

# Community Research

User Survey April 2015

*What the people who matter say about Community Research.*



*Whānau Ora Research Website*



Community Research Webinar: Resilient Leadership Amidst Complexity

*Community Research Webinar Channel*

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## 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.

*'I've felt inspired and stimulated by some of the webinars, and some of the papers I've read. Just to know what other people are and have been doing .. I think it's really valuable.'*

*Survey Respondent 2015*

## 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 two websites, (the Community Research website and the Whānau Ora Research website), newsletters, annual seminars (New and Emerging Researchers; Te Anga Mua), a series of webinars and other useful resources including a Code of Practice, a Directory of Researchers. These are all designed to help non-profit groups in Aotearoa New Zealand.

There are currently over 2,500 people on the Community Research list and 404 on the Whānau Ora Research mailing list. Subscribers to the Whānau Ora Mailing List are predominantly Māori.

For the purposes of this survey, the Whānau Ora Research mailing list is a subset of the Community Research mailing list.

*It confirmed my hope that that whānau-whānau infrastructure was becoming a real part of the social responsibilities of government and that Māori had been able to find pathways within which to step forward into a hopeful and fulfilling future.*

Te Anga Mua participant



## Background and Context to the Survey

### Context to this Survey

In December 2014 an online survey was emailed to two groups. One group was the 2,500+ names on the Community Research mailing list and the other was the 404 names on the Whānau Ora Research mailing list.

### Methodology

The survey was promoted by email and on the Community Research facebook page and twitter feed. The email invited their participation in 'a survey of users'. The survey was sent 13th December 2014 and a reminder email sent 27th January 2015 before the survey was closed on February 2nd.

Responses were collected by Survey Monkey.

The purpose of the survey was to determine user satisfaction, identify gaps and opportunities, and to create an evidence-base for the project's impacts and effectiveness to help secure future funding.

### Survey

Questions 1-5 asked users about benefits, values, impacts and significant changes relating to Community Research projects. The final Question gathered geographical data.

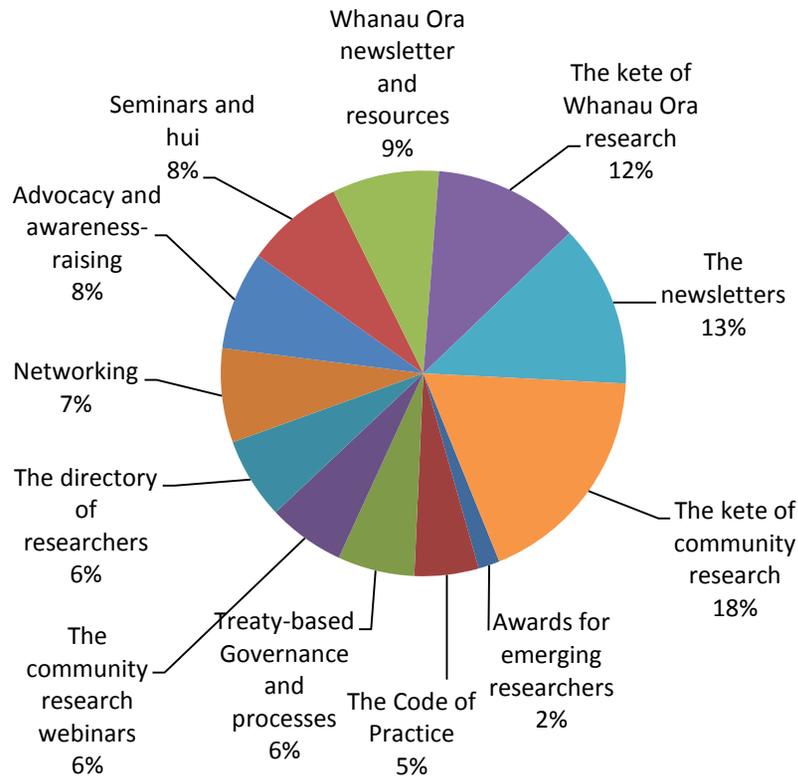
There were six questions. Questions 1&2 were closed, multiple choice questions with optional free-text. Questions 3,4 & 5 were open, free text. Question 6 was closed, multiple choice.

### Sample and limitations

There were 98 respondents. 29 of these were from the Whānau Ora Research survey and 69 were from the Community Research survey. This report gathers the combined responses of the two surveys.

This response met expectations of a respectable sample size for a survey of New Zealand non-profits. It was a small sample, relative to the number of people emailed. It was however an encouraging response given that late December/early January is a busy time for New Zealand non-profit groups. This analysis of the survey was provided by Jan Hinde, Director of Community Research and it should be noted that Jan is Pākehā.

# Which projects are useful?



**Question One: Which Community Research/Whānau Ora Research projects are of most benefit to you?**

## Analysis of answers

This was a closed, multiple choice question, plus an optional free-text comment box. 87 people answered this question. They made 180 choices.

The projects of greatest benefit are:

1. The Database of Community Research (53)
2. The Community Research Newsletters (38)
3. The Database of Whānau Ora Research (34)
4. The Whānau Ora newsletter (25)

Middle-ranking were Seminars and Hui (23), Advocacy & Awareness-raising(23) and Networking(22). Lowest-ranking were the Directory of Researchers (19), Treaty-based model (18), the Webinars (18)and the Code of Practice(15) and Awards(5).

Both surveys yielded similar results. For Whānau Ora users, networking ranked considerably higher, reflecting greater need for networking amongst Whānau Ora Users as well as lower awareness of other Community Research projects.

## ..And why?

An analysis of the 87 multiple choice and 73 free-text explanations gives insights into the benefits these projects offer, the common themes being :

- staying abreast of sector developments
- making better, evidence-based, decisions
- improved service-delivery
- the value of information and webinars for professional development and training
- quality assurance - a reliable, filtered source of relevant research
- having an accessible, searchable source in one place
- the value of the Code of Practice, as a cornerstone to good practice

Whānau Ora Research respondents cited :

- professional , whānau and community benefits
- being informed about Whānau Ora
- benefits to Māori aspirations gained from Māori knowledge
- better knowledge, through the responsiveness of a digital service

## ..And how they are useful.

### **Analysis of comments**

The 73 free-text comments give describe these benefits :

### **The benefits of evidence-based decision making**

- *The community and Whānau Ora research database is of huge benefit to developing our innovative collective impact endeavours. It is well utilised to support funding applications and business cases.*
- *I'm an independent social worker with an interest in practitioner research and a commitment to supporting the development and dissemination of research, models and processes from Te Ao Māori to support the work of social services...*

### **Having knowledge for improved service delivery**

- *The newsletters (including Whānau Ora) are great for those of us with limited capacity to proactively search new and relevant research... (I coordinate a Family Violence Prevention Network and a Whānau Ora (integrated partnered response project)*
- *To improve our practice through staying abreast of current research; to improve service provision and grow/strengthen partnerships; to more ably advocate for our priority group.*

### **Being able to upskill, and professional development**

- *Webinars and networking are helpful for myself as we are a young organisation and with webinars I can specifically get the knowledge needed and feel connected at a wider level.*
- *The webinars are useful for those of us with limited capacity to attend seminars and hui.*
- *The code of practice is a useful reference point in making ethics applications and other planning (also for students).*

### **Whānau Ora respondents also mentioned:**

#### **Professional and whānau/ community benefits**

- *I am always working towards better service for family/whānau - how effectively does Whānau Ora work towards improved outcomes - looking at the whole picture of family/whānau issues holistically.*
- *Keeping abreast of all changes to systems and their possible affect on community, building Māori capacity is a strong focus, for our whānau so networking and further education/upskilling is necessary*

### **Being more informed about Whānau Ora**

- *This allows me to view and see what is happening and the gains of implementation of Whānau Ora*
- *I believe that knowledge is paramount .. It has come to my attention that the services of the Whānau Ora Organisations in and around our Nation are being innovative and are generating great results ..Therefore we believe that its services can help us engage in our community and connect much more responsively.*

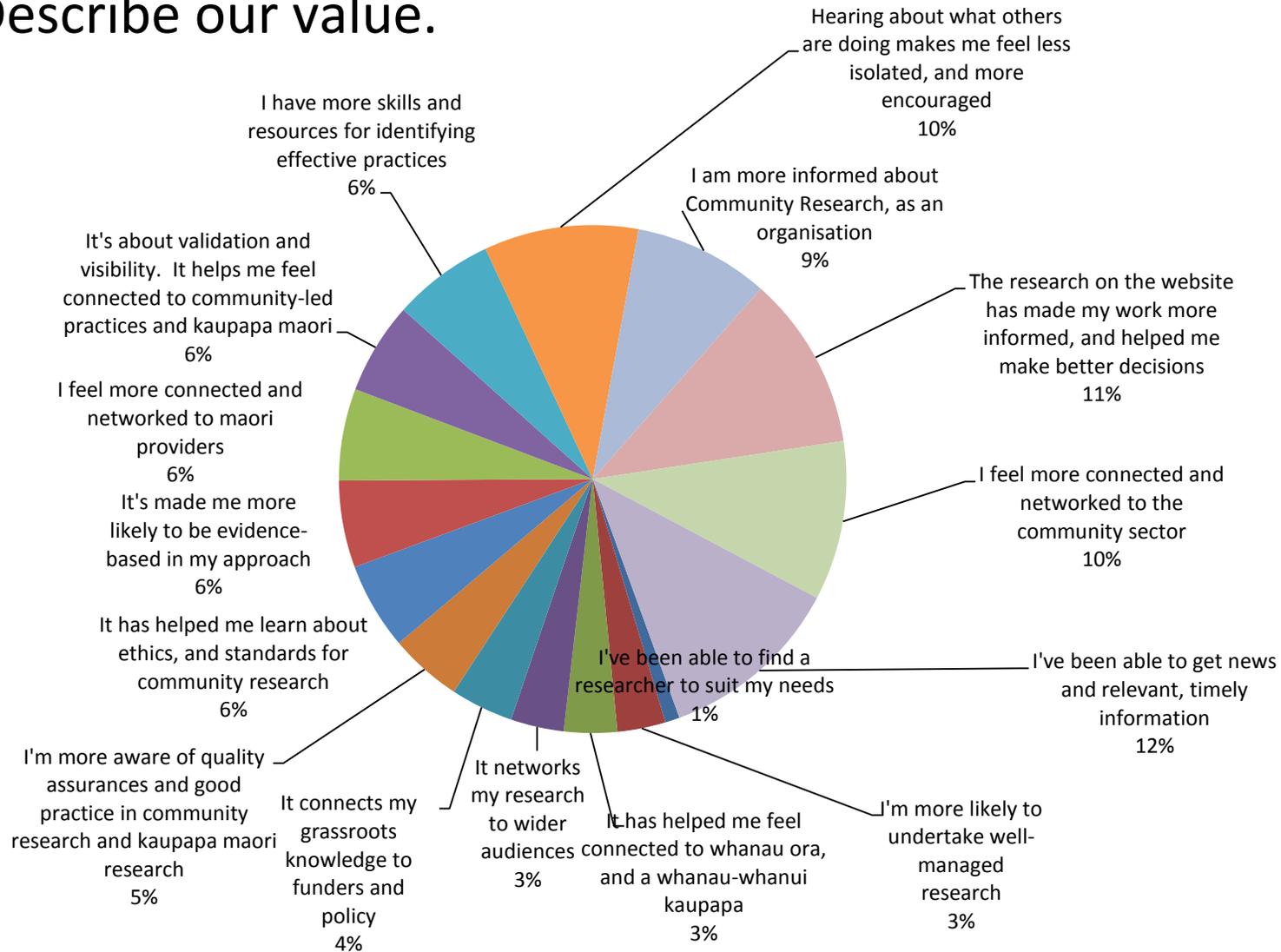
### **The benefits to Māori aspirations gained from Māori knowledge**

- *This site encourages & inspires me. I am focussed on becoming a Māori Health researcher for my whānau me Iwi*
- *Supporting evidence-based research from our iwi scholars*

### **Information benefits and responsiveness of a digital service**

- *Appreciate having one place where these things are brought together and we do not have to search high and low to spot stuff.*
- *Networking is the most important because it is an easy and cheaper way of communication, everyone is familiar with a computer, email has all facets of communication.*
- *Keeping up to date with what is happening in the Whānau Ora arena ... the fresh information and links to other research and resources is invaluable when adding the gleaned gems from the newsletters and other publications.*

# Describe our value.



**Question 2 – Which of the following describe the value of Community Research/Whānau Ora Research to you? (25 Answers)**

## Analysis of multiple choice

This was a closed, multiple choice question, with an optional free-text box for comments. 86 people answered this question. The following statements ranked highest :

1. I've been able to get news and relevant, timely information
2. I feel more connected and networked to the community sector
3. The research on the website has made my work more informed, and helped me make better decisions
4. I'm more informed about Community Research as an organisation
5. Hearing about what others are doing makes me feel less isolated, more encouraged

Fewer respondents chose statements about the value of the project's potential to inform funders and policy-makers. Most were not concerned about doing, or sharing, their own research, or finding a researcher. Six people said they had not benefitted because they had not used the resources. Two people said that the service was of no value. Both groups gave fairly similar rankings

Whānau Ora Users were more likely to need evidence to support or justify their work, and less likely to be actually undertaking research.

## Why we're valued..

An analysis of the 56 free-text comments show :

- Users need well-conducted research/evidence
- They need evidence to inform their decision-making
- They need to stay informed, for their own professional development
- They value having standards for community-based/kaupapa Māori research, and a place to upskill
- They value being able to show positive gains for Māori
- They value having a place for community-based/kaupapa Māori world-views

Whānau Ora respondents also noted the speed and responsiveness of a digital online service; the benefits for isolated, outlying communities; benefits for teachers; the benefits to Māori of standing shoulder-to-shoulder with other Māori; the importance of individual stories to this learning.

Whānau Ora respondents gave the impression of striving, for better whānau outcomes, and a real need for solutions. They were more likely to talk about whānau, whereas the Community Research respondents were more likely to talk about professional role and requirements.

# ..And how we add value.

## Analysis of comments

An analysis of the 56 free-text comments show the following themes:

### Staying informed, as a form of professional development

- *I've felt inspired and stimulated by some of the webinars, and some of the papers I've read. Just to know what other people are and have been doing has been helpful in my role and I have come across ideas that I haven't come across in my other work*

### A reliable source of well-conducted research/evidence

- *Research that is conducted well, adds to evidence-based practice and is relevant to a wide range of workers - community and social workers, doctors, nurses, youth workers, iwi development workers to name a few.*

### Having data to support research and to provide evidence

- *For the shift to 'evidence based research', it is because we are a young, learning and growing organisation that it is good to start to learn about these approaches.*

### Benefits for isolated, outlying communities

- *Isolated outreach communities accessing to information, connections/networking, good practises, and contact Māori.*

### A place for community-based/kapuapa Māori world-views

- *In my academic world,.. I often feel quite isolated and unable to adequately justify my position .. Connection to a community of like-minded people gives me the strength and encouragement in the work that I do.*

### Access and responsiveness of a digital online service

- *By using the fastest, reliable form of communication which is the internet which I can access with my computer*
- *Fulfills my needs in a very responsive manner.*

### Hope and validation for Māori, standing shoulder-to-shoulder

- *It adds fresh stories that show positive gains in māori-for-māori services and initiatives and most important of all is the sense of "tū kotahi tatau" which gives me the confidence in knowing the messages I utilise are not the lone voice in the vast and hostile political environment we inhabit.*

### Having standards for community-based/kaupapa Māori research, and a place to upskill

- *Community Research have .. encouraged standards for research that sits outside the main academia boxes - that is critically important for the community sector to have their own voice*

### Better skills and decision-making for Whānau Ora practice,

- *It explains to me the pitfalls and possible difficulties in applying my practice. I need to extend scope of practice.*



# Most significant impact – your own story

## Provided with knowledge to inform strategic thinking and ideas

- *A central place to post our research and kaupapa, build strategic relationship around thinking, insights, contacts, possibilities with regard to community-led activity and research.*

## A place for sharing our knowledge and research

- *Place to publish my research for wider community access to it*
- *Awareness of New Zealand research that I hadn't found in other ways. The ability to search on both directories is really useful.*

## Knowledge of community sector

- *As a member of the Auckland City Council Seniors Panel I'm keen to stay abreast of evolving stories in the community research sector in Aotearoa.*

## Professional skills-development, for improvement

- *Webinars and the access to specialist knowledge to support my 'practice' and the connection.*
- *It has helped me up-skill on Collective Impact and provided a local context for this. There are still limited examples of NZ-based successful endeavours*

## Inspiration, validation and hope

- *Being able to see my work in the context of the broader community sector has been validating and inspiring*

## More knowledgeable about Whānau Ora, to inform delivery

- *The information that has been available and given has assisted not only navigators but others working at the different levels when interacting with whānau, hapu and iwi, providers collectives and others.*

## Better standard-setting and knowledge of effective models

- *For me - its keeping up with the development/ implementation of Whānau Ora delivery within organisations, for improved health and wellbeing for whānau, hapu, iwi and the wider community. ..How that looks like in practice, action, written work and in discussion.*

## Evidence to prove the value of Whānau Ora & to defend my work

- *My Manager asked for evidence to show that I and my service were whānau ora competent, knowledgeable about whānau ora specific to local, and national priorities. Once I started to read this information, .. able to answer my managers question with evidence.'*
- *Still having to prove to tauiwi organisations*

## Hope and encouragement that Whānau Ora offers a way forward

- *I am a new researcher. I move confidently forward knowing this community is here. Tino harikoa taku ngākau . I am not alone*

# One thing you'd tell a friend about this



Question 4 - One thing you'd tell a friend about Community Research, or a whakatauki that sums us up (51 Answers)

# How can we help?

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

The majority of respondents (16/44) didn't have any suggestions for improvement or simply suggested we keep doing what we're doing (5/44). The most common (7/44) suggestion was for better, more proactive visibility including (2/44) at a local level. There were some suggestions for content and programme. Some suggestions were confusing, and showed lack of awareness of existing services, and some suggestions were out of organisation's scope.

### Requests to consider for the future - programmes

- Demand for more Māori knowledge to be shared, particularly through webinars
- Keep the webinars coming :)
- More Iwi and Māori organisations involved with this.
- Snapshots and reviews of new research alongside links to full work.
- Models for community evaluation/research (or links to these)
- Connecting people interested in new research areas - keep joining people and thinking up, ahead of funding applications etc.
- Try and link more people on top of the mountain with the people closest to the fish.

### Requests to consider for the future – visibility and comms

- More regular updates/new material

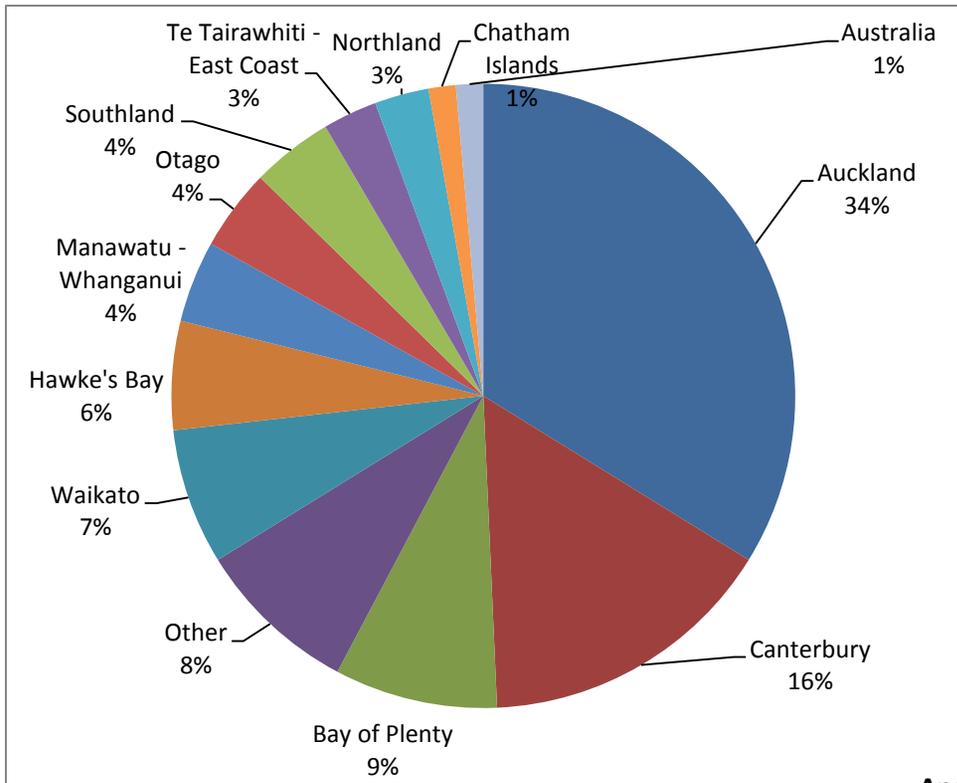
- Better promotions to academic/govt; Better visibility to community and voluntary sector; Get the information out there
- Try and link more people on top of the mountain with the people closest to the fish.
- Connect with the practitioners; a regional research education forum for community researchers
- More Iwi and Māori organisations involved with this.
- Snapshots, reviews and key insights about new research alongside access links to full work.
- Connecting people interested in progressing new research areas, ahead of funding applications etc - good to try and keep joining people and thinking up.

### Requests to consider for the future – Research content

- More research focused on LGBTQI Takatāpui Communities
- More research focussing on Māori, Pasifika and children of diverse cultures in schools
- Mens Health research contributions
- Research about participatory learning
- Pacific research focus

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# Nō whea koe?



Question 6 – Tell us your location

## Analysis of location

- There were 98 responses (100% of respondents). The main urban centres, Wellington (25) and Auckland (24) and Canterbury (11) dominate these responses. There were no Whānau Ora respondents from Canterbury. Bay of Plenty (6), Waikato (5) and Hawke’s Bay (4) followed. There were three respondents in Otago, Southland and Manawatu-Whanganui, two responses from Te Tairāwhiti, Northland, single responses from Taranaki, West Coast, Chatham Islands. There were no respondents from Nelson, Marlborough



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### *'One thing I'd tell a friend about Community Research?..*

*How a small (tiny) organisation has made and maintained such a professional approach and has such integrity around processes and kaupapa of research, community-led and treaty-based practice. Plenty of much better resources don't do this nearly as well. It reminds me of the importance of commitment to ideals.'*

*2015 Survey respondent*

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