Public Opinion Programme

The University of Hong Kong

Microsoft Hong Kong

The Hong Kong Council of Social Service

Jointly Conduct

Survey on Local NGOs' Current Needs, Purposes and Challenges related to IT Infrastructure

Survey Questionnaire (Final)

15 April 2011

Part I   Self-introduction

Hello, sir/madam, are you Miss/Mr_____? My name is X. I'm an interviewer from the Public Opinion Programme (POP) of the University of Hong Kong. We are conducting a survey with The Hong Kong Council of Social Service (HKCSS) on the application of information technology in non-governmental organizations. We have previously sent an email to invite your organization to participate, and your organization agreed to participate in this survey. This survey will need around 15-20 minutes, and all information you provide will be kept strictly confidential and used for aggregate analysis only. If you have any questions about the research, you can call xxxx-xxxx to talk to our supervisor. If you want to know more about the rights as a participant, please contact the Human Research Ethics Committee for Non-Clinical Faculties of the University of Hong Kong at 2241-5267 during office hours. For quality control purpose, our conversation may be recorded but will be destroyed shortly after our quality control process is complete. Is it okay for us to start this survey?

Yes

No   （Interview ends, thank you for your cooperation, bye bye） → Skip to end

Part II   Selection of Respondents

[S1] As this interview is about the decision making, application and needs of information technology (or "IT") in your organization, may I ask if you have the right to make the related decision in your organization? Or do you participate in the decision making process of development of IT?

Yes

No   ➔   (go to S2)

[S2] Would you please ask the related IT colleague to participate in this survey?

Yes ➔   Invite the related colleague to interview, repeat self-introduction

No   ➔   Interview ends, thank you for your cooperation, bye-bye.

Part III   Opinion Questions

I)   <u>Basic IT Infrastructure and Application</u>

[Q1]   In the past year, how many PCs and laptops in total were in use in your organization?

_____ [Input exact figure]

Don't know/hard to say

Refuse to answer

[Q2]   Also in the past year, did all the computers/ IT facilities in your organization have access to the internet?

Yes, all of them

Yes, _____% of them

No

Don't know/ hard to say

Refuse to answer

[Q3]   What is the proportion of personal computers and laptops of your organization which were purchased/donated by others within 3 years, and, purchased/donated by others 3 years before, but have been upgraded within the past 3 years?

Purchased / donated by others within the past 3 years _____%

Purchased / donated by the others 3 years before, but upgraded within 3 years _____%

Don't know/hard to say

Refuse to answer

[Q4]   Do your staff need to use PC for work outside the office?

Yes

No [Skip to Q6]

Don't know/hard to say [Skip to Q6]

Refuse to answer [Skip to Q6]

[Q5]   Can the current IT system/facilities support your staff working outside the office (e.g. to remote login the organization's application system)?

Yes

No

Don't know/ hard to say

Refuse to answer

[Q6]   What kind(s) of IT software application system does your organization use now? [Interviewer to read out items 1-7, order to be randomized, multiple responses allowed]

Volunteer Management System

Donor Management System

Human Resource Management System

Financial Management System

Membership Management System

Knowledge Management System / Document Management System

Internal / external communication (e.g. Email / IM)

Others, please specify_____

Don't know/ hard to say

Refuse to answer

[Q7]   Which IT software application system(s) you are considering to upgrade in your organization? [Multiple responses allowed]

Volunteer Management System

Donor Management System

Human Resource Management System

Financial Management System

Membership Management System

Knowledge Management System / Document Management System

Internal / external communication (e.g. Email / IM)

Others, please specify_____

Not necessary at this moment [Skip to Q9]

Don't know/ hard to say [Skip to Q9]

Refuse to answer [Skip to Q9]

[Q8]　　What factors will affect your decision when your organization is considering to buy new IT system or to upgrade the existing system? [Interviewer to read out items 1-5, order to be randomized by computer, multiple responses allowed]

Price / cost of the new system
Technical support that the system needs
Compatibility with existing hardware and software
Time and other preparation needed (e.g. training)
Functions and benefits brought by the new system
Others, please specify_____
Don't know/hard to say
Refuse to answer

[Q9]　　What kind of measures does your organization have to protect the servers / application system? [Interviewer to read out items 1-6, order to be randomized by computer, multiple responses allowed]

Firewall
Anti-virus
UPS/ uninterruptible power supply
Physical Security
Insurance
Daily Backup
Others, please specify_____
Don't know/hard to say
Refuse to answer

II)　Fund and Subsidy for Information Technology

[Q10]　　　Over the past year, has your organization set aside a specific amount of resources for improving IT facilities or increasing its applicability?

Yes
No [Skip to Q14]
Don't know/hard to say [Skip to Q14]
Refuse to answer [Skip to Q14]

[Q11]   What is the percentage of this amount to the total expenditure of your agency?

_____%

Don't know/hard to say

Refuse to answer

[Q12]   What is the major funding source(s) of this expenditure? [Interviewer to read out items 1-5, multiple responses allowed, ordered by importance level, 1 meaning the most importance]

Organization's recurrent expenditure

Project-based funding

IT development grant / subsidy from the Government (e.g. SWDF)

Charity foundation (e.g. The Community Chest, The Hong Kong Jockey Club)

Donation from business sector

Don't know/ hard to say

Refuse to answer

[Q13]   For Financial Year 2011/12, has your organization set aside a specific amount of resources for improving IT facilities or increasing its applicability?

Yes

No

Don't know/hard to say

Refuse to answer

[Q14]   What mode(s) of subsidy would you consider to be most conducive for the IT development within the social welfare sector? [Interviewer to read out items 1-5, multiple responses allowed, ordered by conducive level, 1 meaning the most conducive]

Organization's recurrent expenditure

Project-based funding

IT development grant / subsidy from the Government (e.g. SWDF)

Charity foundation (e.g. The Community Chest, The Hong Kong Jockey Club)

Donation from business sector

Others, please specify_____

Don't know/ hard to say

Refuse to answer

[Q15]   Which of the following mode(s) of subsidy would you consider more suitable for the operation and development of the social welfare organizations? [Interviewer to read out items 1-2, order to be randomized by computer, single response only]

A lump sum of IT fund or subsidy with larger amount of money, e.g. a lump sum for 3 years (skip to Q16a)

Continuous IT fund or subsidy with smaller amount of money, e.g. a lump sum for 1 year (skip to Q16b)

Others, please specify: _____ (Skip to Q17)

No difference between the two modes (Skip to Q17)

Don't know/ hard to say (Skip to Q17)

Refuse to answer (Skip to Q17)

[Q16a]   Why do you think a lump sum of IT fund or subsidy with larger amount of money is more suitable? [Do not read out answers, multiple responses allowed]

More flexible in using the budget

No need to purchase / upgrade IT system / facilities every year

No need to apply every year, save time

More choices with bigger funding (including some higher-end system / facilities)

Able to make longer plan

Others, please specify: _____

Don't know/ hard to say

Refuse to answer

[Q16b]   Why do you think the continuous IT funds or subsidy with smaller amount of money is more suitable? [Do not read out answers, multiple responses allowed]

Can guarantee funding every year

Can have continuous development / regular upgrade of IT system / facilities

Can have longer plan

Can hire long term / full time staff

More flexible in using the budget

Others, please specify: _____

Don't know/ hard to say

Refuse to answer

III) **Evaluation of Overall Information Technology**

[Q17]   What kinds of IT related duties do you think are the most important to your organization but does not have the resources / time / manpower to handle or execute? [Interviewer to read out items 1-6, multiple responses allowed]

Provide technical support to other colleagues
Communicate with suppliers
Internal coordination, collect information and opinions
Strategic planning, including grasping latest IT information
Software and system development
Training
Others, please specify: _____
Don't know/ hard to say
Refuse to answer

[Q18]   Please rate your satisfaction level towards the basic IT infrastructure (e.g. software/ hardware) of your organization using 0 – 10 marks, in which 0 represents very dissatisfied, 5 represents half-half while 10 represents very satisfied.

_____[0 – 10]
Don't know/ hard to say
Refuse to answer

[Q19]   Please rate the satisfaction towards current status of IT applications of your organization using 0 – 10 marks, in which 0 represents very dissatisfied, 5 represents half-half while 10 represents very satisfied.

_____[0 – 10]
Don't know/ hard to say
Refuse to answer

[Q20]   In general, please rate how much your organization is in need to improve the current IT facilities using 0 – 10 marks, in which 0 represents no improvement is needed at all, 5 represents half-half, 10 represents improvement is urgently needed.

_____[0 – 10]

Don't know/ hard to say

Refuse to answer

[Q21]   Please rate the sufficiency of resources used for improving IT facilities allocated by your organization using 0 – 10 marks, in which 0 represents totally insufficient, 5 represents half-half, 10 represents very sufficient.

_____[0 – 10]

Don't know/ hard to say

Refuse to answer

[Q22]   What do you think is/ are the biggest challenge(s) related to IT development in your organization? [Do not read out answers, multiple responses allowed]

Not sufficient fund

No IT specialist / knowledge

IT development is too fast, cannot catch up

Senior management do not think there's a (immediate) need

Need software that's tailor made for social welfare sector

Need to improve staff's IT knowledge

No challenges at all

Others, please specify: _____

Don't know/ hard to say

Refuse to answer

IV) **Awareness of "Cloud Computing"**

[Q23]   Have you ever heard of the term "Cloud Computing" before this interview?

Yes

No

Don't know/ hard to say

Refuse to answer

[Read out: "Cloud Computing" basically refers to different users/organizations sharing resources and information through the internet, replacing the use of hardware to store files and information. As a result, one can reduce the workload of IT management, cut budget and increase efficiency.]

[Q24]   Do you think that "Cloud Computing" can effectively solve the problems of IT development that your organization is currently facing?

Yes
No
Don't know/ hard to say
Refuse to answer

[Q25]   If there is a territory-wide centralized management system for donors and volunteers, that is, the social welfare organizations involved in the system can share/obtain data and information on an internet platform, will your organization be willing to participate?

Yes
No
Don't know/ hard to say
Refuse to answer

Part IV   Personal information

I'd like to know some of your personal particulars in order to facilitate our analysis. If you do not want to disclose your info, you could refuse to answer.

[DM1]   People who are responsible for IT affairs in your organization are mainly: (IT specialist indicates people who are mainly responsible for IT services and resolve the needs of internal IT services)

IT specialists
Non-IT specialists
Some are IT specialists, some are not

[DM2]   How many IT specialists in your organization in total?

_____[Input exact figure]
Don't know/ hard to say
Refuse to answer

[DM3]   What is your position?

_____
Don't know/ hard to say
Refuse to answer

[DM4]   To categorize organizations in terms of expenditure, what was the annual expenditure of your organization in year 2009/10?

_____
Don't know/ hard to say
Refuse to answer

The Interview is completed. If you have any questions regarding this interview, you can contact our supervisor at xxxx-xxx or call xxxx-xxxx during office hours to verify this interview's authenticity and confirm my identity.

***** **The End** *****