

**TechScape**  
**Methodology and Draft Survey Text**

Version 3.1 • June 26, 2012

TechScape is a global research project, leveraging multiple partnerships to gather empirical data on how civil society uses, anticipates technology and their work. TechScape will collect data over a two year period, drawing empirical data from a sample of 2-4,000 civil society organizations, distributed multiple dependent and independent variables.

In the fall of 2012, the engine room will run modular pilots for a limited number of transnational networks.

**PLATFORM, CODEBOOK, AND DATA ENTRY:**

This survey will be deployed on a cloud-based data collection platform with built-in branch logic and guidance on questions. The data will be entered directly into the platform by Field Researchers based on desk research, on consultation with local experts, and during interviews with civil society organizations.

**ADDITIONAL DOCUMENTATION INCLUDES:**

- [Project website](#) and [FAQ page](#)—describing the global research project
- [Call for Engagement](#)—describing modular assessments for civil society networks
- [TechScape Module Concept Note](#) —outlining methodologies for data collection and assessment of network modules
- [Handbook for Country Teams](#) (modules)
- Analytical Tool for Selecting Samples (modules)
- [Field Researcher Guidelines \(DRAFT\)](#)

For further information contact techscape AT theengineroom DOT org

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## Desk Research: Contextual information

*THIS SECTION CONTAINS OBJECTIVE DATA, WHICH MAY BE COLLECTED BY THE FIELD RESEARCHER **THROUGH DESK RESEARCH**, WITHOUT CONTACTING THE ORGANIZATION BEING SURVEYED  
PLEASE COLLECT DATA FOR THE CLOSEST YEAR TO 2012, POSSIBLY WITHIN THE LAST THREE YEARS. ALWAYS SPECIFY THE YEAR OF COLLECTED DATA.*

*\* **THIS DATA IS AVAILABLE FOR A LARGE NUMBER OF CITIES AT** <http://www.cityindicators.org/>  
WHEN DATA NEEDS TO BE COLLECTED, PLEASE REVIEW THE DESCRIPTIONS OF INDIVIDUAL INDICATORS AND SUGGESTIONS FOR DATA SOURCES AT*

*<http://www.cityindicators.org/ViewCityPerformance.aspx?agg=false&cID=105&CityName=Richmond%20Hill>*

**OTHER POTENTIAL DATA SOURCES INCLUDE:**

*INTERNATIONAL TELECOMMUNICATIONS UNION (ITU) STATISTICS (<http://www.itu.int/ITU-D/ICTEYE/Indicators/Indicators.aspx>)*

*UN DATA (<http://data.un.org/>)*

*NORDICOM'S INTERNATIONAL MEDIA AND COMMUNICATION STATISTICS (2010) AND REFERENCED SOURCES ([http://www.nordicom.gu.se/common/publ\\_pdf/NMT12.pdf](http://www.nordicom.gu.se/common/publ_pdf/NMT12.pdf))*

*ITU'S HANDBOOK FOR THE COLLECTION OF ADMINISTRATIVE DATA ON TELECOMMUNICATIONS/ICT (ESPECIALLY CHPT 3) ([http://www.itu.int/dms\\_pub/itu-d/opb/ind/D-IND-ITC\\_IND\\_HBK-2011-PDF-E.pdf](http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ITC_IND_HBK-2011-PDF-E.pdf))*

## 0A: ADMIN INFORMATION

**0A1: Date**

DD/MM/YYYY

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|

**0A2: Researcher ID code**

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**0A3: Organization ID code**

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## OB: COUNTRY AND CITY INFORMATION

### *OB1 Country in which the organization is based*

WRITE IN

Don't know

\_\_\_\_\_

8

### *OB1\_1 Country Population*

WRITE IN

Don't know

\_\_\_\_\_

8

### *OB1\_1a Country Population Source*

WRITE IN

Not applicable

\_\_\_\_\_

7

### *OB2\_1 Contextual information about country in which the organization is based: scores*

*ENTER THE MOST RECENT DATA AVAILABLE. THE FOLLOWING 2 QUESTIONS WILL ALLOW YOU TO ENTER THE YEAR AND SOURCE AT WHICH THE DATA WAS RETRIEVED. FOR SOME QUESTIONS, STATISTICS MAY NOT BE AVAILABLE. WHEN NO STATISTICS ARE AVAILABLE, ENTER "NOT AVAILABLE" (888) SOURCES ARE INDICATED FOR SOME INDICATORS, FOR OTHERS, SEE THE SOURCES LISTED AT THE BEGINNING OF THIS SECTION.*

Score    Not  
          available

|        |   |     |
|--------|---|-----|
| 0B2a_1 | Human Development Index (HDI)<br>( <a href="http://hdrstats.undp.org/en/indicators/103106.html">http://hdrstats.undp.org/en/indicators/103106.html</a> )<br>(0.000-1.000)   | 888 |
| 0B2b_1 | Inequality Adjusted HDI Value (IHDI)<br>( <a href="http://hdr.undp.org/en/statistics/ihdi/">http://hdr.undp.org/en/statistics/ihdi/</a> )<br>(0.000-1.000)  | 888 |
| 0B2c_1 | Gender Inequality Index (GII)<br>( <a href="http://hdrstats.undp.org/en/indicators/68606.html">http://hdrstats.undp.org/en/indicators/68606.html</a> )<br>(0.000-1.000)   | 888 |
| 0B2d_1 | Multi-Dimensional Poverty Index (MDI)<br>( <a href="http://www.ophi.org.uk/multidimensional-poverty-index/mpi-data-methodology/">http://www.ophi.org.uk/multidimensional-poverty-index/mpi-data-methodology/</a> )<br>(0.000-1.000) | 888 |
| 0B2e_1 | Global Integrity Index (GII)<br>( <a href="http://report.globalintegrity.org/globalIndex.cfm">http://report.globalintegrity.org/globalIndex.cfm</a> )<br>(0-100)  | 888 |
| 0B2f_1 | Press Freedom Index (RSF) (PFI)<br>( <a href="http://en.rsfs.org/press-freedom-index-2011-2012,1043.html">http://en.rsfs.org/press-freedom-index-2011-2012,1043.html</a> )<br>(-12 – 233)   | 888 |
| 0B2g_1 | Corruption Perception Index (CPI)<br>( <a href="http://cpi.transparency.org/cpi2011/results/">http://cpi.transparency.org/cpi2011/results/</a> )<br>(0.0-10)  | 888 |
| 0B2h_1 | Civil Society Index (CSI) Structure<br>( <a href="http://csi.civicus.org/">http://csi.civicus.org/</a> )<br>(0.0-4)   | 888 |
| 0B2i_1 | Civil Society Index (CSI) Space/environment<br>( <a href="http://csi.civicus.org/">http://csi.civicus.org/</a> )<br>(0.0-4)   | 888 |
| 0B2j_1 | Civil Society Index (CSI) Values<br>( <a href="http://csi.civicus.org/">http://csi.civicus.org/</a> )<br>(0.0-4)  | 888 |
| 0B2k_1 | Civil Society Index (CSI) Impact<br>( <a href="http://csi.civicus.org/">http://csi.civicus.org/</a> )<br>(0.0-4)  | 888 |
| 0B2l_1 | Daily Newspapers purchased  | 888 |
| 0B2m_1 | Internet subscriptions (total broadband, DSL and dial-up)   | 888 |
| 0B2n_1 | Telephone landlines   | 888 |
| 0B2o_1 | Mobile Cellular Subscriptions   | 888 |
| 0B2p_1 | Mobile Internet Subscriptions   | 888 |
| 0B2q_1 | % access to Radio in household  | 888 |
| 0B2r_1 | Social media accounts<br><i>SEE HTTP://VINCOS.IT/WORLD-MAP-OF-SOCIAL-NETWORKS/ AND CHOOSE THE MOST POPULAR SOCIAL NETWORK FOR THAT COUNTRY</i>  | 888 |

**OB2\_2 Contextual information about country in which the organization is based: year of collected data**

|        | Year  | Not available |
|--------|---|---------------|
| 0B2a_2 | Human Development Index (HDI)   | 888           |
| 0B2b_2 | Inequality Adjusted HDI Value (IHDI)  | 888           |
| 0B2c_2 | Gender Inequality Index (GII)   | 888           |
| 0B2d_2 | Multi-Dimensional Poverty Index (MDI)   | 888           |
| 0B2e_2 | Global Integrity Index (GII)  | 888           |
| 0B2f_2 | Press Freedom Index (RSF) (PFI)   | 888           |
| 0B2g_2 | Corruption Perception Index (CPI)   | 888           |
| 0B2h_2 | Structure (CSI)   | 888           |
| 0B2i_2 | Space/environment (CSI)   | 888           |
| 0B2j_2 | Values (CSI)  | 888           |
| 0B2k_2 | Impact (CSI)  | 888           |
| 0B2l_2 | Daily Newspapers purchased  | 888           |
| 0B2m_2 | Internet subscriptions (total broadband, DSL and dial-up)   | 888           |
| 0B2n_2 | Telephone landlines   | 888           |
| 0B2o_2 | Mobile Cellular Subscriptions   | 888           |
| 0B2p_2 | Mobile Internet Subscriptions   | 888           |
| 0B2q_2 | Radio   | 888           |
| 0B2r_2 | Social media accounts<br><i>SEE <a href="http://vincos.it/world-map-of-social-networks/">http://vincos.it/world-map-of-social-networks/</a> AND CHOOSE THE MOST POPULAR SOCIAL NETWORK FOR THAT COUNTRY</i> | 888           |

**OB2\_3 Contextual information about country in which the organization is based: source of collected data**

FOR INTERNET SOURCES INCLUDE ALSO THE DATE THE DATA ARE COLLECTED.

|        | Source  | Not available |
|--------|---|---------------|
| 0B2a_3 | Human Development Index (HDI)   | 888           |
| 0B2b_3 | Inequality Adjusted HDI Value (IHDI)  | 888           |
| 0B2c_3 | Gender Inequality Index (GII)   | 888           |
| 0B2d_3 | Multi-Dimensional Poverty Index (MDI)   | 888           |
| 0B2e_3 | Global Integrity Index (GII)  | 888           |
| 0B2f_3 | Press Freedom Index (RSF) (PFI)   | 888           |
| 0B2g_3 | Corruption Perception Index (CPI)   | 888           |
| 0B2h_3 | Structure (CSI)   | 888           |
| 0B2i_3 | Space/environment (CSI)   | 888           |
| 0B2j_3 | Values (CSI)  | 888           |
| 0B2k_3 | Impact (CSI)  | 888           |
| 0B2l_3 | Daily Newspapers purchased  | 888           |
| 0B2m_3 | Internet subscriptions (total broadband, DSL and dial-up)   | 888           |
| 0B2n_3 | Telephone landlines   | 888           |
| 0B2o_3 | Mobile Cellular Subscriptions   | 888           |
| 0B2p_3 | Mobile Internet Subscriptions   | 888           |
| 0B2q_3 | Radio   | 888           |
| 0B2r_3 | Social media accounts<br><i>SEE <a href="http://vincos.it/world-map-of-social-networks/">HTTP://VINCOS.IT/WORLD-MAP-OF-SOCIAL-NETWORKS/</a> AND CHOOSE THE MOST POPULAR SOCIAL NETWORK FOR THAT COUNTRY</i> | 888           |

**OB3 In what city or urban centre has the organization its main office?**

WRITE IN \_\_\_\_\_

Don't know

**OB4\_1 Contextual information about city or urban centre where the organization has its main office: scores**

USE OFFICIAL STATISTICS WHEN AVAILABLE. PLEASE REMEMBER THAN THIS DATA IS AVAILABLE FOR A LARGE NUMBER OF CITIES AT <http://www.cityindicators.org/>

|        |  | Scores | Not available |
|--------|--|--------|---------------|
| 0B4a_1 | Population   |        | 888           |
| 0B4b_1 | Percentage of country's population   |        | 888           |
| 0B4c_1 | Average household income (US\$)  |        | 888           |
| 0B4d_1 | Percentage of school-aged population enrolled in schools                         |        | 888           |
| 0B4e_1 | Percentage of students completing secondary education                            |        | 888           |
| 0B4f_1 | Average life expectancy at birth   |        | 888           |
| 0B4g_1 | Percentage of city population with regular solid waste collection                |        | 888           |
| 0B4h_1 | Percentage of city population with potable water supply service                  |        | 888           |
| 0B4i_1 | Voter participation in last municipal election (as a percent of eligible voters) |        | 888           |
| 0B4j_1 | Daily Newspapers purchased   |        | 888           |
| 0B4k_1 | Internet subscriptions (total broadband, DSL and dial-up)                        |        | 888           |
| 0B4l_1 | Telephone landlines  |        | 888           |
| 0B4m_1 | Mobile Cellular Subscriptions  |        | 888           |
| 0B4n_1 | Mobile Internet Subscriptions  |        | 888           |
| 0B4o_1 | % access to Radio in household   |        | 888           |

**OB4\_2 Contextual information about city or urban centre where the organization has its main office: year of collected data**

USE OFFICIAL STATISTICS WHEN AVAILABLE. PLEASE REMEMBER THAN THIS DATA IS AVAILABLE FOR A LARGE NUMBER OF CITIES AT <http://www.cityindicators.org/>

|        |  | Year | Not available |
|--------|--|------|---------------|
| 0B4a_2 | Population   |      | 888           |
| 0B4b_2 | Percentage of country's population   |      | 888           |
| 0B4c_2 | Average household income (US\$)  |      | 888           |
| 0B4d_2 | Percentage of school-aged population enrolled in schools                         |      | 888           |
| 0B4e_2 | Percentage of students completing secondary education                            |      | 888           |
| 0B4f_2 | Average life expectancy at birth   |      | 888           |
| 0B4g_2 | Percentage of city population with regular solid waste collection                |      | 888           |
| 0B4h_2 | Percentage of city population with potable water supply service                  |      | 888           |
| 0B4i_2 | Voter participation in last municipal election (as a percent of eligible voters) |      | 888           |
| 0B4j_2 | Daily Newspapers purchased   |      | 888           |
| 0B4k_2 | Internet subscriptions (total broadband, DSL and dial-up)                        |      | 888           |
| 0B4l_2 | Telephone landlines  |      | 888           |
| 0B4m_2 | Mobile Cellular Subscriptions  |      | 888           |
| 0B4n_2 | Mobile Internet Subscriptions  |      | 888           |
| 0B4o_2 | Radio  |      | 888           |

**OB4\_3 Contextual information about city or urban centre where the organization has its main office: source of collected data**

USE OFFICIAL STATISTICS WHEN AVAILABLE. PLEASE REMEMBER THAN THIS DATA IS AVAILABLE FOR A LARGE NUMBER OF CITIES AT <http://www.cityindicators.org/>

|        |  | Source | Not available |
|--------|--|--------|---------------|
| 0B4a_3 | Population   |        | 888           |
| 0B4b_3 | Percentage of country's population   |        | 888           |
| 0B4c_3 | Average household income (US\$)  |        | 888           |
| 0B4d_3 | Percentage of school-aged population enrolled in schools                         |        | 888           |
| 0B4e_3 | Percentage of students completing secondary education                            |        | 888           |
| 0B4f_3 | Average life expectancy at birth   |        | 888           |
| 0B4g_3 | Percentage of city population with regular solid waste collection                |        | 888           |
| 0B4h_3 | Percentage of city population with potable water supply service                  |        | 888           |
| 0B4i_3 | Voter participation in last municipal election (as a percent of eligible voters) |        | 888           |
| 0B4j_3 | Daily Newspapers purchased   |        | 888           |
| 0B4k_3 | Internet subscriptions (total broadband, DSL and dial-up)                        |        | 888           |
| 0B4l_3 | Telephone landlines  |        | 888           |
| 0B4m_3 | Mobile Cellular Subscriptions  |        | 888           |
| 0B4n_3 | Mobile Internet Subscriptions  |        | 888           |
| 0B4o_3 | Radio  |        | 888           |



## Interview: Director or Manager

*THIS INTERVIEW SHOULD BE CONDUCTED WITH A HIGH-RANKING PERSON IN THE ORGANIZATION WHO:*

- 1. HAS RESPONSIBILITY FOR DEVELOPING AND DEFINING THE ORGANIZATION'S STRATEGY, AND*
- 2. IS FAMILIAR WITH THE ORGANIZATION'S BUDGETS, FUNDRAISING PRACTICES AND STAFFING.*

*ATTEMPT TO CONDUCT THIS INTERVIEW WITH A PERSON HOLDING ONE OF THE POSITIONS LISTED BELOW, BEGINNING WITH THE FIRST. IF THE POSITION AT THE TOP OF THE LIST DOES NOT EXIST OR IS UNABLE TO PARTICIPATE, ATTEMPT TO CONDUCT THE INTERVIEW WITH THE NEXT PERSON ON THE LIST.*

- 1. EXECUTIVE DIRECTOR*
- 2. DEPUTY DIRECTOR*
- 3. MANAGER*
- 4. OPERATIONS MANAGER*
- 5. DIRECTOR OF PROGRAMS*
- 6. TEAM LEADER*

*IF IT IS NOT POSSIBLE TO CONDUCT THE INTERVIEW WITH A PERSON WHO HOLDS ONE OF THE LISTED POSITIONS, CONTACT THE TECHSCAPE FIELD RESEARCH LEADER FOR GUIDANCE.*

### A: INTERVIEW OPENING

**A1: Date**

*DD/MM/YYYY*

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|

**A2: Researcher ID code**

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**A3: Organization ID code**

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## B: ORGANIZATIONAL INFORMATION

### B0: Start Time

INTERVIEWER ENTER START TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

#### READ OUT:

*Thank you participating in this assessment. As you know, this interview is part of a larger exercise to help selected Oxfam Novib partners better understand the ways in which digital and mobile technologies can support their work.*

*For this interview, I will mostly ask you about your organization's general activities, and ask you to describe some of the most positive and negative experiences your organization has had. I will also ask you about how your organization relates to tech tools in a general sense. In a follow-up interview with your communications focal point, I will ask specific questions about how the organization uses technology and works with digital security issues. Together, this information will help us to identify areas where tech solutions might make your work easier or more efficient. Comparing this information with that from other organizations will help us think about ways that you can benefit from other organizations' experiences, both within and without the Oxfam Novib network. We may also use the data to support grant proposals for specific trainings and other activities that meet your needs.*

*All of the information we collect here will be kept completely private, and it will not be possible to connect any data or analysis made public from the project with your organization.*

*This interview will last approximately 1 hour. Please feel free to stop me or ask if a question is unclear, or if you would like to take a break.*

*The interview starts with some questions about you and the organization. Again, this will all be kept strictly confidential, and will be only used to help us understand the data, and potentially contact you for clarifications or follow-up activities.*

### B1: Name of representative

WRITE IN

Doesn't  
answer

---

8

### B2: Could you please give me your e-mail address?

WRITE IN

Doesn't  
answer

---

8

### B3: Which is your position in the organization?

WRITE IN

Doesn't  
answer

---

8

### B4: What are your main responsibilities in this organization?

WRITE IN

Doesn't  
answer

---

8

**READ OUT** And now I would like to ask you about your organization.

**B5: When was the organization created?**

YEAR

Year

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

Don't know

8

**B6: Is the organization registered and legally recognized as a charity or not-for-profit organization, consistent with the organization's actual activities?**

**DO NOT READ OUT**

Yes

Yes, but not as the actual type of organization, or not consistent with the organization's activities

No, it is registered as a private business

No, not registered at all

No it is registered as another type of organization

Don't know

|   |                   |
|---|-------------------|
| 1 | <b>GO TO B9</b>   |
| 2 | <b>GO TO B7</b>   |
| 3 |                   |
| 4 |                   |
| 5 | <b>GO TO B6_1</b> |
| 8 | <b>GO TO B9</b>   |

ASK ONLY IF "ANOTHER TYPE OF ORGANIZATION" (CODE 5) AT B6

**B6\_1: Other type of registration**  
(WRITE IN)

**GO TO B7**

Not

applicable

7

ASK ONLY IF NOT REGISTERED CONSISTENT WITH CURRENT ACTIVITIES AT B6 (CODES 2,3,4,5)

**B7: What are the reasons why the organization is not accurately registered?**

**DO NOT READ OUT**

CODE "YES" (2) FOR EACH ANSWER THAT IS MENTIONED. CODE "NO" (1) IF AN ANSWER IS NOT MENTIONED.

CODE "NOT APPLICABLE" (7) FOR ALL IF THE QUESTION IS SKIPPED

CODE "DON'T KNOW" (8) IF AN ANSWER IS MENTIONED BUT THE RESPONDENT IS NOT SURE THAT IT IS APPROPRIATE. CODE "DON'T KNOW" FOR ALL IF THE RESPONDENT IS UNABLE TO ANSWER THE QUESTION.

|     |  | No | Yes | Not applicable     | Don't know |                 |
|-----|--|----|-----|--------------------|------------|-----------------|
| B7a | Financial obstacles                                  | 1  | 2   | 7                  | 8          | <b>GO TO B8</b> |
| B7b | Political obstacles                                  | 1  | 2   | 7                  | 8          |                 |
| B7c | There is no agency/procedure for registering         | 1  | 2   | 7                  | 8          |                 |
| B7d | Registration would create risks for the organization | 1  | 2   | 7                  | 8          |                 |
| B7e | No need  | 1  | 2   | 7                  | 8          |                 |
| B7f | Other/s  | 1  | 2   | 7                  | 8          |                 |
|     |  |    |     | <b>GO TO B7f_1</b> |            |                 |

ASK ONLY IF "YES" AT B7f (CODE 2)

**B7f\_1: What are the other reasons why the organization is not accurately registered?**

(WRITE IN)

|  |                 |
|--|-----------------|
|  | <b>GO TO B8</b> |
|  |                 |

Not applicable

7

ASK ONLY IF A REASON IS CODED AT B7A,B,C,D,E,F (CODE 2).

**B8: Of all the reasons you have mentioned, which is the most important reason why the organization is not accurately registered?**

READ OUT ALL RESPONSES AT B7 AND B7F\_1

|  |   |
|--|---|
| Financial obstacles                                  | 1 |
| Political obstacles                                  | 2 |
| There is no agency/procedure for registering         | 3 |
| Registration would create risks for the organization | 4 |
| No need  | 5 |
| Other/s  | 6 |
| Not applicable                                       | 7 |
| Don't know   | 8 |

ASK ALL

**B9: Does the organization have a hierarchy for decision-making, according to which different people have different responsibility and levels of authority?**

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

**B10: What issues does the organization work on?**

PROVIDE AN EXAMPLE IF NEEDED: HUMAN RIGHTS, HEATH ISSUES, POVERTY ALLEVIATION...

**DO NOT READ**

CODE FOR EACH ISSUE

|      |                            | No | Yes                 | Don't know |
|------|----------------------------|----|---------------------|------------|
| B10a | Human Rights               | 1  | 2                   | 8          |
| B10b | Transparency               | 1  | 2                   | 8          |
| B10c | Public Service Delivery    | 1  | 2                   | 8          |
| B10d | Health                     | 1  | 2                   | 8          |
| B10e | Free Media and Information | 1  | 2                   | 8          |
| B10f | Climate Issues             | 1  | 2                   | 8          |
| B10g | Gender Issues              | 1  | 2                   | 8          |
| B10h | Poverty Alleviation        | 1  | 2                   | 8          |
| B10i | Community Building         | 1  | 2                   | 8          |
| B10j | Peace promotion            | 1  | 2                   | 8          |
| B10k | Agricultural Development   | 1  | 2                   | 8          |
| B10l | Entrepreneurship           | 1  | 2                   | 8          |
| B10m | Water, Sanitation          | 1  | 2                   | 8          |
| B10n | Transportation             | 1  | 2                   | 8          |
| B10o | Disaster Relief            | 1  | 2                   | 8          |
| B10p | Other                      | 1  | 2                   | 8          |
|      |                            |    | <b>GO TO B10p_1</b> |            |
| B10q | No Specific Mandate        | 1  | 2                   | 8          |

ASK ONLY IF YES AT B10P (CODE 2)

**B10p\_1: Other issue area.**

(WRITE IN)

Not applicable

|                  |
|------------------|
| <b>GO TO B11</b> |
| 7                |

ASK ALL

**B11: What is the organization’s raison d’être?**

PROVIDE AN EXAMPLE IF NEEDED: TO PROVIDE MEDICAL SERVICES OR COMBAT CORRUPTION

**DO NOT READ OUT**

CODE “YES” (2) FOR EACH ANSWER THAT IS MENTIONED. CODE “NO” (1) IF AN ANSWER IS NOT MENTIONED. CODE “DON’T KNOW” (8) IF AN ANSWER IS MENTIONED BUT THE RESPONDENT IS NOT SURE THAT IT IS APPROPRIATE. CODE “DON’T KNOW” FOR ALL IF THE RESPONDENT IS UNABLE TO ANSWER THE QUESTION. IF NECESSARY, CLARIFY THAT YOU WOULD LIKE TO HAVE THE OPINION OF THE REPRESENTATIVE

|      | No | Yes  | Don’t know |                     |
|------|----|--|------------|---------------------|
| B11a |    | To raise awareness in the organization’s issue area                        | 1          | 2 8                 |
| B11b |    | To impact policy   | 1          | 2 8                 |
| B11c |    | To improve service delivery  | 1          | 2 8                 |
| B11d |    | To change specific legislative or administrative governance structures     | 1          | 2 8                 |
| B11e |    | To provide citizens with greater voice in public affairs and deliberations | 1          | 2 8                 |
| B11f |    | To expose corruption or malfeasance  | 1          | 2 8                 |
| B11g |    | No concrete strategic objectives   | 1          | 2 8                 |
| B11h |    | Other/s  | 1          | 2<br>GO TO B11h_1 8 |

**GO TO B12**

ASK ONLY IF “YES” AT B11J (CODE 2)

**B11h\_1: Other primary objective.**

(WRITE IN)

Not applicable

|   |                   |
|---|-------------------|
|   | <b>GO TO B11B</b> |
| 7 |                   |

ASK ALL

**B12 Where does your organization have activities?**

IF NECESSARY, EXPLAIN THAT “ACTIVITIES” INCLUDES ANY ACTIVITIES BY THE ORGANIZATION, INCLUDING ADVOCACY AND COMMUNICATIONS

(WRITE IN)

Not applicable  
Don’t know

|   |                  |
|---|------------------|
|   | <b>GO TO B13</b> |
| 7 |                  |
| 8 |                  |

**B13: Does the organization have activities in more than one:**

**READ OUT, CODE FOR EACH AREA**

|      |   | Yes | No | Don't know |
|------|---|-----|----|------------|
| B13a | city or municipality?                         | 1   | 2  | 8          |
| B13b | province, district or state within a country? | 1   | 2  | 8          |
| B13c | country?                                      | 1   | 2  | 8          |
| B13d | region, such as Africa or Europe?             | 1   | 2  | 8          |

**B14: What kind of funding does the organization receive?**

**READ OUT, CODE FOR EACH STATEMENT**

|      | No | Yes | Don't know |                   |
|------|----|-----|------------|-------------------|
| B14a | 1  | 2   | 8          |                   |
| B14b | 1  | 2   | 8          |                   |
| B14c | 1  | 2   | 8          | <b>GO TO B15</b>  |
| B14d | 1  | 2   | 8          |                   |
| B14e | 1  | 2   | 8          |                   |
| B14f | 1  | 2   | 8          | <b>ASK B14f_1</b> |

ASK ONLY IF "OTHER" (2) FOR B14F.

**B14f\_1: Other Funding?**

(WRITE IN)

|                |   |                  |
|----------------|---|------------------|
|                |   | <b>GO TO B15</b> |
| Not applicable | 7 |                  |

ASK ALL

**B15: How many projects is the organization currently managing?**

**DO NOT READ**

IN CASE OF DOUBT ABOUT WHAT CONSTITUTES A PROJECT, CODE THE LARGEST POSSIBLE NUMBER

|                       |          |
|-----------------------|----------|
| 0-5 projects          | <b>1</b> |
| 6-10 projects         | <b>2</b> |
| 11-15 projects        | <b>3</b> |
| More than 15 projects | <b>4</b> |
| Don't know            | <b>8</b> |

**B16: Does the organization provide services directly to individuals (for example health, educational or legal services)?**

|            |                    |
|------------|--------------------|
| No         | <b>1 GO TO B17</b> |
| Yes        | <b>2 ASK B16_1</b> |
| Don't know | <b>8 GO TO B17</b> |

ASK ONLY IF "YES" AT B16 (CODE 2)

**B16\_1: What type of direct services does the organization provide?**

**READ OUT**

CODE "YES" (2) FOR EACH ANSWER THAT IS MENTIONED. CODE "NO" (1) IF AN ANSWER IS NOT MENTIONED.

CODE NOT "NOT APPLICABLE" (7) FOR ALL IF QUESTION IS SKIPPED.

CODE "DON'T KNOW" (8) IF AN ANSWER IS MENTIONED BUT THE RESPONDENT IS NOT SURE THAT IT IS APPROPRIATE. CODE "DON'T KNOW" FOR ALL IF THE RESPONDENT IS UNABLE TO ANSWER THE QUESTION.

|    |     |                   |               |
|----|-----|-------------------|---------------|
| No | Yes | Not<br>Applicable | Don't<br>know |
|----|-----|-------------------|---------------|

|        |                            |   |   |   |   |                        |
|--------|----------------------------|---|---|---|---|------------------------|
| B16a_1 | Legal services             | 1 | 2 | 7 | 8 | <b>GO TO<br/>B16_2</b> |
| B16b_1 | Health services            | 1 | 2 | 7 | 8 |                        |
| B16c_1 | Education services         | 1 | 2 | 7 | 8 |                        |
| B16d_1 | Water/ sanitation services | 1 | 2 | 7 | 8 |                        |
| B16e_1 | Financial services         | 1 | 2 | 7 | 8 |                        |
| B16f_1 | Other                      | 1 | 2 | 7 | 8 |                        |

**ASK  
B16F\_11**

ASK ONLY IF "YES" AT B16F\_1 (CODE 2)

**B16f\_11: Which one(s)? (other direct services)**

(WRITE IN)

|                |                    |
|----------------|--------------------|
|                | <b>GO TO B16_2</b> |
| Not applicable | 7                  |

ASK ONLY IF "YES" AT B16 (CODE 2)

**B16\_2: Are the beneficiaries of direct services located in the same city/urban area as the organization is based?**

|                   |   |
|-------------------|---|
| Yes, all of them  | 1 |
| Yes, some of them | 2 |
| No, none of them  | 3 |
| Not applicable    | 7 |
| Don't know        | 8 |

**B16\_3: Does the organization directly provide services for individuals...**

READ OUT. CODE FOR EACH OF THE SERVICES

|   | No | Yes | Don't know |
|---|----|-----|------------|
| B16a_3 that do not have access to potable water                                       | 1  | 2   | 8          |
| B16b_3 that do not have access to indoor plumbing                                     | 1  | 2   | 8          |
| B16c_3 that regularly experience power outages  | 1  | 2   | 8          |
| B16d_3 that are not able to access free public schooling within a reasonable distance | 1  | 2   | 8          |
| B16e_3 that are not able to access free health services                               | 1  | 2   | 8          |
| B16f_3 that have no access to mobile telephone network coverage                       | 1  | 2   | 8          |
| B16g_3 that have no access to the internet  | 1  | 2   | 8          |

ASK ALL

**B17: Does the organization have its own office space?**

|            |   |                    |
|------------|---|--------------------|
| No         | 1 | <b>GO TO B17_2</b> |
| Yes        | 2 | <b>ASK B17_1</b>   |
| Don't know | 8 | <b>GO TO B17_2</b> |

ASK ONLY IF "YES" TO B17 (CODE 2)

**B17\_1: Does the organization experience power outages in its offices?**

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

ASK ALL

**B17\_2: Does the organization have access to the Internet in its offices?**

|            |   |                  |
|------------|---|------------------|
| No         | 1 | <b>GO TO B18</b> |
| Yes        | 2 | <b>ASK B17_3</b> |
| Don't know | 8 | <b>GO TO B18</b> |

ASK ONLY IF "YES" TO B17\_2 (CODE 2)



**B17\_3: In the last month, has your organization lost access to Internet for reasons other than power outages?**

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

ASK ALL

**B18: What is the organization's working language?**

CODE FOR EACH LANGUAGE

|      |         |
|------|---------|
| B18a | English |
| B18b | Spanish |
| B18c | Arabic  |
| B18d | French  |
| B18e | Russian |
| B18f | Other/s |

| No | Yes | Don't know |                   |
|----|-----|------------|-------------------|
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          | <b>GO TO B19</b>  |
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          | <b>ASK B18f_1</b> |

**B18f\_1: What other working languages does the organization use?**

(WRITE IN)

**GO TO B19**

ASK ALL

**B19: What other languages are used by the organization, formally or informally?**

CODE FOR EACH LANGUAGE, CODE "DON'T KNOW" (8) FOR ALL IF THE RESPONDENT DOES NOT KNOW OR NO OTHER LANGUAGE IS SPOKEN IN THE ORGANIZATION.

|      |         |
|------|---------|
| B19a | English |
| B19b | Spanish |
| B19c | Arabic  |
| B19d | French  |
| B19e | Russian |
| B19f | Other/s |

| No | Yes | Don't know |                   |
|----|-----|------------|-------------------|
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          | <b>GO TO B20</b>  |
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          |                   |
| 1  | 2   | 8          | <b>ASK B19f_1</b> |

ASK ONLY IF "YES" AT 19F (CODE 2)

**B19f\_1: What other languages does the organization use formally or informally?**

(WRITE IN)

**GO TO B20**

ASK ALL

**B20: What languages would you say are used by the organization's beneficiaries?**

CODE FOR EACH LANGUAGE, CODE "DON'T KNOW" (8) FOR ALL IF THE RESPONDENT DOES NOT KNOW.

| No | Yes | Don't know |
|----|-----|------------|
|    |     |            |

B20a English  
 B20b Spanish  
 B20c Arabic  
 B20d French  
 B20e Russian  
 B20f Other/s

|   |   |   |                   |
|---|---|---|-------------------|
| 1 | 2 | 8 |                   |
| 1 | 2 | 8 |                   |
| 1 | 2 | 8 | <b>GO TO B21</b>  |
| 1 | 2 | 8 |                   |
| 1 | 2 | 8 |                   |
| 1 | 2 | 8 | <b>ASK B20f_1</b> |

ASK ONLY IF 'OTHER' AT B20F (CODE 2)

**B20f\_1: What other beneficiary languages?**

(WRITE IN)

Not applicable

|   |                  |
|---|------------------|
|   | <b>GO TO B21</b> |
| 7 |                  |

ASK ALL

**B21: How many paid, full-time staff does the organization employ?**

**DO NOT READ**

FULL-TIME WORK IS PAID WORK OF MORE THAN 35 HOURS PER WEEK

- None **1**
- 1-10 people **2**
- 11-20 people **3**
- 21-30 people **4**
- More than 30 people **5**
- Don't know **8**

**B22: How many paid, part-time staff does the organization employ?**

**DO NOT READ**

PART-TIME WORK IS PAID WORK OF LESS THAN 35 HOURS PER WEEK WITH CLEARLY IDENTIFIED RESPONSIBILITIES

- None **1**
- 1-10 people **2**
- 11-20 people **3**
- 21-30 people **4**
- More than 30 people **5**
- Don't know **8**

**B23: How many unpaid workers, such as volunteers or interns work at least one day a month at the organization?**

- None **1**
- 1-10 people **2**
- 11-20 people **3**
- 21-30 people **4**
- More than 30 people **5**
- Don't know **8**

**B24: How many national consultants has the organization hired in the last 2 years?**

- None **1**
- 1-10 people **2**
- 11-20 people **3**
- 21-30 people **4**
- More than 30 people **5**
- Don't know **8**

**B25: How many international consultants has the organization hired in the last 2 years?**

- None **1**
- 1-10 people **2**
- 11-20 people **3**
- 21-30 people **4**
- More than 30 people **5**

Don't know

8

**B26: Does the organization have a staff member responsible for working with digital or mobile technology? Yes, more than one**

|                    |   |                  |
|--------------------|---|------------------|
| Yes, more than one | 1 | Go to B27        |
| Yes, one           | 2 |                  |
| No                 | 3 | <b>Go to B28</b> |
| Don't know         | 8 |                  |

ASK ONLY IF 'YES' AT B26 (CODE 1,2)

**B27: Is this staff member responsible for any of the following areas?**

**Read out**

CODE FOR EACH AREA, CODE "DON'T KNOW" (8) FOR ALL IF THE RESPONDENT DOES NOT KNOW.

|                                   | No | Yes | Not applicable | Don't know |
|-----------------------------------|----|-----|----------------|------------|
| B27a Office IT infrastructure     | 1  | 2   | 7              | 8          |
| B27b Internet presence or website | 1  | 2   | 7              | 8          |
| B27c Outreach or communications   | 1  | 2   | 7              | 8          |
| B27d Managing programs            | 1  | 2   | 7              | 8          |

**B28: End time**

INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

## C: ORGANIZATIONAL ACTIVITY

### C0: Start Time

INTERVIEWER ENTER START TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

**READ OUT:** We will now move to questions about the work of the organization

**C1: Does the organization advocate in global policy arenas, such as tribunals, intergovernmental policy-making bodies, or events such as the World Social Forum?**

|            |          |
|------------|----------|
| No         | <b>1</b> |
| Yes        | 2        |
| Don't know | 8        |

**C2: Does the organization interact with regional policy bodies such as the African Union or regional trade or development bodies?**

|            |          |
|------------|----------|
| No         | <b>1</b> |
| Yes        | 2        |
| Don't know | 8        |

ASK ONLY IF "YES" AT C1 OR C2 (CODE 2)

**C3: What are the key media used to communicate with international or regional policy-makers?**

**DO NOT READ OUT, CODE ALL MENTIONED.**

CODE "YES" (2) FOR EACH ANSWER THAT IS MENTIONED. CODE "NO" (1) IF AN ANSWER IS NOT MENTIONED.

CODE "NOT APPLICABLE" (7) FOR ALL IF THE QUESTION IS SKIPPED

CODE "DON'T KNOW" (8) IF AN ANSWER IS MENTIONED BUT THE RESPONDENT IS NOT SURE THAT IT IS

APPROPRIATE. CODE "DON'T KNOW" FOR ALL IF THE RESPONDENT IS UNABLE TO ANSWER THE QUESTION.

|     |   | No | Yes                    | Not<br>Applicable | Don't<br>know |                 |
|-----|---|----|------------------------|-------------------|---------------|-----------------|
| C3a | Email   | 1  | 2                      | 7                 | 8             | <b>GO TO C4</b> |
| C3b | Newsletters   | 1  | 2                      | 7                 | 8             |                 |
| C3c | Blogs and discussion fora                             | 1  | 2                      | 7                 | 8             |                 |
| C3d | Dedicated, closed online communities                  | 1  | 2                      | 7                 | 8             |                 |
| C3e | Social media (including Facebook, Twitter and others) | 1  | 2                      | 7                 | 8             |                 |
| C3f | Other   | 1  | 2                      | 7                 | 8             |                 |
|     |   |    | <b>GO TO<br/>C3f_1</b> |                   |               |                 |

ASK ONLY IF "YES" AT C3F (CODE 2)

**C3f\_1: Which other media are used to communicate with policy-makers?**

(WRITE IN)

|                |                 |
|----------------|-----------------|
|                | <b>GO TO C4</b> |
| Not applicable | 7               |

ASK ALL

**C4: How regularly do staff members of the organization travel outside of your country?**

**READ OUT**

|                        |          |                 |
|------------------------|----------|-----------------|
| Never                  | <b>1</b> | <b>GO TO C6</b> |
| Occasionally           | 2        |                 |
| At least once a year   | 3        |                 |
| More than twice a year | 4        | <b>ASK C5</b>   |
| More than once a month | 5        |                 |

ASK ONLY IF TRAVEL AT C4 (CODES 2,3,4, OR 5)

**C5: Does the organization do any of the following activities when travelling internationally?**

**READ OUT**

CODE "YES" (2) FOR EACH ANSWER THAT IS MENTIONED. CODE "NO" (1) IF AN ANSWER IS NOT MENTIONED.

CODE "NOT APPLICABLE" (7) FOR ALL IF THE QUESTION IS SKIPPED

CODE "DON'T KNOW" (8) IF AN ANSWER IS MENTIONED BUT THE RESPONDENT IS NOT SURE THAT IT IS

APPROPRIATE. CODE "DON'T KNOW" FOR ALL IF THE RESPONDENT IS UNABLE TO ANSWER THE QUESTION.

|     |                       | No | Yes | Not applicable | Don't know |                 |
|-----|-----------------------|----|-----|----------------|------------|-----------------|
| C5a | Run programs          | 1  | 2   | 7              | 8          | <b>GO TO C6</b> |
| C5b | Participate in events | 1  | 2   | 7              | 8          |                 |
| C5c | Run trainings         |    |     | 7              |            |                 |
| C5d | Receive trainings     |    |     | 7              |            |                 |
| C5e | Fundraise             | 1  | 2   | 7              | 8          |                 |
| C5f | Other/s               | 1  | 2   | 7              | 8          |                 |

**GO TO C5f\_1**

ASK ONLY IF "YES" AT C5F (CODE 2)

**C5f\_1: Other travelling activities**

(WRITE IN)

Not applicable

|   |                 |
|---|-----------------|
|   | <b>GO TO C6</b> |
| 7 |                 |

ASK ALL

**C6: Does the organization lobby national policy makers?**

|            |                   |
|------------|-------------------|
| No         | <b>1 GO TO C8</b> |
| Yes        | <b>2 ASK C7</b>   |
| Don't know | <b>8 GO TO C8</b> |

ASK ONLY IF "YES" AT C6 (CODE 2)

**C7: What are the key media used to communicate with national policy-makers?**

**DO NOT READ OUT, CODE FOR EACH ONE.**

|     |   | No | Yes | Don't know |                 |
|-----|---|----|-----|------------|-----------------|
| C7a | Email   | 1  | 2   | 8          | <b>GO TO C8</b> |
| C7b | Newsletters   | 1  | 2   | 8          |                 |
| C7c | Blogs and discussion fora                             | 1  | 2   | 8          |                 |
| C7d | Dedicated, closed online communities                  | 1  | 2   | 8          |                 |
| C7e | Social media (including Facebook, Twitter and others) | 1  | 2   | 8          |                 |
| C7f | Other   | 1  | 2   | 8          |                 |

**ASK C7f\_1**

ASK ONLY IF "YES" AT C7F (CODE 2)

**C7f\_1: Which other media to communicate with national policy-makers?**

(WRITE IN)

Not applicable

|                 |
|-----------------|
|                 |
| <b>GO TO C8</b> |
| 7               |

ASK ALL

**C8: Does the organization regularly communicate with international partners, peers or communities?**

|            |          |
|------------|----------|
| No         | <b>1</b> |
| Yes        | <b>2</b> |
| Don't know | <b>8</b> |

**C9: Does the organization regularly convene other national or local civil society organizations?**

PROVIDE EXAMPLES OF CONVENING IF NEEDED: SUCH AS WORKING GROUPS, THEMATIC MEETINGS, CONFERENCES OR COORDINATED ACTIVITIES.

|            |          |                  |
|------------|----------|------------------|
| No         | <b>1</b> | <b>GO TO C11</b> |
| Yes        | <b>2</b> | <b>ASK C10</b>   |
| Don't know | <b>8</b> | <b>GO TO C11</b> |

ASK ONLY IF "YES" AT C9 (CODE 2)

**C10: What are the key media used to communicate with national or local civil society organizations?**

**Do not read out**

CODE "YES" (2) FOR EACH ANSWER THAT IS MENTIONED. CODE "NO" (1) IF AN ANSWER IS NOT MENTIONED.  
 CODE "NOT APPLICABLE" (7) FOR ALL IF THE QUESTION IS SKIPPED  
 CODE "DON'T KNOW" (8) IF AN ANSWER IS MENTIONED BUT THE RESPONDENT IS NOT SURE THAT IT IS APPROPRIATE. CODE "DON'T KNOW" FOR ALL IF THE RESPONDENT IS UNABLE TO ANSWER THE QUESTION.

|      | No | Yes   | Not Applicable | Don't know |     |
|------|----|---|----------------|------------|-----|
| C10a |    | Email   | 1              | 2          | 7 8 |
| C10b |    | Newsletters   | 1              | 2          | 7 8 |
| C10c |    | Blogs and discussion fora                             | 1              | 2          | 7 8 |
| C10d |    | Dedicated, closed online communities                  | 1              | 2          | 7 8 |
| C10e |    | Social media (including Facebook, Twitter and others) | 1              | 2          | 7 8 |
| C10f |    | Other   | 1              | 2          | 7 8 |

**GO TO C11**

ASK ONLY IF "YES" AT C10F (CODE 2)

**C10f\_1: Which other media to communicate with civil society?**

(WRITE IN)

|                |                  |
|----------------|------------------|
|                | <b>GO TO C11</b> |
| Not applicable | 7                |

ASK ALL

**READ OUT** Now I will ask you, in general, about the tools that are used in your organization

**C11: Does the organization primarily rely on digital or traditional media in its work?**

**READ OUT**

IF NECESSARY, PROVIDE EXAMPLES OF TRADITIONAL MEDIA (SUCH AS RADIO AND TELEVISION) OR DIGITAL MEDIA (SUCH AS WEBSITES AND EMAIL)

|   |                    |
|---|--------------------|
| Primarily traditional media             | 1                  |
| Primarily digital and mobile technology | 2 <b>ASK C12</b>   |
| Both traditional and digital media      | 3                  |
| Neither                                 | 4 <b>GO TO C20</b> |
| Don't know                              | 8 <b>ASK C12</b>   |

**C12: Does the organization use...?**

**READ OUT. CODE FOR EACH OF THEM**

|  | No | Yes                    | Don't know       |
|--|----|------------------------|------------------|
| C12a Appearances or editorials in print, radio or television | 1  | 2                      | 8                |
| C12b Paid advertising online                                 | 1  | 2                      | 8                |
| C12c Paid advertising in print, radio or television          |    |                        | <b>GO TO C13</b> |
| C12d Self-produced print media                               | 1  | 2                      | 8                |
| C12e Self-produced radio programming                         | 1  | 2                      | 8                |
| C12f Self-produced television programming                    | 1  | 2                      | 8                |
| C12g Other   | 1  | 2<br><b>ASK C12g_1</b> | 8                |

ASK ONLY IF "OTHER" AT C12\_G (CODE 2)

**C12g\_1: Which other traditional media used?**

**(WRITE IN)**

Not applicable

|   |                  |
|---|------------------|
|   | <b>GO TO C13</b> |
| 7 |                  |

ASK ONLY IF ANY TRADITIONAL MEDIA WAS MENTIONED AT C12 (CODE 2)

**C13: How important is the use of these traditional media for this organization's work? Please use a scale in which 1 means 'not at all important' and 10 means 'extremely important'.**

IF NECESSARY, READ OUT THE TRADITIONAL MEDIA MENTIONED IN C12.

|                      |                   |                     |                |            |
|----------------------|-------------------|---------------------|----------------|------------|
| Not at all important |                   | Extremely important | Not applicable | Don't know |
| 0                    | 1 2 3 4 5 6 7 8 9 | 10                  | 77             | 88         |

**C14: How many of the organization's currently active projects would not be possible without the use of these media?**

IF NECESSARY, READ OUT THE TRADITIONAL MEDIA MENTIONED IN C12.

|                   |   |
|-------------------|---|
| <b>(WRITE IN)</b> |   |
| Not applicable    | 7 |
| Don't know        | 8 |



**C15: Does the organization use...?**

**READ OUT. CODE FOR EACH OF THEM**

*\*=INTERACTIVE WEBSITE INCLUDES ANY INTERACTION ONLINE, INCLUDING COMMENTS OR SUBSCRIPTION (C15F).*

|      |  | No | Yes                | Don't know |                  |
|------|--|----|--------------------|------------|------------------|
| C15a | Email  | 1  | 2                  | 8          |                  |
| C15b | Email Newsletter   |    |                    |            |                  |
| C15c | Websites   | 1  | 2                  | 8          |                  |
| C15d | Maintains blog or discussion fora, or other social media account(s)                      | 1  | 2                  | 8          |                  |
| C15e | Engages in online discussions and interactions on external sites                         | 1  | 2                  | 8          |                  |
| C15f | Maintains interactive websites*  | 1  | 2                  | 8          |                  |
| C15g | Paid software (like Microsoft Office or Basecamp) to manage the organization or projects | 1  | 2                  | 8          |                  |
| C15h | Free branded platforms (like Google apps) to manage the organization or projects         | 1  | 2                  | 8          | <b>GO TO C16</b> |
| C15i | Digital or mobile tools to collect data or evidence                                      | 1  | 2                  | 8          |                  |
| C15j | Digital or mobile tools to deliver health, financial or other public services            | 1  | 2                  | 8          |                  |
| C15k | Mass communications to mobile phones   | 1  | 2                  | 8          |                  |
| C15l | Security software (anti-virus, circumvention tools)                                      | 1  | 2                  | 8          |                  |
| C15m | Disseminates information through third party sites and platforms                         | 1  | 2                  | 8          |                  |
| C15n | Other  | 1  | 2<br>ASK<br>C15m_1 | 8          |                  |

ASK ONLY IF "YES" AT C15M (2)

**C15m\_1: Which other digital tools used?**

(WRITE IN)

Not applicable

|   |                  |
|---|------------------|
|   | <b>GO TO C16</b> |
| 7 |                  |

ASK ONLY IF ANY DIGITAL OR MOBILE TECHNOLOGY IS MENTIONED AT C15 (CODE 2)

**C16: What are the most important motivations for the organization to use these tools?**

READ OUT AND RANK THE TOP THREE.

ENTER "NOT APPLICABLE" (77) FOR ALL THREE IF NO TOOLS WERE LISTED IN C15. ENTER "DON'T KNOW" (88) FOR ALL IF THE RESPONDENT IS NOT ABLE TO ANSWER THE QUESTION.

IF NECESSARY, READ OUT THE DIGITAL OR MOBILE TECHNOLOGIES MENTIONED IN C15.

|                                       | C16a<br>1 <sup>st</sup> motivation | C16b<br>2 <sup>nd</sup> motivation | C16c<br>3 <sup>rd</sup> motivation |                  |
|---------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------|
| To save time                          | 1                                  | 1                                  | 1                                  |                  |
| To save money                         | 2                                  | 2                                  | 2                                  |                  |
| To reach more stakeholders nationally | 3                                  | 3                                  | 3                                  |                  |
| To be more visible nationally         | 4                                  | 4                                  | 4                                  | <b>GO TO C17</b> |
| To be more visible internationally    | 5                                  | 5                                  | 5                                  |                  |
| To access better information          | 6                                  | 6                                  | 6                                  |                  |
| No reason                             | 7                                  | 7                                  | 7                                  |                  |

|                |    |    |    |                  |
|----------------|----|----|----|------------------|
| Other          | 8  | 8  | 8  | <b>ASK C16_1</b> |
| Not applicable | 77 | 77 | 77 | <b>GO TO C17</b> |
| Don't know     | 88 | 88 | 88 |                  |

ASK ONLY IF "OTHER" AT C16A, B, C (CODE 8)

**C16\_1: Which other motivations to use digital or mobile tools?**

**(WRITE IN)**

Not applicable

|                  |
|------------------|
| <b>GO TO C17</b> |
| 7                |

ASK ONLY IF ANY DIGITAL OR MOBILE TECHNOLOGY IS MENTIONED AT C15 (CODE 2)

**C17: Could you tell me, approximately, which percentage of the organization's currently annual budget is dedicated to supporting the use of digital or mobile technology?**

**(WRITE IN)**

|                |   |
|----------------|---|
| Not applicable | 7 |
| Don't know     | 8 |

**C18: Of the projects that are currently active in the organization, how many of these would not be possible without the use of digital or mobile technology?**

ENTER A NUMBER. ESTIMATE AS NECESSARY.

**(WRITE IN)**

|                |   |
|----------------|---|
| Not applicable | 7 |
| Don't know     | 8 |

**C19: In relation to this, has this organization used digital or mobile technology in innovative or creative ways other than how it was intended or is commonly used?**

|                |   |                  |
|----------------|---|------------------|
| No             | 1 | <b>GO TO C20</b> |
| Yes            | 2 | <b>ASK C19_1</b> |
| Not applicable | 7 |                  |
| Don't know     | 8 | <b>GO TO C20</b> |

ASK ONLY IF "YES" AT C19 (CODE 2)

**C19\_1: Could you please tell me how?**

(WRITE IN)

|                |                  |
|----------------|------------------|
|                | <b>GO TO C20</b> |
| Not applicable | 7                |

ASK ALL

**C20: Are there any specific outcomes for the organization's stakeholders that you hope digital or mobile technologies can facilitate?**

(WRITE IN)

|                |                  |
|----------------|------------------|
|                | <b>GO TO C21</b> |
| Not applicable | 7                |
| Don't know     | 8                |

**C21: End time**

INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

## D: CAPACITIES

**READ OUT: I am now going to ask you more questions about organization's skills and how staff skills are developed**

### D0: Start Time

INTERVIEWER ENTER START TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

**D1: Does the organization have a domain name or brand identity that is used for all online communications?**

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

**D2: Do the organization's staff have access to computers for their work?**

|            |   |                 |
|------------|---|-----------------|
| No         | 1 | <b>GO TO D3</b> |
| Yes        | 2 | <b>ASK D2_1</b> |
| Don't know | 8 | <b>GO TO D3</b> |

ASK ONLY IF "YES" AT D2 (CODE 2)

**D2\_1: How many staff members do not have access to their own computer or need to share computers with other staff?**

|                   |   |       |
|-------------------|---|-------|
| <b>(WRITE IN)</b> |   | _____ |
| Not applicable    | 7 |       |
| Don't know        | 8 |       |

ASK ALL

**D3: How many people of the organization's staff currently use digital or mobile technology on a daily basis?**

|                                 |   |
|---------------------------------|---|
| None of the staff members       | 1 |
| Not many of the staff members   | 2 |
| Some of the staff members       | 3 |
| Almost all of the staff members | 4 |
| All of the staff members        | 5 |
| Don't know                      | 8 |

**D4: Has the organization used the internet (including online training, discussions or research) to get better at any of the following activities?**

|   | No | Yes | Don't know |                 |
|---|----|-----|------------|-----------------|
| D4a Communicating with stakeholders and raising awareness on issues                                 | 1  | 2   | 8          |                 |
| D4b Keeping the organization and its staff safe   | 1  | 2   | 8          |                 |
| D4c Fundraising and developing the organization's strategic focus                                   | 1  | 2   | 8          |                 |
| D4d Managing staff and organizational activities (such as payroll, hiring and other administration) | 1  | 2   | 8          | <b>GO TO D5</b> |
| D4e Measuring impact of programs  | 1  | 2   | 8          |                 |
| D4f Other   | 1  | 2   | 8          |                 |

ASK ONLY IF "YES" AT D4F (CODE 2)

**D4f\_1: Which other online activities to build skills?**

**(WRITE IN)**

|                |               |
|----------------|---------------|
|                | <b>ASK D5</b> |
| Not applicable | 7             |
| Don't know     | 8             |

ASK ONLY IF INTERNET HAS BEEN USED AT D4A-F (CODE 2)

**D5: In what language has your organization accessed online resources to support its work?**

**DO NOT READ OUT. CODE FOR EACH LANGUAGE MENTIONED**

|     |         | No | Yes | Don't know |                 |
|-----|---------|----|-----|------------|-----------------|
| D5a | English | 1  | 2   | 8          | <b>GO TO D6</b> |
| D5b | Spanish | 1  | 2   | 8          |                 |
| D5c | Arabic  | 1  | 2   | 8          |                 |
| D5d | French  | 1  | 2   | 8          |                 |
| D5e | Russian | 1  | 2   | 8          |                 |
| D5f | Other   | 1  | 2   | 8          |                 |

**ASK  
D5f\_1**

ASK ONLY IF "YES" AT D5F (CODE 2)

**D5f\_1 Which other language(s) for online skill development?**

**(WRITE IN)**

|                |                 |
|----------------|-----------------|
|                | <b>GO TO D6</b> |
| Not applicable | 7               |

ASK ALL

**D6: Has the organization used any of the following methods to build skills and capacities for using digital or mobile technologies?**

**READ OUT. CODE FOR EACH METHOD**

|     |   | No | Yes | Don't know |                 |
|-----|---|----|-----|------------|-----------------|
| D6a | Local training                                | 1  | 2   | 8          | <b>GO TO D8</b> |
| D6b | Training in another country                   | 1  | 2   | 8          |                 |
| D6c | Online training                               | 1  | 2   | 8          |                 |
| D6d | Purchasing equipment or hardware              | 1  | 2   | 8          |                 |
| D6e | Hiring consultants                            | 1  | 2   | 8          |                 |
| D6f | Hiring staff or restructuring human resources | 1  | 2   | 8          |                 |
| D6g | Devoting staff time to independent learning   | 1  | 2   | 8          |                 |
| D6h | Participating in international events         | 1  | 2   | 8          |                 |
| D6i | Searching and learning online                 | 1  | 2   | 8          |                 |
| D6j | Other   | 1  | 2   | 8          |                 |

**ASK  
D6j\_1**

ASK ONLY IF "YES" AT D6J (CODE 2)

**D6j\_1 Which other method(s) to build skills for using digital and mobile technologies?**

**(WRITE IN)**

|   |                 |
|---|-----------------|
|   | <b>GO TO D7</b> |
| 7 |                 |

Not applicable

ASK ONLY IF ANY METHOD IS MENTIONED AT D6 (CODE 2)

**D7: Have these efforts to increase capacity targeted specific staff members in the organization?**

**READ OUT. CODE FOR EACH STAFF**

|     |  | No       | Yes      | Not applicable | Don't know |
|-----|--|----------|----------|----------------|------------|
| D7a | Has targeted leaders                       | <b>1</b> | <b>2</b> | <b>7</b>       | <b>8</b>   |
| D7b | Has targeted specific program staff        | <b>1</b> | <b>2</b> | <b>7</b>       | <b>8</b>   |
| D7c | Has targeted specific administrative staff | <b>1</b> | <b>2</b> | <b>7</b>       | <b>8</b>   |
| D7d | Has targeted all staff                     | <b>1</b> | <b>2</b> | <b>7</b>       | <b>8</b>   |
| D7e | Other                                      | <b>1</b> | <b>2</b> | <b>7</b>       | <b>8</b>   |

ASK ALL

**D8: Has turnaround in staff members been a problem for retaining technical capacity in your organization?**

PROVIDE EXPLANATION OF TURNAROUND IF NEEDED: REPEATED DEPARTURE, ARRIVAL OR REPLACEMENT OF STAFF

No 1  
Yes 2  
Don't know 8

**D9: Does the organization have specific plans to increase their capacity to use digital or mobile technologies in their work?**

No 1 **GO TO D10**  
Yes 2 **ASK D9\_1**  
Don't know 8 **GO TO D10**

ASK ONLY IF "YES" AT D9 (CODE 2)

**D9\_1 How does the organization plan to increase its capacity to use digital or mobile technologies?**

**DO NOT READ OUT. CODE FOR EACH PLAN.**

|     | No | Yes | Don't know |                  |
|-----|----|-----|------------|------------------|
| D9a | 1  | 2   | 8          | <b>GO TO D10</b> |
| D9b | 1  | 2   | 8          |                  |
| D9c | 1  | 2   | 8          |                  |
| D9d | 1  | 2   | 8          |                  |
| D9e | 1  | 2   | 8          |                  |
| D9f | 1  | 2   | 8          |                  |
| D9g | 1  | 2   | 8          |                  |
| D9h | 1  | 2   | 8          |                  |
| D9i | 1  | 2   | 8          |                  |
| D9j | 1  | 2   | 8          |                  |
| D9k | 1  | 2   | 8          |                  |
| D9l | 1  | 2   | 8          |                  |

ASK D9L\_2

ASK ONLY IF "YES" AT D9L (CODE 2)

**D9L\_2 Which other specific plan to increase capacity?**

(WRITE IN)

Not applicable

|   |                  |
|---|------------------|
|   | <b>GO TO D10</b> |
| 7 |                  |

**D10: End time**

INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

## E: LESSONS LEARNED

### *E0: Start Time*

INTERVIEWER ENTER START TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

ASK ALL.

REFER TO THE LAST 3 YEARS FOR ALL QUESTIONS IN THIS SECTION.

**READ OUT** *We are now changing topic again. If you would like to take a break, please feel free to tell me. I will be asking you in this next section about the activities which have been developed by the organization in the last 3 years.*

**E1:** *Please name the activity that you feel produced the most meaningful results and most contributed toward the organization's strategic objectives in the last three years.*

ENCOURAGE THE RESPONDENT TO GIVE A FULL DESCRIPTION OF THE ACTIVITY, INCLUDING THE INTENDED OBJECTIVES, HOW THE ACTIVITY WAS PLANNED AND EXECUTED, WHO PARTICIPATED IN PLANNING THE ACTIVITY, CHALLENGES AND RESPONSES BY THE ORGANIZATION, PERCEIVED IMPACT, AND ANY THOUGHTS ON WHAT MIGHT HAVE HAPPENED IF THE ORGANIZATION HAD PURSUED THE ACTIVITY DIFFERENTLY. RECORD THE ANSWER AS CLOSELY AS POSSIBLE WITHOUT DISRUPTING THE RESPONDENT'S NARRATIVE. IF NECESSARY, REVISE AND POLISH THE NOTES IMMEDIATELY AFTER THE INTERVIEW IS COMPLETE.



*(WRITE IN)*

|  |  |
|--|--|
|  | <p style="text-align: right;"><b>GO TO E2</b></p> <p style="text-align: center;">8</p> <p style="text-align: right;"><b>GO TO E5</b></p> |
|--|--|

Don't know

CODE ONLY IF AN ACTIVITY HAS BEEN DESCRIBED AT E1

FOLLOW THESE INSTRUCTIONS FOR E1\_1 AND E1\_2: ACCORDING TO THE INFORMATION PROVIDED ABOUT THE ACTIVITY, CODE ANSWERS TO THE FOLLOWING TWO QUESTIONS. ENTER THESE QUESTIONS PROMPTLY, BUT IF THE RESPONDENT BECOMES BORED OR AGITATED, ENTER THEM IMMEDIATELY AFTER THE INTERVIEW IS COMPLETE, AND CONTACT THE RESPONDENT AGAIN IF CLARIFICATION IS NECESSARY.

**E1\_1: Did the description of the activity's explicit objectives include:**

|       |   | No | Yes | Don't know |
|-------|---|----|-----|------------|
| E1a_1 | Disseminating information on government activities, procedures, or resources?                                       | 1  | 2   | 8          |
| E1b_1 | Collecting citizen reports on public service delivery or governance processes (such as elections or consultations)? | 1  | 2   | 8          |
| E1c_1 | Consulting citizens on their opinions and perspectives?   | 1  | 2   | 8          |
| E1d_1 | Raising awareness on issues?  | 1  | 2   | 8          |

**E1\_2: Did the description of the activity include using any of the following tools:**

|       |  | No | Yes | Don't know |
|-------|--|----|-----|------------|
| E1a_2 | Social media tools   | 1  | 2   | 8          |
| E1b_2 | Blogging platforms   | 1  | 2   | 8          |
| E1c_2 | Tools for creating and managing pictures or videos   | 1  | 2   | 8          |
| E1d_2 | Cloud-based collaboration applications   | 1  | 2   | 8          |
| E1e_2 | Budgeting software   | 1  | 2   | 8          |
| E1f_2 | Tools for building and/or managing websites  | 1  | 2   | 8          |
| E1g_2 | Project management software  | 1  | 2   | 8          |
| E1h_2 | Communications software for coordinating mass messaging through email, sms or other electronic media | 1  | 2   | 8          |
| E1i_2 | Anti-virus software  | 1  | 2   | 8          |
| E1j_2 | Tools for managing databases   | 1  | 2   | 8          |
| E1k_2 | Visualization/design software  | 1  | 2   | 8          |
| E1l_2 | Tools for managing sms messages among large groups   | 1  | 2   | 8          |
| E1m_2 | Circumvention software   | 1  | 2   | 8          |

ASK ONLY IF AN ACTIVITY HAS BEEN DESCRIBED AT E1

**E2: Would you say international awareness has played an important role in this activity?**

|            |            |
|------------|------------|
| No         | 1 GO TO E3 |
| Yes        | 2 ASK E2_1 |
| Don't know | 8 GO TO E3 |

ASK ONLY IF 'YES' AT E2 (CODE 2)

**E2\_1: Would you like to comment on the role of international awareness in this activity?**

**(WRITE IN)**

|                 |   |
|-----------------|---|
| <b>GO TO E3</b> |   |
| Not applicable  | 7 |
| Don't know      | 8 |

ASK ONLY IF AN ACTIVITY HAS BEEN DESCRIBED AT E1

**E3: Would you say that evidence or documentation play a significant role in this activity?**

IF NECESSARY, PROVIDE EXAMPLES OF DOCUMENTATION, SUCH AS SURVEY RESULTS, VIDEOS OF ACTIVITIES OR PROTESTS, OR OFFICIAL DOCUMENTS AND RECORDS.

|            |                   |
|------------|-------------------|
| No         | <b>1 GO TO E4</b> |
| Yes        | <b>2 ASK E3_1</b> |
| Don't know | <b>8 GO TO E4</b> |

ASK ONLY IF 'YES' AT E3 (CODE 2)

**E3\_1: How would you describe the role of documentation in this activity?**

IF NECESSARY, PROVIDE EXAMPLES, SUCH AS PLACING ONLINE, SENDING TO GOVERNMENT OFFICIALS, ENTERING IN LEGAL PROCEEDINGS, OR BROADCASTING ON LOCAL MEDIA.

**(WRITE IN)**

|                 |   |
|-----------------|---|
| <b>GO TO E4</b> |   |
| Not applicable  | 7 |
| Don't know      | 8 |

ASK ONLY IF AN ACTIVITY HAS BEEN DESCRIBED AT E1

**E4: Do you think this activity would have benefited from any other use of digital or mobile technology?**

|            |                   |
|------------|-------------------|
| No         | <b>1 GO TO E5</b> |
| Yes        | <b>2 ASK E4_1</b> |
| Don't know | <b>8 GO TO E5</b> |

ASK ONLY IF 'YES' AT E4 (CODE 2)

**E4\_1: Please describe other potential benefits of digital or mobile technology for this activity.**

**(WRITE IN)**

|                 |   |
|-----------------|---|
| <b>GO TO E5</b> |   |
| Not applicable  | 7 |
| Don't know      | 8 |

ASK ALL

**READ OUT I will be asking you now about the obstacles which the organization has to face in its daily activities.**

**E5: Please describe one of the main obstacles preventing the organization from fully achieving its strategic objectives?**

*ENCOURAGE THE RESPONDENT TO GIVE A FULL DESCRIPTION OF THE OBSTACLE, INCLUDING RESPONSIBLE PARTIES, HOW THE ORGANIZATION HAS RESPONDED, IT'S CONSEQUENCES, AND WHAT THE RESPONDED THINKS MAY OR MAY NOT CHANGE IN THE FUTURE.*

*RECORD THE ANSWER AS CLOSELY AS POSSIBLE WITHOUT DISRUPTING THE RESPONDENT'S NARRATIVE. IF NECESSARY, REVISE AND POLISH THE NOTES IMMEDIATELY AFTER THE INTERVIEW IS COMPLETE.*

**(WRITE IN)**

|                 |          |
|-----------------|----------|
| <b>ASK E6</b>   |          |
| Don't know      | <b>8</b> |
| <b>GO TO E8</b> |          |

ASK ONLY IF AN OBSTACLE HAS BEEN DESCRIBED AT E5.

**E6: Please describe any tools, activities or changes in the organization that you think would help to overcome this obstacle.**

**(WRITE IN)**

|  |                |   |            |   |
|--|----------------|---|------------|---|
| <b>GO TO E7</b>  |                |   |            |   |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border-right: 1px solid black;">Not applicable</td> <td style="text-align: center;">7</td> </tr> <tr> <td style="border-right: 1px solid black;">Don't know</td> <td style="text-align: center;">8</td> </tr> </table> | Not applicable | 7 | Don't know | 8 |
| Not applicable   | 7              |   |            |   |
| Don't know   | 8              |   |            |   |

**E7: And in particular, do you think digital or mobile tools could help to overcome this obstacle. Please describe.**

**(WRITE IN)**

|  |                |   |            |   |
|--|----------------|---|------------|---|
| <b>GO TO E8</b>  |                |   |            |   |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border-right: 1px solid black;">Not applicable</td> <td style="text-align: center;">7</td> </tr> <tr> <td style="border-right: 1px solid black;">Don't know</td> <td style="text-align: center;">8</td> </tr> </table> | Not applicable | 7 | Don't know | 8 |
| Not applicable   | 7              |   |            |   |
| Don't know   | 8              |   |            |   |

ASK ALL

**E8: Has the organization adopted or tried to adopt any of the following activities that use digital or mobile technology?**

**READ OUT ALL. CODE FOR EACH ACTIVITY**

|     |   | No              | Yes, <u>but not</u><br>adopted | Yes, <u>and</u><br>adopted | Don't<br>know |
|-----|---|-----------------|--------------------------------|----------------------------|---------------|
| E8a | Creating or improving a website   | 1               | 2                              | 3                          | 8             |
| E8b | Collecting or managing citizen reports, including videos, photographs or text | 1               | 2                              | 3                          | 8             |
| E8c | Mapping events, services or actors online                                     | 1               | 2                              | 3                          | 8             |
| E8d | Text messaging campaigns  | 1               | 2                              | 3                          | 8             |
| E8e | Providing access to government information online                             | 1               | 2                              | 3                          | 8             |
| E8f | Other   | 1               | 2                              | 3                          | 8             |
|     |   | <b>GO TO E9</b> |                                | <b>ASK E8F_1</b>           |               |
|     |   |                 |                                | <b>GO TO E10</b>           |               |

ASK ONLY IF 'YES, AND ADOPTED' AT E8F (CODE 3)

**E8f\_1: Other activity adopted or attempted**

**(WRITE IN)**

|                 |   |
|-----------------|---|
| <b>GO TO E9</b> |   |
| Not applicable  | 7 |
| Don't know      | 8 |

ASK ONLY IF NO ATTEMPT TO ADOPT TECHNOLOGY OR TECHNOLOGY NOT ADOPTED AT E8A-F (CODES 1,2)

**E9: Could you please tell me why you did not adopt the activities noted above?**

**DO NOT READ OUT.**

- Capacities of staff
- Contextual factors such as ICT infrastructure
- Contextual factors such as the technical literacy and media use of stake-holders and beneficiaries
- Financial constraints
- Government repression
- Strategic constraints
- Other
- No reason
- Not applicable
- Don't know

|                    |
|--------------------|
| 1                  |
| 2                  |
| 3                  |
| 4                  |
| 5 <b>GO TO E12</b> |
| 6                  |
| 7                  |
| 8                  |
| 77                 |
| 88                 |

ASK ONLY IF 'YES, AND ADOPTED' AT E8A-E (CODE 3)

**E10: Please describe the reasons why you adopted new activities.**

**ENCOURAGE A FULL DESCRIPTION OF THE REASONS, INCLUDING ORGANIZATIONAL AMBITIONS, LIMITATIONS AND RESPONSES TO EXTERNAL EVENTS.**

**(WRITE IN)**

|                  |   |
|------------------|---|
| <b>GO TO E11</b> |   |
| Not applicable   | 7 |
| Don't know       | 8 |

**E11: What was most challenging about adopting new activity(s)?**

EXAMPLES MIGHT INCLUDE COST, INFORMATION, TECHNICAL SKILL, OR EXTERNAL FACTORS.

**(WRITE IN)**

|  |                  |
|--|------------------|
|  | <b>GO TO E12</b> |
|--|------------------|

Not applicable 7

Don't know 8

**E12: End time**

INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

## F: INTERVIEW CLOSING

*THESE QUESTIONS ARE FOR THE INTERVIEWER TO ANSWER*

### *F1 Respondent sex*

|            |   |
|------------|---|
| Male       | 1 |
| Female     | 2 |
| Don't know | 8 |

### *F2 Respondent age*

*(WRITE IN)*

Don't know

\_\_\_\_\_

8

### *F3 Did you feel the respondent was reluctant to answer any questions?*

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### *F4 Do you think that the respondent tried to answer the questions to the best of his or her ability?*

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### *F5 Overall, do you think that the respondent understood the questions?*

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### *F6 Do you feel the respondent became tired or frustrated at any point during the interview?*

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### *F7 When?*

*(WRITE IN)*

Not applicable

\_\_\_\_\_

7

Don't know

\_\_\_\_\_

8

### *F8 In what language was the interview conducted?*

*(WRITE IN)*

Don't know

\_\_\_\_\_

8



**F9 Comments**

*IF YOU HAVE ANY ADDITIONAL COMMENTS REGARDING THE INTERVIEW, PLEASE WRITE THEM BELOW.  
(WRITE IN)*

Don't know

## Interview: Communications Officer or Technologist

THIS INTERVIEW SHOULD BE CONDUCTED WITH A PERSON IN THE ORGANIZATION WHO:

1. IS FAMILIAR WITH THE ORGANIZATION'S TECHNOLOGY USE,
2. ACTIVELY CONTRIBUTES TO THE ORGANIZATION'S COMMUNICATIONS AND PUBLIC RELATIONS.

ATTEMPT TO CONDUCT THIS INTERVIEW WITH A PERSON HOLDING ONE OF THE POSITIONS LISTED BELOW, BEGINNING WITH THE FIRST. IF THE POSITION AT THE TOP OF THE LIST DOES NOT EXIST OR IS UNABLE TO PARTICIPATE, ATTEMPT TO CONDUCT THE INTERVIEW WITH THE NEXT PERSON ON THE LIST.

1. DIRECTOR OF COMMUNICATIONS
2. WEBMASTER
3. IT OFFICER
4. SOCIAL MEDIA MANAGER
5. OUTREACH MANAGER
6. COMMUNITY BUILDER
7. PUBLIC RELATIONS OFFICER

IF IT IS NOT POSSIBLE TO CONDUCT THE INTERVIEW WITH A PERSON WITH BOTH OF THE EXPERTISES, AND THAT HOLDS ONE OF THE LISTED POSITIONS, CONTACT THE TECHSCAPE FIELD RESEARCH LEADER FOR GUIDANCE.

### TA: INTERVIEW OPENING

**TA1: Date**

DD/MM/YYYY

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|

**TA2: Researcher ID code**

---

**TA3: Organization ID code**

---

## TB: INFORMATION ABOUT RESPONDENT AND ORGANIZATIONAL ACTIVITIES

### TB0: Start Time

INTERVIEWER ENTER START TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

#### READ OUT:

*Thank you participating in this assessment. As you know, this interview is part of a larger exercise to help selected Oxfam Novib partners better understand the ways in which digital and mobile technologies can support their work.*

*For this interview, I will mostly ask you about your organization's communication activities, how your organization has used specific media, and whether the organization has worked to get better at specific activities. I will also ask about security issues and how secure you believe the organization is.*

*In a second interview, I will/have asked a manager in the organization about general activities and strategic issues. Together, this information will help us to identify areas where tech solutions might make your work easier or more efficient. Comparing this information with that from other organizations will help us think about ways that you can benefit from other organizations' experiences, both within and without the Oxfam Novib network. We may also use the data to support grant proposals for specific trainings and other activities that meet your needs.*

*All of the information we collect here will be kept completely private, and it will not be possible to connect any data or analysis made public from the project with your organization.*

*This interview will last approximately 1 hour. Please feel free to stop me or ask if a question is unclear, or if you would like to take a break.*

*The interview starts with some questions about you and the organization. Again, this will all be kept strictly confidential, and will be only used to help us understand the data, and potentially contact you for clarifications or follow-up activities.*

### TB1: Name of representative

(WRITE IN)

Doesn't  
answer

8

### TB2: Could you please give me your e-mail address?

(WRITE IN)

Doesn't  
answer

8

### TB3: What is your position in the organization?

(WRITE IN)

Doesn't  
answer

8

### TB4: What are your main responsibilities in this organization?

(WRITE IN)

Doesn't  
answer

8

### TB5: Does the organization have members?

No  
Yes  
Don't know

|   |            |
|---|------------|
| 1 | GO TO TB10 |
| 2 | GO TO TB6  |
| 8 | GO TO TB10 |

ASK ONLY IF THE ORGANIZATION HAS MEMBERS ("YES") AT TB5 (CODE 2)

**TB6: Does the organization communicate with its members?**

|                |   |                  |
|----------------|---|------------------|
| No             | 1 | <b>GO TO TB8</b> |
| Yes            | 2 | <b>ASK TB7</b>   |
| Not applicable | 7 | <b>GO TO TB8</b> |
| Don't know     | 8 |                  |

ASK ONLY IF THE ORGANIZATION COMMUNICATE WITH ITS MEMBERS ("YES") AT TB6 (CODE 2)

**TB7: How does the organization communicate with its members?**

**READ OUT. CODE FOR EACH COMMUNICATION MEDIA**

|                       | No | Yes               | Not applicable | Don't know |                  |
|-----------------------|----|-------------------|----------------|------------|------------------|
| TB7a Print media      | 1  | 2                 | 7              | 8          |                  |
| TB7b Television       | 1  | 2                 | 7              | 8          |                  |
| TB7c Radio            | 1  | 2                 | 7              | 8          |                  |
| TB7d SMS              | 1  | 2                 | 7              | 8          |                  |
| TB7e Telephone        | 1  | 2                 | 7              | 8          | <b>GO TO TB8</b> |
| TB7f Emails           | 1  | 2                 | 7              | 8          |                  |
| TB7g Blogs & Websites | 1  | 2                 | 7              | 8          |                  |
| TB7h Word of Mouth    | 1  | 2                 | 7              | 8          |                  |
| TB7i Other            | 1  | 2                 | 7              | 8          |                  |
|                       |    | 2                 |                |            |                  |
|                       | 1  | <b>ASK TB7i_1</b> | 7              | 8          |                  |

ASK ONLY IF "YES" AT TB7I (CODE 2)

**TB7i\_1: Other ways of communicating with members?**

*(WRITE IN)*

|   |   |   |  |   |
|---|---|---|--|---|
| <b>GO TO TB8</b>  |   |   |  |   |
| <table style="width: 100%;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%; text-align: center;">7</td> </tr> <tr> <td style="width: 50%;"></td> <td style="width: 50%; text-align: center;">8</td> </tr> </table> |   | 7 |  | 8 |
|   | 7 |   |  |   |
|   | 8 |   |  |   |

Not applicable  
Don't know

ASK ONLY IF THE ORGANIZATION HAS MEMBERS ("YES") AT TB5 (CODE 2)

**TB8: Does the organization use any of these tools to maintain information about its members?**

**READ OUT. CODE FOR EACH TOOL**

MEMBER INFORMATION MAY INCLUDE CONTACT INFORMATION OR INFORMATION ABOUT RELATIONSHIPS OR ACTIVITIES. PROVIDE CLARIFICATION IF NEEDED.

|  | No | Yes                    | Not applicable | Don't know |                  |
|--|----|------------------------|----------------|------------|------------------|
| TB8a Paper lists                                     | 1  | 2                      | 7              | 8          |                  |
| TB8b Mobile phone contact lists                      | 1  | 2                      | 7              | 8          |                  |
| TB8c Email contact lists                             | 1  | 2                      | 7              | 8          |                  |
| TB8d Spreadsheets                                    | 1  | 2                      | 7              | 8          | <b>GO TO TB9</b> |
| TB8e CRM (Customer Relationship Management software) | 1  | 2                      | 7              | 8          |                  |
| TB8f Other   | 1  | 2<br><b>ASK TB8f_1</b> | 7              | 8          |                  |

ASK ONLY IF "YES" AT TB8F\_1 (CODE 2)

**TB8f\_1 What other tools does the organization use to maintain information about its members?**

(WRITE IN)

|                |                  |
|----------------|------------------|
|                | <b>GO TO TB9</b> |
| Not applicable | 7                |

ASK ALL

**READ OUT: I am now going to ask you about several hardware and software tools, about whether or not your organization uses them, whether you feel the organization uses them to their full capacity, and how important you feel they are to achieving the organization's objectives.**

**TB9: I will now read a list of hardware tools you might be familiar with. From this list, could you please tell me about the three tools that are most important to the organization's work?**

**READ OUT. CODE THE MOST IMPORTANT UP TO THREE**

|                   | TB9a<br>1 <sup>st</sup> tool | TB9b<br>2 <sup>nd</sup> tool | TB9c<br>3 <sup>rd</sup> tool |                      |
|-------------------|------------------------------|------------------------------|------------------------------|----------------------|
| Desktop computers | 1                            | 1                            | 1                            |                      |
| Laptop computers  | 2                            | 2                            | 2                            |                      |
| Mobile phones     | 3                            | 3                            | 3                            |                      |
| Satellite phones  | 4                            | 4                            | 4                            |                      |
| Video equipment   | 5                            | 5                            | 5                            |                      |
| Cameras           | 6                            | 6                            | 6                            |                      |
| USB dongles       | 7                            | 7                            | 7                            |                      |
| Hard drives       | 8                            | 8                            | 8                            | <b>GO TO TB10A_1</b> |
| Servers           | 9                            | 9                            | 9                            |                      |
| Audio recorders   | 10                           | 10                           | 10                           |                      |
| Web cams          | 11                           | 11                           | 11                           |                      |
| Wireless routers  | 12                           | 12                           | 12                           |                      |
| Other             | 13<br><b>ASK T9A_1</b>       | 13<br><b>ASK T9B_1</b>       | 13<br><b>ASK T9C_1</b>       |                      |
| None              | 14                           | 14                           | 14                           |                      |
| Don't know        | 88                           | 88                           | 88                           | <b>GO TO TB11</b>    |

ASK ONLY IF "OTHER" AT TB9A\_1 (CODE 13)

**TB9a\_1: Other hardware that is important to the organization's work? (1<sup>st</sup> tool) Please describe if needed.**

**(WRITE IN)**

|                |   |                          |
|----------------|---|--------------------------|
|                |   | <b>GO TO<br/>TB10A_1</b> |
| Not applicable | 7 |                          |

ASK ONLY IF "OTHER" AT TB9B\_1 (CODE 13)

**TB9b\_1: Other hardware that is important to the organization's work? (2<sup>nd</sup> tool) Please describe if needed.**

**(WRITE IN)**

|                |   |                          |
|----------------|---|--------------------------|
|                |   | <b>GO TO<br/>TB10A_1</b> |
| Not applicable | 7 |                          |

ASK ONLY IF "OTHER" AT TB9C\_1 (CODE 13)

**TB9c\_1: Other hardware that is important to the organization's work? (3<sup>rd</sup> tool) Please describe if needed.**

**(WRITE IN)**

|                |   |                          |
|----------------|---|--------------------------|
|                |   | <b>GO TO<br/>TB10A_1</b> |
| Not applicable | 7 |                          |

ASK ONLY IF A TOOL IS MENTIONED AT TB9A\_1 (CODES 1 TO 12)

**TB10\_1: For each of these you just have said: could you please tell me to what extent do you think they are used within the organization to their full capacity? Please use a scale from 0 to 10 in which 0 means 'to their lowest capacity' and 10 'to their full capacity.'**

|  |  | 'to their lowest capacity' | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 'to their full capacity' | Not applicable | Don't know |
|--|--|----------------------------|---|---|---|---|---|---|---|---|---|---|----|--------------------------|----------------|------------|
| TB10a_1  | 1 <sup>st</sup> tool<br>(READ OUT TOOL MENTIONED AT TB10a) |                            | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          | 77             | 88         |
| <i>ASK ONLY IF A TOOL IS MENTIONED AT TB9B_1 (CODES 1 TO 12)</i> |  |                            |   |   |   |   |   |   |   |   |   |   |    |                          |                |            |
| TB10b_1  | 2 <sup>nd</sup> tool<br>(READ OUT TOOL MENTIONED AT TB10b) |                            | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          | 77             | 88         |
| <i>ASK ONLY IF A TOOL IS MENTIONED AT TB9C_1 (CODES 1 TO 12)</i> |  |                            |   |   |   |   |   |   |   |   |   |   |    |                          |                |            |
| TB10c_1  | 3 <sup>rd</sup> tool<br>(READ OUT TOOL MENTIONED AT TB10c) |                            | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          | 77             | 88         |

ASK ONLY IF A TOOL IS MENTIONED AT TB9A\_1 (CODES 1 TO 12)

**TB10\_2: And, could you please tell me how important you think each of these hardware tools is for achieving the organization's strategic objectives? Please use a scale from 0 to 10 in which 0 means 'not at all important' and 10 means 'extremely important'**

|  | 'not at all important' | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 'extremely important' | Not applicable | Don't know |
|--|------------------------|---|---|---|---|---|---|---|---|---|---|----|-----------------------|----------------|------------|
|--|------------------------|---|---|---|---|---|---|---|---|---|---|----|-----------------------|----------------|------------|

|  |   |   |   |   |   |   |   |   |   |   |   |    |    |    |
|--|---|---|---|---|---|---|---|---|---|---|---|----|----|----|
| TB10a_2  | 1 <sup>st</sup> tool<br>(READ OUT TOOL<br>MENTIONED AT TB10a) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 77 | 88 |
| <i>ASK ONLY IF A TOOL IS MENTIONED AT TB9B_1 (CODES 1 TO 12)</i> |   |   |   |   |   |   |   |   |   |   |   |    |    |    |
| TB10b_2  | 2 <sup>nd</sup> tool<br>(READ OUT TOOL<br>MENTIONED AT TB10b) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 77 | 88 |
| <i>ASK ONLY IF A TOOL IS MENTIONED AT TB9C_1 (CODES 1 TO 12)</i> |   |   |   |   |   |   |   |   |   |   |   |    |    |    |
| TB10c_2  | 3 <sup>rd</sup> tool<br>(READ OUT TOOL<br>MENTIONED AT TB10c) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 77 | 88 |

ASK ALL

**TB11: I will now read a list of software tools you might be familiar with. From this list, could you please tell me about the three tools that are most important in the daily work of your organization?**

**READ OUT. CODE UP TO THREE**

|  | TB11a<br>1 <sup>st</sup> tool | TB11b<br>2 <sup>nd</sup> tool | TB11c<br>3 <sup>rd</sup> tool |                      |
|--|-------------------------------|-------------------------------|-------------------------------|----------------------|
| Social media   | 1                             | 1                             | 1                             |                      |
| Blogging platforms   | 2                             | 2                             | 2                             |                      |
| Tools for creating and managing pictures or videos         | 3                             | 3                             | 3                             |                      |
| Cloud-based collaboration applications                     | 4                             | 4                             | 4                             |                      |
| Budgeting software   | 5                             | 5                             | 5                             |                      |
| Tools for building or managing websites                    | 6                             | 6                             | 6                             |                      |
| Project management software                                | 7                             | 7                             | 7                             | <b>GO TO TB12A_1</b> |
| Anti-virus software  | 8                             | 8                             | 8                             |                      |
| Tools for managing databases                               | 9                             | 9                             | 9                             |                      |
| Graphic design or visualization software                   | 10                            | 10                            | 10                            |                      |
| Software to manage sms or mobile communications for groups | 11                            | 11                            | 11                            |                      |
| Circumvention software                                     | 12                            | 12                            | 12                            |                      |
| Other  | 13<br><b>ASK<br/>TB11A_1</b>  | 13<br><b>ASK<br/>TB11B_1</b>  | 13<br><b>ASK<br/>TB11C_1</b>  |                      |
| None   | 14                            | 14                            | 14                            | <b>GO TO TB13</b>    |
| Don't know   | 88                            | 88                            | 88                            |                      |

ASK ONLY IF "OTHER" AT TB11A (CODE 13)

**TB11a\_1: Other software that is important to the organization's work? (1<sup>st</sup> tool) Please describe if needed.**

**(WRITE IN)**

**GO TO  
TB12A\_1**

Not applicable

7

ASK ONLY IF "OTHER" AT TB11B (CODE 13)

**TB11b\_1: Other software that is important to the organization's work? (2<sup>nd</sup> tool) Please describe if needed.**

**(WRITE IN)**

|                |                          |
|----------------|--------------------------|
|                | <b>GO TO<br/>TB12A_1</b> |
| Not applicable | 7                        |

ASK ONLY IF "OTHER" AT TB11C (CODE 13)

**TB11c\_1: Other software that is important to the organization's work? (3<sup>rd</sup> tool) Please describe if needed.**

**(WRITE IN)**

|                |                          |
|----------------|--------------------------|
|                | <b>GO TO<br/>TB12A_1</b> |
| Not applicable | 7                        |

ASK ONLY IF A TOOL IS MENTIONED AT TB11A\_1 (CODES 1 TO 13)

**TB12\_1: For each of these tools you just have said: could you please tell me to what extent do you think they are used within the organization to their full capacity? Please use a scale from 0 to 10 in which 0 means 'to their lowest capacity' and 10 'to their full capacity.'**

|         |  | 'to their lowest capacity' | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 'to their full capacity' | Not applicable | Don't know |
|---------|--|----------------------------|---|---|---|---|---|---|---|---|---|---|----|--------------------------|----------------|------------|
| TB12a_1 | 1 <sup>st</sup> tool<br>(READ OUT TOOL MENTIONED AT TB11a) |                            | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          | 77             | 88         |

ASK ONLY IF A TOOL IS MENTIONED AT TB11B\_1 (CODES 1 TO 13)

|         |  |  |   |   |   |   |   |   |   |   |   |   |    |  |    |    |
|---------|--|--|---|---|---|---|---|---|---|---|---|---|----|--|----|----|
| TB12b_1 | 2 <sup>nd</sup> tool<br>(READ OUT TOOL MENTIONED AT TB11b) |  | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | 77 | 88 |
|---------|--|--|---|---|---|---|---|---|---|---|---|---|----|--|----|----|

ASK ONLY IF A TOOL IS MENTIONED AT TB11C\_1 (CODES 1 TO 13)

|         |  |  |   |   |   |   |   |   |   |   |   |   |    |  |    |    |
|---------|--|--|---|---|---|---|---|---|---|---|---|---|----|--|----|----|
| TB12c_1 | 3 <sup>rd</sup> tool<br>(READ OUT TOOL MENTIONED AT TB11c) |  | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | 77 | 88 |
|---------|--|--|---|---|---|---|---|---|---|---|---|---|----|--|----|----|

ASK ONLY IF A TOOL IS MENTIONED AT TB11A\_1 (CODES 1 TO 13)

**TB12\_2: And, could you please tell me how important you think each of these software tools is for achieving the organization's strategic objectives? Please use a scale from 0 to 10 in which 0 means 'not at all important' and 10 means 'extremely important'**

|         |  | 'not at all important' | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 'extremely important' | Not applicable | Don't know |
|---------|--|------------------------|---|---|---|---|---|---|---|---|---|---|----|-----------------------|----------------|------------|
| TB12a_2 | 1 <sup>st</sup> tool<br>(READ OUT TOOL MENTIONED AT TB10a) |                        | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       | 77             | 88         |

ASK ONLY IF A TOOL IS MENTIONED AT TB11B\_1 (CODES 1 TO 13)





ASK ALL

**TB13: How well do you believe your organization is able to identify appropriate digital and mobile technology tools for the organization's work? Please use a scale from 0 to 10 in which 0 means 'extremely poorly' and 10 means 'extremely well'**

|                     |   |   |   |   |   |   |   |   |   |    |    |  |                   |               |
|---------------------|---|---|---|---|---|---|---|---|---|----|----|--|-------------------|---------------|
| Extremely<br>poorly |   |   |   |   |   |   |   |   |   |    |    |  | Extremely<br>well | Don't<br>know |
| 0                   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 88 |  |                   |               |

**TB14: How well do you believe your organization is able to use appropriate digital and mobile technology tools for the organization's work? Please use a scale from 0 to 10 in which 0 means 'extremely poorly' and 10 means 'extremely well'**

|                     |   |   |   |   |   |   |   |   |   |    |    |  |                   |               |
|---------------------|---|---|---|---|---|---|---|---|---|----|----|--|-------------------|---------------|
| Extremely<br>poorly |   |   |   |   |   |   |   |   |   |    |    |  | Extremely<br>well | Don't<br>know |
| 0                   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 88 |  |                   |               |

**TB15: How important do you believe that digital or mobile technology is for the organization's advocacy? Please use a scale from 0 to 10 in which 0 means 'not at all important' and 10 means 'extremely important'**

|                           |   |   |   |   |   |   |   |   |   |    |    |  |                          |               |
|---------------------------|---|---|---|---|---|---|---|---|---|----|----|--|--------------------------|---------------|
| 'not at all<br>important' |   |   |   |   |   |   |   |   |   |    |    |  | 'extremely<br>important' | Don't<br>know |
| 0                         | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 88 |  |                          |               |

**TB16: How important do you believe that digital or mobile technology is for the organization's administration and coordination? Please use a scale from 0 to 10 in which 0 means 'not at all important' and 10 means 'extremely important'**

|                           |   |   |   |   |   |   |   |   |    |    |  |  |                          |               |
|---------------------------|---|---|---|---|---|---|---|---|----|----|--|--|--------------------------|---------------|
| 'not at all<br>important' |   |   |   |   |   |   |   |   |    |    |  |  | 'extremely<br>important' | Don't<br>know |
| 1                         | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 88 |  |  |                          |               |

**TB17: In what ways, if any, have you experienced that technology inhibits the organization's work?**

(WRITE IN)

|            |                  |
|------------|------------------|
|            | <b>GO TO TC1</b> |
| Don't know | 8                |

**TB18: End time**

INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

**TC: GENERAL CAPACITY**

**READ OUT:** In this section I will be asking you about how you perceive the main needs of the organization.

**TC1** Has your organization sought online guidance for using tech in any of the following areas?

**READ OUT. CODE ALL**

|  | No               | Yes              | Don't know       |
|--|------------------|------------------|------------------|
| TC1a Awareness raising                           | 1                | 2                | 8                |
| TC1b Collecting evidence                         | 1                | 2                | 8                |
| TC1c Supporting interaction between stakeholders | 1                | 2                | 8                |
| TC1d Video or other media production             | 1                | 2                | 8                |
| TC1e Website design/management                   | 1                | 2                | 8                |
| TC1f Digital security                            | 1                | 2                | 8                |
| TC1g Administration/project management           | 1                | 2                | 8                |
| TC1h Other                                       | 1                | 2                | 8                |
|  | <b>GO TO TC2</b> | <b>ASK TC1_1</b> | <b>GO TO TC2</b> |

ASK ONLY IF 'YES' AT EACH TC1 (CODE 2)

**TC1\_1** Did your organization find the guidance you were looking for?

|  | No | Yes | Not applicable | Don't know |
|--|----|-----|----------------|------------|
| TC1a_1 Awareness raising                           | 1  | 2   | 7              | 8          |
| TC1b_1 Collecting evidence                         | 1  | 2   | 7              | 8          |
| TC1c_1 Supporting interaction between stakeholders | 1  | 2   | 7              | 8          |
| TC1d_1 Video or other media production             | 1  | 2   | 7              | 8          |
| TC1e_1 Website design/management                   | 1  | 2   | 7              | 8          |
| TC1f_1 Digital security                            | 1  | 2   | 7              | 8          |
| TC1g_1 Administration/project management           | 1  | 2   | 7              | 8          |
| TC1h_1 Other                                       | 1  | 2   | 7              | 8          |

ASK ALL

**TC2** Has the organization actively worked to strengthen its digital security in the last year?

PROVIDE EXAMPLES IF NEEDED: THROUGH TRAININGS, HARDWARE OR SOFTWARE

|            |                    |
|------------|--------------------|
| No         | <b>1 ASL TC2_1</b> |
| Yes        | <b>2 ASK TC2_2</b> |
| Don't know | <b>8 GO TO TC3</b> |

ASK ONLY IF 'NO' AT TC2 (CODE 1)

**TC2\_1** Why did the organization not work to strengthen its digital security in the last year?

**READ OUT. CODE FOR EACH REASON**

|                       | No | Yes | Not applicable | Don't know |
|-----------------------|----|-----|----------------|------------|
| TC2a_1 No need        | 1  | 2   | 7              | 8          |
| TC2b_1 Too busy       | 1  | 2   | 7              | 8          |
| TC2c_1 Don't know how | 1  | 2   | 7              | 8          |
| TC2d_1 Too dangerous  | 1  | 2   | 7              | 8          |
| TC2e_1 Too costly     | 1  | 2   | 7              | 8          |
| TC2f_1 Other          | 1  | 2   | 7              | 8          |
| TC2g_1 No reason      | 1  | 2   | 7              | 8          |

**GO TO TC3**

ASK ONLY IF 'YES' AT TC2 (CODE 2)

**TC2\_2 How did the organization work to strengthen its digital security?**

**(WRITE IN)**

|  |                |   |            |   |
|--|----------------|---|------------|---|
| <b>GO TO TC3</b>   |                |   |            |   |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border-right: 1px solid black;">Not applicable</td> <td style="text-align: center;">7</td> </tr> <tr> <td style="border-right: 1px solid black;">Don't know</td> <td style="text-align: center;">8</td> </tr> </table> | Not applicable | 7 | Don't know | 8 |
| Not applicable   | 7              |   |            |   |
| Don't know   | 8              |   |            |   |

**TC3: Are you familiar with any of the following communities or online resource centers for digital advocacy?**

**READ OUT. CODE EACH OF THE COMMUNITIES**

|      |                 | No               | Yes                | Don't know       |
|------|-----------------|------------------|--------------------|------------------|
| TC3a | New Tactics     | 1                | 2                  | 8                |
| TC3b | Global Voices   | 1                | 2                  | 8                |
| TC3c | IFEX            | 1                | 2                  | 8                |
| TC3d | TechSoup Global | 1                | 2                  | 8                |
| TC3e | Tactical Tech   | 1                | 2                  | 8                |
| TC3f | Other           | 1                | 2                  | 8                |
|      |                 | <b>GO TO TC4</b> | <b>ASK TC3F_1</b>  | <b>GO TO TC4</b> |
|      |                 |                  | <b>GO TO TC3_2</b> |                  |

ASK ONLY IF 'YES' AT TC3F (CODE 2)

**TC3f\_1 Which ones?**

**(WRITE IN)**

|   |                |   |
|---|----------------|---|
| <b>GO TO TC3_2</b>  |                |   |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border-right: 1px solid black;">Not applicable</td> <td style="text-align: center;">7</td> </tr> </table> | Not applicable | 7 |
| Not applicable  | 7              |   |

ASK ONLY IF 'YES' AT ANY TC3 (CODE 2)

**TC3\_2: Have you used...**

**READ OUT. CODE EACH OF THE COMMUNITIES**

|        |                 | No | Yes | Not applicable | Don't know |
|--------|-----------------|----|-----|----------------|------------|
| TC3a_2 | New Tactics     | 1  | 2   | 7              | 8          |
| TC3b_2 | Global Voices   | 1  | 2   | 7              | 8          |
| TC3c_2 | IFEX            | 1  | 2   | 7              | 8          |
| TC3d_2 | TechSoup Global | 1  | 2   | 7              | 8          |
| TC3e_2 | Tactical Tech   | 1  | 2   | 7              | 8          |

ASK ALL

**TC4 Which of the below factors are the three most significant obstacles to the efficient use of digital and mobile technology by your organization.**

**READ OUT. CODE TOP THREE OBSTACLES**

|  | <b>TC4a</b><br>1 <sup>st</sup> most significant | <b>TC4b</b><br>2 <sup>nd</sup> most significant | <b>TC4c</b><br>3 <sup>rd</sup> most significant |
|--|---|---|---|
| Limited skills of staff                                      | 1   | 1   | 1   |
| Limited infrastructure for media or electricity              | 2   | 2   | 2   |
| Limited technical literacy and media use among stake-holders | 3   | 3   | 3   |
| Limited financial resources                                  | 4   | 4   | 4   |
| Insufficient hardware or software                            | 5   | 5   | 5   |
| None   | 6   | 6   | 6   |
| Other  | 7   | 7   | 7   |
| Don't know   | 8   | 8   | 8   |

**TC5 What new activities using digital or mobile technologies would the organization like to attempt in the future? Please give examples of programs, activities, or management functions...**

**(WRITE IN)**

|            |                  |
|------------|------------------|
|            | <b>GO TO TC6</b> |
| Don't know | 8                |

**TC6 Would you like to add any final comments regarding your organization's use of digital or mobile technology?**

**(WRITE IN)**

|            |                  |
|------------|------------------|
|            | <b>GO TO TC7</b> |
| Don't know | 8                |

**TC7: End time**

**INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)**

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

## SECTION TD: THREATS

### *TD0: Start Time*

INTERVIEWER ENTER START TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

READ OUT I will now ask your opinions on threats to organizations working in your field. Again, this is only about your opinion and will be kept strictly confidential.

***TD1: To your knowledge, how often do the below incidents occur in the geographic areas or issue areas in which your organization is active? Could you please tell me if you think they happen never, sometimes or often?***

**READ OUT. CODE FOR EACH INCIDENT**

|      |  | 'never' | 'sometimes' | 'often' | Don't know |
|------|--|---------|-------------|---------|------------|
| TD1a | The government lawfully intercepts information communicated by civil society or private persons  | 1       | 2           | 3       | 8          |
| TD1b | The government lawfully confiscates equipment because of the information it contains   | 1       | 2           | 3       | 8          |
| TD1c | Government, public officials, non-state actors, police or security forces use digital or mobile technology to identify and target individuals for arrest or violence | 1       | 2           | 3       | 8          |
| TD1d | Government, public officials, non-state actors, police or security forces use digital or mobile technology to attack the reputations of individuals or organizations | 1       | 2           | 3       | 8          |

***TD2: To your knowledge, how often do the below actors use digital or mobile technology to target or to identify individuals for arrest or violence? Do they use it never, sometimes, or often?***

**READ OUT. CODE FOR EACH ACTOR.**

|      |   | 'never' | 'sometimes' | 'often' | Don't know |
|------|---|---------|-------------|---------|------------|
| TD2a | ... government or public officials  | 1       | 2           | 3       | 8          |
| TD2b | ... non-state actors<br><i>PROVIDE EXAMPLES IF NEEDED: CORPORATIONS, OR SOCIAL GROUPS</i> | 1       | 2           | 3       | 8          |
| TD2c | ... police, security forces or paramilitary   | 1       | 2           | 3       | 8          |

**TD3 And how often would you say that these actors use digital or mobile technology to monitor or gather information on civil society activities? Never, sometimes, or often?**

**READ OUT. CODE FOR EACH ACTOR.**

|      |   | 'never' | 'sometimes' | 'often' | Don't know |
|------|---|---------|-------------|---------|------------|
| TD3a | ... government  | 1       | 2           | 3       | 8          |
| TD3c | ... non-state actors<br><i>PROVIDE EXAMPLES IF NEEDED: CORPORATIONS,<br/>OR SOCIAL GROUPS</i> | 1       | 2           | 3       | 8          |
| TD3d | ... police or security forces or paramilitary   | 1       | 2           | 3       | 8          |

**TD4: What do you feel are the most immediate and serious digital threats to the organization?**

**DO NOT READ OUT. CODE UP TO THREE**

|   | TD4a<br>1 <sup>st</sup> threat | TD4b<br>2 <sup>nd</sup> threat | TD4c<br>3 <sup>rd</sup> threat |                  |
|---|--------------------------------|--------------------------------|--------------------------------|------------------|
| Online surveillance   | 1                              | 1                              | 1                              |                  |
| DDOS attacks  | 2                              | 2                              | 2                              |                  |
| Targeted for physical violence on the basis of digital activity | 3                              | 3                              | 3                              | <b>GO TO TD5</b> |
| Data loss   | 4                              | 4                              | 4                              |                  |
| Other   | 5                              | 5                              | 5                              |                  |
|   | <b>ASK TD4_1</b>               | <b>ASK TD4_1</b>               | <b>ASK TD4_1</b>               |                  |
| None  | 6                              | 6                              | 6                              |                  |
| Don't know  | 8                              | 8                              | 8                              | <b>GO TO TD5</b> |

ASK ONLY IF "OTHER" AT TD4A (CODE 5)

**TD4\_1: Other digital threat to the organization?**

**(WRITE IN)**

|                |                  |
|----------------|------------------|
|                | <b>GO TO TD5</b> |
| Not applicable | 7                |
| Don't know     | 8                |

ASK ONLY IF "OTHER" AT TD4B (CODE 5)

**TD4\_2: Other digital threat to the organization?**

**(WRITE IN)**

|                |                  |
|----------------|------------------|
|                | <b>GO TO TD5</b> |
| Not applicable | 7                |
| Don't know     | 8                |

ASK ONLY IF "OTHER" AT TD4C (CODE 5)

**TD4\_3: Other digital threat to the organization?**

*(WRITE IN)*

|                  |   |
|------------------|---|
| <b>GO TO TD5</b> |   |
| Not applicable   | 7 |
| Don't know       | 8 |



ASK ALL

**TD5: How much risk do you feel each of these digital threats presents to your organization? Please use a scale in which 1 means that there is 'no risk at all' for your organization and 5 means that there is a 'great risk' for your organization.**

**READ OUT. CODE FOR EACH OF THE THREATS**

|      |   | 'no risk at all' |   |   |   | 'great risk' | Don't know |
|------|---|------------------|---|---|---|--------------|------------|
| TD5a | Online surveillance   | 1                | 2 | 3 | 4 | 5            | 8          |
| TD5b | DDOS attacks  | 1                | 2 | 3 | 4 | 5            | 8          |
| TD5c | Targeted for physical violence on the basis of digital activity | 1                | 2 | 3 | 4 | 5            | 8          |
| TD5d | Data loss   | 1                | 2 | 3 | 4 | 5            | 8          |
| TD5e | Other••   | 1                | 2 | 3 | 4 | 5            | 8          |

ASK ALL

**TD6: Do you feel that any of these threats place the physical security of your staff in danger?**

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

**TD7: Do you feel that any of these threats place the physical security of your stakeholders in danger?**

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

**TD8 In the last six months, have you or any of your civil society peers experienced any of the following?**

**READ OUT. CODE FOR EACH**

|      | No   | Yes               | Don't know        |   |
|------|--|-------------------|-------------------|---|
| TD8a | Intimidation or threats of violence by public officials, police or security forces   | 1                 | 2                 | 8 |
| TD8b | Intimidation or threats of violence by private or non-state actors   | 1                 | 2                 | 8 |
| TD8c | Threats of arrest or detention   | 1                 | 2                 | 8 |
| TD8d | Arrest   | 1                 | 2                 | 8 |
| TD8e | Threats of torture   | 1                 | 2                 | 8 |
| TD8f | Confiscation of equipment  | 1                 | 2                 | 8 |
| TD8g | Threats to administrative standing, such as stripping individuals of professional accreditation or organizations of licenses | 1                 | 2                 | 8 |
| TD8h | Threats to reputation, such as slander or libel  | 1                 | 2                 | 8 |
| TD8i | Other  | 1                 | 2                 | 8 |
|      | <b>GO TO TD10</b>  | <b>ASK TD8H_1</b> | <b>GO TO TD10</b> |   |
|      |  | <b>GO TO TD9</b>  |                   |   |

ASK ONLY IF "YES" AT TD8I (CODE 2)

**TD8i\_1 Other threats experienced in the last 6 months?**

(WRITE IN)

Not applicable

|                   |
|-------------------|
| <b>GO TO TD10</b> |
| 7                 |

ASK ONLY IF ANY OF THE THREATS HAS BEEN EXPERIENCED AT TD9A-H (CODE 2)

**TD9 How has that organization responded to these threats?**

**DO NOT READ OUT. CODE FOR EACH OF THE RESPONSES**

|      |  | No | Yes                   | Not applicable | Don't know |                   |
|------|--|----|-----------------------|----------------|------------|-------------------|
| TD9a | Addressed the issue in the press/online                          | 1  | 2                     | 7              | 8          |                   |
| TD9b | Told other organizations about the incident                      | 1  | 2                     | 7              | 8          |                   |
| TD9c | Contacted the authorities  | 1  | 2                     | 7              | 8          |                   |
| TD9d | Trained staff to prevent and mitigate such threats in the future | 1  | 2                     | 7              | 8          |                   |
| TD9e | Requested help from other organizations                          | 1  | 2                     | 7              | 8          | <b>GO TO TD10</b> |
| TD9f | Invested in hardware   | 1  | 2                     | 7              | 8          |                   |
| TD9g | Raised funds   | 1  | 2                     | 7              | 8          |                   |
| TD9h | Has not responded  | 1  | 2                     | 7              | 8          |                   |
| TD9i | Other  | 1  | 2                     | 7              | 8          |                   |
|      |  | 1  | <b>ASK<br/>TD9I_1</b> |                |            |                   |

ASK ONLY IF 'YES' AT TD9I (CODE 2)

**TD9i\_1 Other response(s) to threats?**

(WRITE IN)

Not applicable

|                   |
|-------------------|
| <b>GO TO TD10</b> |
| 7                 |

ASK ALL

**TD10: Has the organization taken any of the following steps to prepare against digital or physical threats?**

**READ OUT ALL. CODE FOR EACH OF THE THREATS**

|       |   | No | Yes                    | Not applicable | Don't know |                   |
|-------|---|----|------------------------|----------------|------------|-------------------|
| TD10a | Staff have been trained                                   | 1  | 2                      |                | 8          |                   |
| TD10b | There are specific plans in place for specific situations | 1  | 2                      |                | 8          |                   |
| TD10c | Equipment and/or supplies have been made ready            | 1  | 2                      |                | 8          | <b>GO TO TD11</b> |
| TD10d | Other   | 1  | 2                      |                | 8          |                   |
|       |   |    | <b>ASK<br/>TD10D_1</b> |                |            |                   |

ASK ONLY IF YES AT TD10D (CODE 2)

**TD10d\_1: Which other steps to prepare against digital or physical threats?**

**(WRITE IN)**

|                |                    |
|----------------|--------------------|
|                |                    |
| Not applicable | <b>GO TO TTD11</b> |
|                | 7                  |

**READ OUT** We have now come at the end of the interview. I thank you for your time and accessibility and invite you to contact us if you have any question with regard to this project or any other issue in the future.

**TD11: End time**

INTERVIEWER ENTER END TIME (USE 24 HOUR CLOCK)

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

## TE: INTERVIEW CLOSING

**THESE QUESTIONS ARE FOR THE INTERVIEWER TO ANSWER**

### TE1 Respondent sex

|            |   |
|------------|---|
| Male       | 1 |
| Female     | 2 |
| Don't know | 8 |

### TE2 Respondent age

**(WRITE IN)**

Don't know

\_\_\_\_\_

8

### TE3 Did you feel the respondent was reluctant to answer any questions?

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### TE4 Do you think that the respondent tried to answer the questions to the best of his or her ability?

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### TE5 Overall, do you think that the respondent understood the questions?

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### TE6 Do you feel the respondent became tired or frustrated at any point during the interview?

|            |   |
|------------|---|
| No         | 1 |
| Yes        | 2 |
| Don't know | 8 |

### TE7 When?

**(WRITE IN)**

Not applicable

\_\_\_\_\_

7

Don't know

\_\_\_\_\_

8

### TE8 In what language was the interview conducted?

**(WRITE IN)**

Don't know

\_\_\_\_\_

8

**TE9 Comments**

*IF YOU HAVE ANY ADDITIONAL COMMENTS REGARDING THE INTERVIEW, PLEASE WRITE THEM BELOW.  
(WRITE IN)*

Don't know