

TECHSCAPE INDICATORS

TechScape indicators are drawn from nominal data recorded in the assessment process and then adjusted on the basis of qualitative data and general trends presented by the overall assessment. The indicators are not intended to be definitive or authoritative, but help to provide a snapshot of an organization's relationship to technology, focusing on the utility of a variety of tools and strategies, the organization's capacity to engage with technology, and challenges posed to effective technology use by internal and external factors.

Indicators are first calculated from nominal data and on individual scales spanning up to 70 points. They are then normalized to a standard 11pt scale and adjusted according to qualitative analysis.

All TechScape Indicators range from 0-10, with higher numbers indicating a greater utility, capacity and challenge, respectively.

Utility

Utility indicators seek to reflect how useful tools, platforms and strategies would be in helping the organization to fulfill its mandate.

Mobile	<p>Object: Strategies for using mobile telephony and related software and hardware for activities such as sms management, data collection, documentation.</p> <p>Source: The mobile utility indicator draws on 17 questions in the TechScape assessment, including contextual indicators on stakeholder mobile use and mobile penetration, as well as respondents own estimations and previous organizational experience with mobile technology.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -6 and a maximum value of 15.</p>
Web/Social Media	<p>Object: Strategies for using websites, blogs, social media and other web-based tools and platforms to conduct outreach, manage information, advocate or engage with specific groups.</p> <p>Source: The web utility indicator draws on 23 questions in the TechScape assessment, including contextual indicators on internet penetration, as well as information on the organization's stakeholders and networks, activities, and respondent estimations.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -16 and a maximum value of 51.</p>
Visualization	<p>Representation: Tools, platforms and strategies for representing data and information graphically, in order to support advocacy or outreach activities.</p> <p>Source: The visualization utility indicator draws on 8 questions in the TechScape assessment, including information on organizational objectives and respondent's own estimations.</p> <p>Scale: Quantitative data will allow for a minimum value of 0 and a maximum value of 16.</p>
Crowdsourcing	<p>Object: Strategies and tools for engaging a broad public in open or closed processes for data collection, consultation, validation or collaboration.</p> <p>Source: The crowdsourcing utility indicator draws on 5 questions in the TechScape assessment, surveying stakeholder access to media and organizational activities.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -6 and a maximum value of 15.</p>

Security Tech	<p>Object: Technological hardware and software for protecting the physical and digital security of organizations and their staff.</p> <p>Source: The security tech utility indicator draws on 5 questions in the TechScope assessment, including contextual indicators, organizational activities and self-assessments.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -9 and a maximum value of 25.</p>
Administrative Tech	<p>Object: Technological hardware and software for supporting the administration of the organization, including contact and information management, staff management and record-keeping.</p> <p>Source: The administrative tech utility indicator draws on 10 questions on the organization's structure, activities and staff characteristics.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of 0 and a maximum value of 27.</p>
Traditional Media	<p>Object: Strategies for engaging with traditional media formats, platforms and organizations, including radio, television, newspapers and other print formats.</p> <p>Source: The traditional media utility indicator draws on 8 questions on stakeholder media access, organizational activities and self-assessment of utility.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -3 and a maximum value of 27.</p>

Capacity

Capacity indicators seek to reflect organizations' readiness and likelihood to succeed in engaging with technology in their work.

To Adopt New Tech	<p>Object: The learning and adaptation capacity necessary to identify, test and use new tools and technologies.</p> <p>Source: The adoption capacity indicator draws on 41 questions covering organizational structure, staff skills and responsibilities, previous experiences and organizational investments in capacity development.</p> <p>Quant Scale: Quantitative data will allow for a minimum scale of -7 and a maximum value of 61.</p>
To Learn From Others	<p>Object: The networks, experience and general capacity to learn from peers' experience using technology.</p> <p>Source: The learning capacity indicator draws on 10 questions on organizational activities and networks.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of 0 and a maximum value of 23.</p>
Defense Against Attacks/Threats	<p>Object: The knowledge, tools and strategies necessary to defend against threats and attacks to they physical and digital security of both the organization and its staff.</p> <p>Source: The defense capacity indicator draws on 10 questions on organizational activities, as well as respondent's interests and self-assessments.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of 4 and a maximum value of 16.</p>

Challenge

Challenge indicators seek to reflect the degree to which internal and external factors will complicate or inhibit the effective and safe uptake and use of technology.

Infrastructure	<p>Object: The availability and quality of communications and electronic infrastructure necessary to use technology, for organizations, their staff, and their stakeholders.</p> <p>Source: The infrastructure challenge indicator draws on 8 questions covering contextual information and organizational experience.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of 0 and a maximum value of 44.</p>
Tech Literacy	<p>Object: Limitations on the effective use of technology posed by lack of stakeholder or staff familiarity with technology hardware, software, processes or phenomena.</p> <p>Source: The literacy challenge indicator draws on 9 questions covering media penetration, contextual indicators, and organizational activities.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -10 and a maximum value of 20.</p>
Censorship/ Oppression	<p>Object: Censorship or other oppressive practices by state or non-state actors that will inhibit the use of technology to communicate or organize.</p> <p>Source: The censorship challenge indicator draws on 16 questions in the assessment, drawing contextual information and indicators, as well as organizational experiences and respondent assessments.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of -12 and a maximum value of 40.</p>
Digital Threats	<p>Object: Threats posed to the digital and physical security of the organization and its staff by digital attacks as well as digital surveillance and communication, and which inhibit the effective use of technology.</p> <p>Source: The threat challenge indicator draws on 7 questions regarding the organization's previous experience and own estimation.</p> <p>Quant Scale: Quantitative data will allow for a minimum value of 0 and a maximum value of 30.</p>
Physical Threats	<p>Object: Threats posed to the digital and physical security of the organization and its staff, and which inhibit the effective use of technology, including arrests, harassment and violence.</p> <p>Source: The threat challenge indicator draws on 10 questions The threat challenge indicator draws on 7 questions on the respondents experience, knowledge and estimation</p> <p>Quant Scale: Quantitative data will allow for a minimum value of 0 and a maximum value of 30.</p>

TechScape is a global research project assessing technology use by civil society. Composed of individual and in-depth organizational assessments, TechScape is executed on a modular and iterative basis with participating networks and partners. In addition to supporting targeted support and capacity development activities for specific groups, TechScape aims to develop an open and anonymized global data set, to support research, policy and support activities for the technology driven advocacy.

For more information see <https://www.theengineeroom.org/projects/techscape/>.

