

**I. Basic IT Infrastructure and Application**

Table 3 [Q1] In the past year, how many PCs and laptops in total were in use in your organization?

	2009		2011	
	Frequency	Percentage (Base=102)	Frequency	Percentage (Base=74)
1-50	63	61.8%	40	54.1%
51-100	10	9.8%	8	10.8%
101-150	5	4.9%	6	8.1%
151-200	5	4.9%	1	1.4%
201-250	1	1.0%	3	4.1%
251-300	9	8.8%	2	2.7%
301-350	1	1.0%	1	1.4%
351-400	2	2.0%	1	1.4%
>400	5	4.9%	10	13.5%
Don't know / hard to say	1	1.0%	2	2.7%
Total	102	100.0%	74	100.0%
Missing	1		--	
Mean	120.5		165.0	
Standard error	22.40		39.39	
Median	30.0		48.0	
Base	101		72	

Table 4 [Q2] Also in the past year, did all the computers/ IT facilities in your organization have access to the internet?

	2009		2011	
	Frequency	Percentage (Base=103)	Frequency	Percentage (Base=74)
All have internet access	103	100.0%	66	89.2%**
Part of them have internet access	--	--	7	9.5%
Don't know / hard to say	--	--	1	1.4%
Total	103	100.0%	74	100.0%

Table 5 [Q2b] (Only ask respondents who answered "part of them have internet access", base in 2011=7) Also in the past year, did all the computers/ IT facilities in your organization have access to the internet? - Percentage

	2011	
	Frequency	Percentage (Base=7)
1%	1	14.3%
87%	1	14.3%
90%	4	57.1%
93%	1	14.3%
Total	7	100.0%
Mean	77.3%	
Standard error	12.73%	
Median	90.0%	
Base	7	

Table 6 [Q3] What is the proportion of personal computers and laptops of your organization which were purchased/donated by others within 3 years, and, purchased/donated by others 3 years before, but have been upgraded within the past 3 years?

	2009		2011	
	Frequency	Percentage (Base=103)	Frequency	Percentage (Base=74)
Purchased/donated by others within 3 years; purchased/donated by others 3 years before, but have been upgraded within the past 3 years	100	97.1%	69	93.2%
Don't know / hard to say	3	2.9%	5	6.8%
Total	103	100.0%	74	100.0%

Table 7 [Q3] What is the proportion of personal computers and laptops of your organization which were purchased/donated by others within 3 years, and, purchased/donated by others 3 years before, but have been upgraded within the past 3 years? – Purchased / donated by others within 3 years

	2009		2011	
	Frequency	Percentage (Base=100)	Frequency	Percentage (Base=69)
0%	5	5.0%	3	4.3%
1-10%	13	13.0%	1	1.4%
11-20%	9	9.0%	8	11.6%
21-30%	7	7.0%	13	18.8%
31-40%	7	7.0%	9	13.0%
41-50%	8	8.0%	6	8.7%
51-60%	4	4.0%	7	10.1%
61-70%	6	6.0%	7	10.1%
71-80%	7	7.0%	5	7.2%
81-90%	4	4.0%	2	2.9%
91-100%	30	30.0%	8	11.6%
Total	100	100.0%	69	100.0%
Mean		56.4%		49.6%
Standard error		3.68%		3.41%
Median		59.0%		50.0%
Base		100		69

Table 8 [Q3] What is the proportion of personal computers and laptops of your organization which were purchased/donated by others within 3 years, and, purchased/donated by others 3 years before, but have been upgraded within the past 3 years? – Purchased / donated by the others 3 years before, but upgraded within 3 years

	2009		2011	
	Frequency	Percentage (Base=95)	Frequency	Percentage (Base=69)
0%	27	28.4%	38	55.1%
1-10%	19	20.0%	9	13.0%
11-20%	9	9.5%	5	7.2%
21-30%	4	4.2%	7	10.1%
31-40%	3	3.2%	3	4.3%
41-50%	8	8.4%	1	1.4%
51-60%	3	3.2%	1	1.4%
61-70%	--	--	3	4.3%
71-80%	2	2.1%	2	2.9%
81-90%	3	3.2%	--	--
91-100%	17	17.9%	--	--
Total	95	100.0%	69	100.0%
Missing	5		--	
Mean		34.1%		13.0%**
Standard error		3.90%		2.49%
Median		15.0%		0.0%
Base		95		69

Table 9 [Q3] What is the proportion of personal computers and laptops of your organization which were purchased/donated by others within 3 years, and, purchased/donated by others 3 years before, but have been upgraded within the past 3 years? – Purchased / donated by the others 3 years before, but did not upgrade within 3 years

	2009		2011	
	Frequency	Percentage (Base=95)	Frequency	Percentage (Base=69)
0%	22	23.2%	19	27.5%
1-10%	4	4.2%	2	2.9%
11-20%	1	1.1%	4	5.8%
21-30%	1	1.1%	6	8.7%
31-40%	3	3.2%	6	8.7%
41-50%	8	8.4%	9	13.0%
51-60%	2	2.1%	5	7.2%
61-70%	4	4.2%	7	10.1%
71-80%	7	7.4%	6	8.7%
81-90%	16	16.8%	4	5.8%
91-100%	27	28.4%	1	1.4%
Total	95	100.0%	69	100.0%
Missing	5		--	
Mean	59.3%		37.3%**	
Standard error	4.12%		3.67%	
Median	80.0%		35.0%	
Base	95		69	

Table 10 [Q4] Do your staff need to use PC for work outside the office?

	Frequency	Percentage (Base=74)
Yes	38	51.4%
No	36	48.6%
Total	74	100.0%

Table 11 [Q5] (Only ask respondents who answered "Yes" in Q4", base=38) Can the current IT system/facilities support your staff working outside the office (e.g. to remote login the organization's application system)?

	Frequency	Percentage (Base=37)
Yes	27	73.0%
No	10	27.0%
Total	37	100.0%
<i>Missing</i>	<i>1</i>	

Table 12 [Q6] What kind(s) of IT software application system does your organization use now? [Interviewer to read out items 1-7, order to be randomized, multiple responses allowed]

	2009			2011		
	Freq	Percentage of responses (Base=490)	Percentage of sample (Base=103)	Freq	Percentage of responses (Base=307)	Percentage of sample (Base=74)
Internal / external communication (e.g. Email / IM)	102	20.8%	99.0%	72	23.4%	97.3%
Financial Management System	101	20.6%	98.1%	64	20.8%	86.5%**
Membership Management System	77	16.3%	74.8%	46	14.9%	62.2%*
Human Resource Management System	80	15.7%	77.7%	33	10.7%	44.6%**
Knowledge Management System / Document Management System	62	12.7%	60.2%	28	9.1%	37.8%**
Donor Management System	--	--	--	27	8.8%	36.5%
Volunteer Management System	--	--	--	23	7.5%	31.1%
Others (See below)	68	13.9%	66.0%	14	4.5%	18.9%**
None of the above	--	--	--	1	0.3%	1.4%
<b>Total</b>	<b>490</b>	<b>100.0%</b>		<b>308</b>	<b>100.0%</b>	
Other responses that cannot be grouped:						
Clinical Management System				3	1.0%	4.1%
Point of Sales System				3	1.0%	4.1%
Inventory Management System				2	0.6%	2.7%
Customer Relationship Management				1	0.3%	1.4%
Activity Registration System				1	0.3%	1.4%
Homes Management System, Home care system				1	0.3%	1.4%
Reservation System				1	0.3%	1.4%
Online Booking System				1	0.3%	1.4%
Curriculum Management System				1	0.3%	1.4%
Frontline Service and Curriculum Training System	68	13.9%	66.0%			
Sub total	68		66.0%	14	4.5%	18.9%

Table 13 [Q7] Which IT software application system(s) you are considering to upgrade in your organization? [Multiple responses allowed]

	Frequency	Percentage of responses (Base=209)	Percentage of sample (Base=74)
Membership Management System	36	17.2%	48.6%
Human Resource Management System	27	12.9%	36.5%
Volunteer Management System	27	12.9%	36.5%
Knowledge Management System / Document Management System	23	11.0%	31.1%
Financial Management System	22	10.5%	29.7%
Internal / external communication (e.g. Email / IM)	22	10.5%	29.7%
Donor Management System	19	9.1%	25.7%
Not considering at this moment	17	8.1%	23.0%
Others (See below)	16	7.7%	21.6%
Total	209	100.0%	
Other responses that cannot be grouped:			
Inventory Management System	4	1.9%	5.4%
System for designing	2	1.0%	2.7%
Activity Registration System	2	1.0%	2.7%
Network Attached Storage	1	0.5%	1.4%
But there are not any choices in market	1	0.5%	1.4%
Will change to Office 2010	1	0.5%	1.4%
Membership Management System that is developing by Social Welfare Department	1	0.5%	1.4%
Update web pages	1	0.5%	1.4%
Point of Sales System	1	0.5%	1.4%
System that supports remote login	1	0.5%	1.4%
Clinical Management System	1	0.5%	1.4%
Sub total	16	7.7%	21.6%



Table 14 [Q8] (Only ask respondents who did not answer “not considering at this moment” in Q7, base=57) What factors will affect your decision when your organization is considering to buy new IT system or to upgrade the existing system? [Interviewer to read out items 1-5, order to be randomized by computer, multiple responses allowed]

	Frequency	Percentage of responses (Base=250)	Percentage of sample (Base=57)
Price / cost of the new system	54	21.6%	94.7%
Functions and benefits brought by the new system	51	20.4%	89.5%
Compatibility with existing hardware and software	47	18.8%	82.5%
Technical support needed	46	18.4%	80.7%
Time and other preparation needed (e.g. training)	44	17.6%	77.2%
Others (See below)	8	3.2%	14.0%
Total	250	100.0%	
Other responses that cannot be grouped:			
All of the above	2	0.8%	3.5%
Suitability of the system design	2	0.8%	3.5%
Reputation and users' comments of the product on the market	2	0.8%	3.5%
Performance of supplier	1	0.4%	1.8%
Security of new systems	1	0.4%	1.8%
Sub total	8	3.2%	14.0%

Table 15 [Q8] (Only ask respondents who did not answer “not considering at this moment” in Q7, base=57) What factors will affect your decision when your organization is considering to buy new IT system or to upgrade the existing system? – First priority

	Frequency	Percentage (Base=57)
Price / cost of the new system	30	52.6%
Functions and benefits brought by the new system	22	38.6%
Compatibility with existing hardware and software	2	3.5%
Time and other preparation needed (e.g. training)	1	1.8%
Technical support that the system needs	--	--
Others	2	3.5%
Total	57	100.0%

Table 16 [Q9] What kind of measures does your organization have to protect the servers / application system? [Interviewer to read out items 1-6, order to be randomized by computer, multiple responses allowed]

	Frequency	Percentage of responses (Base=302)	Percentage of sample (Base=74)
Anti-virus	67	22.2%	90.5%
Firewall	61	20.2%	82.4%
Physical Security	43	14.2%	58.1%
Daily Backup	41	13.6%	55.4%
UPS/ uninterruptible power supply	38	12.6%	51.4%
Insurance	34	11.3%	45.9%
Bi-weekly / monthly Backup	10	3.3%	13.5%
Others (See below)	7	2.3%	9.5%
Don't know / hard to say	1	0.3%	1.4%
Total	302	100.0%	
Other responses that cannot be grouped:			
No measures taken	2	0.7%	2.7%
Email spam	2	0.7%	2.7%
24-hour air-conditioning	1	0.3%	1.4%
System monitoring	1	0.3%	1.4%
Internet security	1	0.3%	1.4%
Sub total	7	2.3%	9.5%

## II. IT Funding and Subsidies

Table 17 [Q10] Over the past year, has your organization set aside a specific amount of resources for improving IT facilities or increasing its applicability?

	2009		2011	
	Frequency	Percentage (Base=102)	Frequency	Percentage (Base=74)
Yes	34	33.3%	37	50.0% *
No	65	63.7%	36	48.6% *
Don't know / Hard to say	3	2.9%	1	1.4%
Total	102	100.0%	74	100.0%
<i>Missing</i>	<i>1</i>		--	

Table 18 [Q11] (Only ask respondents who answered "Yes" in Q10, base in 2009 = 34, base in 2011=37) What is the percentage of this amount to the total expenditure of your agency?

	2009		2011	
	Frequency	Percentage (Base=31)	Frequency	Percentage (Base=36)
0.2%	1	3.2%	--	--
0.5%	--	--	2	5.6%
0.7%	--	--	1	2.8%
1.0%	7	22.6%	6	16.7%
2.0%	--	--	4	11.1%
3.0%	--	--	2	5.6%
4.0%	--	--	1	2.8%
5.0%	4	12.9%	3	8.3%
8.0%	1	3.2%	--	--
10.0%	1	3.2%	1	2.8%
15.0%	--	--	1	2.8%
20.0%	--	--	1	2.8%
30.0%	1	3.2%	--	--
97.0%	1	3.2%	--	--
Don't know / hard to say	15	48.4%	14	38.9%
Total	31	100.0%	36	100.0%
Missing	3		1	
Mean	10.8%		3.9%	
Standard error	6.03%		1.06%	
Median	3.0%		2.0%	
Base	16		22	

Table 19 [Q12] (Only ask respondents who answered "Yes" in Q10, base in 2009=34, base in 2011=37) What is the major funding source(s) of this expenditure? [Interviewer to read out items 1-5, multiple responses allowed, ordered by importance level, 1 meaning the most importance]

	2009			2011		
	Freq	Percentage of responses (Base=79)	Percentage of sample (Base=32)	Freq	Percentage of responses (Base=87)	Percentage of sample (Base=37)
Organization's recurrent expenditure	24	31.6%	75.0%	32	36.8%	86.5%
IT development grant / subsidy from the Government (e.g. SWDF)	13	17.1%	40.6%	22	25.3%	59.5%
Project-based funding	10	13.2%	31.3%	12	13.8%	32.4%
Charity foundation (e.g. The Community Chest, The Hong Kong Jockey Club)	14	18.4%	43.8%	10	11.5%	27.0%
Donation from business sector	10	13.2%	31.3%	9	10.3%	24.3%
Others (See below)	2	2.6%	6.3%	--	--	--
Don't know / hard to say	3	3.9%	9.4%	2	2.3%	5.4%
Total	76			87	100.0%	
Missing	2			--		
Other responses that cannot be grouped						
Non-regular funding of the Government	1	1.3%	3.0%			
Extra funding from the organization	1	1.3%	3.0%			
Sub total	2	2.5%	6.1%			

Table 20 [Q12] (Only ask respondents who answered "Yes" in Q10, base in 2009=34, base in 2011=37) What is the major funding source(s) of this expenditure? [Interviewer to read out items 1-5, multiple responses allowed, ordered by importance level, 1 meaning the most importance] – First priority

	2009		2011	
	Frequency	Percentage (Base=29)	Frequency	Percentage (Base=35)
Organization's recurrent expenditure	19	65.5%	19	54.3%
IT development grant / subsidy from the Government (e.g. SWDF)	3	10.3%	14	40.0%
Charity foundation (e.g. The Community Chest, The Hong Kong Jockey Club)	4	13.8%	2	5.7%
Project-based funding	--	--	--	--
Donation from business sector	2	6.9%	--	--
Others	1	3.4%		
Total	29	100.0%	35	100.0%
Missing	5		2	

Table 21 [Q13] Will your organization set aside a specific amount of resources for IT development in the year of 2011/12?

	Frequency	Percentage (Base=73)
Yes	43	58.9%
No	26	35.6%
Don't know / Hard to say	4	5.5%
Total	73	100.0%
Missing	1	

Table 22 [Q14] What mode(s) of subsidy would you consider to be most conducive for the IT development within the social welfare sector? [Interviewer to read out items 1-5, multiple responses allowed, ordered by conducive level, 1 meaning the most conducive]

	2009			2011		
	Freq	Percentage of responses (Base=104)	Percentage of sample (Base=35)	Freq	Percentage of responses (Base=269)	Percentage of sample (Base=73)
IT development grant / subsidy from the Government (e.g. SWDF)	33	31.7%	94.3%	66	24.5%	90.4%
Donation from business sector	21	20.2%	60.0%	55	20.4%	75.3%
Organization's recurrent expenditure	--	--	--	51	19.0%	69.9%
Charity foundation (e.g. The Community Chest, The Hong Kong Jockey Club)	30	28.8%	85.7%	48	17.8%	65.8%*
Project-based funding	20	19.2%	57.1%	40	14.9%	54.8%
Others (See below)	--	--	--	8	3.0%	11.0%
Don't know / hard to say	--	--	--	1	0.4%	1.4%
Total	104	100.0%		269	100.0%	
Missing	68			--		
Other responses that cannot be grouped						
Donation / discount offering of IT hardware or software by commercial organizations				4	1.5%	5.4%
Fundraising activities of the organization				3	1.1%	4.1%
Human resources training of the organization				1	0.4%	1.4%
Sub total				8	3.0%	10.8%

Table 23 [Q14] What mode(s) of subsidy would you consider to be most conducive for the IT development within the social welfare sector? [Interviewer to read out items 1-5, multiple responses allowed, ordered by conducive level, 1 meaning the most conducive] – First priority

	2009		2011	
	Frequency	Percentage (Base=35)	Frequency	Percentage (Base=72)
IT development grant / subsidy from the Government (e.g. SWDF)	18	51.4%	43	59.7%
Organization's recurrent expenditure	0	0.0%	13	18.1%
Charity foundation (e.g. The Community Chest, The Hong Kong Jockey Club)	6	17.1%	8	11.1%
Donation from business sector	3	8.6%	4	5.6%
Project-based funding	8	22.9%	3	4.2%
Others	--	--	1	1.4%
Total	35	100.0%	72	100.0%
Missing	68		2	

Table 24 [Q15] Which of the following mode(s) of subsidy would you consider more suitable for the operation and development of the social welfare organizations? [Interviewer to read out items 1-2, order to be randomized by computer, single response only]

	Frequency	Percentage (Base=74)
Continuous IT fund or subsidy with smaller amount of money, e.g. a lump sum for 1 year	34	45.9%
A lump sum of IT fund or subsidy with larger amount of money, e.g. a lump sum for 3 years	30	40.5%
No difference between the two modes	10	13.5%
Total	74	100.0%

Table 25 [Q16a] (Only ask respondents who answered “a lump sum fund” in Q15, base=30) Why do you think a lump sum of IT fund or subsidy with larger amount of money is more suitable? [Do not read out answers, multiple responses allowed]

	Frequency	Percentage of responses (Base=58)	Percentage of sample (Base=30)
More choices with bigger funding (including some higher-end system / facilities)	17	29.3%	56.7%
No need to purchase / upgrade IT system / facilities every year	17	29.3%	56.7%
More flexible in using the budget	13	22.4%	43.3%
No need to apply every year, save time	5	8.6%	16.7%
Able to make longer plan	3	5.2%	10.0%
Others (See below)	3	5.2%	10.0%
Total	58	100.0%	
Other responses that cannot be grouped:			
Can choose bigger systems	2	3.4%	6.7%
Allow more time for evaluation	1	1.7%	3.3%
Sub total	3	5.2%	10.0%



Table 26 [Q16b] (Only ask respondents who answered “a continuous fund” in Q16, base=34) Why do you think the continuous IT funds or subsidy with smaller amount of money is more suitable? [Do not read out answers, multiple responses allowed]

	Frequency	Percentage of responses (Base=59)	Percentage of sample (Base=34)
Can have continuous development / regular upgrade of IT system / facilities	22	37.3%	64.7%
Can guarantee funding every year	13	22.0%	38.2%
More flexible in using the budget	10	16.9%	29.4%
Can have longer plan	8	13.6%	23.5%
Can hire long term / full time staff	1	1.7%	2.9%
Others (See below)	5	8.5%	14.7%
Total	59	100.0%	
Other responses that cannot be grouped:			
Small organizations do not need much funding	2	3.4%	5.9%
Easier to make the budget	1	1.7%	2.9%
Easier to apply	1	1.7%	2.9%
It is not necessary to change the computers in one lot, as same problems tend to appear in the same lot of machines	1	1.7%	2.9%
Sub total	5	8.5%	14.7%

**III. Evaluation of Overall IT Performance**

Table 27 [Q17] What kinds of IT related duties do you think are the most important to your organization but does not have the resources / time / manpower to handle or execute? [Interviewer to read out items 1-6, multiple responses allowed]

	Frequency	Percentage of responses (Base=263)	Percentage of sample (Base=74)
Software and system development	53	20.2%	71.6%
Training	50	19.0%	67.6%
Provide technical support to other colleagues	48	18.3%	64.9%
Strategic planning, including grasping latest IT information	39	14.8%	52.7%
Internal coordination, collect information and opinions	36	13.7%	48.6%
Communicate with suppliers	27	10.3%	36.5%
Others (See below)	9	3.4%	12.2%
Don't know / hard to say	1	0.4%	1.4%
Total	263	100.0%	
Other responses that cannot be grouped:			
Management and security of personal information	2	0.8%	2.7%
Understand different suppliers	1	0.4%	1.4%
Hire professional IT people	1	0.4%	1.4%
Management of software and hardware	1	0.4%	1.4%
Develop IT department	1	0.4%	1.4%
Check the computers	1	0.4%	1.4%
None of the above	1	0.4%	1.4%
All of the above	1	0.4%	1.4%
Sub total	9	3.4%	12.2%

Table 28 [Q18] Please rate your satisfaction level towards the basic IT infrastructure (e.g. software/ hardware) of your organization using 0 – 10 marks, in which 0 represents very dissatisfied, 5 represents half-half while 10 represents very satisfied.

	2009		2011	
	Frequency	Percentage (Base=103)	Frequency	Percentage (Base=74)
0	--	--	--	--
1-2	1	1.0%	--	--
3-4	8	7.8%	8	10.8%
5	12	11.7%	14	18.9%
6-7	50	48.5%	43	58.1%
8-9	29	28.2%	7	9.5%
10	2	1.9%	1	1.4%
Don't know / hard to say	1	1.0%	1	1.4%
Total	103	100.0%	74	100.0%
Mean	6.6		6.1*	
Standard error	0.15		0.16	
Median	7.0		6.0	
Base	102		73	

Table 29 [Q19] Please rate the satisfaction towards current status of IT applications of your organization using 0 – 10 marks, in which 0 represents very dissatisfied, 5 represents half-half while 10 represents very satisfied.

	2009		2011	
	Frequency	Percentage (Base=103)	Frequency	Percentage (Base=74)
0	--	--	--	--
1-2	1	1.0%	--	--
3-4	8	7.8%	10	13.5%
5	15	14.6%	13	17.6%
6-7	48	46.6%	43	58.1%
8-9	29	28.2%	7	9.5%
10	1	1.0%	1	1.4%
Don't know / hard to say	1	1.0%	--	--
Total	103	100.0%	74	100.0%
Mean	6.5		6.1*	
Standard error	0.15		0.16	
Median	7.0		6.0	
Base	102		74	

Table 30 [Q20] In general, please rate how much your organization is in need to improve the current IT facilities using 0 – 10 marks, in which 0 represents no improvement is needed at all, 5 represents half-half, 10 represents improvement is urgently needed.

	2009		2011	
	Frequency	Percentage (Base=103)	Frequency	Percentage (Base=74)
0	--	--	--	--
1-2	5	4.9	1	1.4%
3-4	7	6.8	5	6.8%
5	18	17.5	16	21.6%
6-7	38	36.9	28	37.8%
8-9	26	25.2	18	24.3%
10	8	7.8	5	6.8%
Don't know / hard to say	1	1.0	1	1.4%
Total	103	100.0%	74	100.0%
Mean	6.6		6.6	
Standard error	0.20		0.21	
Median	7.0		7.0	
Base	102		73	

Table 31 [Q21] Please rate the sufficiency of resources used for improving IT facilities allocated by your organization using 0 – 10 marks, in which 0 represents totally insufficient, 5 represents half-half, 10 represents very sufficient.

	2009		2011	
	Frequency	Percentage (Base=103)	Frequency	Percentage (Base=74)
0	--	--	2	2.7%
1-2	9	8.7%	8	10.8%
3-4	26	25.2%	18	24.3%
5	26	25.2%	11	14.9%
6-7	27	26.2%	29	39.2%
8-9	13	12.6%	5	6.8%
10	2	1.9%	1	1.4%
Don't know / hard to say	--	--	--	--
Total	103	100.0%	74	100.0%
Mean	5.1		5.0	
Standard error	0.20		0.25	
Median	5.0		5.0	
Base	103		74	

Table 32 [Q22] What do you think is/ are the biggest challenge(s) related to IT development in your organization? [Do not read out answers, multiple responses allowed]

	Frequency	Percentage of responses (Base=132)	Percentage of sample (Base=74)
No IT specialist / knowledge	49	37.1%	66.2%
Not sufficient fund	48	36.4%	64.9%
Need to improve staff's IT knowledge	11	8.3%	14.9%
IT development is too fast, cannot catch up	6	4.5%	8.1%
Need software that's tailor made for social welfare sector	4	3.0%	5.4%
Senior management do not think there's a (immediate) need for IT development	4	3.0%	5.4%
Others (See below)	7	5.3%	9.5%
No challenges at all	2	1.5%	2.7%
Don't know / hard to say	1	0.8%	1.4%
Total	132	100.0%	
Other responses that cannot be grouped:			
Communication of IT colleagues with users and suppliers	1	0.8%	1.4%
More diversified technology donors	1	0.8%	1.4%
Stability of the system	1	0.8%	1.4%
Lack of promotion of IT projects by the Government	1	0.8%	1.4%
Lack of choices from few suppliers now	1	0.8%	1.4%
Develop software	1	0.8%	1.4%
Broadband services do not cover some remote areas, need time and manpower to change the LAN cables	1	0.8%	1.4%
Sub total	7	5.3%	9.5%

#### IV. Awareness of “Cloud Computing”

Table 33 [Q23] Lastly, have you ever heard of the term “Cloud Computing” before this interview?

	Frequency	Percentage (Base=74)
Yes	53	71.6%
No	21	28.4%
Total	74	100.0%

Table 34 [Q24] Do you think that “Cloud Computing” can effectively solve the problems of IT development that your organization is currently facing?

	Frequency	Percentage (Base=74)
Yes	22	29.7%
No	29	39.2%
Can only solve part of the problems	5	6.8%
Don't know / hard to say	18	24.3%
Total	74	100.0%

Table 35 [Q25] If there is a territory-wide centralized management system for donors and volunteers, that is, the social welfare organizations involved in the system can share/obtain data and information on an internet platform, will your organization be willing to participate?

	Frequency	Percentage (Base=74)
Yes, willing to	47	63.5%
No, not willing to	7	9.5%
Don't know / hard to say	20	27.0%
Total	74	100.0%