

Table IV:8 – Common Types of Issues in Nonprofit Organizations

Board operations

- Low attendance at meetings
 - Low participation in meetings
 - High turnover of Board members
 - No, or poor, decision making
 - Rubber-stamping recommendations from the Chief Executive Officer
 - Conflict among Board members
 - Micromanagement of the nonprofit's day-to-day activities
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Strategic planning

- Lack of clear focus for building programs and making major decisions
 - Frequent suggestions from Board and/or staff for new programs
 - Continual shortage of funds across the organization
 - Low attendance and participation from Board and/or staff members
 - Poor program results
 - Conflict among Board and staff members about priorities, roles and responsibilities
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Program planning

- Lack of clear goals and outcomes with programs
 - Shortage of resources for programs
 - Little or no results from programs
 - Frequent complaints from program staff members
 - Conflict and turnover among program staff members
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Management development

- Poor planning, organizing, leading and administration of resources
 - Lack of direction and guidance to staff members
 - Conflict among staff members
 - High employee turnover
 - Poor communication between staff and Board members
 - Incomplete implementation and evaluation of programs
 - Board is not involved at all, or far too much, in planning and leadership
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Staff development

- Frequent turnover
 - Frequent complaints and conflict
 - Poor performance
 - Compliance (“going through motions”) on the job
 - (See symptoms of problems with program planning as listed above in this table)
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Table IV: 8 – Common Types of Issues in Nonprofit Organizations (Cont.)

Teamwork

- Conflict between team members
- Inefficiencies in activities
- High turnover of members
- Confusion about decision making and problem solving
- Poor performance among members
- Ineffective meetings
- Low morale

Financial management

- Shortage of resources for programs
- Lack of understanding of costs of various resources
- Bills continually not paid on time
- Problems reported by annual financial audits
- Numerous requests for funds
- Frequent refusals from donors to fund programs
- Financial goals for fundraising are not clear

Advertising and promotions

- Little or no available feedback from program participants
- Strong testimonials and results from program participants, yet little growth in programs
- Confusion among clients about program benefits and activities
- Lack of program resources

Fundraising

- Poor program evaluations
- Shortage of resources for programs
- Little or no results from programs
- Frequent complaints from program staff members
- Numerous requests for funds to develop new programs
- Frequent refusals from donors to fund programs

Program evaluations

- Confusion among staff members about the program
 - Inability to successfully describe program to others
 - Poor program results
 - Frequent complaints and conflicts among staff members
 - Ineffective advertising and promotions
 - Ineffective fundraising for programs
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