User Survey Results 2014

User Satisfaction

80% more than 80% of respondents were satisfied with the quantity and quality of humanitarian information on ReliefWeb.

97% believe the content on ReliefWeb is relevant to the humanitarian community.

19 80% visit ReliefWeb weekly or more frequently; almost a quarter of all respondents visit ReliefWeb daily.

94% believe that ReliefWeb headlines provide them with a daily overview of the global humanitarian situation, are timely, relevant, informative and easy to understand.

Who Uses ReliefWeb?

Type of organization ReliefWeb users work for:

<table>
<thead>
<tr>
<th>Type of Organization</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academia/Research</td>
<td>8%</td>
</tr>
<tr>
<td>Government</td>
<td>15%</td>
</tr>
<tr>
<td>Private Sector</td>
<td>10%</td>
</tr>
<tr>
<td>Non-governmental organization (NGO)</td>
<td>39%</td>
</tr>
<tr>
<td>UN/International Org/Regional Org</td>
<td>7%</td>
</tr>
<tr>
<td>Media (1%)</td>
<td></td>
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<tr>
<td>Military (1%)</td>
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60% More than 60% of users have 6-16+ years of humanitarian experience.

Most Useful Sections

- JOBS
- COUNTRIES
- DISASTERS
- TRAINING
- TOPICS

Most Useful Features

- EMAIL SUBSCRIPTIONS
- HEADLINES
- DISASTER ALERTS
- HUMANITARIAN ICONS
- BRIEFING KIT TOOL
What do users look for on ReliefWeb?

- “Specific humanitarian information about the countries on which I work.”
- “Lessons learned and innovative approaches to humanitarian crisis.”
- “Updates on IDPs and humanitarian stats.”
- “Links to relevant sources eg: government ministries, etc.”
- “Fund distribution by different donors.”

How do humanitarians use the information they find on ReliefWeb?

- “The information acquired from ReliefWeb helps to plan future interventions and improve networking.”
- “To develop humanitarian funding proposals.”
- “We use the information to decide on humanitarian donations.”
- “I have used info from ReliefWeb when drafting reports or writing reviews on particular crises.”
- “The information helps to prepare me, whether for job interviews or to increase my knowledge of an area or crisis.”

How likely would users use the following features if offered by ReliefWeb?

- Situation summaries/at-a-glance for major crises — 93%.
- Humanitarian data — 90%.
- Interactive infographics or maps — 87%.
- Videos from aid organizations and experts — 72%.

Survey Methodology

35 Questions
2,629 Respondents
10 In-depth, one-on-one interviews