ReliefWeb Online Survey Results Analysis

Prepared for:
ReliefWeb
Office for the Coordination of Humanitarian Affairs
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Introduction

Forum One is working with ReliefWeb to evaluate which web site improvements will be of most value to humanitarian workers. As a first step in this evaluation, Forum One conducted an online survey of ReliefWeb's web site audiences. In March 2010, we distributed a survey to nearly 15,000 ReliefWeb subscribers, and reached out to several organizations that have business relationships with ReliefWeb. ReliefWeb also disseminated a link to the survey via its social media channels in hopes of reaching non- ReliefWeb users and candidates who have never registered on the web site. The survey was open to collect responses for about two weeks, and we collected nearly 2,000 survey responses.[1]

Our analysis of the results focuses on understanding respondents' interest in and desire for a set of proposed changes identified in the ReliefWeb business plan. We present a brief analysis of the survey results, and include several data points to illustrate our findings. A comprehensive report of all survey data can be found in Appendix II. We will provide a complete set of web strategy recommendations after we complete a set of interviews and focus groups.

Who responded to the survey?

The modal respondent, (i.e. the most frequent respondent type) comprising about 30% of all participants, works at an NGO or the Red Cross/Crescent at a headquarters office, and has 3-6 years of experience in the humanitarian sector.

Figure 1 below shows the distribution of the types of organizations in which respondents work. Close to half of the total number are NGO or Red Cross/Crescent, and UN related. A big step below those are a block of three types of organizations, which each represent about 8% of the respondents – Consultancy, National Government/Intergovernmental, and Academic and Research.

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[1] 1,969 started the survey and 1,575 completed the survey.
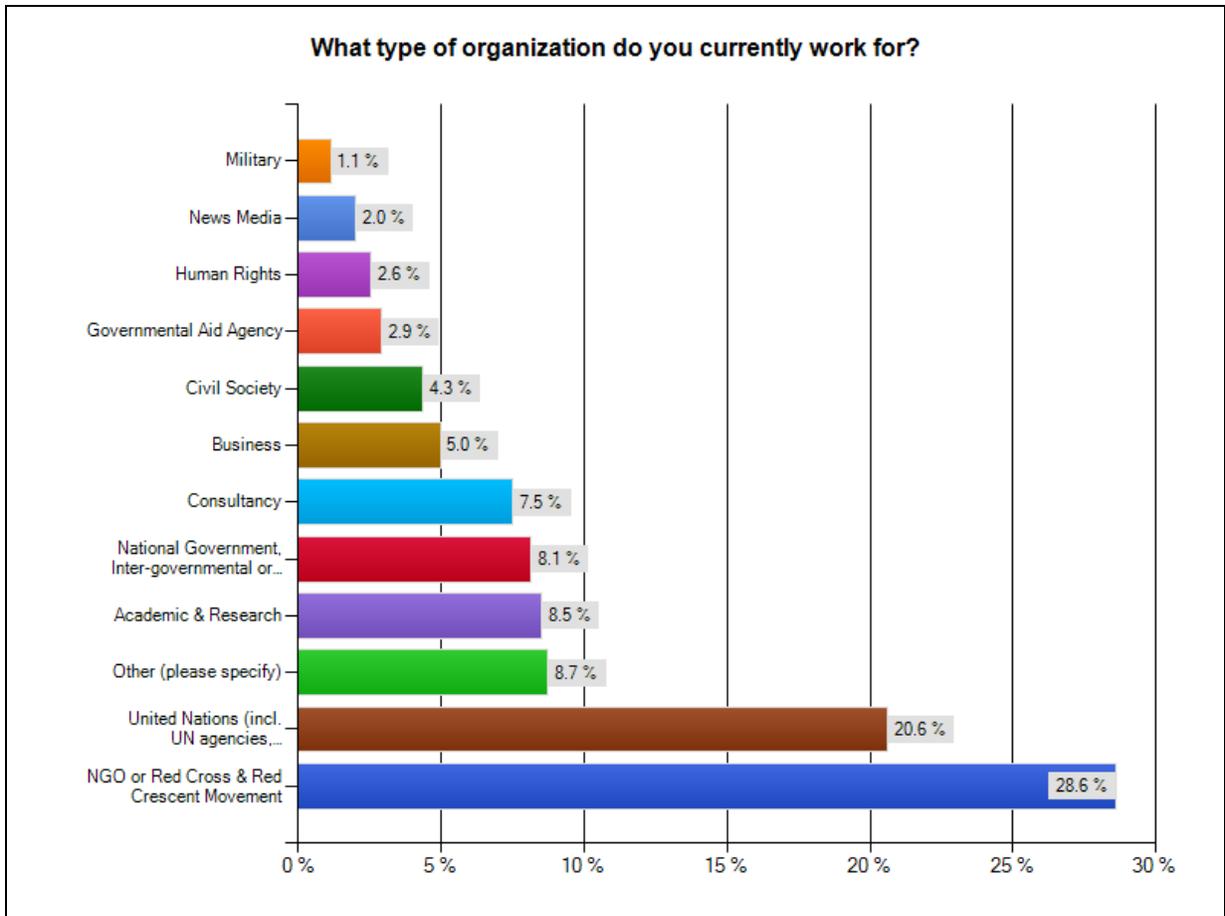
Figure 1: Survey respondents' organization type.

- The experience level in the humanitarian sector is divided, with roughly equal quarters of respondents reporting 0-2 years, 3-6 years, 7-10 years, and 11 years or more. A slim majority of 30% has 3-6 years of experience.

- Shown in Figure 2 below, the majority of users who visit ReliefWeb once a week have 3-6 years of experience, while the majority of non users have 0-2 years of experience.
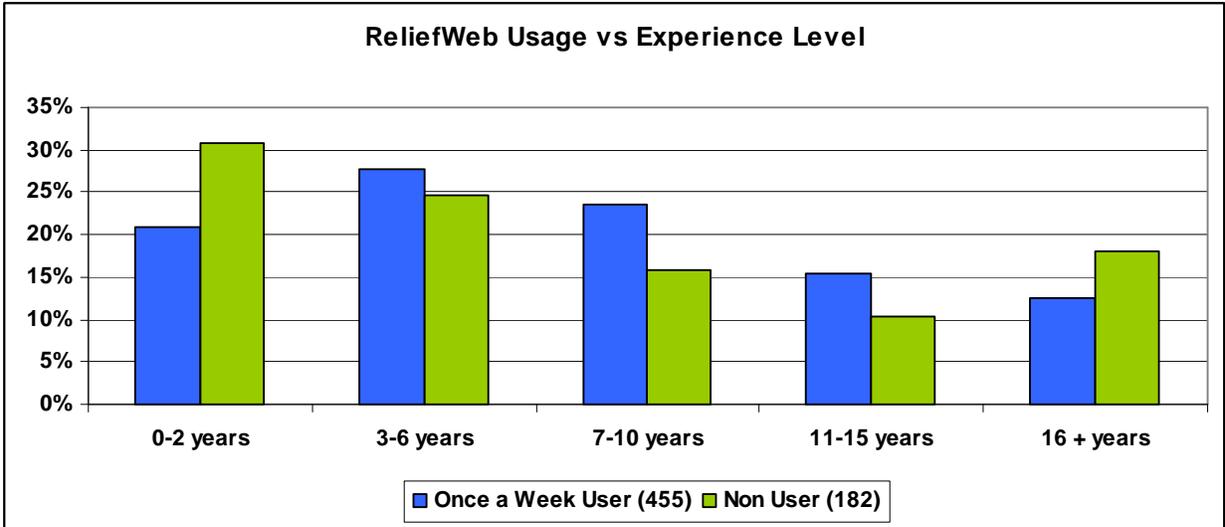
Figure 2: The majority of non ReliefWeb users have less experience than users who visit once a week.

- The most notable thing we see in looking at experience levels across organizations is that workers in the 0-2 year category are most likely to work in Academics and Research, and in the 16+ year category, most likely to work in a Consultancy. See Figure 3.
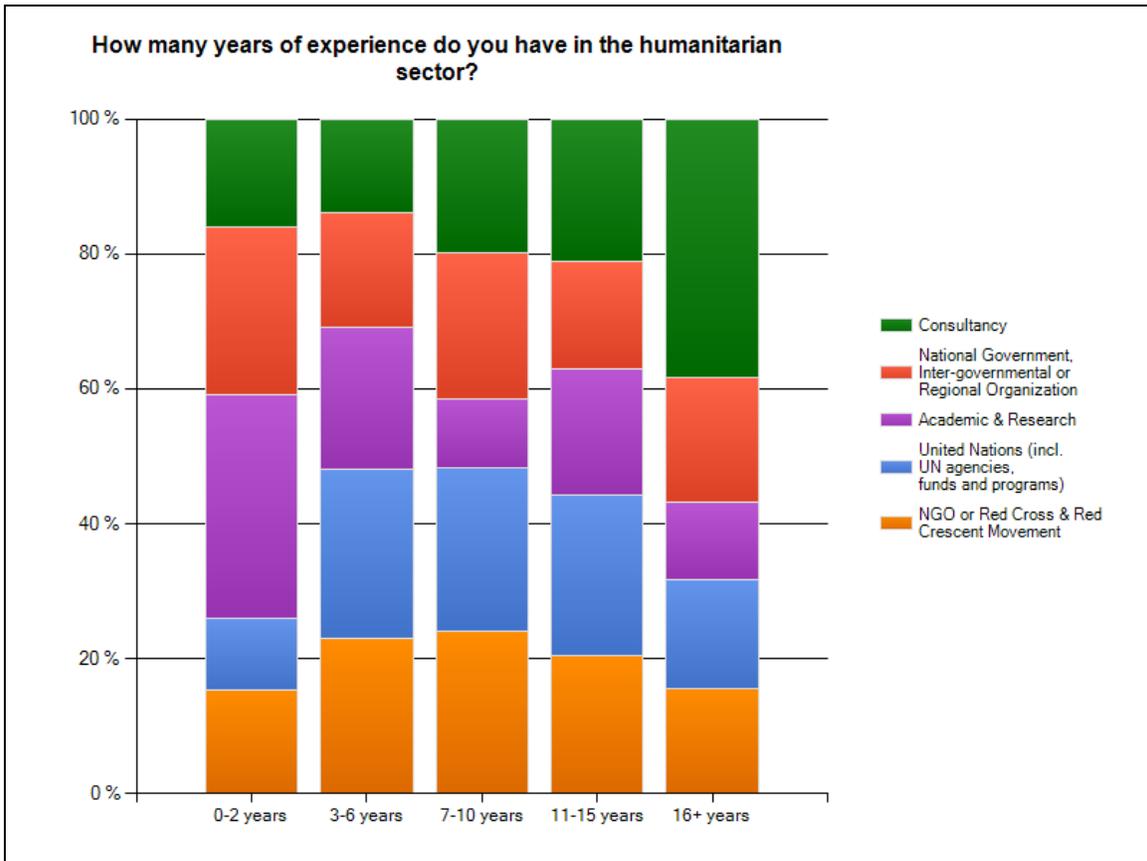
Figure 3: Years of humanitarian sector experience for the top five organizations identified.

How are survey participants using ReliefWeb?

Frequency

As shown in Figure 4, 72% of survey respondents report that they visit the site once a week or more, and less than 6% have not visited ReliefWeb in the last six months.
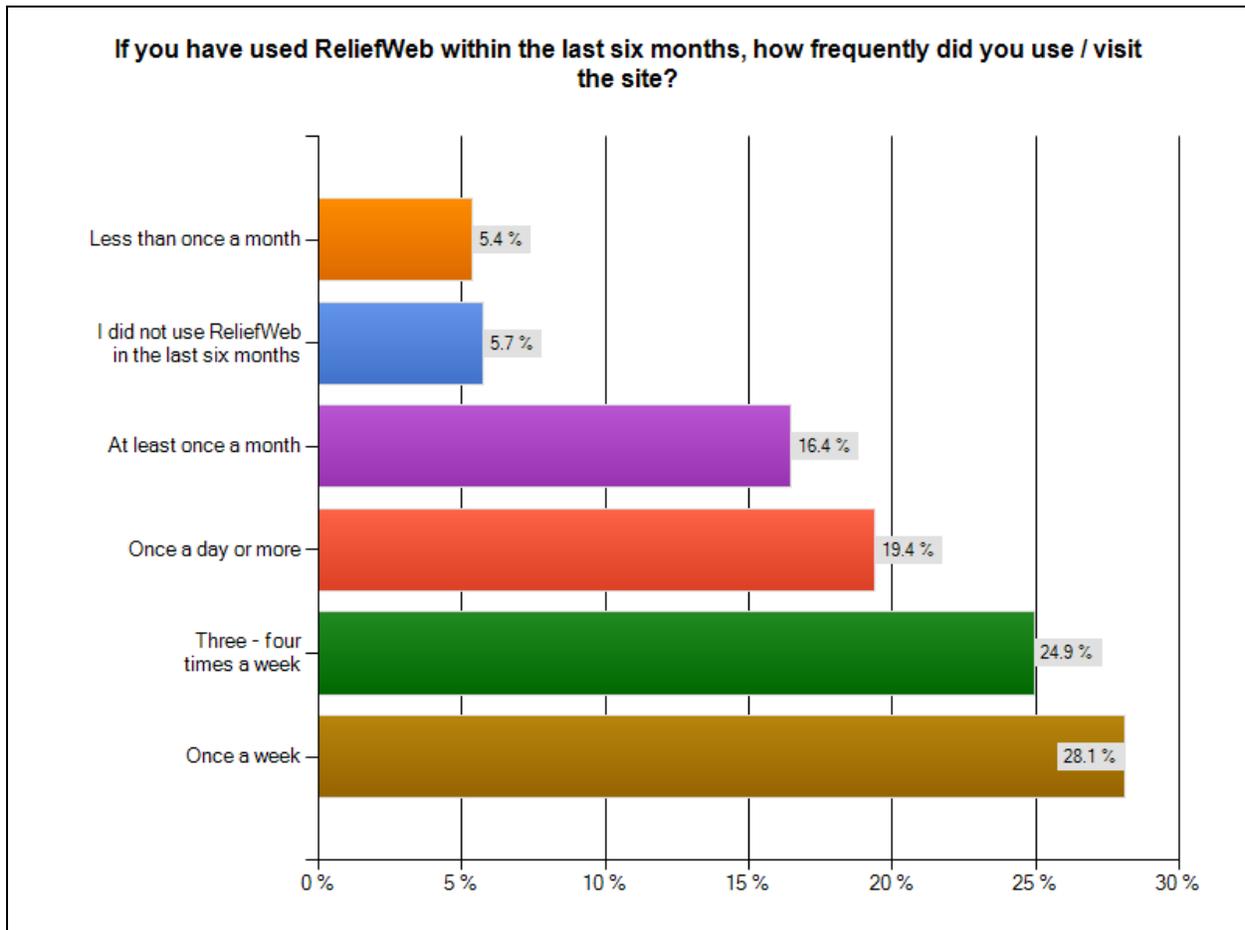
Figure 4: Most are frequent users of ReliefWeb.

- Field/Sub office workers are more frequent ReliefWeb users, with 78% visiting at least weekly. In comparison, 72% of Headquarters staff visits at least once a week, consistent with the average survey respondent.[2] These differences are not major.

- People with more than seven years of experience visit ReliefWeb more frequently. 74% visit once a week or more, while only 71% of users with less than seven years experience visit once a week or more. Users with 11-15 years of experience are the most frequent visitors with 38% visiting once a week.[3] Only 27% of users with 0-2 years experience visit once a week.

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[2] Results of cross tab survey question 3 and question 12.
[3] Results of cross tab survey question 2 and question 12.

Content

The content on ReliefWeb that users find most interesting is job information. 36% of respondents reported that they visit the site solely for this type of content. 27% use the site to keep current on a specific country or humanitarian situation, and 32% of all respondents said that ReliefWeb is their primary source for humanitarian information.

- People who use the site more frequently are more likely to be seeking job information; 40% of respondents who visit the site at least once a week (460 people) said that they visit the site solely for job vacancies.[4]

- Interest in job information is strongest among workers in Field/Sub offices, at 39%, versus 28% of Headquarters staff.[5]

33% of users from Headquarters offices, use the site to find specific information on a country or issue

What are the information needs of survey participants?

Information Sources

Respondents' top two sources of humanitarian information are directly from humanitarian actors themselves, and from specialized news outlets such as AlertNet, IRIN News, and ReliefWeb. As shown in Figure 5 below, the two sources were evenly preferred at about 73-74%.

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[4] See question thirteen, 40% of this group only visits ReliefWeb for job vacancies.
[5] Results of cross tab of question 3 and question 13.
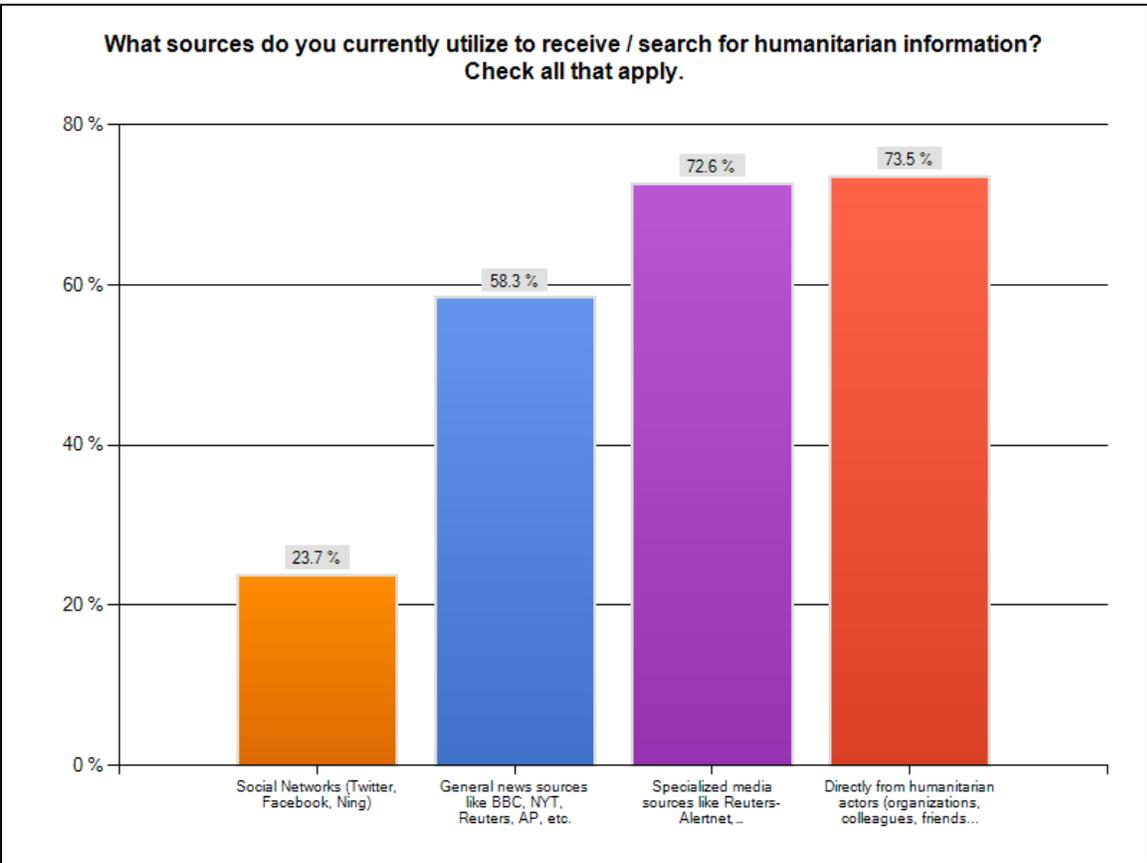
Figure 5: Top sources for humanitarian information.

- Only 32% of non-ReliefWeb users visit specialized news sources such as IRIN, compared with 73% of all survey respondents.[6]

Information Purpose

90% of respondents indicated that their main purpose for seeking humanitarian information online is to inform their understanding of situations, events, and issues. In contrast, less than 44% of respondents use the information for drafting reports, operational decision making, or allocation of resources.

> *"Brief analysis or statistics of current emergencies will be helpful. Sometimes information overload is demanding and humanitarian actors on the field look for 'snap-shot' pages that represent a brief of all the information received."*

Information Type

Shown in Figure 6, more than 50% of respondents reported that they look for latest updates and highlights, and overviews and summary information, when searching around a crisis

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[6] Results of cross tab of survey question 6, and survey question 4.

situation or event. Respondents either agreed or strongly agreed that the following content types have the most value when searching around a humanitarian crisis:

1. Latest updates and highlights; 89%
2. Overview and summary information; 85%
3. Background context and overview information; 83%
4. Job / training / professional development opportunities; 69%
5. Contact information / who is doing what, where; 68%
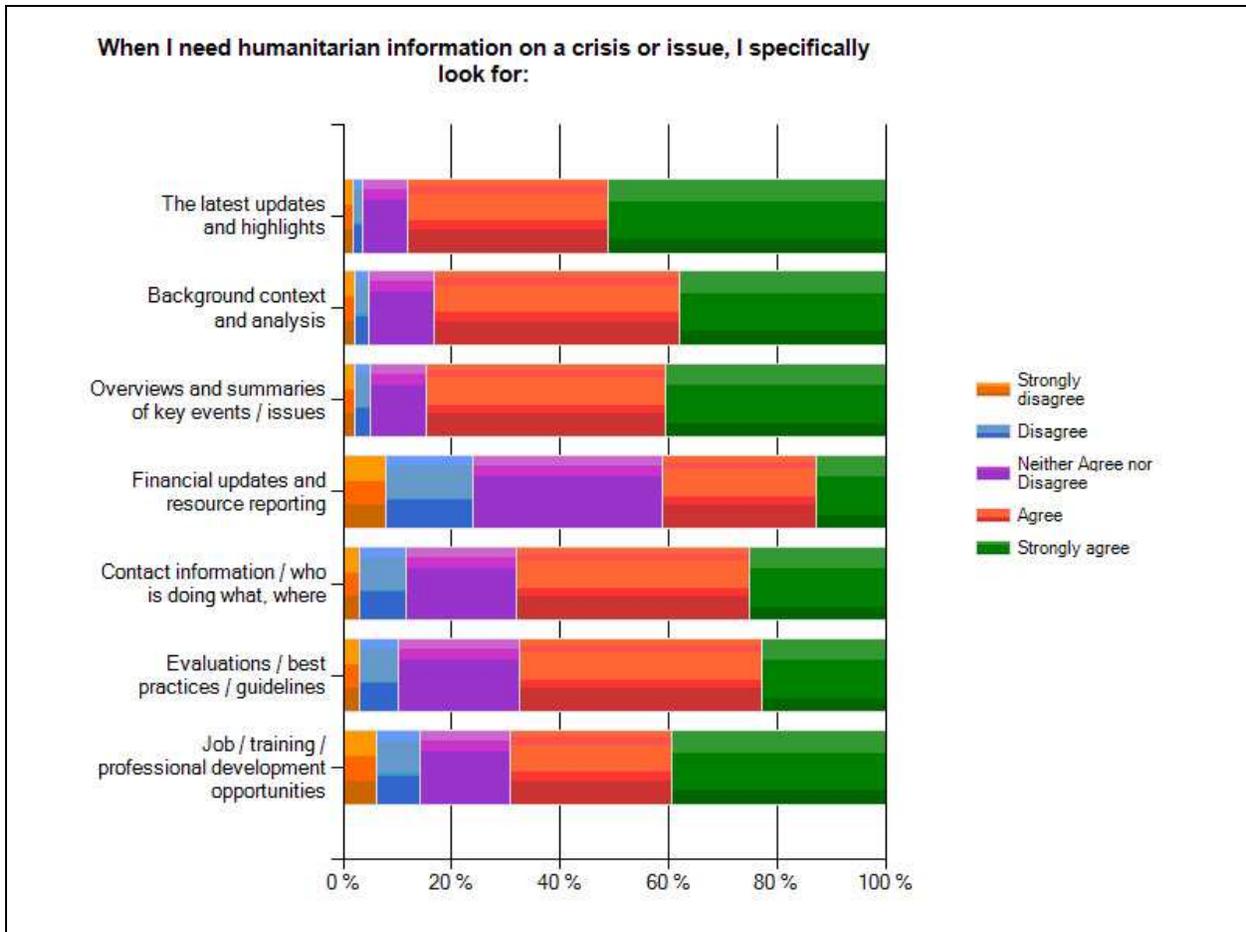
Figure 6: Type of information respondents look for on a humanitarian crisis.

Figure 7, Figure 8, and Figure 9 below compare results of the full survey sample to a sub-set of users based in a Field/Sub office. Results show that users in a Field/Sub office have a slightly higher preference for contact information, networking tools, and language services than the full survey sample.

- 73% of Field/Sub office users agree or strongly agree that knowing who's doing what is important in their work compared with 68% of the full survey pool. 50% are very likely to

participate in a ReliefWeb professional network, and 65% support adding content in multiple languages.[7]
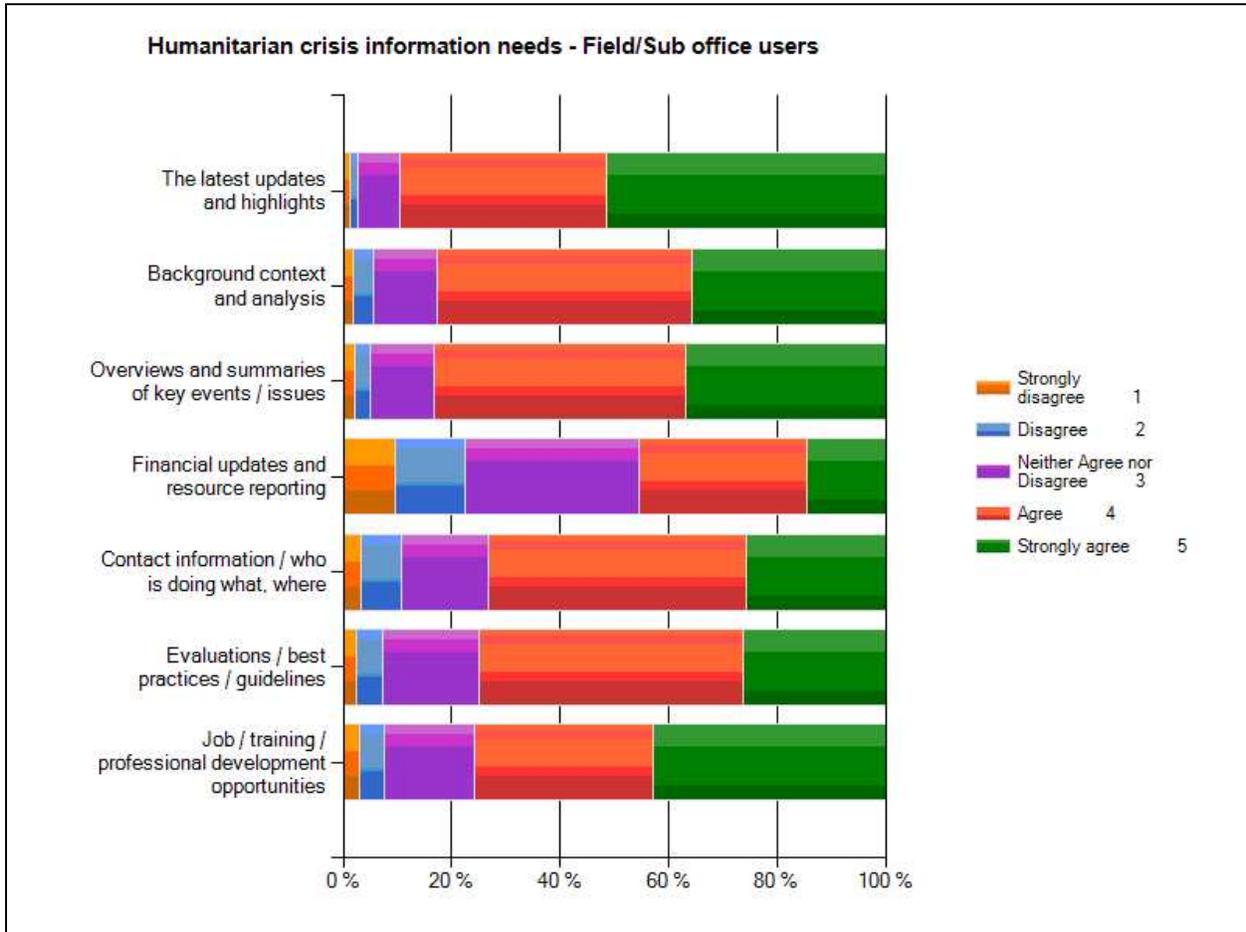
Figure 7: Filtered result of survey question 9 for users based in a Field/Sub office.

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[7] Results of cross tab of question three with questions 9, 14 and 20.

How likely would you be to join and participate in a ReilefWeb Social Network?

- Somewhat likely
- Very Likely
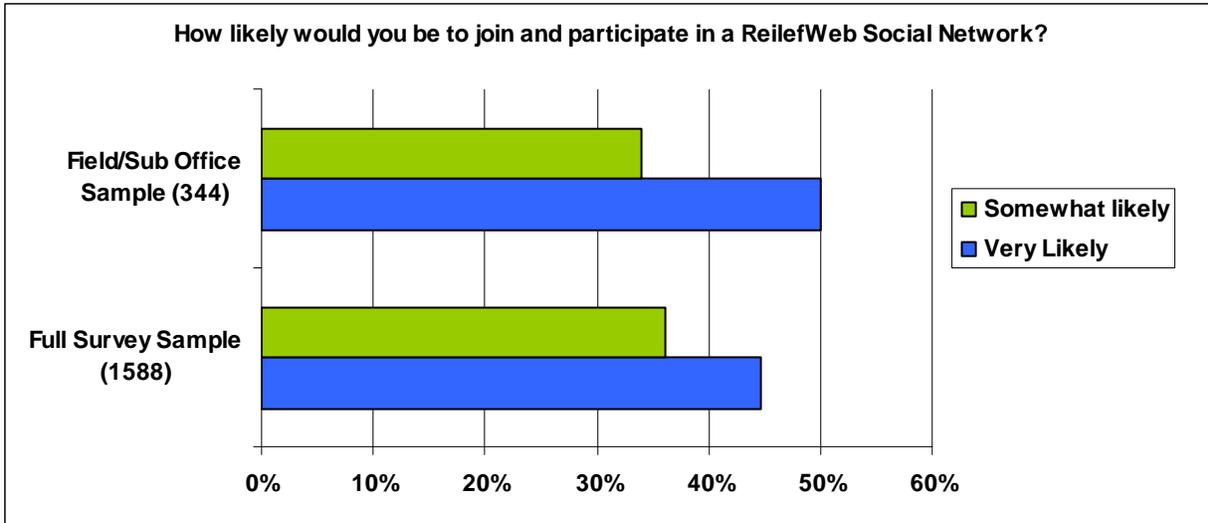
Figure 8: Field/Sub office workers are more likely to participate in a ReliefWeb Social Network.

Would you like to have website content presented in multiple languages?

- No
- Yes
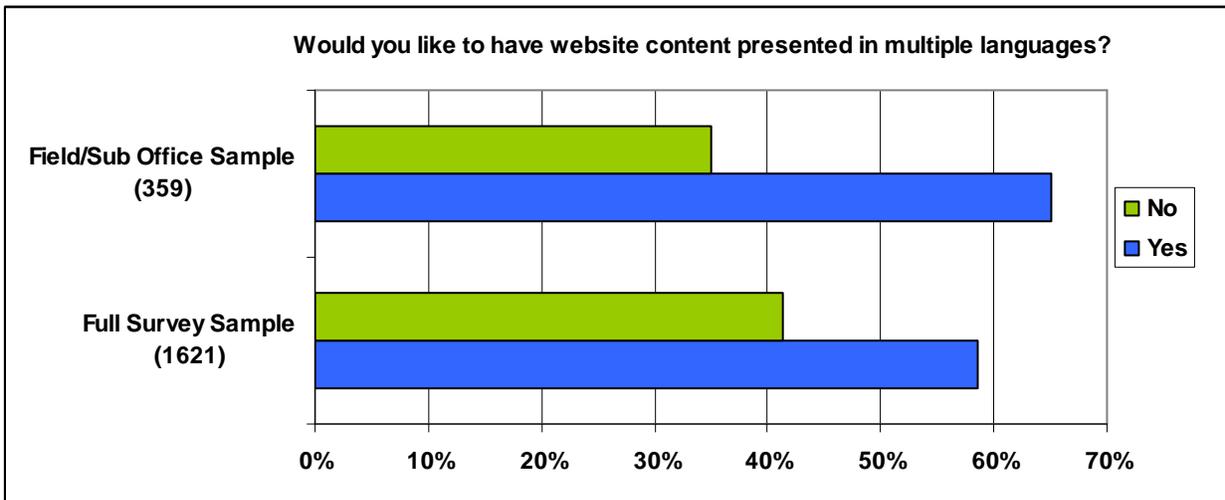
Figure 9: Field/Sub office respondents are more interested in a multi-lingual site.

- Survey participants also cited maps and graphs as an important type of information in their work. 82% indicated that they use maps and graphs as an information source. 73% of respondents use maps to help them understand a situation or issue, and a sizeable group (23% of respondents) reported that they use ReliefWeb map information to create their own maps.

> *"RW posts maps as pdfs. This limits the way the information contained in the maps can be used. It would be very useful if RW could offer to host data that underlie some of these maps. Perhaps a RW Geonetwork node or something..."*

How do participants want to receive humanitarian content (format, medium, language)?

Format

As shown in Figure 10, survey respondents are divided in their preference for receiving humanitarian content online. While no sharp distinctions are shown in the results, we see a preference for comprehensive information, rather than a filtered subset of information. We take this to mean that respondents want a broad range of information and they will themselves decide what to take and use.

The preferred methods for utilizing humanitarian information online, with which a majority of users agree or strongly agree, are:[8]

1. Access to all available information to draw personal conclusions; 68%.
2. Summaries and overview reports; 65%
3. Lists of the most useful, accurate information on a situation and issue; 63%
4. General overview of crisis situations and global aid priorities; 62%
5. Comprehensive information just on a specific theme or issue; 58%

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[8] See survey question 10; percentage rating item a 4 or a 5.
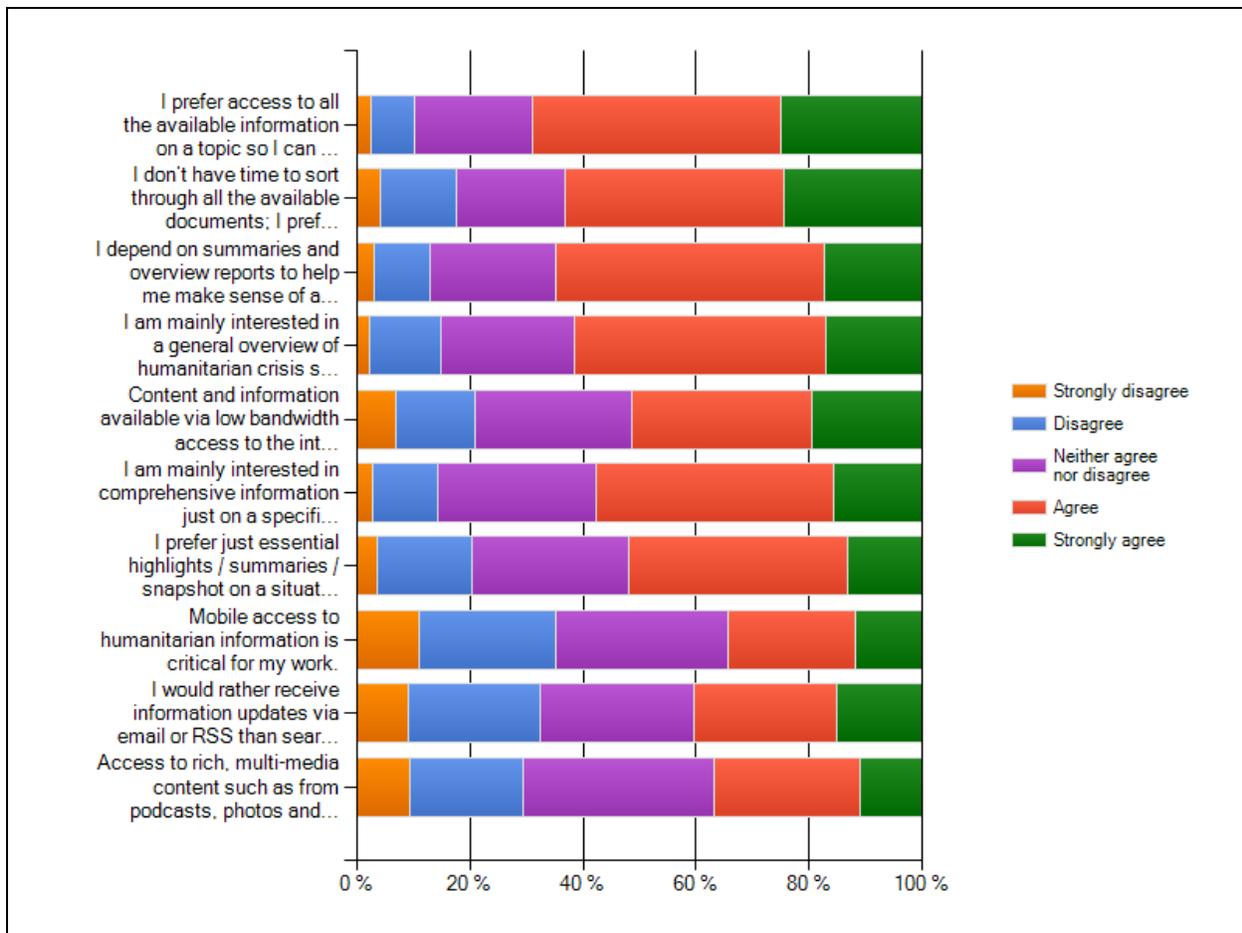
Figure 10: Preference for utilizing humanitarian information online is divided.

Medium

There is a sizable minority of respondents who want information via mobile devices or through RSS feeds (which can then aggregate information in different ways, including for mobile devices). 34% either agree or strongly agree that mobile access to humanitarian updates is critical for their work. 41% would rather receive updates via RSS feeds, which can be useful also on mobile devices.[9]

- 17% of respondents with more than eleven years of experience use mobile devices to access humanitarian updates, compared with 13% of the general survey pool.[10]

    "Low bandwidth is a big issue! If I can access the site with a very low bandwidth system it would help me a lot. This could be a separate' low bandwidth site' with no graphics."

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[9] See survey question 10.
[10] Cross tab result of survey question 2 and question 5.

Language

59% of respondents support adding content in multiple languages to the site, and 72% of that group think that French is the most useful language to incorporate followed by Spanish and Arabic.

Which web site enhancements are most interesting to ReliefWeb survey participants?

Figure 11 shows respondents are most interested in ReliefWeb enhancements targeting career services, general web site improvements, and customized content delivery.
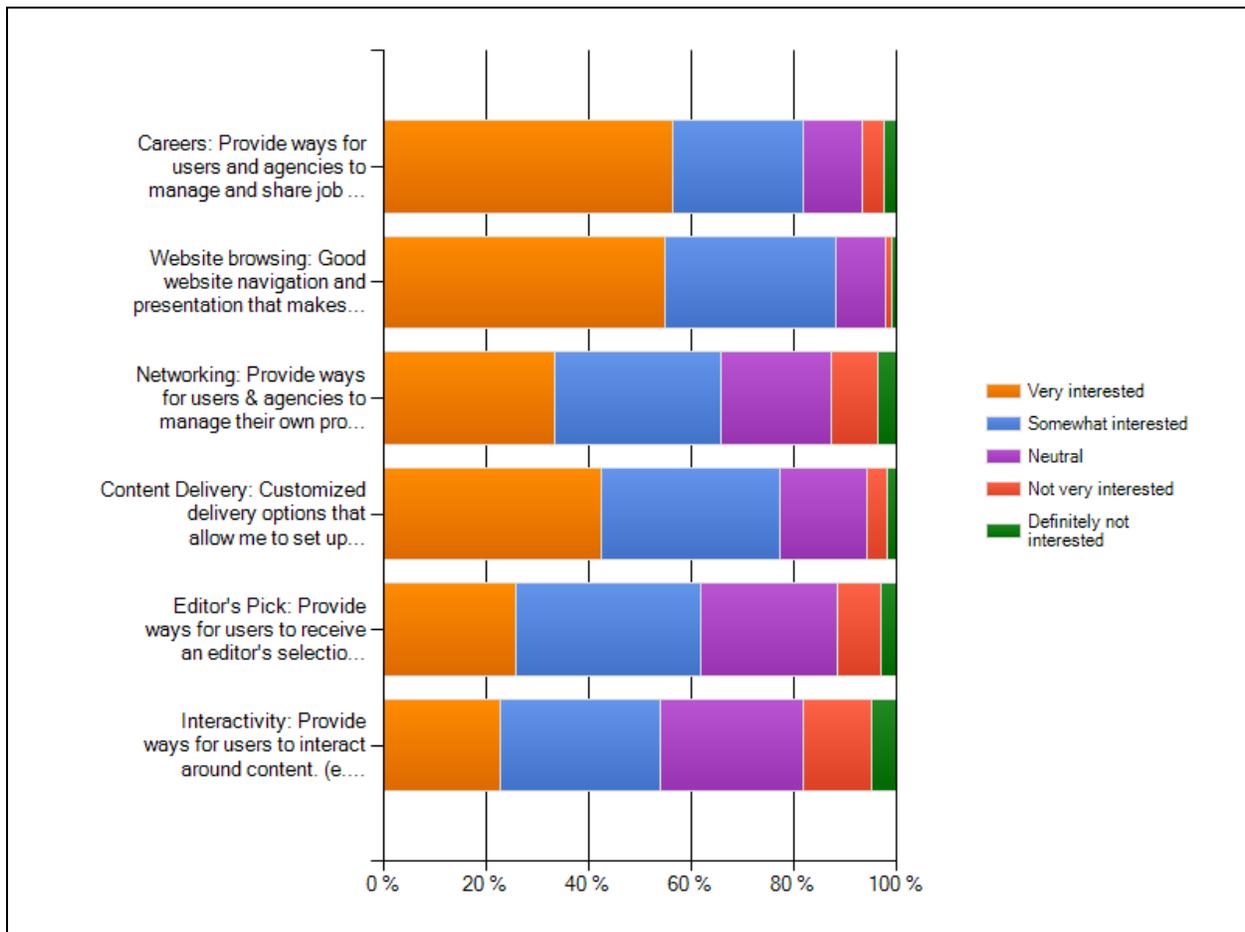
Figure 11: Career services and content delivery methods are the most preferred site enhancements.

In order to better understand the service preferences for specific audience types, we segmented the full survey sample into seven different audience groups based on previous survey questions. We then compared the percentage of users within each audience group who indicated that they would be very interested in each of the proposed site enhancements outlined in survey question 16. As shown in Figure 12 below, the site services preferred by each user type are generally consistent with the full survey sample.

Audience Group Profiles

- **Non Users:** Respondents answering "no" to survey question six; 117 people.
- **Loyal Users:** Respondents who visit ReliefWeb once a week; 444 people.
- **Field/Sub Office:** Respondents who work at Field/Sub office; 345 people.
- **Headquarters:** Respondents who work at headquarters; 468 people.
- **Job Users:** Respondents who only visit ReliefWeb for job vacancy section; 554 people.
- **UN**: Respondents who work at the UN or related program; 327 people.
- **NGO**: Respondents who work for an NGO or Red Cross and Red Crescent Movement; 470 people.
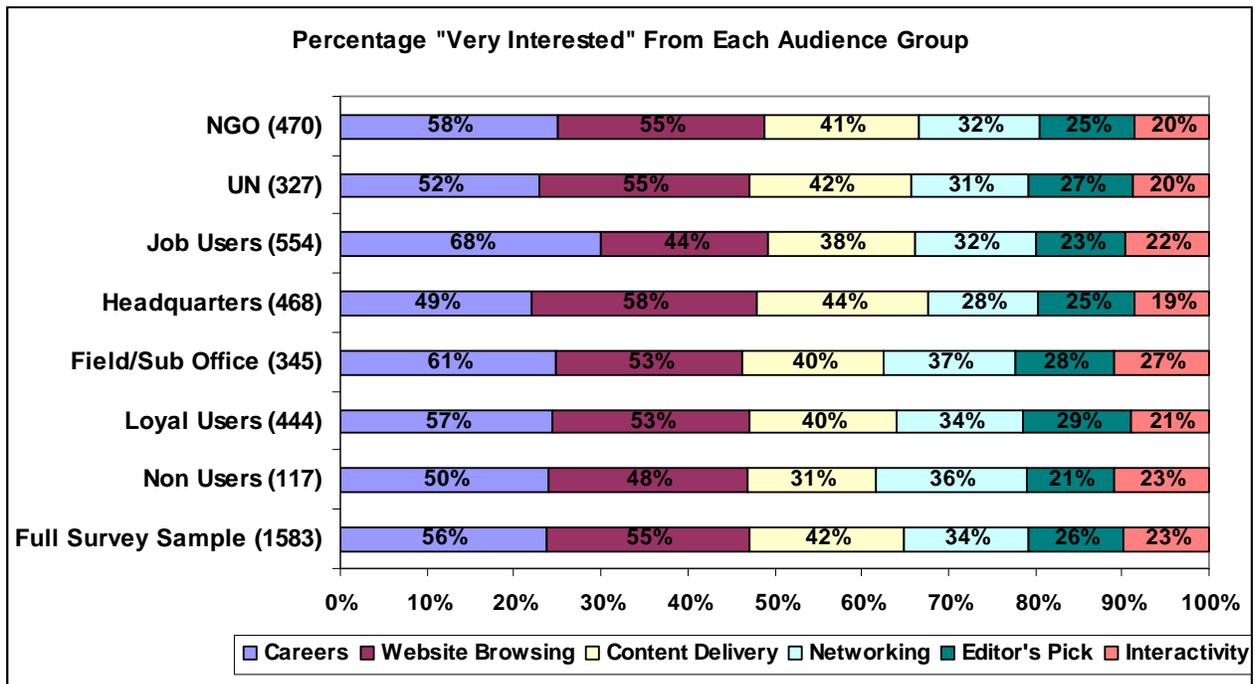
Figure 12: Chart shows the percentage of each audience group who indicated they would be "very interested' in each of the enhancements listed in survey question 16.

Across all of the audience groups, users are most interested in enhancements to the career services section of the site, followed by improvements in web site browsing, and then content delivery. Users are more interested in an Editor's Pick service, than in Interactivity around content.

- Job Users are most interested in career services.
- Headquarters staff is most interested in web site browsing improvements.
- Headquarters staff is most interested in content delivery improvements.
- Field/Sub office staff is most interested in networking services.
- Loyal Users are most interested in Editors Pick services.
- Field/Sub office staff is most interested in interactivity around content.

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To further understand audience preferences for site enhancements, we looked at the results of the 45% of participants who answered that they are very likely to participate in a ReliefWeb professional humanitarian network.[11] This group is proportionally much more interested in all of the proposed site enhancements compared to the general pool of respondents. As shown in Figure 13 below, a majority of the 708 respondents are very interested in each of the six enhancements.
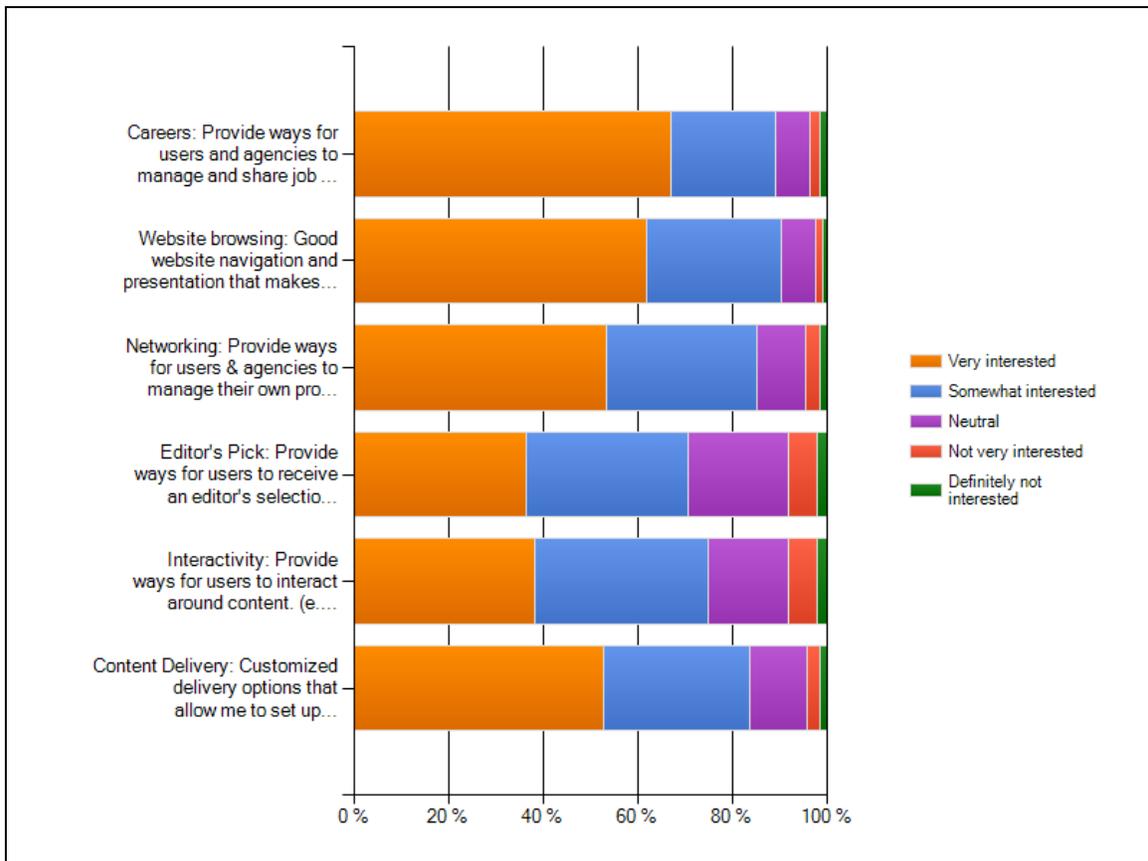
Figure 13: Preferred enhancements for those very likely to participate in ReliefWeb social network.

Professional Networking Services

71% of survey respondents are currently members of a social networking platform, either for personal or professional purposes. Shown in Figure 14, they use the networks to connect with friends or colleagues rather than to participate in discussion groups or collaborate around online content. 45% of respondents are very likely to participate in a ReliefWeb professional network.[12]

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[11] See survey question 20.
[12] See survey question 20.

- 96% of respondents indicated that they use Facebook. More people use it for personal rather than for professional networking. The next three most commonly used platforms are LinkedIn, Twitter, and Email Listservs.[13]

- Respondents use social networks to build relationships. 91% of respondents use them to find and connect with friends, and 67% use them to find professionals in their field of interest.

- 29% use social networks to connect with other field workers when responding to a crisis, indicating there is a decent sized audience that may be interested in such a service. However, only 66% of respondents based in the field are members of a social network, compared with 71% of the full pool of respondents.[14]

  > *"It would be useful to be able to link in with people working in the same country It's often difficult when entering a new country to know what other NGOs are present, which parts of the country they are operational, what they are doing. It would be useful to know this, but also to have a platform to discuss country specific issues (or regional/continental issues) and get the perspective from other development and humanitarian workers currently working there."*

- 36% of non-ReliefWeb users are very interested in social networking services,[15] and 41% are very likely to participate in a ReliefWeb professional network.[16]

  > *"Rather than creating an own social network, RW should engage more on the existing ones, perhaps by creating specific target groups people could join. I'm not sure I want yet another account, somewhere else, that I need to log on to get info!"*

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[13] See survey question 18 for full results.
[14] Results of cross tab survey question 3 and question 17.
[15] Cross tab results of survey question 6 and question 16.
[16] Cross tab results of survey question 6 and question 20.
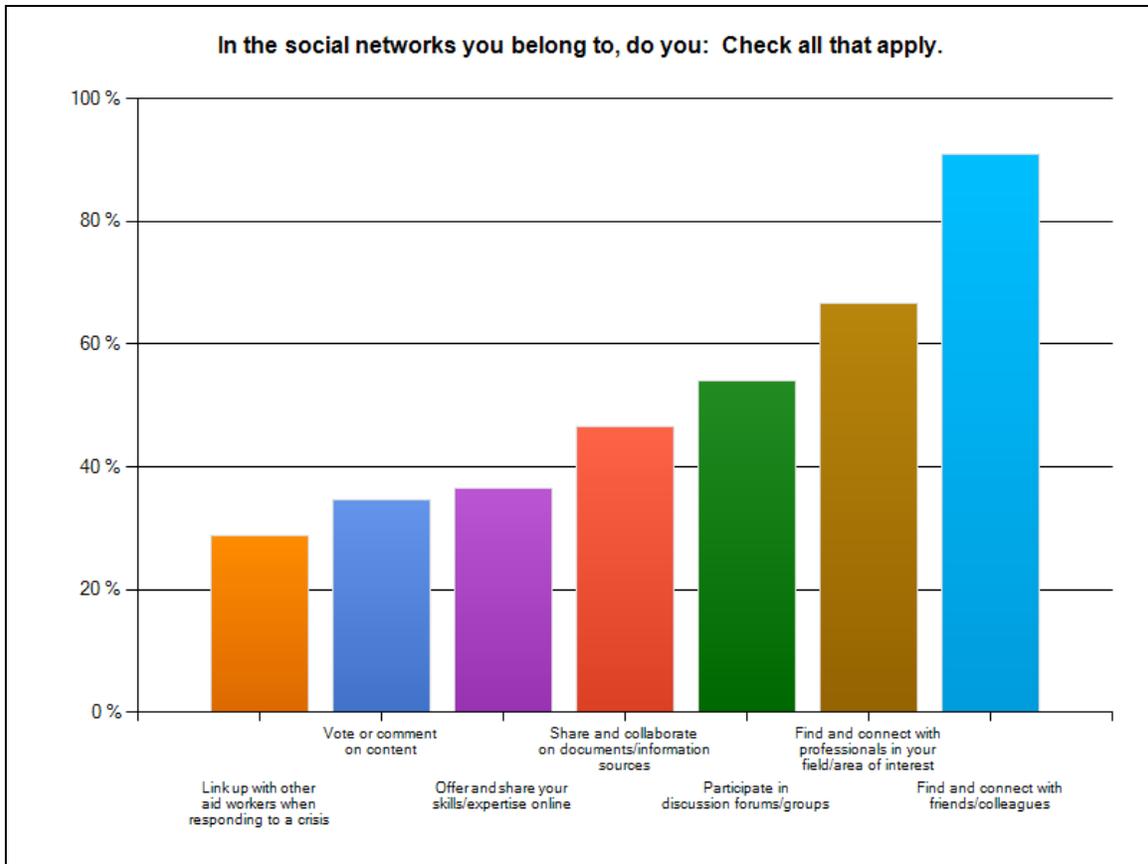
Figure 14: Social networking habits tend toward personal and professional connections.

We assessed the survey results of the 92 respondents who indicated that they are very unlikely to participate in a ReliefWeb professional social network. The majority of this group work for the UN or an NGO. 48% are based at headquarters and 63% visit ReliefWeb at least once a week. Only 60% of this group is currently using a social networking platform, in comparison to 71% of the full survey sample. In general, this group does not support many of the site enhancements ReliefWeb is proposing.

- 47% disagree or strongly disagree with the utility of mobile content delivery.
- 58% think ReliefWeb should not offer content in multiple languages.
- As shown in Figure 15, this group is not interested in site interactivity or networking features.
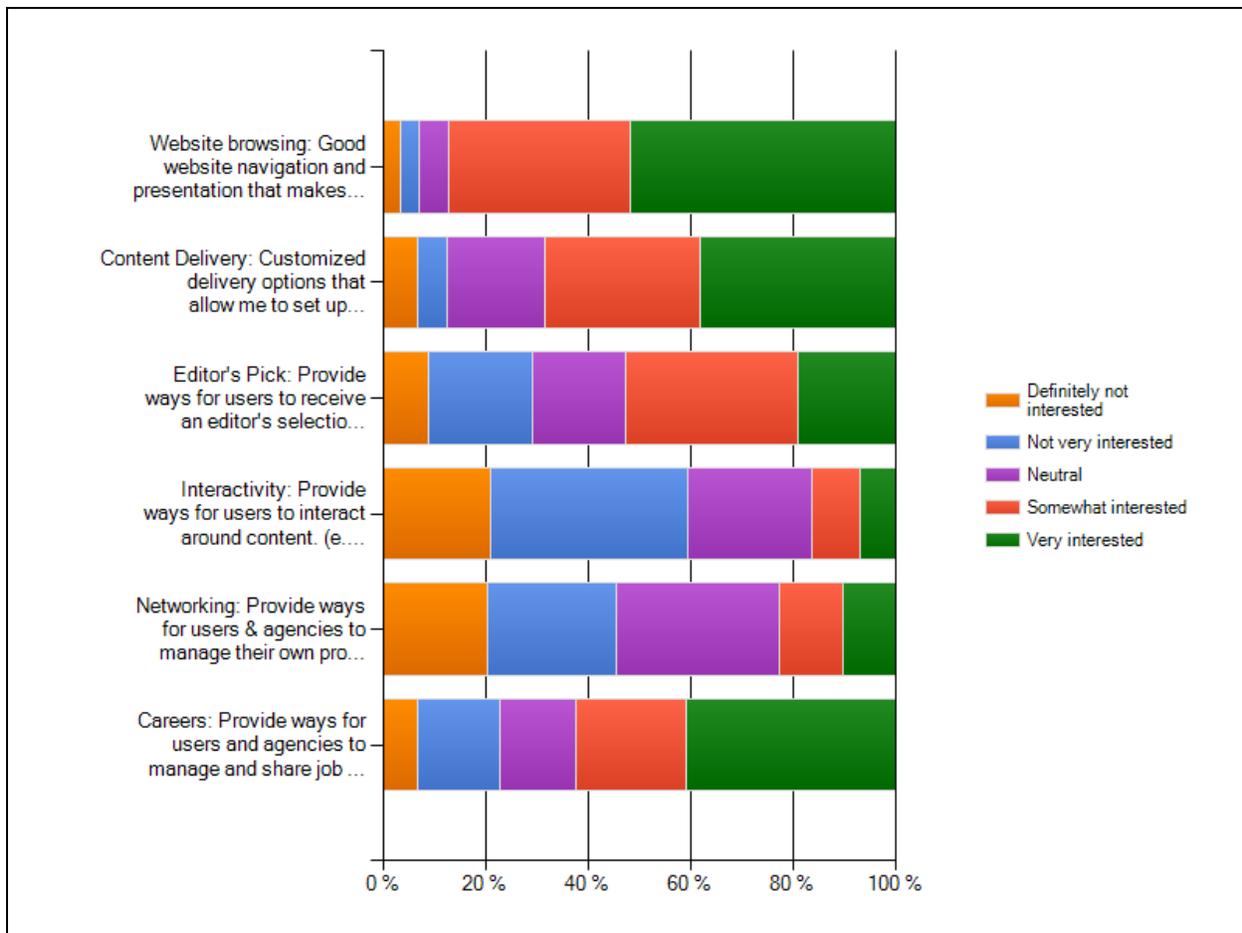
Figure 15: Respondents who are very unlikely to participate in a ReliefWeb professional network, are not interested in interactive or networking features.

Career Services

In multiple survey questions, both frequent and non-frequent users cited career services, job training, and professional development opportunities as particularly useful and valuable content on the ReliefWeb site. 56% strongly agree that ReliefWeb should target career services in upcoming enhancements,[17] and 69% either agree or strongly agree that job and professional development opportunities are types of information they need in a crisis.[18]

- 76% are interested in job information targeting the humanitarian as opposed to the broader development sector.

- 96% agree that the most important feature of the service is the ability to search jobs by location, sector, and experience.

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[17] See survey question 16.
[18] See survey question 9.

> *"In terms of job postings on ReliefWeb - they are not that easy to search, using search options usually produces results that are either too narrow or too broad, so that I end up spending too much time sorting through irrelevant results."*

- 36% of all respondents only visit ReliefWeb to search for job vacancies.

- Less frequent ReliefWeb users are highly interested in career and job related information. 55% of respondents who have not visited ReliefWeb in the past six months use the site for job vacancies only. And 57% of this group strongly agreed that future ReliefWeb enhancements should target career services.

  - 44% of non-ReliefWeb users visit solely for job vacancies.[19]
  - 63% of non-ReliefWeb users prefer career services targeting the development sector as opposed to the humanitarian sector.[20]

Coded Open Response Answers to Question 23

At the end of the survey we offered respondents the opportunity to submit other comments, suggestions, or thoughts relating to the ReliefWeb site. We received 495 responses. In an effort to summarize that content and identify trends in the feedback, we assessed a random sample of 50 comments and iteratively categorized them by 11 topics. Note that some comments included multiple points and as a result we present 53 total votes among the categories.

- The category earning the most feedback / votes related to increasing the amount of comprehensive content on the ReliefWeb site. Users specified that they wanted to see more policy analysis, governance, country analysis at a regional level, and more detailed information relating to a recent crisis.

- The two other most common types of feedback were requests for more timely updates and targeted alerts, improvements to the job vacancy section, as well recommendations that ReliefWeb not build a separate social network but rather leverage an existing platform.

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[19] Results of cross tab of survey question 6 and survey quest6ion 13.
[20] Results of cross tab of survey question 6 and question 21.6

Feedback	Number of Responses
Increase comprehensive content on the site (crisis/emergency information, country and cultural analysis, policy and governance analysis)	9
More timely information / regular alerts of new site content	7
Great job!	7
Improved employment section	6
Recommend ReliefWeb leverages a pre-existing social network	5
Improved information architecture / user experience	5
No Comment	4
Increased professional development and training content	4
Improved connection speed / bandwidth	3
Content via iPhone / mobile devise	2
Does not want social networking features	1

Appendix I

A set of questions in the ReliefWeb survey offered respondents the opportunity to provide customized answers or additional comments. Below are the open ended responses that were gathered in the survey.

3. What best describes your current work location for this year?

Number	Other (please specify)
1	not working for a NGO/non-profit
2	Varies with contracts
3	information technology
4	Geneva-based researcher (regular 3 week research trips)
5	camp, implementancy sistems emergency mangement
6	High School
7	Central Hospital, capacity building in health sector
8	I work from home
9	Office based
10	Unrelated to the humanitarian sector
11	combined with field work
12	A Diplomatic mission
13	in my country in India (Delhi) and i can take short consultancies..anywhere
14	Both Headquarters and Field
15	school
16	Administration
17	none
18	hospital
19	free-lance roaming
20	control of animal disease
21	Home Office
22	feld officer
23	retired
24	SHORT TERMS MONITORING MISSIONS
25	50% HQ, 50% Field
26	based in London hospital
27	Unemployed
28	Health Clinic, Psychology, Psychiatric Health Services
29	none
30	none- having break, bu normally field office
31	In the city Harare run my office
32	reporting
33	home office
34	Retired
35	private business
36	moved to Indonesia and will see what the change brings up

37	Home	
38	work independently	
39	fulltime RN, part-time volunteer local chapter American Red Cross	
40	Country Office	
41	in consultancy you relocate to where the job is located but operate from the head office	
42	Both field and headquarters office	
43	Work from home	
44	project support	
45	N/A	
46	rapid deployment unit	
47	camp suport	
48	Ad,in&Finance officer	
49	University	
50	none	
51	home based	
52	Awaiting project inception	
53	Retired	
54	Not working in the humanitarian field	
55	Doing masters degree	
56	Chief of project	
57	I am currently looking for a job after retrenchment from UNICEF OLS	
58	Independent/freelance Journalist	
59	Home	
60	My own business	
61	university student	
62	I work as a nurse in a high school	
63	School	
64	unemployed, seeking social justice position	
65	Helping Justice to do a clearer trial	
66	Independent Office	
67	unemployed	
68	Student	
69	not working at the moment	
70	fund-raising campaigns	
71	Seeking my next assignment	
72	Not currently in humanitarian work	
73	administrative	
74	Home	
75	civil service	
76	Embassy	
77	Division Unit under the Office of the City Mayor	
78	currently not emplyed	
79	coordinator	
80	Working in HR & Adm Dept	
81	not in humanitarian sector -NHS hospital	
82	local	
83	Military First Responder	
84	TEACHER	

85	not applicable
86	university
87	part time from home
88	University
89	home-based research for organization in US
90	Branch Office
91	student
92	Temporary duty station
93	currently studying
94	N/A
95	University
96	School
97	none
98	ADMINISTRATION
99	n/a
100	Support Office
101	home
102	journalist
103	Home
104	Student-- school
105	Office
106	laboratory technician/ microbiology
107	none
108	Uncertain -awaiting deployment
109	Kathmandu, Nepal
110	Government provincial district
111	Living in a developing country, anxious to get back to work, completing an online degree
112	ENGINEERING OFFICE
113	Remote
114	Civil Protection (HQ, Regional Office - field)
115	consultant
116	I don't work at the moment
117	Newspaper
118	Afghanistan
119	currently unemployed
120	Private Industry
121	Liaison Office
122	free lance / voluntary activity
123	I´am part of The Swedish joint response team (JRT) was established to enable the rapid provision of assistance to people usually resident in Sweden, who have been affected by a serious emergency, while overseas. The Swedish JRT has the ability to leave Sweden within twelve hours after the decision for deployment has been made.
124	Ministry of Education
125	Field researcher
126	unemployed
127	Internet-based freelance
128	Ethiopia
129	freelance journalist
130	home

9. When I need humanitarian information on a crisis or issue, I specifically look for:

Number	Other (please specify)
1	Maps!
2	Emergency telecoms and ICT situation reports
3	ACCESS TO THE PLACES IN NEED
4	Flash Appeal or
5	Maps on Humanitarian Actions, Affected Areas
6	n/a
7	Briefing Information (use all of the above)
8	Impact of disaster on local community
9	Case studies, issue-specific research
10	Research Outputs
11	vacancy
12	maps
13	Job postings
14	data
15	other actors analysis (development project when in a crisis for instance)
16	Maps
17	Lead agency for specific clusters - contact information
18	Multiple sources for same event/circumstances
19	news & analysis
20	Maps of affected areas
21	verification and provinence
22	How can I get a job in the field of serving humanity
23	Facts and figures, official statements
24	Funding/contributions (FTS)
25	My major use for this site is for posting vacancies
26	Trainig
27	jobs
28	Looking for partnership opportunities
29	taking advantage of the indigenous knowledge ,cultural and practices existing in the concerned area
30	needs assessments
31	press releases, meeting information
32	Maps
33	community trainings and country profiles
34	Policy Guidelines - actually, most used for this
35	maps
36	The rest are situation that I look when I was serching for training and job
37	Maps
38	maps, access issues
39	Press Releases
40	Maps
41	The web site is very easy to use

Number	Content
42	Maps
43	Specific humanitarian impact on general population
44	Looking for jobs is hugely important aspect of Reliefweb - but not what I use it for right now as a I have a job.
45	security issues

15. Which language(s) would increase your use of ReliefWeb? Check all that apply

Number	Other (please specify)
1	Do not need but think it is important to be available
2	Serbian
3	not applicable
4	italian
5	ENGLISH
6	English
7	italian
8	french
9	Portuguese
10	english
11	German
12	Romanian
13	Portuguese
14	italian
15	Engish
16	Indonesian, because current situation Indonesia frequently face natural disasster like earthquake, flood, etc
17	English only
18	italian
19	Swahili
20	all official un languages
21	Indonesia
22	I don't need other langauges but feel it is essential.
23	German, Italian, Portuguese
24	Portuguese
25	Croatian
26	deutch
27	I think it would be helpful but doesn't directly impact me
28	english
29	tu
30	SOMALI
31	I say use other languages to encourage use. I wouldn't use a non-English site.
32	No for the time being, I just said for others
33	Portuguese
34	Serbian
35	Bahasa
36	Indonesian

37	poruguese
38	Hindi
39	indonesia
40	Haitian Kreyol
41	Swahili
42	Badly designed question: do you mean that you would translate existing content in Arabic, or that you would add content from Arabic sources if I check Arabic?
43	Well. English is good for me.
44	Urdu
45	German
46	Swahili
47	ENGLISH
48	Urdu
49	portuguese
50	Kiswahili
51	German
52	Bosnian/Croatian/Serbian
53	German
54	urdu
55	german
56	Swahili
57	english
58	English
59	Indonesian, Thai, Malaysian why limit it to those few. There are millions of highly qualified people out there.
60	German
61	Kiswahili
62	indonesian
63	German
64	Hindi
65	Danish
66	Swahili
67	Portuguese
68	It is not for me, but for my worldwide contacts
69	Hindi
70	Kiswahili
71	somali
72	Portuguese,Africaans,Zulu/Ndebele,Shona,Tswana/Sotho
73	Portuguese
74	Swahili
75	Swahili,Nyanja,Zulu
76	portuguese
77	english and kiswahili
78	All - not for me as first langauge is english but for other users, widen the audience
79	hindi
80	n/a
81	Filipino
82	somali
83	urdu

84	Portuguese
85	Dari(persian)
86	ENGLISH
87	None I just think it is a great idea
88	kiswahili -kenya
89	Urdu
90	Portuguese
91	Khmer
92	swahili
93	Shona, Zulu, or Xhosa
94	none for me, but it would widen access for others
95	Nepali
96	Italian
97	italian
98	JUst think in generl this is a good idea
99	Bengali
100	Portuguese
101	English
102	Swahili
103	Urdu, Persian and English
104	German
105	Swedish
106	Portuguese
107	hausa
108	serbian
109	Urdu
110	english
111	Korean
112	Non of the above
113	Filipino
114	kiswahili
115	German
116	kiswahili
117	Amharic
118	Kiswahili
119	None
120	Urdu
121	Italian
122	Yoruba
123	indonasia
124	Hindi
125	it would not increase my use of Reliefweb, but the use of others who don't speak English, but who live in disaster prone countries
126	Urdu
127	German
128	English is my primary language however additional languages would be beneficial to my organization's constituency.
129	Hindi, Portuguese. ReleiefWeb should also think about CONTENT being ACCESSIBLE TO MEDIA in languages spoken by key Memeber States of the UN. This means INDIA, CHINA,

	BRAZIL, RUSSIA and US, EU. Also important for good donor policy is JAPAN. If we want donors to make better decisions, we must speak their languages so their media can put more pressure on them to make better decisions. It is THAT SIMPLE.
130	Swahili, Ciluba, Lingala
131	KISWAHILI
132	Urdu
133	Urdu
134	Portuguese
135	Portuguese
136	Luganda
137	Italian
138	kiswahili
139	Urdu
140	somali
141	English
142	Bahasa, local languages in disaster prone areas eg. Bengali
143	Somali Language
144	Swahili
145	None. I think it would be useful for those who speak other languages to access information and perhaps post information. May make Reliefweb truly a global website and up to date with accurate information
146	Persian
147	Indonesia
148	Portuguese
149	Any language. I think it's important to be able to communicate to as many people as possible.
150	english
151	german
152	Sindhi and Urdu
153	it's important to reach out beyond English speaking community
154	ENGLISH
155	HINDI
156	romanian
157	English
158	english
159	Italian
160	Igbo-Nigerian language
161	Haitian Creole
162	Italian
163	None really. I only use English but I'd like my friends to be able to enjoy the benefits of Reliefweb too. So Spanish and French.
164	Indonesian, Lao, Thai
165	German
166	One of African language
167	English
168	None
169	Portuguese
170	I think that ReliefWeb should use other languages however English is fine for my own use of the site

171	English.
172	Farsi
173	Pashto and Dari
174	Swahili
175	Kiswahili
176	Pashto langage and English
177	German
178	dari pashto
179	Indonesian
180	German
181	German
182	kiswahili
183	Portuguese
184	Kiswahili
185	Swahili
186	Shona
187	Somali
188	Swahili
189	Kiswahilli
190	Swahili
191	amharic. afan Oromo
192	Swahili
193	kiswahili
194	REDHUM is already covering the Spanish part
195	Somali language
196	swahili
197	None
198	URDU
199	Bengali
200	Nepali
201	English
202	Dari
203	Tigrigna/Amharic
204	Hindi
205	Indonesia
206	Indonesia
207	Bengali
208	Swahili
209	English
210	not sure
211	swahili
212	Serb
213	Persian
214	For me, English is an appropriate language, but should be in many language to get reach to all

18. Please check whether you use the social networks listed below for business use or personal use, selecting both options if applicable.

Number	Other (please specify)
1	Yammer
2	Goodreads TakingITGlobal
3	Viadeo
4	anobii
5	GLEE, PLAXO
6	yahoo messenger
7	skype and messenger
8	Gmail
9	Avaaz
10	stayfriends.de
11	I really dislike social networking sites
12	TIG
13	Friendster
14	new tactics for human rights
15	academia.edu
16	Yahoo Messenger
17	peace and collaborative network.
18	iCohere - specific to organizational use
19	A forum of capacity building practitioners
20	Badoo
21	No one
22	HIV/AIDS Network site in Nigeria
23	multiply
24	personal mail
25	Groupcare (DK) Business
26	Academic Forum
27	I have a Blog and 3 E-groups
28	friendster, multiply, downelink
29	Skype
30	blogs, friendfeed,
31	email
32	Nabuur
33	wayn , plaxo , yahoogroup
34	share - user generated news sites like: delicious, digg,
35	Skype
36	A Small World - personal
37	Scribd
38	unsolution exchange
39	Plaxo
40	Flickr
41	odnoklassniki.ru
42	skype
43	skype for Both Business and Personnal
44	Tagged
45	foodnavigator, babbel, viadeo

46	Yammer
47	DOn't create another social network. Harness existing ones (like Fb) to encourage users to share info. Tying all the networks together in a piece of software like TweetDeck (LinkedIn, Fb and Twitter in one) is great. If this could bring in email too, it would make my work a lot easier.
48	Though my organization is using social web sites, we can't use at office due to bandwidth constraints in offfice.
49	Sype, GoogleTalk
50	Mixi (personal, Japanese social networking service)
51	Demographers accross borders
52	national netowork related to development issues
53	My Hotmail
54	Tagged
55	Child Rights in Practice
56	Youtube
57	Multiply
58	friendster
59	Gmail Buzz
60	Reliefweb page.
61	Babel, topchretien,
62	skype
63	I am using UNOCHA network
64	Viadeo (Professional)
65	topchretien
66	meinvz
67	Tagged
68	skype
69	HotNigerBabes.com
70	flicker
71	Small work
72	Skype
73	Virtual OSOCC
74	mailing list
75	Yahoo Messanger
76	Peace and Collaborative Development Network
77	vimeo
78	Tagged
79	several others
80	ASW, GLOCALs
81	Christ 4 Responders
82	Students network

21. In an online job / career service, I mainly look for: Check all that apply.

Number	Other (please specify)
1	Specifically I look for training programs that may be useful in guiding my career toward a consultancy practice

2	NTA
3	Academics
4	security and development nexus
5	I do not look for jobs
6	Security
7	Not looking for a job currntly - like this one
8	communications positions
9	health/psychosocial sector
10	project management
11	in the health management sector - especially crisis support and psychiatry
12	security positions
13	I would not use Relief Web for these needs.
14	medical sector
15	I don't understand the question. In an online job service I would look for a job. If it's on a humanitarian website, i'd look for humanitarian sector jobs, not for other disciplines.
16	Law enforcement & Policing
17	Conflict resolution
18	human rghts
19	peace building and conflict prevention
20	none of the above
21	Don't use - no need!
22	media and communication sector
23	consulting opportunities
24	I am now semi-retired
25	None
26	"" in the Education sector
27	legal area
28	Disaster Relief/Reduction
29	humanitarian work, on site. R.N. M.P.A.
30	I would use it to look for candidates
31	Livelihood and Food security
32	Security
33	Environment
34	human rights protection
35	not interested
36	Consultancy vacancies
37	Security
38	online free training courses
39	opportunities that are specific to my training
40	job/training/professional development opportunities in the occupational health sector
41	natural resource management
42	I am not interested in adding this kind of service
43	no use of reliefweb for this purpose
44	none
45	don't use the job/career service
46	Do not look here
47	conflict analysis
48	not looking for a job

49	Peacebuilding
50	Never browsed so.........
51	Human Rights
52	Accounting, finance, yoga
53	Linguistic services
54	Health
55	agriculture related
56	all areas by REGION, COUNTRY
57	Private sector also
58	Health sector
59	any that assist people
60	I checked other, but they would still be somehow indirectly related to development and relief somehow
61	information system and technologies development
62	Health issues and jobs
63	Veterinary and animal health projects

23. What other suggestions do you have for how online humanitarian information services could be more valuable for you in your work? Please consider content, opportunities for engagement, applications, etc.

Number	Response Text
1	No suggestions at the moment.
2	N/A
3	it is good
4	It would be fantastic to make it possible to transform data into graphs easily and have a clear overview on available statistics during a crisis, cross-cutting the different sectors.
5	just improve to keep up with other similar websites on modern developments
6	Reliefweb needs to focus on what it is good at and not try to become a one-stop humanitarian shop. Up dated and timely delivery of ALL information coming from an emergency, access to documentation and a place to look for vacancies. To develop it as a networking tool or discussion forum, etc will both compete with other spaces and further dilute an already crowded online live environment.
7	You may want to consider linking with an existing platform? I would still have to use the other social media and so this would add to rather than compliment my existing networking. This would be a disincentive.
8	I would consider the provisions for privacy and confidentiality before joining such a network, noting that so far have found it to be a satisfactory level in Facebook and Linked In.
9	Personilized RSS or e-mail services will be great, as many of us don't have time to search through the site. Unfortunately currently you get a huge e-mail every week about every country.
10	NO COMMENTS
11	opportunity to be engaged
12	more clear application guide, as it differs from time to time also more resouces on the organziation that advertise the jobs, many thanks,
13	no
14	The query to select the info could be more detailed. For example if I select Haiti earthquake I shouldn't received relief web info about earthquake in Chile. Or if I request Humanitarian Situation on East Africa I shouldn't received info from Humant situation on West Africa. Other and more

	examples could be stated, related with the specific desired info.
15	Currently, I am doing Behavior Change Communication with a health-related project.
16	I have no suggestions for now
17	Update your clients (former and current) on new employment opportunities. Let clients participate to voluntarily donate funds for the upkeep/maintenance of this essential tool (ReliefWeb) of avenue for employment.
18	N/A
19	Job opportinities, response needs, register of Responders and Key people in Emergency response.
20	The setup of linkedin is very clean. I appreciate that. Facebook is just too busy to make me want to search for the information I need or share my profile.
21	so far the iam very much satisfied about the information which iam geting the reliefweb mainly on the contents humaniterian crisis toward improving the skills of my knowledge in order to have training and looking job opprtunity around the world.
22	N/A
23	Timely, accurate and comparative information on the food security situation in Sub-saharan Africa. I would very much like the detailed prices of cereals, cattle, meat, etc. in all countries. If there is a diagram comparing prices from one country to another, that would be great. Since different countries may use different measures and different currencies, it would be good to provide cereals for example in units of 100 Kg bags and the prices in US dollars. Thanks.
24	more update on humantarian need and also jobs in different field within the NGOs
25	activities should be highly interactive
26	Provide facility to brouse for particular jobs only.
27	Would like to be involved in humanitarian exchange of ideas,share experiences,be a part of the world, which contributes its share of helping, people,encouraging,mentoring,capacity building in health&social sector.
28	I'd like to be able to search for vacancies based on type of work, not only based on organizational sector (UN, NGO, Academic, etc.) as currently.
29	no suggestions for now. Rather than say, the website is user friendly and should be made more friendlier
30	there are seem to be a number of fake employers advertising for jobs. these target those desperate people looking for jobs and swindle them a lot of money in the end. reliefweb should find a system of sieving out such fake employers out of the web.
31	None
32	I am part of the team that It is in charge of the deployed overseals of the uruguayan army in Congo and Haiti. I use the information of the reliefweb cite for my job and use it for applications for new job to me. Thank you
33	Not applicabld at the moment
34	be more interactive by providing forums where specific topics maybe discussed
35	The website is very useful. I encourage to keep on
36	hello dear master . thank you for this chance . for along time Iam looking for ajob like buyer in abig company or costumer service with dhl company in saudi arabia my field is good but Icant find the suitable job for me untill this time , finally Ithink this is good kind of questionaire . best regards
37	SORT OUT JOB OPPORTUNITIES BY REGIONS
38	I hope the next contents in Indonesian language because in recent times Indonesia faces natural disaster, like earthquake, mudflood, flood, tsunami, etc. If ReliefWeb can provides the contents Indonesian language they simply accsessed by Indonesian people, thank you

39	I have been working with NGOS in sudan and i used this web side looking for job and i am still waiting so i would like to be considered by you.
40	Project in Africa jobs
41	I am being employed in the university as teaching technical assistant in the college of of Agricultural and Environmental science in the department of Natural resource management,So,Both directly add indirectly I should be involved to participate for humanitarian information services.
42	you should also take acount on the consideration and suggestions given by the national NGOs;not only count on informations given by the international NGOs.
43	There is need for online humanitarian infromation services to provide summary of activity content and expectations so that whoever want to engage and get involved know exactly what to expect and what to provide. Applications should also give opportunity for people who are inerested opportunities to gain first time experience other than only giving chance to only those who have expereience.
44	Contacts in the field per country.
45	More and more animal welfare is also an issue in large scale crisis. Either a seperate or shared information is missing, despite the fact that UN OCHA many times agreed on this subject. Especially where it goes to animals needed to rebuild resources (food / work). With me, many other organizations still believe that we should be involved equally.
46	Very good
47	No comments
48	Issues on human resources management such as fringe benefits to expat contracts etc.
49	I like the way it's presented currently, but like your suggestions for enhancement -
50	specify jobs whether it is open for all nationalities or specific
51	RW posts maps as pdfs. This limits the way the information contained in the maps can be used. It would be very useful if RW could offer to host data that underly some of these maps. Perhaps a RW Geonetwork node or something. Thanks. Keep up the great work.
52	This site i used frequently befor two year and it is very helpfull in informing me the social crisis around the world.
53	I hope relief web can more dynamic to provide humanitarian update situation and working in small bandwith.. for example if we working in affected areas of disaster we can not have big bandwidth for at least first three mount.
54	Inform NGOs of the service we provide - perhaps on a bulletin board, especially in disaster responses.
55	I am a consultant specialising in children's rights and child protection issues - I do research, training and evaluations however I would like to see opportunities of all kinds like my own specialist area presented as rubrics in order to save time looking through long listings.
56	Only trustworthiness
57	I like the email alerts from Relief Web where I can subscribe to a country operation. I think ReliefWeb is really nice and wish you luck with your new development!
58	NIL
59	none at this time
60	GIVING POSSIBILITY TO OPEN OTHER LINKS/WINDOWS IN ORDER TO DEEPEN THE INVESTIGATION OR/AND KNOWLEDGE ON EVERY PROJECT
61	none
62	Graphics and more graphics!
63	I am satisfied with the services your
64	REFERENCE ON SOURCE OF INFORMATION AND VALIDITY
65	NIL

66	Note that question 13 is not valid. The response options are not mutually exclusive.
67	I also would like relief web to be job hunters by this I mean tokeep my resume or cv and send to respective employers. thanks
68	I think it is ok!
69	non
70	NB. Did not feel quesion 13 allowed me to enter true response. I use reliefweb for all 3 options given, but I would not like to say it is my primary resource for all humanitarian information. Thanks.
71	Nothing. I don't want RW to become another facebook or ning.
72	My most minimal use of ReliefWeb might be raising awareness of international needs, specifically by adding thanksgiving to a prayer list by naming workers from governments and from NGOs. In the past I have also cited ReliefWeb in parish newsletter items. My dream use would be the development of presentation materials comparing our sense of the US role in emergencies and in meeting Millenium Development Goals to leaders in the international community who envision their own strong national response.
73	I dont work and dont want to work in the humanitarian sector, but some of the jobs which are advertised are relevant for me, as I may work on international development/policy issues.
74	I am konledgeable person, EMBA, who can contribute significant degree to humanitarian service organization
75	Humanitarian information enable us to coordinate and plan proactively with all partners on the ground.
76	keep it up
77	if "humanitarian infomations" could be grouped for professional sector
78	to allow me to always on the jobs announcement throughout the world
79	Humanitarian workers have to deal with many challenges in their work, including managing and making sense of the flood of information. Ready access to relevant information is crucial, but so is the usability and timeliness of that information. Often, policy documents, manuals, guidance notes, etc., take too much time to read, so executive summaries are very helpful, especially for decision making and programming. What if some workers, on a purely voluntary basis, have the opportunity to read these documents, produce summaries, and share them with the entire community?
80	Please set up social networks
81	email or SMS alerts for specified events
82	Contionue what you are doing now. I belived that you are doing well.
83	Updates in all information as regular strategies.
84	na
85	Podcasts would be of interest for easy downloading when network connections allow, then storing them for field visits.
86	I would like potential donors to be able to search for projects they would be interested in supporting.
87	The content of information services should be short, solid, & equipped with photo documentaries, video, maps of locations, & graph. Each new information content should open (give space) for comments from the subscribers. The page of information & comments should be able to be shared to any social networks such as: facebook, twitter, etc. or to colleagues' e-mails. Good luck!
88	All the ways are in good standing
89	I have more knowlegde and information
90	1. Update on regular basis (depending on severity of the crisis) of an event with innovative/ unique interventions 2. Based on the posted CV and cover letter, direct contact by the humanitarian agency for engagement if found suitable

91	On-line trainings webinairs.
92	I would like to see more information posted on various fields such as Social Work which is my main proffession. This is because Social Work is a discipline that deals with the society in its entirety thus i feel i need to see more oppourtunities through relief web.
93	good working and intersting
94	I would look for both breadth of content, so documents and info from different actors in the humanitarian sector, and authority, e.g. 'editor's picks' that guarantee that the info picked or highlighted by the editor is reliable, worth looking at, etc.
95	Relief Web should have a database of resumes for humanitarian staff and/or those that subscribe to site. In this way, they can also play a "linkage role" for humanitarian staff.
96	no more recommendation
97	Well! For me its good so for as Im not a frequent user of it, but there is always a good thing to upgrade your services in such way that all users find it very easy and clear. Go ahead. Peace!!!
98	none
99	None
100	For independent PR agencies same rules should apply then for other professional services in HC
101	No ready to deal now maybe in the future.. with credit organizations of WTC city of Salsomaggiore Terme.
102	As I am mainly using it for job opportunity both for myself as well to recruit staff as almost as sole means, I think whatever else Relifeweb does, should not undermine this component where Relifeweb is doing an excellent job.
103	none
104	Logistics is one of the most important aspect when it comes to Humanitarian response to a crisis. And often there are difficulties to kick start supply chain in country affected by a crisis with large scale disasters. A recent example is Haiti. It would useful if reliefweb perhaps could have a forum to collect and display such informations.
105	nil
106	Alerts on latest trainings, vacancies. Contact Directories Own ID - personalised pages etc
107	For ReliefWeb content only - it is normally VERY SLOW to load and I am not interested in waiting often > minute for each individual page to load. Also, the layout and colours used on ReliefWeb are extremely poor and difficult to read - small fonts with black on grey and very wide margins so much scrolling is needed to read the content. Maps on ReliefWeb always lack any detail and are difficult to understand and dim colours are used.
108	Recive vacancies in humanitarian health sector and training opportuinities in health service mamagement
109	I would consider hygiene promotion issues more useful
110	I would like to suggest that online information services continue.But, if it can be possible to use French language too.We speak English but not very well.When we are reading it, some words are not well understood.
111	current job offers by sector
112	no comment
113	Post headline news daily
114	na
115	At last once you apply to get the feedback if your fit for the post advitised.
116	Flexible and user friendly mapping tools; a section devoted to monitoring and evaluation resources, including fact sheets explaining different M&E techniquies and related tools/templates; I like the idea of having more edited content it would be nice have interesting and useful content

	that I might not otherwise look at, brought to my attention; what about thematic sections: forced displacement; climate change/natural disasters; housing, land and property rights, etc.
117	ok
118	I did not know that I could sollicit feedback on projects ideas. Now that I know, i will use that opportunity.
119	make is less self promoting garbage and more about helping people and how it is done. Projects that have succeeded or failed and the case studied in English not NGO speak. stop talking about what is going on and listen to what people are actually doing in the field in concrete terms.
120	We like the rich content and background analyses most; humanitarian cluster info is useful
121	To be more explicit in share information based on each objectives analysis. Foe e,g. if I have a need for humanitarian section, I would have more details in order to make an effective decision.
122	No opinion
123	make them more interactive
124	Should as much as possible be user friendly
125	Help to create Resume? How to submit an application letter?
126	should contain some suggestions or actions against existing events, so that we can act more quickly
127	I think so far so good.
128	I like reliefweb. It is part of my daily life as it is helping me in every aspects of my professional life.
129	This is excelent. Kindly consider our views.
130	Opportunities for engagement so that we can share skills
131	offer easy access facilities that allow us to connect without delay
132	central repository for online content/training modules, easier to use events/training calendar
133	Nil
134	pls look also at aviationjobsearch.com. it's a great site where you can post or apply for jobs.
135	Brief analisys or statistics of current emergencies will be helpful. Sometimes information overload is demanding and humanitarian actors on the field look for "snap-shot" pages that represent a brief of all the information received.
136	I would suggest the website to be a resource centre where by all sort of Humanitarian in formation could be found quite easily, like guide lines, standards and booklets for all the sectors.
137	ease of use of the website, I find the current site cluttered and very slow
138	Make your jobs vias RSS more detailed - the content is so vague that you end up looking though so many jobs to find something relevant or completely ignore them all
139	I am also interested to get humanitarian and development related study articles and guidelines and also to be updated on humanitarian rights and laws.
140	Selection of opportunities for the years of experience; asking sugestions for vacancies in specific entities or places
141	no comments I appreciate what you are doing currently keep going
142	There needs to be methodology where the general public can provide feedback, on how their donations are being spent wisely, without burdening management of that information. Perhaps invite suggestions, people vote on best suggestions, then humanitarian organizations need only address the most popular ideas. The homeless victims of Haiti are being treated as objects, without good information to them about what's planned for them, or have a say in their future. Training for relief workers needs to include how to intercommunicate effectively using whatever infrastructure is in place, like when in Haiti with traditional technology not yet repaired.
143	I would like to see a much better humanitarian calendar of conferences, events, etc.
144	ReliefWeb needs to overhaul their web user interface and the way alert emails function. A forum would be fantastic.

145	e-learning tools available both in English and French for national staff especially (no means to go abroad easily). I say French as I worked in several French speaking languages but I guess other languages such as Spanish or Portuguese could be useful too. For instance: Monitoring & Evaluation, Project Cycle management, technical trainings (nutrition, food security, water & sanitation, public health specific topics...)
146	I am happy with the current set up and services.
147	More information about scholarships for humanitarian training programmes.
148	Better search engines to be able to see just what one wants.
149	I would love a much easier way to search for and download shapefiles of maps to modify with my organization's needs and information.
150	There are many of these networks and I don't have time for one more. The existing ones suffice. Also, this one would be very focused on the public sector and humanitarian/crisis issues which is too narrow a focus.
151	The use of sharable Wikis would be neat! Or open courseware for the developing world (like MIT's Open Courseware)
152	It would be most benefitting to us if you have some intereactive space.
153	n/a
154	Access to donors information. Donor names and web links; brief description of what they do, be it cash, GIF, shipping and the like.
155	N/A
156	Updates for information, education and communication including advocacy
157	It would be useful if there was some way to get documents in multiple languages up at the same time. I compile information on the region in which I work on a daily basis for distribution throughout our mission. Many documents are posted first in English, and then in French, and because our mission is a French-speaking mission, I often end up having to send the same document out twice in different languages, and it can become difficult to keep track of who has received what in which language.
158	Improve to include interactive options
159	publish maps in high res. / best available quality
160	the informatiom provided by you must be urgent, veriable, and has realable source. in terms of job adverts advice UN agencies. INGOs and LNGOs to make sure that email they give to deliver applications is functional and reliefweb must check the authenticity of the email address given before publishing the the adverts in the website.
161	There should be regular updates on emergencies. for exaple if there is an eathquake in Kenya Relief web should be on the forefront in reporting and even go further to facilitate recruitments in liason with UNOCHA on the agencie. This way it will help us depending on the site as a key site for humanitarian news and updates.
162	It is very important for the website to have regular situation reports on key issues.
163	Thanks
164	Fundamentally, I find that relief web is not easy to navigate especially on a variety of browsers. Additionally, a low bandwidth optional setting would be great for time spent in the field.
165	Please provide on line training on courses like disaster management, conflict solving etc, also will you kindly provide feed back to those who apply for jobs through relief web.
166	Provide country information, places to hang out etc for expatriates,
167	I would be glad to be alerted for any job opportunities that matches with my profile.
168	applications should be responded to, whether ligible or eligible for a job, and should be filed for later considerations.
169	The humanitarian information services should continue to highlight the "old" often forgotten emergencies as they focus on "hot" emergencies and disasters. Publish more of the lessons learnt in dealing with emergencies and disasters.

170	Please DO NOT CLUTTER Relief web with an overdose of useless and senseless information. I am definitely not interested in what every Tom, Dick and Harry first or second mission has to say about a given situation and would worry that it would hamper me finding quality information. There is a difference between information and knowledge. Social networks are nice, but should NOT be done in a relief web context. PLEASE. This is a very BAD idea.
171	Reliefweb needs to DELETE old jobs - our jobs have been listed for years and they are not available - this does not look professional
172	PLEASE do not let new efforts take resources away from the Relief Web's successes. If you are going to set up a network, I strongly recommend both public and limited membership spaces. (add-lib, by invitation of a moderator) spaces. I can imagine the need to keep only a selected group of appropriate individuals in a "limited membership" so that it does not get overwhelmed with distracting or repetitious content. Also, I belong to a group that conveniently allows comments to be "whispered" to members, if the comment content might best be private.
173	n/a
174	The map section of the current relief web site is very disorganized and slow. I find it difficult to find the maps I am looking for. Better classification and organization of the maps would be a big help for me in my work.
175	applications for jobs, missions, etc...
176	Regular updates on situations in particular the worst affected emergencies
177	More efforts to be made to cover wider areas during emergencies
178	More robust search function to find specific documents/information
179	online knowledge sharing of past projects (not to make the same mistake again), publishing project reports, active networking
180	keep it up good job
181	nil
182	none
183	Relief web is an repository of all the humanitarian information. Over the past few years it has changed not just providing info but also providing options for customising the information. Good Work
184	I suggest to be included more news events on humanitarian situations.
185	enable filtering of Job vacancies and reports etc. by Language. i.e. to be able to filter out all vacanies that require French speaking or Arabic speaking. Also a filter on all reports written in a specific language
186	The time of response to some inquisitions and request can be very disappointing. Time is critical, especially in developing world where there scarcity in internet and power. And also internet services is still very expensive.
187	Famous quotes from influential persons in developmental and humanitarian sectors.
188	Be able to search via various criteria - job title, location etc; Most importantly to be able to filter out consultancies and short term posst from long term opportunities
189	I it is important to know about situation on humaniteryan
190	Going great!!
191	i see the ReliefWeb Humanitarian Information in good sit
192	this question very well, before I need vacancies somalia update any time because joblesman,i intrest this suggestions .
193	I would love to work with your company
194	i strongly suggest that all the projects and programmes in an area should be implemented on need base rather than on donor driven base and in the mid of the project some organization leave the projects in the mid it is bad . and i also suggest that all the psychological issues must be address during initiating any project.

195	It will be usefull to create a roster of candidats of differents background where recruiters can choose applicants
196	Low bandwidth would be really really great!
197	The site is quite slow, increased speed would really be a lift. Some documents, i.e. tools are a bit difficult to find, so a more user friendly division of the site would also be helpful. Thank you for a good site with a lot of useful info, looking forward to the new improved version!
198	No thing
199	to improve on the type format on the emails
200	Help us do proposals and provide us with donor information
201	A section of "Lessons Learned". The service can collect individual experiences of workers in certain countries, fields of activities and publish them...
202	Don't turn into a social media platform yourself - rather use the existing ones and created a presence there. Save your self the hosting and upkeep nightmare. Also you would be open to a much larger existing network.
203	that is all!
204	Pls put more photos, and also running text.
205	When using Advanced Search for job vacancies; after filling in the information and clicking enter, the page blocks and you have to start over. It would be nice to be able to safe lists and track applications. Further information regarding Geographic Information Systems would also be helpful. Thank you.
206	I find the current relief web very accessible, please do not make it too complicated. An additional that i would like is to the summary country situations, use some specifics within sector titles in addition to emergency, eg, Reproductive Health, Adolescents, or Rape etc.
207	Summary of information, opportunities for engagement, with options of applying online without much difficult, getting feedback on the applications whether negative or positive. Information to be available weekly.
208	I think that it will be very usefull to apply for job online by filling eloctronic php.
209	It would be good to have an outline of how many and which organizations are advertising job vacancies/opportunities in different countries, so that we can see who is working where - or working more in a particular area. This is especially important for developing greater humanitarian partnerships and finding expertise.
210	Information on Trainings should be properly organized with new postings clear. Avoid keeping outdated information on trainings. Priotize posting free trainings and not so much on profit oriented trainings which offer little humanitarian or development experience.
211	A section on conferences and other events concerning humanitarian issues; A section on popular representation of humanitarianism, such as documentaries and novels on the subject.
212	All posted information should clearly include the main source of it. It is very important to allow readers to get involved in humanitarian events when applicable through voluntary work or other related activities.
213	Highly appreciated your survery to get feedback from reliefweb users.. All the best
214	Security Situation, networks in crisis areas, contact numbers.
215	N/A
216	Instead of re-inventing the wheel, it'll be a great idea for ReliefWeb to use existing networks and services. For example: most ReliefWeb users may already have a LinkedIn profile, so instead of getting users to re-create it all over again in whatever the format ReliefWeb decides to do it, why not provide options to import their profile into ReliefWeb or just link to that.
217	every thing is good only remaining is online free of charge courses
218	would definitely like exchage of best practices in the field, list of organisations International and

	local working in an area/country on humanatarian issues
219	more exension please take in consideration for app for Iphone ....
220	It is strongly necessary that the information will be able in Spanish and portuguese, because there are many people in South America who are enabled to work in humanitrian work, and needs information in this area too, and don't read fluent in English.
221	Could be possible an CV ban?
222	All areas covered
223	For the service to give alternative viewpoints (or even links) about a given issue, not just the "bandwagon" perception or "common knowledge" type of presentation, which suggest or influence my own understanding of the issue or subject.
224	It helps one to broaden his or her job opportunities and also to continue with News update about happens arround the world.
225	I am quite satisfied with what ReliefWeb is providing.
226	I consider the content good enough, but it would be better to give more information, and to organize an online course on humanitarian aid. It could help many who are interrested but can`t intend because of lack of money, or getting visa is difficult. This might give chance for all.
227	Display resources views or schedules for on-going projects (development or humanitarian)
228	I would strongly recommend that Reliefweb must be a focal point for Knowledge Management in multidisciplinary areas of Humanitarian lines and beyond i.e. transition from Humanitarian action to Sustainable Development. With growing importance of information Technologies, it is imperative that a focal point for knowledge and information is need of the hour globally and must be user friendly.
229	A good search facility would be a great start. Homepage without clutter - displaying clear categories which reflect clear distinctions for example urgent response separate from background briefing material, large-scale emergencies from minor floods. Geographical categories also clearly browsable.
230	Ok
231	PLEASE DONT LET EVERYONE TO POST JOB ANNOUNCEMENT. WE WILL GOT TOO MUCH FAKE
232	Making of frequent update of other areas that are affected and that needs help.
233	No comments
234	Database for powerpoint presentations
235	Keep the content current and global prespective for discussions and information sharing not just region specific but country specific.

I am very interested in employement and would like to learn more about jobs available in these tough economic times and so many crises around. |
236	n/a
237	There is an issue with maybe 1/25 positing under the latest updates for Haiti- where these postings will not open and one is sent to a page that says the link isn't working. I feel someone at Reliefweb should be checking for these broken links and fixing them, while they sometimes, but not always, result in multiple postings under the latest updates. I also feel it would be essential to have something similar but better than google translate built into reliefweb. As for my work on Haiti, I am often using google translator- while the fact that Reliefweb only allows a post to be in one language also results in multiple postings, creating extra baggage and jumble when one is looking through the latest updates. Often, something posted in French will be later posted in English, but often a day later if at all. I feel this could be cleaner and more efficiently handled by Reliefweb.
238	VOSOCC is a also an important source of information no NDs and some CEs.
239	It would be wise if humanitarian organizations consider to recruit staff from the Latin American, Central American region giving us the opportunity to apply our expertise whereever organizations need coverage.
240	Provide job info timely. Sometimes jobs are posted late.

241	I think there should be the details of humantarian projects , region wise as well with contact information etc
242	I am humanitarian worker and I value the work of relief organisations around the globe. Reliefweb information on humanitarian matters has been improving since last survey carried out. I am confident that reliefweb information would be continuously on the way of getting better. Reliefweb is the humanitarian global information network. We value the information on reliefweb site on any occasion whether it's a crisis in Haiti, Iraq or Afghanistan. My suggestion would be to carry the same work what reliefweb is doing now and continuously consult experts on the subject from time to time. Especially, we must value and properly materials on expertise and experience of our local humanitarian practitioner on matters which concerns them either locally or globally. Well done reliefweb, Thank you very much.
243	Please, don't transform ReliefWeb in an humanitarian face book... that would be a sad mistake!!!
244	online self-training materials, podcasts
245	Confirmation from the job employer on receipt of CV + covering letter from the candiate must be communicated as soon as possible.
246	situation upate and new technology that helps in humanitarian work
247	HIV/AIDS is not given much attention in relief web as for me I would like to be included as crisis, and other things is the training, should be also given a priority especially humanitarian trainings, for longtime humanitarian workers who are still working as national staff, if this help to increase number of humanitarian workers who are ready to servce the people in needy in their areas as well as other places where needed
248	Keep-it-up
249	Cocise information that is short and simple, analytical
250	Current content of relief web is appropriate and useful.It could be refreshed visually. In the training session should be included courses/links (maybe separately) offer by universities.
251	n/a
252	Having an interactive map per country with different layers would be useful for sharing own experience : humanitarian - disease outbreaks - war and be able to superpone these layers would be even better so that people know what to expect...For example if you work on ebola, you know the locations where there were outbreaks but if you want to plan a trip to there it is useful to know what are the other risks you might be facing. This information is available as texts or separate maps but are not yet integrated and this could be a strong improvement. Moreover being able to add / post GPScoordinates with own experience situations (unreported neglected disease outbreak, political tensions, hazardous places) could also help the community
253	Resource Base for research and technical institutions for professional areas
254	In depth background analysis and monitoring of trends to minimise humanitarian disasters
255	regular alerts on urgent humanitarian needs for volunteers to consider helping out in; especially in areas of their training
256	so far i appreciate everything being offered through online humanitarian information services
257	Waiting for Rw new look
258	I suggest the web also purchase more applicable development software, reference article, technical manual or handbook.
259	Focus on cross-cutting issues such as Humanitarian and DDR and/or RRR, Humanitarian and Low (in host country)
260	None, thanks
261	Online professional help for humanatarian workers s Blogs by professional
262	I would like to receive updates and alerts on job postings in location / job areas I'm interested in.
263	Providing a category for expertise level on the job search tab. I.e. providing users the opportunity to search for a job based on criteria of entry level/mid-level management/ executive level.
264	No specific suggestion.

265	They should be to date and includes various sources of information!
266	1. Categorization of information is important because it facilitates the user to directly hunt his/her required information. 2. Establishment of a data bank both for the quantitative and qualitative data available. 3. Picture slide-show, specifically for disaster situations and emergencies must be given at front page in order to attract concentration of humanitarian actors in critical situations.
267	N/A
268	The current setr up of the reliefweb page is good because one can easily search for events, latest updates, job vacancies and trainings
269	Networking with other humanitarian organisations. Assist with job search and replacement. Share the skills required on job engagements.
270	It would be great, if following the outbreak of each major disaster (or for those disasters that can be anticipated e.g. major hurricanes/cyclones) if: 1) Early warning/disaster outbreak alerts can be sent out to subscribers 2) A sub-site is created whereby both new information is uploaded by agencies as well as opportunity for individuals visiting the sub-site (from across multiple organisations/countries) are able to interact to share information, contacts and details etc (i.e. enable peer to peer communication and sharing between those that may be present near or at disaster zone and those looking in from afar) 3) Information is centrally extracted from agency updates etc to update an easily navigatble GIS/dynamic map to quickly highlight who is doing what, where 4) Enable collaration between site users to share reports, photos, documents etc 5) Enable text chat between users etc 6) Sub-site contains easily accessible country information, historic information related to similar disasters, lessons learned documents 7) An opportunity for job-hunters/consultants to upload resumes and highlight skills/experience available that can be quickly contracted to be deployed to disaster zone to potential recruiters/agencies looking for staff surge etc
271	free content from leading development / relief journals woudl be nice
272	Opportunities for engagement. i.e. to be an UNDAC trained staff and be called upon at short notice.
273	I would suggest making reliefweb a little more user-friendly i.e. use other fonts to make it easier to read, different page layout, different organisation on the information provided..Overall, i believe it is a great and very useful resource, thanks to all working on it!
274	Nothing
275	Current information and updates of upcoming events vital for planning and execution of programmes.
276	The content needs to be user friendly and rapidly accessible, which reliefweb isn't always.
277	CONTENT PRESENTATION if you can, present all content on the webpage. Don't bother uploading files and just putting an Exec Summary on the ReliefWeb page. Linking to entire reports will ensure that you get more webhits, and that people can copy and paste relevant content into their own documents, emails, tweets. REtain the option to download the file too, but IT NEEDS TO BE SIMPLER THAN IT IS AT PRESENT. CONTENT must be updated regularly. even perceived non-priority emergencies should have a link on the reliefweb.int start page (Sri Lanka used to be there, now it isn't) ReliefWeb could be the go-to page for humanitarian and development info EVERYWHERE (but removing say Sri Lanka from the front page means media are less likely to click through). You shouldn't prioritise. LIST EVERYTHING YOU COVER ON THE FRONT PAGE. IT NEEDS TO BE THAT SIMPLE. This makes it easier for media, researchers, advocates and all others to stay informed and

	coordinate responses. APPLICATIONS ReliefWeb should definitely integrate with TweetDeck (for desktop, and BBerry and iPhone. Thi will make it easier to digest and share further with twitter, FB, linkedIn contacts. It could also make it easier to email content to others, highlight articles and so on.
278	Have the ability to "save" jobs and/or articles of interest on the site in a "my box" feature.
279	I would like it to collaborate with as many stakeholders as possible so that we are able to share information across all walks of life in improving humanitarian services and better lifestyle.
280	they should proviede for online application of vacancies
281	Provide opportunities for exchange visites amongst humaniterian organizatios that share the same vision and mission.
282	I like the recent addition of "briefcase" but unfortunately it didn't always work well for me. Up to date and detailed maps are really valuable for me.
283	-Speed in posting information on sudden onset emergencies need to be improved if this is possible - It is s very useful and information center that needs to be strengthen and maintained
284	Podcasts - academic, program, political content. Maps - centralised OCHA and other map service. Improved content provider - i.e. news and updates - allow 'learning' by progressively adding or subtracting keywords, and allow advanced criteria. Evaluation database - micro and meta evaluations - allow all users to post. Powerpoint database - project and other presentations. Proposals -guidelines and examples. Training - Improve search/categorization of training to avoid duplication etc.
285	Make the site more user friendly and include more resources and best practices from various programmes.
286	I would like to suggest to include links for documents related to disasters etc. for self learning purposes. If possible, informations on online learning activities related to this sector should also be included.
287	relief web should be accurate information regarding jobs
288	Access and download to GIS-Data
289	Start Coaching and mentoring programmes
290	No other suggestions at this time. Keep up the great work!!
291	To have same informations in french and if possible to guide user in their applications
292	Easy customization of a user's site, so she/he can access all relevant information quickly. Have tools inbedded that user can use quickly to acquire and analyse data/trends. Something like Reuters Knowledge but for Humanitarian information.
293	I would like to have opportunities to give my help to people who need it every where in the world.
294	In case of a social network, a map with the different members and their working location as well as a list sorting members according to job title and NGO would be great. This way I could search easily for example for like-minded workers of MSF or contact people in South Sudan for an informal chat before a mission.
295	Although I'm very involved in social media for my work, I'm concerned about it's application for ReliefWeb. I like that the current website has low user interaction. I do like the idea of more opportunities to connect with others, but I'm afraid that the site will have too much "noise". Organizations and individuals could use it as a platform for self-promotion...this would be my main concern. I use reliefweb for news, updates, info, and jobs.
296	The outlook of reliefweb's home page is good but has been the case for quite sometime and a few changes would break the monotony for instance the training and job opportunities would perhaps

	be better placed on the upper half of the page. Otherwise the page is simple and this ought to be maintained.
297	I would appreciate if the website would contain two other things. 1. Call for proposals or funding opportunities for NGOs and not-for- profit organizations. 2. Academic scholarships or fellowships with Universities across the world offering courses in the humanitarian and development field.
298	There should be a consolidated forum where humanitarian/ development workers get every possible support for their own professional, development and engaement
299	i have to think about it
300	ability to edit my own jobs - as alertnet - and to delete jobs (we currently have 167 online, but only 44 are live. For people searching, this is misleading and also makes us look out of date. Ability to mention our Grounds for Occupational Requirements - we are a faith-based NGO therefore we seek to employ Christians. It wastes our time and those applying if this is not permitted on your website. As a swiss-based organisation we are permitted by law to seek recruits using this criteria. It is unfortunate we cannot on an international website. thank you...
301	A faster website would be grand!
302	- on-line glossary - direct (!) access from job vacancies to NGOs' wen sites - show news, tools & approaches in relief and development, explain, show
303	PLEASE REMOVE ME FROM YOUR MAILING LIST - Thank You
304	a way to connect and get technical assistance from others doing similar projects. many of us independent types are re-inventing the wheel every time we want to work in a country, or are trying to address a specific development project. other organizations also tend to be protective about information and mostly interested in connecting if it can solicit donations for them. if we, in the relief / aid / humanitarian fields connect in an information sharing and technical assistance capacity, perhaps we could collectively make a bigger difference in our respective fields and avoid pitfalls that others have already gone thru, or use their resources and contacts on the ground.
305	I would prefer something that do not involve active searching and that could be easily read and shared. The issue is not having or not information, but how to present it in a rapid way that is immediately understandable.
306	It is working so well. Keep it up!
307	updated maps, GPS navigation tools, links, country situation assessments based on development and humanitarian indicators, teaching institutions networks, library resource sharing, internship placements etc
308	Keep and engage all interest group
309	Keep it informative & forget social networking
310	Sensitive people in the developing countries on how to use information in the web in there various endavours.
311	It must have the ability to be accessed in places with low internet bandwidth (similar to the BBC with a low resolution version for its website).
312	pl give opportunity directly apply and see the status of application on line
313	Non
314	i want to make better people in the world if you beside me.. i need all people join with us
315	u peaple should sepecify the contenent wise jobs available
316	I would like to see: Easy to use webpage, webpage opens up quickly, online job application access, job opportunities, Enquiry facility, updates on worldwide huminitarian activities, discussion forums on global issues, intellectual discussions and best idea of the year award on various baorderless social issues

	Thank you for giving this opportunity.
317	Be simple and very informative especially for humanitarian information
318	Lessons learnt from various humanitarian operations should be included as a key highlight of the reliefweb portal. This valuable information will enhance preparation, training and strategic / operational decisions-making of the global humanitarian community at large. Its will be beneficial if grouped under various key sectors (ie health, food security, logistics, etc)
319	My advice: make it user friendly, hailing user - right now ReliefWeb does not look attractive. It has lots of data, overwhelmingly so, but sorting through things takes (too much) time.
320	ReliefWeb is currently very simple to navigate, and I would hope that any developments would maintain its simplicity!
321	none
322	Online humanitarian information services could be more valuable by offering of best practices sharing opportunity. In describing the context and programme, it can also inform of what is on place as response and highlight challenges. While working in the same context, an organization/Staff can inform of the what have been done to respond to challenges others are facing in theirs operations. For instance on enveronmental topics, how to solve the problem of camps'electrification using new sources of ernergy or how to built friendy enveronmental individual latrines in camp?
323	this is really a wounderful site for development and education about the underdevelopment countries
324	Releifweb should make it possible to filter jobs by location, experise, region/country.
325	it required the people from HR department to be fair with external empolyee
326	ANY KIND OF SUGGESTION, I'M AGREE FOR WHATTEVER HUMANNITARIAN INFORMATION SERVICES COULD BE MORE VALUABLE FOR ME.
327	NTR
328	Interaction with global early warning systems.
329	I an very thankful to Reliefweb for what they are doing so far. Its a very good initiative but I would like them to extend their services to other disciplines if possible. For instance, how to monitor; Hummanitarian efforts in Peacekeeping situations, Monitoring tools on humanitarian issues as well as training materials, videos and presentation slides on a range of topics in Hummanitarian work. I am UNV trainer in a Peacekeeping mission and would like to see training materials in this field to enhance my skills competence.
330	With today's changing world no single source of information is absolute, reliefweb attempts to improve quality, content, span and conveyance is totally welcomed............................ ....
331	include facebook features
332	Relief web kindly post documents we produce. we would very much like to have feedback statistics on use of these documents from your website. We try to do this at our organisations website and would be very happy to discuss (WHO)
333	I have been using Relief Web over the last many years.As a practitioner I greatly value the inputs and content of the site.I think you are doing a great job already perhaps exchange of ideas in the communities of practice could be better laid out.Otherwise I find the content vey useful to my work and in keeping updated.
334	I need job opportunities from all humanitarian organization . thanks !
335	no opinion
336	Precisely, who is doing what to avoid duplication.
337	I do have nothing much to say but basically i would like to urge the Reliefweb humanitarian website to continue it is good work and reach out many people in the world.
338	fieldwork office (set up a project on humanitarian grounds, given the humanitarian actions in a

	poor country or help people in disaster)
339	online humanitarian courses
340	It would be very useful if it contains; free online courses, information on other sites providing free online courses, free training materials and scholership offers for humanitarian and development studies
341	Your home page is extremely 'busy' with a great deal of text. perhaps a little less text content with he ability to navigate to these more text intensive pages would be easier, if bandwidth nees stay low so pages can load quickly where connections are poor.
342	I think is highly important to share with other web services / initiatives in a "webservice machite2machine" level. I mean be able to made some query in other web instances like user-password authentication, status updates sharing (like twitter, orkut or facebook), photos and video sharing and embedding. Support to media initiatives like photo or short-video contest, even so video or photo enabling to add to Ushahidi´s incidents or situational reporting micro-sites. Here in OCHA Bogota we are working on that. Please inform me about your initiative. Thanks a lot.
343	Jobs can can classified by type under each country
344	Just to mainly overhaul the site to be more user friendly and 21st century in appearance as well as move it to a faster server/cluster given that it bogs down a great deal in searches.
345	Am a new user. A friend just recommended ReliefWeb. Thanx.
346	As an avid volunteer in social causes in NYC, I think it would be beneficial for Reliefweb to partner with organiAtions such as NYCares, City Harvest and churches to help "spread the word" on the facts rate than the propoganda of international crises.
347	I would find it very useful to have a comparison table of the various reputable NGO/INGO's statistics on MDGs and other socio-economic indicators for each country (as well as some information on their method and what they have included/excluded to get these statistics) - would save me having to trawl through all their websites and trying to compare across several windows every time I want a statistic!
348	RSS feeds
349	1. A global library of best practices 2. An email alert on developing or just arising humanitarian emergencies. 3. A professional certification and accreditation system for development professionals.
350	I would like online humanitarian information services to update me with all the availiable information for NGOS.
351	None
352	I want just say thanks you very much because this is the best useful site that I use.
353	I am very glad that you keeping me on the list
354	More details on humanitarian response. Guidelines, information and strategies for response - emergency, relief, development
355	Not really sure, this is a big question.
356	Uploading photos of disaster areas, as well as of recontruction projects and/or any kinds of projects would help a lot understand what's happening.
357	possibly of including currency rate per country
358	Thank you for what you are doing. May God bless all of you.
359	Keep it simple and easy to navigate.
360	Relief Web should also know who got Jobs through Relief Web service. It will help in building confidence on the source and as a feedback for new visitor.
361	Uptodate, timely and relevant information that is important to my work.
362	Provide more publication and resources for learning and development
363	Information about Trainning

	Toolbox related with humanitarian Relevant documents
364	mobile phone internet humantarian alerts and information sharing can be useful because i beleive many many people are mobile phone users unlike personal computers or laptops.
365	0nline humanitarian info services be regular,for more than six months the information was not posted to my mail.
366	Informations about " GOUVERNANCE " (Gouvernance in french)
367	Is it really OCHA's role to create a social network for humanitarians? Wouldn't it be better to build into an existing platform? Given the existence of AlertNet, what is ReliefWeb's added value -- if any? Perhaps OCHA shouldn't be supporting both ReliefWeb and IRIN.
368	Enhance contact information, making available name, title, updated telephone + emails and picture.
369	1/ I hope that Reliefweb can provide a platform for IASC members (and other humanitarian actors such as local emergency management offices) to collaborate and for the humanitarian community to develop team spirit. 2/ The new UN/business parternship gateway (busines.un.org) is a platform that help people from UN, NGOs and businesses to share ideas and connect in a user-friendly and cost-effective way. Perhpas Reliefweb could explore ways of leveraging the platform.
370	Policy Guidelines
371	My view is that most of the higlights and summaries are african-oriented and leave behind other emergencies and humanitarian situations. My suggestion is that highlights and selections must be representative af all kind of emergencies, not just the "pure humanitarian". Another suggestion: OCHA is conducting a daily media monitoring which I find interesting but is not vey useful currenlty because it comes via email and again, only gives an overview of the most remarked emergencies. I think reliefweb can provide this service with greater quality and added value.
372	It would be helpful to post a profile, like on linked in, or opportunityknocks.org that employers can search.
373	You've started providing downloadable information packs. I'd like to see those continue and liven up, so they include good music, perhaps short stories and history, music and literature articles from New Yorker etc. which give a deeper understanding of a country, and therefore the people who live there, than just humanitarian-related information. Perhaps some essential words and phrases in the local language/s, too.
374	Additional content from local media outlets in crisis countries would be a major plus.
375	Nothing to say, thanks
376	Develop the FTS system to provide analysis of content. Provide summaries and analysis on countries and emergencies Latest updates are useful only if collated
377	Thanks for giving chance in this website it is very good and usfull for my job and as well for other information and this is my first time that i have visit to this website, next time i will com with some idea to this website.

	Regards
378	One suggestion for RW in particular: the two main reasons I do not use RW more frequently in my work (I work for OCHA) are: 1. Sometimes difficult to find information per country or emergency which is presented in a systematic manner - I find the country-specific/emergency-specific pages confusing, and the limited number of documents posted on the main site not always relevant. Also, often I find that the documents posted are not the most important ones, or not the most relevant ones - I am not sure what the selection criteria are, however. Hence, I mostly use RW to find documents which I cannot find anywhere else... Finally, when looking for a standard product such as OCHA sitreps for one particular situation, I found it is sometimes very difficult to find a location where these are all listed and accessible in one place (rather than scattered around the site/web). 2. The slow loading speed of the site. With slow speed internet connections, it is often very frustrating to use RW, and I instead end up just searching for the same document on another site (by searching for it on google), instead of using RW. Also, in particular after an emergency, the emergency-specific site seems to be almost completely inaccessible (this was the case after cyclone Nargis).
379	I support three clusters and am interested on what humanitarian agencies do, especially those that do not participate in any cluster in Somalia, yet quite active in the humanitarian sector. We cannot capture information on small agencies, bit I propose the key actors per country. I would like to propose consideration of this factor, so that reliefweb can be more useful. I use reliefweb a lot to get information on funding updates and this has really helped me in providing up-to-date information to agencies that often ask me for the updates.
380	Quaterly political and humanitarian analysis of the trends of the main humanitarian crisis and possible evolution
381	More on training and career development
382	none. so far am satisfied with the presentation
383	I would like to see here humanitarian information, definations, trainings, job apportunities, information how to engage the comminuty in disasters and would like to see how we can increase our sckill in humanitarian profecen.
384	Rather than creating an own social network, RW should engage more on the existing ones, perhaps by creating specific target groups people could join. I'm not sure I want yet another account, somewhere else, that I need to log on to to get info!
385	Regarding the sharing of information and contacts in a humanitarian emergency, the Virtual OSOCC is has the best overview and is absolutely sufficient for this purpose. Too many social networks become confusing. I use Facebook and Linkedin for personal purposes, perhaps to link up with professional contacts, but not to find jobs via these websites. The overall purpose of reliefweb should remain the same, in terms of sharing and posting information, advertising jobs in the humanitarian domain etc. It does not need to be a social network with voting, chat, messaging etc.
386	please consider an iPhone app so that mobile access is easier
387	No
388	i suggest that informations would be freely available in this online site, informations about products, about scientific research on sustainable development, genetic resources management, governance ... themes, about Meeting Schedule, Training Schedule, conference and periodic review and other relevant services in this area.
389	Include regular alerts on new content posted on the website to keep us abreast of developments. The humanitarian snapshots are a good source of useful information on countries and should be updated for all countries.
390	Do appologize for my English I'm french speaker.

	I'm confident that the as he give me satisfaction it would be the same for many all those who viste the web site. The content and opportunities foe engagement are very good.
391	If such a service could be combined with an existing service (such as facebook), it would be much more efficient and streamlined. I'm involved with a number of sites, but truly only access one or two on a daily basis, others on a monthly basis at best.
392	nsp
393	I like the Briefing Packs, Thanks!
394	you know the situation in my country Gaza Palestine Iwould like to cooperation with relief web to help our people ASPIRATION OF THE ASSOCIATION & ITS PROSPECTIVE PROJECTS 1. Creation of exemplar Center for Care and Rehabilitation of handicapped of special need . 2. 3. Increase the educative support provided by the association of students in need and working on adaptation of full study for poor student . 4. 5. Creation an Orphan Fund . 6. Erection of exploitive project ensuring financial support for poor families . 7. Creation of school for weak-students . 8. Creation of benevolence hospital . 9. Creation of Orphan Care Center .
395	Offering personalize web page where we can choose our options to get updated with selected topics and selected countries.
396	more improvement of website format.
397	you do a great job! Thanks
398	1. To know salary range for all posted job vacancies 2. To be able to access organizations' Websites directly from the vacancy listing, without opening it in a separate window. 3. Some organizations' Websites don't open or are under construction. Please make sure that all referenced links work.
399	Maybe a better design on this web would help to find the infomation quicker than now. I also would like to have acces to some list of humanitarian contacts in the countries.
400	In terms of job postings on ReliefWeb- they are not that easy to search, using search options usually produces results that are either too narrow or too broad, so that I end up spending too much time sorting through irrelevant results.
401	low bandwidth is a big issiue! If I can access the sites with a very low bandwidth system it would help me a lot. This could be s seperate "low bandwidth site" with no graphics
402	NA
403	good work, not alwas is the first place to have the information on a emergency
404	Generate resource pool of CVs/consultants who can be mobilized perhaps with availability information.
405	Grouping information on the basis of similarity e.g. if it's jobs they are separated into the various areas such as admin, finance, HR etc. and for information it can be arranged on the basis of interconnectedness such that if a crisis in one country triggers the same in another such info is linked.
406	I suggest and recommend that relief web networks closely with humanitarian organizations working in all humanitarians areas in the World for accurate and timely provision of information to

	it's users.
407	I wish that employers could standardize their announcements so that when I search for a term/keyword I can find the announcement. EXAMPLE: If I search for "media" but the employer used the word "press" I will not see the announcement. If I search for "anthropology" or "ethnology" and the employer used "social sciences" I will not see the announcement. If there were a list of words for an employer to "check all that apply" when describing the job and the required qualifications. Those selected words/terms would and then become keywords making for easier job searches.
408	1. Update the site on an hourly basis in case of any development
409	sometimes difficult to browse as system crashes also when using fast connection
410	Social media is bogus, avoid it like the plague.
411	should be improved to be much informative and educative
412	I would like to have the online program to create forums on line for discussions on specific issues on develement and humantarian services.
413	adding more case study
414	To be more on an individual basis
415	Nothing specific to add
416	The website is very slow. With firefox, I hardly move to other page.
417	Consider quality rather than quantity of information. very accurate and relevant information.
418	All NGOs, Companies, UN and other Organization's profiles should be in the social net work of Relief web
419	I have no more suggestion.
420	Personalized homepage, e.g. "Iraq"; "humanitarian situation"; "security"
421	The suggestions on the questioneer has capture all.
422	In the vacancies, to add a job options: Monitoring&Evaluation, Security officer, Chief of Party, and so on.
423	None that i can think of now
424	Please provide more information for graduates from developing countries and from previously disadvantaged backgrounds who would like to work in the development/humanitarian sector but are unable to do so due to financial or visa constraints or restrictions. Thank You.
425	None
426	grouping agencies or organisations that deal with the same issues and linking them as professionals in the same field would find common issues and interests vacancies should be circulated to head of agencies monthly or to Human resources for circulation with the organisations More self development courses should be highlighted on the relief web to encourage those who want to better themselves to do so. Career advise columns should be added to help job seekers A monthly or weekly journal could be circulated to jobseekers or related service providers
427	Log in profile that would keep all job browsing history / job sectors / countries recorded and would email me when new job posting has been published for that sector / country.
428	Furhter details about the agencies and NGOs who post the vacancies. They should be known and trusted by the website.
429	N/A
430	I live in Nairobi, Kenya and I sometimes feel like most humanitarian information services are catered for those living in developed countries i.e. expatriates, and yet the vacancies are available within our country and region. I wish this website would give a great chance to those of us living in developing and third world countries to secure jobs in humanitarian agencies. I believe we also have the qualifications and experience required to perform these jobs. I have applied for many jobs via relief web but I have never received even an acknowledgement of regret!!!

431	Online humanitarian information services should be filtered in a way that we are able to grasp the happenings in a matter of seconds without going through too much content.
432	More online academic journals
433	Quick feedback especially to requests and applications, relating to any field
434	information sharing, alerts on development trends, Funding opportunities for development projects, Youth development links
435	To higlight the emergecy settlements/places untill it's responded
436	Please inprove on iformation dealing with learning in humanitarian and development activities
437	Several times I applied unsuccessfully...why so unlucky??!!! or no available jobs.I don't believe that.
438	setting up a platform where organizations can share updates on humanitarian emergency responses
439	Be able to download the website with very low bandwidth Better presentation of information Link it to Twitter or segment into different twitter groups (twitter-jobs-specific-country)
440	None
441	They need to consolidate expert/analytical reports on countries and themes, so that I use less time searching various content sites of centers, think tanks, ICG-type NGOs for detailed analysis of situations. Currently ReliefWeb only posts recent material on operational and narrow topics with very little contextual/background analysis of the broader context.
442	More specialized discussions and online training on humanitarian and reporting issues.
443	In this sense, if you do go towards professional networking, save us time and make it all compatible with LinkedIn!!
444	Everything would be okay only if ITs made it easy in terms of equal access to better connections and appropriate devices at different levels from field to HQs. How this could be possible as we also depend from dealers? The blackberry story is a case... We are so different!
445	It is considered as a valuable resource for job and training searching in a comprehensive way as well as updating my knowledge resources with project documents on current global context. Thanks to ReliefWeb for providing the access to such excellent helpful assistance.
446	Very perfect, no any specific suggestions.
447	Should be simple, reliable and user friendly that will make users to take it as part of their daily information. Note that is equally important to link relief web link to local information sharing mechanisms like the use of google groups especially in Uganda. this will increase the level of access
448	posting of more photos and videos showing the situation on the ground, maps showing the exact areas that are adversly affected and need humanitarian assistance, drop off points for any humanitarian aid that can be given by anybody, but not necessarily cash donations.
449	From use, I would strongly consider to redo / rearrange the content of the reliefweb to make it more friendly for searching documents without going into search option. The FTS site is an example. One is not particularly confident of finding a document/chart the second time around. Therefore, the content needs to be placed in an eye-friendly / logical manner also on country specific pages. This would help in retrieving / finding useful documents on time.
450	It is really useful to share information and experiances from all over the globe.
451	good work, keep it up guys.
452	Have discussions on strategies to improve health/development of the underpriviledged
453	As an avid user of ReliefWeb, and now becoming aware of OneResponse, I don't understand why the two are not merged. Imagine what a powerful tool ReliefWeb would be?
454	I would recommend that Reliefweb become a platform for information exchange portals such as virtual and one response
455	Non
456	Nothing more
457	Online humanitarian information service should also include the current disasters updates, their

	effect and the type of response deployed by NGOs so that those who are doing disaster management courses should use them as valuable resource.
458	Reliefweb should include toolkit-type content that provides guidelines, presentations, annotated documentation etc. on humanitarian and disaster-related issues that humanitarian/disaster risk practitioners can consult and/or download for their work in the field. OCHA/EPS has developed the Disaster Response Preparedness Toolkit, which would fit very well into this category.
459	releif web can have their own Data base of the CVs which can be forwarded to various organisation as per the need as well as based on the qualification and experience, which will help many like me.
460	Reliefweb is serving the society well, but application for vacant positions is too difficult. so please consider it.
461	this survey shows that you dont know anything about RW yourself. for example, RW already does have languages beyond English -- French and Spanish.
462	It would faciliate my connections with other friends and people who are interested in humanitarian work etc
463	Please also include researched materals on humanitarian developmnets and articles that are educatives. Create a blog where people exchange case study materials and share different information gathered from differents parts of the world on humanitaerian contexts.
464	Just to appreciate what reliefweb is doing.At a personal elevel i have intriduced it to a number of my friends who did not know it and encourage them always to search for it because it is informative and a source of career progression because of the jobs advertied on it Again i find it helpful for individuals interested in voluntary work because it offers alot for people to share their skills and abilities away from their countries.This is because the services offered under humanitatian ground go beyond the value for money but a positive regard for human kind including evironmental protection.Thanks
465	May be sucess stories of the Humanitarian workers and their lession learn can be good information to share for other collugesl.
466	Primary objective is that it has to be a fast service. The One Response and Humanitarian Reform websites are incredibly slow to load.(saying that, yours is very fast) The navigation is crucial, having quick drop-down menus to elaborate content would be an advantage. Links to relevant cluster groups would be an advantage. I find your website very easy to navigate - it is clearly laid out and logical. Thank you.
467	I've never thought about directly engaging with others on reliefweb; I cannot imagine it as an interactive space but perhaps that is just my own use of it. I love the way the site is currently set up. It would be more valuable to my work I supposed if there were more documents to read, download, or even purchase. I use alot of content on reliefweb, but there is certainly always more to read and I have to go elsewhere.
468	A media library
469	On order to increase capabilities to help in humanitarian services/actions, Regional trainers teams deployed in different regions could develop new volunteers for humanitarian actions; This could be meant in a global cooperation/association ways.
470	Answers provided above are enough.
471	Initiatives like ReliefWeb should work to become a base for regional knowledge. Much information is generated when major relief operations take place in a region, but there are few effective ways to capture and share this information, which could be used to inform future responses.
472	Social networking idea is very interesting, and if developed properly would be very useful to group people signed up by emergency, so you could search by emergency and see if you have any former colleagues there. The maps, blogs and photos are invaluable to get a sense of the situation that you don't otherwise get in reports. I often use reliefweb to search for links to cluster information on certain emergencies.

473	Relief web needs to consider sectoral arrangement for information sharing, situation update, reports, networking and job vacancies. The sectoral arrangement should consists of various thematic areas of humanitarian issues: food security and livelihoods, WASH, health, pro tection, climate change, shelter etc, which can help professionals to get in touch promptly for updates,info sharing and job serching...
474	a matching skills service
475	digest service
476	Networking and sharing information on issues of common interests in the humanitarian and development sectors is very useful, especially learning new lessons and impact made in specific projects on similar issues/situations from other colleagues in these sectors.
477	difficult to say as even a NGO is depening on the character of the people working there. I think it would be great value to mix teams
478	Maybe if you consider college or university students while posting information for easy research. I was doing a research on floods last year August April(for a CERG course from the University of Geneva).I was looking for information but what I got was not up to date. Thank you in anticipation
479	Posts of new ways of managing new diseases
480	Nothing in particular really
481	It would be good if there's a way for readers to post openions on a particular issue.
482	Prior organizations use humanitarian information services to advert job opportunities and get applicants, they should commit themselves to provide feedback to interviewed candidates to inform them their status. In many cases, applicants are interviewed but they don't get any information on their failure while this could help the candidate for ulterior interviews
483	repository of thematic/sectoral documents
484	Online Humaniatrian information acess for rural communities.
485	none
486	It would be useful to be able to link in with people working in the same country. Its often difficult when entering a new country to know what other NGOs are present, which parts of the country they are operational, what they are doing. It would be useful to know this, but also to have a platform to discuss country specific issues (or regional/continental issues) and get the perspective from other devt and humanitarian workers currently working there.
487	---
488	.
489	Consider having a database of consultants in humanitarian area with references so that makes it easier to invite applications from experienced professionals including in financial management/organisational development area
490	open it out further to link people from the humanitarian/development sector so we finally have an online community from across the world which can actively encourage and assist each other.
491	For me what Reliefweb is offering in updates is comprehensive and informative.
492	Show the details for each sector
493	Able to apply online Able to edit my resume online Contact the organization directly
494	It would be more useful if the ReliefWeb send important information, jobs and professional development trainings to the email to make more aware the users.
495	Thank you for your great work

Appendix II

We randomly selected 50 open responses to question 23, and iteratively categorized the feedback into categories by topic. Below are the full comments of the 50 open responses we assessed.

Number	Feedback Response	Category
1.	Sometimes difficult to browse as system crashes also when using fast connection	Improved connection speed / bandwidth
2.	I wish that employers could standardize their announcements so that when I search for a term/keyword I can find the announcement. EXAMPLE: If I search for "media" but the employer used the word "press" I will not see the announcement. If I search for "anthropology" or "ethnology" and the employer used "social sciences" I will not see the announcement. If there were a list of words for an employer to "check all that apply" when describing the job and the required qualifications. Those selected words/terms would and then become keywords making for easier job searches.	Improved employment section
3.	I suggest and recommend that relief web networks closely with humanitarian organizations working in all humanitarians areas in the World for accurate and timely provision of information to it's users.	More timely information / regular alerts of new site content
4.	Update the site on an hourly basis in case of any development	More timely information / regular alerts of new site content
5.	Grouping information on the basis of similarity e.g. if it's jobs they are separated into the various areas such as admin, finance, HR etc. and for information it can be arranged on the basis of interconnectedness such that if a crisis in one country triggers the same in another such info is linked.	Improved information architecture / user experience
6.	Generate resource pool of CVs/consultants who can be mobilized perhaps with availability information.	Improved employment section
7.	Good work, not always is the first place to have the information on a emergency	More timely information / regular alerts of new site content
8.	Low bandwidth is a big issue! If I can access the sites with a very low bandwidth system it would help me a lot. This could be s separate "low bandwidth site" with no graphics	Improved connection speed / bandwidth
9.	In terms of job postings on ReliefWeb- they are not that easy to search, using search options usually produces results that are either too narrow or too broad, so that I end up spending too much time sorting through irrelevant results.	Improved employment section
10.	Maybe a better design on this web would help to find the information quicker than now. I also would like to have access to some list of humanitarian contacts in the countries.	Improved information architecture / user experience
11.	NA	No Comment
12.	1. To know salary range for all posted job vacancies 2. To be able to access organizations' Websites directly from the vacancy listing, without opening it in a separate window. 3. Some organizations' Websites don't open or are under construction. Please make sure that all referenced links work.	Improved employment section
13.	You do a great job! Thanks	Great job!

14.	More improvement of website format.	Improved information architecture / user experience
15.	Offering personalize web page where we can choose our options to get updated with selected topics and selected countries.	More timely information / regular alerts of new site content
16.	You know the situation in my country Gaza Palestine Would like to cooperation with relief web to help our people ASPIRATION OF THE ASSOCIATION & ITS PROSPECTIVE PROJECTS 1. Creation of exemplar Center for Care and Rehabilitation of handicapped of special need . 2. 3. Increase the educative support provided by the association of students in need and working on adaptation of full study for poor student . 4. 5. Creation an Orphan Fund . 6. Erection of exploitive project ensuring financial support for poor families . 7. Creation of school for weak-students . 8. Creation of benevolence hospital . 9. Creation of Orphan Care Center . Treasurer of Association Khalil AL Manama pharmacy Responsible of Public Relation Branch of Australia Sami Al-Safadi	No Comment / not applicable
17.	I like the Briefing Packs, Thanks!	Great job!
18.	If such a service could be combined with an existing service (such as facebook), it would be much more efficient and streamlined. I'm involved with a number of sites, but truly only access one or two on a daily basis, others on a monthly basis at best.	Recommend ReliefWeb leverages a pre-existing social network
19.	nsp	No Comment
20.	Do apologize for my English I'm French speaker. I'm confident that the as he give me satisfaction it would be the same for many all those who visit the web site. The content and opportunities foe engagement are very good.	Great job!
21.	Include regular alerts on new content posted on the website to keep us abreast of developments. The humanitarian snapshots are a good source of useful information on countries and should be updated for all countries.	More timely information / regular alerts of new site content
22.	I suggest that information would be freely available in this online site, information about products, about scientific research on sustainable development, genetic resources management, governance ... themes, about Meeting Schedule, Training Schedule, conference and periodic review and other relevant services in this area.	Increase comprehensive content on the site
23.	No	No Comment
24.	please consider an iPhone app so that mobile access is easier	Content via iPhone / mobile devise
25.	Regarding the sharing of information and contacts in a humanitarian emergency, the Virtual OSOCC is has the best overview and is absolutely sufficient for this purpose. Too many social networks become confusing. I use Facebook and Linkedin for personal purposes, perhaps to link up with professional contacts, but not to find jobs via these websites. The overall purpose of reliefweb should remain the same, in terms of sharing and posting information, advertising jobs in the humanitarian domain etc. It does not need to be a social network with voting, chat, messaging etc.	Recommend ReliefWeb leverages a pre-existing social network / Does not want social networking features
26.	Rather than creating an own social network, RW should engage more on the existing ones, perhaps by creating specific target groups people could join. I'm not sure I want yet another account, somewhere else that	Recommend ReliefWeb leverages a pre-existing social network

	I need to log on to get info!	
27.	I would like to see humanitarian information, definitions, trainings, job opportunities, information how to engage the community in disasters and would like to see how we can increase our skill in humanitarian profession.	Increased professional development and training content
28.	None. so far am satisfied with the presentation	Great job!
29.	More on training and career development	Increased professional development and training content
30.	Quarterly political and humanitarian analysis of the trends of the main humanitarian crisis and possible evolution	Increase comprehensive content on the site
31.	I support three clusters and am interested on what humanitarian agencies do, especially those that do not participate in any cluster in Somalia, yet quite active in the humanitarian sector. We cannot capture information on small agencies, bit I propose the key actors per country. I would like to propose consideration of this factor, so that Reliefweb can be more useful. I use Reliefweb a lot to get information on funding updates and this has really helped me in providing up-to-date information to agencies that often ask me for the updates.	Increase comprehensive content on the site
32.	One suggestion for RW in particular: the two main reasons I do not use RW more frequently in my work (I work for OCHA) are: 1. Sometimes difficult to find information per country or emergency which is presented in a systematic manner - I find the country-specific/emergency-specific pages confusing, and the limited number of documents posted on the main site not always relevant. Also, often I find that the documents posted are not the most important ones, or not the most relevant ones - I am not sure what the selection criteria are, however. Hence, I mostly use RW to find documents which I cannot find anywhere else... Finally, when looking for a standard product such as OCHA sit reps for one particular situation, I found it is sometimes very difficult to find a location where these are all listed and accessible in one place (rather than scattered around the site/web). 2. The slow loading speed of the site. With slow speed internet connections, it is often very frustrating to use RW, and I instead end up just searching for the same document on another site (by searching for it on google), instead of using RW. Also, in particular after an emergency, the emergency-specific site seems to be almost completely inaccessible (this was the case after cyclone Nargis).	Improved connection speed / bandwidth
33.	Thanks for giving chance in this website it is very good and useful for my job and as well for other information and this is my first time that i have visit to this website, next time i will com with some idea to this website. Regards	Great job!
34.	Develop the FTS system to provide analysis of content. Provide summaries and analysis on countries and emergencies Latest updates are useful only if collated	Increase comprehensive content on the site
35.	Additional content from local media outlets in crisis countries would be a major plus.	Increase comprehensive content on the site
36.	Nothing to say, thanks	Great job!

37.	You've started providing downloadable information packs. I'd like to see those continue and liven up, so they include good music, perhaps short stories and history, music and literature articles from New Yorker etc. which give a deeper understanding of a country, and therefore the people who live there, than just humanitarian-related information. Perhaps some essential words and phrases in the local language/s, too.	Increase comprehensive content on the site
38.	It would be helpful to post a profile, like on linked in, or opportunityknocks.org that employers can search.	Improved employment section
39.	My view is that most of the highlights and summaries are African-oriented and leave behind other emergencies and humanitarian situations. My suggestion is that highlights and selections must be representative of all kind of emergencies, not just the "pure humanitarian". Another suggestion: OCHA is conducting a daily media monitoring which I find interesting but is not vey useful currently because it comes via email and again, only gives an overview of the most remarked emergencies. I think reliefweb can provide this service with greater quality and added value.	Increase comprehensive content on the site
40.	Policy Guidelines	Increase comprehensive content on the site
41.	Is it really OCHA's role to create a social network for humanitarians? Wouldn't it be better to build into an existing platform? Given the existence of AlertNet, what is ReliefWeb's added value -- if any? Perhaps OCHA shouldn't be supporting both ReliefWeb and IRIN.	Recommend ReliefWeb leverages a pre-existing social network
42.	Enhance contact information, making available name, title, updated telephone + emails and picture.	Recommend ReliefWeb leverages a pre-existing social network
43.	Online humanitarian info services be regular, for more than six months the information was not posted to my mail.	More timely information / regular alerts of new site content
44.	Mobile phone internet humanitarian alerts and information sharing can be useful because I believe many people are mobile phone users unlike personal computers or laptops.	Content via iPhone / mobile devise
45.	Information about Training Toolbox related with humanitarian Relevant documents	Increased professional development and training content
46.	Provide more publication and resources for learning and development	Increased professional development and training content
47.	Up-to-date, timely and relevant information that is important to my work.	More timely information / regular alerts of new site content
48.	Relief Web should also know who got Jobs through Relief Web service. It will help in building confidence on the source and as a feedback for new visitor.	Improved employment section
49.	Keep it simple and easy to navigate.	Improved information architecture / user experience
50.	Thank you for what you are doing. May God bless all of you.	Great job!