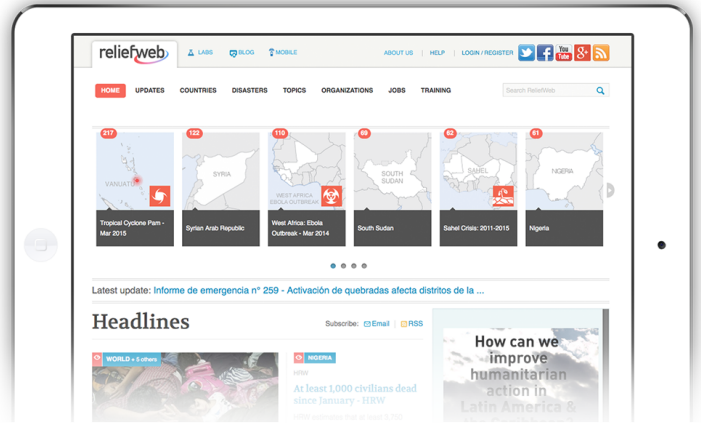




User Survey Results 2014



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.

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.

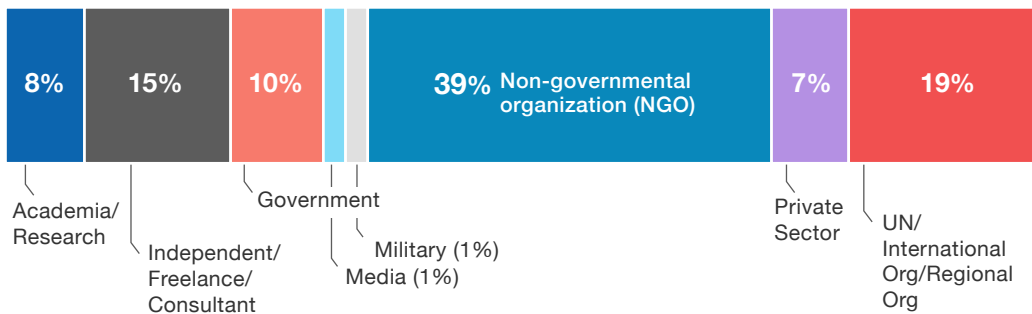


Most Useful Sections

- **JOBS**
- **COUNTRIES**
- **DISASTERS**
- **TRAINING**
- **TOPICS**

Who Uses ReliefWeb?

Type of organization ReliefWeb users work for:



Most Useful Features

- **EMAIL SUBSCRIPTIONS**
- **HEADLINES**
- **DISASTER ALERTS**
- **HUMANITARIAN ICONS**
- **BRIEFING KIT TOOL**

60% More than 60% of users have 6-16+ years of humanitarian experience.



THOUGHTS FROM RELIEFWEB USERS

“Thank you for ReliefWeb! If it did not exist, we would have had to invent it.”

“ReliefWeb is always my favourite web page for searching humanitarian responses, jobs and trainings. Therefore, a very crucial and useful website.”

“I’ve been following this website since 2001.”

“Great to see the ReliefWeb site changing and improving over years.”

“Your map section is amazing. Very comprehensive and useful.”

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 humanitarian users 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

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