

Mapping Resources which Support Community Use of ICT in Carmarthenshire: Appendix 2 – Results of Groups Survey

0. Introduction	3
1. About your organisation	3
Postcode Analysis	3
Urban / Rural Classification	3
Community Network Area	4
Communities First Areas	4
Organisation Purpose	4
Organisations with staff	6
Organisation Size	6
<i>Q3. Please tell us the age range of your organisation's members Multiple answer from Under 16, 16–25, 25–50, 50 and over</i>	<i>7</i>
<i>Q4. Is your organisation a: (Please tick one) Single answer from Charity, Unincorporated society, association, club or voluntary group, Social enterprise, Other</i>	<i>7</i>
2. About your organisation's access to IT and / or digital media	7
<i>Q5. Does your organisation use information technology or digital media equipment directly in its activities, or to support its activities? Single answer from Yes, No</i>	<i>7</i>
<i>Q6. What prevents your organisation from using information technology or digital media equipment in its activities or to support its activities? (Please tick all that apply) Multiple answer from Have no need to use IT, Access to equipment, Lack of time to use IT, Lack of suitable training, Other</i>	<i>8</i>
2a. About equipment your organisation owns	8
<i>Q8. Does your organisation own any IT or digital media equipment (eg computer or digital camera)? Single answer from Yes, No</i>	<i>8</i>
<i>Q9. What IT and / or digital media equipment does your organisation own? (Please tick all that apply) Multiple answer from Desktop PC, Laptop PC, Printer, Scanner, Digital stills camera, Camcorder, Mobile phone, Other</i>	<i>8</i>
<i>Q10. How was this equipment funded? Multiple answer from Member contributions / group's own funds, Donation, Grant, Other</i>	<i>9</i>
<i>Q12. When did your organisation last purchase or obtain IT / digital media equipment? Single answer from Within the last 12 months, Within the last 1 - 3 years, Over 3 years ago, Don't know</i>	<i>9</i>
<i>Do you have a maintenance or support contract for your equipment? Single answer from Yes, No, Don't know</i>	<i>10</i>

2b. About equipment to which your organisation has access 10

Q14. Which of the following facilities does your organisation use to access IT or digital media equipment? Community Centre / Community Hall, Library, Community School, Youth Centre, Church / Chapel / Church Hall, Use members' own equipment, Use equipment at members' workplaces, Don't use other facilities for ICT or digital media, Other 10

Q15. Does your organisation have access to the internet via: Multiple answer from Group's own PC, Members' PCs, Other community facility (eg library, community centre), Don't know, No access, Other 10

Q16. If your organisation has internet access, is this access via: Single answer from A dial up connection, Broadband, Mobile phone, Don't know, Other 11

3. About what you use IT and digital media equipment for 11

Q17. What does your organisation use IT or digital media equipment for? (Please tick all that apply) Multiple answer from Sending / receiving emails, Browsing the web, Word processing, Spreadsheets, Databases, Making presentations (Powerpoint), Desktop publishing, Editing / printing photos, Blogging, Making videos, Making podcasts, Other 11

Q18. For what purposes does organisation use IT or digital media equipment? Multiple answer from General group correspondence, Membership administration, Accounts / budget management, Funding applications and development, Research, Communicating with members, Promoting your group, Communicating / networking with other groups with similar interests, Projects with group members / clients, Providing training to members / clients, Other 12

Q19. Does your group have its own website? Single answer from Yes, No 12

4. About support your group receives 13

Q20. If something goes wrong with your organisation's IT and / or digital media equipment, who do you turn to? Free text response 13

Q21. What support for IT would you like to see developed for community and voluntary sector organisations? Free text response 13

Content or type of support 14

Mode of support delivery 14

Q22. How much would your organisation be willing to pay per year for IT support? Free text response 14

5. About barriers your group encounters in using IT 15

Q23. What prevents your organisation from making more effective use of information technology or digital media in its activities? Free text response 15

0. Introduction

This report outlines the results from the ICT survey distributed to community and voluntary sector organisations across Carmarthenshire. It comprises responses completed electronically via the Question Pro online survey service and those completed by hand and returned by post. The responses have been combined with geographic data from Carmarthenshire County Council and the Welsh Assembly Government to provide an idea of the overall response distribution along a number of geographic dimensions (Community Networks areas, Rural / Urban areas and Communities First and non-Communities First areas.)

The sample consisted of all relevant organisations on the CAVS mailing list. Organisations for which CAVS had an email address were sent an email invitation to complete the survey online, whilst the remainder were posted a printed questionnaire along with a freepost return envelope.

86 completed questionnaires were received in response to a total distribution of 500, giving an overall response rate of 17.2%. Of these, some 37 online responses were received from an email distribution to 183 groups (response rate 20.2%) and 49 were received from 317 postal invitations (response rate 15.5%.) Due to the different methods of distribution and completion it is not possible to determine from this survey what proportion of organisations across Carmarthenshire have access to, or own ICT equipment.

This report presents the results to all questions, including those for which a free text response was requested. No cross-tabulations have been attempted. It follows the form of the original questionnaire.

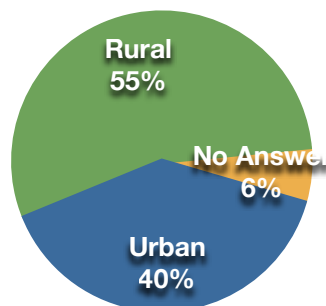
1. About your organisation

Postcode Analysis

Postcodes were requested from respondents in order to locate the responses along a number of geographic dimensions.

Urban / Rural Classification

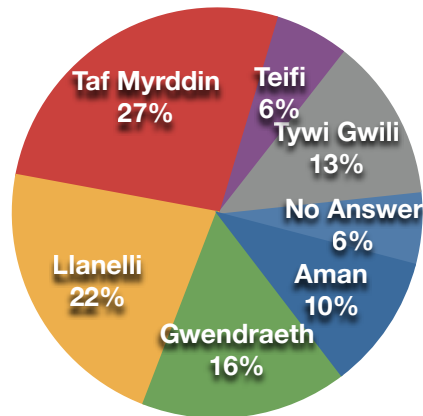
Urban / Rural Classification



55% of respondents were from rural areas (as identified by the Rural Development Plan drawn up by Carmarthenshire County Council.) 40% were from urban areas (ie those remaining areas within the boundaries of the county.)

Community Network Area

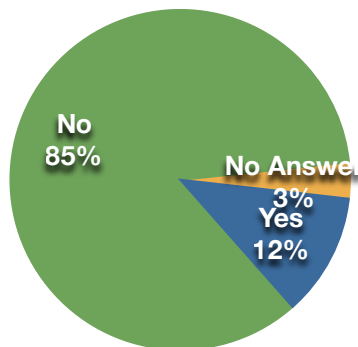
Community Network Area



Responses were received from across Carmarthenshire with some emphasis on the Taf Myrddin, Llanelli and Gwendraeth areas. (This is probably due to the complexion of the initial sample.)

Communities First Areas

Respondents Within Communities First Areas



Most respondents were from outside of Communities First areas. 12% of responses were received from organisations giving an address within a Communities First area.

Organisation Purpose

Respondents were asked to describe their organisation's purpose. The free text responses were analysed and coded to identify the core purpose of the organisation.

What is the purpose of your organisation?			
Answered		13	86
Sample		86	n=86
1	Education	4	4.65%
2	Village hall, community centres etc	9	10.47%
3	Arts and entertainment	13	15.12%
4	Youth related	4	4.65%
5	Heritage related	4	4.65%
6	Provision of support	6	6.98%
7	Disability related	14	16.28%
8	Family centres	3	3.49%
9	Churches and religious organisations	4	4.65%
10	Older peoples' groups	7	8.14%
11	Other	17	19.77%
0	No Answer	1	1.16%

Purposes with 2 or fewer responses were coded as Other. These included: environmental organisations, housing related, tenants and residents associations, community councils, mothers and toddlers groups, neighbourhood watch, parent teachers association and hobby related groups.

Size of Organisation

Respondents were asked to supply approximate values for numbers of staff, volunteers and members / clients of their organisation.

Due to the nature of the sample, including, as it did, membership organisations (such as Pensioners' groups), organisations which serve a wide range of local beneficiaries (such as Community Halls) and organisations which operate to provide services or support to large numbers of clients, possibly on an ad hoc basis, there was a great deal of variance in the responses to this question. Additionally, some respondents chose to answer verbally (eg "Numerous").

For these reasons, the responses to this question have been analysed along two dimensions. Firstly responses have been coded as to whether or not they have any staff. Secondly a crude approximation of size of organisation (Small, Medium or Large) has been attempted.

Organisations with staff

Does the organisation have staff?			
Answered		86	86
Sample		86	n=86
	1 Staff	30	34.88%
	No staff	56	65.12%

Organisation Size

Across the whole sample, the mean numbers of staff, volunteers and members / clients were 3.3, 27.1 and 300.9 respectively. The median numbers of staff, volunteers and members / clients were 1, 13 and 55.

To classify according to organisation size, each response was coded according to the following rule:

- The numbers of volunteers and members / clients were added together
- If this was less than the median of all volunteers and members less 16.67% then the response was coded as Small.
- If this was greater than the median of all volunteers and members plus 16.67% then the response was coded as Large.
- If the response was within 16.67% of the median value, it was coded as Medium.

This leads to the following:

Number of volunteers and members / clients	Size
<44.16	Small
>44.16 and <61.83	Medium
>61.83	Large

Organisation Size			
Answered		46	86
Sample		86	n=86
	Small	37	43.02%
	Medium	9	10.47%
	Large	38	44.19%
	Unclassifiable	2	2.33%
	No Answer	0	0.00%

Q3. Please tell us the age range of your organisation's members

Multiple answer from Under 16, 16–25, 25–50, 50 and over

Please tell us the age range of your organisation's members		
n	86	86
Choice		n=86
Under 16	29	33.72%
16-25	41	47.67%
25-30	58	67.44%
50 and over	72	83.72%

Q4. Is your organisation a: (Please tick one)

Single answer from Charity, Unincorporated society, association, club or voluntary group, Social enterprise, Other

Is your organisation a:		
Answered	85	86
Sample	86	n=86
Charity	49	56.98%
Unincorporated society, association, club or voluntary group	26	30.23%
Social enterprise	4	4.65%
Other	6	6.98%
No Answer	1	1.16%

2. About your organisation's access to IT and / or digital media

Q5. Does your organisation use information technology or digital media equipment directly in its activities, or to support its activities?

Single answer from Yes, No

Does your organisation use information technology or digital media equipment directly in its activities		
Answered	86	86
Sample	86	n=86
Yes	69	80.23%
No	17	19.77%
No Answer	0	0.00%

The 20% of respondents who answered they did not use ICT or digital media, were asked what prevented them from doing so.

Q6. What prevents your organisation from using information technology or digital media equipment in its activities or to support its activities? (Please tick all that apply)

Multiple answer from Have no need to use IT, Access to equipment, Lack of time to use IT, Lack of suitable training, Other

What prevents your organisation from using information technology or digital media equipment in its activities or to support its activities?	(Those answering No to Q5)	
n	86	17
Choice	n=17	
Have no need to use IT	5	29.41%
Access to equipment	3	17.65%
Lack of time to use IT	2	11.76%
Lack of suitable training	2	11.76%
Other	1	5.88%

2a. About equipment your organisation owns

Q8. Does your organisation own any IT or digital media equipment (eg computer or digital camera)?

Single answer from Yes, No

Does your organisation own any IT or digital media equipment?		
Answered	69	69
Sample	69	n=69
Yes	43	62.32%
No	26	37.68%
No Answer	0	0.00%

Q9. What IT and / or digital media equipment does your organisation own? (Please tick all that apply)

Multiple answer from Desktop PC, Laptop PC, Printer, Scanner, Digital stills camera, Camcorder, Mobile phone, Other

What IT and / or digital media equipment does your organisation own?		
n	86	43
Choice		n=43
Desktop PC	34	79.07%
Laptop PC	32	74.42%
Printer	40	93.02%
Scanner	24	55.81%
Digital stills camera	24	55.81%
Camcorder	10	23.26%
Mobile phone	20	46.51%
Other	11	25.58%

Q10. How was this equipment funded?

Multiple answer from Member contributions / group's own funds, Donation, Grant, Other

How was this equipment funded?		
n	86	43
Choice		n=43
Members' contributions / groups own funds	23	53.49%
Donation	7	16.28%
Grant	27	62.79%
Other	6	13.95%

Q12. When did your organisation last purchase or obtain IT / digital media equipment?

Single answer from Within the last 12 months, Within the last 1 - 3 years, Over 3 years ago, Don't know

When did your organisation last purchase or obtain IT or digital media equipment?		
Answered	42	43
Sample	43	n=43
Within the last 12 months	22	51.16%
Within the last 1 - 3 years	18	41.86%
Over 3 years ago	2	4.65%
Don't know	0	0.00%
No Answer	1	2.33%

Do you have a maintenance or support contract for your equipment?

Single answer from Yes, No, Don't know

Do you have a maintenance or support contract for your equipment?		
Answered	42	43
Sample	43	n=43
Yes	14	32.56%
No	23	53.49%
Don't know	5	11.63%
No Answer	1	2.33%

2b. About equipment to which your organisation has access

Q14. Which of the following facilities does your organisation use to access IT or digital media equipment?

Community Centre / Community Hall, Library, Community School, Youth Centre, Church / Chapel / Church Hall, Use members' own equipment, Use equipment at members' workplaces, Don't use other facilities for ICT or digital media, Other

Which of the following facilities does your organisation use to access IT or digital media equipment?		
n	86	69
Choice		n=69
Community Centre / Community Hall	10	14.49%
Library	3	4.35%
Community School	2	2.90%
Youth Centre	2	2.90%
Church / Chapel / Church Hall	2	2.90%
Use members' own equipment	48	69.57%
Use equipment at members' workplaces	15	21.74%
Don't use other facilities for ICT or digital media	10	14.49%
Other	12	17.39%

Q15. Does your organisation have access to the internet via:

Multiple answer from Group's own PC, Members' PCs, Other community facility (eg library, community centre), Don't know, No access, Other

Does your organisation have access to the internet via:		
n	86	69
Choice		n=69
Group's own PC	31	44.93%
Members' PCs	43	62.32%
Other community facility (eg library, community centre)	6	8.70%
Don't know	0	0.00%
No access	2	2.90%
Other	5	7.25%

Q16. If your organisation has internet access, is this access via:

Single answer from A dial up connection, Broadband, Mobile phone, Don't know, Other

If your organisation has internet access, is this access via		
Answered	62	62
Sample	86	n=62
A dial up connection	8	12.90%
Broadband	49	79.03%
Mobile phone	3	4.84%
Don't know	1	1.61%
Other	1	1.61%
No Answer	24	38.71%

3. About what you use IT and digital media equipment for

Q17. What does your organisation use IT or digital media equipment for? (Please tick all that apply)

Multiple answer from Sending / receiving emails, Browsing the web, Word processing, Spreadsheets, Databases, Making presentations (Powerpoint), Desktop publishing, Editing / printing photos, Blogging, Making videos, Making podcasts, Other

What does your organisation use IT or digital media equipment for?		
n	86	69
Choice		n=69
Sending / receiving emails	62	89.86%
Browsing the web	51	73.91%
Word processing	62	89.86%
Spreadsheets	47	68.12%
Databases	35	50.72%
Making presentations (Powerpoint)	34	49.28%
Desktop publishing	39	56.52%
Editing / printing photos	43	62.32%
Blogging	4	5.80%
Making videos	12	17.39%
Making podcasts	2	2.90%
Other	9	13.04%

Q18. For what purposes does organisation use IT or digital media equipment?
Multiple answer from General group correspondence, Membership administration, Accounts / budget management, Funding applications and development, Research, Communicating with members, Promoting your group, Communicating / networking with other groups with similar interests, Projects with group members / clients, Providing training to members / clients, Other

For what purposes does your organisation use IT or digital media equipment?		
n	86	69
Choice		n=69
General group correspondence	54	78.26%
Membership administration	49	71.01%
Accounts / budget management	46	66.67%
Funding applications and development	46	66.67%
Research	39	56.52%
Communicating with members	45	65.22%
Promoting your group	44	63.77%
Communicating / networking with other groups with similar interests	37	53.62%
Projects with group members / clients	31	44.93%
Providing training to members / clients	18	26.09%
Other	6	8.70%

Q19. Does your group have its own website?
Single answer from Yes, No

Col:	CE	
Does your group have its own website?		
Answered	66	66
Sample	86	n=66
Yes	39	59.09%
No	27	40.91%
No Answer	20	30.30%

4. About support your group receives

Q20. If something goes wrong with your organisation's IT and / or digital media equipment, who do you turn to?

Free text response

If something goes wrong with your organisation's IT and / or digital media equipment, who do you turn to?		
n	86	67
Choice		n=67
Contractor / Support contract	5	7.46%
Members, volunteers or self	13	19.40%
Local IT expert or firm	13	19.40%
Own staff	8	11.94%
Equipment supplier / warranty	5	7.46%
Family, friends or neighbours	4	5.97%
Retailer	2	2.99%
Repair is personal responsibility of members	10	14.93%
Other	3	4.48%
Wales CVC Circuit Riders	4	5.97%
Carmarthenshire County Council	2	2.99%
No-one	3	4.48%
Don't know	1	1.49%
No equipment	2	2.99%
No problems experienced	1	1.49%
N/A	5	7.46%
No Answer	19	28.36%

Q21. What support for IT would you like to see developed for community and voluntary sector organisations?

Free text response

Responses to this question could be divided broadly into those which were concerned with the content of support (eg repair and maintenance) and those which were more concerned with the form or mode of delivery.

Content or type of support

What support would you like to see developed for community and voluntary sector organisations		
n	86	49
Choice		n=49
None	2	4.08%
Website support	4	8.16%
Repair / maintenance service	3	6.12%
IT grants	4	8.16%
Broadband access	3	6.12%
Communal IT facilities	4	8.16%
Software designed for voluntary sector	1	2.04%
Equipment	3	6.12%
Training grants	1	2.04%
Unclassifiable	3	6.12%
Don't know	3	6.12%
No answer	37	75.51%

Mode of support delivery

What support would you like to see developed for community and voluntary sector organisations?		
n	86	49
Choice		n=49
Directory of approved suppliers	1	2.04%
Circuit Riders (continuation)	1	2.04%
Support charging non-commercial fees	1	2.04%
Training	6	12.24%
Support / best practice networks	2	4.08%
1-1 Technical advice or tuition	11	22.45%
Telephone support	3	6.12%
Start-up advice	1	2.04%
Notes local informal experts available	2	4.08%
Any	1	2.04%
Central pool of loan equipment	2	4.08%
Out of hours support	1	2.04%
Unclassifiable	3	6.12%
Don't know	3	6.12%
No answer	37	75.51%

Q22. How much would your organisation be willing to pay per year for IT support?
Free text response

How much would your organisation be willing to pay per year for ICT support?			
Answered		45	45
Sample		86	n=45
1	Pay when required	3	6.67% 6.67
2	Depending on funding	2	4.44% 4.44
3	Nothing / Don't need	2	4.44% 4.44
4	Negotiable	4	8.89% 8.89
5	Can't afford	10	22.22% 22.22
6	As little as possible	3	6.67% 6.67
7	Specific annual figure	7	15.56% 15.56
8	Don't know	11	24.44% 24.44
9	Not relevant	1	2.22% 2.22
10	N/A	2	4.44% 4.44
0	No Answer	41	91.11% 91.11

5. About barriers your group encounters in using IT

Q23. What prevents your organisation from making more effective use of information technology or digital media in its activities?

Free text response

What prevents your organisation from making more effective use of information technology or digital media in its activities?			
	n	86	60
	Choice		n=60
	Limited or out of date equipment	7	11.67%
	No dial-up or broadband	6	10.00%
	Members' resistance or lack of confidence	4	6.67%
	Lack of funding / high cost	17	28.33%
	Lack of expertise / training	18	30.00%
	Specific to organisation's own situation	7	11.67%
	Lack of time / limited staff resources	7	11.67%
	Limited access to IT	5	8.33%
	No barriers	7	11.67%
	Unclassifiable	2	3.33%
	Don't know	1	1.67%
	No answer	26	43.33%