Child Rights Information Network

Members Survey Results

2005
2005 CRIN member survey results

"CRIN is quite the best network in the field of children's rights. All the best of luck in your work."

1. About the survey
CRIN members and users of CRIN’s services more generally, are a rich store of ideas and information. CRIN relies on its users for a significant amount of its output – modified and packaged in a way that have been developed and refined over the last decade. Whilst many of CRIN’s products are now well established, there is always room for improvement and for innovation. With limited resources, decisions are constantly made about priorities in our information services and the most effective ways of reaching those most in need of such services. Direct consultation with users is one way of checking we are on the right track and of defining what current priority areas might be. The survey results presented here are an important element in this process.

Recipients
The survey was sent out or otherwise supplied in the following ways:
- A printed survey was posted to all CRIN members (1500 copies)
- Email notification was sent to 1500 addresses of the CRIN non-member mailing list inviting them to complete the online version.
- The online survey was posted on the CRIN website with a pop-up window on the CRIN homepage inviting users to complete the survey.
- Reminders were posted in two English CRINMAILs as well as in French and Spanish CRINMAILs
- A bulk email reminder was sent to all CRIN members notifying the close date for the survey.

Respondents
The total response rate was 618 useable or valid returns. Of these, 251 were from CRIN members and a further 367 respondents from non-member organisations. Of the 251 member returns, 112 were paper-based and 139 were online returns.

<table>
<thead>
<tr>
<th>Category</th>
<th>Printed survey</th>
<th>Online survey</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members</td>
<td>112</td>
<td>139</td>
<td>251</td>
</tr>
<tr>
<td>Non-Members</td>
<td>0</td>
<td>367</td>
<td>367</td>
</tr>
<tr>
<td>Total</td>
<td>112</td>
<td>506</td>
<td>618</td>
</tr>
</tbody>
</table>

The returns from members were generally of a better “quality” than from non-members. Members tended to give fuller responses to the questions and to see the survey through to the end. Non-members by contrast gave sketchier answers and invariably skipped many questions. This mismatch is discussed further in the last section below.

As a result, the analysis in this report concentrates on the member responses. Some mention is made of the overall results when relevant and where the results are reliable.

The regional distribution of member responses – in the table below – indicates a stronger response rate from Europe and Asia than from other regions, followed by Africa and North America. The remaining regions provided a small number of responses, partly reflecting the low member numbers in the Middle East and Oceania and, for Latin America, the lack of a Spanish version of the survey.
Regional distribution of Member responses

<table>
<thead>
<tr>
<th>Region</th>
<th>Survey responses</th>
<th>Total members</th>
<th>Share of total membership</th>
<th>Regional % Reply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>55</td>
<td>386</td>
<td>26%</td>
<td>14%</td>
</tr>
<tr>
<td>Asia</td>
<td>78</td>
<td>394</td>
<td>26%</td>
<td>20%</td>
</tr>
<tr>
<td>Europe</td>
<td>80</td>
<td>441</td>
<td>29%</td>
<td>18%</td>
</tr>
<tr>
<td>Latin America</td>
<td>8</td>
<td>96</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Middle East</td>
<td>9</td>
<td>38</td>
<td>3%</td>
<td>24%</td>
</tr>
<tr>
<td>North America</td>
<td>15</td>
<td>120</td>
<td>8%</td>
<td>13%</td>
</tr>
<tr>
<td>Oceania</td>
<td>6</td>
<td>30</td>
<td>2%</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>251</td>
<td>1505</td>
<td>100%</td>
<td>17%</td>
</tr>
</tbody>
</table>

2. What did we want to find out?
- Feedback on services
- CRINMAIL as an information and networking tool
- Evaluation and use of website
- Which new features users would like to see
- Newsletter No. 18 on rights Based Programming feedback
- Profile of respondents organisation
- Respondents IT use profile and access
- Update contact details

3. Headline results
A significantly positive response for CRIN’s main products and services.
A marked increase in IT use and access since the last survey but still evidence of poor access in certain regions.
A significant number of requests for increased content and coverage of both Arabic speaking and former Soviet Union regions
Translation of CRIN materials (Newsletter and/or CRINMAILs) into 19 languages
Evidence of the networking function of CRIN
Limited knowledge of the scope of CRIN products outside CRINMAIL
4. Detailed results

Note: Results presented in this report pertain to the returns from CRIN members only

Use and usefulness of CRIN services

Why do members use CRIN services? Respondents were given the following options and asked to tick as many as applied. The percentage of the total for each is shown in the next table.

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To contact other organisations</td>
<td>55%</td>
</tr>
<tr>
<td>To disseminate information from my organisation</td>
<td>48%</td>
</tr>
<tr>
<td>To exchange ideas and experience</td>
<td>61%</td>
</tr>
<tr>
<td>To find out about child rights events</td>
<td>78%</td>
</tr>
<tr>
<td>To find out about publications and research</td>
<td>77%</td>
</tr>
<tr>
<td>To inform my organisation’s research</td>
<td>42%</td>
</tr>
<tr>
<td>To inform policy discussions</td>
<td>40%</td>
</tr>
<tr>
<td>To learn from others</td>
<td>77%</td>
</tr>
<tr>
<td>To request information</td>
<td>35%</td>
</tr>
<tr>
<td>To support lobbying</td>
<td>38%</td>
</tr>
</tbody>
</table>

From this a combination of learning and networking appear to be the overriding concerns. The principal tools for these are CRINMAILs, the website and the Directory of Members.

CRINMAIL

Respondents were asked about their use of different components of CRIN’s products. CRINMAIL English is the most used of all our offerings with 40% of members using it daily or weekly. A further 24% of members use it monthly.¹

More surprising however is that quite a high proportion of respondents reported using three of our monthly listservs on at least a weekly basis: Rights CRINMAIL (29%), Armed Conflict CRINMAIL (22%), CRINMAIL Child Rights at the CHR (33%). The last we assume is during the time of the CHR sessions. This indicates that respondents are going back to CRINMAIL as a source of reference. It may also indicate some casualness in responses.

The use of CRINMAIL French and Spanish has a much lower incidence. This is explained in part by relatively small number of subscribers to these CRINMAILs and partly by the fact that the survey was only available in English and thus automatically excluding many French and Spanish speaking users.

CRINMAIL’s usefulness gets a high rating (see graph above) from virtually all respondents, marking it out as the mainstay of CRIN’s information work.

¹ The number of subscribers to each CRINMAIL is as follows: English 3570, French 280, Spanish 371, Children and Armed Conflict 1477, The Commission on Human Rights 905, Rights Based Programming 961, Children and Violence 521.
CRIN members survey 2005

The most useful feature of CRINMAIL was reported as news (41% of respondents), followed by new reports (24%), events (23%). Information on jobs was not viewed as a useful feature of CRINMAIL (only 2% of respondents thought so).

CRINMAIL is a shared resource. Of those respondents receiving any of the CRINMAILs, 16% say they always forward them to other people and 49% say they frequently do so (See Use of CRIN for networking section below).

Member comments on CRINMAIL

<table>
<thead>
<tr>
<th>It is an excellent and valuable service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRINMAIL is very good. Child rights-based NGOs get useful matters and details from CRIN websites.</td>
</tr>
<tr>
<td>It is a good source of information pertaining to issues of children worldwide and it broadens our understanding of children’s issues as an organisation.</td>
</tr>
<tr>
<td>CRINMAIL is excellent source for the people to be aware of the international events and efforts about the protection of children’s rights.</td>
</tr>
<tr>
<td>Keep it up. We need this communication tool.</td>
</tr>
<tr>
<td>Summary of the news seems to be lengthy.</td>
</tr>
<tr>
<td>A very informative research mechanism that brings onto my screen many things which I might not otherwise know about. Thank you.</td>
</tr>
<tr>
<td>I am fine - I appreciate that not too many infos are flooding my email box. It is selective and very informative what you do. Thanks a lot.</td>
</tr>
<tr>
<td>CRINMAIL’s just excellent</td>
</tr>
<tr>
<td>CRIN has really improved over the years and I really think it is an outstanding newsletter.</td>
</tr>
</tbody>
</table>

... and some suggestions

| Technical and financial support services for undertaking programmes in the service areas can be initiated in the CRINMAIL. So that the NGOs in the developing countries get support to undertake programmes. |
| Valuable as an international resource and to gain ideas how to take action and how to format reports, etc. Also to make comparisons with our situation. |
| Need more information on funding priorities of donor agencies. |
| We need more coverage on the Middle East and North Africa, as well as on Juvenile Justice Systems in Arab states. |
| Please include information on persons or organisations that can step in voluntarily to help in advocacy for child rights. This should include volunteer lawyers and funders of cases involving child abuse. |
| CRIN should help member organisations with names and addresses of donor agencies who wish to help up and coming member organisations. |
The CRIN Website

Use of the website (www.crin.org) generally and specific parts of it shows a lower incidence than CRINMAIL, but results for general use are encouraging. Of members’ responses, usage rates are: daily 10%, weekly 21%, monthly 18%, quarterly 25%, never 24%. The graph at the bottom of the page confirms that this is quite consistent across regions. Africa, Asia and Europe give the most robust results owing to the number of respondents from these regions.

Questions on usage of specific areas of the website elicited fewer overall responses indicating that users do not distinguish clearly between different parts of the site. Two areas stand out as an exception: use of two new areas of the site on Rights Based Programming (www.therightsapproach.org) and on Violence against Children (www.childrenandviolence.org) which 32% and 37% of users respectively visit at least weekly. These two areas are distinctive in their design and are timely in their content.

Other zones of the site – publications, events, directory of members, the NGO Group for the CRC, Alternative Reports, Members News – are all used at least quarterly – and often monthly – by more than 75% of all respondents.

The most frequent method of accessing the website is said to be from the CRIN homepage (62% of respondents), followed by links advertised in CRINMAIL (20% of respondents). Other methods of accessing the site are infrequent (for example from bookmarked pages or by using a search engine.)
Comments on the website

It is a good service, more helpful to us to learn and execute programmes not only for the children but also to the entire community for them we work.

Good source of information, keep it up!

I really enjoy keeping up with what is happening. I did not realize until I read this survey how much I was missing by not looking at the website more often – or that you had other reports.

It's doing a good job. It can do better still by reaching out to many organisations to submit their views, events, etc, more particularly to organisations in developing countries where abuse of child rights is rampant.

I will encourage CRIN to put more effort on the disseminating of information on child rights to all members

Fine and easy to access

Unfortunately we are unable to access the internet at our convenience

CRIN website is really useful to know more about child rights and childhood. It has several information to work for the development as well as rights perspectives of the children

It would help if the African region had a page to look at issues affecting the African child and probably share more information at a regional level.

Its so rich and sourceful.

The CRIN should be a strong network for it member organisations around the world. It also needs to organise an international conference on child issues and inform such events news to members in due time.

Keep up the good work!

We would like a better structured search engine for the organisations list.

CRIN website, a very useful site for NGOs like us.

Excellent so far

CRIN website should not be difficult to open. This process would be good for child concerned groups who have not got much knowledge on computers. This will assist NGOs in Africa. Can CRIN assist that?

We would like to update our organisation's website through CRIN website. We shall send you updated information shortly.

For me it is well ok.

Just to say that we are embarrassed at not having up to now really followed up on our participation at UNGASS by using this site. We shall do so in future.

While the wealth of information on the website is unmatched by any other child rights website, the accessibility of the documents suffers: please review your search engine and also the structure of the website - the start page is great, offers a good overview of information, but if you click on a thematic area then it gets completely confusing at the second level of page hierarchy: "view all" documents just gives you incredibly long publications etc lists almost impossible to print, whereas the selection for "selected readings" often is questionable; and filling out the search form also gives some rather strange results. It would be great to just have at the second level of hierarchy of the website plain direct hyperlinked access to the documents grouped under various useful subheadings.

We need your advice and need information on street children projects.

it is very informative with a wide breadth of information and material.

Website is good, but it takes sometimes a long time to open or go to its links.

The information on the CRIN website is very useful.

Kindly link us to some good donors.

We rarely go to the website, but your newsletter and directory are of good use.

Keep up the excellent work.

Not comfortable with the web: secondary language. Prefer written.
CRIN members survey 2005

Additional features on the website
When asked about additional features that users would like to find on the CRIN website, a wide variety of suggestions were made. Of those offered in the survey, the response rate was as follows:

<table>
<thead>
<tr>
<th>Additional feature</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 More information relevant to your region and / or field of work</td>
<td>37%</td>
</tr>
<tr>
<td>2 More information on human rights legal instruments</td>
<td>35%</td>
</tr>
<tr>
<td>3 New themes in child rights</td>
<td>34%</td>
</tr>
<tr>
<td>4 New reports and events shown on the home page</td>
<td>21%</td>
</tr>
<tr>
<td>5 Access to CRINMAIL archives on the site</td>
<td>21%</td>
</tr>
</tbody>
</table>

Respondents were then asked to make their suggestions for items 1. and 3.

Under item 1, responses included the following:

- Child development; Child labour; Child protection; Children and media; Different donor profiles so that CRIN members know who to properly approach for funding on various issues; Greece; Human trafficking; India, Rights-based approach case studies; Information about current practices in combining child labour and education; Issues specifically related to juvenile justice and child protection; landless, disability; More regionalised services would be great, like CRIN Europe area (or CRINMAIL Europe) or other regions; Play, rest, leisure, child labour; Weekly news of information on the level of child abuse all over the world.; Refugees, IDP children; Regional initiatives to address child abuse and promotion of child rights; Street children; Sub-Saharan Africa and social democracy; Sustainable Development; Switzerland, Italy, France; Trafficking and child abuse; West Africa (Ghana).

Under item 3. New themes in child rights, respondents listed:

- Child abuse; Child labour; Child mothers under 16 years; child opinion when they're concerned; Child rights training and awareness; Children as beggars, disabled children; children as evaluator of policies and prevention actions; Children without parental care / "out of home" care; Civil registration; Combating child labour problem; Corporal punishment; List of funding agencies that support Children's Programs; Policy; Prevention protection of children; Sexual abuse of girl children; Street children; Survival rights, child abuse; Violence against children in military school and in peacetime government armies.

Other suggestions on the website from different parts of the survey included:

- Information about support groups; Classifieds/Jobs internationally; Coverage of nomads/aboriginal categories may be enhanced; Events listing; Funders list; Funding possibilities; Fundraising; Information on donor agencies and foundations that do support children’s organisations.; More actualised information about CRIN organisations and their services; More information about the Convention on the Rights of the Child; More information on children and education with a special focus on girl children; More methodology to apply children’s rights; Specific funding (donors) list to be given India for child protection; Technical and finance support service system from donor agencies and philanthropists; The current information is sufficient. Rather than more information, it would be useful to have a section on policy dialogue or exchange of ideas (chat room); Thematic discussions of rights-based approaches within sectors and in relation to steps in the programme cycle;

The above suggestions have been included in full from the survey. Many of these have some or considerable coverage on the site but the fact that they are included in responses might indicate that they are not clearly enough flagged on the website.
CRIN Newsletters

Newsletter 18 on Children and Rights Based Programming was published and distributed at the same time as the survey (printed version). A general question on frequency of use of CRIN Newsletters showed that 35% of respondents used the newsletter at least monthly. A further 45% of respondents referred to a CRIN Newsletter every four months. Such utility is backed up by comments from respondents, for example:

Very readable and relevant to people at all levels of knowledge/experience.
Newsletter 18 is very informative and educative. The subject is of much relevance to the work I do and I believe it is so with most human rights orientated organisations.
Useful and very effective.
The newsletter is well done, well researched.
How can we make our children more active in this newsletter?
The CD is excellent and will be an extremely valuable resource.
Very useful - great to have on publication that looks at a theme in more depth.
It's a good publication. It should be continued and cover all the important issues and information of related agencies.
CD is great!!!
Letters used in Newsletter - font size can be changed: it is too small to read.
Newsletter 18 is timely. The advocacy for child rights have been using the basic needs approach and we have just started using the rights approach as we address children's issues. We hope it will be an important guide in using the rights-based approach in programming.

CRIN Newsletter Thematic Analysis
Scale of 1 to 5 where 1 is highest relevance to reader
Use of CRIN for networking

The survey reveals some interesting trends in networking. CRINMAIL is the main tool for this and, as noted above, a high proportion of subscribers forward CRINMAIL to other colleagues. Over 40% of respondents say that they use CRINMAIL as a way of keeping in touch with other members and of these 68% found that they have replies from those they approached.

Similarly a significant number (55%) contribute information to CRIN in the knowledge that it will be circulated in one form or another (usually in CRINMAILs and on the website).

Information is also sent by members to CRIN for the following reasons:

<table>
<thead>
<tr>
<th>Reason for sending information</th>
<th>% of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>To send information about reports and publications by your organisation.</td>
<td>72%</td>
</tr>
<tr>
<td>To update your organisational profile that is displayed on CRIN's website under &quot;CRIN members&quot;.</td>
<td>66%</td>
</tr>
<tr>
<td>To send information about events (workshops, training courses, conferences).</td>
<td>53%</td>
</tr>
<tr>
<td>To send news.</td>
<td>44%</td>
</tr>
<tr>
<td>To send information in order to 'contact'/network with other CRIN members.</td>
<td>44%</td>
</tr>
</tbody>
</table>

Member comments on networking

I really do not interact with CRIN as much as I should. Although many people contact our organisation because we are listed and they are really good contacts.

I appreciate CRIN’s newsletter and as a lawyer I am working with street children of Bangladesh in a project of UNDP/Bangladesh government as a legal expert. I'd love to get more information about street children and the international response. Thanks

Accessing the internet is expensive for some of us in third world. Therefore, it is always important we are sent printed materials regularly to be on top of things.

Our organisation has no access to internet facility due to funding problem. Email facility is being used at cyber café which is expensive.
About the respondents
The survey was an opportunity to find out more about members profiles, access to electronic information, the kind of work they do and so on.

Member profile
Sixty eight percent of respondents defined the principal focus their organisation’s work as child rights. 16% defined the focus as development, 8% as human rights, 2% as humanitarian assistance. Of the remaining 6%, all but one – which stated women’s rights as the focus – works on aspects of child welfare and/or rights. Of all of these organisations, 85% say that they work directly with children.

IT Access
The overall results show high levels of access to communications resources as illustrated in the aggregate table below. Digging a little deeper, however, shows a familiar pattern where certain regions – in particular Africa and Asia - still have less access than others. Even with their levels of access, comments in other parts of this report indicate that the quality of access is less than satisfactory for many.

<table>
<thead>
<tr>
<th>IT Resource</th>
<th>Access Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>95%</td>
</tr>
<tr>
<td>World wide web (www)</td>
<td>81%</td>
</tr>
<tr>
<td>Email</td>
<td>94%</td>
</tr>
<tr>
<td>Phone (land line)</td>
<td>86%</td>
</tr>
<tr>
<td>Phone (mobile)</td>
<td>81%</td>
</tr>
<tr>
<td>Fax</td>
<td>72%</td>
</tr>
</tbody>
</table>

Disaggregating data by region, as in the three graphs on the following page, illustrates the continuing digital divide amongst CRIN members.²

Computer access is virtually universal but access to email and to the world wide web are less so. Email access in for African, Asian and Middle Eastern members is lacking for some. More so, internet access for some 20% of respondents in Africa and Asia is not available. Judging from comments elsewhere in the survey, even when the internet is available it is often slow, expensive and inconvenient.

Sources of support
Prompted by the number of requests for funding or for sources of funding information received in the CRIN office each week, we were interested their main sources of financial support. The results are shown in the table below:

<table>
<thead>
<tr>
<th>Source</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government</td>
<td>54</td>
<td>23%</td>
</tr>
<tr>
<td>International NGOs</td>
<td>58</td>
<td>24%</td>
</tr>
<tr>
<td>National NGOs</td>
<td>30</td>
<td>13%</td>
</tr>
<tr>
<td>Voluntary work</td>
<td>47</td>
<td>20%</td>
</tr>
<tr>
<td>Faith-based organisations</td>
<td>13</td>
<td>5%</td>
</tr>
<tr>
<td>Public donations</td>
<td>68</td>
<td>28%</td>
</tr>
</tbody>
</table>

² These results are based on returns that had "no true blanks" for the question. That is, there are no skipped responses and therefore the data may be considered to be robust.
Other sources of financial support amongst respondents include:

- Company donations
- Membership fees and public fundraising
- Through sale of articles prepared by children: office files, folders, greetings cards, scribbling pads, envelopes, waste paper bags, handicrafts and stitched materials like aprons, children’s garments and handkerchiefs
- International cooperation
- Friends and committed people. Our charity is a small one, we need your support
- Events
- Sale proceeds from organisation’s own activities
- Contracts with councils
- Membership subscription
- Child sponsorship
- We use letter campaigns to solicit donations
- Earnings and membership subscriptions
- Internally generated financial resources by conducting capacity building training to other service providers
- Members’ contributions
- Membership fees
- Own income and banks
- Grants from trust funds
- Our members; no funding received so far
- Income from its activities
- Own funds
- Membership fees, community grants: Parliament, Child sponsorship
- Membership donations
- Labour and contribution from members: Private foundations, Fundraising and income-generating ventures
- Foreign embassies
- European Programmes
- International network
- Corporate donors
- Membership fees
- Varies from country to country
- We sell our work to communities and organisations, even to private individuals
- Research foundations
- UN
- University funding
- Through projects
- Foreign and local project partners and income earned
- International donors
- City Government
- Our members’ contributions
- Slot Machine Association and Children’s Day Fund
- Individual donations and concessions
- Local private company
- National AIDS Secretariat Gambia
- Parents’ contributions

**Languages used**

The working languages of the respondents are varied. However, English is dominant.

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>94%</td>
</tr>
<tr>
<td>French</td>
<td>21%</td>
</tr>
<tr>
<td>Spanish</td>
<td>13%</td>
</tr>
</tbody>
</table>

Other languages used included:

- Albanian
- Amharic
- Arabic
- Azerbaijani
- Bahasa Indonesian
- Bemba Ushi
- Bengali
- Caucaada
- Chinese
- Danish
- Dutch
- Finnish
- Flemish
- German
- Greek
- Hebrew
- Hindi
- Italian
- Kiswahili
- Kiswahili
- Lala
- Luo
- Macedonian
- Malayalam
- Maori
- Marathi
- Oriya
- Portuguese
- Upshot
- Romanian
- Russian
- Sindi
- Swedish
- Tamil
- Teque
- Telugu
- Tetum Timor-Leste
- Urdu
- Wedu
- Welsh

Respondents translate different CRIN products (CRINMAILs and Newsletters) into no less than 19 of the above languages.
Computer Access by Region

Email Access by Region

Internet Access by Region
6. Reflections on method and lessons for the future

The same survey was supplied to members and non-members. For the latter group, this presented some difficulties in completing the survey questions as not all of the questions were of direct relevance. In future, any open surveys will be more generic (and shorter – see below). Member surveys will be limited to the membership.

As use of CRIN services spreads, the distinction between members and non-members has become blurred. Many individuals who answered the survey were from organisations that were members of CRIN even though the individual submitting a return was not aware of this fact.

The survey was too long and too detailed. Answers trailed off through survey and responses only appeared robust for more well known or general aspects of CRIN products. We assumed a greater knowledge of the details of CRIN products than is reasonable and many respondents did not distinguish between services. The most useful (and statistically significant) responses in the survey are from the more general questions. In addition, the open ended questions produced a rich source of ideas and observations some of which are related in this report.

CRINMAIL is a well known product but other items are less well known. There is however a recurring confusion between CRINMAILs (online twice-weekly and monthly listservs that are open to subscription for any interested party and CRIN Newsletters (printed, thematic publications that are produced on average twice a year and posted to CRIN member organisations and interested individuals).