



EU TECHNICAL ASSISTANCE  
TO CIVIL SOCIETY ORGANISATIONS  
IN THE WESTERN BALKANS AND TURKEY



# COMMUNITY RESILIENCE FORUM 2021

20-21 OCTOBER, 2021

BELGRADE, SERBIA



# BENEFICIARY ASSESSMENT METHODOLOGY

## Lessons Learned from the Beneficiary Assessment Process of SDC Civica Mobilitas Programme

Aleksandar Krzalovski, MCIC

# BENEFICIARY ASSESSMENT METHODOLOGY

## About Civica Mobilitas (CM) programme

## The Beneficiary Assessment (BA) Methodology

## Implementation of BA in CM during 2021

# BENEFICIARY ASSESSMENT METHODOLOGY

## CHALLENGES:

**The Scope of Civica Mobilitas**

**Direct / indirect beneficiaries (and 'non-beneficiaries')**

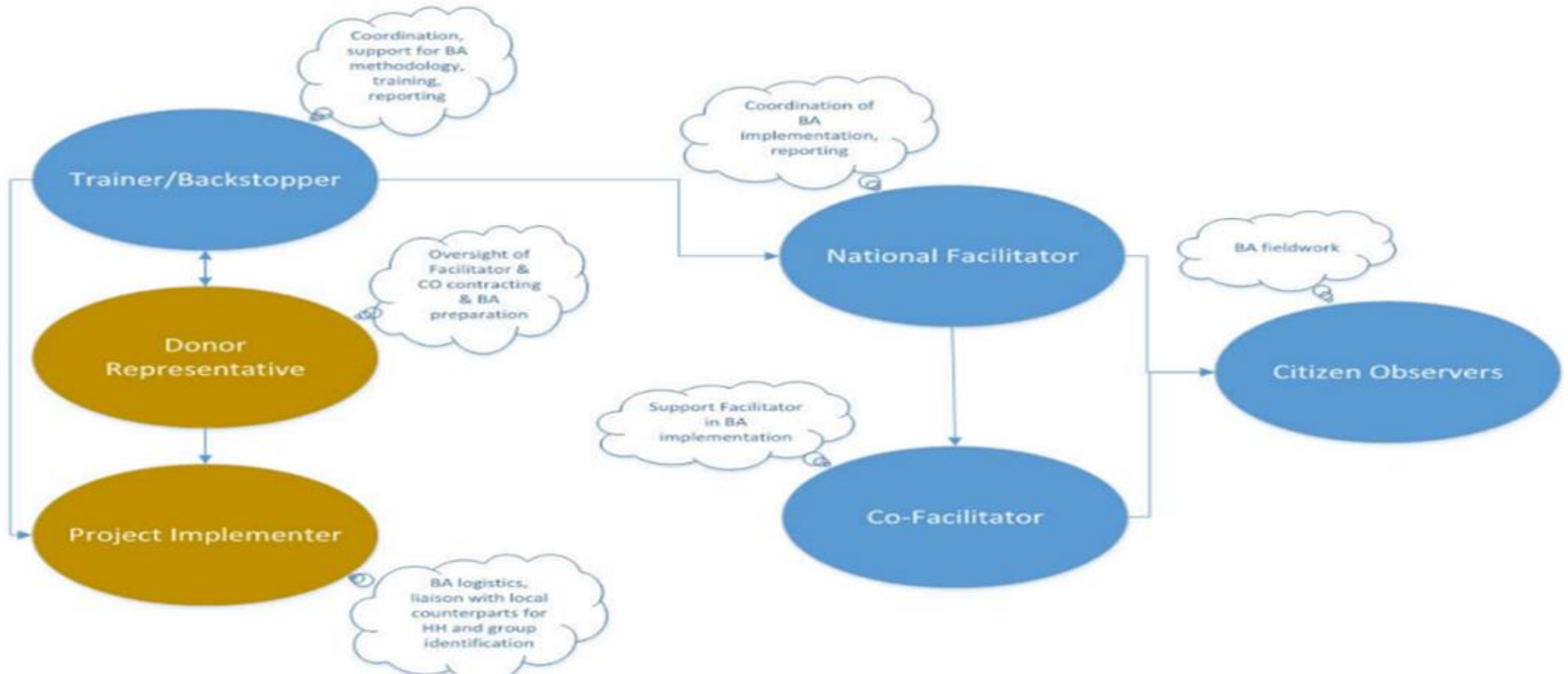
**Civil Society Support as a sector,  
and issues around measuring intangibles**

**The context of North Macedonia:  
The political environment and framing of civil society**

And, of course, the Covid pandemic!

# BENEFICIARY ASSESSMENT METHODOLOGY

## BA Roles and Responsibilities





# BENEFICIARY ASSESSMENT METHODOLOGY

## Participation & Ownership

- Influence on questions and analysis
- Extent of empowerment

## Inclusion

- Diversity of assessees
- Mitigate barriers (language etc)

## Representativeness

- Criteria of sampling (sectors, geography etc)
- + / - impact



# BENEFICIARY ASSESSMENT METHODOLOGY

## Differentiation

- Range of perspectives (disaggregation by age, sex etc)

## Critically reflective

- Analysis must include any dissent, negative perspectives

## Learning & Responsiveness

- Donors/implementers committed to listen
- Being responsive to beneficiaries through action

The assessment of  
Civica Mobilitas impact  
on Macedonian society

08

Regions

567

Respondents



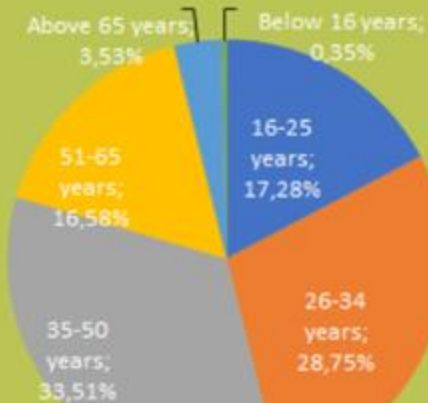
2 persons preferred not to answer the question about the gender

Profile of  
the  
repondents

Macedonian	462
Albanian	87
Roma	14
Turkish	4

04

Languages



The most common age group is 35 - 50 years old (34,4%), followed by the group of age 26 - 34 years old (27,8%), while there is a small number of respondents > 16 and < 65 years old.

Age

Beneficiaries'  
talks



567  
Respondents

298  
indirect

269  
direct

153  
citizens

69  
CSO

76  
public sector

164  
citizens

54  
CSO

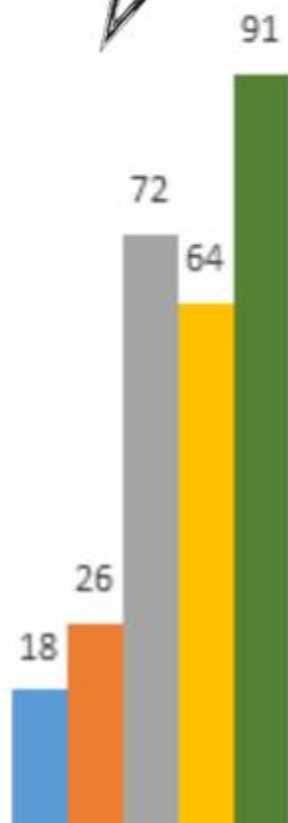
public sector  
76



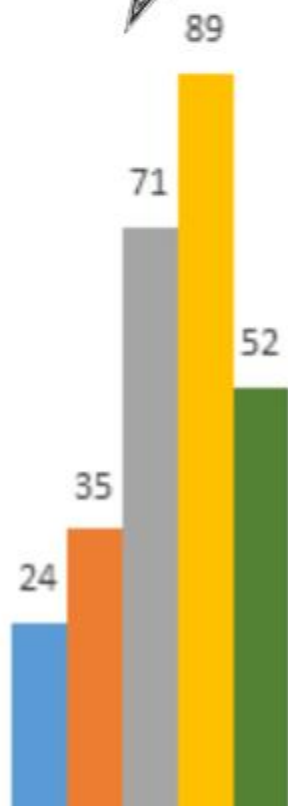


## Statements about CSOs

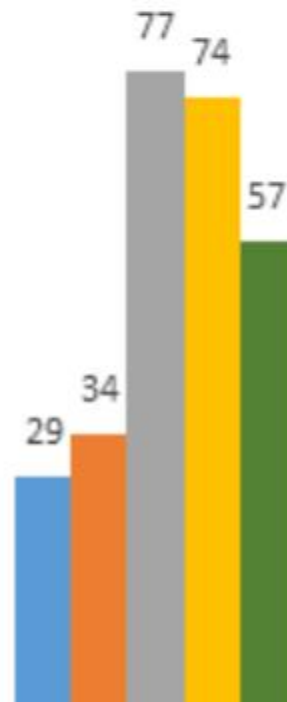
CSOs are important  
aspect of national  
development



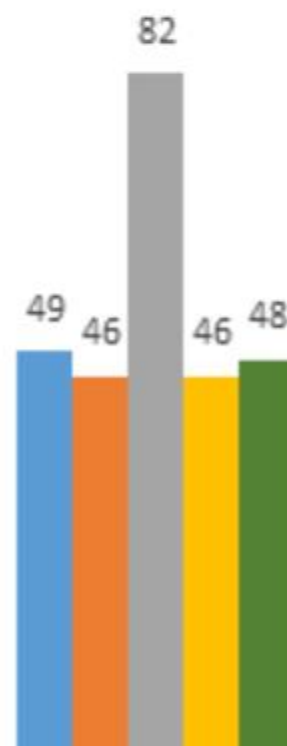
CSOs have become  
more effective in  
their work



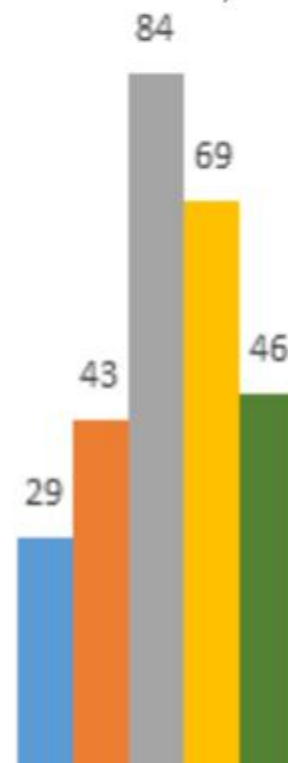
CSOs have become  
more accountable  
to citizens



CSOs have directly  
impacted on my life  
in positive way



CSOs have become  
more effective  
partners for  
collaboration with  
government



## BENEFICIARY ASSESSMENT METHODOLOGY

The general perception is that CSOs are becoming more distant from their constituencies, dealing with issues that are not of crucial need at the community level.

## BENEFICIARY ASSESSMENT METHODOLOGY

Methodology Beneficiary Assessment is suitable for evaluation of simple programs and interventions, with concrete/material product/result (one or more similar ones) which are implementing with standardized processes.

## BENEFICIARY ASSESSMENT METHODOLOGY

In the Civica Mobilitas context, BA gives valuable insight of citizens' opinion about social changes and the relations in civil society sector, but it is difficult to make a link between the changes and program results. In some cases, that relation can be established and be presented through the number of grants disbursed for the subject/area where the social change occurred.

## BENEFICIARY ASSESSMENT METHODOLOGY

140 grants were disbursed for Good governance (71) and human rights (69). 28 grants are institutional. This can confirm the perception about main social changes in the past 10 years: democratization, freedom of speech and increased civic activism.

## BENEFICIARY ASSESSMENT METHODOLOGY

The participatory ethos underlying the Beneficiary Assessment is not only highly relevant to Civica Mobilitas, but also the capacity building function of the BA method (with Co-Facilitators and Citizen Observers being provided the opportunity to learn more about the implementation of assessments and conducting social research) has certainly added value to Civica Mobilitas.



# BENEFICIARY ASSESSMENT METHODOLOGY

With more than 560 respondents engaged by 8 Co-Facilitators and 80 Citizen Observers, with national coverage, the BA methodology has generated a large amount of data.







# BENEFICIARY ASSESSMENT METHODOLOGY

1. BAs of large scale Civil Society programmes need specific sector and geographic sampling
2. More extensive support and effort of building the capacity of Co-Facilitators and Citizen Observers
3. With programmes like Civica Mobilitas (which have a wide range of activities, target groups, instruments, and geographical coverage) in countries with citizens with a high level of literacy, the BA methodology could incorporate the use of more specific tools for different types of respondents