**QUESTIONNAIRE**

**THE PURPOSE OF THE QUESTIONNAIRE**

We are trying to learn more about how you access and use information on a day-to-day basis to support you to do your work better, as well as how you build expertise and skills. In particular, we are interested in whether and how the internet can help with this. We want to know this to help us come up with better ways of supporting you to access relevant information in a way that is easy, useful and timely, and to build your skills and expertise.

Below is a series of questions that we would like you to answer. Please remember that there are no right or wrong answers to the questions. We are simply interested in your opinions and experiences and greatly appreciate your time and thoughts in answering the questions. If there are any questions you would prefer not to answer, then please leave them blank.

We will not record your name on your answers; we only note which country you are from, whether you work in an urban or rural environment, and what kind of work you do. This will help us see if there are differences between countries, between urban and rural settings and between different types of work. Your answers to these questions will in no way affect your current work and they will not be shared with anyone at your work.

The questionnaire should take no longer than 20 minutes to complete.

**THE QUESTIONS**

1. Which region do you work in?

|  |  |  |
| --- | --- | --- |
|  |  | Southern and Eastern Africa |
|  |  | West Africa |
|  |  | Central Africa |
|  |  | Middle East and North Africa |
|  |  | South Asia |
|  |  | Southeast Asia |
|  |  | Central Asia |
|  |  | Western Asia |
|  |  | Eastern Europe |
|  |  | Western Europe |
|  |  | Northern Europe |
|  |  | Southern Europe |
|  |  | Central America |
|  |  | South America |
|  |  | Caribbean |
|  |  | North America |
|  |  | Oceania |

1. Which country do you work in?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you work in a rural or urban area or both? (*Please tick only one)*

|  |  |  |
| --- | --- | --- |
|  |  | Rural |
|  |  | Urban  |
|  |  | Rural and urban |

1. Thinking about your work, please choose all the roles that apply to you from the list below:

|  |  |  |
| --- | --- | --- |
|  |  | NGO case worker/social worker |
|  |  | NGO community worker/development officer |
|  |  | NGO service or program manager/coordinator |
|  |  | NGO child protection specialist |
|  |  | NGO technical advisor |
|  |  | NGO director/founder |
|  |  | Government social worker  |
|  |  | Government community worker/development officer |
|  |  | Government service or program manager/coordinator |
|  |  | Government technical advisor |
|  |  | Government child protection specialist |
|  |  | Local authority |
|  |  | Child welfare department staff |
|  |  | Ministry official |
|  |  | Council or committee member (e.g. children and women’s councils/committees) |
|  |  | Trainer |
|  |  | Counselor |
|  |  | Therapist |
|  |  | Probation officer  |
|  |  | Child/family advocate |
|  |  | Researcher |
|  |  | Caregiver |
|  |  | Residential Care Institution/Children’s Home Director |
|  |  | Other *(please specify)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. Looking again at the list below, if you could only choose one, what would you say is your PRIMARY role:

|  |  |  |
| --- | --- | --- |
|  |  | NGO case worker/social worker |
|  |  | NGO community worker/development officer |
|  |  | NGO service or program manager/coordinator |
|  |  | NGO child protection specialist |
|  |  | NGO technical advisor |
|  |  | NGO director/founder |
|  |  | Government social worker  |
|  |  | Government community worker/development officer |
|  |  | Government service or program manager/coordinator |
|  |  | Government technical advisor |
|  |  | Government child protection specialist |
|  |  | Local authority |
|  |  | Child welfare department staff |
|  |  | Ministry official |
|  |  | Council or committee member (e.g. children and women’s councils/committees) |
|  |  | Trainer |
|  |  | Counselor |
|  |  | Therapist |
|  |  | Probation officer  |
|  |  | Child/family advocate |
|  |  | Researcher |
|  |  | Caregiver |
|  |  | Residential Care Institution/Children’s Home Director |
|  |  | Other *(please specify)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. When you need information to help you do your job on *a day-to-day basis*, how often do you use the internet?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Every time | Most of the time | Half of the time | Some of the time | Rarely | Never |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. If you use the internet to help you do your job, which online sources do you use?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. When you come across a new situation, or challenge or problem *in your day-to-day work*, how frequently would you turn to the following to find relevant information? Please be realistic in your answers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Always | Sometimes | Occasionally | Hardly ever | Never |
| Social media articles |  |  |  |  |  |
| Social media professional groups |  |  |  |  |  |
| Online message boards |  |  |  |  |  |
| Websites on the internet |  |  |  |  |  |
| Short training videos online (2-15 mins) |  |  |  |  |  |
| Medium-long training videos online (15 mins plus) |  |  |  |  |  |
| Physical books or journals |  |  |  |  |  |
| Online books or journals  |  |  |  |  |  |
| Your supervisor or boss |  |  |  |  |  |
| A friend/colleague in your organisation |  |  |  |  |  |
| A friend/colleague from a different organisation |  |  |  |  |  |
| Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. If you could only turn to ONE of these, which would you choose (please tick):

|  |  |  |
| --- | --- | --- |
|  |  | Social media articles |
|  |  | Social media professional groups |
|  |  | Online message boards |
|  |  | Websites on the internet |
|  |  | Short training videos online (2-15 mins) |
|  |  | Medium-long training videos online (15 mins plus) |
|  |  | Physical books or journals |
|  |  | Online books or journals  |
|  |  | Your supervisor or boss |
|  |  | A friend/colleague in your organisation |
|  |  | A friend/colleague from a different organisation |
|  |  | Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

10. When you need to *develop a new skill or area of expertise* (as opposed to support for your everyday work), how frequently do you use the following sources? Please be realistic in your answers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Always | Sometimes | Occasionally | Hardly ever | Never |
| Social media articles |  |  |  |  |  |
| Social media professional groups |  |  |  |  |  |
| Online message boards |  |  |  |  |  |
| Websites on the internet |  |  |  |  |  |
| Online courses |  |  |  |  |  |
| Workshops/Courses (that are not online) |  |  |  |  |  |
| Immersions/visits to others doing similar work |  |  |  |  |  |
| Short training videos online (2-15 mins) |  |  |  |  |  |
| Medium-long training videos online (15 mins plus) |  |  |  |  |  |
| Physical books or journals |  |  |  |  |  |
| Online books or journals  |  |  |  |  |  |
| Your supervisor or boss |  |  |  |  |  |
| A friend/colleague in your organisation |  |  |  |  |  |
| A friend/colleague from a different organisation |  |  |  |  |  |
| Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

11. If you could only turn to ONE of these, which would you choose (please tick):

|  |  |  |
| --- | --- | --- |
|  |  | Social media articles |
|  |  | Social media professional groups |
|  |  | Online message boards |
|  |  | Websites on the internet |
|  |  | Online courses |
|  |  | Workshops/Courses (that are not online) |
|  |  | Immersions/visits to others doing similar work |
|  |  | Short training videos online (2-15 mins) |
|  |  | Medium-long training videos online (15 mins plus) |
|  |  | Physical books or journals |
|  |  | Online books or journals  |
|  |  | Your supervisor or boss |
|  |  | A friend/colleague in your organisation |
|  |  | A friend/colleague from a different organisation |
|  |  | Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12. What new skills or areas of expertise would you like to develop further?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

13. If the following were available, how likely would you be to use them to *build your skills and expertise* (where 1 is definitely and 5 is definitely not)? Please be realistic in your answers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | definitely | maybe | not sure | probably not | definitely not |
| Instant messaging apps (e.g. WhatsApp) |  |  |  |  |  |
| social network platform of your organisation |  |  |  |  |  |
| social network platform of another organisation |  |  |  |  |  |
| online message board |  |  |  |  |  |
| Online journal article |  |  |  |  |  |
| online newspaper article |  |  |  |  |  |
| Short video online (2-15 mins) |  |  |  |  |  |
| Medium-long video online (15 mins plus) |  |  |  |  |  |
| Social Media Professional Groups or online community of practice |  |  |  |  |  |
| Online courses with set dates |  |  |  |  |  |
| Online courses you can start and stop when you want  |  |  |  |  |  |
| social media (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |
| A mentor from your own country through online (video) calls  |  |  |  |  |  |
| A mentor from another country through online (video) calls  |  |  |  |  |  |
| other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

14. If you could only choose ONE of these, which would you choose?

|  |  |  |
| --- | --- | --- |
|  |  | Instant messaging apps (e.g. WhatsApp) |
|  |  | Social network platform of your organisation |
|  |  | Social network platform of another organisation |
|  |  | Online message board |
|  |  | Online journal article |
|  |  | Online newspaper article |
|  |  | Short video online (2-15 mins) |
|  |  | Medium-long video online (15 mins plus) |
|  |  | Social Media Professional Groups or online community of practice |
|  |  | Online courses with set dates |
|  |  | Online courses you can start and stop when you want  |
|  |  | Social media (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  | A mentor from your own country through online (video) calls  |
|  |  | A mentor from another country through online (video) calls  |
|  |  | Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***The following questions are about your access to and use of the internet***

15. When you access the internet at work, which of the following do you use MOST DAYS?

 Mobile phone that is internet-enabled

 Tablet that is internet-enabled

 Laptop at work

 Laptop at home

 PC at work

 PC at home

 Computer at internet café

 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 None of the above

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

16. At work, how easy is it to download documents or watch videos online?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very easy | Somewhat easy | Somewhat difficult | Very difficult | Impossible |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

17. If it is difficult or impossible why is this (e.g. issues with bandwidth, issues with cost, issues with data allowances, issues on some devices but not others, etc.)?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***The following questions are about use of social media platforms***

18. Please fill in the table below. The questions for each column are as follows:

Columns 1 and 2:Which social networking platforms do you belong to/use at work and/or at home?

Columns 3 and 4:How often do you use these social media platforms to...

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Type of platform | (Y/N) | Type of activity  | Frequency (daily, most days, weekly, fortnightly, monthly, less frequently, never) | Any other comment |
| Facebook  |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Twitter  |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Instagram  |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| LinkedIn |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| WhatsApp |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Messenger |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Snapchat |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Line |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Pinterest |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Other (specify) |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |
| Other (specify) |  | Read the feed |  |  |
|  |  | Comment on and share other people’s content |  |  |
|  |  | Upload and share your own content |  |  |
|  |  | Other (specify) |  |  |

*Add more lines to the table if necessary*

19. Which of these social media platforms do you most prefer to use for work purposes (i.e. communication with partners and colleagues, professional development, professional groups, etc)? *Please tick only one*.

|  |  |  |
| --- | --- | --- |
|  |  | Facebook  |
|  |  | Twitter  |
|  |  | Instagram  |
|  |  | LinkedIn |
|  |  | WhatsApp |
|  |  | Messenger |
|  |  | Snapchat |
|  |  | Line |
|  |  | Pinterest |
|  |  | Other (specify) |
|  |  | Other (specify) |

20. Why do you prefer this platform the most? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***The following questions are about how you would prefer to share knowledge***

21. Please look at the list below. Using the scale provided, how likely are you to share your own experiences for others to learn from using the following methods? (Please be as realistic as possible in your answers).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | definitely | maybe | not sure | probably not | definitely not |
| Instant messaging apps (e.g. WhatsApp) |  |  |  |  |  |
| Social network platform of your organisation |  |  |  |  |  |
| Social network platform of another organisation |  |  |  |  |  |
| Online message board |  |  |  |  |  |
| Online journal article |  |  |  |  |  |
| Online newspaper article |  |  |  |  |  |
| Short video online (2-15 mins) |  |  |  |  |  |
| Medium-long video online (15 mins plus) |  |  |  |  |  |
| Social Media Professional Groups or online community of practice |  |  |  |  |  |
| Online courses with set dates |  |  |  |  |  |
| Online courses you can start and stop when you want  |  |  |  |  |  |
| social media (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |
| Be a mentor to someone in your own country through online (video) calls  |  |  |  |  |  |
| Be a mentor to someone from another country through online (video) calls  |  |  |  |  |  |
| Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

22. If you said you would use instant messaging apps, which ones might you use?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

23. If you could only choose ONE of these, which would be your preferred method?

|  |  |  |
| --- | --- | --- |
|  |  | Instant messaging apps (e.g. WhatsApp) |
|  |  | Social network platform of your organisation |
|  |  | Social network platform of another organisation |
|  |  | Online message board |
|  |  | Online journal article |
|  |  | Online newspaper article |
|  |  | Short video online (2-15 mins) |
|  |  | Medium-long video online (15 mins plus) |
|  |  | Social Media Professional Groups or online community of practice |
|  |  | Online courses with set dates |
|  |  | Online courses you can start and stop when you want  |
|  |  | Social media (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  | Be a mentor to someone in your own country through online (video) calls  |
|  |  | Be a mentor to someone from another country through online (video) calls  |
|  |  | Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

24. Would you have any concerns about sharing information online? (e.g. client confidentiality, acknowledging mistakes have been made, the reaction from your boss, how it might reflect on your organisation, the amount of time it would take, etc., etc.).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

25. If you were to share your learning/experiences/expertise with others online, would you want to be named as the author of that content?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | No | Unsure | Don’t know |

Any other comment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

26. Would you be willing to be a part of our ongoing research into how to provide more useful ways of accessing information online for people like yourself? If so, please give us your email address so we can be in touch (we will not use your email address for any other purposes other than to contact you about this research. Your email address will not be shared with anyone outside of the research team):

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

27. Is there anything else you would like to tell us or comment on?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Many thanks for completing the questionnaire. If you have any further questions for us, please do not hesitate to contact us at: contact@bettercarenetwork.org