



Community
RESEARCH

TANGATA WHENUA,
COMMUNITY & VOLUNTARY
SECTOR RESEARCH CENTRE

Community
Research

User Survey

What the people who matter say about Community Research

March 2017

Ngā Kaiwhakahaere

From the Co-Chairs of
Community Research



Pania Coote
Ngai Tahu, Ngāti Kauwhata, Ngāti Porou



Garth Nowland-Foreman

*Ko te hōkai-nuku, ko te hōkai-rangi
Ko te hōkai ā tō tipuna, a Tāne-nui-ā-rangi*

This whakataukī links to the three baskets of knowledge for all to share. It tells how Tāne ascended to Te Toi-o-ngā-rangi, the highest heaven, to obtain the three baskets of knowledge.

Founded in 2008, Community Research is an agency with members throughout New Zealand which develops research capacity in the Tangata Whenua, Community and Voluntary Sector ('the Sector'). We help to gather and share the baskets of knowledge for the Sector.

Background to Community Research

Community Research is a national, treaty-based NGO serving the Tangata Whenua, Community and Voluntary Sector. The five objectives of Community Research are:

- Ngā Kitenga Me Ngā Putanga – Promoting the visibility of and access to community research
- Te Pono Me Te Tika - Promoting quality assurance and good practice in community research
- Ngā Hononga – Promoting and strengthening connections between the sector
- Ngā Mahi Rangahau Rautaki – Conduct or commissioning of research of strategic significance
- Kia Tū Tonu Te Whare – Ensuring the ongoing, sustainable operation of the organisation.

The organisation has three websites, (Community Research, What Works and the Whānau Ora Research website), newsletters, a series of webinars and other useful resources including a Code of Practice, a Directory of Researchers.



'These are really useful and reliable resources that can save you lots of time and help you easily apply, improve or introduce best practice across a range of functions, and provide insight into complex matters.'

Survey Respondent 2017

Methodology & Overview of Findings

Context to this Survey

The purpose of the 2017 User Survey was to determine User satisfaction and impact, to gather data which would enable outcomes-informed planning and reporting, in relation to the Community Research Theory of Change.

Methodology and questions

In February 2017 a survey was emailed to 4,208 people on the Community Research mailing list and the Whānau Ora Research mailing list. It was sent 8th February and closed February 24th. Responses were collected by Survey Monkey.

Sample and responses

A total of 4,208 User Surveys were sent. 8.7% of people responded. In 2015 a survey was sent to a total of 3,000 users, and 3.2% of these people responded.

This is a 272% increase in survey responsiveness, suggesting a significant increase in perceived value, relative to 2015, and also that our database is more current in comparison to 2015.

Overview of Findings

Overall the responses show clear, consistent enthusiastic endorsement of the work, and evidence of value and impact.

There is significant increase in perceived value and impact compared to 2015, evidenced in the number and diversity of positive responses, and 272% increase in response rate.

Community Research is fulfilling its intended outcomes (Theory of Change) relative to information-provision, connections, increasing peoples' knowledge of effective practices, and in relation to Maori aspirations. We are to a slightly lesser extent increasing the likelihood that groups undertake good research and evaluation – which is a more niche undertaking, so this is consistent with expectations.

There is a slight change in demographics away from urban centres. There was significant drop-off in response rate to the Whānau Ora survey since 2015. A number of people are unclear about who we are, and not using our services.

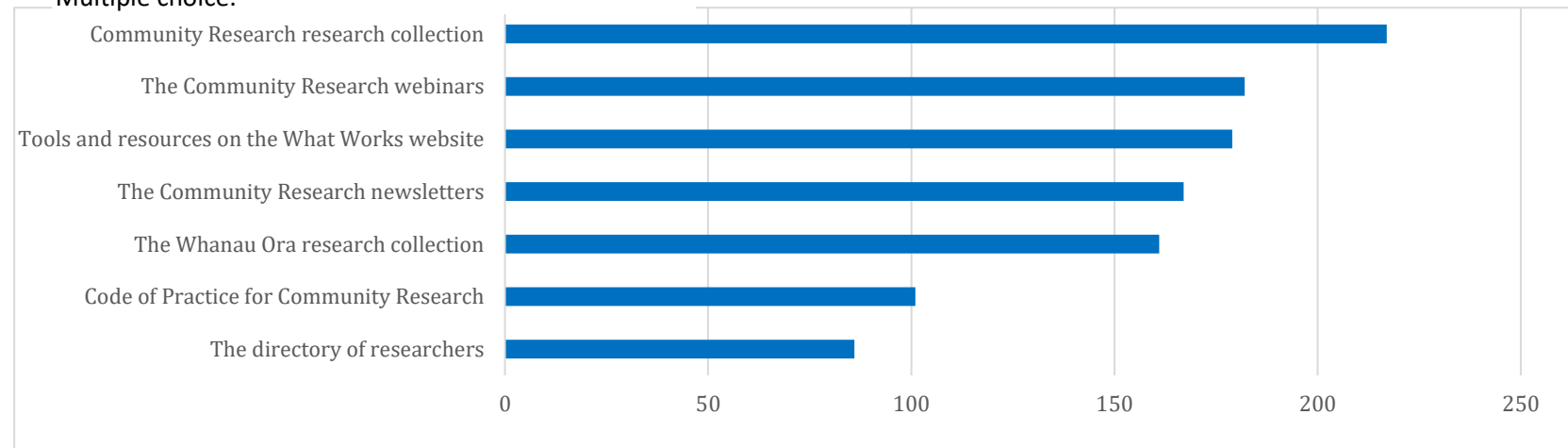
Many respondents suggested we put our efforts into profile-building, increasing our visibility, and increased communications both digitally and face-to-face

Which Projects are Useful?

Question 1

Question 1: Which Community Research/Whānau Ora Research projects are most useful to you?

Multiple choice.



Analysis of answers

318 people responded. The most useful resources are:

- The Community Research research collection (217)
- The Community Research webinars (182)
- Tools and Resources on the What Works website (179)
- The Community Research newsletters (167)

'For all of us who are community-based researchers this is an essential resource which we should be helping to strengthen.'

Survey Respondent 2017

One Thing You'd Tell a Friend?

Question 2

Question Two: One thing you'd tell a friend about these resources, or a whakatauki that sums them up. (Free text)

There were 282 responses to this question.



Analysis of Answers : How we are perceived

Themes included:

- Community Research is a trusted voice of research and the sector
- Community Research provides easy access to essential tools and resources
- It meets the aspirations of Māori, particularly by providing relevant information
- Locally relevant, New Zealand-specific research
- Provides Sector connections, fostering a collective strength

“Great resources from a Kaupapa Maori perspective.”

2017 Survey Respondent

Community Research provides easy access to essential tools and resources

'These are really useful and reliable resources that can save you lots of time and help you easily apply, improve or introduce best practice across a range of functions, and provide insight into complex matters.'

'Useful, accessible, practical tools and information.'

'Ahakoa he iti he pounamu - Excellent use of technology to inform communities.'

Meeting the aspirations of Māori, particularly by providing relevant information

'That they provide good, current information informing those who work with Tangata Whenua.'

'Easily available contemporary Maori-centred research information and resources.'

Locally relevant, New Zealand-specific research

'Great for the general public to have contact, outside a university setting, to people doing research, specific to NZ.'

Community Research is a trusted voice of research and the sector

'Community Research (is) one of their first stops for credible and accessible research done for, and by, New Zealand communities.'

'They are reflective of research that is truly community based and very practically supportive of community based researchers.'

'Community-centred with an indigenous lens.'

'Nga Korero o Te Haukainga – Grassroots truths.'

Provides Sector connections, fostering a collective strength

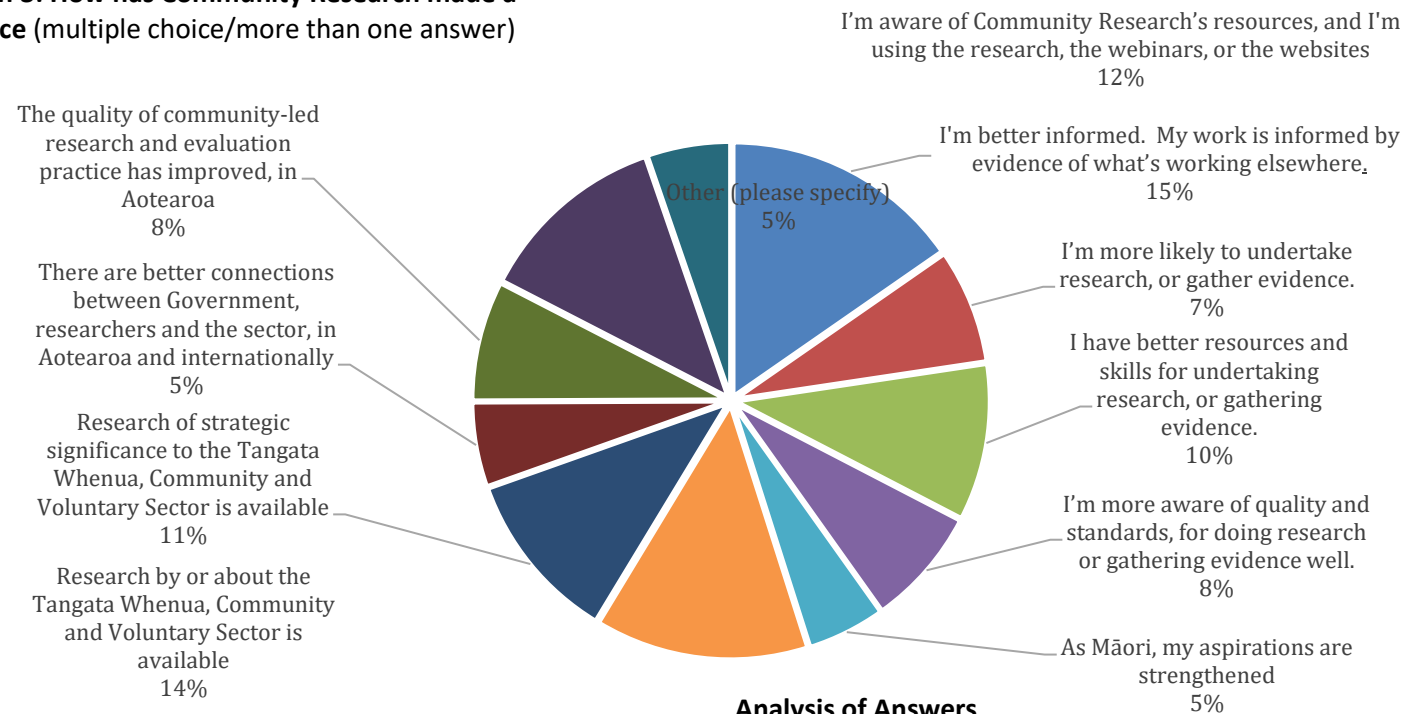
'The resources are very useful in providing points of connection and information as often community based researchers can be working in isolated positions.'

'Ehara taku toa i te toa takitahi... It's not my strength alone but the collective strength... Networking and connecting with research forums is important to me.'

What Difference Have We Made?

Question 3

Question 3: How has Community Research made a difference (multiple choice/more than one answer)



Analysis of Answers

The most common answers were:

1. I'm better informed; My work is informed by evidence of what's working elsewhere.
2. Research by or about the Tangata Whenua, Community and Voluntary Sector is available.
3. I'm aware of Community Research resources and I'm using the research, the webinars or the website.

Most Significant Impact?

Question 4

4. Question 4 – Tell us what change Community Research has made to you or your organisation. Free text.

There were 216 responses.



Analysis of Answers – Our Outcomes:

The User Survey provides evidence that Community Research is effecting the following outcomes:

- Organisations are setting better strategies. They are using evidence to make improvements
- Organisations are developing outcomes frameworks
- People feel connected and informed, and their collective capability has been fostered
- People are using an amazing collection of essential tools and resources, whenever and wherever they need them, including rural and isolated groups
- Māori aspirations are being met, particularly through the availability of Māori-centred research
- Organisations and evaluators are undertaking better research
- People are better at working with communities

Question 4

Analysis of Answers

People feel connected and informed, and their collective capability has been fostered

'Feeling more connected to the research community rather than separate in service delivery.'

'As I'm the only person involved in research and evaluation in the organisation, it has helped feeling less alone, more supported.'

'Feel more connected from a distance with research, researchers and research forums, especially through the webinars.'

'We live in a remote, rural, isolated area and these resources are very useful for upskilling when we live so far away.'

Organisations are setting better strategies. They are using evidence to make improvements

'Community Research has enabled us to provide more accurate information when applying for grants and funding.'

'My team and I are better informed and more appreciative of the strategies that can be implemented to improve our work practices'

'MSD has referred to this research in their own learning, influencing their policy/practice and workplans for disaster recovery.'

'My team's practice been strengthened and has improved.'

Organisations are developing outcomes frameworks

'Thinking more clearly about outcomes measurement and some of the pitfalls to watch out for - better strategic thinking.'

'The outcome is that we are in a position to make informed decisions based on appropriate research of topic.'

'Assistance with working towards qualitative measures in our performance framework.'

Māori aspirations are being met, particularly through the availability of Māori-centric research

'Availability of Maori-centred research and colleagues facilitates inclusion of Maori perspectives into my work.'

'Has made research that benefits our tauira and Maori members more accessible, and has also encouraged conversations and actions about what more we need to do.'

'I have access to research from a community and Maori perspective. Whānau Ora research is of particular interest particularly research that evidences positive change for whānau through case study examples.'

Organisations and evaluators undertaking better research

'Your resources have helped me to become a better researcher.'

'I feel better informed and confident in my work.'

People are using an amazing collection of essential tools and resources, whenever and wherever they need them, including rural and isolated groups

'Through Community Research I have free access to a wealth of knowledge. It is a fantastic resource.'

'I am more aware of things going on and it is great to have the opportunity to view and learn through webinars when it suits me.'

Organisations are better at working with communities

'Using and sharing research to build capacity in my own organisation to work with communities.'

Any Feedback?

Question 5

Question 5 - Can you suggest any areas for improvement, or ideas for new work? Free text.

There were 159 responses

Analysis of Answers:

More information about Community Research's Resources

'Six-monthly up-date on new collections by way of news flash'

'Maybe more information that these resources exist?'

'Keep sending newsletters out by email - reminders are good in busy lives'

More local gatherings/hui

'More collaboration and gatherings to understand and korero together.'

'Face to face meetings even small ones of interested people locally.'

More Special Collections and more content

More 'special collections' of existing material. Keep updating/refreshing the content so I have a reason to come back.

More webinars (five respondents)

'More webinars - I really like the diversity of voices and topics and learning that's been shared via this forum.'

'RBA webinar was good but I would like to see more work done in this area. The webinar could have been improved with the use of more case studies. This of course could have been done on another medium.'

'A series of best practices webinars, perhaps one a month from February to November.'

'Keep doing what you are doing - the webinars especially.'

Technical Suggestions

'Allow better editing of research entries by their creator'

'Improve the research index - it's too broad brush to identify researchers with specific expertise. I gave up on it.'

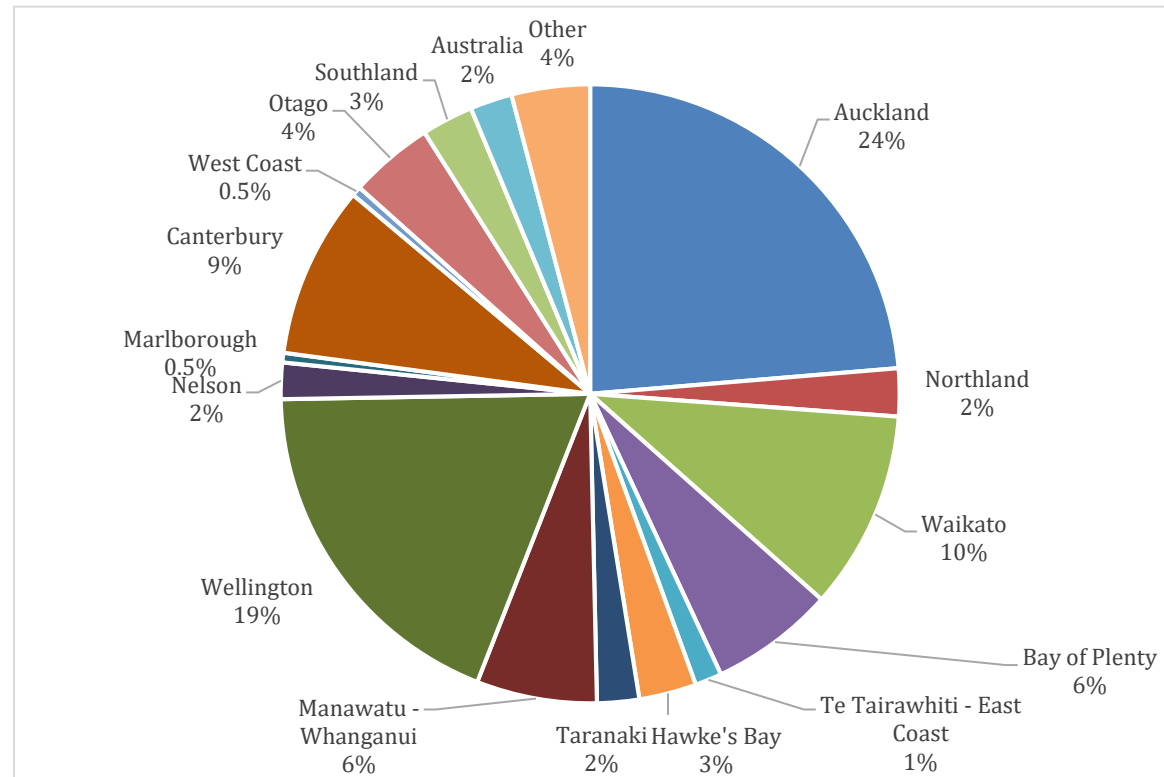
'Interested - but time poor. Would like to have a filter to receive new research on older people.'

'Would also be great to have a job announcement / work request for those wanting to do research and seeking (assistance), or for those seeking to assist in research.'

Nō whea koe?

Question 6

Question 5 - Tell us where you are based.



367 respondents answered this question.

The main urban centres dominated at Auckland (87), Wellington (69), Waikato (38) and Canterbury (33). Bay of Plenty (24), Manawatu-Whanganui (23) and Otago (16) followed.

Any Other Concerns, Comments or Putanga Aroha?

Question 7

Question 7 - Any other concerns, comments or endorsements?

144 people responded to this question.

The majority (36) said thank you, great job, and keep up the good work.

Two respondents reiterated a lack of profile and suggested working on this.

Other responses included:

I've accessed your resources for many years now in many national roles - I regard them as highly valuable - thank you for your contribution to my/our work.

Thank you for the great mahi you undertake and for the encouragement to undertake the discipline of research in all we undertake even if it's informal. Kia Kaha.

Nga mihi nui ki a koutou katoa. Thank you everyone.

Love your virtual organizational structure.

No. Thanks for all you do to support and strengthen evolving community capabilities in the community research sphere.

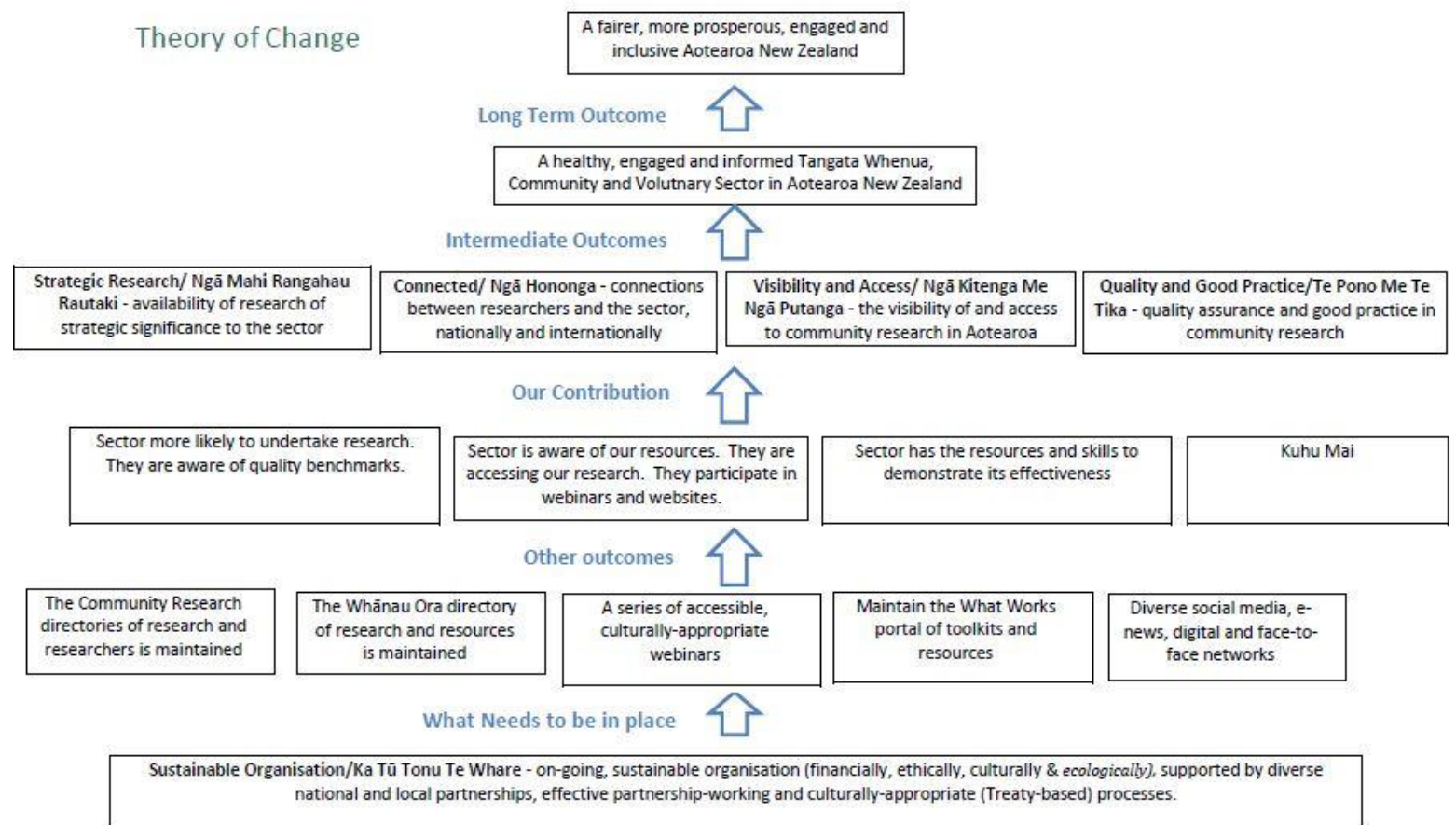
Kia ora! Thank you!

Please keep the webinars they are fab :)

Keep it up. This was an invaluable resource to us at our research in community investment MSD

Just a heap of Thanku for all u do

Appendix 1 – Theory of Change



The webinars are a fantastic resource for professional development. The What Works website is a great resource to refer community groups to if they are considering evaluation'.

2017 Survey Respondent

Community Research
115 Tory Street
Wellington 6011

027 205 3332

www.communityresearch.org.nz
www.whanauoraresearch.co.nz
www.whatworks.org.nz