



## **USE OF ICT AMONG WOMEN NGO's IN MACEDONIA**

**SKOPJE, 2005**

## **FIELD SURVEY REPORT**

### **Survey Methodological Bases**

The notion of Information and Communication Technologies (ICTs) has been a relatively new one in Macedonia, yet ICTs have been increasingly present in most of the segments of social life. The Republic of Macedonia represents part of the globally recognized information society tendencies, and undertakes a series of steps, which in an organized and systematic manner are to include the country in the global societal processes and transformations. Despite that, in Macedonia not a single statistical research has been undertaken that would reflect the gender context in the ICT field. The results obtained from the research carried out by the “Strategic Marketing” Institute, entitled ICT Usage, Opinions and Positions Among Citizens in the Republic of Macedonia, provide for a gender subcategory, which means that there are indicators for both women and men; the results percentage wise reflect only the number of female or male respondents, but not the total number of respondents, i.e., of the research sample comprised of 1325 respondents. The following is statistical analysis of that research, where the percentage of women and men from the total number of respondents has been analyzed. Thus, we have obtained results that reflect the gender dimension of ICT in a more realistic manner. The equipment used by organizations and their positions regarding the development and the usage of ICT in the country was included within the same research on the Usage of Information and Communication Technologies in the Civil Society Sector in the Republic of Macedonia. The research encompassed 161 civil society organizations (NGOs), 13 out of which were women organizations. Nevertheless, such a maneuver is not sufficient. There is a need for complete statistical research regarding gender features in the ICT field, which will serve for a more efficient planning and implementation of ICT policies and activities.

Numerous women’s nongovernmental organizations have been operational in Macedonia, representing a link between women as individuals and the civil society, and at the same time advocating female population interests. For these reasons, we shall assume that women’s organizations reflect the real situation of women regarding ICTs.

There may be several reasons why one should explore women's position regarding ICTs. First, in spite of the existing research on ICTs presence and usage, there is almost no reliable "field" information which include gender component. Second, many years of experience in working with women’s organizations show that the situation in this regard has been extremely poor, and women have almost been living in an information "darkness".

Within the regional project *Women’s Information Technology Transfer* (WITT), the *Akcija Zdruzenska* association of citizens - the mission of which is the strengthening and development of women's movement in Macedonia in terms of women's human rights and gender equality issues – carried out a mini survey with general goal to determine the level of knowledge and usage of ICT with women's nongovernmental organizations in Macedonia, and to determine the need of developing programs to improve the situation.

#### **Survey individual goals:**

- Determining the extent of technical equipment and of knowledge and skills regarding ICT using by WNGOs;
- Determining possibilities of Internet access and manner of usage with WNGOs;
- Identifying the needs for developing educational programs to strengthen women's organizations with ICT knowledge and skills.

The method selected to collect data in this research was the survey, which was taken with 52 representatives from 52 women's nongovernmental organizations existing in the Republic of Macedonia. The designing of the questionnaire, to be the basic tool to collect relevant data, was one of the most complex tasks. The basic goals of this survey stem from the goals of the research itself. The questionnaire collected personal data on the respondents, included questions regarding the WNGO position, their opinions, knowledge and use of ICTs, with an aim to determine the need for developing programs in order to improve the knowledge and skills of WNGO members.

A sample with the following features was obtained from this survey:

#### **Location**

	Frequency	Percentage
Stip	4	7.7
Kocani	1	1.9
Skopje	4	7.7
Gevgelija	2	3.8
Strumica	3	5.8
Kumanovo	8	15.4
Gostivar	2	3.8
Sveti Nikole	3	5.8
Struga	4	7.7
Rankovce village	1	1.9
Kratovo	1	1.9
Kriva Palanka	3	5.8
Drugovo village	2	3.8
Kicevo	2	3.8
Kavadarci	2	3.8
Debar	2	3.8
Probistip	2	3.8
Bitola	2	3.8
Berovo	1	1.9
Valandovo	1	1.9
Makedonska Kamenica	1	1.9
Radovis	1	1.9
TOTAL	52	100.0

**Age**

	Frequency	Percentage
under 18	1	1.9
18-25	7	13.5
26-35	15	28.9
36-45	14	26.9
46+	15	28.8
TOTAL	52	100.0

**Education**

	Frequency	Percentage
Secondary	18	34.6
Higher (vocational, university, M.A., PhD)	34	65.4
TOTAL	52	100.0

**Position within the organization**

	Frequency	Percentage
Deputy Director, Vice-President	5	9.6
President	20	38.5
Member	10	19.2
Coordinator	4	7.7
Program Assistant	2	3.8
Technical Assistant	5	9.6
Accountant	1	1.9
PR	1	1.9
N/a	1	1.9
Management Board member	3	5.8
TOTAL	52	100.0

***ANALYSIS OF DATA COLLECTED THROUGH THE FIELD SURVEY***

Regarding the questions on how often respondents use computers, how many computers they have in their WNGO, and how many of their members have knowledge about, and are using, computers, we obtained the following data:

**How often do you use a computer?**

	Frequency	Percentage
Several times a day	29	55.8
Several times a week	10	19.2
Several times a month	8	15.4

I don't use a computer	5	9.6
TOTAL	52	100.0

**How many computers do you have in your WNGO?**

	Frequency	Percentage
None	20	38.5
1	15	28.9
2-3	10	19.2
4-5	2	3.8
More than 5	5	9.6
TOTAL	52	100.0

**How many active members do you have in your WNGO?**

	Frequency	Percentage
1-5	26	50.0
6-15	17	32.7
16-30	4	7.7
More than 30	2	3.8
I don't know	3	5.8
TOTAL	52	100.0

**How many of your members are familiar with computers and are using them?**

	Frequency	Percentage
0 -5	33	63.4
6-15	12	23.1
16-30	1	1.9
More than 30	1	1.9
I don't now	5	9.6
TOTAL	52	100.0

Almost half of the respondents (55.8%) use the computer every day. 9.8% do not use computers at all. This confirms the fact that women's nongovernmental organizations are in great need of gaining ICT knowledge, due to the nature of their work.

In terms of availability of computers to the WNGOs, the situation is very poor as most of them (38.5%) do not have a single computer; some of them (28.9%) have one computer, whereas the number of WNGOs having each 3 or more computers is considerably lower. This points out to the fact that most of the members use their own (home) computers for work. Furthermore, it may be noted from the data collected that very few members of WNGOs have knowledge about computers and are using them: this goes to as much as 63.4% of WNGOs having each between 0 and 5 active members.

	<b>How many active members do you have in your NGO?</b>						Total
		1-5	6-15	16-30	More than 30	I don't know	
<b>How many computers do you have in your NGO?</b>	none	11 42.3%	5 29.4%	1 25.0%	2 100.0%	1 33.3%	20 38.5%
	1	6 23.1%	7 41.2%	2 50.0%			15 28.8%
	2-3	7 26.9%	2 11.8%			1 33.3%	10 19.2%
	4-5	1 3.8%				1 33.3%	2 3.8%
	more than 5	1 3.8%	3 17.6%	1 25.0%			5 9.6%
	<b>TOTAL</b>	26 100.0%	17 100.0%	4 100.0%	2 100.0%	3 100.0%	52 100.0%

	<b>How many members have knowledge about computers and are using them?</b>							Total
		1-5	6-15	16-30	More than 30	I don't know	We don't have any computers	
<b>How many computers do you have in your NGO?</b>	none	14 42.4%	3 25.0%			2 50.0%	1 100.0%	20 38.5%
	1	11 33.3%	3 25.0%	1 100.0%				15 28.8%
	2-3	7 21.2%	2 16.7%			1 25.0%		10 19.2%
	4-5		1 8.3%			1 25.0%		2 3.8%
	More than 5	1 3.0%	3 25.0%		1 100.0%			5 9.6%
	<b>TOTAL</b>	33 100.0%	12 100.0%	1 100.0%	1 100.0%	4 100.0%	1 100.0%	52 100.0%

The number of WNGO active members using computers does not correspond with the number of computers owned by WNGOs. Namely, the number of women members using a computer is higher than the number of computers WNGOs have. This represents another confirmation to the poor technical equipment of the WNGO.

<b>What do you use your computer for most often?</b>	Frequency	Percentage
For text typewriting	48	92.3
For communication	40	76.9
For information browsing	38	73.1
For fun	4	7.7

For website creating/updating	4	7.7
For program downloading	5	9.6
For making presentations	2	3.8
For presentations and promotional materials	1	1.9

The most frequent use of computer include typewriting various texts (92.3%); communication (76.9%), and information browsing (73.1%). These percentages refer to the respondents using a computer. These data indicate the insufficient knowledge and use of the possibilities computers offer on the part of WNGOs.

What do you most often use the computer for?		How often do you use a computer?				Total
		Several times a day	Several times a week	Several times a month	I don't use a computer	
Text typewriting	Yes	29 100.0%	7 70.0%	8 100.0%	4 80.0%	48 92.3%
	No		3 30.0%		1 20.0%	4 7.7%
Communication	Yes	28 96.6%	7 70.0%	4 50.0%	1 20.0%	40 76.9%
	No	1 3.4%	3 30.0%	4 50.0%	4 80.0%	12 23.1%
Information browsing	Yes	25 86.2%	6 60.0%	4 50.0%	3 60.0%	38 73.1%
	No	4 13.8%	4 40.0%	4 50.0%	2 40.0%	14 26.9%
Fun	Yes	1 3.4%	3 30.0%			4 7.7%
	No	28 96.6%	7 70.0%	8 100.0%	5 100.0%	48 92.3%
Website creating/updating	Yes	3 10.3%			1 20.0%	4 7.7%
	No	26 89.7%	10 100.0%	8 100.0%	4 80.0%	48 92.3%
Program downloading	Yes	4 13.8%		1 12.5%		5 9.6%
	No	25 86.2%	10 100.0%	7 87.5%	5 100.0%	47 90.4%

It may be concluded from the table above that, some of the respondents having stated they do not use a computer (9 respondents, or 17.3%), to a certain degree, and depending on the purpose of computer usage (e.g. text typewriting with 80%, or communication with 20%), provided positive answers to the question "What do you most often use the computer for?". This data should not be taken into consideration as being valid due to the lack of logic therein; the only thing that may be concluded here is that such responses resulted from possible embarrassment or shame on the part of the respondents not using computers and not knowing much about them. This, in turn, confirms the statement that the lack of knowledge and skills in the ICT field on the

part of WNGOs members has been quite dominant; the necessity and need of such knowledge and skills may be one of the reasons for not sincerely answering some of the questions in this survey related with respondents' skills in this field.

<b>Which computer programs do you most often use?</b>	Frequency	Percentage
Word	48	92.3
Excel	33	63.5
Internet Explorer	38	73.1
Outlook Express	15	28.8
Image editing programs	7	13.5
Audio-video programs	5	9.6
Games	3	5.8
Corel Draw	1	1.9
Power Point	3	5.8

<b>Which computer programs do you use most often?</b>		<b>How often do you use the computer?</b>				<b>TOTAL</b>
		<b>Several times a day</b>	<b>Several times a week</b>	<b>Several times a month</b>	<b>I don't use the computer</b>	
Word	Yes	29 100.0%	9 90.0%	7 87.5%	3 60.0%	48 92.3%
	No		1 10.0%	1 12.5%	2 40.0%	4 7.7%
Excel	Yes	25 86.2%	3 30.0%	3 37.5%	2 40.0%	33 63.5%
	No	4 13.8%	7 70.0%	5 62.5%	3 60.0%	19 36.5%
Internet explorer	Yes	27 93.1%	7 70.0%	3 37.5%	1 20.0%	38 73.1%
	No	2 6.9%	3 30.0%	5 62.5%	4 80.0%	14 26.9%
Outlook Express	Yes	15 51.7%				15 28.8%
	No	14 48.3%	10 100.0%	8 100.0%	5 100.0%	37 71.2%
Image editing	Yes	6 20.7%	1 10.0%			7 13.5%
	No	23 79.3%	9 90.0%	8 100.0%	5 100.0%	45 86.5%
Audio and video programs	Yes	3 10.3%	1 10.0%		1 20.0%	5 9.6%
	No	26 89.7%	9 90.0%	8 100.0%	4 80.0%	47 90.4%
Games	Yes	1 3.4%		2 25.0%		3 5.8%
	No	28 96.6%	10 100.0%	6 75.0%	5 100.0%	49 94.2%

This data, too, confirm the previous statement. Word is the program most frequently used by respondents using a computer (92.3%). The following most frequently used computer program is the Internet Explorer (73.1%).



It may be noted here as well that some of the respondents having stated they do not use computers replied that they most often use some of the programs offered (Word 60%; Excel 40%, the Internet 20%, audio-video programs 20%). A thorough analysis showed that two of these respondents (3.9%) had attended computer courses where they had gained knowledge on how to use the Word and Excel programs. It may be concluded that they have passive knowledge of these two programs, yet have not been using them in practice.

In terms of the manner of information exchange with other NGOs, foundations and the like, the telephone (94.2%) and personal contacts (82.7%) are the most often used ones. The percentage of communication via computers is considerably lower.

<b>How do you communicate and exchange information with other NGOs, foundations, etc.?</b>	Frequency	Percentage
Telephone	49	94.2
Personal contacts	43	82.7
Electronic and printed media	10	19.2
E-mail	36	69.2
Forums	5	9.6
Mailing lists	4	7.7
Websites	8	15.4

**What type of Internet access do you use?**

	Frequency	Percentage
Dial-up	22	42.3
Network provider/LAN/	4	7.7
Cable Internet	1	1.9
Rented line	1	1.9
ADSL	3	5.8
We don't have access to the Internet	21	40.4
TOTAL	52	100.0

The next question was in relation with the knowledge of terminology found in the course of Internet usage. Data show that 15.4% of respondents are familiar with all four terms while 11.5% are not familiar with any of the terms offered. Most of the respondents have partial knowledge in this regard, i.e. 73.1%. Of these, most of them are familiar with the meaning of e-mail and www., and are using the same.

**Are you familiar with the terms of e-mail, www, forum, mailing list?**

	Frequency	Percentage
Yes	8	15.4
No	6	11.5
Partially	38	73.1
TOTAL	52	100.0

Do you use these tools?	Frequency	Percentage
e-mail	42	80.8
www	36	69.2
forum	5	9.6
mailing list	13	25.0

**Position in the organization \* Are you familiar with the terms: e-mail, www, forum, mailing list?**

Cross-table

Position in the organization	Are you familiar with the terms: e-mail. www. forum. mailing list?			Total
	Yes	No	Partially	
Deputy Director. Vice President	1 12.5%		4 10.5%	5 9.6%
President	1 12.5%	5 83.3%	14 36.8%	20 38.5%
Member	2 25.0%	1 16.7%	7 18.4%	10 19.2%
Coordinator	1 12.5%		3 7.9%	4 7.7%
Program Assistant	1 12.5%		1 2.6%	2 3.8%
Technical Assistant	2 25.0%		3 7.9%	5 9.6%
Accountant			1 2.6%	1 1.9%
PR			1 2.6%	1 1.9%
N/a			1 2.6%	1 1.9%
Management Board member			3 7.9%	3 5.8%
<b>TOTAL</b>	<b>8</b> 100.0%	<b>6</b> 100.0%	<b>38</b> 100.0%	<b>52</b> 100.0%

Most of the respondents have their own e-mail address (78.8%). It could be noted that some of the respondents having said they had e-mail address refused to write it down (or considered as their own the e-mail address of the women's nongovernmental organization), and refused to answer how often they use this address. This may indicate that some of the respondents having said they have their own e-mail address actually don't have it, or do not know how to use it. This is another confirmation to the fact that WNGO members are not sufficiently aware of the advantages offered by these ICTs.

**Do you have an e-mail address?**

	Frequency	Percentage
Yes	41	78.8
No	11	21.2
Total	52	100.0

**How often do you use your e-mail address?**

	Frequency	Percentage
Every day	22	42.3
Several times a week	11	21.2
Several times a month	5	9.6
I don't have an e-mail address	11	21.2
N/a	3	5.8
TOTAL	52	100.0

**Why don't you have an e-mail address?**

	Frequency	Percentage
Empty	47	90.4
We don't have funds for Internet	1	3.8
We don't have a computer	3	5.8
We don't have a room to put the computer in	1	1.9
TOTAL	52	100.0

<b>What do you use the Internet for?</b>	Frequency	Percentage	Empty	Percentage
Communication	43	82.7	9	17.3
Information browsing	40	76.9	12	23.1
Communication with target groups and partners	32	61.5	20	38.5
Promotion and advertising of NGO initiatives and activities	23	44.2	29	55.8
Campaigns	5	9.6	47	90.4
Fun	8	15.4	44	
An alternative medium	5	9.6	47	90.4
We don't use the Internet	3	5.8	49	84.6
We don't have money, we use it at the Faculty	1	1.9	51	98.1

Following current open competitions	1	1.9	51	98.1
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*How many computers are there in your NGO / What do you use the Internet for?*

<b>What do you use the Internet for?</b>	<b>None</b>	<b>1</b>	<b>2-3</b>	<b>4-5</b>	<b>More than 5</b>
Communication	13 30.2%	13 30.2%	10 23.3%	2 4.7%	5 11.6%
Information browsing	13 32.5%	12 30%	9 22.5	2 5%	4 10%
Communication with target groups and partners	8 25%	10 31.3%	8 25%	1 3.1%	5 15.6%
Promotion and advertising of NGO initiatives and activities	5 21.7%	6 26.1%	6 26.1%	1 4.4%	5 21.7%
Campaigns	1 20%	2 40%			2 40%
Fun	1 12.5%	2 25%	3 37.5%	1 12.5%	1 12.5%
An alternative medium			3 60%	1 20%	1 20%

7.7% of women's nongovernmental organizations do not have Internet access at all. Those having Internet access in their WNGO, or those using their home computer, the most often usage of the Internet is for communication purposes (87.2%) and information browsing (76.9%).

This, again, confirms the poor condition of WNGOs in terms of technical equipment.

Most of women's nongovernmental organizations (76.9%) do not have their own websites; of these, 63.5% would like to have it. In most of the cases, those having their own website have paid for professional web designer to design their website (13.5%), and 7.7% of WNGOs have member who has designed their website.

#### **Does your NGO have its website?**

	Frequency	Percentage
Yes	12	23.1
No, but we would like to have one	33	63.5
No, we don't	7	13.5
TOTAL	52	100.0

#### **Why don't you have a website?**

	Frequency	Percentage
Empty	49	94.2
We share the website with other NGOs	1	1.9
We don't have a computer	1	1.9

We used to have one	1	1.9
TOTAL	52	100.0

**If you have a website, who designed it?**

	Frequency	Percentage
An organization member	4	7.7
A professional web-designer	7	13.5
Other	1	1.9
We don't have a website	40	76.9
TOTAL	52	100.0

**How often do you update your website?**

	Frequency	Percentage
Once a month	1	1.9
Every few months	5	9.6
We don't have a website	40	76.9
I don't know	2	3.8
Once a year	4	7.7
TOTAL	52	100.0

In terms of website updating of WNGOs, survey data shows that websites are updated seldom. Only 1.9% of respondents said their website is updated once a month; 9.6% of WNGOs update their websites once in a few months, and 7.7% of them do it once a year. The remaining 76.9% of WNGOs do not have their own website at all. This information once again speaks of the need of the WNGO members to gain knowledge in the field of website designing and updating.

**Which operational system do you use:**

	Frequency	Percentage
MS Windows	43	82.7
What does "operational system" mean?	2	3.8
N/a	7	13.5
TOTAL	52	100.0

**Have you ever used a free software?**

	Frequency	Percentage
Yes	9	17.3
No	39	75.0
N/a	4	7.7
TOTAL	52	100.0

75% of the respondents said they have not used a free software until now. Some of them, 7.7%, did not answer this question, which may indicate to the fact that respondents are not familiar with this notion at all. We shall obtain the answer to this within results obtained from the following question:

**What, in your opinion, does "free software" mean?**

	Frequency	Percentage
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Software free-of-charge	9	17.3
Software that can be freely distributed, copied, exchanged	9	17.3
I don't know	34	65.4
TOTAL	52	100.0

65% of the respondents said they do not know what the "free software" notion means. However, the following question, "*Why would you be using the free software?*", was not answered by as much as 71.2% of the respondents. This might mean that the number of those not actually knowing what free software means is considerably higher.

#### **Why would you be using a free software?**

	Frequency	Percentage
Empty	37	71.2
Accessibility, it is distributed freely and is free of charge	1	1.9
Financial reasons, and for leisure purposes	1	1.9
If I knew what its role is, I would know how to answer this question	1	1.9
Learning and usage	1	1.9
We are not familiar with the meanings of these notions	1	1.9
I don't know, because of many reasons	1	1.9
I don't know, I need some training	1	1.9
The rest of the software requires money to be licensed	1	1.9
Better communication	1	1.9
Easier and faster access and data downloading	3	5.8
High prices of paid-for versions	1	1.9
Information collection and distribution	1	1.9
Internet data collection free-of-charge	1	1.9
TOTAL	52	100.0

Regarding the open-ended question on "*Why would you be using the free software?*", a part of answers provided by respondents again demonstrated lack of knowledge what free software is really about, answers given being of the type such as "Easier and faster access and data downloading", "Better communication", etc..

#### **Have you paid for the software you use on your computer?**

	Frequency	Percentage
Yes	8	15.4
No	13	25.0
I don't know	23	44.2
We don't have a computer	8	15.4
TOTAL	52	100.0

Only 15.4% of respondents said their WNGO had paid for the software they use. Most of them do not know (44.2%), whereas 25% of the respondents said they had not paid for such software.

**Have you ever attended a computer course?**

	Frequency	Percentage
Yes	24	46.2
No	27	51.9
N/a	1	1.9
TOTAL	52	100.0

**If yes, who organized it?**

	Frequency	Percentage
Empty	40	76.9
The Faculty	2	3.8
IT Center - Kavadarci	1	1.9
MCIC	1	1.9
NGO Gostivar	1	1.9
NGO Council	1	1.9
Women's organization Gazi Baba	1	1.9
The Workers' University	1	1.9
Self-financing	1	1.9
FIOOM	1	1.9
UNDP	1	1.9
The Babylon Center	1	1.9
TOTAL	52	100.0

**What did you learn (programs) during the course?**

	Frequency	Percentage
Word	18	34.6
Excel	13	25.0
Internet Explorer	7	13.5
Other (Power Point, Outlook Express, Internet access)	4	7.7

Only 24 respondents said they had attended a computer course (46.2%). Of them, the majority gained knowledge on how to use Word (34.6%), Excel (25%), and Internet (13.5%). Knowledge of other computer programs on the part of respondents is considerably lower, i.e. 7.7%.

**If you were given the opportunity to attend a computer course, in which areas would you like to be educated?**

	Frequency	Percentage
Web design	40	76.9
Publishing information online	30	57.7
Working with e-mail	25	48.1
General knowledge of computers	21	40.4
Knowledge about computer hardware	10	19.2
Work with specific programs	22	42.3
Work with the Internet	31	59.6
Information storage and archiving	25	48.1
Databases	1	1.9

Most of the women interviewed said they would like to receive education in the field of web design (76.9%). This coincides with their wish to design the website of their own nongovernmental organization. 59.6% of them are interested to gain knowledge on how to use the Internet. 57.7% would like to receive education regarding online information publishing. 48.1% of the respondents are interested to gain knowledge on information storage and archiving, and also on e-mail usage. Interest in learning about specific computer programs was demonstrated by 42.3% of the respondents. 40.4% wish to gain some general knowledge on how to work with computers.

**Where, in your opinion, would you use the skills to be gained with the training?**

	Frequency	Percentage
On the workplace	32	61.5
For fun	5	9.6
To start a new career	19	36.5
To increase my income	7	13.5
In the women's NGO where I take active part	45	86.5
For personal upgrading and self-confidence increasing	29	55.8
To teach others how to do it	29	55.8

Most of the respondents confirmed that they would like to use the skills gained during ICT training in working for the women's nongovernmental organization in which they work, i.e. of which they are members (86.5%). 61.5% would use such skills on the workplace. 55.8% of women respondents would like to use their gained skills for personal upgrading and self-confidence increasing, as well as for teaching others. These figures illustrate the clear need of attending training and gaining certain ICT skills on the part of the members of women's nongovernmental organizations.

The last question was an open-ended one; we asked the respondents if they had something to add regarding this survey. Responses provided confirm our assumption that members of women's nongovernmental organizations need organized ICT courses that they consider necessary for the development and work of WNGOs.

**Do you have any comment to add?**

	Frequency	Percentage
We would like to take part in a training to be useful for us in knowledge upgrading and will be beneficial to the association as a whole	1	1.9
We are grateful to you	2	3.8
More computer courses to be organized as well as for all the other possibilities offered by working with computers	1	1.9
Could you provide computers for NGOs that don't have them?	1	1.9
Choose us, give a young NGO a chance to apply the information technology	1	1.9
We often apply for projects, but we get refused	1	1.9
Small organizations will not be able to survive without financial support	1	1.9



Training of this kind is really needed by WNGOs because I think they are not sufficiently familiar with ICTs	1	1.9
No seminars and trainings of this kind are organized. and they are indeed necessary	1	1.9
No comment to add	24	46.2
We cannot perform our activities by using a computer since we don't have one. I welcome the initiative.	1	1.9
Computer training is necessary, especially for WNGOs	1	1.9
Excellent initiative, to provide computer education for NGO members	1	1.9
These trainings will help strengthen our WNGO and provide communication with other NGOs. It would be good if English language courses could also be organized	1	1.9
More women should be included in ICT training	1	1.9
Greater support should be provided to WNGOs in rural areas	2	3.8
Working with computers offers great possibilities and I would be happy to attend a computer course	1	1.9
I would like you to include me in the training	1	1.9
We want to have computer courses organized in order to train our women in the NGO	1	1.9
Everything was great	1	1.9
I hope that through this questionnaire and through acquaintance with you the door to the world of computers will open to us	1	1.9
We are hoping to have cooperation	1	1.9
I hold that each member should have excellent knowledge of computers	1	1.9
As fast as possible education should be organized for WNGO members to achieve more massive computer usage	1	1.9
Thank you for the help you have provided to us	1	1.9
I would like to start with a training for our members as soon as possible	1	1.9
We are delighted with your initiative, we are looking forward to cooperating with you	1	1.9
TOTAL	52	100.0

## CONCLUSION

On the basis of the findings obtained through the field survey taken, the following may be concluded:

- Members of WNGOs partially use computers in their work (those that have computers).
- In terms of technical equipment, catastrophic situation within WNGOs is evident. Most of these organizations do not have a single computer available to them.

- Computers are most often used for text typewriting and for information searching on the Internet. This speaks of the insufficient awareness of the benefits of ICTs and of insufficient knowledge of possibilities offered by ICTs, as well as of the serious need to develop education programs to strengthen women's organizations by providing them with ICT knowledge and skills.
- Some of the respondents having said they do not use computers in their work, in further questions on computer program usage, usage of the Internet, etc., provided affirmative answers, which as such is opposed to their initial statements of not using computers. It may be concluded in this regard that women respondents consider the possessing of ICT knowledge and skills to represent something each person working in an NGO should have. For these reasons, some of the respondents having said they do not use a computer later on modified their answers, perhaps because they felt embarrassed. This strongly points out to their opinion that the possessing of these skills is of great significance for the work of WNGOs.
- The dial up access is the most frequent mode of Internet access. As most WNGOs do not have computers, it may be concluded that this is actually a dial up Internet access used at home.
- Respondents mostly demonstrated partial knowledge of the most basic usage of the Internet (the e-mail and websites).
- Most of the WNGOs that were included in the sample do not have their own websites. Of those having their own website, a professional web-designer was most often used to develop the site.
- In terms of what kind of knowledge they would like to gain in working with computers, respondents chose almost all options offered, with quite a large percentage (especially the web-design), in addition to gaining knowledge of computer hardware. This confirms the need on the part of women's nongovernmental organizations of developing an ICT training program intended for WNGO members.
- Knowledge obtained in such trainings would be used by respondents for their work within the WNGOs, for personal upgrading and self-confidence increasing, as well as for them to be able to teach other WNGO members.
- The respondents expressed a great wish and readiness to take part in these trainings, and expressed the need for, and the necessity of, the same.