# CIVIC
## OnLine Survey

**Final Report**

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**CIVIC**
**OnLine Survey**

## Summary

This document is the result of a survey designed and circulated by CIVIC as exploratory research. It was performed to investigate CIVIC's membership profile, attitudes, perceptions, opinions, and expertise.

The participation was a success, with 20% of the active members involved.

In general, the participants represented a diverse pool of occupations with a wide variety of professional interests. For them, CIVIC has its main value in the opportunity to exchange or access information with emphasis in the Caribbean region and ICT.

The results show how the membership has evolved to include a linguistic and cultural diversity, as well as a tendency toward a balance of gender distribution.

The respondents expressed a positive attitude toward CIVIC, an interest in developing new ideas without abandoning the open structure of the organization, and a demand for improvement of the platform, specifically the inclusion of new tools.

The vast majority of the members surveyed agreed with the work of the moderators, however, a few members criticized what they viewed as conflicts of interest.

In terms of discussion themes, respondents hoped that ICT4Dev and Civil Society would receive greater attention.

Several issues to be addressed appeared after the analysis. These are stated in the conclusions and recommendations.

**CIVIC**
**OnLine Survey**

## Background[1]

The Caribbean ICT Virtual community was established in October 2002 and has grown to include over 200 persons who have an interest in the use of ICTs for the development of the Caribbean. The group has linguistic and geographic diversity throughout the Caribbean, and includes many members of the Diaspora.

CIVIC has evolved, and there are many ideas which are being discussed to move the group into an active community which could advocate issues, initiate actions and even implement some projects.

It was agreed that a survey would confirm what we do now and how well are we doing it, and what we should doing as we move ahead and how we will do it.

The survey would be used as a catalyst to the change process.

## Purpose

The objectives of this survey are to obtain feedback from the Caribbean ICT Virtual Stakeholder Community on the following issues:

1. Assess the demographics of CIVIC members.
2. Assess the sector representation of CIVIC members as well as the type of organization they represent.
3. Obtain members' perspectives on the usefulness of CIVIC so far, and the characteristics to remain, and those to change.
4. Identify the features of a suitable organization structure including the following:
   - Mechanisms for changing rules
   - Mechanisms for collaboration for advocacy
   - Means of accountability
   - Means to enhance geographic and linguistic diversity

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[1] Terms of Reference for a survey of the Caribbean ICT Virtual Community (CIVIC)

**CIVIC**
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## Methodology

The distribution method chosen was an online questionnaire. The survey population was invited by email, receiving a unique numeric token to access the survey. The survey was available at a specific URL. It was available 24 hours a day. A survey start and end-date was set, published, and shared in every invitation and reminder email. There was an option for participants to save answers to continue the survey at a later time.

The universe, after removing duplicated, non-existing, outdated and robot emails, was 225 members. There were 8 saved but not submitted responses. 45 responses were submitted, totaling 20% of the membership.

The questionnaire was available online between November 3rd and December 1st. 44 members answered it online, only one chose to use the phone interview option. For CIVIC survey group, the identities of the members who answered the questionnaire remained anonymous.

In several instances members were helped via email to complete the survey, also some comments were received by email.

The majority of the responses included commentaries at the end of the questionnaire, and some questions included an open text option. The answers that included relevant commentaries are summarized in the appendices.

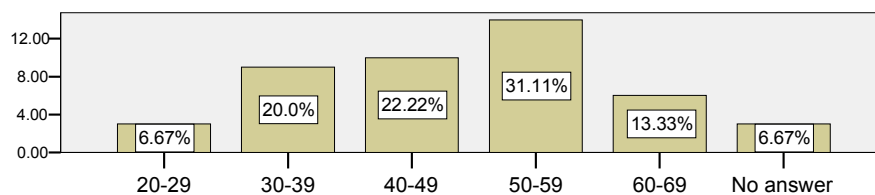**Findings**

### A. Language selected to answer the survey

Question/Instruction:  Simple select, *"Select language"*.

| | | |
|---|---|---|
| **English** | **37** | **82.22%** |
| Spanish | 2 | 4.44% |
| French | 6 | 13.33% |

### B. Demographics

### 1. Age range in years.

Question/Instruction:  Date, "*Birth date. Please enter a date"*.



| | | |
|---|---|---|
| 20-29 | 3 | 6.67% |
| 30-39 | 9 | 20.00% |
| 40-49 | 10 | 22.22% |
| **50-59** | **14** | **31.11%** |
| 60-69 | 6 | 13.33% |
| No answer | 3 | 6.67% |

**Observations:** Average age: 47 years. Most common value: 59 years.

### 2. Place of birth.

Question/Instruction:  Simple Select, "*Birthplace. Please choose only one of the following"*

| | | |
|---|---|---|
| United States of America (US) | 6 | 13.33% |
| Barbados (BB) | 4 | 8.89% |
| Guyana (GY) | 4 | 8.89% |
| Trinidad and Tobago (TT) | 4 | 8.89% |
| Jamaica (JM) | 3 | 6.67% |
| United Kingdom (GB) | 3 | 6.67% |
| Algeria (DZ) | 2 | 4.44% |
| Canada (CA) | 2 | 4.44% |
| Colombia (CO) | 2 | 4.44% |
| Haiti (HT) | 2 | 4.44% |
| Saint Kitts and Nevis (KN) | 2 | 4.44% |
| Afghanistan (AF) | 1 | 2.22% |

| | | |
|---|---|---|
| Belgium (BE) | 1 | 2.22% |
| Cuba (CU) | 1 | 2.22% |
| Dominica (DM) | 1 | 2.22% |
| France (FR) | 1 | 2.22% |
| Germany (DE) | 1 | 2.22% |
| Guadeloupe (GP) | 1 | 2.22% |
| Ireland (IE) | 1 | 2.22% |
| Morocco (MA) | 1 | 2.22% |
| Saint Vincent and the Grenadines (VC) | 1 | 2.22% |
| Suriname (SR) | 1 | 2.22% |

### 3. Workplace.
Question/Instruction: Simple Select, "*Workplace. Please choose only one of the following*"

| | | |
|---|---|---|
| Guyana (GY) | 5 | 11.11% |
| Jamaica (JM) | 5 | 11.11% |
| United States of America (US) | 5 | 11.11% |
| Barbados (BB) | 4 | 8.89% |
| Dominican Republic (DO) | 4 | 8.89% |
| Trinidad and Tobago (TT) | 4 | 8.89% |
| Canada (CA) | 3 | 6.67% |
| Haiti (HT) | 2 | 4.44% |
| Saint Kitts and Nevis (KN) | 2 | 4.44% |
| Saint Lucia (LC) | 2 | 4.44% |
| Antarctica (AQ) | 1 | 2.22% |
| Bahamas (BS) | 1 | 2.22% |
| France (FR) | 1 | 2.22% |
| Grenada (GD) | 1 | 2.22% |
| Italy (IT) | 1 | 2.22% |
| Pakistan (PK) | 1 | 2.22% |
| Saint Vincent and the Grenadines (VC) | 1 | 2.22% |
| Suriname (SR) | 1 | 2.22% |
| Other* | 1 | 2.22% |

*(Latin America)

### 4. Nationality.
Question/Instruction: Simple Select, "*Nationality. Please choose only one of the following*"

| | | |
|---|---|---|
| United States of America (US) | 6 | 13.33% |
| Barbados (BB) | 4 | 8.89% |
| Canada (CA) | 4 | 8.89% |
| France (FR) | 4 | 8.89% |
| Guyana (GY) | 4 | 8.89% |
| Trinidad and Tobago (TT) | 4 | 8.89% |
| Jamaica (JM) | 3 | 6.67% |

| | | |
|---|---|---|
| United Kingdom (GB) | 3 | 6.67% |
| Haiti (HT) | 2 | 4.44% |
| Saint Kitts and Nevis (KN) | 2 | 4.44% |
| Other* | 2 | 4.44% |
| Algeria (DZ) | 1 | 2.22% |
| Belgium (BE) | 1 | 2.22% |
| Colombia (CO) | 1 | 2.22% |
| Dominica (DM) | 1 | 2.22% |
| Germany (DE) | 1 | 2.22% |
| Ireland (IE) | 1 | 2.22% |
| Suriname (SR) | 1 | 2.22% |

*(USA/Jamaica)

**Observations:** It was possible to select *"Other"* to establish a different option. This option was used 2 times. USA and Jamaica result can be added 2.22%

### 5. Gender.

Question/Instruction: Dichotomous, *"Gender. Please choose only one of the following"*.

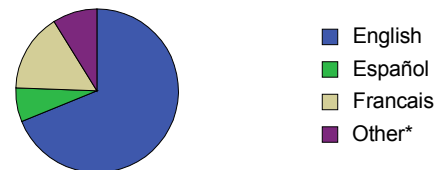| | | |
|---|---|---|
| **Male** | **32** | **62.22%** |
| Female | 13 | 37.78% |



- Male
- Female
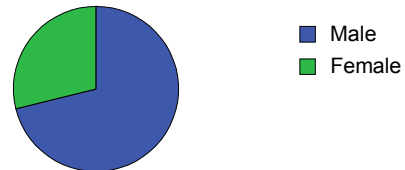
**Observations:** There is no mention of gender issues in any of the comments submitted.

### 6. Native language.

Question/Instruction: Simple Select, *"Native language. Please choose only one of the following"*

| | | |
|---|---|---|
| **English** | **31** | **68.89%** |
| Español | 3 | 6.67% |
| Francais | 7 | 15.55% |
| Other* | 4 | 8.89% |



- English
- Español
- Francais
- Other*

*(Arabic, Dutch, Flemish and German)

**Observations:** 2 members that declared to have Spanish and French as native language respectively, chose to answer the survey in English.

### 7. Other language proficiencies.

Question/Instruction: Text, *"Other language proficiencies. Please write your answer here"*

**Observations:**

- All of those members who chose Spanish to answer the survey understand English at some level.
- All but one of the members that selected French to answer the survey understands English and Spanish at some level.
- Among members who speak English as a native language, 12 declared to have some understanding of French and 16 some understanding of Spanish.
- Other languages spoken/understood among community members: Portuguese, Antillean Creole, Italian, Scots Gaelic, Mandarin, Swahili, Arabic, Latin, Jamaican, Russian, Kwéyòl.

### 8. Educational level attained

Question/Instruction: Simple Select, *"Educational level attained. Please choose only one of the following"*

| | | |
|---|---|---|
| **Master's** | **24** | **53.33%** |
| University Degree | 10 | 22.22% |
| PhD | 8 | 17.78% |
| Self-educated/trained | 2 | 4.44% |
| Incomplete College | 1 | 2.22% |

**Observations:**

71.11% of the members have a postgraduate education.

### 9. Field of study

Question/Instruction: Simple select, *"Field of study. Please choose only one of the following"*.

| | | |
|---|---|---|
| **Mathematics and computer science** | **9** | **20.00%** |
| Other* | 8 | 17.78% |
| Social sciences | 8 | 17.78% |
| Economy and Business | 8 | 17.78% |
| Engineering | 5 | 11.11% |
| Humanities and arts | 3 | 6.67% |
| Natural sciences | 2 | 4.44% |
| Law | 1 | 2.22% |
| No answer | 1 | 2.22% |

*(Information Science, Educational technology, International communication, Wood Science and Technology)*

## C. Members' Profile

### 10. Primary organizational affiliation
Question/Instruction: Text, "*Primary organizational affiliation. Please write your answer here*"

**Observations:** There are 40 responses (88.88%), with a wide variety of organizations. There is an important presence of National and Regional NGOs, as well as International and Cooperation institutions. See *Appendix* for further information.

### 11. Current status
Question/Instruction: Text, *"Current status. Please choose only one of the following"*

| | | |
|---|---|---|
| Consultant | 12 | 26.67% |
| CEO / Chairman / President | 7 | 15.56% |
| Program / Project Manager | 5 | 11.11% |
| Executive Director/Director/ Vice President | 4 | 8.89% |
| Government Official | 3 | 6.67% |
| Professor/Teacher | 3 | 6.67% |
| Technical specialist / Engineer | 3 | 6.67% |
| Other | 3 | 6.67% |
| Analyst /Economist/Researcher | 2 | 4.44% |
| Public Relations / Communications Officer | 1 | 2.22% |
| Webmaster | 1 | 2.22% |
| No answer | 1 | 2.22% |

### 12. Other organizational affiliation(s)
Question/Instruction: Text, "*Other organizational affiliation. Please write your answer here*"

**Observations:** 23 responses (51.11%) Diverse responses. No obvious pattern, beside region and ICT. See Appendix Index for further information.

### 13. Work focus
Question/Instruction: Multiple choices, "*What is the main focus of your work? Please choose all that apply*"

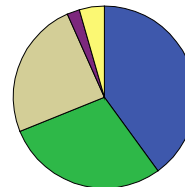| | | |
|---|---|---|
| **Civil Society** | **19** | **42.22%** |
| Government | 16 | 35.56% |
| Education | 16 | 35.56% |
| Private Sector | 10 | 22.22% |
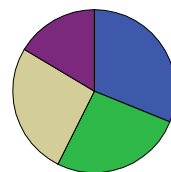


- Civil Society
- Government
- Education
- Private Sector

### 14. Work coverage

Question/Instruction:   Simple select, *"What is the coverage of your work? Please choose only one of the following"*

| | | |
|---|---|---|
| **International** | **18** | **40.00%** |
| Regional | 13 | 28.89% |
| National | 11 | 24.44% |
| Local | 1 | 2.22% |
| No answer | 2 | 4.44% |



- International
- Regional
- National
- Local
- No answer

### 15. Sector

Question/Instruction:  Simple select, *"To which sector does your organization belong? Please choose only one of the following"*
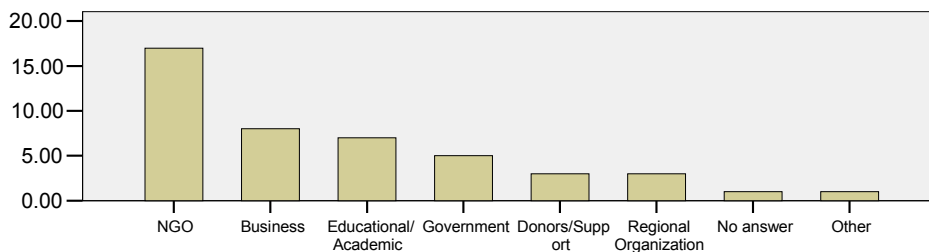


| | | |
|---|---|---|
| **NGO** | **17** | **37.78%** |
| Business | 8 | 17.78% |
| Educational/Academic | 7 | 15.56% |
| Government | 5 | 11.11% |
| Donors/Support | 3 | 6.67% |
| Regional Organization | 3 | 6.67% |
| No answer | 1 | 2.22% |
| Other* | 1 | 2.22% |

*(International)*

### 16. Participation in CIVIC

Question/Instruction: Dichotomous, *"Participation in CIVIC is: Please choose only one of the following"*

| | | |
|---|---|---|
| **Personal** | **38** | **84.44%** |
| As representative of my organization | 7 | 15.56% |

**Observations:** The result shows that a small, but significant number of members see themselves as representative of their organization in CIVIC. This is interesting when crossed with knowledge of chart/rules; the majority of those who identified as representative also indicated that they do not know the rules.

### 17. Membership

Question/Instruction: Simple select, *"When did you become a member of CIVIC? Please choose only one of the following"*

| | | |
|---|---|---|
| **2002** | **15** | **33.33%** |
| 2003 | 5 | 11.11% |
| 2004 | 9 | 20.00% |
| 2005 | 10 | 22.22% |
| 2006 | 6 | 13.33% |

### 18. What other virtual communities do you belong to?

Question/Instruction: Text, *"What other virtual communities do you belong to?*
*Help: Related thematically or regionally. Please write your answer here"*

**Observations:** CIVIC members have relevant experience and access regarding virtual communities.  28 members participated in other virtual communities (62.22%) *See Appendix for further information.*

### D.  **CIVIC Experience**

### 19. Participation type

Question/Instruction: Simple select, *"What is your participation type? Help: Lurker = just reader, proactive = bringing issues to discussion, passive = just reacting to other posts. Please choose only one of the following"*

| | | |
|---|---|---|
| **Proactive** | **15** | **33.33%** |
| Passive | 14 | 31.11% |
| Lurker | 13 | 28.89% |
| No answer | 3 | 6.67% |
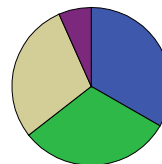


### 20. On average, how often do you use/read CIVIC?

Question/Instruction: Simple select, *"On average, how often do you use/read CIVIC? Please choose only one of the following"*

| | | |
|---|---|---|
| **Daily** | **29** | **64.44%** |
| A few times per week | 8 | 17.78% |
| At least once per week | 4 | 8.89% |
| At least once per month | 4 | 8.89% |

### 21. Internet access

**Question/Instruction:** Dichotomous, "Is Internet access or cost a barrier or constraint for you in terms of using CIVIC? Please choose *only one* of the following"

| | | |
|---|---|---|
| Yes | 2 | 4.44% |
| **No** | **43** | **95.56%** |

### 22. Do you read all the messages?

Question/Instruction: Dichotomous, "*Do you read all the messages?* Please choose *only one* of the following"

| | | |
|---|---|---|
| Yes | 20 | 44.44% |
| **No** | **25** | **55.56%** |

### 23. Main subjects of debate in CIVIC.

Question/Instruction: Text, "*From your perspective, what are the main subjects of debate in CIVIC?* Please write your answer here"

**Observations:** There are 36 responses. The 5 main topics are: CIVIC itself, Language and cultural diversity, ICT4Dev, Telecoms, ICT. See *Appendix* for further information.

### 24. Have you had direct exchanges with other members after posting or reading posts?

Question/Instruction: Dichotomous, "Have you had direct exchanges with other members after posting or reading posts? *Please choose only one of the following.*"

| | | |
|---|---|---|
| **Yes** | **33** | **73.33%** |
| No | 9 | 20.00% |
| No answer | 3 | 6.67% |

### 25. Use of CIVIC

Question/Instructor: Scale, *"Has CIVIC been useful for you in."*
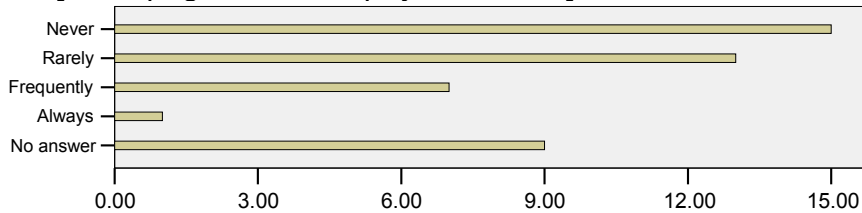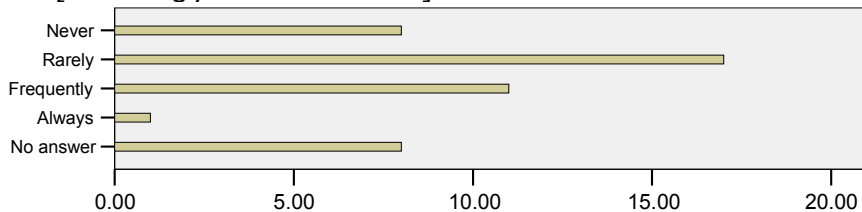
- *[Making useful professional contacts]*
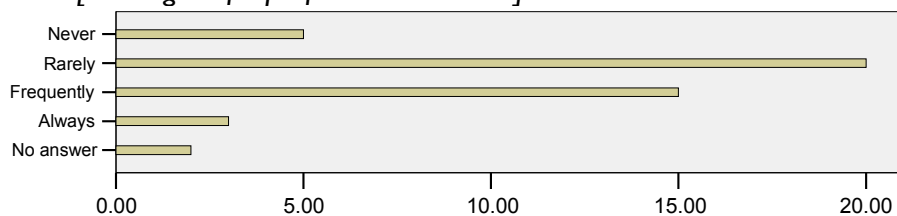
| No answer | 2 | 4.44% |
|---|---|---|
| Always | 3 | 6.67% |
| Frequently | 15 | 33.33% |
| **Rarely** | **20** | **44.44%** |
| Never | 5 | 11.11% |

- *[Developing collaborative projects/activities]*



| No answer | 9 | 20.00% |
|---|---|---|
| Always | 1 | 2.22% |
| Frequently | 7 | 15.56% |
| Rarely | 13 | 28.89% |
| **Never** | **15** | **33.33%** |

- *[Promoting your work/activities]*



| No answer | 8 | 17.78% |
|---|---|---|
| Always | 1 | 2.22% |
| Frequently | 11 | 24.44% |
| **Rarely** | **17** | **37.78%** |
| Never | 8 | 17.78% |

- *[Developing or conducting a research project]*
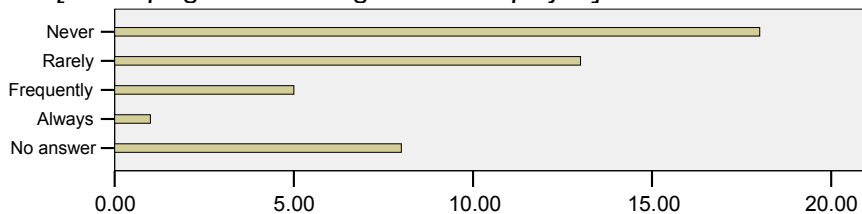


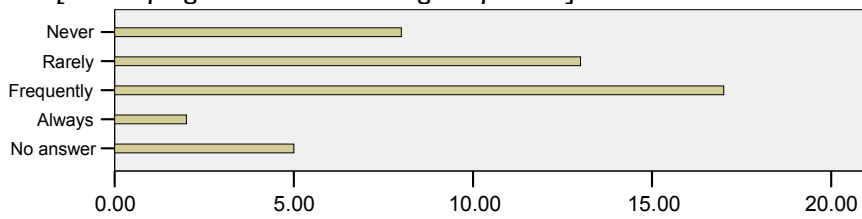| No answer | 8 | 17.78% |
|---|---|---|
| Always | 1 | 2.22% |
| Frequently | 5 | 11.11% |
| Rarely | 13 | 28.89% |
| **Never** | **18** | **40.00%** |

- *[Discussing and validating ideas / hypotheses useful for your activities]*
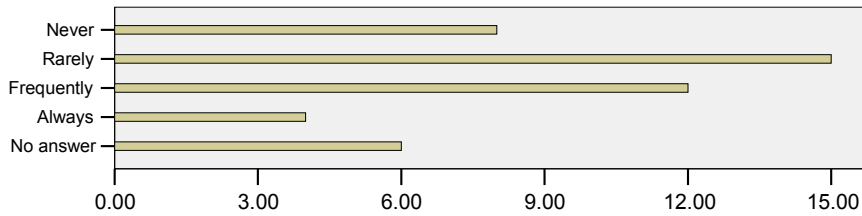


| No answer | 6 | 13.33% |
| Always | 4 | 8.89% |
| Frequently | 12 | 26.67% |
| **Rarely** | **15** | **33.33%** |
| Never | 8 | 17.78% |

- *[Developing ICT related strategies/ policies]*



| No answer | 5 | 11.11% |
| Always | 2 | 4.44% |
| **Frequently** | **17** | **37.78%** |
| Rarely | 13 | 28.89% |
| Never | 8 | 17.78% |

- *[Integrating new ideas/concepts in your work ]*
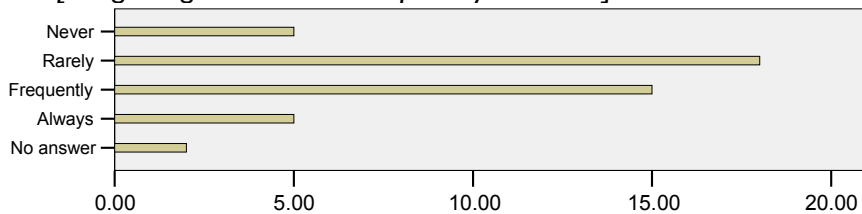


| No answer | 2 | 4.44% |
| Always | 5 | 11.11% |
| Frequently | 15 | 33.33% |
| **Rarely** | **18** | **40.00%** |
| Never | 5 | 11.11% |

- *[Integrating a Regional perspective in your work ]*

| | Never | Rarely | Frequently | Always | No answer |
|---|---|---|---|---|---|

(bar chart)
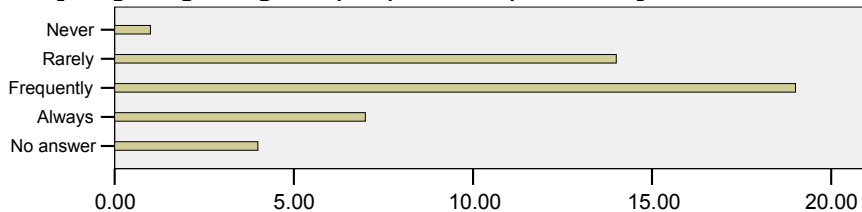
| | | |
|---|---|---|
| No answer | 4 | 8.89% |
| Always | 7 | 15.56% |
| **Frequently** | **19** | **42.22%** |
| Rarely | 14 | 31.11% |
| Never | 1 | 2.22% |

- *[Advocating your ideas]*

(bar chart)
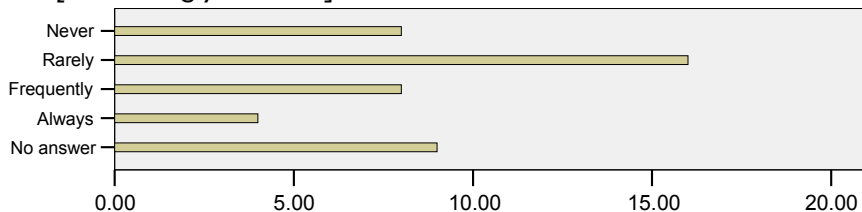
| | | |
|---|---|---|
| No answer | 9 | 20.00% |
| Always | 4 | 8.89% |
| Frequently | 8 | 17.78% |
| **Rarely** | **16** | **35.56%** |
| Never | 8 | 17.78% |

### 26. CIVIC improvement

Question/Instruction: Multiple choices, *"In what area could CIVIC most improve? Please choose all that apply."*

| | | |
|---|---|---|
| **Themes discussed** | **23** | **51.11%** |
| Language barriers | 16 | 35.56% |
| Tools used | 16 | 35.56% |
| Rules and Charter-related issues | 10 | 22.22% |
| Other* | 10 | 22.22% |

*(Project Implementation, Advocacy, Specific Projects, Proactive moderation of different interest, Standards and sources of competence, Moderation, Capacity to deliver concrete projects)*

### 27. Obstacles to participation in CIVIC.

Question/Instruction: Multiple choice, *"What obstacles hinder your participation in CIVIC? Please choose all that apply."*

| | | |
|---|---|---|
| **Time-factor** | **36** | **80.00%** |
| Other | 11 | 24.44% |
| Language barriers | 5 | 11.11% |
| Technological barriers | 2 | 4.44% |

**Observations:** For other factors refer to *Appendix*.

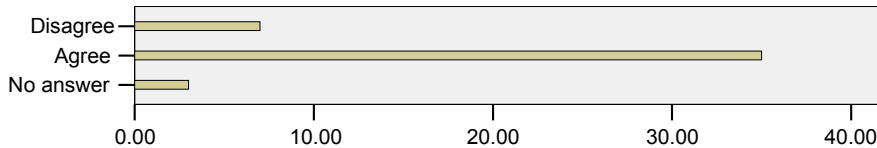### 28. Level of agreement with the following statements

Question/Instruction: Dichotomous, *"Set your level of agreement with the following statements. Please choose the appropriate response for each item."*

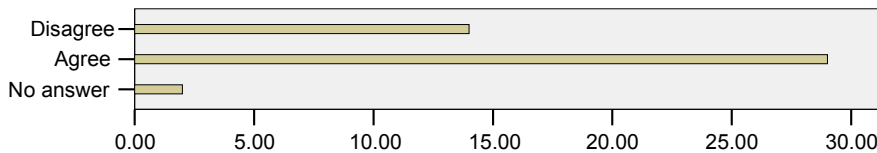- *[CIVIC is a useful tool for regional exchange]*
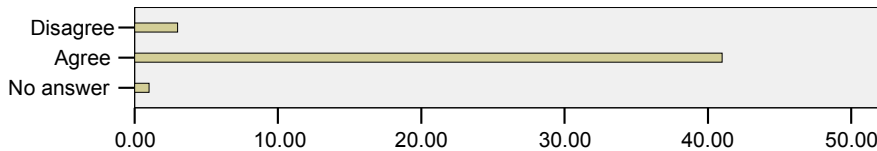


| | | |
|---|---|---|
| No answer | 1 | 2.22% |
| **Agree** | **41** | **91.11%** |
| Disagree | 3 | 6.67% |

- *[CIVIC enables/fosters collaboration]*



| | | |
|---|---|---|
| No answer | 3 | 6.67% |
| **Agree** | **35** | **77.78%** |
| Disagree | 7 | 15.56% |

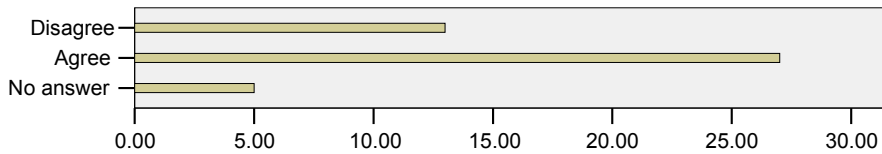- *[CIVIC connects regions]*

No answer        2      4.44%
**Agree**            **29**    **64.44%**
Disagree        I4    31.11%

- *[CIVIC is a tool for advocacy on national and regional policy making]*
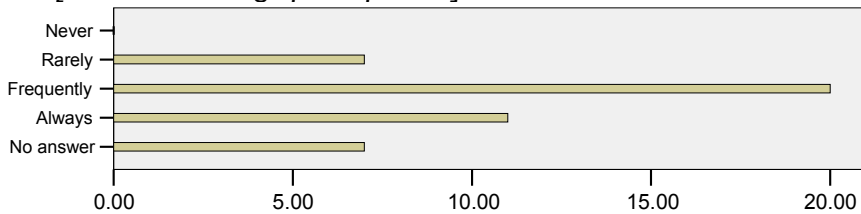


No answer        5      11.11%
**Agree**            **27**    **60.00%**
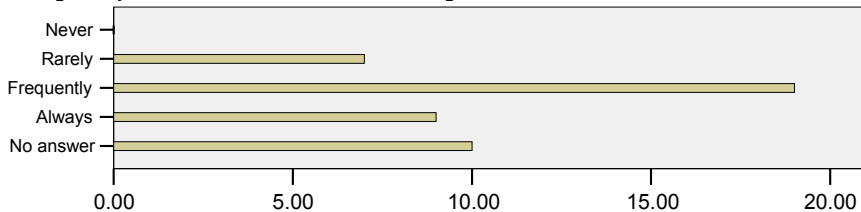Disagree        13    28.89%

## 29. About moderation

Question/Instruction: Scale, "*Level of agreement with the moderation. Please choose the appropriate response for each item.*"

- *[Does it encourage participation?]*



No answer        7      15.56%
Always          II     24.44%
**Frequently**      **20**    **44.44%**
Rarely          7      15.56%
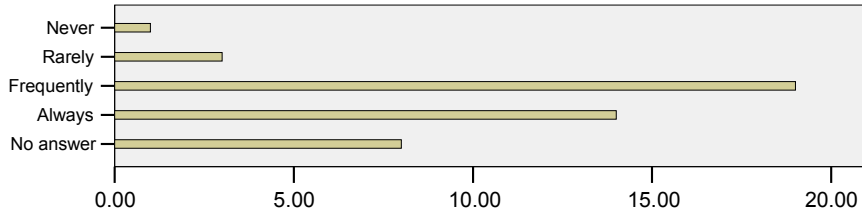Never           0      0.00%

- *[Is it pitched at the correct level?]*



No answer        I0    22.22%
Always          9      20.00%
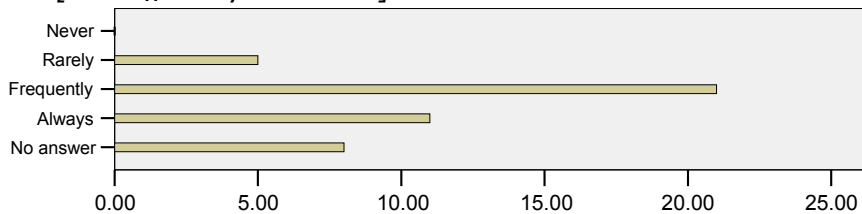**Frequently**      **19**    **42.22%**
Rarely          7      15.56%
Never           0      0.00%

- *[Is it sufficiently objective?]*



| No answer | 8 | 17.78% |
|---|---|---|
| Always | 14 | 31.11% |
| **Frequently** | **19** | **42.22%** |
| Rarely | 3 | 6.67% |
| Never | 1 | 2.22% |

- *[Is it sufficiently consistent?]*



| No answer | 8 | 17.78% |
|---|---|---|
| Always | 11 | 24.44% |
| **Frequently** | **21** | **46.67%** |
| Rarely | 5 | 11.11% |
| Never | 0 | 0.00% |

## 30. Members and participation

Question/Instruction: Dichotomous, *"Do you agree or disagree with the following statements. Please choose the appropriate response for each item."*

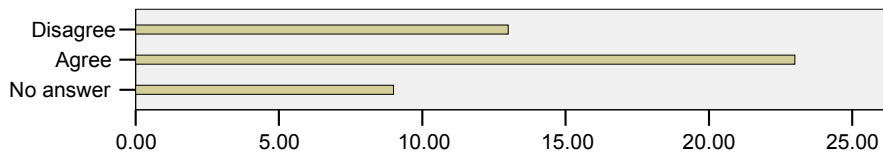- *[Participation is growing within the community]*
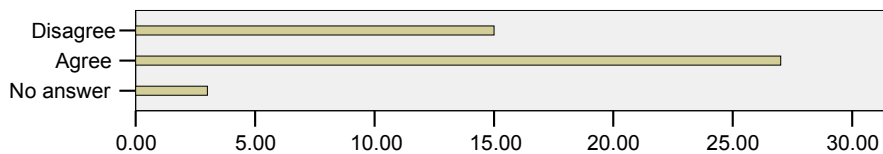


| No answer | 3 | 6.67% |
|---|---|---|
| **Agree** | **27** | **60.00%** |
| Disagree | 15 | 33.33% |

- *[Getting people to participate in discussions is harder]*



| | | |
|---|---|---|
| No answer | 9 | 20.00% |
| **Agree** | **23** | **51.11%** |
| Disagree | 13 | 28.89% |

- *[Face-to-face communication is necessary]*
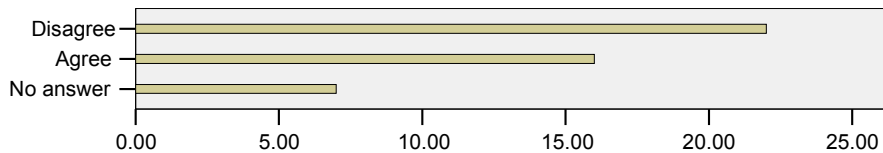


| | | |
|---|---|---|
| No answer | 7 | 15.56% |
| Agree | 16 | 35.56% |
| **Disagree** | **22** | **48.89%** |

- *[The email load on the list is excessive]*
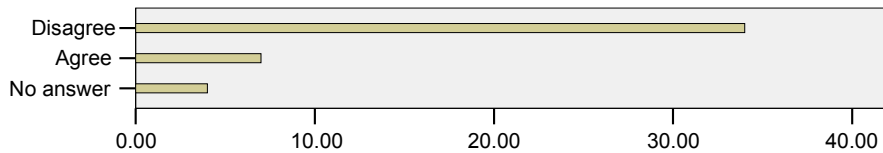


| | | |
|---|---|---|
| No answer | 4 | 8.89% |
| Agree | 7 | 15.56% |
| **Disagree** | **34** | **75.56%** |

## E.  Knowledge & use of CIVIC

### 31. Chart/rules knowledge I.
Question/Instruction: Dichotomous, *"Have you ever read the charter/rules/procedures? Please choose only one of the following."*

| | | |
|---|---|---|
| No answer | 10 | 22.22% |
| **Yes** | **24** | **53.33%** |
| No | 18 | 40.00% |

**Observations:** There is a small trend toward a positive answer to this question. When crossed with membership it is possible to realize that newer members are less aware of the charter/rules.

### 32. Chart/rules knowledge II.

Question/Instruction: Scale, *"Quantify your present knowledge of them, 5 being total understanding. Please choose only one of the following."*
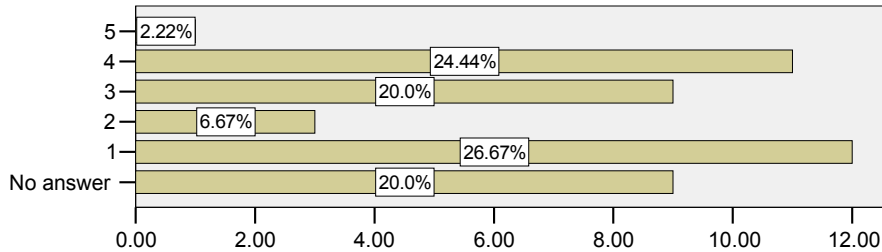


| | | |
|---|---|---|
| No answer | 9 | 20.00% |
| 1 (1) | 12 | 26.67% |
| 2 (2) | 3 | 6.67% |
| 3 (3) | 9 | 20.00% |
| **4 (4)** | **11** | **24.44%** |
| 5 (5) | 1 | 2.22% |

**Observations:** Only 26.66% of the members have a good understanding of the Chart/rules (4 and 5 values on the scale)

### 33. Most relevant procedures.

Question/Instruction: Multiple texts, *"Mention the 3 rules/procedures you find most relevant. Please write your answer(s) here."*

17 members answered (37%) See *Appendix* for further information.

**Observations:** This question was confusing for the majority of members, and should not be considered in the analysis.

### 34. Less relevant procedures.

Question/Instruction: Multiple texts, *"Mention the 3 rules/procedures you find less relevant. Please write your answer(s) here."*

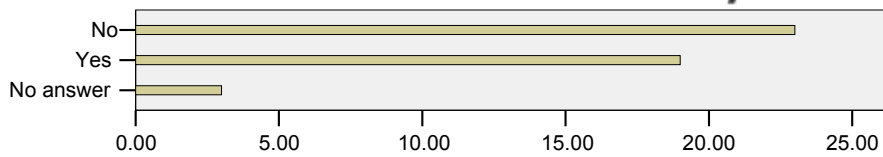9 members answered (20%) See *Appendix* for further information.

**Observations:** This question was confusing for the majority of members, and should not be considered in the analysis.

### 35. Resource center use.

Question/Instruction: Dichotomous, *"Have you used the resource center? Please choose only one of the following."*

| No answer | 3 | 6.67% |
|-----------|---|-------|
| Yes | 19 | 42.22% |
| **No** | **23** | **51.11%** |

### 36. Knowledge of CIVIC's Thematic Groups

Question/Instruction: Scale, *"What is your level of knowledge of the CIVIC Thematic groups (Infrastructure, Capacity Building, Content & Applications, Private Sector Role, Civil Society, Policy & Regulation, 5 being total understanding) Please choose only one of the following."*
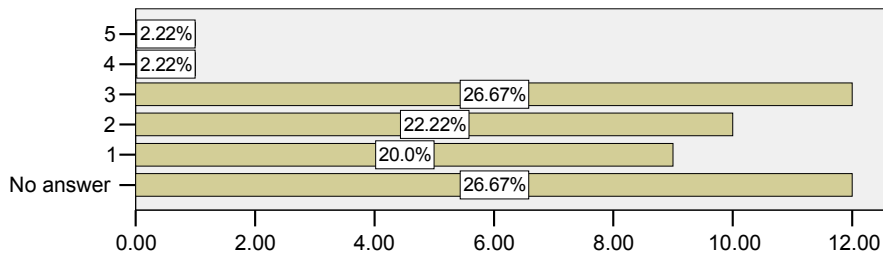


| **No answer** | **12** | **26.67%** |
|-----------|---|-------|
| 1 (1) | 9 | 20.00% |
| 2 (2) | 10 | 22.22% |
| **3 (3)** | **12** | **26.67%** |
| 4 (4) | 1 | 2.22% |
| 5 (5) | 1 | 2.22% |

**Observations:** About 70% of CIVIC members have little or no knowledge about TG.

### 37. About archive access.

Question/Instruction: Scale, *"Set your level of agreement with the fact/rule that the archives are private (non searchable and for members only)? 5 is total agreement Please choose only one of the following."*
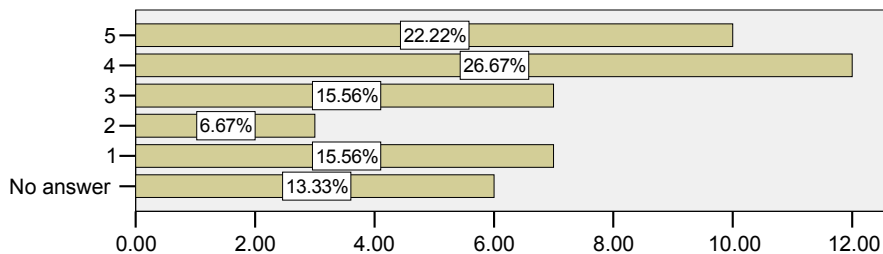


| No answer | 6 | 13.33% |
|-----------|---|-------|

| | | |
|---|---|---|
| 1 (1) | 7 | 15.56% |
| 2 (2) | 3 | 6.67% |
| 3 (3) | 7 | 15.56% |
| **4 (4)** | **12** | **26.67%** |
| 5 (5) | 10 | 22.22% |

**Observations:** Around 22% of CIVIC members expressed to have some level of disagreement.

### 38. Document approval, representation, mandates and votes procedures.

Question/Instruction: Scale, *"What is your agreement level with the next statement about Document approval, representation, mandates and votes? 5 being complete agreement [Those who do not publicly oppose or amend a decision it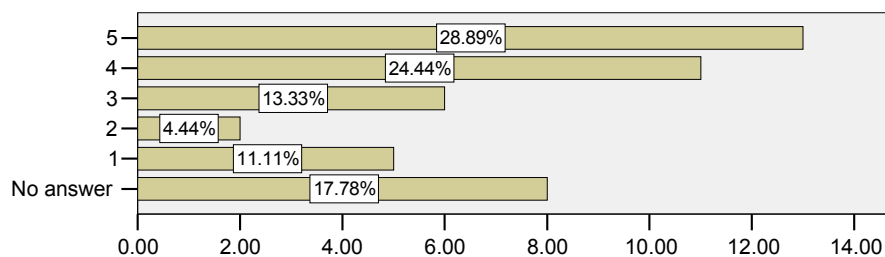em are considered approving it. If there is no opposition, amendment or counter proposition on a decision item, then it will be considered approved by consensus.] Please choose only one of the following."*



| | | |
|---|---|---|
| No answer | 8 | 17.78% |
| 1 (1) | 5 | 11.11% |
| 2 (2) | 2 | 4.44% |
| 3 (3) | 6 | 13.33% |
| 4 (4) | 11 | 24.44% |
| **5 (5)** | **13** | **28.89%** |

### 39. Use of CIVIC resources and information.

Question/Instruction: Multiple choices, *"How do you normally use the knowledge resources and information that you retrieve/receive from CIVIC? Please choose all that apply."*

| | | |
|---|---|---|
| Forward it to my friends/colleagues | 21 | 46.67% |
| For my studies | 8 | 17.78% |
| For my research | 21 | 46.67% |
| **To keep up-to-date in my fields of interest** | **37** | **82.22%** |
| To achieve better outcomes/impact in my work | 19 | 42.22% |
| Other* | 4 | 8.89% |

*(email reading only, to advertise consultancy opportunities, to keep in touch with ICT developments in the region)

**40. CIVIC impact for members.**

Question/Instruction: Multiple choice, *"In which of the following areas has CIVIC had the most impact for you / your organization? Please choose all that apply."*

| | | |
|---|---|---|
| Professional Learning & Development | 21 | 46.67% |
| **Communications / Information Dissemination** | **32** | **71.11%** |
| Research | 14 | 31.11% |
| Project / Program Implementation | 6 | 13.33% |
| Access to Funding | 1 | 2.22% |
| Public Relations | 6 | 13.33% |
| Professional Networking & Collaboration | 20 | 44.44% |
| Project / Program Evaluation | 8 | 17.78% |
| Targeted Organizational Goals / Objectives | 3 | 6.67% |
| Cost Reduction | 1 | 2.22% |
| Other* | 2 | 4.44% |

*(No major impact, information dissemination)*

## F. Perspectives on CIVIC

**41. Discussion improvement.**

Question/Instruction: Multiple choices, *"How can discussions be improved? Please choose all that apply."*

| | | |
|---|---|---|
| More promotion / explanation on how to use | 9 | 20.00% |
| **Threaded discussion capability** | **24** | **53.33%** |
| Ability for members to start new discussions | 14 | 31.11% |
| Ability to create related list serves/private discussions | 13 | 28.89% |
| Other* | 11 | 24.44% |

**Observations:** Tools, platform, moderation, and language diversity are the main topics commented. See *Appendix* for further information.

**42. Voting**

Question/Instruction: Text, *"What is the minimum percentage of CIVIC members that should participate in any vote to make it valid? Please write your answer here."*
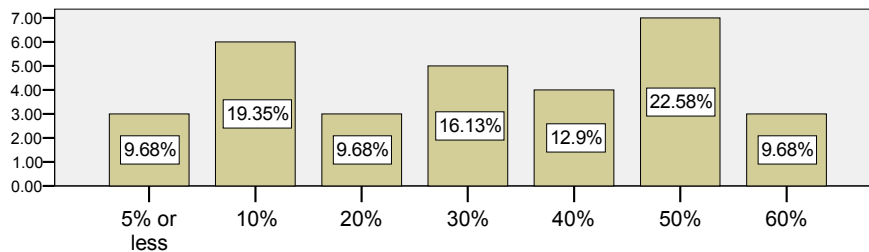
| | | |
|---|---|---|
| 5 % or less | 3 | 6.67% |
| 10 % (One 15%) | 6 | 13.33% |
| 20 % (One 25%) | 3 | 6.67% |
| 30 % (One 33%, one 35%) | 5 | 11.11% |
| 40 % | 4 | 8.89% |
| **50 % (3 times 51%)** | **7** | **15.56%** |
| 60 % or more | 3 | 6.67% |

**Observations:** 39 members answered this question (87%)

### 43. Charter review

Question/Instruction: Text, *"How often the charter should be reviewed? Please write your answer here."*
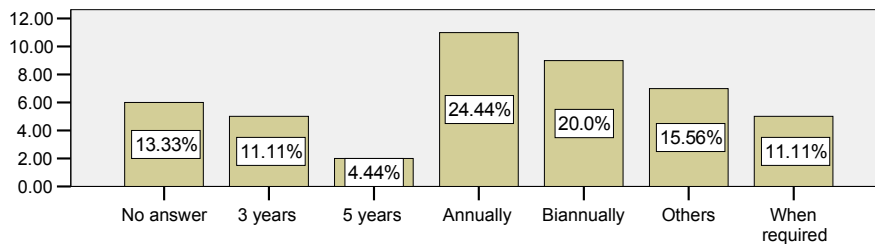


| | | |
|---|---|---|
| No answer | 6 | 13.33% |
| 3 years | 5 | 11.11% |
| 5 years | 2 | 4.44% |
| **Annually** | **11** | **24.44%** |
| Biannually | 9 | 20.00% |
| Others | 7 | 15.56% |
| When required | 5 | 11.11% |

### 44. Task for a member.

Question/Instruction: Multiple choices, *"From the following list, select those that should be the task for a member Please choose all that apply."*

| | | |
|---|---|---|
| **Learning about the community's domain** | **21** | **46.67%** |
| Learning about the community's members | 18 | 40.00% |
| Finding materials and references for writing a research paper | 14 | 31.11% |
| Mentoring members in papers that meet the norms | 15 | 33.33% |
| Looking for interesting research issues in this domain | 19 | 42.22% |
| Determining the state-of-the-art for topics by researchers | 13 | 28.89% |
| Teaching a course in the community's domain | 7 | 15.56% |
| Other | 8 | 17.78% |

**Observations:** 6.66% declared not to understand the question. 6.66% declare that participation should be a task. See *Appendix* for further information.

### 45. Priority task for CIVIC.

Question/Instruction: Ordinal, *"From the following list, please order the tasks according to the priority that they should have, being 1 the top priority. Please number each box in order of preference from 1 to 12."*

- *Developing policy positions and advocacy on Caribbean ICT issues*
- *Formalization of the CIVIC structure*
- *Making a budget*
- *Conducting elections*
- *Creating the newsletter*
- *Submitting materials to the newsletter*
- *Proposing a task force or special project*
- *Running a conference or workshop*
- *Recruiting new society members*
- *Advising and mentoring*
- *Designing and teaching a course*
- *Researching and forming concepts about a subject*

**Observations:** This question was confusing for the majority of members, and should not be considered in the analysis.

### 46. Future involvement.

Question/Instruction: Dichotomous, *"Are you willing/available to play an active role in the community? Please choose only one of the following."*

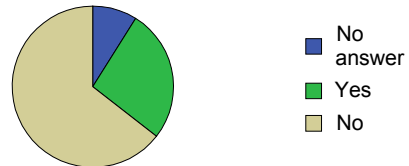| | | |
|---|---|---|
| No answer | 6 | 13.33% |
| **Yes** | **32** | **71.11%** |
| No | 7 | 15.56% |
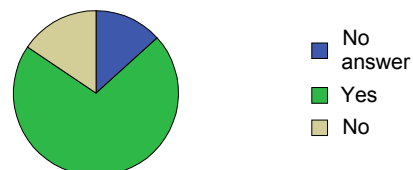


- No answer
- Yes
- No

### G. CIVIC Organizational structure

#### 47. CIVIC structure

Question/Instruction: Dichotomous, *"Should CIVIC have a more formalized structure than today? Please choose only one of the following."*

| | | |
|---|---|---|
| No answer | 4 | 8.89% |
| Yes | 12 | 26.67% |
| **No** | **29** | **64.44%** |



#### 48. CIVIC structure II

Question/Instruction: Text, *"For what purpose?"*

**Observations:** This question became a space to comment upon the previous question. 23 answers (51.11%) were submitted, 60% explain why CIVIC should have a formal structure, and around 40% presented reasons to avoid it. See *Appendix* for further information.

#### 49. Tools/utilities

Question/Instructions: Text, *"In the future, what tools/utilities would you like to see? Please write your answer here."*

**Observations:** 24 responses (53.33%) were submitted. The most common issues related to the need for a website, a projects clearinghouse or database, search engine, and threaded capability for message center. There are also interesting new ideas like *"An automatic document sent to new members when they sign up so that they can be introduced to the resources, structure and policies of CIVIC, besides the email exchanges."* See *Appendix* for further information.

#### 50. CIVIC and project involvement

Question/Instructions: Text, *"Should CIVIC engage itself in funded projects? Please write your answer here."*

| | | |
|---|---|---|
| No answer | 7 | 15.56% |
| **Yes** | **22** | **48.89%** |
| No | 16 | 35.56% |
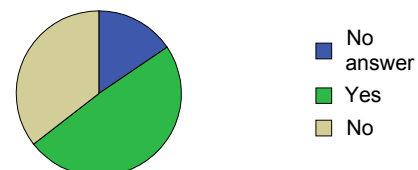


#### 51. Fundraising

Question/Instruction: Text, *"How can funds be raised?"*

24 responses (53.33%) The main ideas are related to presenting projects to donors and institutions and consultancies. See *Appendix* for further information

## CIVIC
## OnLine Survey

### 52. Open commentaries

Question/Instruction: Text, *"Do you have any comments? Please write your answer here."*

**Observations:** 30 comments were received at the end of the survey (66.67%). Several topics were commonplace in the commentaries. Below are examples of the general consensus that CIVIC is a useful site for the exchange of information:

- *["It is good to have CIVIC, and there is a good model which could be shared within other sectors in the Caribbean."]*
- *["I find the contributions quite useful"]*
- *["I am one of the original members of CIVIC and although I do not make comments, I have benefited a lot from the discussions"]*
- *["I read the posts every week and think it is a useful information dissemination tool for the region"]*
- *["CIVIC seems to be an information exchange community and this should be encouraged"]*

In different ways, several members suggested to improve or develop certain issues such as the discussion regarding ICT4Dev, the representation of Civil Society, and the need of reinforcing the cultural diversity among membership:

- *["I believe that there needs to be a Caribbean Civil society grouping and this has to be established. CIVIC can and should help with this."]*
- *["To reinforce cultural diversity and the operational character of CIVIC, perhaps that it would be necessary to combine elements of a formal structure with elements of the current virtual structure, with points of anchoring for example in the various countries covered by CIVIC"]*

Regarding the future role of CIVIC, members envision the community as having an important opportunity to impact the region:

- *["If CIVIC take itself more seriously it could fill a void that exist in the Caribbean."]*
- *["CIVIC, more than a discussion group should become advocacy. Caribbean regions is lacking advocacy in ICT."]*
- *["The CIVIC experience should allow members to explore the technology more and cater to the developmental needs of the Caribbean."]*
- *["The concept is excellent and the opportunity exists for further development and recognition of the group"]*

On the subject of CIVIC's future development, several members expressed criticism toward the community's current approach:

- *["CIVIC is NOT a research organization, nor should it be"]*

- *["I think that CIVIC has pretensions beyond its current capabilities, and that what CIVIC would claim for itself are things to earn and grow into not things that can be imposed"]*
- *["I think CIVIC is wasting too much valuable time and energy of very talented people on non-productive issues that contribute practically nothing to the regional applications of ICT"]*

In general, the most common statements were complimentary toward CIVIC and reveal a positive attitude about its accomplishments:

- *["It is good to have CIVIC, and there is a good model which could be shared within other sectors in the Caribbean."]*
- *["I see in CIVIC a potential to be valuable and am willing to volunteer as time allows to assist in making this happen."]*
- *["I am genuinely interested, but have been time constrained"]*
- *["Keep up the good work!"]*
- *["Thank you so much for all that you do, which is much appreciated"]*
- *["I have been part of CIVIC from the beginning, and I feel it has survived through the sheer determination of a few dedicated persons."]*
- *["Have enjoyed membership and participation""]*
- *["I find the contributions quite useful"]*
- *["I am one of the original members of CIVIC and although I do not make comments, I have benefited a lot from the discussions"]*
- *["I am prepared to play an active role but have little practical hope of adding much value in an on-line forum."]*
- *["I am happy to have this opportunity to express thoughts that I have had as I have been a lurker for a long time, then passive. This helps me to understand CIVIC more and feel that I am part of it"]*

However, some critiques were part of the responses. Comment #26, a criticism of CIVIC as well as the survey, was received via email. The full version is available in Appendix A. The moderation and the survey itself were the main focus of them:

- *["There is confusion in the moderator role, it is not possible to know when he speaks as a person and when as a moderator"]*
- *["No question about what ICT4Dev issues deserve priority within CIVIC…The whole thing is disappointing, to be polite"]*
- *["Some of these questions are difficult to understand … a link is needed to a numbered list of rule and procedures."]*
- *["Many of the questions were relevant. However I think language led to inappropriate use of words in some questions"]*
- *["Questions are posed in a restrictive mode. That will not support a good understanding of the issues… Some questions are poorly worded and presuppose answers"]*

- *["Some questions were real but most of that survey is a joke"]*

The criticisms of moderation are pointedly countered in other members' observations:

- *["CIVIC has done an excellent job and a very fair and balanced job under Yacine Khelladi's leadership."]*
- *["I find the CIVIC list as it is constituted to be well-moderated and of considerable interest."]*

For further information see Appendix A.

## Conclusions

In general, the results indicate that members have a positive attitude toward CIVIC. For them, CIVIC has its main value in the opportunity to exchange or access information with emphasis in the Caribbean region and ICT. More than 70% of members are willing or available to play an active role within the community. Time is the most prominent, and in fact nearly the singular, hindrance to further participation in CIVIC.

The majority of the respondents expressed interest in developing new ideas without abandoning the open structure of the organization. In addition, there is a strong interest in developing collaborative projects.

There is a significant demand for an improved platform that would allow threaded discussions and for a web content solution to access and order information.

The majority of the respondents agree with the work of the moderators, however, a few members criticized what they viewed as conflicts of interest. This conflict of interest refers to a perceived confusion between when the moderator "speaks" as such and as a member. The complaint also refers to the moderator's membership in various organizations. It should be noted that while this criticism was emphatic, it was alone in raising this issue as an important one.

The charter of rules is generally approved of, but an important number of members are not familiar with the content of it, especially those who have joined in the last two years.

### Demographics and sector representation

CIVIC has a wide range of countries represented. It can be concluded that CIVIC is doing a good job in maintaining a truly regional character.

English remains the dominant language of the group. However, there is an interesting increase in French and Spanish speakers in the community. In addition, those surveyed suggested that the organization find ways to accommodate the linguistic diversity of the region.

The multi-stakeholder character of the community is clear, but the largest sector represented is the Non-Government Organizations (38%).

The work focus of members is well distributed, with interest in Civil Society (42.22%), Government (35.56%), Education (35.56%), and the Private Sector (22.22%)

There is an important presence of National and Regional NGOs, as well as International and Cooperation institutions. Around 70% of members declared to be part of organizations that work regionally or internationally.

## Membership Profile

There are several important features of the CIVIC membership profile that emerge from the survey:

- Members' field of study is diverse with an important presence of people related to mathematics/computer science, social sciences, and economy and business.
- There is a general diversity in origin and workplace. The majority of the members are men, but gender is not an issue inside the community.
- English is the most spoken/understood language followed by Spanish.
- The vast majority of the members have postgraduate degrees or studies.
- Newer members are prone to be lurkers.

The comparison between original or older members with those who joined CIVIC in the last two years shows some interesting membership trends. It is possible to say:

- There is a trend to balance the gender proportion within the community.
- Language is diversifying over time.
- The participation type seems to be related with the length of time a member has been part of the community.
- For newer members, language is less of a barrier as it is for older members.
- Rules and charter issues decrease in importance for newer members. This may be the result of a lower awareness or access to said regulations.

| | 2002 | 2005-2006 |
|---|---|---|
| *Gender* | | |
| Male | 80% | 66.67% |
| Female | 20% | 33.33% |
| *Native language* | | |
| English | 66.67% | 33.33% |
| Spanish | 6.67% | 6.67% |
| French | 26.67% | 20.00% |
| Other | 0% | 26.67% |
| *Participation type* | | |
| Lurker | 6.67% | 46.67% |
| Proactive | 53.33% | 13.33% |
| Passive | 33.33% | 40.00% |
| *What should CIVIC improve?* | | |
| Rules and Charter-related issues | 33.33% | 6.67% |
| Language barriers | 53.33% | 26.67% |
| Themes discussed | 40.00% | 53.33% |
| Tools used | 53.33% | 33.33% |
| Other | 26.67% | 13.33% |

| Read the charter/rules | | |
|---|---|---|
| No answer | 6.67% | 6.67% |
| Yes | 80.00% | 40.00% |
| No | 13.33% | 60.00% |

Among members who responded the survey, 35.55% started membership between 2005 and 2006.

Within this group, there is a well distributed diversity of field of study. An important number are consultants, and the most common focus of work is Civil Society. The results are summarized in the following table about *Emerging Membership*.

| | *Members* | *Percentage* |
|---|---|---|
| *Field of study* | | |
| **Engineering** | **4** | **25.00%** |
| Mathematics and computer science | 3 | 18.75% |
| Social sciences | 3 | 18.75% |
| Economy and Business | 2 | 12.50% |
| Other | 2 | 12.50% |
| Humanities and arts | 1 | 6.25% |
| Law | 1 | 6.25% |
| *Current status* | | |
| **Consultant** | **6** | **37.50%** |
| CEO / Chairman / President | 2 | 12.50% |
| Government Official | 2 | 12.50% |
| Technical specialist / Engineer | 2 | 12.50% |
| Analyst /Economist/Researcher | 1 | 6.25% |
| Professor/Teacher | 1 | 6.25% |
| Program / Project Manager | 1 | 6.25% |
| Webmaster | 1 | 6.25% |
| *Work focus* | | |
| **Civil Society** | **7** | **43.75%** |
| Government | 6 | 37.50% |
| Education | 4 | 25.00% |
| Private Sector | 3 | 18.75% |

## Use and Impact of CIVIC

The majority of the members (73%) have exchanged emails with others, but when asked if CIVIC has been useful to establish professional contacts just 40% considered that this happens frequently or always.

When members are asked about if CIVIC has been useful for them in developing collaborative projects, around 60% rank it as rarely or never. But when asked if they agree with the statement CIVIC enables/fosters collaboration, 78% answer positively.

And when asked about the use of the information retrieved/received from CIVIC, most of members answered that they use it to keep up to date in the fields of interest.

In the responses to a question about the impact of CIVIC in the professional lives of members, more than 70% remarked that CIVIC impacts Communications and Information dissemination, and more than 40% that CIVIC impacts by providing Professional Networking, Learning, and Development.

The disparity between responses that CIVIC enables collaboration and members rare utilization of the community to develop collaborative projects indicates that members' personal constraints (especially time) hinder this function of CIVIC, not the structure or practices of the community. For most members, CIVIC impacts their work in the exchange of information. In addition, the vast majority of the respondents indicated that CIVIC is also a useful vehicle for regional integration and exchange and a tool for advocacy in national and regional policy making.

Considering that almost 50% of the members surveyed forward the information received from CIVIC, it is also possible to say that the community may be impacting other networks, organizations, or individuals beyond its membership.

**Participation**

20% of the membership participated in this survey. This number is high when compared with other surveyed communities where the average range is between 5-10%.

According to Jakob Nielsen's *Participation Inequality: Encouraging More Users to Contribute*, lack of participation is inevitable. In most online communities user participation often follows a 90-9-1 rule 90% of users are lurkers who never contribute, 9% of users contribute a little, and 1% of users account for almost all the action.

The perception of CIVIC's members shows a third of Proactive, Passive and Lurker members respectively. The perception is far from the reality, the CIVIC Mailing List Stats available at http://www.websystems.ht/civic/ shows that 5% of the members have contributed 60% of the posts. However, according to the same source, CIVIC has a 75%, 20%, and 5% breakdown. In comparison to the 90-9-1, this should be considered an encouraging sign of participation, given that CIVIC has achieved a more equitable distribution than the mentioned average.

**CIVIC**
**OnLine Survey**

## Recommendations

- A new platform should be considered. It should include threaded capability and a search engine as well as other tools like a web content solution and a projects clearinghouse. Threaded capability could be effective for members to research and could impact the participation ratio by making easier to contribute.

- An automatic document should be sent to new members when they sign up so that they can be introduced to the resources, structure, and policies of CIVIC [Taken from a member suggestion].

- Improvement of language diversity should be addressed. As most of the members are willing to participate and an important percentage of membership is bilingual, it is recommended to invite those who speak French and Spanish to be part of a working team to design a solution.

- As CIVIC is a multi-stakeholder community, which probably is one the strengths it has as a discussion list, it is recommended to establish labels for messages in order to facilitate members reading, either by sector, source or subject.

- Rules should be re-distributed to clarify the goals pursued with them. If further disagreement continues, simple voting may be an option to resolve it.

- An annual voting process should be considered in order to keep membership aware of the rules and in order to allow improvement based upon experience.

- There should be a discussion and voting on the structure CIVIC should have, as well as whether the community should be involved in projects or the development of advocacy activities. A further discussion on funding should depend on the result of this process.

- In order to foster and promote collaborative work, CIVIC should activate or re-vamp its Thematic Groups.

- It would be interesting for the future to consider a research project that explored the network of influence that CIVIC's discussions have.