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

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Two different surveys

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

Global View Magazine
• 50 + 7-ELEVEn funded NPOs during mid-May
Negative impacts listed (from top down)

- decline of funding
- Forced to change ways of service delivery
- service cut down
- suspend certain services
- volunteer decreased due to personal protection
- Increase of operational cost for protection measures
- decrease of gifts in-kind
Top 5 Coping strategies

1. Personal health protection measures
2. New way of operation/service delivery
3. Suspend or cut down services
4. Provide SOPs for new norms
5. Work from home with rotation shifts
31.1% suffered 20% decline on 1st Q, 2020
56.2% estimate 20% up decline in 2nd Q, 2020
83% facing Marketing & communication difficulties.

有 83.3% 的社福團體表示在疫情期间行销宣传陷入了困难

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<td>非常不同意</td>
<td>0 (0%)</td>
<td>不同意</td>
<td>2 (4.1%)</td>
<td>普通</td>
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“Infodemic” victims
Insights of two surveys

**Worries over facts**
- CEO/Director of Communication interview
- Financial reports

**Organizational health matters**
- Larger NOPs survive better than small & medium ones.
- Investment for organization development

**Digital transformation helps**
- Investment on digital equipment/devices
- Digital maturity of NPOs
- Inclusion of the marginalized by digital devices
TAIWAN LEARNED HARD LESSONS IN 2003 DURING SARS.

LEAST CHALLENGED/TESTED SO FAR BY COVID-19