Potential Types of Issues That Might Be Found in Nonprofit Organizations

The ultimate list of issues that a nonprofit organization should address should be the result of a careful organizational assessment, as well as use of a relevant organizational diagnostic model that suggests which of the issues are the most important to address and in which order.

- An example assessment is at https://www.surveymonkey.com/r/svf38mm.
- A suitable associated diagnostic model is at http://tinyurl.com/y598vgs.
- That overall analysis might produce a list of some or all of the types of recommendations listed at http://tinyurl.com/y4d269wf.

### 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

### 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

### 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

### 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
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)

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