

Implementation of the Erasmus+: Youth in Action Programme in the Programme's Partner Countries in the Western Balkans – Strategic Analysis Including Recommendations for the EU Programmes in the Field of Youth, SALTO SEE, 2019



ANNEX 2: SURVEY ANALYSIS REPORT

The Survey Analysis represents the third phase of the research conducted to produce the Strategic Analysis of the Erasmus+: Youth in Action programme in the Western Balkan Partner Countries.

This report summarises the results of an online survey conducted between the 22/02/2019 and 11/03/2019. It was addressed to representatives of organisations having participated in the Erasmus+: Youth in Action programme. The invited organisations were primarily contacted via email by SALTO SEE. Subsequently, the invitation was recirculated by networks of organisations and experts in the field and published on the SALTO SEE Facebook page.

1. Methodology

The survey obtained 113 responses. All of the respondents filled the boxes designed to indicate the name of their organisations and the country where the organisation is based.

The survey form was designed in such a way that the respondents could indicate for a number of specific questions if any of those questions was not relevant for the organisation she or he was representing, or the respondent could not respond or did not have a clear opinion. In those cases, the score to answer to that particular question was indicated to be 0. This has avoided missing values in the results. Consequently, all of the 113 responses are complete, that is include specific answers to all the questions.

As a draw-back of the design for the mentioned questions, the answers may be partially affected by the so-called "zero-effect", that is, there could be different qualitative reasons why a respondent decided to indicate 0 score (among them, at least: "no opinion" and "question irrelevant for that particular organisation").

To prevent from outliers in the statistic treatment, the names of the organisations were looked up in the participants' portal of the European Commission. Out of 113 organisations responding to the survey 102 appeared as registered in this portal with an identifier (the so-called PIC number). In addition, there were 7 organisations with responses from 2 different representatives, that is, two respondents from each of them.

To avoid the effect of potential bias by outliers to the population of organisations under study, the 11 organisations whose PIC was not identified have been omitted from the statistical treatment in a first stage as potential outliers. And three of the responses from representatives of the same organisation have been merged (the scores have been averaged, and all the qualitative comments from both respondents have been preserved) to avoid bias for reiteration.

In the remaining four cases where there were duplicated responses from the same organisations, all the responses have been maintained in the survey. The reason to proceed this way is that at least two of the main features of the organisations were registered differently by the two representatives (mainly the size of the organisation and the main activity within the Erasmus + Youth programme). Whether this is due to a mistake, or because each respondent knew only a partial reality of the organisation, including both responses in the statistical treatment captures a more complete reality of the organisation and minimise the potential bias of choosing only one answer (categorical differences cannot be merged).

Under the exposed circumstances, the first stage of the treatment includes a sample of 99 valid responses, which we consider representative of the population under study. All of these responses are completely identified.

To check for consistency, we have used the responses of the 12 unidentified organisations to measure in a second step to what extent they fit in the conclusions obtained with the identified sample. We would expect that even if they are outliers, the respondents might have a comparable perception of the reality, taking into account that they received the invitation and made the effort to answer fully to the survey.

Some of the questions in the survey are clustered to provide different indicators of a more general reality. This is the approach we have also followed in this summary.

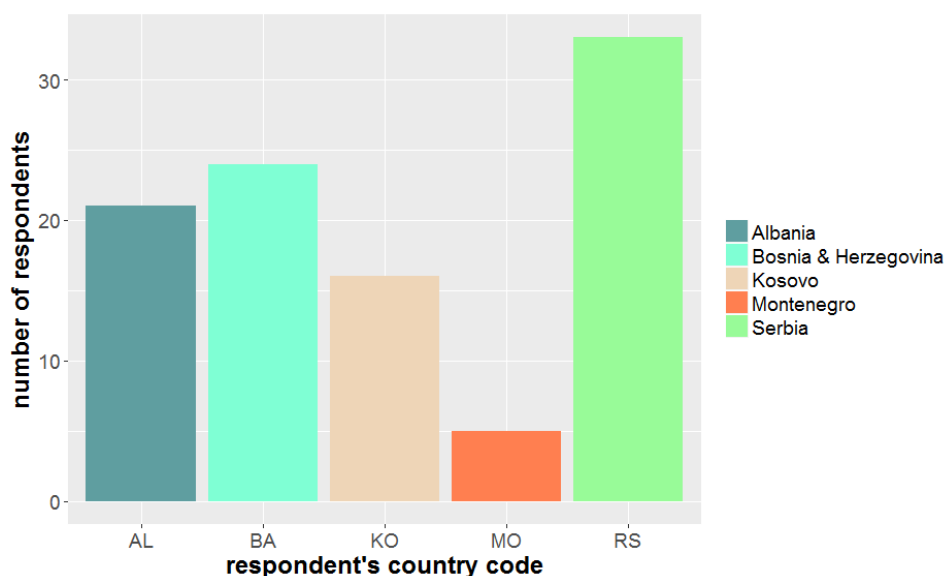
2. Features of the sample of respondent organisations

The sample has been structured in a number of categories to enable studying factors that may have influence in the obtained results. These categories have been also used to contrast the representativeness of the conclusions in connection with the whole population of Erasmus + Youth active organisations in the Balkan Region.

2.1- Geographic Distribution of the respondent organisations

The following chart represents the origin of the organisations that have participated in the survey.

Figure 1: Distribution of respondents by country of origin



The distribution is comparable to the distribution of the whole population of active organisations in the region.

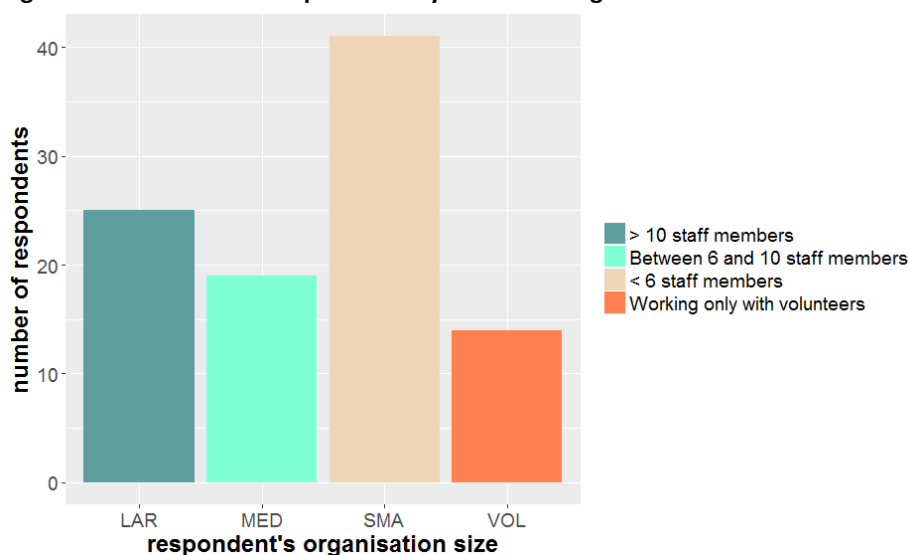
2.2- Size of the respondent organisations¹.

According to organizations' size as a disaggregating criterion, all respondents were divided in four different groups based on their own indications. Staff members are employees either full-time or part-time:

- a) *Volunteering organizations*: those ones that are run only by volunteers
- b) *Small organizations*: those ones having between 1 and 5 staff members.
- c) *Medium organizations*: those ones having between 6 and 10 staff members.
- d) *Large organizations*: those ones having more than 10 staff members.

The following chart represents the size of the organisations that have participated in the survey:

Figure 2: Distribution of respondents by size of the organisation



2.3- Type of the respondent organisations.

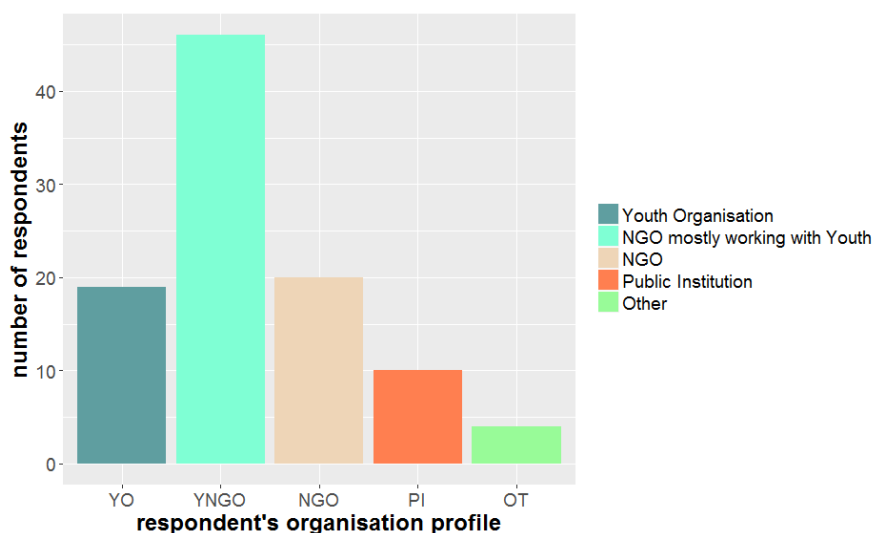
According to the aim and mission of the organisation, the survey enabled the participating organisations to choose between four main categories:

- a) *Youth organisations.*
- b) *NGOs predominantly working with young people.*
- c) *Other kind of NGOs.*
- d) *Public institutions.*

The following chart represents the type of organisations that have participated in the survey:

¹ The size of the organisations is a dynamic indicator that may change from year to year. However, it has a very relevant value for the study, as this variable does not exist in the desk analysis.

Figure 3: Distribution of respondents by profile of the organisation



The category “Other” was included in the survey to identify potential outliers. The four cases included in the sample correspond to networks of youth organisations and umbrella organisations. They have a valid PIC and they are part of the target population of the study.

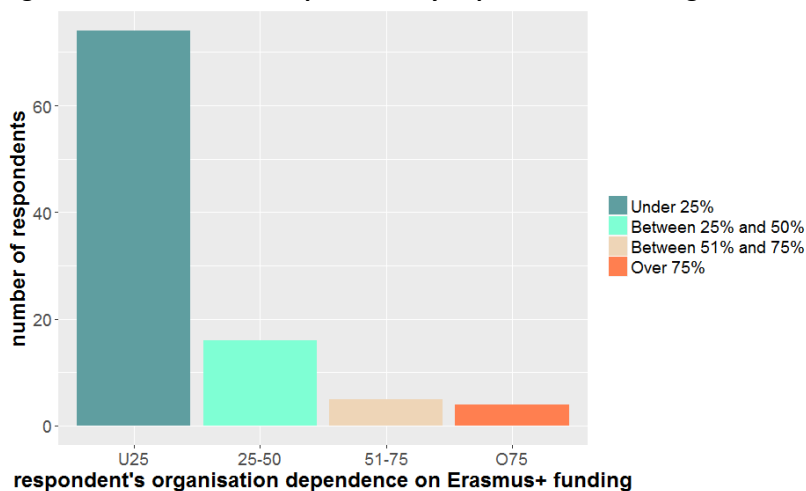
2.3- Dependence of the organisations on Erasmus + funding².

As a final criterion to disaggregate the sample, the respondents have been classified according to the influence that the Erasmus + Programme has on their overall budgets:

- a) Less than 25%.
- b) Between 25% and 50%.
- c) Between 51%-75%.
- d) More than 75%

The following chart represents the type of organisations that have participated in the survey:

Figure 4: Distribution of respondents by dependence of the organisation on Erasmus+ funding



² The dependence of the organisations on the funding of the Erasmus+ Programme is a relevant variable of the survey, as it does not exist in the desk analysis. It provides a relevant indicator of the impact of this Programme.

Assuming that the sample is representative of the population of active organisations in Western Balkans and bearing in mind that it consists of 99 valid records, the charts in the previous sections provide a characterisation of the group of organisations under study. **Around 70% are Youth Organisations and NGOs working predominantly with young people, more than half are small organisations or organisations working only with volunteers and the vast majority are to a low degree dependent on the Erasmus+ Programme.** This may be taken into consideration for defining the policies for the new EU programmes in this field in the Western Balkan Region.

3. Areas of research based on the Survey.

The research has focused on three broad areas relevant for the purpose of the study Strategic Analysis of the Erasmus+: Youth in Action Programme and the European Solidarity Corps in the Western Balkan Partner Countries.

3.1.- Adequacy of Erasmus + Programme to the Youth Priorities in the Western Balkan Region.

This aspect has been treated in the survey focusing on two indicators:

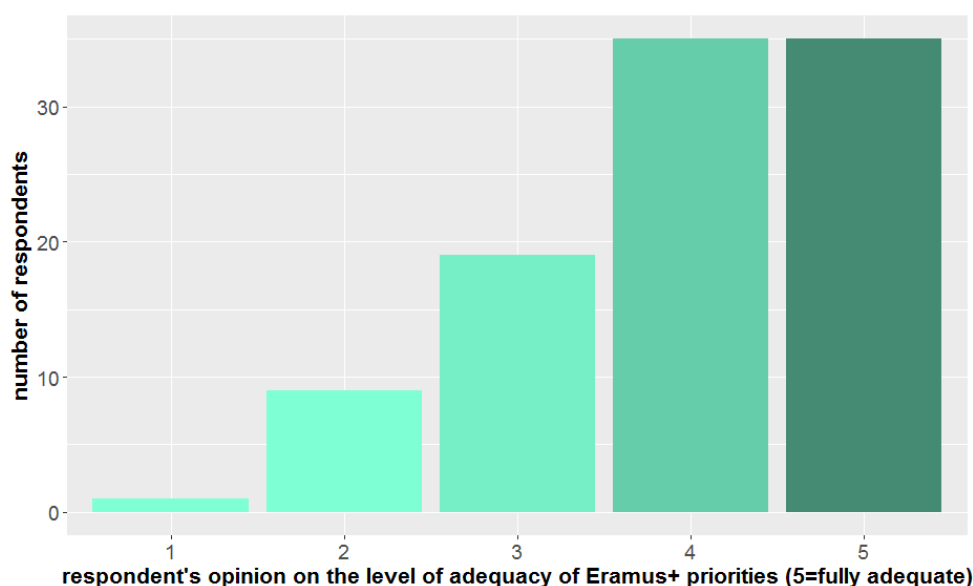
The first is connected to the adequacy of the Erasmus+ Programme in terms of priorities, structure and actions to the particular working priorities of the respondent organisations.

The second one is connected to the relevance of the Erasmus+ Programme to national needs and priorities in youth work that the respondents perceive in their own country.

i) Adequacy of Erasmus+ to the youth working priorities of the respondent's organisation

In this question the respondents could choose a score between 1 (total inadequacy) and 5 (total adequacy). The results are presented in the following chart.

Figure 5: Perception of the respondents on the adequacy of Erasmus+ priorities



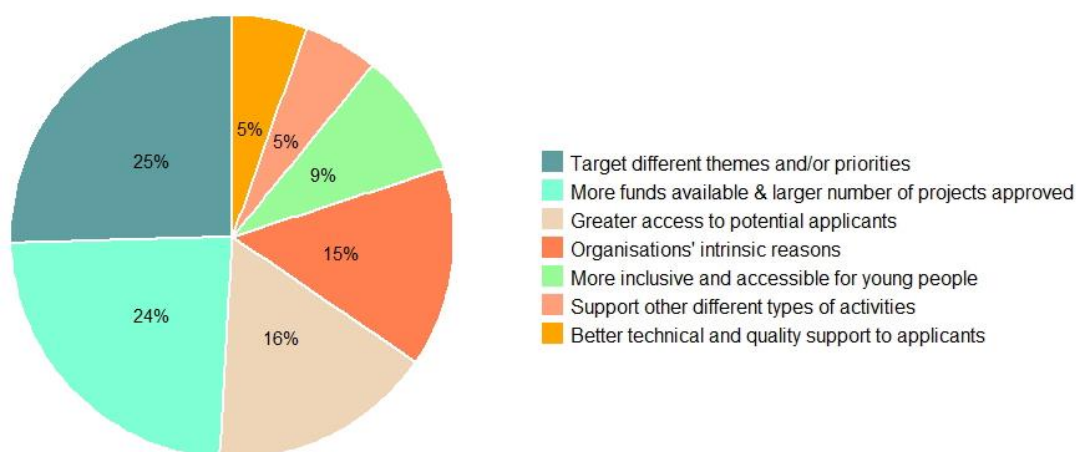
The average of the opinions is that Erasmus+ meets practically 79% of the youth working priorities of the organisations in the analysed sample. The 95% confidence interval extends from approximately 75% to 83%. This means that we can assume with a 95% of confidence that the real average of the opinions of the whole population of Western Balkan participating organisations in the Erasmus+ programme on the adequacy of the programme to their working priorities fall under that interval.

In order to estimate how the Erasmus + Programme could be more relevant to the youth working priorities of the respondent’s organisations, the survey included an open box to input specific suggested measures. These inputs have been analysed and classified in the following categories, with an indication on how frequently they appear:

<i>The Programme should also target different themes and/or priorities (environment, health, culture, sports, LBTS, gender, etc.)</i>	14
<i>There should be more funds available and larger number of projects approved</i>	13
<i>The Programme should provide greater access to potential applicants (more actions open for the WB countries, more deadlines per year, participation open for other types of organizations)</i>	9
<i>Organizations’ intrinsic reasons (greater capacities, greater involvement of young people in the work, finding partners etc.)</i>	8
<i>The Programme should be more inclusive and accessible for young people and grassroots youth organizations</i>	5
<i>Other different types of activities should be supported by the Erasmus+ Programme</i>	3
<i>The Programme should provide better technical and quality support</i>	3

The following chart represents them in term of percentages:

Figure 6: Measures suggested to adequate Erasmus+ priorities to the interests of the organisations.



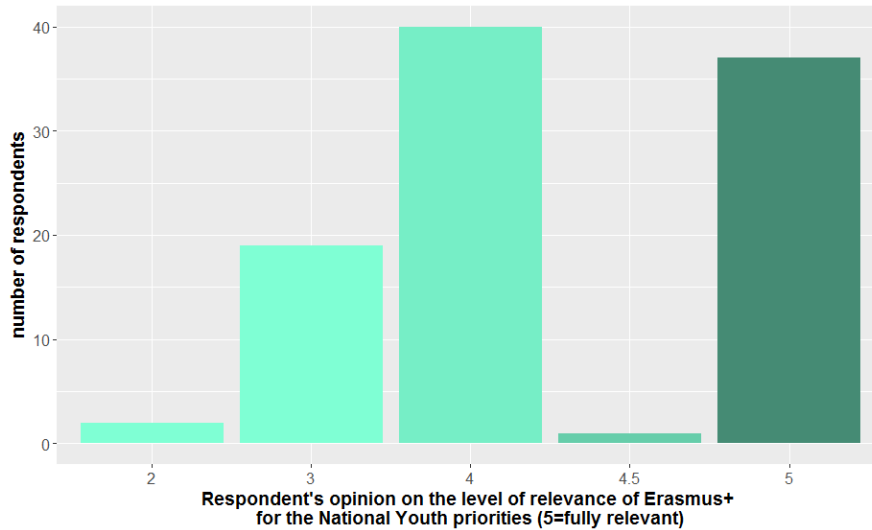
Western Balkan organisations estimate that Erasmus + Programme meet their own working priorities in more than a 75%.

Half on the suggestions to adapt better the priorities of the Erasmus+ Programme to their needs are distributed almost equally between **the inclusion of thematic priorities in the calls and making available more funds and a higher number of approved projects.**

ii) **Relevance of Erasmus+: YiA for the national youth priorities in the respondent's country**

In this question the respondent could choose a score between 1 and 5 as well, with the same interpretation: 1 totally irrelevant, 5 completely relevant. The following chart shows the distribution of the responses in the survey:

Figure 7: Perception of the respondents on the relevance of Erasmus+: YiA for national priorities³



The average of the opinions is that Erasmus+ is relevant in almost an 83% of the National Youth priorities of the respondents' countries, in this case the 95% confidence interval extends from 79.75% to 86.10%. This means that there is a smaller dispersion between the opinions (the average is more precise than in the previous subsection).

The correlation coefficient between both magnitudes is not very high (37.65%). This means that both indicators provide complementary information. The fact that the Erasmus+ may be more or less adequate to the organisation's particular needs does not seem to be strongly connected with the perception the respondents have about the relevance of the Erasmus+ programme for the National Youth priorities.

As a final test and since the second indicator is directly related to each of the countries in the Western Balkan region, we checked for eventual variability of opinions per country. We run a linear regression of the opinions for the relevance of Erasmus+ to the National Youth policies with the countries of the respondents as regressors. At the usual level of 95% of confidence, we cannot conclude that there exist significant differences among the 5 countries. That is, the average of almost 83% of relevance for National priorities would be valid regardless of the chosen country⁴.

Western Balkan organisations estimate that the priorities of the Erasmus + Programme are highly relevant for the National Youth priorities, more than 80%.

³ The measure of 4.5 is an average of the opinion given by two participants of the same organisation (see the explanation in the section on the Methodology).

⁴ The model of this regression and its estimation is presented in the Annex.

There is not a strong correlation between the level of relevance the respondents give to the Erasmus + Programme for the National Youth priorities and the adequacy of the Erasmus+ Programme for the Western Balkan organisations' own needs. This may be explained by the fact that the organisations' needs are significantly connected to funding and intrinsic reasons (around 40% jointly, as depicted in Fig. 6).

The high relevance of Erasmus+ for the National Youth priorities does not depend on the individual Western Balkan country. Respondents answered similarly in all countries to this question.

3.2.- Perception of the benefits of the Erasmus + Programme.

This section tries to identify more specifically, which are the benefits that the respondents' organisations perceived as more useful for their interest. Since many of the organisations are involved in different activities, each respondent could indicate up to 5 different benefits from a list of closed options.

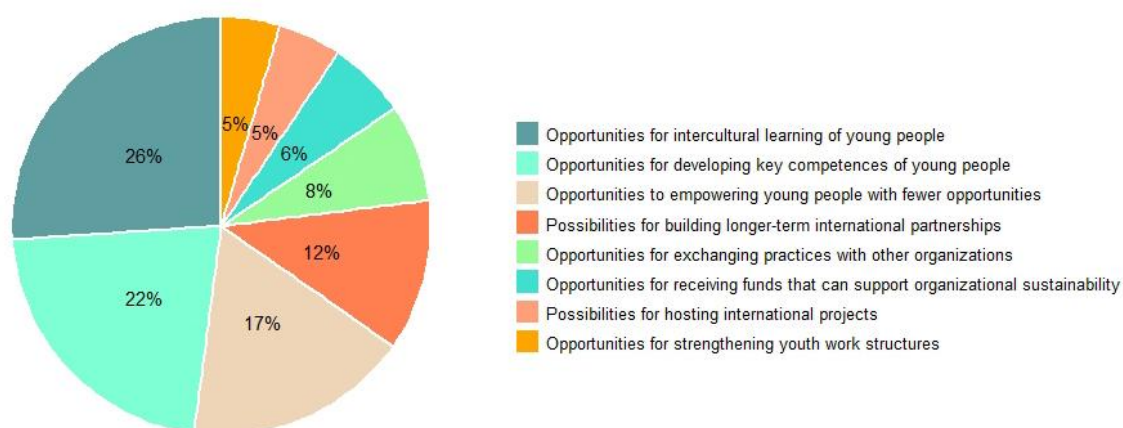
The summative scores of all respondents are presented in the table below. In golden colour there are benefits that can be considered transversal to the different Actions of the Erasmus + Programme, whereas the rest of the options are directly related to the four specific Actions: Youth Exchanges, Support to Youth Workers, Capacity Building and Volunteering Activities.

Table 1: Perception of the benefits of Erasmus+ Programme by survey respondents

T1	Opportunities for intercultural learning of young people	69
T2	Opportunities for developing key competences of young people	58
T3	Opportunities to empowering young people with fewer opportunities	46
T4	Possibilities for building longer-term international partnerships	31
T5	Opportunities for exchanging practices with other organizations	20
T6	Opportunities for receiving funds that can support organizational sustainability	16
T7	Possibilities for hosting international projects	13
T8	Opportunities for strengthening youth work structures	12
YE	Opportunities for young people's mobility and getting to know other countries in Europe	53
YW	Opportunities for supporting youth workers' development	48
CB	Opportunities for strengthening organizational capacities	40
VA	Opportunities for exchanging volunteers	10

The following chart represents the transversal benefits of the Erasmus + according to their relevance in the opinion of the respondents of the survey.

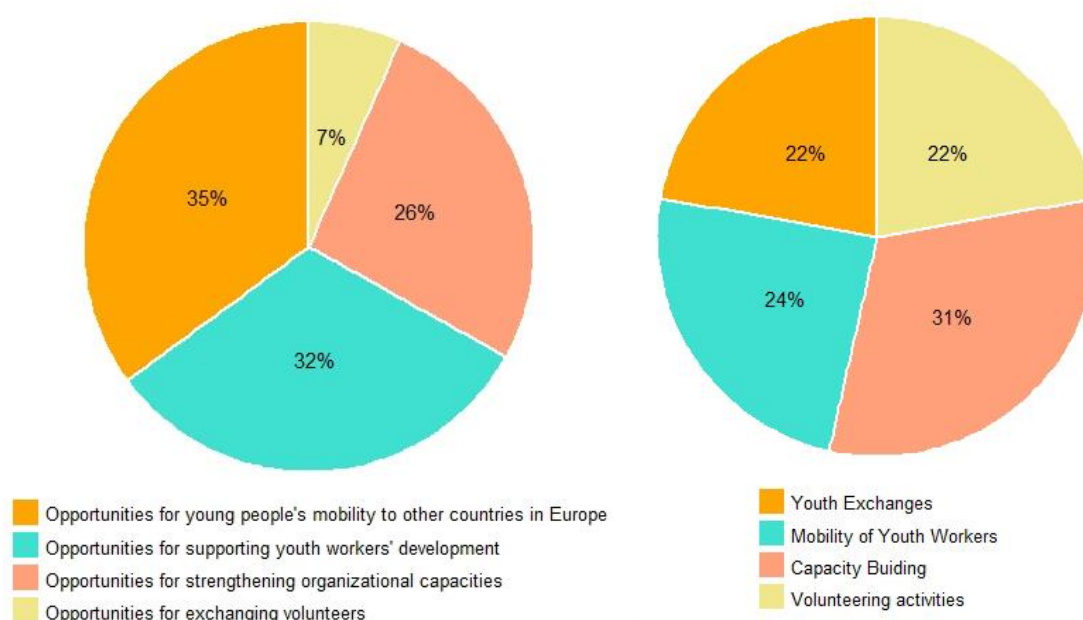
Figure 8: Distribution of the Erasmus+ transversal benefits as perceived by the respondents



In order to check for consistency, the survey included a question on the most relevant Action of the Erasmus+ Programme for the respondent's organisation. We have compared the responses to this question with the benefits of the Erasmus + Youth Actions directly associated to the core Actions described in the preamble of this section (coded YE, YW, CB and VA in table 1).

The following chart shows the comparison.

Figure 9: Comparison between the distribution of opinions on the intrinsic benefits of Erasmus+ Actions and the most relevant Action for the respondent's organisation



The first chart indicates that providing opportunities for mobility of young people and youth workers are the major benefits directly associated to the core activities of the Erasmus + actions for Western Balkan organisations, whereas the opportunities to exchange volunteers occupy a very discrete place.

The second chart, however, provides a more balanced representation of the relevance of the different Actions for the respondents. The most relevant is Capacity Building, which is the only Erasmus+ Action that allow Western Balkan organisations to apply directly for funding and

would be consistent with the conclusions of the organisations' needs studied in section 3.1. Voluntary Activities occupy a similar place in this chart to Youth Exchanges, which would indicate that organisations see in Voluntary Activities significant extrinsic benefits (the transversal ones in Fig. 8) and not only the intrinsic ones related to the exchange of volunteers.

Other checks for consistency related to how different groups of organisations valued the benefits listed above. In particular, these checks were produced by groups according to size, mission and funding dependence on Erasmus+ of the respondents' organisation. No significant differences appear, although some are worth mentioning:

- a) Size of the organisation has an influence on how organisations appraise the opportunities of building international partnerships (much more frequent in middle-size of organisations) and opportunities to get funding for sustainability (practically inexistent in the responses of the big organisation).
- b) The behaviour is also consisting according to the division by mission of the organisations (no public institution appraised as a benefit those related with funding or building structures).
- c) The benefits connected to "empowering young people with fewer opportunities" and "developing key competences for young people", are the ones offering more differences between the groups. In particular, both are significantly appraised by Youth Organisations (more than the other groups), but organisations run only by volunteers appraise the first one the highest and the second one the lowest. Public Institutions' representatives show a similar pattern in the responses than organisations run only by volunteers. They give much more relevance to empower young people with fewer opportunities than to provide key competences for young people.

Western Balkan organisations find extrinsic **benefits in Erasmus+ Actions**, which are transversal to them. Providing opportunities for **intercultural learning of young people**, for **developing key competences of young people** and for **empowering young people with fewer opportunities**, and providing **possibilities to establish long-term international partnerships** are the benefits most frequently reported. **They account for almost 80% of the transversal benefits reported.**

All the Actions of the Erasmus+ Programme are significantly relevant for Western Balkan organisations, and **the level of relevance of the different Actions is comparable. The most relevant Action for the Western Balkan organisations is Capacity Building.** Besides the benefits associated to this Action, it may meet part of their reported needs: thematic autonomy and higher funding. It is the only Erasmus+ Action, to which Western Balkan organisations can apply directly. In addition, Capacity Building is homogenously appraised by all the different categories of organisations (it is systematically relevant), except for the group of organisations run by volunteers only.

There are not big differences in the responses by the different groups, however **access to funding, partnerships and capacity building related benefits are more appraised by small and medium-size organisations than the bigger, public and less dependent organisations of the Erasmus+ programme.**

Some groups of organisations appraise much higher the benefits associated to support young people with fewer opportunities than providing them with key competences. This is the case of organisations run by volunteers and it may suggest that volunteering include other values beyond the educational aims of the Erasmus+ programme, since this is also the group of

organisations with a more differentiated pattern of responses compared to the rest of the groups.

3.3.- Perception on the chances to be funded by the centralised and decentralised procedures of the Erasmus + Programme.

This aspect of the survey focuses on two main indicators:

The first one is connected to the opinions by the respondents' organisations on the chances to get funded when participating in a project application presented to a Programme Country National Agency. This is what we call decentralised procedure.

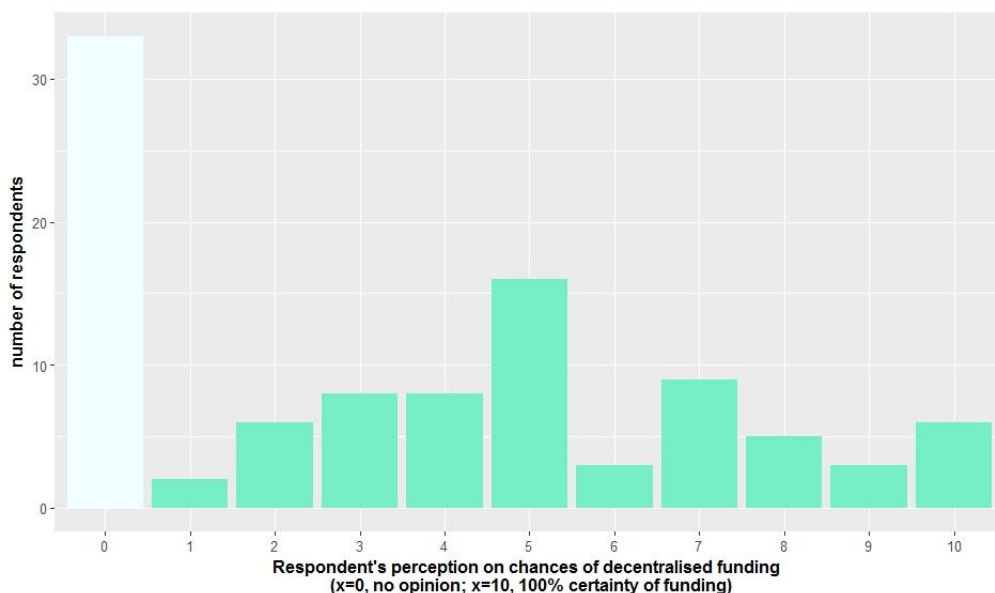
The second one is connected to the opinions by the respondents' organisations on the chances to get funded when participating in a project application presented directly to the Executive Agency. This is what we call centralised procedure. The Western Balkan organisations can apply directly following this procedure periodically in the so-called "Balkan Window".

In the two cases, the respondents were presented a scale from 1 to 10 to estimate their chances of success, 10 being the absolute chance to be funded. In this case, the survey included the possibility to score 0 as well. This score was intended to be used when the respondent had no clear opinion, or when the organisation never used that procedure. The results are presented in the following sections:

i) Opinions on the chances to get funded when participating in decentralised procedure

The following chart represents the results of the survey:

Figure 10. Distribution of the chances to be funded in decentralised procedure (0 means no opinion, 1 the lowest chance, and 10 the total certainty)



For this procedure, 33.3% of the respondents had no opinion or the procedure was not relevant for their organisations. The 66.7% left of the respondents, who perceived any chance at all to get

funded, scored it in average at 54.24%. It is important to mention that there is a significant dispersion in this measure. By calculating the usual 95% confidence interval, the inference on the percentage of chances for the whole population of Western Balkan organisations participating in decentralised procedures, as perceived by the organisations themselves, is estimated between 48.17% and 60.31%.

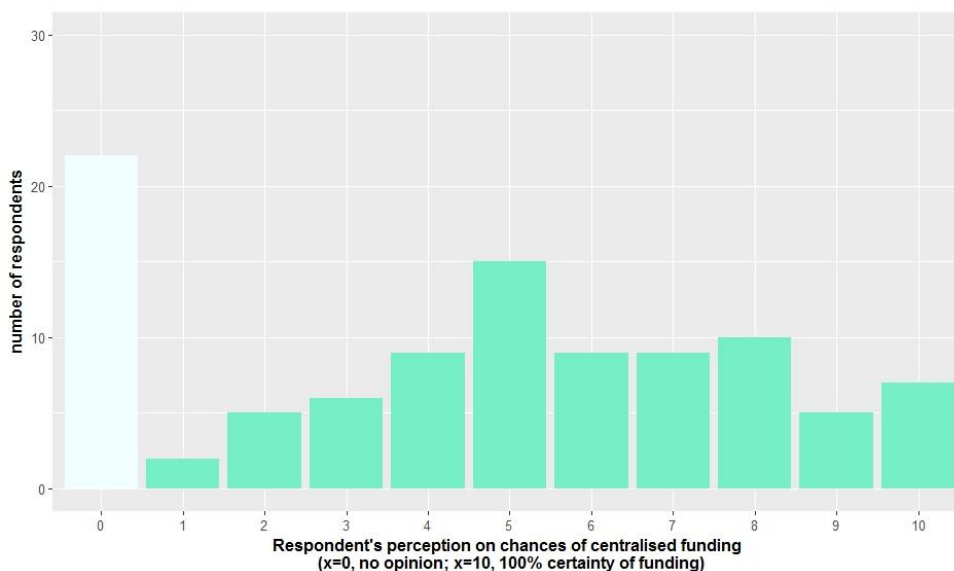
The actual perception must be lower if we assume that there is a significant number of organisations (33.3% in our sample), which consider that this question is not relevant for them. Among these organisations it is logical to think that there must be some that do not participate because they find little chances (or no chances at all).

If we consider the worst scenario based on our sample, in which the 33.3% of respondents that scored 0 is interpreted as their organisations see no chances to get funded under this procedure, the average perception would be approximately 36% with a confidence interval of plus/ minus 6%. This would be the lowest threshold we could infer when considering the opinion of both the organisations that participate and the organisation that never participated in this procedure.

ii) Opinions on the chances to get funded when participating in centralised procedure

The following chart represents the results of the survey:

Figure 11. Distribution of the chances to get funded in centralised procedure (0 means no opinion, 1 the lowest chance, and 10 the total certainty)



For this procedure, 22.2% of the respondents had no opinion or the procedure was not relevant for their organisations. The 77.8% left of the respondents, who perceived any chance at all to get funded, scored it in average at 58.83%. In this case, there is also a significant dispersion in this measure (although lower than in the previous case). By calculating the usual 95% confidence interval, the inference on the percentage of chances for the whole population of Western Balkan organisations participating in centralised procedures, as perceived by the organisations themselves, is estimated between 53.37% and 64.29%.

We may reason in the same way that we did for the decentralised procedure, in order to estimate the lowest perception (considering organisations both participating and no not participating in the centralised procedure). In this case, the worst scenario is much more positive than with the decentralised procedure. The average perception in this worst scenario would be of 45.75% chances with plus/ minus 6.5% for the confidence interval.

iii) Comparison between the two procedures: decentralised and centralised

The most relevant question for our study is to estimate if any preference by the respondents of one procedure over the other can be inferred. We have some indicators that may help us to draw conclusions.

- a) **Number of respondents in the sample with no opinion:** This is a powerful indicator as there is a difference of more than 10 percentage points between both procedures that could not be attributed to the only effect of sampling the population.

According to the answers to this question, there is a 33.3% of organisations with a low propensity to participate in decentralised procedures (for whatever reason), whilst only 22.2% have this low propensity in the centralised procedure.

Moreover, only 2 respondents scored 0 to both questions (out of 32 respondents scoring 0 for decentralised and 21 for centralised procedures, respectively), which implies that they have no opinion in none of the procedures (a logical reason could be that they are not involved in any application procedures).

This means that the vast majority of respondents had a least opinion for one of the procedures, which reinforces the assumption that the 0 score is a good estimator of the no propensity to apply.

- b) **Average percentage of chances to get funded:** This is a useful indicator but not conclusive. We have seen that for the decentralised procedure the respondents whose organisations have participated estimate an average chance of 54.24% of success, while for the centralised procedures they estimate an average chance of 58.83%. Even when there is a difference of some 4.5 percentual points in favour of the centralised procedure, the dispersion of this measure based on the confidence intervals⁵ implies that, although unlikely, we cannot totally reject the possibility that for the whole population of organisations participating in any (or both) of the procedures the perceived chances are similar.

- c) **Difference between the chances of the two procedures as perceived by the respondents with opinion in both procedures:** This is also a powerful indicator, since it provides a direct comparison of the perception of the chances of success between the decentralised and centralised procedures for those respondents who have a defined opinion on both. There are 60 such cases. Out of the 60 cases, 24 respondents (40%) give more chances of success to applications presented to the centralised procedure. And 13 respondents (21.7%) give more chances to be successful under the decentralised procedure. The rest of the respondents consider that the chances of getting funded under both procedures is the same.

⁵ We remind that the spread of the confidence intervals for the measure of the mean value was higher than 6 percent.

The difference of almost 20% in favour of the centralised procedure in this third indicator correlates with the other two previous indicators.

The conclusion of this analysis is that **there is a greater propensity in Western Balkan organisations to participate in the centralised procedures**, the so-called Western Balkan Window.

There is also a clear propensity in the organisations from the Western Balkan region to think that participating in the centralised procedure provides better chances to get funded than participating in the decentralised procedure.

This is also very relevant when studying the current trends. It indicates that **the Western Balkan Window has not only provided a complementary source of funding for youth projects, but it has substituted, at least partially, the decentralised procedure.**

As in other sections of the report, we have carried out a final check to see whether the particular countries in the Western Balkan region have any significant difference in the pattern of responses to these two questions. At the usual levels of statistical confidence, we did not find any evidence of distinct patterns between the five countries of the region⁶.

Finally, to address the fact that the decentralised procedure is indirect, that is, the organisations from the Balkan Region can only participate when invited by an applicant in a programme country, the survey include a secondary indicator based on the perception by the respondents on the interest of Programme Countries organisations to apply in partnerships with Western Balkan organisations.

iv) Interest of Programme Countries organisations in partnership with Western Balkan organisations

The respondents appraise the interest of organisations in programme countries in partnerships with Western Balkan organisations in a 60.72%, with a 95% confidence interval extending from 56.00% to 65.44%.

It is unclear whether we can judge this indicator as high or low. The most interesting aspect for our study is, however, the poor correlation with the indicator on the perception of the chances to get funded in the decentralised procedure. Just a 20%.

The interest of the Programme Countries organisations in partnerships with the Western Balkan Region do not condition significantly the chances to be funded in the opinion of the Western Balkan organisations.

There should be other explanatory intrinsic factors of the procedure (low success rate, impossibility to apply directly, etc) that must have a more important role in the perception of the chances to get funds under the decentralised procedure.

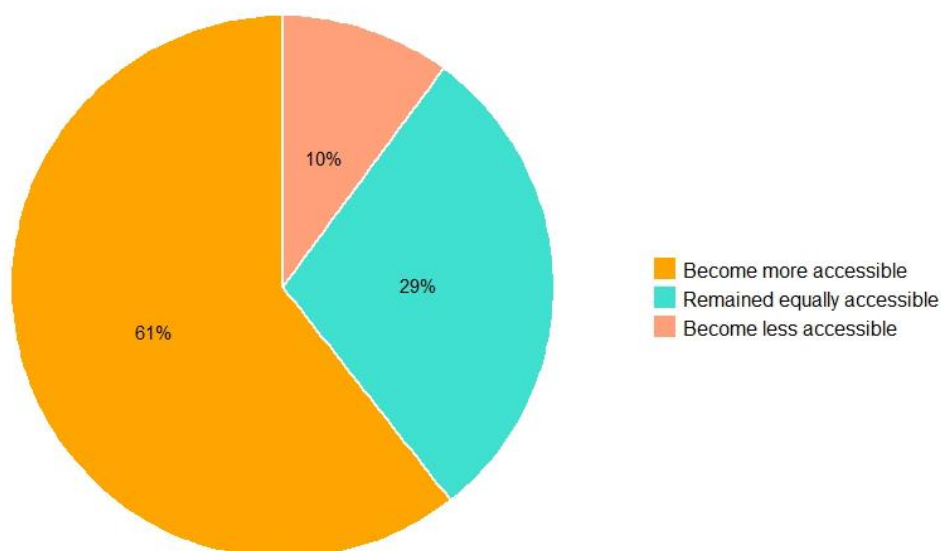
⁶ Statistical models provided in the annex

3.4.- Accessibility to the Erasmus+ Programme. Evolution over the years.

This area of research is connected to the needs of the participating organisations. It included both quantitative and qualitative questions in the survey, in particular to identify which measures of support could be provided.

The following chart represents the respondents' opinions expressed in percentages related to the questions about how accessibility to Erasmus+ has evolved in time.

Figure 12: Evolution of Erasmus+: Youth in Action accessibility in Western Balkan partner countries



The figure clearly shows that the perception is a gradual accessibility of the Erasmus+ Programme for the Western Balkan organisations. This is the case no matter the size of the organisations, their type or the dependence on the Erasmus+ funding. None of the organisations in the categories of Public Institutions reported that Erasmus+ has become less accessible.

The survey got deeper in this question by asking the reasons why the respondents considered the Erasmus plus programme had become more or less accessible. This is treated in the next sections:

i) **Reasons why the respondents find Erasmus+ more accessible over the years**

The following table presents the specific reasons and the number of opinions collected for each of them. Each respondent could choose up to three reasons, including one outside the set provided:

Table 2: Reasons for more accessibility over the years. Respondents' perception

PR1	There is an increased access to information and support measures	52
PR2	It is now possible to integrate more activities in one project	44
PR3	It is now possible to establish cross-sectoral cooperation in the youth field	29
PR4	Now we can apply for Capacity Building projects to the Executive Agency	29
PR5	It has become easier for us to obtain funds	20
PR6	Other	8

The most favourable reasons were connected with external services (more information and support measures) and to the new possibilities opened by the Western Balkan Window (more activities in a single project).

Under the “Other” category, the responses were connected with less favourable reasons (perhaps because the question in the survey was previous to the one targeting reasons making the Programme less accessible) and also included two responses commenting out the current situation of Serbia, which has become a Programme country with more possibilities to access Erasmus+ through national calls.

ii) **Reasons why the respondents find Erasmus+ less accessible over the years**

The survey methodology for the reasons why Erasmus+ was considered less accessible over the years was the same than in the previous section. The respondents could choose up to three reasons, one of them outside the proposed ones.

Table 3: Reasons for less accessibility over the years. Respondents’ perception

NR1	It has become more difficult to find interested partners from Programme countries	39
NR2	The projects in which we were partners were not approved by the National Agencies	29
NR3	The Programme rules and processes have become more complex	30
NR4	Our organization lacks the organizational capacities to prepare and manage Erasmus+ projects	21
NR5	It has become more difficult to motivate young people/youth workers to participate in Erasmus+ projects	22
NR6	Other	14

Under this set of responses there is less variability between them. Partner finding is the most frequent barrier.

Under the “Other” category most of the comments were about the limited possibilities of the organizations from partner countries to participate in the program (not all actions available, only one deadline per year, not having National Agencies) and about the complicated tools and procedures which make the participation of grassroots youth organizations and young people with fewer opportunities more difficult.

iii) **Comparison between the reasons favouring and hampering accessibility**

If we want to analyse the feedback from the respondents, the first aspect to mention is that there is a higher number of opinions indicating higher accessibility than lower accessibility (182 vs. 155). This was to expect based on the general appraisal in Fig. 12.

The second relevant aspect is that even observing a great improvement in accessibility, the number of opinions with reasons that hamper it is significant. In other words, respondents who answered that the Erasmus+ Programme has become more accessible pointed out aspects that may be improved as well.

The following charts compare graphically the reasons to allow extracting some conclusions.

Figure 13. Distribution in terms of percentage of favourable factors for accessibility of Erasmus+: Youth in Action

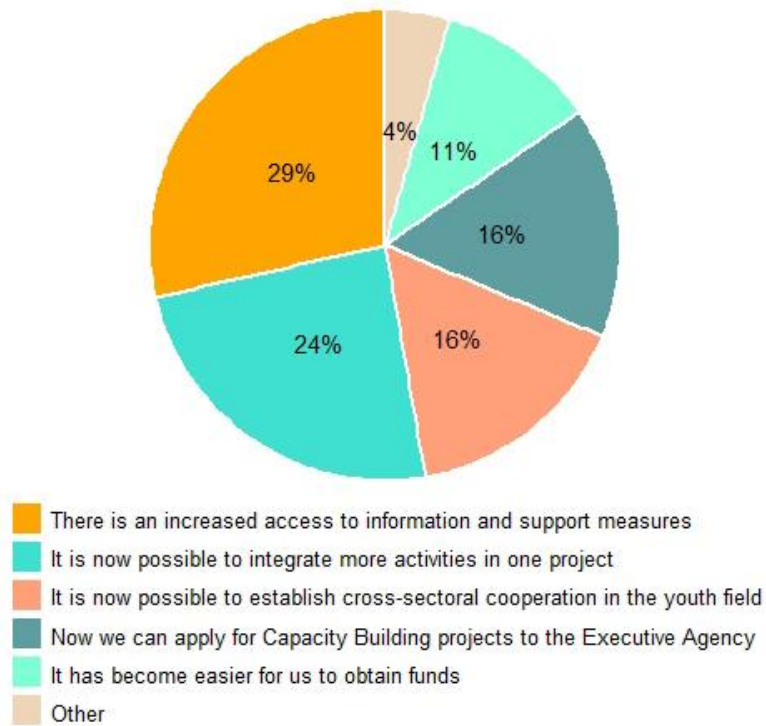
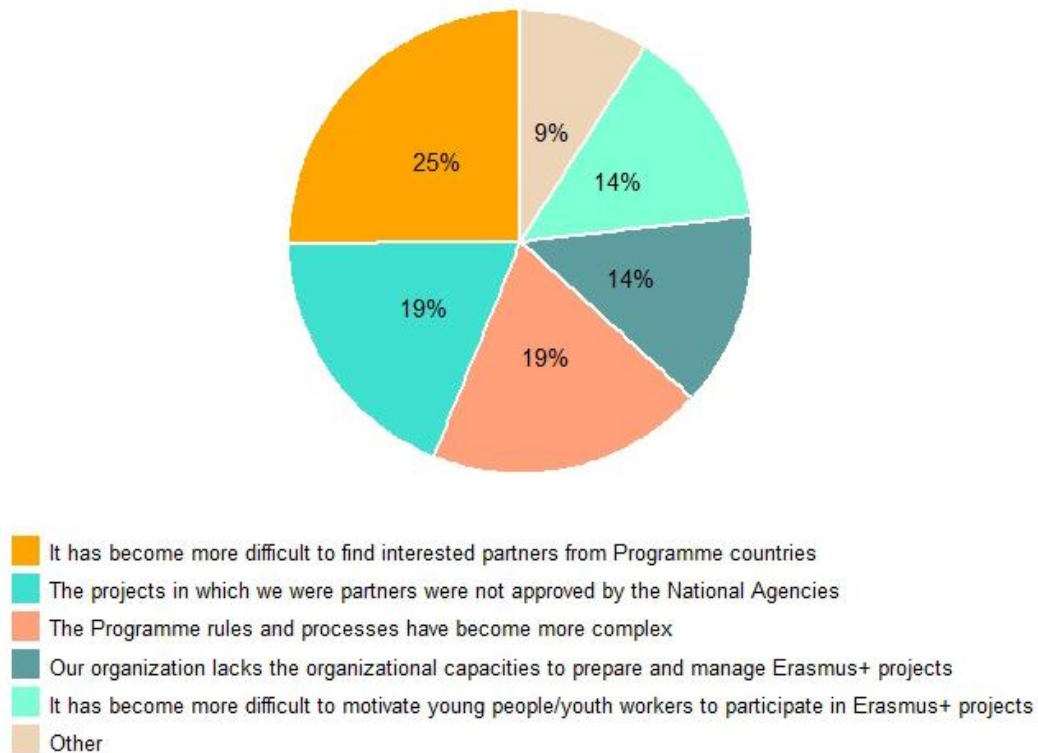


Figure 14. Distribution in term of percentage of hampering factors for accessibility of Erasmus+: Youth in Action



iv) Specific recommendations to make Erasmus+: Youth in Action more accessible and relevant for Western Balkan Organisations

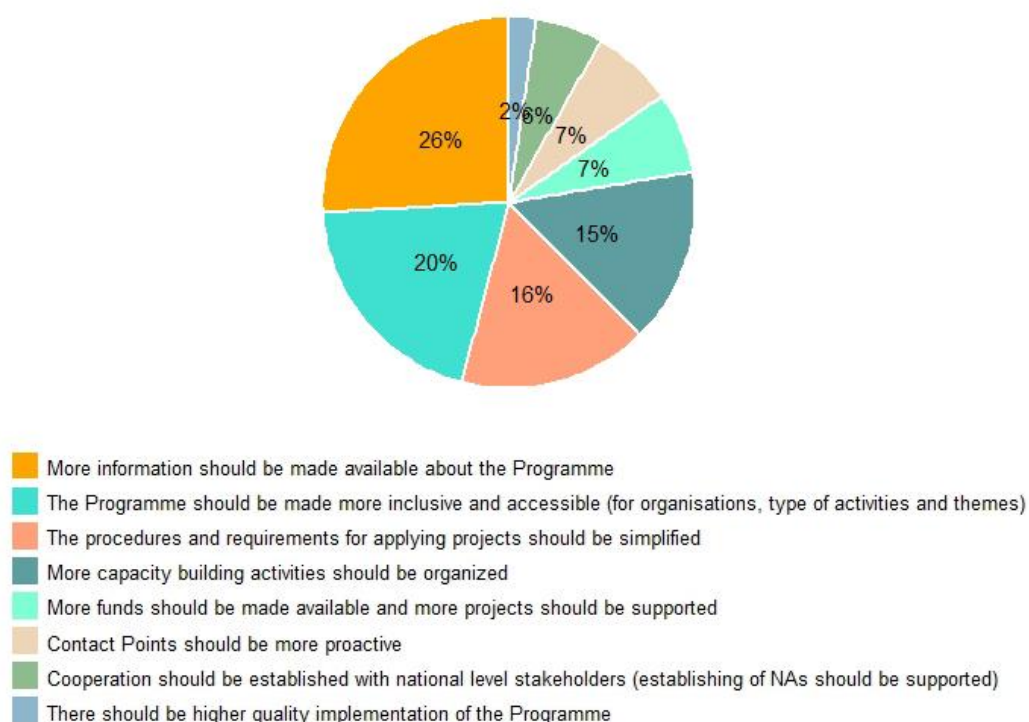
In order to contrast the conclusions driven in the previous sections, the survey included a final question related on specific recommendations by the respondents to make the Erasmus+ Programme more relevant and accessible. The question was open so that the respondents could provide their own opinions. The following table presents the results that have been grouped to synthesize the main recommendations:

Table 4: Recommendations by respondents to better accessibility and relevance of Erasmus+: Youth in Action

R1	More information should be made available about the Programme (to organizations and young people, through events, trainings and internet)	22
R2	The Programme should be made more inclusive and accessible (for small/new/youth organizations, for young people, for WB organizations, for different types of activities and themes)	17
R3	The procedures and requirements for applying projects should be simplified, particularly for youth and small organizations	14
R4	More capacity building activities should be organized (trainings, TCA, ongoing support)	13
R5	More funds should be made available and more projects should be supported	6
R6	Contact Points should be more proactive or new organizations should be appointed	6
R7	Cooperation should be established with national level stakeholders and the establishing of NAs should be supported	5
R8	There should be higher quality implementation of the Programme	2

There are 85 recommendations that can be interpreted in an easier way by transforming them into percentages.

Figure 15: Recommendations by the organisations for better accessibility of Erasmus+: Youth in Action



This helps also to compare the responses with the opinion about the needs of the organisations (see figure 6), observing a significant correlation in the aspects related to: inclusion for a broader number of organisations and themes, simplification of procedures for small organisations and access to funding.

In addition, in this section about recommendations it is outstanding the percentage of respondents claiming as well for promotional activities to support the information to potential participants (more than a 25%).

Almost two thirds of the organizations think that the Programme has become more accessible over the years, and only about 10% of all organizations think it has become less accessible. The Programme was assessed as more accessible by organizations of all sizes, but the percentage of organizations assessing it as such is the highest among public institutions. **Majority of youth organizations think that the Programme has remained equally accessible.**

By far the greatest percentage of organizations agree about **two reasons for a greater accessibility of the Programme: an increased access to information and support measures, and the possibility to include more activities under one project.** These two reasons are selected by most of the groups of organizations according to all criteria used for disaggregation. One important take away is that **a huge majority of youth organizations did not say that it became easier to obtain funds.** Another important finding is that **the possibility to apply for Capacity Building projects to the Executive Agency is almost equally important for all organizations across the board.**

The reasons for the Programme becoming less accessible are chosen in a quite balanced way and no trends could be identified among organizations disaggregated according to the used criteria. Three most often listed reasons are: It has become more difficult to find interested partners from Programme countries; the Programme rules and processes have become more complex and the projects in which the organizations were partners were not approved by the National Agencies.

To overcome the potential hampering to accessibility and relevance of the Erasmus+ Programme for Western Balkan organisations, the respondents suggest as **main recommendations: investing in information, making the Programme more inclusive (for organisations, young people with fewer opportunities and thematic activities), simplifying procedures (especially for small organisations) and promoting more capacity building activities.** These four measures account for more than 75% of the opinions.

3.5.- Appraisal on how helpful SALTO SEE support measures are for the involvement of Western Balkan organisation in the Erasmus+ Programme.

This is connected with the third cluster of questions in the survey, which focuses on quantitative indicators. In this case, the questions analyse five different components of SALTO support measures: Contact points; Participation in International activities; Publications; Direct support and information; Activities supporting volunteering.

The methodological approach to each component is similar, with one specific question for each graded from 1 to 5. 5 is the score for maximum helpfulness. As in other sections, the respondents can choose 0 as an option. In this case, 0 score means that the measure is irrelevant for the organisation, it has never used the service or simply the respondent does not have a clear opinion. As it has been previously explained, this treatment avoids biasing the grading of the users of the measures (the respondents with a clear opinion) as it prevents missing and misinterpreted values, but it introduces the problem of “zero-effects” (a multiplicity of potential reasons that can lead to score 0).

We present the results in a compact form:

Table 5: Respondents’ scores on the services provided by SALTO SEE

	Contact Points	international activities	publications	direct support	EVS activities
No opinion (%)	19,19	11,11	8,08	11,11	20,20
Appraisal (%)	74,75	79,20	78,90	80,23	81,14
Confidence Interval (-)	68,67	74,39	74,54	75,53	75,97
Confidence Interval (+)	80,83	84,01	83,26	84,93	86,31

From the table we can extract some immediate conclusions:

a) ***The number of respondents with no opinion is very heterogeneous.*** The EVS activities and the Contact Points seem to be the measures less used by the respondents (around a 20% assuming that the reason not to have an opinion is the no use of the service in all cases). Two explanatory reasons seem to be reasonable. In the case of Contact Points, many organisations are not located in the same city. In the case of EVS activities, according to the profile of the organisations in the sample, the ones with a priority in EVS is the less representative group. These same reasons seem to be logical to explain the assumed high use of publications (low percentage of no opinions regarding this component). Publications are available on-line, which facilitates the access, and may cover all different actions of the Erasmus+: YiA Programme.

b) ***Except for the appraisal of Contact Points, the score is very homogenous for the other 4 components.*** Around the 80% of helpfulness have been appraised for four of the components, which indicates that these measures are considered very helpful. In the case, of Contact Points the score is 5% lower, of around 75%. It indicates as well that this service is appraised as helpful or very helpful.

3.- ***Dispersion of the opinions for the components.*** The confidence intervals provided in the table indicate a relevant dispersion (that is, there are significant differences of opinion between

the respondents). The most relevant case is the Contact Points. The interval for this component spreads $\pm 6\%$, which indicates that a significant group has scored highly, but at the same time another significant group has scored poorly. As this component is strictly connected with each of the countries in the Western Balkan region, we have checked for the influence of the different countries in the score. An analysis of variance indicates that Kosovo's respondents have an opinion approximately 20% lower about the Contact Points than respondents from the rest of the Western Balkan countries, which do not show significant differences with each other.

It is important to mention, that no other component of the appraisal of SALTO measures shows significant differences between the 5 Western Balkan countries. Only the Contact Points component does.

Services provided by SALTO as perceived as helpful or very helpful, scoring around 80% in all components, except for the service of contact points (a 5% lower).

The resources that are more frequently used are the publications. The services of the contact points and the EVS related activities are the less used, which is likely conditioned by the fact that they can only be accessed or demanded by specific organisations.

The opinions of the participants from the different countries are very homogenous. Only the component of the contact points includes greater variability in the opinions, and different opinions from Kosovo, with regards to the rest of the Western Balkan countries.

The following chart synthesises graphically the perception of the respondents.

Figure 16 : Respondents' perception on SALTO SEE support measures

