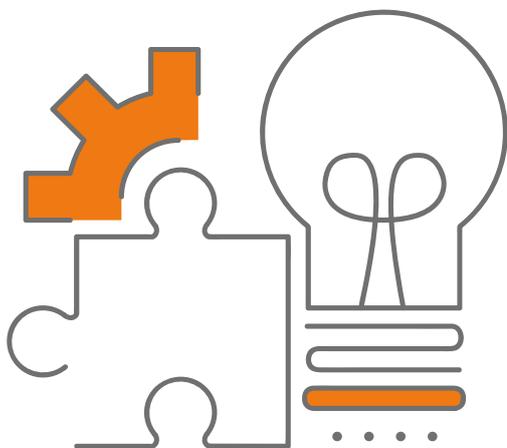


FY 2019 - 2020

REPORT: TOOLBOX
INDIA PROJECT
IMPLEMENTATION





This report evaluates the outcomes of the toolbox INDIA Foundation's projects in 2019-2020, through an analysis of its engagement with its NPO partners.

INTRODUCTION

Over the past decade, toolbox INDIA Foundation's core focus has been on addressing the emerging management challenges and needs of grassroots and medium scale non-profit organizations in India. With each passing year, it has aimed to improve its offerings in the domains of Finance, Marketing & Communications, Human Resource Management, and Data, Systems and Processes. Through in-depth interactions and knowledge-building with valued non-profit partners, large strides have been made to evolve with the changing social impact landscape. The Skilled Volunteering model at toolbox INDIA pursues holistic development and growth of social impact organizations by extending customized professional support with the management and implementation of programs. Enriching collaborations with diverse stakeholders across geographies have provided lasting knowledge and improved program delivery outcomes. Sustainable and scalable solutions have ensured enhanced organizational efficiency and capacity building through this flagship model. toolbox INDIA will continue to strive towards improving the management expertise of its partners by strengthening ecosystems through constantly improving its own systems and processes.

RATIONALE

Over the past year, toolbox INDIA completed 51 projects with over 100 volunteers pan-India. This report is aimed at better understanding the outcomes of the solutions designed by analyzing organizational performance, levels of engagement, adoption, implementation, and overall impact on program delivery. It highlights the efficacy of toolbox INDIA's projects in bridging the skills gap at each of the non-profits on aspects of scale, sustainability and organizational structure.

51 
PROJECTS

 **100**
VOLUNTEERS

OBJECTIVES

The study indicates the extent of adoption and implementation via discussions with the NPOs, reflecting on project delivery. Based on answers to interview prompts, this report aims to address the following:

- The level of an NPO's overall engagement with toolbox India
- The extent to which toolbox INDIA mapped and addressed the skill gap within the NPO
- Understanding if the output was delivered as planned
- Comprehending the challenges faced by the NPO during the project lifecycle
- If further support is required to improve the NPO's experience

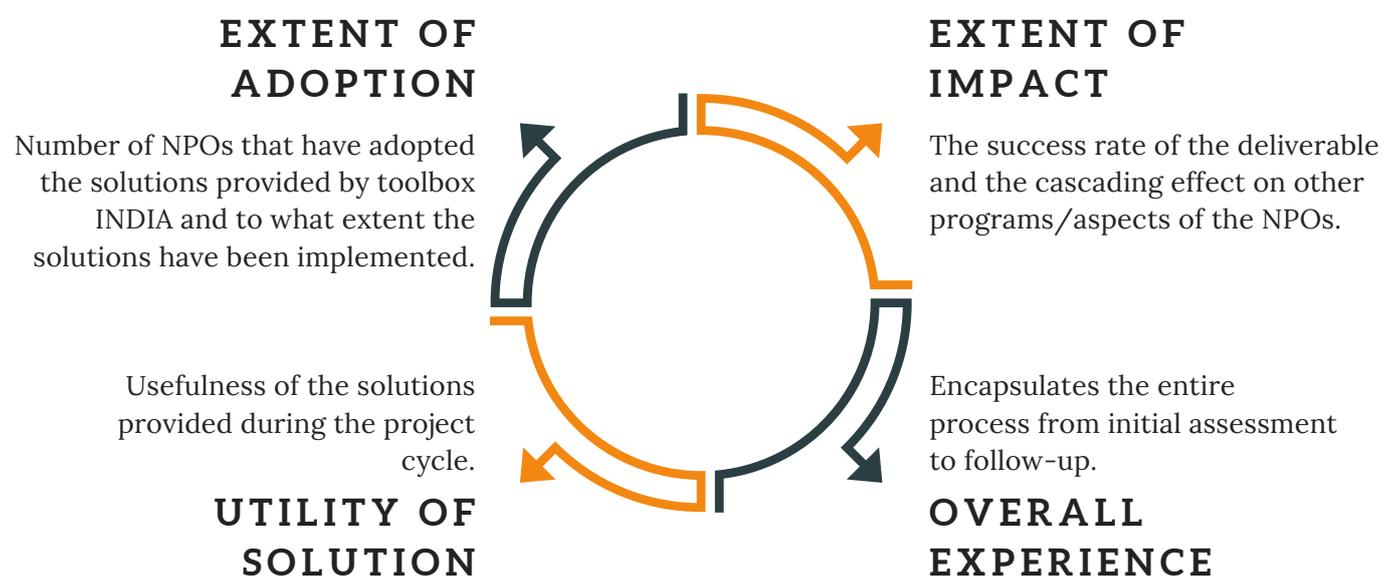
RESEARCH METHODOLOGY

The research method employed for the purposes of this report is non-random sampling. Data was collected through phone interviews with nonprofit organisations that participated in toolbox INDIA projects in the time period 2019-2020.

Ethical Considerations

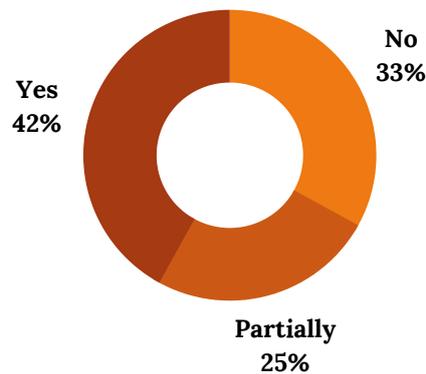
- Data was collected post obtaining participants' informed consent.
- Participants were able to withdraw at any point in the study.
- The research maintained strict confidentiality.
- References provided wherever appropriate.
- Data was not collected via unlawful means and plagiarism was avoided.

ASSESSMENT PARAMETERS

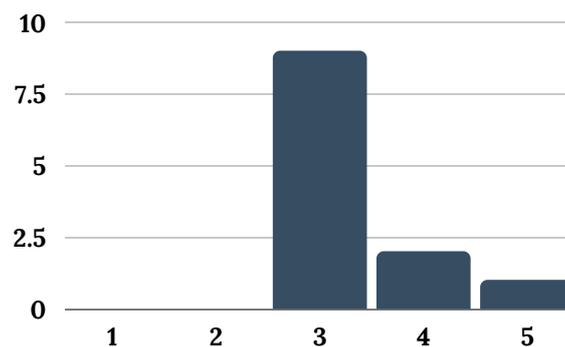


DATA ANALYSIS AND INTERPRETATION

The key findings and analyses from responses collected are set forth here. Responses to questions were rated on a 5-point Likert scale with 1 representing the minimum score and 5 representing the maximum score.



Extent of Adoption – 41.7% of NPOs implemented the delivered solution, 25% of NPOs partially implemented it and 33% of NPOs did not implement it.



Utility of Solution – 75% of NPOs gave the organizational knowledge improvement in the area of assistance a rating of 3 out of 5.



Extent of Impact – 83.7% of NPOs stated that their domain is functioning either in its entirety or somewhat. 50% of NPOs claimed that their turnaround time in the domain consulted improved by at least 25%.



Overall Experience – 75% of the nonprofits that participated in this research reported an overall positive impact of toolbox INDIA's intervention. 91.7% of the NPOs granted maximum points to the question on overall improved outcomes of the consultation.

NPO SOLUTION IMPLEMENTATION CHALLENGES

- The COVID-19 outbreak has drastically impacted the organization.
- Changes in the organization's operation model.
- Major programs shutting down to a lack of funds.
- Delays in program implementation.



toolbox
INDIA