

# A Survey on Digital Platforms for Community Welfare and NGO Support

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## **Abstract:**

Community welfare activities like helping NGOs, volunteering, providing emergency help, supporting healthcare, taking care of animals, and spreading social awareness are very important for building a better and more caring society. Today, many digital platforms and apps are being used to support these activities. These platforms help connect NGOs, volunteers, donors, and people who need help, making it easier for everyone to work together. However, even though such platforms are becoming popular, many of them focus on only one type of service, are not well connected, and face problems like unclear information, poor coordination, lack of transparency, and low user involvement.

This survey paper studies different digital platforms used for community welfare and NGO support. It mainly looks at how aware users are of these platforms, how much they actually use them, and what problems they face while using them. By combining information from earlier research and responses from a user survey, the study finds common issues that stop people from actively participating and using these platforms for a long time. The results show that while many people genuinely want to help social causes and believe technology can make a positive difference, existing platforms often fail to turn this willingness into real action.

The paper highlights the need for simple, well-connected, and user-friendly digital platforms that can solve the problems found in current systems. By considering both research studies and real user experiences, this work helps in better understanding the challenges faced by digital community welfare platforms and provides a basic idea for developing complete solutions like CommunityConnect. It also points out possible areas where future research and improvements can be made.

## **Keywords:**

*Community Welfare, Digital Platforms, NGO Support, User Engagement, Volunteering and Social Initiatives, Technology for Social Good, User Perception, Platform Integration, Trust and Transparency, Sustainable Community Development.*

## **1. Introduction**

Community welfare plays an important role in creating a fair, healthy, and sustainable society. Activities such as services provided by NGOs, volunteering, emergency help, healthcare support, animal welfare, and social awareness programs help meet many social needs that governments alone cannot always handle. In the past, most of these activities depended on manual work, local communication, and unorganized coordination. Because of this, many efforts faced problems like delays, limited reach, lack of transparency, and poor use of available resources.

With the fast growth of digital technology, websites and mobile applications are now widely used to support community welfare activities. These digital platforms help NGOs, volunteers, donors, and beneficiaries connect with each other more easily. Many studies show that such platforms improve visibility, communication, and overall efficiency in NGO-related work, especially by making volunteer participation and task coordination simpler [1]. In the same way, research on digital NGO systems highlights the value of centralized platforms for managing social services and improving collaboration among different stakeholders, while also pointing out challenges related to scalability and real-time response [2].

Even with these improvements, user participation on community welfare platforms is still inconsistent. Research based on behavioural models like the Technology Acceptance Model (TAM) shows that people are more likely to use digital platforms when they find them useful and easy to use [3]. However, in reality, many users who have a positive opinion

about such platforms do not actively participate. This gap between willingness and actual action suggests that existing systems may not fully meet user expectations related to ease of access, trust, and long-term engagement.

Emergency response and crisis management is another important area where digital platforms have shown strong potential. Studies on digital volunteer services during emergencies indicate that technology-based coordination helps improve response time and overall effectiveness in critical situations [4]. However, most of these platforms are designed mainly for emergency use and do not support regular community welfare activities, which reduces their usefulness over the long term.

Recent studies also point out that many digital platforms in the social and non-profit sector work in isolation rather than as complete solutions [5]. This lack of integration often leads to repeated efforts, inconsistent user experiences, and difficulty in tracking results across different welfare activities. From a technical point of view, research emphasizes the need for stronger, scalable, and well-integrated digital systems that can support different users and changing service needs [6].

When it comes to system design, many web-based platforms for social services focus more on basic functionality than on user experience and trust. Research published in technology-focused journals reports that although such platforms may perform their core tasks, they often lack transparency, easy-to-use interfaces, and clear feedback mechanisms [7]. These issues directly affect user satisfaction and discourage people from continuing to use the platforms.

Apart from technical issues, social and behavioural factors also strongly influence how effective community welfare platforms are. Studies in social and environmental research show that awareness, trust, and visible impact are key factors that motivate people to participate in welfare activities [8]. When users do not receive clear information or cannot see the results of their contributions, they may hesitate to engage, even if digital tools are available.

Recent IEEE-based research further confirms that trust, transparency, and accountability are essential for the success of digital platforms used for social purposes [9]. Platforms that fail to address these aspects often experience low user participation and reduced credibility. In addition, community-focused research highlights that digital solutions must be designed with a clear understanding of user behaviour and social context in order to create meaningful and lasting impact [10].

Considering all these points, it is clear that there is a need to carefully study existing digital platforms for community welfare and NGO support. This survey paper aims to examine current platforms by combining insights from existing research with feedback collected through a user survey. By identifying common challenges and unmet user needs, the study seeks to lay a foundation for developing integrated and user-friendly community welfare platforms such as CommunityConnect, while also contributing to further research in the field of digital social systems.

## 2. Literature Review

The growing use of digital technology in the social sector has led to the creation of many platforms that support community welfare and NGO-led activities. Previous research has studied how these digital platforms help in areas such as volunteering, donation management, emergency response, healthcare services, and community engagement. While these platforms have shown positive results in many cases, researchers consistently point out common problems such as lack of integration between platforms, poor usability, trust issues, and difficulty in maintaining long-term user engagement.

Several studies that focus on NGO support and volunteer participation show that digital platforms can greatly improve communication and coordination between organizations and volunteers. A survey-based study published in IJARCCE explains that well-structured online systems help in better task assignment, increase the visibility of NGO activities, and encourage more people to volunteer. However, the study also notes that most platforms are limited to specific functions and are not connected with other welfare services, which reduces their overall impact [1]. Similarly, research published in IRJET highlights the importance of centralized digital platforms for improving collaboration and better use of resources in NGO-related work. At the same time, it points out problems such as slow real-time response and the lack of proper systems to track results and outcomes [2].

User adoption and continued participation are key factors that decide the success of digital community welfare platforms. Research based on the Technology Acceptance Model (TAM) shows that people are more likely to use digital platforms when they find them useful and easy to use. A study published in *Frontiers in Psychology* reveals that even when users understand the benefits of such platforms, they may still choose not to use them if the system is difficult to use or does not build enough trust [3]. This helps explain why there is often a gap between people knowing about community welfare platforms and actually using them.

Emergency response and crisis management is another important area where digital platforms have been widely studied. Research published in Elsevier journals shows that digital volunteer platforms can improve coordination and reduce response time during emergencies by allowing faster sharing of information and better task allocation. However, many of these platforms are designed only for emergency situations and do not support regular or long-term community welfare activities, which limits their usefulness outside crisis periods [4].

Recent studies also highlight the problem of fragmentation in digital platforms developed for social and non-profit services. Research in high-impact journals shows that many platforms work independently and focus on isolated services instead of offering complete solutions. This leads to inconsistent user experiences and makes it difficult to track and evaluate the overall social impact across different welfare activities [5]. From a technical perspective, IEEE-based studies emphasize the need for digital platforms that are scalable, interoperable, and designed with users in mind, so they can support different stakeholders and changing service requirements [6].

Web-based platforms used for social service delivery have also been studied from a system design and usability point of view. Research published in technology-focused journals such as JATIT shows that although many platforms meet basic functional needs, they often ignore important aspects such as user experience, transparency, and clear feedback systems. These weaknesses reduce user satisfaction and discourage people from using the platforms over a long period of time [7].

Apart from technical challenges, social and behavioural factors also strongly influence participation in community welfare initiatives. Studies published in interdisciplinary journals point out that awareness, trust, and the ability to see real impact are important motivations for people to take part in welfare activities. When users do not receive clear information or cannot see the results of their efforts, they may hesitate to participate, even if digital platforms are available [8].

Recent IEEE research further supports the idea that transparency and accountability are essential for building trust in digital platforms meant for social use. Platforms that do not clearly show how activities and outcomes are tracked often struggle to retain users and maintain credibility [9]. In addition, research presented in community-focused conferences emphasizes that digital solutions must match social behaviour and local context in order to create meaningful and long-lasting impact [10].

Overall, the existing literature shows that while digital platforms have contributed positively to certain areas of community welfare, many current solutions still suffer from problems such as poor integration, usability issues, and limited scope. These findings clearly highlight the need for complete, user-friendly platforms that can combine multiple welfare services, improve transparency, and encourage greater participation. Based on these insights, this survey paper combines findings from existing studies with survey-based user analysis to further identify gaps in current systems and support the development of integrated community welfare platforms such as CommunityConnect.

**Table 1** summarizes and compares the key studies discussed above, highlighting their focus areas, main findings, and limitations.

Ref. No.	Author(s) & Year	Title of the Paper	Focus Area	Key Contributions	Limitations
[1]	IJARCCE, 2025	<a href="#"><u>A Survey-Driven Study on Volunteer Engagement and NGO Platforms</u></a>	NGO platforms and volunteer engagement	Highlights improved coordination and awareness through digital NGO platforms	Limited integration with healthcare, animal welfare, and sustainability services
[2]	IRJET, 2023	<a href="#"><u>Empowering Volunteers and NGOs: A Digital Connection</u></a>	Digital connection between NGOs and volunteers	Emphasizes centralized platforms for collaboration and resource utilization	Lacks real-time emergency handling and outcome tracking
[3]	Saura et al., 2020	<a href="#"><u>What Drives Volunteers to Accept a Digital Platform That Supports NGO Projects</u></a>	User adoption of NGO digital platforms	Applies Technology Acceptance Model (TAM) to explain adoption behaviour	Does not address system integration or multi-service platforms
[4]	Elsevier, 2024	<a href="#"><u>Digital Volunteer Services in Emergency Situations</u></a>	Emergency volunteer coordination systems	Demonstrates effectiveness of digital platforms during crisis response	Focused only on emergency scenarios, not continuous welfare services
[5]	Elsevier, 2025	<a href="#"><u>Digital Platforms and Social Service Ecosystems</u></a>	Fragmentation in social service platforms	Identifies lack of integration across digital welfare platforms	Conceptual focus with limited user-centric analysis
[6]	IEEE, 2024	<a href="#"><u>Exploring Methodologies in ICT-Enabled Community Development</u></a>	Technical architecture of welfare platforms	Discusses scalability, interoperability, and system design considerations	Limited discussion on user behaviour and adoption challenges
[7]	JATIT, 2025	<a href="#"><u>Digital Platforms For Social Services Administration In The Context Of Sustainable Community Development</u></a>	Web applications for social services	Examines usability and functionality of welfare platforms	Does not cover transparency and trust-building mechanisms

[8]	Oxford Academic, 2021	<u><a href="#">The Use of Digital Platforms for Community-Based Monitoring</a></u>	Social participation and awareness	Highlights importance of trust and perceived impact in community engagement	Not focused on technical implementation of platforms
[9]	IEEE, 2024	<u><a href="#">Non-Governmental Organization Funding with Blockchain</a></u>	Trust and accountability in digital platforms	Emphasizes transparency as a key factor for sustained user engagement	Does not propose an integrated community welfare model
[10]	EBPJ, 2024	<u><a href="#">Enhancing Environmental Awareness through Digital Tools in Environmental Education in China</a></u>	Digital tools for community awareness	Demonstrates role of digital systems in improving social awareness	Limited to awareness and behavioural aspects, not service delivery

Table 1

### 3. Methodology

This study follows a survey-based research approach to understand how users perceive digital platforms created for community welfare and NGO support. The main purpose of this methodology is to collect first-hand information from users about their awareness, usage experience, difficulties faced, and overall opinions. The data collected from the survey helps provide practical insights that support and add value to the findings discussed in the literature review.

#### 3.1. Survey Design

A structured questionnaire was used as the primary research tool for this study. The questionnaire consisted of nine questions in total. Most of the questions were close-ended, and one optional open-ended question was included to allow respondents to share their personal opinions and suggestions. The questions were designed in a neutral manner and focused only on user experiences, without mentioning any specific platform features or proposed system ideas.

The survey was prepared to gather information on the following aspects:

- Awareness of digital platforms related to community welfare
- Previous experience using such platforms
- Difficulties faced while using existing platforms
- User opinions about digital solutions for community welfare
- Willingness to use a new digital platform for community welfare activities

To make the responses easy to understand and analyse, the questionnaire used a mix of Yes/No questions, multiple-choice questions, and scaled response questions. Before sharing the survey, it was reviewed to ensure that all questions were clear, relevant, and aligned with the objectives of the study.

The survey was conducted in online mode, which made it convenient for participants to respond and helped reach a wider group of users.

### 3.2. Sample

The target group for this study included individuals who are aware of, interested in, or involved in community welfare activities such as NGO work, volunteering, donations, and other social initiatives. No specific demographic limitations were applied, as the focus of the study was on user experience and perception rather than comparing different demographic groups.

Due to time constraints and ease of access, a convenience sampling method was used. The survey link was shared through online communication platforms, and a total of 50 complete and valid responses were collected for analysis. All responses were checked carefully, and any incomplete submissions were excluded from the final dataset.

### 3.3. Data Collection and Analysis

The survey responses were collected using an online survey platform, where the data was recorded automatically. After data collection, the responses were exported into a spreadsheet for better organization and analysis. Simple descriptive statistical methods such as frequency counts and percentage analysis were used to identify trends related to user awareness, usage patterns, challenges faced, and overall perceptions.

The responses received from the open-ended question were analysed separately using qualitative methods to identify common themes and suggestions shared by users. To maintain the reliability of the study, the questionnaire was kept short and easy to understand, and the identity of respondents was kept anonymous. This helped ensure honest and unbiased responses from participants.

## 4. Results

This section explains the results of the survey conducted to understand how people feel about digital platforms used for community welfare and NGO support. The survey collected responses from 50 participants, and the data was analysed using simple statistical methods. Graphs and figures are used to make the results clear and easy to understand.

### 4.1. Awareness of Community Welfare Platforms

The first question focused on finding out whether people are aware of digital platforms related to community welfare and NGO activities. The results show that most respondents are aware that such platforms exist, while a smaller number of people were not aware of them.

This shows that community welfare platforms have gained reasonable visibility among users. However, it also indicates that awareness has still not reached everyone.

Figure 1 shows the distribution of responses related to awareness of digital community welfare platforms.

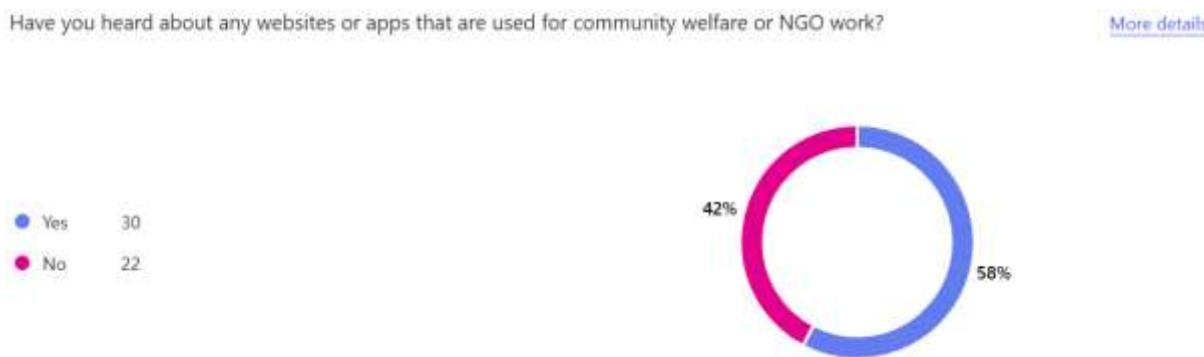


Figure 1: Awareness of Digital Community Welfare Platforms

#### 4.2. Usage of Existing Community Welfare Platforms

Participants were next asked whether they had ever used any digital platform for activities such as volunteering, donations, or emergency support. The results clearly show that actual usage is much lower than awareness. Many respondents said that although they know such platforms exist, they have never used them.

This highlights a clear gap between knowing about these platforms and actually using them. It suggests that certain barriers may be stopping users from engaging with existing systems.

Figure 2 presents the usage pattern of community welfare platforms among the respondents.

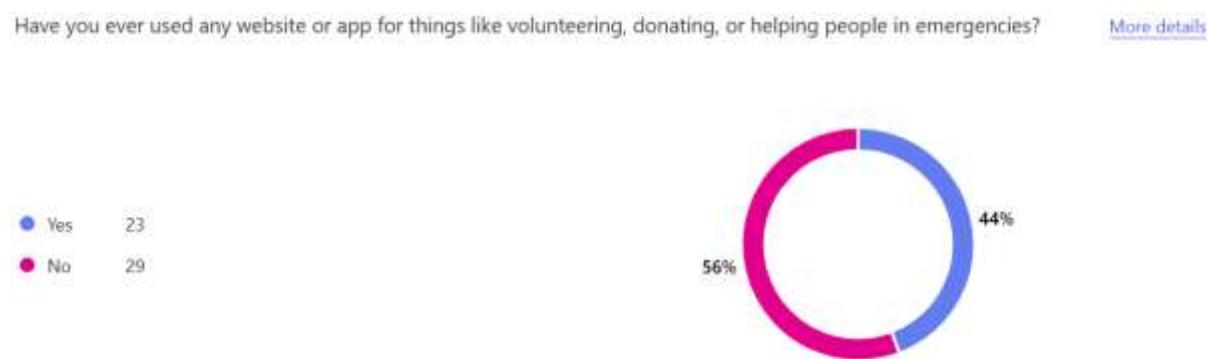


Figure 2: Usage of Existing Community Welfare Platforms

#### 4.3. Platforms Used by Respondents

Respondents who had used community welfare platforms were asked to mention the platforms they interacted with. The responses show that users have used different types of platforms, including NGO websites, donation portals, and platforms mainly focused on spreading awareness. Some users mentioned that they interacted only once or twice, while others could not remember the exact names of the platforms.

This behaviour suggests that platform usage is scattered and not consistent, pointing toward low long-term engagement with existing community welfare platforms.

#### 4.4. Willingness to Help Versus Resource Constraints

One of the main goals of the survey was to understand whether people want to help but are unable to do so. The results show that many respondents are genuinely willing to take part in community welfare activities. However, they often face problems such as lack of proper information, limited resources, or difficulty in finding suitable opportunities.

This clearly shows an intention-action gap, where people want to help but are unable to convert that intention into action.

Figure 3 illustrates respondents' views on willingness to help compared to the lack of resources or opportunities.

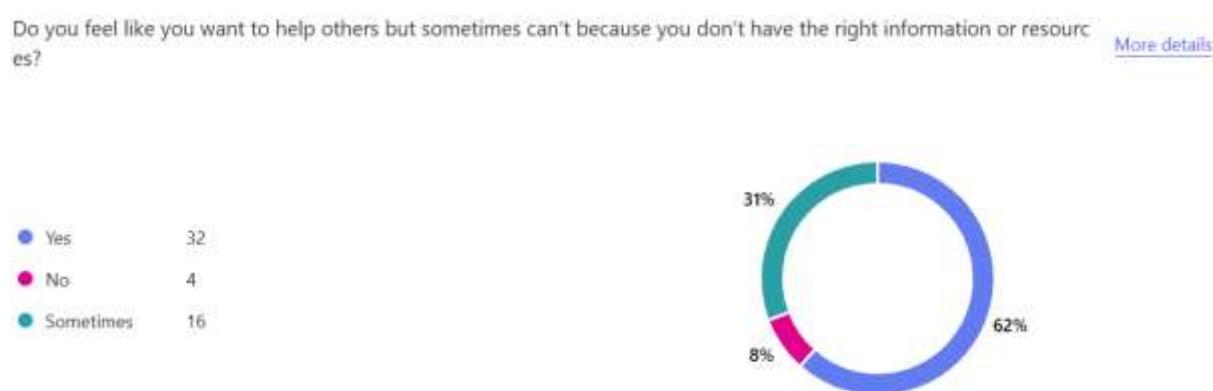


Figure 3: Willingness to Help Others versus Lack of Resources

#### 4.5. Difficulties Faced While Using Existing Platforms

Participants were asked about the problems they faced while using current digital platforms for community welfare. Most respondents reported issues such as unclear or incomplete information, slow responses or updates, difficulty in accessing services, and lack of trust or transparency. Only a few participants said they did not face any major problems.

These findings suggest that existing platforms have usability and reliability issues, which negatively affect the overall user experience.

Figure 4 shows the difficulties reported by respondents while using community welfare platforms.

Do you feel like you want to help others but sometimes can't because you don't have the right information or resources?

[More details](#)

● Yes	32
● No	4
● Sometimes	16

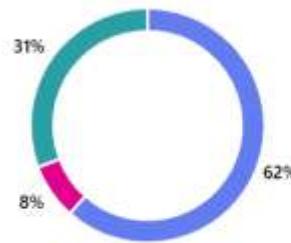


Figure 4: Difficulties Faced While Using Community Welfare Platforms

#### 4.6. Satisfaction with Existing Community Welfare Platforms

Respondents were also asked to share their overall satisfaction with existing digital community welfare platforms. Most participants expressed neutral or dissatisfied views, while only a small number reported being highly satisfied.

This indicates that although platforms are available, they do not fully meet user expectations in terms of ease of use, timely responses, and overall effectiveness.

Figure 5 represents the satisfaction levels of respondents with existing community welfare platforms.

Overall, how happy are you with the community welfare or NGO platforms you've used?

[More details](#)

● Very happy	0
● Happy	8
● Neutral	41
● Unhappy	3

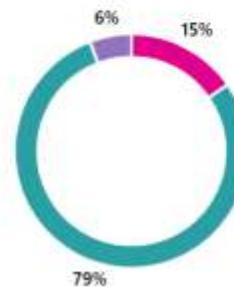


Figure 5: Satisfaction Levels with Existing Community Welfare Platforms

#### 4.7. Perceived Effectiveness of Digital Platforms

The survey also revealed that most respondents believe digital platforms have the potential to improve accessibility and effectiveness in community welfare activities. This shows that people trust technology and believe it can be useful for social good, even if they are not fully satisfied with the way current platforms work.

#### 4.8. Willingness to Use a New Digital Platform

Finally, respondents were asked whether they would be willing to use a new digital platform designed specifically for community welfare activities. The results show strong interest, with many respondents clearly stating that they would

use such a platform. Some respondents mentioned that their decision would depend on how reliable, simple, and useful the platform is.

This response shows that users are open to better digital solutions, especially if they can solve the problems found in existing platforms.

Figure 6 shows respondents' willingness to use a new digital community welfare platform.

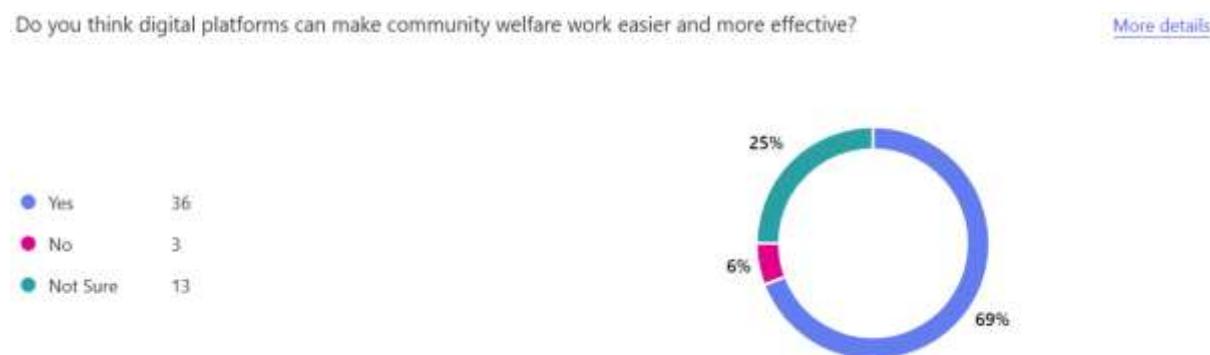


Figure 6: Willingness to Use a New Digital Community Welfare Platform

#### 4.9 Qualitative Feedback

The open-ended responses gave deeper insight into what users actually want. Many respondents mentioned the need for better transparency, easier access to information, faster responses, and stronger trust in the platforms. Some users also expressed the need for simpler interfaces and clearer communication.

These responses support the numerical findings and strongly highlight the need for digital platforms that are more user-friendly, trustworthy, and effective in supporting community welfare activities.

### 5. Discussion

The results of this study provide a clear picture of how digital platforms for community welfare and NGO support are currently working and where they fall short. This section discusses the survey findings by linking them to the study objectives and comparing them with what earlier research has already highlighted.

One of the main observations from the survey is that although most people know about digital platforms related to community welfare, very few actually use them. This matches what previous studies have found—that simply knowing a platform exists does not guarantee that people will use it. Awareness alone is not enough. Factors such as how easy a platform is to use, whether users trust it, how accessible it is, and how useful it feels play a major role in deciding whether people take part.

A key finding of the study is the clear gap between people's willingness to help and their ability to take action. Many respondents expressed a genuine desire to contribute to community welfare activities, but they were often unable to do so because they lacked proper information, guidance, or available opportunities. This shows that people are not unwilling or indifferent toward social causes. Instead, they face practical barriers that stop them from participating meaningfully. This observation strongly supports earlier research that points to fragmented systems and poor information flow as major obstacles to community involvement.

The problems reported by users further reveal the weaknesses of existing community welfare platforms. Issues such as unclear information, delayed responses, difficulty in finding relevant services, and lack of transparency were commonly mentioned. These concerns closely reflect findings from earlier studies, which suggest that many platforms focus only on basic functions and fail to offer clear feedback or visible results. When users cannot clearly understand how platforms work or what impact their contribution has, their trust and satisfaction naturally decrease, leading to lower long-term use.

The survey also shows that overall satisfaction with existing platforms is mostly neutral or negative. This indicates that while these platforms may work at a basic level, they do not provide a smooth or rewarding experience. Neutral satisfaction often means users do not feel strongly connected to the platform or motivated to continue using it. This supports previous research that emphasizes the importance of simple design, transparency, and timely responses in keeping users engaged over time.

Even with these challenges, an encouraging finding is that users strongly believe in the potential of digital platforms to improve community welfare activities. Most respondents agreed that technology can make social initiatives more accessible and effective. This positive attitude shows that people are open to using digital tools, as long as the existing problems are fixed. The high willingness shown by respondents to use a new platform clearly highlights the demand for better, more reliable, and user-friendly systems.

The open-ended responses shared by participants add deeper meaning to the numerical data. Users repeatedly mentioned the need for clearer information, better transparency, faster responses, and stronger trust-building features. These expectations are in line with findings from earlier research and clearly suggest that future platforms must focus not just on functionality, but also on user experience, clarity, and accountability.

While the study offers useful insights, it is important to acknowledge its limitations. The survey was conducted using convenience sampling and included a relatively small number of participants, which limits how widely the results can be applied. In addition, the study relies on self-reported responses, which may include personal bias. Future studies can overcome these limitations by involving larger and more diverse groups, using long-term data collection methods, and applying advanced analysis techniques.

Overall, this discussion highlights a clear mismatch between people's desire to participate in community welfare activities and the ability of current digital platforms to support that participation. The strong agreement between the survey findings and existing research strengthens the reliability of this study. These insights underline the need for well-integrated, user-focused digital platforms that truly support community engagement. The findings also provide a strong base for developing comprehensive platforms such as CommunityConnect and contribute to ongoing research in the field of digital social systems.

## 6. Conclusion

This survey paper explored the current situation of digital platforms used for community welfare and NGO support. The main aim was to understand how aware users are of these platforms, how often they use them, the challenges they face, and how they feel about such systems. By combining insights from existing research with responses collected through a user survey, the study offers a clear and balanced view of the strengths and weaknesses of present-day digital community welfare platforms.

The results show that although many people are aware of community welfare platforms, actual usage remains low. Many users expressed a strong desire to help social causes but were unable to take action due to problems such as lack of clear information, disconnected systems, and low trust in existing platforms. Issues like delayed responses, difficulty in accessing services, unclear details, and lack of transparency further reduce user satisfaction and meaningful participation.

Even with these challenges, the study highlights a positive attitude toward the use of digital technology for community welfare. Most users believe that digital platforms can make social initiatives more effective and accessible. The strong willingness shown by respondents to use improved platforms clearly indicates that people are open to better digital solutions that can overcome the limitations of current systems. This shows that well-designed platforms have the potential to turn users' willingness into real and consistent participation.

The key contribution of this study lies in its focus on real user experiences and expectations, supported by findings from earlier research. By identifying common problems faced by existing platforms, the study provides a strong conceptual base for developing integrated and user-friendly community welfare platforms such as CommunityConnect. It also adds to the overall understanding of how digital social systems work and what factors influence their success.

Future research can build on this work by involving a larger and more diverse group of participants, exploring advanced system designs, and studying technologies that improve transparency, trust, and long-term engagement. Further studies may also examine how integrated digital platforms impact real social outcomes, helping strengthen the role of digital technology in achieving sustainable community development.

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