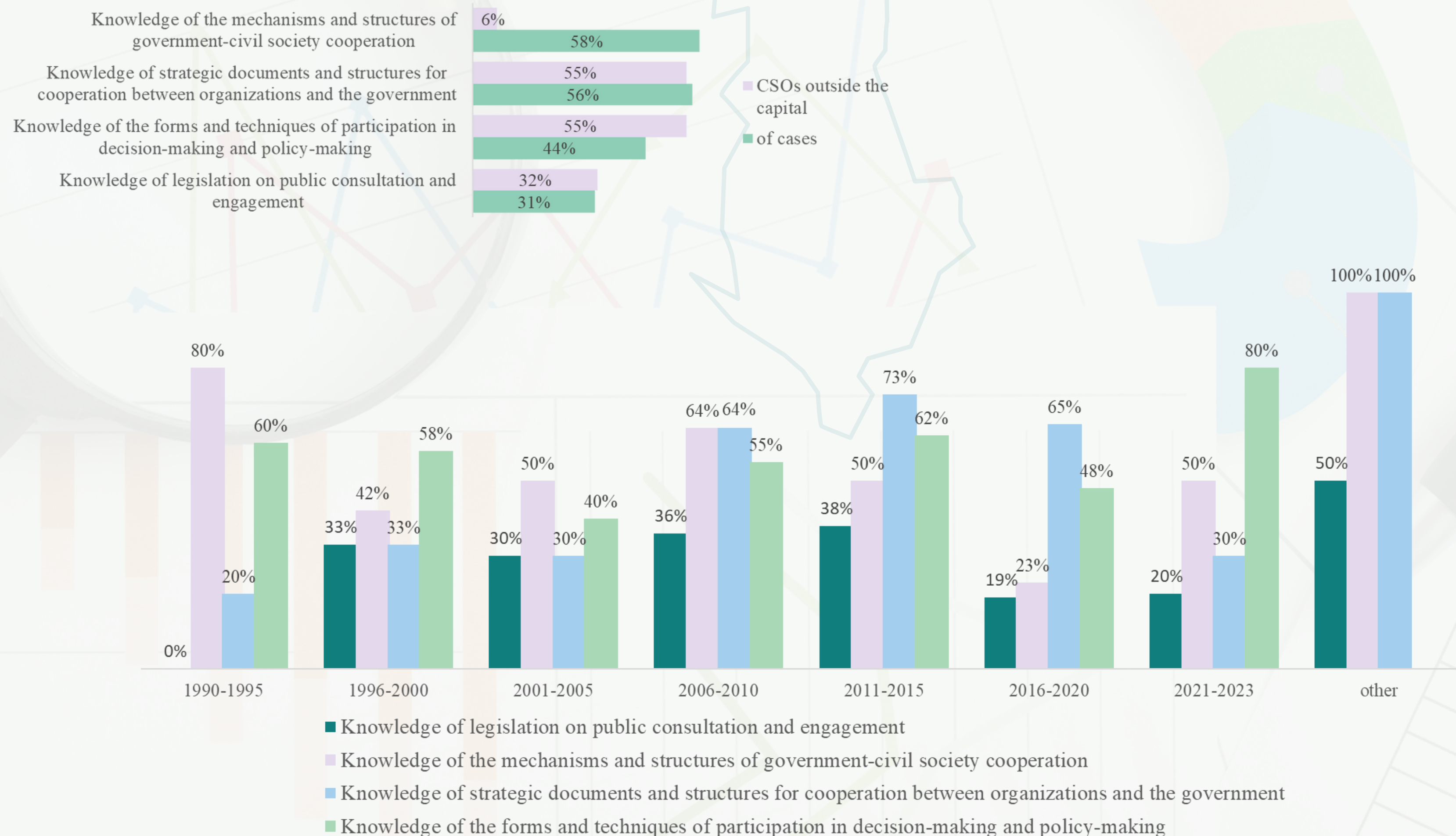
based on field of activity

Participation in consultation processes is extended to all areas of activity that CSOs engage in, but mostly, participation is higher in fields such as human rights, youth and children, civil society development and volunteering, and democracy, good governance, and rule of law.

Field	%
Youth and children	10%
Human rights	12%
Gender issues & Women	6%
Civil society and volunteerism	9%
Social Services	8%
Good Governance	9%
Environmental Protection	8%
Economic Development	6%
Education and scientific research	6%
Services to persons with special needs	4%
Rural development	4%
Art & Culture	4%
Health	4%
Communication and Media	4%
International relations and European integration	4%
Sports	1%
Consumer protection	1%

Multiple-choice question

Capacity building needs in regard to participation in consultative and policy-making processes*

Knowledge of the mechanisms and structures of government-civil society cooperation is reported by CSOs as the most common need for capacity building regarding participation in policy-making processes, followed by the need for knowledge of strategic documents and structures for collaboration between organisations and the government.

Meanwhile, if we analyse the data collected in relation to the location, knowledge of form and techniques of participation in decision-making and policy-making processes, as well as knowledge of strategic documents and structures for collaboration between organisations and the government, result as the greatest needs.

Knowledge of the mechanisms and structures of government-civil society cooperation — 6% / 58%

Knowledge of strategic documents and structures for cooperation between organizations and the government — 55% / 56%

Knowledge of the forms and techniques of participation in decision-making and policy-making — 55% / 44%

Knowledge of legislation on public consultation and engagement — 32% / 31%

■ CSOs outside the capital
■ of cases

Bar chart by period:

- 1990-1995: 0%, 80%, 20%, 60%
- 1996-2000: 33%, 42%, 33%, 58%
- 2001-2005: 30%, 50%, 30%, 40%
- 2006-2010: 36%, 64%, 64%, 55%
- 2011-2015: 38%, 50%, 73%, 62%
- 2016-2020: 19%, 23%, 65%, 48%
- 2021-2023: 20%, 50%, 30%, 80%
- other: 50%, 100%, 100%

■ Knowledge of legislation on public consultation and engagement
■ Knowledge of the mechanisms and structures of government-civil society cooperation
■ Knowledge of strategic documents and structures for cooperation between organizations and the government
■ Knowledge of the forms and techniques of participation in decision-making and policy-making
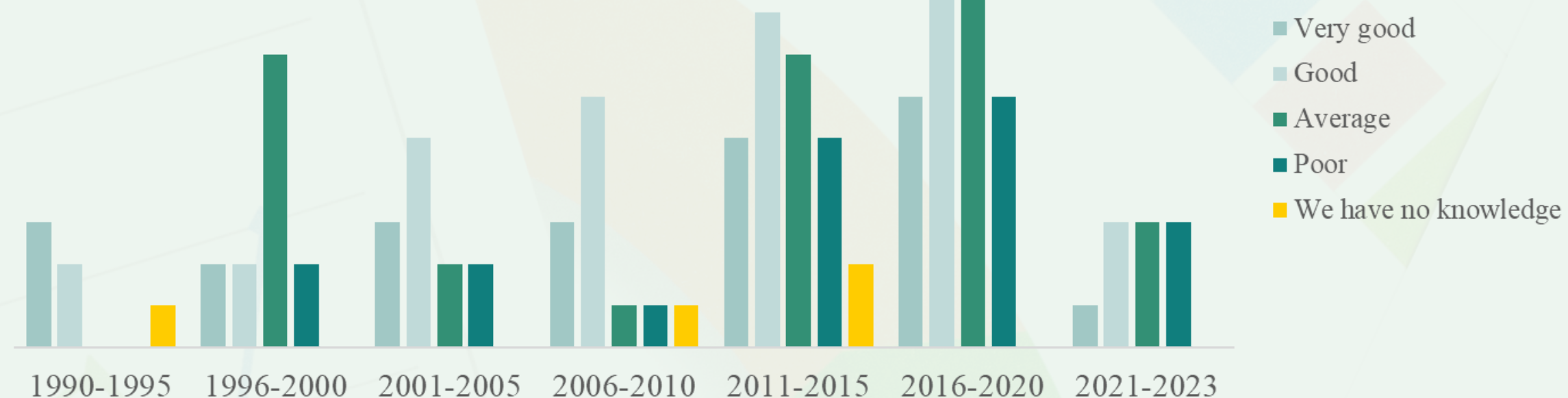
Multiple-choice question

Assessment of the level of knowledge of CSOs on the EU integration process

When asked about the level of knowledge of the organisation regarding the country's integration process into the EU, including knowledge such as the negotiation process, its chapters, structures and roles, etc., **32%** of CSOs assessed their knowledge level as **"good" 27% as "average," 21% as "very good," 17% as "Poor,"** while **3%** responded that they have **"no knowledge."**
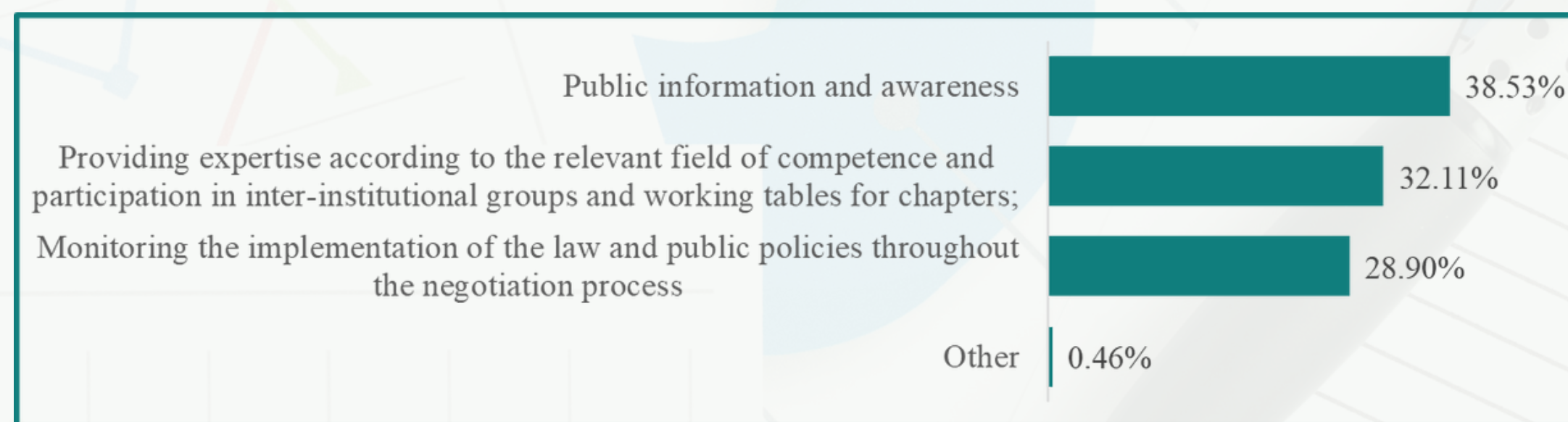
This assessment remains the same when compared to the needs of CSOs based on their location.

Meanwhile, if analysing the assessment of knowledge in regard to the CSOs year of establishment, knowledge level tends to be assessed more towards the **"average"** level.

Legend: Very good, Good, Average, Poor, We have no knowledge

1990-1995 1996-2000 2001-2005 2006-2010 2011-2015 2016-2020 2021-2023

## Civil society role in the integration process according to CSOs*

The assessment of the CSOs role towards the EU integration process remains same as per the recent years, if referring to the previous reports. The majority of CSOs state that their main role is in informing and raising public awareness, followed by providing of expertise according to specific field of competencies.

Public information and awareness	38.53%
Providing expertise according to the relevant field of competence and participation in inter-institutional groups and working tables for chapters;	32.11%
Monitoring the implementation of the law and public policies throughout the negotiation process	28.90%
Other	0.46%

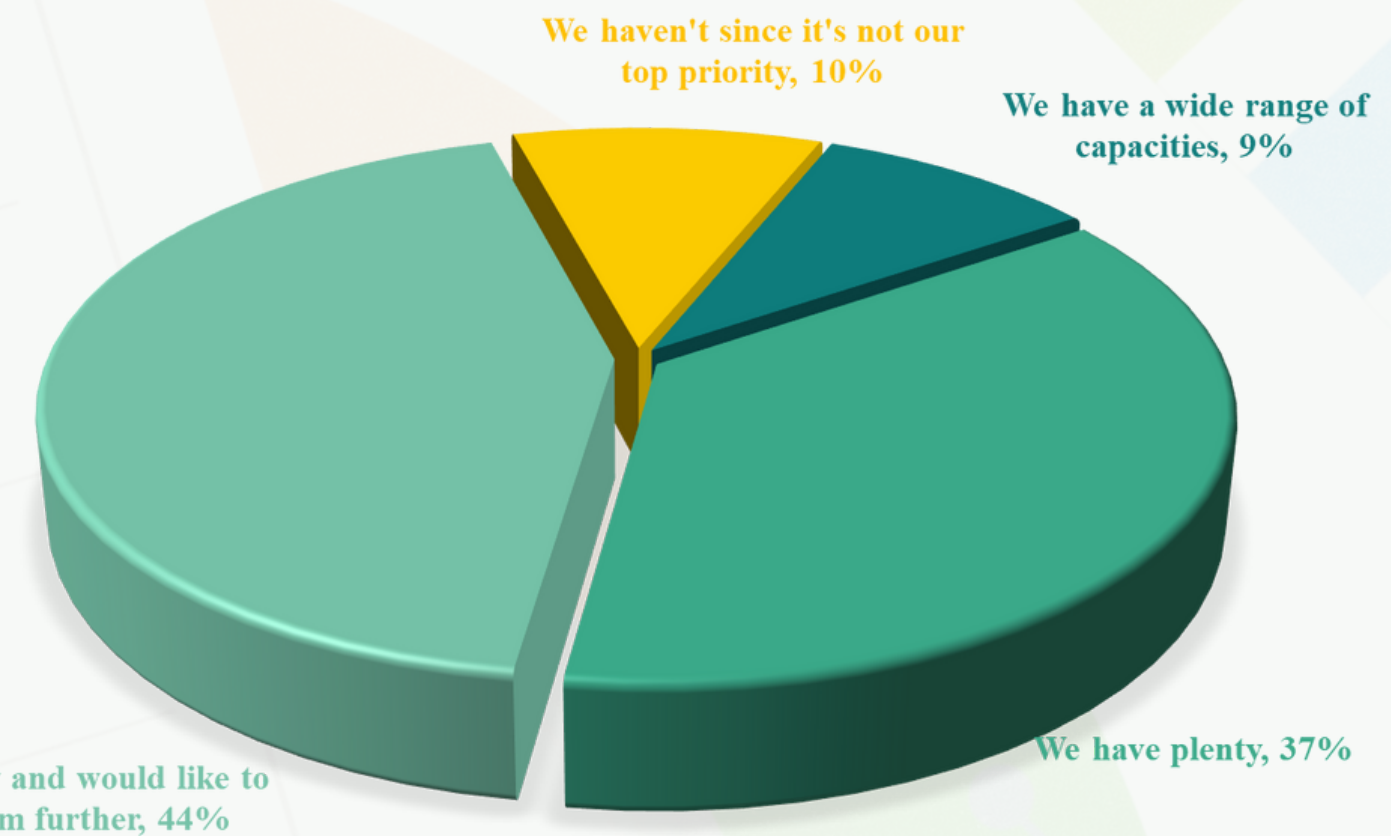## CSO information on platforms and structures for integration, created at the inter-institutional level

According to the assessment data, results that 42% of the surveyed CSOs lack information about the platforms and structures for integration established at the interinstitutional level.
This lack of information is even more emphasised among CSOs located outside the capital city.

CSOs responded: 53% / 47%
CSOs outside the capital: 42% / 58%

Legend: Yes, we have information / No, don't have information
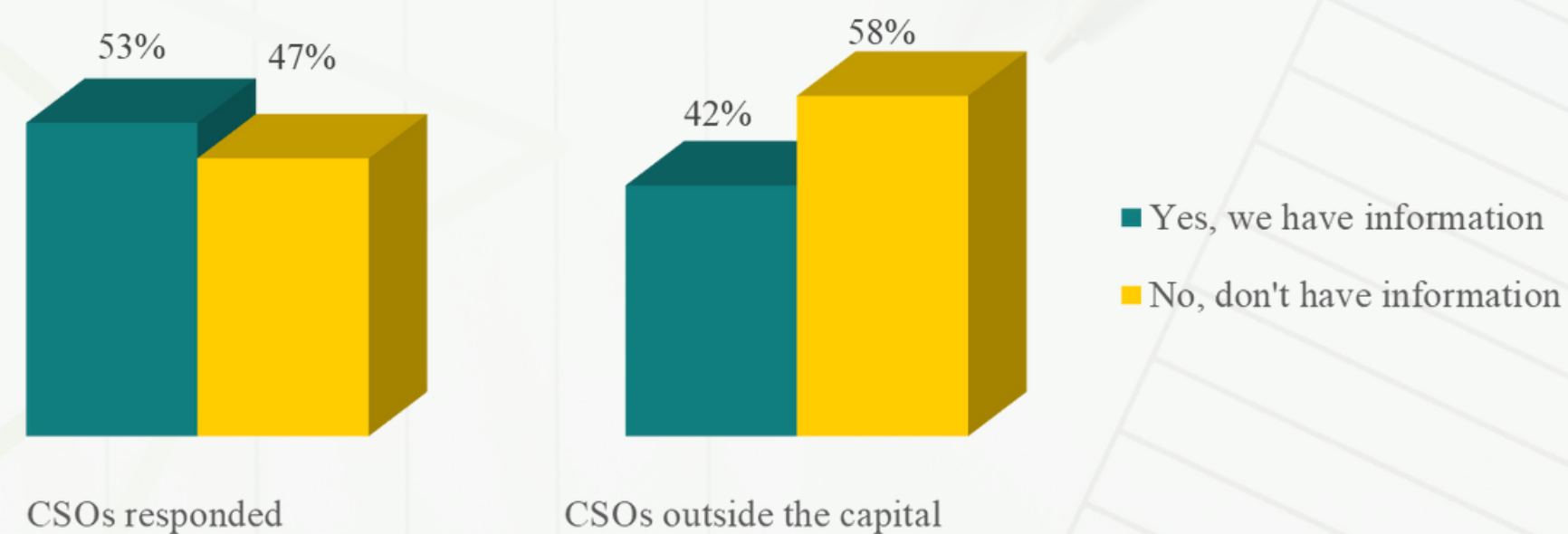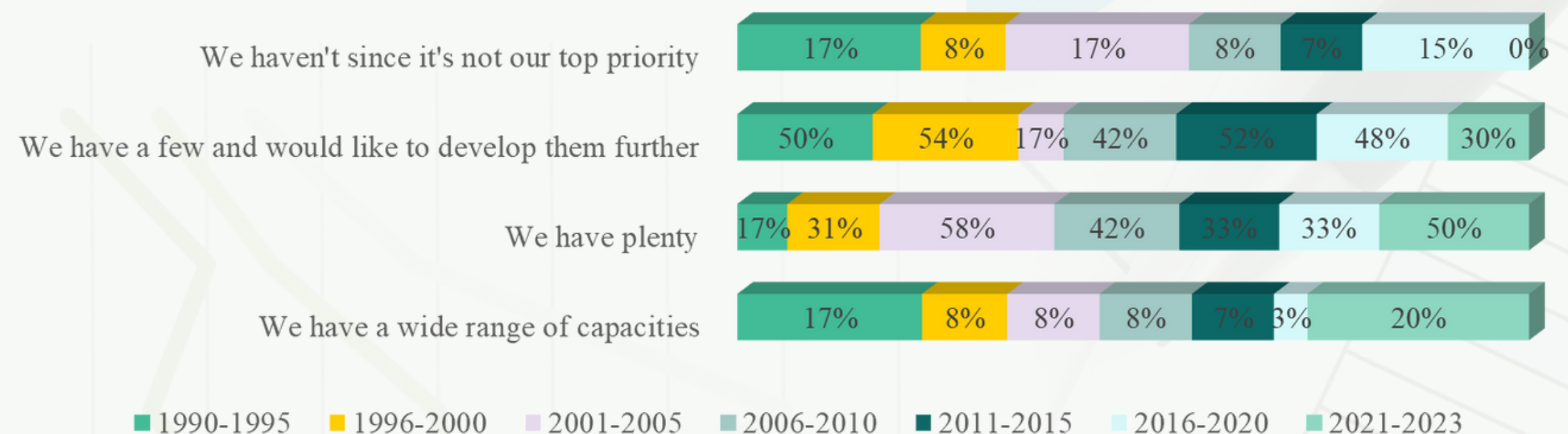
Assessment of capacities to engage in tables/groups with government representatives and groups of interest during the negotiation process for EU integration

When asked to assess their capacities to engage in tables/working groups with government representatives and groups of interest during the negotiation process for EU integration, **44%** of the surveyed CSOs assessed that they have few capacities and are willing to further develop them, while only **9%** of them state that they have plenty of capacities in this regard.

We haven't since it's not our top priority, 10%

We have a wide range of capacities, 9%

We have plenty, 37%

We have a few and would like to develop them further, 44%

Assessment of capacities based on year of establishment

This assessment of capacity appears slightly different for a portion of the surveyed CSOs, when compared to their year of establishment, where CSOs established during the period 2001-2005 and 2021 onwards, capacities are mainly evaluated as plenty.

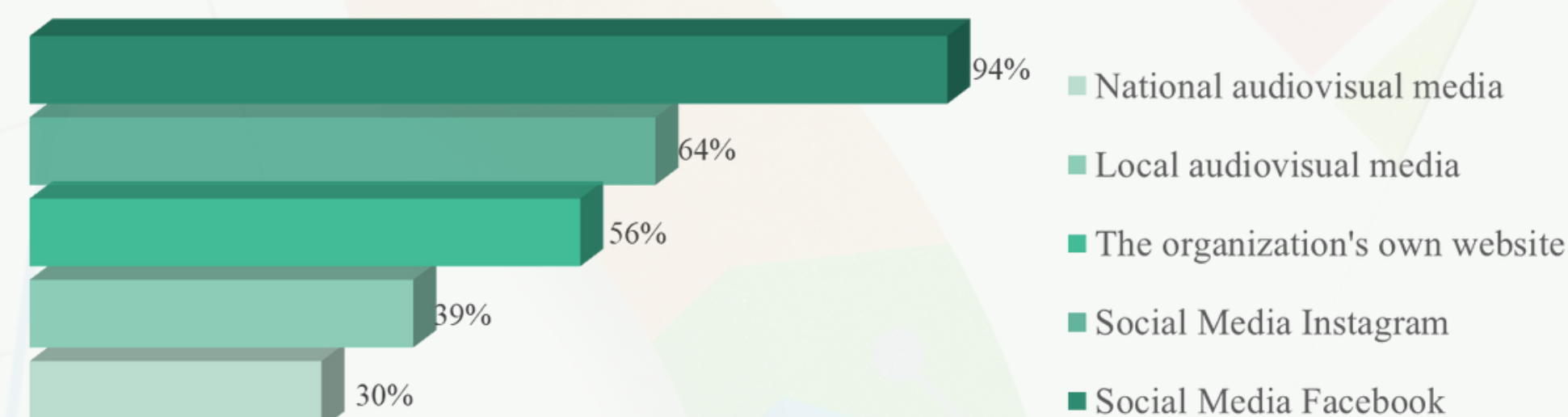|	1990-1995	1996-2000	2001-2005	2006-2010	2011-2015	2016-2020	2021-2023
We haven't since it's not our top priority	17%	8%	17%	8%	7%	15%	0%
We have a few and would like to develop them further	50%	54%	17% 42%		52%	48%	30%
We have plenty	17% 31%		58%	42%	33%	33%	50%
We have a wide range of capacities	17%	8%	8%	8%	7% 3%		20%

CSOs access to the media

Local media remains the most accessible media for CSOs compared to national. Thus, for 36% of CSOs, local media is considered accessible, and for 32% it is considered very accessible. On the other hand, access to national media has increased by 12% compared to findings from previous reports.[1]
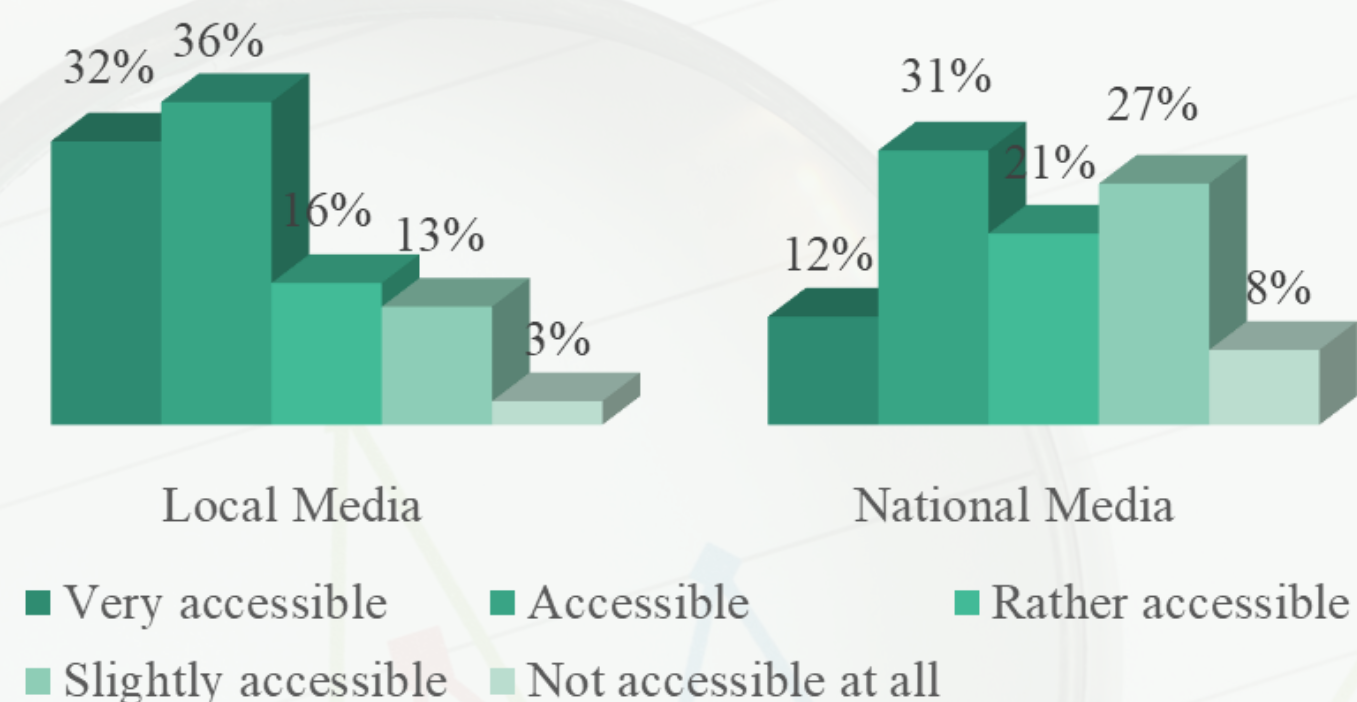
5 most used communication channels*

Social media continues to be among the most used communication channels by CSOs throughout 2022, where Facebook ranks as the most used platform with 94% of cases, followed by Instagram, which has experienced an increase[1] in ranking compared to the findings from previous assessment reports, in terms of communication tools and channels for CSOs.

Local Media
- 32%
- 36%
- 16%
- 13%
- 3%

National Media
- 12%
- 31%
- 21%
- 27%
- 8%

- Very accessible
- Accessible
- Rather accessible
- Slightly accessible
- Not accessible at all

- 94%
- 64%
- 56%
- 39%
- 30%

- National audiovisual media
- Local audiovisual media
- The organization's own website
- Social Media Instagram
- Social Media Facebook

CSO needs for effective media cooperation in general and by their location*

The need for the development of strategic documents and communication plans for the improvement of relationships and communication with the media is identified as the most pressing need, in 25% of the responses, followed by the increase in capacity for using online communication tools and social media with 22% of the responses. This ranking of identified needs slightly changes when analysing them in relation to the location of CSOs, where the increase in capacity for using online communication tools and social media ranks higher with 28% of the responses.
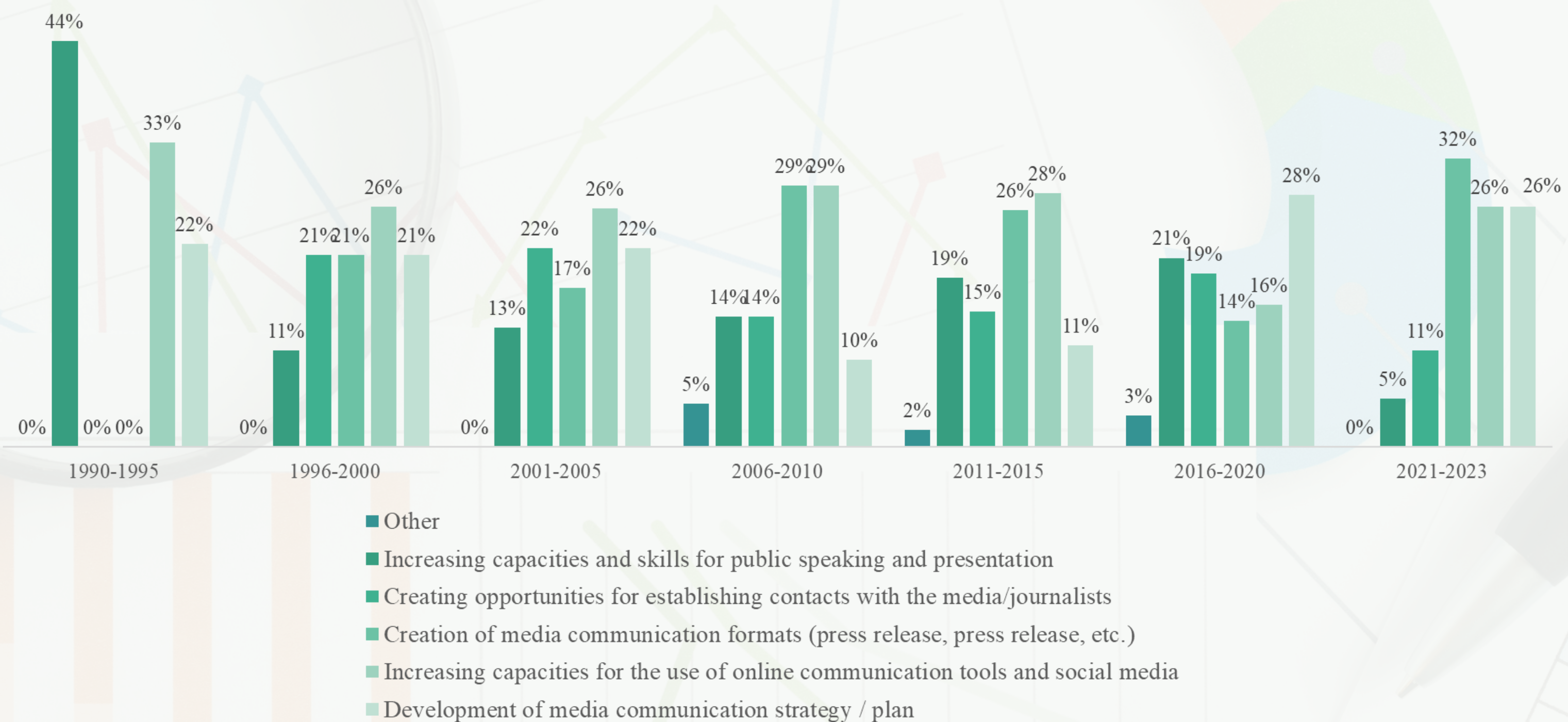
	NPOs outside the capital	of answers
Development of media communication strategy / plan	22%	25%
Increasing capacities for the use of online communication tools and social…	28%	22%
Creation of media communication formats (press release, press release, etc.)	22%	18%
Creating opportunities for establishing contacts with the media/journalists	13%	16%
Increasing capacities and skills for public speaking and presentation	13%	16%
Other	1%	2%

CSO needs for effective media cooperation based on year of establishment

Changes in the identified needs are also noticed in relation to the organisations' age. Thus, for established organisations during 1990-1995, the primary need is the increase in capacity and skills for public speaking and presenting, in 44% of the responses. On the other hand, for recently established CSOs, the main need in enhancing communication with the media is the preparation of media communication formats such as press statements, press releases, etc.

Legend:
- Other
- Increasing capacities and skills for public speaking and presentation
- Creating opportunities for establishing contacts with the media/journalists
- Creation of media communication formats (press release, press release, etc.)
- Increasing capacities for the use of online communication tools and social media
- Development of media communication strategy / plan

CONCLUSIONS

Organisational governance, development, and management:

- Financial sustainability remains the most pressing issue for CSOs in terms of capacity building, regardless of their field of activity, location, or year of establishment. EU funding programs and the generation of funding and financial resources for CSOs are reported as the top two areas of interest for capacity building in regard to financial sustainability. Furthermore, finding of partners for joint projects and writing of project proposals are identified as high-interest topics for over 50% of CSOs.
- Regarding the needs to the legal and fiscal framework for CSOs, knowledge on and implementation of tax legislation/ fiscal obligations and financial reporting are reported as the highest priority for capacity building by the majority of CSOs. On the other hand, the older organisations identify knowledge of VAT refund procedures and issues related to legislation on anti-money laundering and financing of terrorism as their primary needs for capacity building in this regard.
- In terms of organisational governance and management, the most significant needs for capacity building for CSO staff are in the development of fundraising strategies/plans and of strategic plans for CSOs.

CSOs participation in policy-making:

- CSO involvement in advocacy turns out to be mainly as part of initiatives undertaken by a group of organisations or as part of initiatives undertaken by the organisation itself. 75% of CSOs state that they have been involved in advocacy campaigns in the last two years. In this aspect, no differences are observed in the involvement of CSOs in advocacy campaigns based on their location. The lack of human capacity is reported as the main reason for the non-involvement of CSOs in advocacy campaigns.
- The need for capacity building regarding CSO participation in policy-making still remain, whether in terms of drafting advocacy plans (59% of cases) or in the implementation and monitoring of advocacy campaigns (respectively, 45% and 41% of cases). Generally, the drafting and writing of policy papers identifies as the specific issue of greater interest for CSOs in capacity building for the implementation of advocacy campaigns. On the other hand, when analysed based on the location and year of establishment of CSOs, it is noticed that for the organisations located outside the capital, mobilising of supporting actors and the community identifies as the primary need. Meanwhile, for organisations with more experience, the need for capacity building in lobbying with decision-makers is of higher interest in 100% of the cases.

- CSOs are part of networks/coalitions mostly at the national level, followed by regional and European level. Involvement of CSOs in local networks remains low. The identification and finding of suitable partners for networking is reported as the highest priority for increasing the effectiveness of network/coalition work in 62% of the cases.
- The majority of CSOs reported to be involved in consultation processes during 2021-2022, regardless of their year of establishment. On the other hand, 66% of CSOs that state to not being involved in such processes are located outside the capital city. The main reasons cited for not being involved in such processes include the lack of notifications and information by responsible institutions on participatory processes, staff inability to participate due to limited human resources and time constraints/other commitments, lack of attention to the issues at the focus of the organisation's activities, or lack of implementation of existing legal frameworks regarding these issues, etc.
- Knowledge on the mechanisms and structures of government-civil society cooperation is reported as the most common need for capacity building by CSOs, in regard tog participation in policy-making processes, followed by the need for knowledge of strategic documents and structures for collaboration between organisations and the government.

Participation of CSOs in the European integration process:

- The level of knowledge of CSOs about the country's integration process into the EU is assessed to vary from average to very good, according to 80% of CSOs. Informing and raising public awareness continues to be considered the primary role of CSOs in the European integration process.
- 42% of the surveyed CSOs stated to not have information about the platforms and structures for integration established at the interinstitutional level. This lack of information stands even more among CSOs located outside the capital city.
- Although the majority of CSOs assessed that they do have capacities to participate in working groups with government representatives and groups of interest during the EU integration process, still 44% assessed their capacities as limited and willing to further develop them.

CSOs - Media cooperation

- Local media continues to be more accessible for CSOs compared to national media.
- The most frequently used communication channels by organisations to inform and interact with the general public, are the social media (primarily Facebook), the CSO's website, and local audiovisual media.
- The development of strategic documents and communication plans for strengthening relationships and communication with the media, as well as increasing capacities for using online communication tools and social media, are the two most emphasised needs by CSOs for more effective collaboration.