

# CIVIL SOCIETY ORGANISATIONS AND HUMAN CAPITAL DEVELOPMENT

Detailed presentation of the results of  
the Moldova study

November 30, 2023

Chisinau



# The Moldova Country report presents the findings from the ETF study conducted among CSOs engaged in HCD activities within the country.

This assessment covered a range of dimensions, encompassing CSOs' proactive and reactive responses to emergencies, their ability in mobilising both human and financial resources, their innovative and forward-looking approaches, their organisational learning capacity, their contributions to complementing the efforts of local and national governments, and their strategic plans for the future.



# Structure of the Moldova country report

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## Organisation Profile

Provides information about the main characteristics and activities of organisations that participated in the survey

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## Response to the COVID-19 pandemic effects

Presents the findings related to the CSOs' response to the COVID-19 pandemic effects on HCD.

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Examines the participation of the CSOs in policy dialogue with institutional counterparts and the CSOs' contribution to the HCD policy.

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## Potential of organisation in the HCD sector

Refers to present advantages and possible future contributions to the HCD sector.

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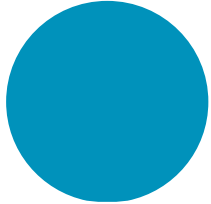
## Conclusions

Emphasises key issues and presents recommendations about the CSOs' current engagement, role and potential for the future in the HCD sector.

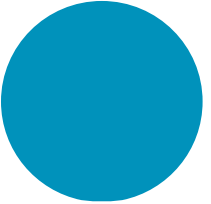
## ORGANISATION PROFILE

**Provides information about the main characteristics and activities of organisations that participated in the survey**

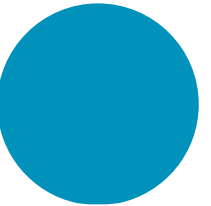
# Organisation Profile



32 CSOs participated in this survey.



Most of interviewed CSOs, 56%, have their headquarters in Chisinau, the capital city.

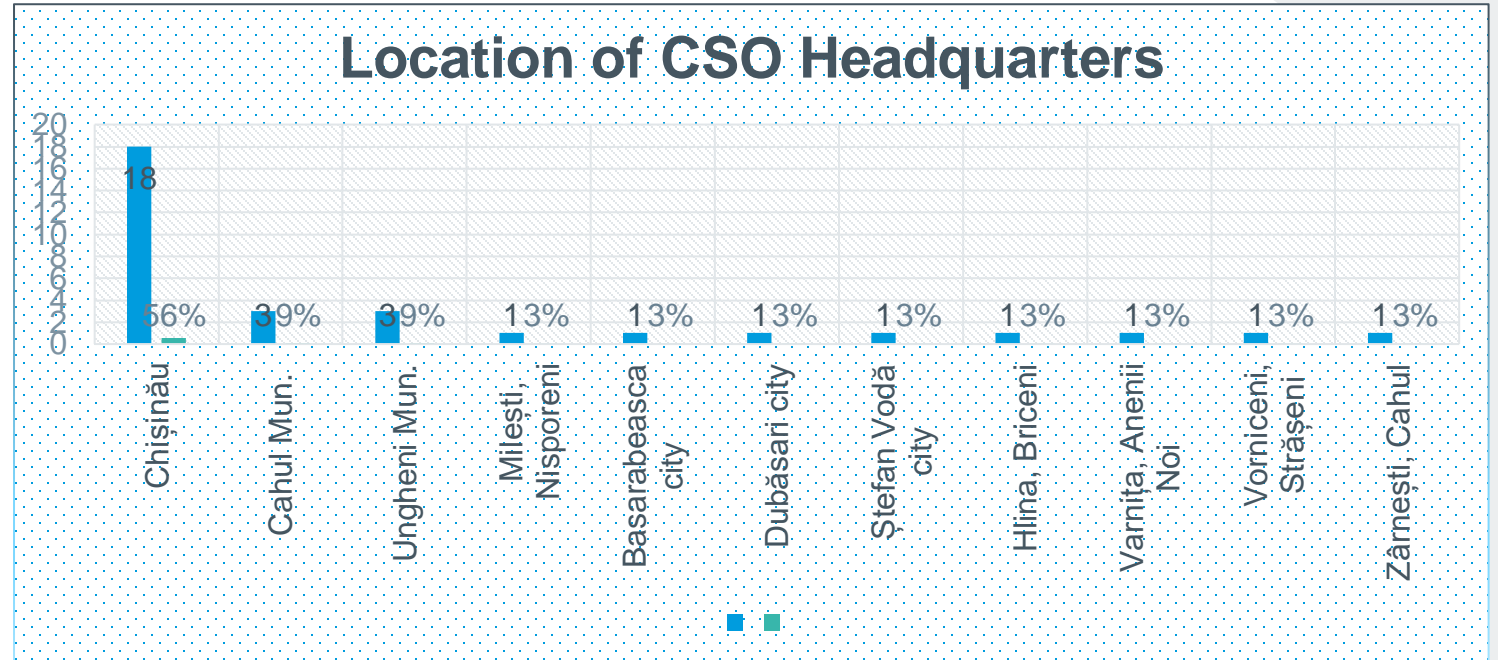


There have been included CSOs from the whole country, particularly those that focus on HCD in Moldova.



04

The interviewed CSOs are more or less known to the public at the local and national level, have more or less experience in the field of HCD and have operated for a long or less time.



*Based on the above, it is believed that the research results presented in the report are objective and current.*

# Human Resource Capacities

## Most of the CSOs have between 5 and 14 employees and collaborators.

Sometimes it is difficult for an organisation to engage more persons and to maintain a permanent staff due to the vulnerability and excessive financial dependence of Moldovan CSOs towards donors.

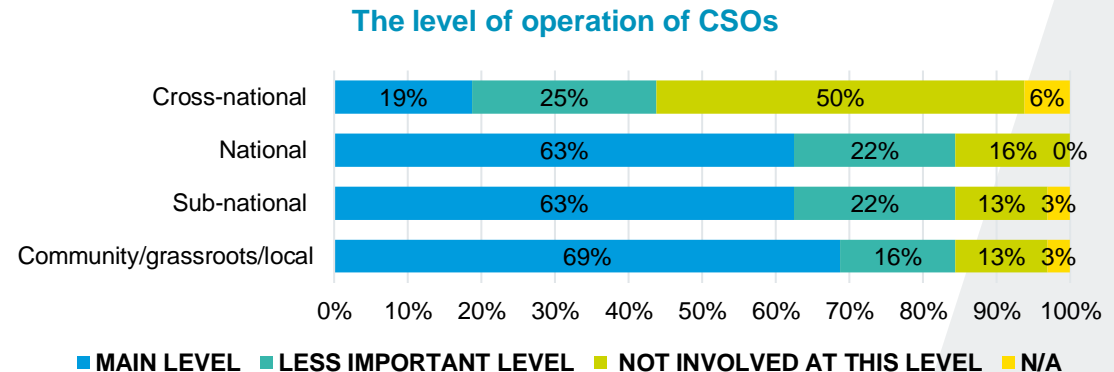
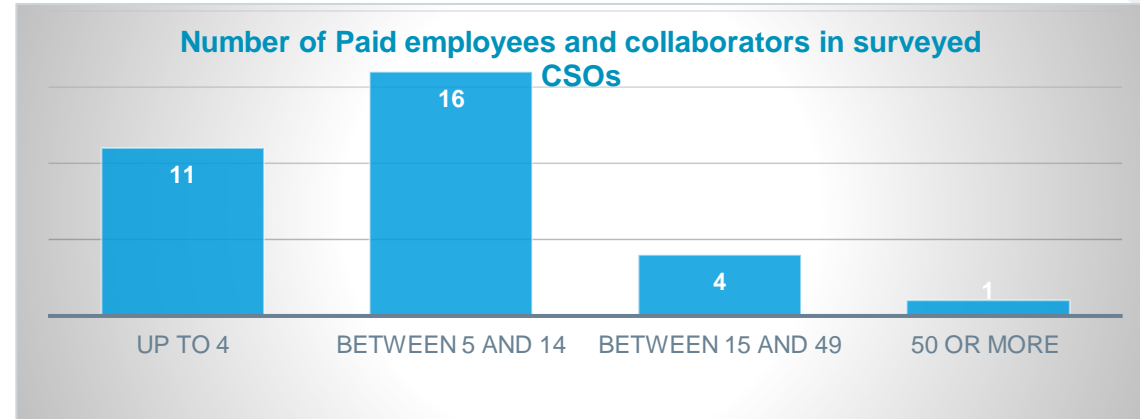
CSOs are often limited to renting/buying the offices where they carry out their essential activity and where they are registered according to the statute.

Moldovan CSOs have not opened many regional/additional offices because of limited financial, human and material resources.

Only 9% among surveyed CSOs mentioned having additional regional offices.

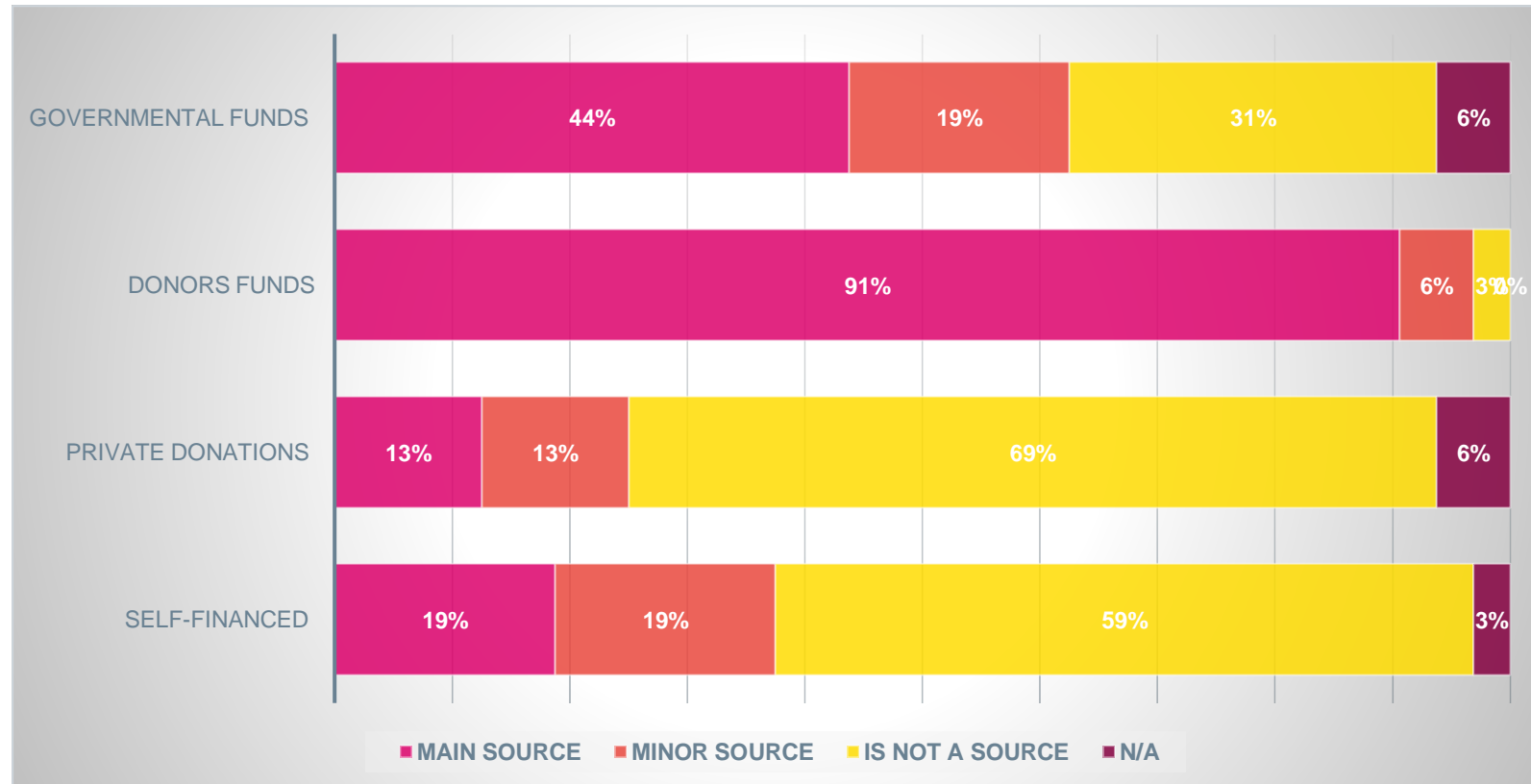
## Regarding the level of operation:

- 69% of surveyed CSOs work at the community/grassroots/local level,
- 63% work at national and sub-national level,
- 19% operate at a cross-national level.



# Source of funding

- CSOs continue to depend heavily on foreign funding – this dependence on foreign funding limits civil society’s sustainability and resilience.
- The other sources are not enough to fully impact the communities in Moldova.
- This field is still sensitive at the current stage.

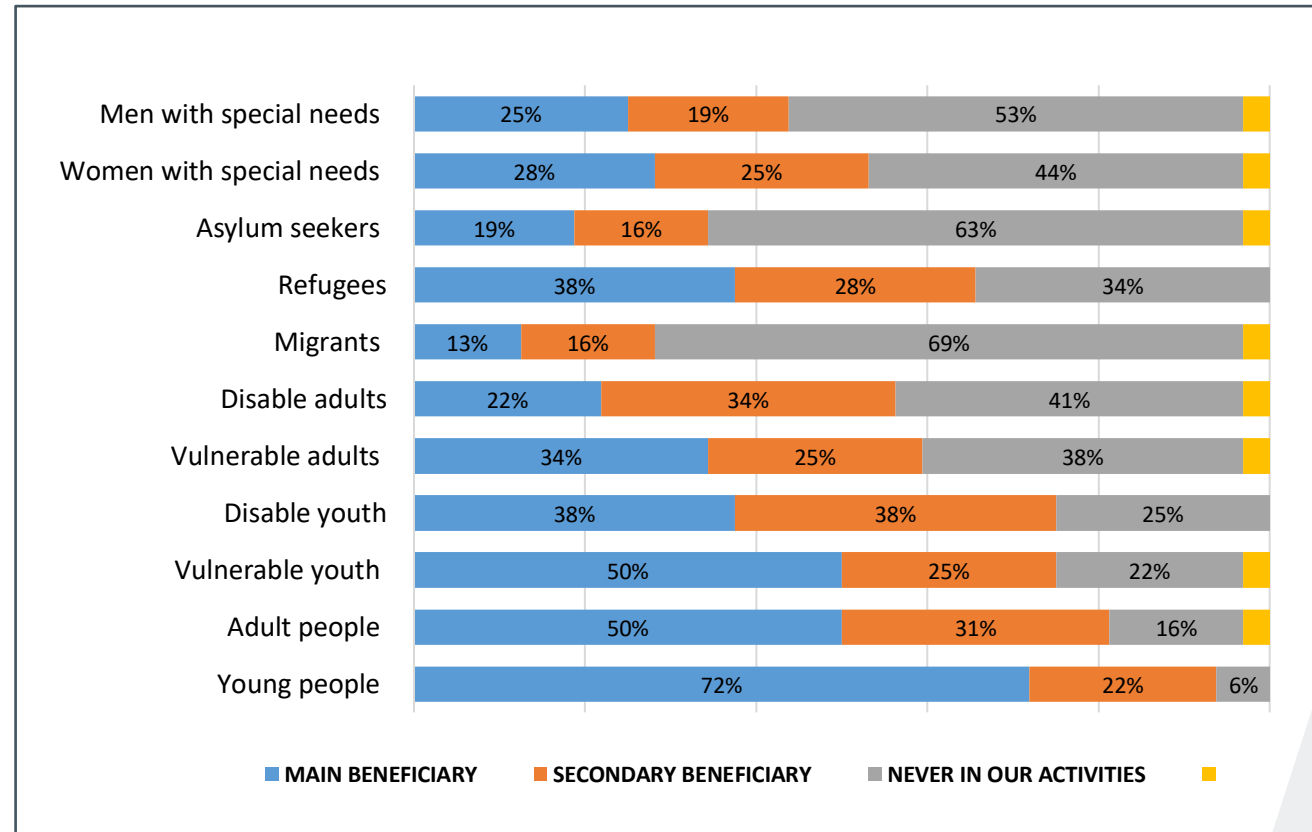


Source of funding

# Beneficiary Focus of CSOs activities related to skills development through non-formal learning and informal learning and services to employment

- 72% of young people are included among the beneficiaries of CSOs'
- 50% are vulnerable youth and adult people
- 38% of beneficiaries were disabled youth and refugees.
- 13% - migrant beneficiaries.

*Among the beneficiaries, the interviewed organisations highlighted orphans, adoptive families, foster children and primary school pupils.*



CSOs activities related to skills development through non-formal learning and informal learning and services to employment

Chisinau, November 30, 2023



# CSO activities related to skills development

## Most CSOs focused their activities related to skills development:

- 50% - delivering and strengthening non-formal learning to young people
- 50% - providing non-formal learning to adult people (50%).

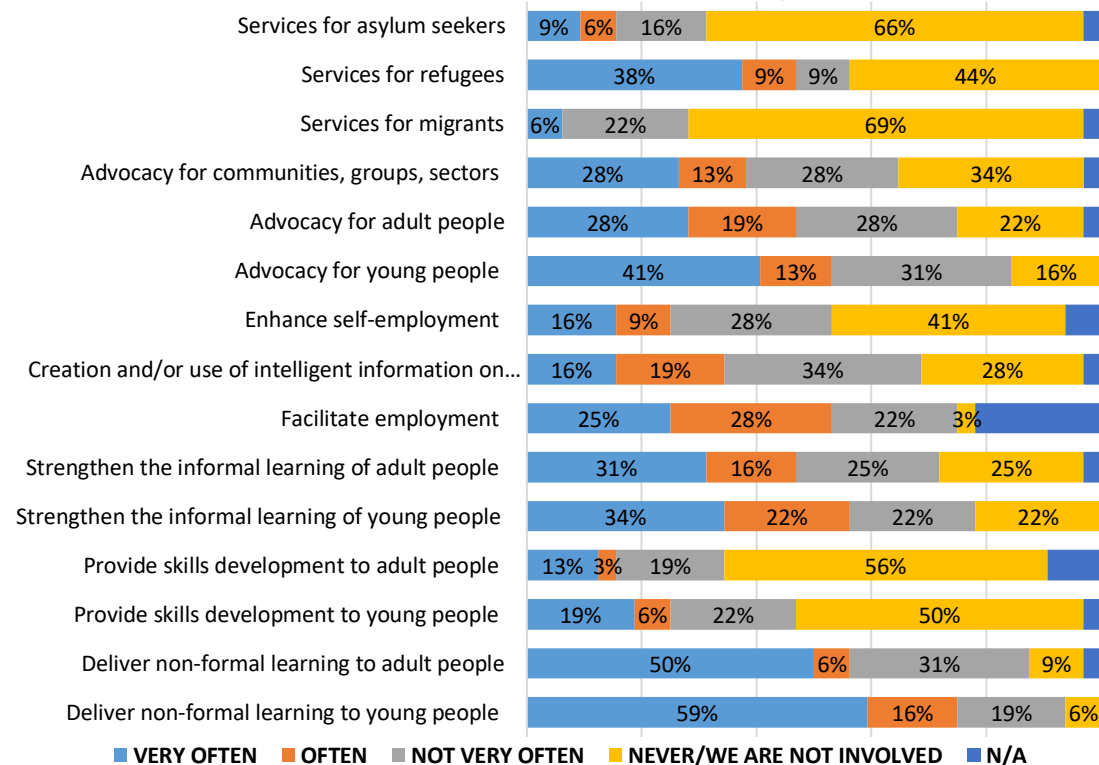
## They had fewer activities focused on:

- 6% - services for migrants
- 9% - services for asylum seekers
- 13% - providing skills development to adult people.

## Among other activities:

- counselling adoptive parents and foster children,
- informing young people with disabilities as well as employers about the programmes offered by the government to employ people with disabilities in the field of labour market;
- providing support for filling different kind of documents.

## CSO activities related to skills development



## Overall, the findings of the study regarding to CSO activities related to skills development are:

- ✓ CSOs play a vital role in *delivering non-formal learning to young people (59%)*, presenting an attractive and interesting way to spend their free time and learning to collect a lot of information.
- ✓ *Advocacy for young people (41%)* is essential. It is identifying, understanding and addressing issues important to young people.
- ✓ By advocating for youth in educational institutions, communities and society, CSOs can empower them to take responsibility for their well-being.

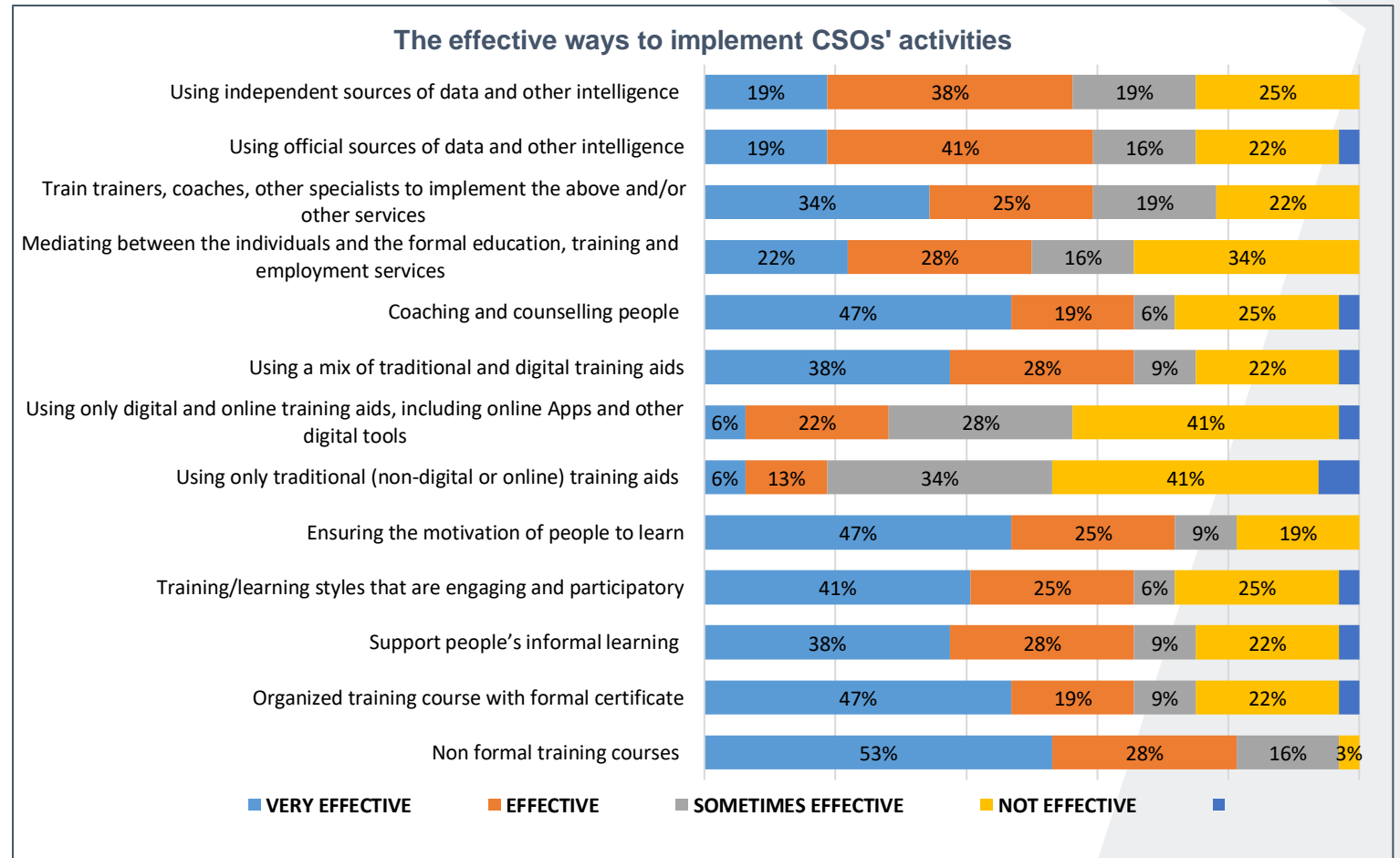


**Non-formal learning is one of the most essential services CSOs provide in Moldova, emphasising a strong influence on youth personality development.**

# The effective ways to implement CSOs' activities

Regarding the *most effective ways to implement activities* related to skills development through non-formal learning and informal learning, and services to employment CSOs, there were noted:

- Non-formal training courses (53%)
- Coaching and counselling people (47%)
- Ensuring the motivation of people to learn (47%)
- Organised training course with formal certificate (47%)



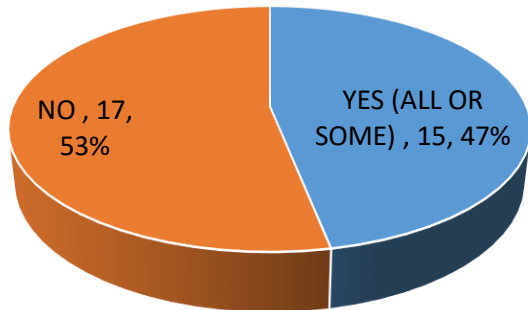
## RESPONSE TO THE COVID-19 PANDEMIC EFFECTS

Presents the findings related to the CSOs' response to the COVID-19 pandemic effects on HCD.

# The findings of the ETF study regarding to CSO's response to pandemic effects are:

During the COVID-19 pandemic, fifteen (15), or 47% of surveyed CSOs stated to have adjusted their activities.

In contrast, 17 CSOs, or 53%, did not.



Pandemic has not significantly affected the activities carried out by CSOs.

The techno-digital tools have been diversified, thus avoiding physical contact with the actual beneficiaries.



Overall, the CSOs did not change significantly their priorities during COVID-19, because:

- The process of implementing the priorities has been adapted and the priorities themselves have remained relevant.
- The organisation's team was mobilised during the pandemic.



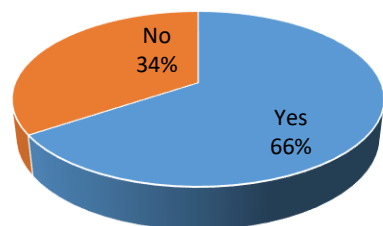
# MANAGING THE REFUGEE CRISIS IN THE CONTEXT OF THE UKRAINE WAR

Reflects the findings about the CSO's involvement in managing the refugee crises and the types of assistance provided to Ukrainian refugees.

# CSOs on managing refugee crisis in the context of Ukraine war

During 2022, 66% of interviewed CSOs provided support or certain services to people who left Ukraine due to military actions, while 34% mentioned that they did not get involved in any activities.

The percentage of CSOs involvement in support actions or services for Ukrainian refugees



They offered psychological counselling (67%), provision of hygienic products (67%), food insurance (57%) and support to refugees in improving their skills (57%).

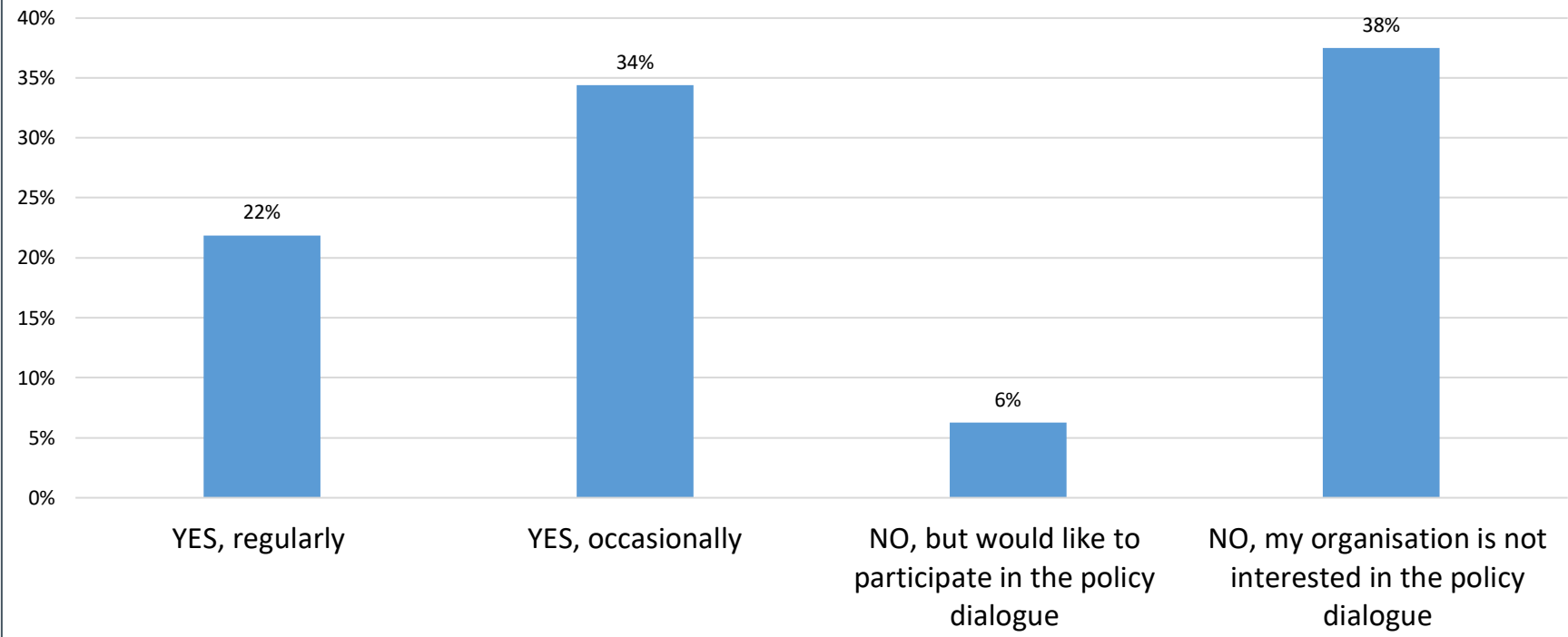
Types of support	Yes	No	Yes	No
Psychological counselling	14	7	67%	33%
Legal consultations	9	12	43%	57%
Housing/residence insurance	7	14	33%	67%
Accommodation in the centre intended for refugees	7	14	33%	67%
Food security	12	9	57%	43%
Insurance with medicines/medical services	7	14	33%	67%
Clothing/footwear insurance	9	12	43%	57%
Provision of hygienic products	14	7	67%	33%
Insurance with transport to a destination point in the country or abroad	4	17	19%	81%
Insurance with financial resources	5	16	24%	76%
Provision of materials/resources for children	10	11	48%	52%
Provision of communication resources (phone card, internet)	4	17	19%	81%
Job search support	9	12	43%	57%
Support in placing children in educational institutions	8	13	38%	62%
Support in establishing refugee status	8	13	38%	62%
Organisation and equipment of child-friendly spaces	10	11	48%	52%
Support for host families	8	13	38%	62%
Support to refugees in improving their education	11	10	52%	48%
Support to refugees in improving their skills	12	9	57%	43%
Support to refugees in the recognition of their education and skills	9	12	43%	57%

## STAKEHOLDERS AND POLICY DIALOGUE

Examines the participation of the CSOs in policy dialogue with institutional counterparts and the CSOs' contribution to the HCD policy.

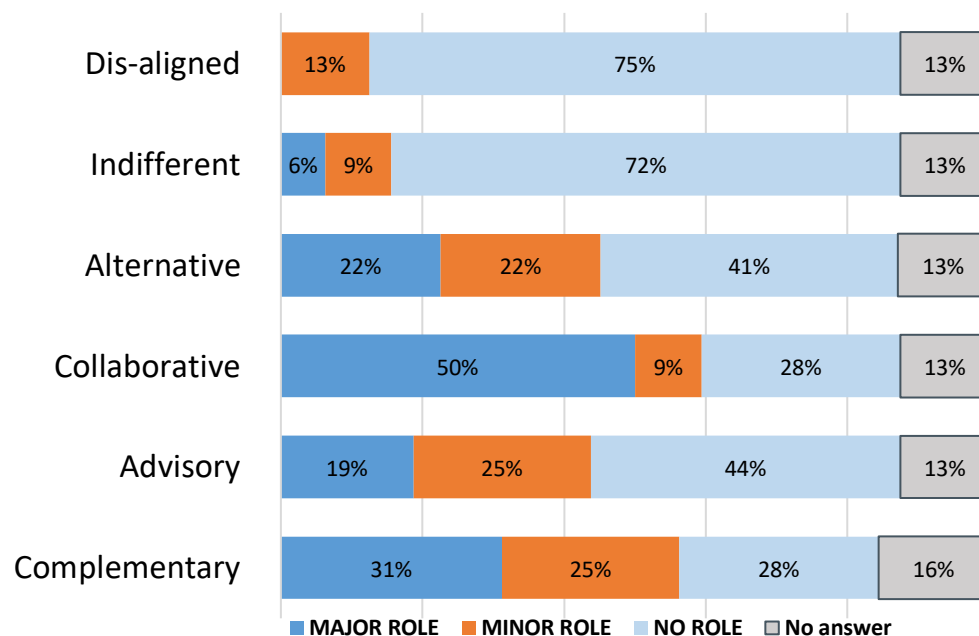


## CSO connection with stakeholders



- 38% are not involved in the policy dialogue regarding non-formal learning, informal learning and employment because of the lack of interest in policy dialogue.
- 34% of the CSOs are occasionally involved.
- 22% regularly participate in policy dialogue
- 6% express willingness to collaborate with policy actors.

## The role of CSOs with their stakeholders



### Concerning HCD, CSOs described their role with stakeholders as

- Collaborative (50%),
- Complementary (31%),
- Alternative (22%)
- Advisory (19%),
- 6% of CSOs stated to be Indifferent. *They do not inform the government and the government does not inform us).*



*We are the “engine” - we try to put into practice what the government puts on paper, facilitating the perception by the people of the provisions offered by the law in the field of education and employment. (Public Association “X”)*

# POTENTIAL OF ORGANISATION IN THE HCD SECTOR

Refers to present advantages and possible future contributions to the HCD sector.

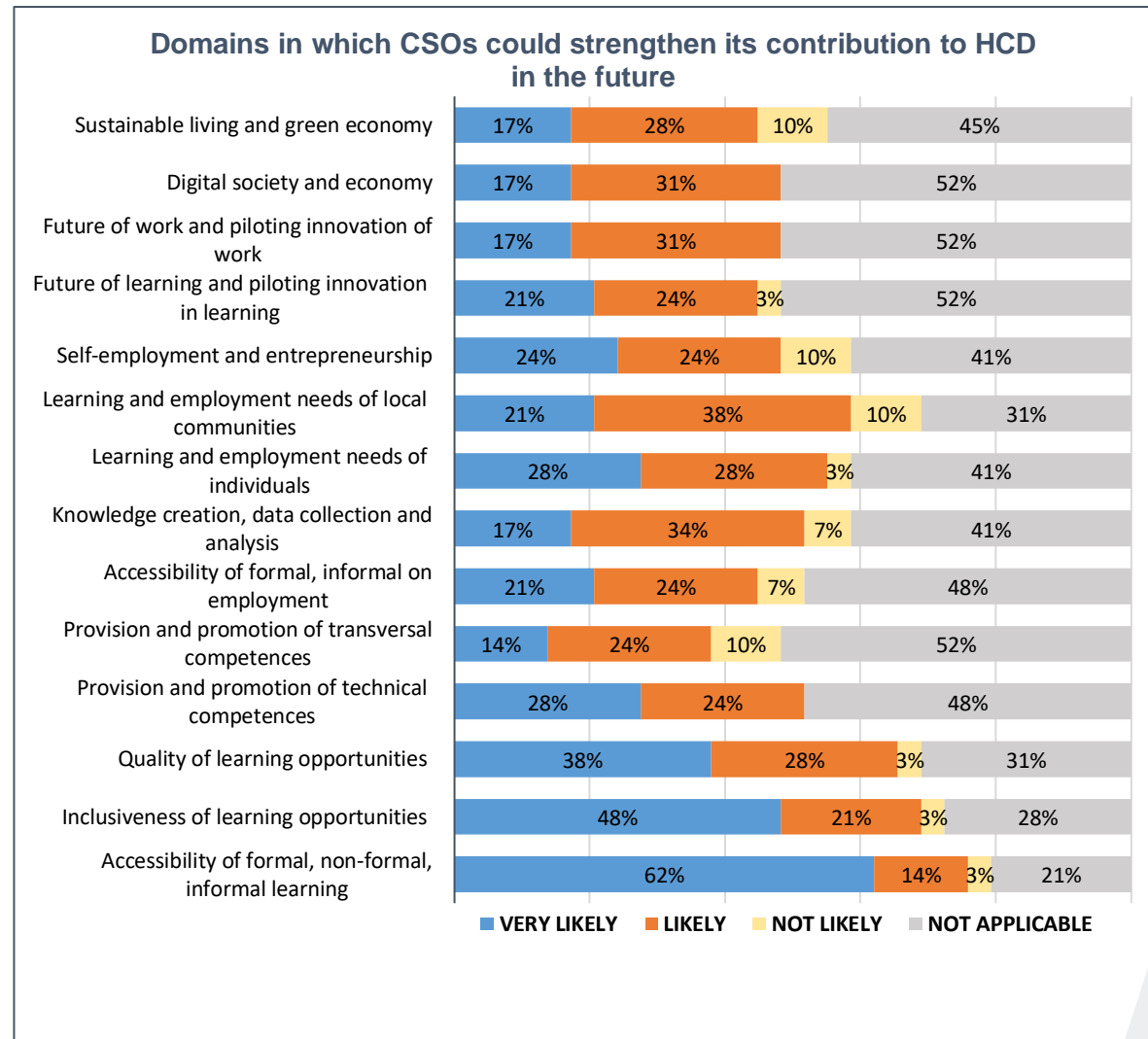
# Domains the CSOs could strengthen contribution to HCD sector in the future

The main domains that CSOs were very likely or likely to strengthen their contribution to HCD, the survey found that:

- 62% of them considered accessibility of formal, non-formal and informal learning.
- 48% of them considered inclusiveness of learning opportunities (regardless of age, gender, abilities, citizenship, vulnerability, employment status, etc.)
- 38% of them considered the quality of learning opportunities.

## Fewer domains were considered

- 17% Knowledge creation, data collection and analysis, independent monitoring and evaluation of the HCD sector, policy advice.
- 17% Future of work and piloting innovation of work.
- 17% Digital society and economy.
- 17% Sustainable living and green economy.
- 14% Provision and promotion of transversal competencies.



Chisinau, November 30, 2023

# Conclusions

1. The HCD sector for Moldovan CSOs is one at the beginning of the path, but with prospects to be developed as a robust sector adapted to the needs of Moldovan beneficiaries.
2. The main groups of beneficiaries in the field of HCD represent young people, adults and vulnerable groups, and the main activities carried out by CSOs are aimed at covering this segment of the population in the Republic of Moldova.
3. Moldovan CSOs do not have enough experience in HCD; however, they implement diverse range of services focused on formal and informal learning activities for better, easier and quicker inclusion in employment.
4. The COVID-19 pandemic affected the activities of the CSOs in the field of HCD. Some of the planned activities were interrupted, cancelled, or postponed. However, the study's findings show that the interviewed CSOs were not significantly affected by the pandemic because their priorities proved to be valid, and the digital tools that replaced the face-to-face activities proved effective.
5. CSOs could actively participate in and be invited to various national and international events such as conferences, training sessions and roundtable discussions to gain insights and share best practices in the field of HCD.
6. To achieve greater effectiveness, CSOs can explore a wider range of digital tools for HCD. This entails acquiring the necessary skills to utilise specific digital resources that can benefit their target beneficiaries.