

Survey to Social Enterprise Advisors & Advisory Organisations on Training Needs

This survey is being completed by a sample of Social Enterprise Advisors and advisory organisations, in Ireland, Italy, Greece and Slovenia, as part of an EU project called SocialB. Your responses to this survey will help us to determine the key skills gaps and training needs common to Social Enterprises in the 4 participating countries. A Skills Gap & Training Needs Analysis report will be compiled, which will inform the creation of new Learning Units/modules and content, aimed at supporting training and learning for staff and Board members of social enterprises.

We appreciate your time and all those who complete the survey will receive a copy of the Skills Gaps & Training Needs Analysis Report.

The survey will take about 15 minutes to complete.

* Required

Section 1.

Your details

1. Organisation name: *

2. Name of person completing this survey *

3. Your role: *

4. Your email address: *

Section 2

About your Organisation

5. What is the geographic coverage of your organisation? *

- Local town/ district
- Region
- National
- International

6. Is your organisation a social enterprise? *

- Yes
- No

7. What is the structure of your organisation? *

- Registered charity
 - Statutory service (government aligned)
 - Private company
 -
- Other

8. Which of the following best describes the primary objectives of your organisation?

Select up to 2 from the list below

- To build awareness of, represent, and advocate for the growth and strengthening of the social enterprise sector through regional / national policy provision
- To provide and facilitate training and mentoring services to social enterprises
- To facilitate networking and shared learning between social enterprises
- To provide governance and financial advice and supports to the SE sector
- To administer and disburse funding grants to the SE sector
- To lobby for an enabling environment for social enterprise growth and development through better policy alignment between national government and the SE sector
-

Other

9. When was your organisation established (year)?

10. Is your organisation part of a larger/ parent organisation? *

Yes - international organisation

Yes - national organisation

Yes - regional organisation

No

Other

11. Is your organisation located in: *

An urban area

A rural area

Section 3

Management, Growth & Sustainability

Current Challenges for Social Enterprises

The responses provided in this Section will help us to identify common challenges in the management, growth and sustainability of social enterprises. These common challenges will inform the development of training and learning materials, so your input is valuable.

All responses will be anonymised for the purposes of data analysis and report compilation.

12. Thinking generally about the management of social enterprises you support, please rank the statements below according to the degree of challenge you believe they present for the SE sector. *

	A huge challenge	Somewhat challenging	A little challenging	Not a challenge at present
Meeting/ responding to increased demand for services/goods provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of market knowledge and competitiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over-reliance on statutory funding (grants, state funding programmes, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient paid staff resources and funding to recruit required staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over-reliance on volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of skills and experience within the organisations to develop and expand services and income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Limited involvement in the development of future direction and planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsustainability due to low level of income generated for services/goods provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of marketing expertise, to connect with customers / target group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of opportunities for networking with critical stakeholders and other SE organisations that share the same social vision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of appropriate, accessible training for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weak quality management procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slow and/or bureaucratic decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Thinking about the sustainability of the social enterprises you support and work with, please indicate how much you agree or disagree with the statements below.

		Neither		
Agree	Agree	agree nor	Disagree	Totally
strongly	somewhat	disagree	somewhat	disagree

They are sustainable when they can, at a minimum, break-even, including support from external funding / grants

They are sustainable when they can, at a minimum, break-even without support from external funding / grants

They are sustainable when they make a profit, including support from external funding / grants

They are sustainable when they make a profit without support from external funding / grants

They are sustainable when they do no harm to the environment

They are sustainable when they get ongoing support from the community for their mission

They are sustainable when they can be financially viable and serve their social objectives

14. In your opinion, what is the single biggest challenge for social enterprises in relation to becoming and staying sustainable? *

- Not enough strategic expertise on how to become sustainable
- Not enough personnel with the right skills
- Not enough demand for the services / products offered
- The costs of running the organisations are too high
- Over-reliance on statutory funding - grants, state funding programmes, etc
-

Other

15. In your opinion, and based on your experience of supporting Social Enterprises, what is the main type of growth which the majority of SEs are working towards? *

Please rank in order of importance from 1 (most important) to 8 (least important).

Employing more paid staff

Generating more income through securing grants / government funding

Expanding new products and services to existing customer base

Growing the geographic spread of their services / goods

Generating more income through trading of goods / services

Including new target groups and widening their customer base

Using resources innovatively to expand services/ product range

Franchising strategy and/or operational partnerships

16. What do you consider to be the 2 biggest growth challenges facing Social Enterprises at present? *

Please select 2 from the list below

- Not enough expertise on how to grow their businesses
- Not enough personnel with the requisite skills and expertise
- Not enough money for investment in growth
- Not enough demand for their services / products
- Not enough active commitment from their Board members
-

Other

Section 4

Management, Growth & Sustainability

Training & Learning Needs of Social Enter

This section looks at specific skills gaps and training needs, based on your experience.

All responses will be anonymised for the purposes of data analysis and report compilation.

17. Looking at the areas of skills and expertise outlined below, how important do you consider each to be, for both existing and potential social enterprise staff, managers and Board members?

	Critically important	Quite important	Important	Desirable but not essential	Not important
Skills to monitor & assess Social Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expertise in how to maintain sustainability and growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial planning and management, including risk management, internal auditing, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, sales & marketing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soft skills e.g. interpersonal skills, listening, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Management skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement and how to win contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing and motivating staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Fundraising and
funding from different
resource

Business & Strategic
Planning

Skills to innovate to
meet changing needs

IT and online
communications
technology (ICT)

Governance and
leadership for social
enterprises

Gaining and sustaining
community buy-in and
market acceptance

Managing multiple
bottom lines

Networking with
stakeholders,
collaborative
partnerships, and
alliances

18. Broadly, what training and learning methods do you consider to be most suitable and practical for social enterprise staff and Board members? *

You may select multiple answers

- In-class training (face to face)
 - Work based learning, e.g. real-life learning scenarios and groupwork where students engage with social enterprises to discuss and try to resolve real work-based challenges, study visits etc
 - Online training - in your own time
 - Online training - with a class, at a set time
 - Blended learning (mix of online, work based learning and face to face training)
 - Seminars from successful social entrepreneurs on overcoming key challenges
 - Shadowing social enterprise staff and managers in their workplace/s
 - One to one online or face to face mentoring sessions with 'homework' undertaken on real work within social enterprises
 -
- Other

19. In your experience, what are the main barriers to training participation for staff and Board members within Social Enterprises? *

You may select multiple answers

- Lack of accessible/ available training courses on relevant subjects
- Lack of basic skills, training and knowledge in relevant subject areas
- Lack of staff capacity
- Unavailability of funding to pay for further study / training in these fields
- Lack of available time
- Lack of learning culture
-

Other

Thank you

Thank you for taking the time to complete this questionnaire. The information you have provided will help us to develop learning materials which we hope will respond to some or all of the training needs identified across all of the Social Enterprises surveyed.

2/18/2021

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms