

*First submission of the research performed by Alan Lockyer, a Unitec Institute of Technology, Human Resource Management lecturer and researcher. The research was conducted during late 2014 and completed 2016. The research concerns: **Performance Evaluation and Management Practices of New Zealand Not For Profit Organisations***

The region or regions in New Zealand that NPOs provide their services to.

Collectively the NPOs represented in this research served across all regions of New Zealand. Some NPOs focused on specific regions of New Zealand. As expected the Auckland region (46% of NPOs) was the most prominent region in New Zealand that NPOs delivered their services to. This is to be expected with the Auckland region having the largest population and demand for NPO services in New Zealand. Hence, this creates more needs for NPOs services. Canterbury (35%), Waikato (32%), Hawkes Bay (32%), Northland (31%) and the Central North Island (31%) were the other significant regions served. 26% of the NPOs state they serve all regions of New Zealand.

The overall results show that all regions in New Zealand are represented by 26% to 46% of the NPOs in this research. The Christchurch figure is above that of Wellington and could be because of increased support in that region following the June 2011 earthquake crisis. The Northland figure could be because of high levels of unemployment and low socio-economic factors in various rural town and communities in the region. One NPO stated that they also provide their services overseas as well as in New Zealand.

Types of services NPOs provide.

Providing community developmental services (30%) was the major service provider for this group of Non Profit respondents. This service was closely followed by healthcare or related services (27%), employment and job training (24%) and youth development (24%). Providing recreation/sports (20%) also stood out.

Other services provided (39%) include:

Policy (2 NPOs), technical and legal advice; peer support, prevention and advocacy; cultural development (an art gallery); arts-ceramics; music and culture; performing arts; professional development; enterprise development; strategic leadership/coordination to support education and skills; education for adults; education (2 NPOs but type of education not given); education in sustainability practice; sustainability and energy supply; environmental advocacy; literacy and scholarships; online surveys; a helpline using a telephone; social service for young people and their families; intensive early intervention to vulnerable families with children 0-5 years old; support for childcare education centres; welfare services for a specific group; support for people researching their families; child protection, advocacy, vetting and screening; loans to people with disabilities; and radio station for many of the above services.

The other services mentioned above are varied and important as part of the social services being provided by the NPOs in New Zealand.

Types of people/groups NPOs typically served.

The people who the Non Profits provide services to were well distributed. Four groups stood out and included: Families (58%), adults only (56%), children (54%) and adolescents (51%). Seniors (36%) is a

group that will require further support for social services both now and in the future as the New Zealand population ages.

Examples of 'Other people typically served' that some NPOs provided in the survey include: Women only (2 NPOs), Men and fathers (1 NPO) and the general public by providing music and pageantry (1 NPO).

Number of people typically served on an annual basis.

As expected the number of people served on an annual basis was very different (From 4 to 200,000 people) across all 65 Non Profits that answered the question. This result is because of the nature of the services being provided and the level of funding available to enable the Non Profits to carry out their particular service(s). The mean was 11804 people. Seven organisations provided services to 1000 people. This was both the median and mode in this survey research. Percentiles included: 25%: 278; 50%: 1000; and 75%: 3100 number of people served.

Number of paid staff (FTEs and PTEs) NPOs have.

FTEs range from 0 to 679 people-number of FTEs: N=69 NPOs

PTEs range from 0 to 0.7 people-number of PTEs: N=68 NPOs

Decade NPOs founded.

The prominent decade when Non Profits were founded was the 1990s (22 out of 67 respondents). This was followed by 1980s (13), 1970s and 2000s (both 8 Non Profits). The decades went as far back as the 1890s in this survey.

When focusing on this survey there is a continued growth in the 'founding' of Non Profits from the 1960s to the 1990s. According to Sanders et al., (2008), since the 1980s government funding transfers to Non Profits have increased dramatically hence this may partly explain this coincidence.

NPOs current annual operating budget.

The operating budget financial figures groupings in the above table show a lot of diversity. Nine NPOs have an operating budget of 1,000,001 to 2,000,000 NZ Dollars. This is followed by: 200,001 to 300,000 (7 NPOs), 400,001 to 500,000 (6), 20,001 to 30,000 (5), 100,001 to 200,000 (4) and 10,001 to 20,000 (4). These operating budget bands represent over 50% (35/61 or 57%) of the total number of respondents that answered this question. The mean value was 924,431 NZ Dollars. Percentiles included: 25%: 47,500; 50%: 250,000 (median) and 75%: 710,000 NZ Dollars. However, the mean figures are distorted due to 13 NPOs (21%) of NPOs having an operating budget between 1,000,001 and 11,000,000 which is wide.

Range: \$600 to 10.2 million.

Sources (in percentages) of NPOs annual operating budget.

The main sources of NPOs annual operating budget include: NZ Government Contracts (42%), Community Trusts (42%), Membership Fees (42%), NPOs Business Activities (40% of NPOs), Lottery Board Grants (31%), NZ Government Grants (31%) City Council Sources (29%) and Foundations (25%).

Other financial sources are used by 36% (26 NPOs) of the NPOs but these were not identified/no details given of what these included in the respondent replies. The 'Other financial sources' minimum is 1% and maximum is 100%, mean 21%. Hence, this is a significant source of alternative financial support for 26 NPOs.

Some NPOs are totally reliant on one source of funding and this is very risky. For example, some NPOs are 100% reliant on: NZ Government contracts (3 NPOs), membership fees (5 NPOs) and NPOs Business Activities (1 NPO).