CIVICRM USER SURVEY

A. WHO COMPLETED IT (TECH USED, ORG TYPE, NATIONALITY)
B. CHOOSING YOUR CRM
C. FEATURE USE & SATISFACTION
D. THE INTRODUCTION OF THE CRM
E. THE COST OF THE CRM
F. SOURCES OF SUPPORT & ADVICE
G. OPEN SOURCE USAGE & ATTITUDES

Thanks, to everyone who took the time to complete a survey. Special thanks to everyone who reviewed and commented on the process and surrounding questions and write-up, including Loretta von der Tann, Adrian Wistreich, Patrick Minne, Guy Iaccarino, William Mortada, CM Toolan, Themak, Neil Planchon. Thanks to @bgm, @coleman, @totten, @aydun, @michaelmcandrew, @eileen, @joemcl, @mattwire, @seamuslee & @parvez who encouraged the original bid to Mozilla on Mattermost – and @Josh Gowans of the LLC Core Team for being hands off but there when needed and extra special thanks to Rose Lanigan @ Ruza without whom this wouldn’t have happened. And finally thank you to Mozilla, whose use of Salesforce inspired the questions that inspired our pitch to the Open Source Seed fund; and whose award has helped us take some time to ask questions – and listen to the answers. @nicol, Oct 2019.
A. WHO COMPLETED IT: TECH USED

- Following a pitch to the Mozilla Open Source Seed Fund to support the CiviCRM Core Team at MozFest 2019 by @RoseLanigan and @Nicol a fifth of the $5,000 award was assigned to better understanding attitudes around CRM usage, costs and attitudes within and outside the CiviCRM community. This included a relatively long (10mins+) survey hosted on Survey Monkey (not civicrm.org) to try and attract other CRM-users.

- 169 people completed the survey: 90% were CiviCRM users (Q1). 3 are with Salesforce, 3 use a spreadsheet, 2 are on Blackbaud, and one each on MS Dynamics, Bloomerang, Hubspot, LocalHero, Access & Cobra

- For CMS, 79 use Drupal as their main CMS (Q2), 59 Wordpres, 10 Joomla, 2 Typo3.. 

- 55% have their CRM as part of their public-facing website (Q3), 45% don’t.
A. WHO COMPLETED IT: ORGANISATION

- Organisation staff ranged from no paid employees to over 30,000 (Q23).
- IT staff numbers ranged from 0 to 1,500, with the majority 2 or under (Q25).
- Annual turnover of the 99 who shared this ranged from 0 to $100 million, with 29 over $1 million, and 7 at $10m and over (Q24).
75% of respondents only operated in the country they selected. 15% operated worldwide, and 9% in specific regions. (Q27)

Over 77% were from English-speaking countries, which reflects some of the wider-CiviCRM language data identified in a parallel internationalisation study, below.

<table>
<thead>
<tr>
<th>Metric</th>
<th>Majority English-speaking</th>
<th>Rest of world</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitors to website : IP location</td>
<td>50.54%</td>
<td>49.46%</td>
</tr>
<tr>
<td>Visitors to website : browser language</td>
<td>71.52%</td>
<td>28.48%</td>
</tr>
<tr>
<td>Sourceforge Downloads</td>
<td>60.10%</td>
<td>49.90%</td>
</tr>
<tr>
<td>Reported installs</td>
<td>72.93%</td>
<td>27.07%</td>
</tr>
<tr>
<td>Reported language used</td>
<td>82.41%</td>
<td>17.59%</td>
</tr>
<tr>
<td>Registered users on civicrm.org</td>
<td>79.41%</td>
<td>20.59%</td>
</tr>
<tr>
<td>Registered websites on civicrm.org</td>
<td>62.33%</td>
<td>37.67%</td>
</tr>
</tbody>
</table>
B. CHOOSING YOUR CRM

- 62% of those surveyed were involved in the decision to adopt their organisation's current CRM (Q5).
- In 33% of these cases, the final decision about which CRM involved the board. In 36% of cases the CEO, in 44% a senior manager (Q9).

WHAT CRM WERE YOU USING BEFORE YOUR CURRENT SYSTEM? (Q6)
B. CHOOSING YOUR CRM

WHAT FACTORS DID YOU CONSIDER WHEN CHOOSING YOUR CRM (Q7)?

- Keeping the cost low: 98%
- Features: 95%
- Control/Ownership over data: 93%
- Ease of use: 90%
- Security of data: 86%
- Quality of documentation: 85%
- Integration with current systems/processes: 84%
- In-house expertise: 76%
- Availability of training: 74%
- Availability of comprehensive phone/email/web support: 66%
- Recommendation from a peer or similar organization: 66%
- Recommendation from a supplier or staff member: 62%
- Brand recognition or trust: 61%
- Demo or sales presentation: 50%
- Spreading out cost with regular fees rather than paid up-front: 50%
B. CHOOSING YOUR CRM

HOW IMPORTANT WERE THE DIFFERENT FACTORS IN CHOOSING YOUR CRM? (Q7)

- FEATURES
- CONTROL/OWNERSHIP OVER DATA
- SECURITY OF DATA
- KEEPING THE COST LOW
- EASE OF USE
- QUALITY OF DOCUMENTATION
- INTEGRATION WITH CURRENT SYSTEMS / PROCESSES
- AVAILABILITY OF TRAINING
- AVAILABILITY OF COMPREHENSIVE PHONE/EMAIL/WEB SUPPORT
- IN-HOUSE EXPERTISE
- RECOMMENDATION FROM A PEER OR SIMILAR ORGANIZATION
- RECOMMENDATION FROM A SUPPLIER OR STAFF MEMBER
- BRAND RECOGNITION OR TRUST
- DEMO OR SALES PRESENTATION
- SPREADING OUT THE COST WITH A MONTHLY/QUARTERLY FEE RATHER THAN PAID UP-FRONT

Essential & very important
Not important
“The flexibility and freedom for us to modify and integrate with what we wanted, how we wanted. Particularly the freedom to control the user experience.”

“Open source, no upfront cost was essential. A group of volunteer graduate history students implemented the system, learning as they worked. None of us really know the system before we choose it, but the website and support materials presented a good case that it would fit our needs.”

“Had to be free and on Wordpress so it could integrate well with my external facing website. Caldera Forms CiviCRM plugin makes my CiviCRM + Wordpress install much more effective.”

“Designed for non-profit, I didn't like the underlying assumption of other CRM systems that every contact was a lead that needed to be converted to a sale. CiviCRM is based on relationships, which is a small nomenclature difference but important in how we view our partners and contacts.”

“In trying to be everything however - I am finding it overwhelming and confusing trying to bring it back to what we need, and unsure I'm using it in the correct way. But still. I'm glad I found this, and, as much as I dislike wordpress, I'm glad civiCRM can work with it.”

“Open sourced with global participation to make CiviCRM a better application. Available vendor to help with transition from PatronManager (SalesForce) and to do any necessary customization.”
B. CHOOSING YOUR CRM – RESPONSES

- “Open source and community-based. Having a network of users and peers (including paid consultants) is essential. Customization through Extensions also is important and we’ve been pleased to fund one now available to all. CiviCRM as open-source "community-ware" is very important to us.”

- “Backed into it. When a homegrown conference registration imploded, sought Open Source replacement. Gradually adopted some other functionality”

- “it is the only system to meet our needs organizing a NGO in Germany :) any other CRM has either a focus in sales (what we do not have) or are to small / missing needed features”

- “Other similar non-profits were/are using at the time and we wanted to emulate features offered.”

- “Nonprofit-centric. Too many other CRMs were very generic and required extensive customization to fit the nonprofit model. CiviCRM was able to do what we needed it to without much adjustment. Also, its integration with our Drupal website helped accomplish one of our other goals of bringing all of our systems together.”

- “It was immediately clear that CiviCRM had a large, dedicated community. I knew this would mean that I would be able to find answers to my questions, either through a Google search or by hiring professionals. I have used both methods so far.”

- “Seemed to be best of what was available at no cost”
WHAT DO YOU USE YOUR CRM FOR? (Q4)

- Contact database
- Tracking communications with constituents (e.g. donors, clients, etc.)
- Sending mass emails
- Event management
- Membership management
- Donations management
- Fundraising & grant management
- Lead & prospect management
- Volunteer management
- Case management (e.g. legal/health/etc. client cases)
- Campaigns (e.g. petitions)
- Other (please specify)
- Resource management (e.g. rooms, equipment, etc.)
- Staff management & HR

- 97% use their CRM for contact management, 81% for tracking communication, 80% for sending mass emails, 73.2% for events, 59.8% for membership,
- Other included: Skill level tracking | Awards and recognition, documents | Online advocacy (contact your legislator platform) | Store: sales, tax-receipting and PST/GST | Policy file management | Managing schools / classes | Customized Activities to serve a public radio station's needs for scheduling guests and features | Social Impact Lending Management | Relationships for a buddy-system | Archive
C. FEATURE USE & SATISFACTION

How do you rate the features of CiviCRM that you use? (Q4)

- Contact Database
- Membership Management
- Donation Management
- Sending Mass Emails
- Event Management
- Tracking Communications with Constituents (e.g. Donors, Clients, etc)
- Fundraising & Grant Management
- Case Management (e.g. Legal/Health/etc. Client Cases)
- Lead & Prospect Management
- Campaigns (e.g. Petitions)
- Volunteer Management
- Staff Management & HR
- Resource Management (e.g. Rooms, Equipment, etc)

Total positive (G & VG) vs Total negative (P & VP)
D. HOW WAS THE INTRODUCTION OF THE CRM? (Q10)

**WENT AS EXPECTED...**

**WORSE THAN EXPECTED**

- Time it took to learn the new system: 36.88%
- Demands on staff: 31.71%
- Overall schedule: 26.92%
- Integration with existing website & technology: 25.31%
- Integration with existing processes: 19.51%
- New features: 13.16%
- End-user disruption: 12.32%
- Cost: 9.41%

**BETTER THAN EXPECTED**

- Time it took to learn the new system: 8.24%
- Demands on staff: 19.23%
- Overall schedule: 21.92%
- Integration with existing website & technology: 14.63%
- Integration with existing processes: 16.28%
- New features: 27.64%
- End-user disruption: 26.59%
- Cost: 11.77%
E. THE COST OF THE CRM

HOW MUCH DID YOU SPEND SETTING UP YOUR CURRENT CRM? (Q12)

- Total Costs
  - Under 2,000: 32.8%
  - 2,000-10,000: 45.4%
  - 10,000-30,000: 54.6%
  - 30,000-60,000: 62.6%
  - More than 60,000: 60.9%

- Development Costs
  - Under 2,000: 20.6%
  - 2,000-10,000: 21.5%
  - 10,000-30,000: 13.9%

- Integration Costs
  - Under 2,000: 13.7%
  - 2,000-10,000: 6.2%
  - 10,000-30,000: 3.1%

- Training Costs
  - Under 2,000: 8.4%
  - 2,000-10,000: 2.3%
  - 10,000-30,000: 0.8%

- Testing Costs
  - Under 2,000: 7.8%
  - 2,000-10,000: 1.6%
  - 10,000-30,000: 0.0%

- Internal Staff Costs/Time
  - Under 2,000: 37.4%
  - 2,000-10,000: 24.4%
  - 10,000-30,000: 6.9%

WHAT CURRENCY ARE YOUR ANSWERS IN? (Q11)

- US $: 42%
- Sterling £: 29%
- Euro €: 20%
- Canadian $: 4%
- Australian $: 4%
- New Zealand $: 4%
- Swiss Franc: 1%
**E. THE COST OF THE CRM**

**HOW MUCH DID YOU SPEND SETTING UP YOUR CURRENT CRM? CURRENCY ADJUSTED AREA (Q11&12)**

- Training costs
- Integration costs, with your existing website/systems
- Development costs, ie the initial build, setup and configuration
- Testing costs
- Internal staff costs/time
- Total Costs

This second version of this question attempts to merge Question 11 & 12 to give an idea of trends.

- User-selected ranges, (ie 0-500, over 60,000) are replaced with a median for each range, and for the top level, this is rounded down to the lowest definite amount, e.g. 60,000. So the top level is most likely to be higher but we cannot say that with certainty.

- Users state their currency in Q11, so the exchange rate on 22 Oct 19 was applied to each answer convert the amount to $.

- Then every value is charted from largest to smallest ‘total cost’ figure. Gaps are where no answer was given for that item. Clearly the ‘total cost’ is often less than the actual combined other costs.
E. THE COST OF THE CRM

HOW MUCH DO YOU SPEND ANNUALLY SUPPORTING YOUR CRM? (Q13)

WHAT CURRENCY ARE YOUR ANSWERS IN? (Q11)
E. THE COST OF THE CRM

HOW MUCH REVENUE (DONATIONS, EVENT SALES, ETC) DOES YOUR PROCESS/GENERATE? (Q14)

WHAT CURRENCY ARE YOUR ANSWERS IN? (Q11)
## F. Sources of Support & Advice

### Who do you trust to advise you about technology - select all? (Q17)

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-house expertise</td>
<td>70.8%</td>
</tr>
<tr>
<td>Other organisations similar to us</td>
<td>45.4%</td>
</tr>
<tr>
<td>Our CRM provider</td>
<td>34.6%</td>
</tr>
<tr>
<td>Our agency/contractor</td>
<td>33.1%</td>
</tr>
<tr>
<td>Some publications</td>
<td>20.8%</td>
</tr>
<tr>
<td>Some organisations</td>
<td>16.9%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>10.0%</td>
</tr>
</tbody>
</table>

Other answers included:

- I'm unclear if "agency/contractor" describes the self-employed consultant who does our web development. We do not partner with any agencies other than this person.
- Online research
- Online forum
- Personal network
- Own network
- Core team
- No one
- Web
- My husband
- Web fora
F. SOURCES OF SUPPORT & ADVICE

WHAT ARE THE MOST IMPORTANT SOURCES OF SUPPORT FOR YOUR CRM – PLEASE CHOOSE AS MANY AS ARE APPLICABLE AND RANK THEM IN ORDER OF IMPORTANCE – AGGREGATE SCORE (Q15)

A first ranked item is scored 7 points, the second ranked item 6 points, all the way to the last ranked item rated 1 point. Multiplying this by the number of people who put each item in each position gave a total score.

MOST IMPORTANT SOURCE (Q15)

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN-HOUSE EXPERTISE</td>
<td>63%</td>
</tr>
<tr>
<td>AGENCY/CONTRACTOR</td>
<td>10%</td>
</tr>
<tr>
<td>ASKING IN FORUMS LIKE STACK EXCHANGE</td>
<td>8%</td>
</tr>
<tr>
<td>SEARCHING ONLINE</td>
<td>6%</td>
</tr>
<tr>
<td>FREELANCERS</td>
<td>6%</td>
</tr>
<tr>
<td>FROM THE CRM PROVIDER</td>
<td>6%</td>
</tr>
<tr>
<td>DOCUMENTATION PROVIDED BY THE AGENCY</td>
<td>3%</td>
</tr>
</tbody>
</table>

NEVER USED SOURCE (Q15)

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FREELANCERS</td>
<td>51%</td>
</tr>
<tr>
<td>AGENCY/CONTRACTOR</td>
<td>45%</td>
</tr>
<tr>
<td>DOCUMENTATION PROVIDED BY THE AGENCY</td>
<td>43%</td>
</tr>
<tr>
<td>FROM THE CRM PROVIDER</td>
<td>32%</td>
</tr>
<tr>
<td>ASKING IN FORUMS LIKE STACK EXCHANGE</td>
<td>19%</td>
</tr>
<tr>
<td>IN-HOUSE EXPERTISE</td>
<td>8%</td>
</tr>
<tr>
<td>SEARCHING ONLINE</td>
<td>5%</td>
</tr>
</tbody>
</table>
F. SOURCES OF SUPPORT & ADVICE

HOW SATISFIED ARE YOU WITH THE SUPPORT FROM… (AGGREGATE SCORE) (Q16)

<table>
<thead>
<tr>
<th>Source</th>
<th>Satisfied &amp; Very Satisfied (Q16)</th>
<th>Unsatisfied &amp; Very Unsatisfied (Q16)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN-HOUSE EXPERTISE</td>
<td>62%</td>
<td>14%</td>
</tr>
<tr>
<td>ASKING IN FORUMS LIKE STACK EXCHANGE</td>
<td>38%</td>
<td>13%</td>
</tr>
<tr>
<td>SEARCHING ONLINE</td>
<td>35%</td>
<td>11%</td>
</tr>
<tr>
<td>FROM THE CRM PROVIDER</td>
<td>34%</td>
<td>10%</td>
</tr>
<tr>
<td>AGENCY/CONTRACTOR</td>
<td>30%</td>
<td>8%</td>
</tr>
<tr>
<td>DOCUMENTATION PROVIDED BY AGENCY/PROVIDER</td>
<td>27%</td>
<td>7%</td>
</tr>
<tr>
<td>FREELANCERS</td>
<td>20%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Sources were rated on a scale from Completely Satisfied (2 points), Satisfied (1 point), indifferent/mixed (0 point), not satisfied (-1pt), very unsatisfied (-2pt) to give an aggregate score. To account for people who didn’t rate that source, this score was then divided by the number of people who gave an answer to give a relative score.
F. SOURCES OF SUPPORT & ADVICE

WHICH ORGANISATIONS & PUBLICATIONS DO YOU TAKE ADVICE FROM? (Q18)

- Agileware
- Arts organisations
- VolunteerPro
- SymbiotiCoop
- I originally learned about my CRM choice from a Forbes article
- CiviCRM docs
- CiviCRM
- UNESCO
- Blogs
- google
- Civi CRM user Guide
- Semper IT
- StackExchange
- Different sections of MedecinsSansFrontieres
- Google
- Searching the internet for solutions
- CiviCRM Melbourne meetups
- Salesforce
- Tt exchange
- Veda Consultancy
- AGH Strategies
- Civi CRM Guide
- AGH Strategies
- organisations who work with volunteers or refugees like us
- Linux Magazine
- Other similar orgs
- KOBA webdesign
- Drupal related media and podcasts
- Charity Commission (UK)
- Idealware
- Civihosting
- Other NGOs using CiviCRM
- https://www.fne.asso.fr/
- Internet research
- Gorges, Inc.
- https://www.systopia.de/sites/default/files/CiviCRM_Leitfaden_aktuell.pdf
- MJW Consulting
- Cobseo
- FOSSBytes
- NCSC
- chat.civicrm.org
- Look at half a dozen or so - work out a ranking for trust, then read what they say
- stackexchange
- Weaveweb
- Verified Volunteers
- CiviCRM issue tracker
- Github
- Medecins sans frontier
- Packt books
- Blackfly
- CiviCRM
- Roland
- Trying solutions in a test environment
- Related organisations
- civicrm.org
- BackOffice Thinking
- Civi North East User Group
- CiviCRM documentation
- organisations which I have a good relationship with, I don't like lots of shining marketing and organisations where it is all about the money
- Stack Exchange
- National Council for Voluntary Organisations (UK)
- Internal expertise
- Google Search
- ICO
- Infoworld
- @swiftonsecurity
- dr google
- Cisco
- Organizations similar to ours
- Core team
- Stack Exchange
- IXIAM
- Events like Civi Meet Ups - peer groups
- Skvare
- Stack Exchange and other message boards
- Sibling Organizations in our Non-profit sector
- IT for Charities (IvanWainright)
- AlternativeTo
- Civicrm Docs
- Drupal user group
G. OPEN SOURCE USAGE & ATTITUDES

DO YOU USE ANY OF THE FOLLOWING OPENSOURCE SOFTWARE/TOOLS? (Q19)

<table>
<thead>
<tr>
<th>Software/Tools</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIVICRM</td>
<td>84.62%</td>
</tr>
<tr>
<td>Drupal</td>
<td>61.54%</td>
</tr>
<tr>
<td>Firefox</td>
<td>61.54%</td>
</tr>
<tr>
<td>Wikipedia</td>
<td>53.85%</td>
</tr>
<tr>
<td>Wordpress</td>
<td>52.31%</td>
</tr>
<tr>
<td>Libre Office</td>
<td>25.30%</td>
</tr>
<tr>
<td>Thunderbird</td>
<td>23.05%</td>
</tr>
<tr>
<td>Open Street Maps</td>
<td>20%</td>
</tr>
<tr>
<td>Gitlab</td>
<td>19.23%</td>
</tr>
<tr>
<td>Open Office</td>
<td>14.62%</td>
</tr>
<tr>
<td>Joomla</td>
<td>7.69%</td>
</tr>
<tr>
<td>Other (Please Specify)</td>
<td>5.38%</td>
</tr>
</tbody>
</table>

130 answered this question, 39 skipped (% is of those who answered). Other included Blogger, VLC, Duplicati, Datadog, Uptrends, IFTTT, Let’s Encrypt, Nextcloud, Solr, Nextcloud, roundcube e-mail, owncloud/nextcloud, keepass, Redmine, Moodle, Zimbra, Linux, Gimp, Inkscape, Lamp - Stack, gitolite, Aegir, Bareos, ...
G. OPEN SOURCE USAGE & ATTITUDES

WHICH OF THESE STATEMENTS BEST APPLIES? (Q20)

- I LIKE OPEN SOURCE SOFTWARE AND USE IT WHEN I CAN: 76.15%
- I LIKE THE IDEA OF OPEN SOURCE SOFTWARE WHEN THE TIME IS RIGHT: 16.92%
- I DON'T HAVE AN OPINION: 4.62%
- I LIKE THE IDEA OF OPEN SOURCE SOFTWARE BUT IT'S NOT FOR US: 1%
- I DON'T KNOW WHAT OPEN SOURCE SOFTWARE IS: 0%
- I DON'T LIKE THE IDEA OF OPEN SOURCE SOFTWARE: 0%
G. OPEN SOURCE USAGE & ATTITUDES

IN YOUR OPINION OPEN SOURCE SOFTWARE IS ABOUT (CLICK ANY THAT APPLY) (Q21)

- Communities of people collaborating to make better software: 85.38%
- Keeping software open so you can adjust or improve it: 68.64%
- A way to be in control of your own data so it is not owned or controlled by a third party: 68.64%
- A way for like-minded organisations to co-fund software development: 56.15%
- A way to avoid lock-in to a particular vendor or agency: 53.08%
- Keeping software open so you can 'look under the bonnet' to see how it works: 46.15%
- Not paying for software: 32.31%
- A value system: 32.31%
- Technically safer as more people can spot vulnerabilities and bugs: 27.69%
- Freedom from patents: 25.38%
- Limited / confusing documentation: 23.08%
- Bad interfaces: 21.54%
- Financially more stable as anyone can continue development: 18.46%
- Financially more unstable than commercial software: 16.34%
- Good interfaces: 12.31%
- Technically more unsafe than commercial software: 8.46%
- I've never thought about it like this before: 7.69%
- A way to not pay coders for their work: 3.0%
G. OPEN SOURCE USAGE & ATTITUDES

ANY THOUGHTS OR COMMENTS ABOUT OPEN SOURCE?

- I really value Open Source and try to advocate it to upper management whenever I can. I appreciate how much I’ve learned from those willing to help out across various Open Source communities.

- I really appreciate open source software and the philosophy behind it. The only issues we’re encountering are with a lower user uptake because the interface is "too technical" and not attractive for some people, and they there are too many options to done one thing (which I personally like, but I’m a more advanced user compared to my colleagues :))

- The best way

- Essential collaboration eco-system for civilisation, freedom and global democracy.

- The main thing about CIVICRM is the user experience. It needs a complete overhaul of the UX and UI, and the huge improvement of the provision of tools for engaging users directly into the platform (mailings/events/fundraising pages).

- As an organisation, we are strong supporters of the open access model in science, so it seems consistent to believe and promote the same in software

- Open Source is great technically and terrible from a UX and simplification perspective, rare examples notwithstanding. Also, I can’t believe you guys are doing this survey with SurveyMonkey and not LimeSurvey.

- really difficult to get any real answers about any issued we’ve had. Every update throws all of our stuff out of wack.

- For an organization as small as ours, Open Source is the only affordable option for as comprehensive a system as we need to manage our whole operation.

- Unfortunately, in my observation CIVICRM is a good fit value-wise, but the product needs far more attention paid to it to work as it should. Some basic features still do not work. makes me want to consider a non open source CRM.

- Please keep CiviCRM it going.. apply for TechSoup grants, United Nations Grants, European Union Grants, UNHCR grants etc.... Categorize how many of the CiviCRM installs are humanitarian oriented and then seek grants from UNHCR to keep CiviCRM going.

- The key for us as a small organization (that cannot afford proprietary software) is to put our trust in a skilled consultant who gives CiviCRM credibility as a business tool

- I would prefer a software that works on the first go round and has a support team that can support glitches or errors swiftly.

- There are far too many open source projects, resulting in limited resources being split far too many ways.. Few projects achieve the maximum level of collaboration with the community.

- Most open-source software is not as easy to use as commercial counterparts - I like open source but many users don’t because of this.

- I have promoted and contributed to open source projects throughout my professional career in IT management.
**G. OPEN SOURCE USAGE & ATTITUDES**

**ANY THOUGHTS OR COMMENTS ABOUT OPEN SOURCE?**

- We love open source
- Sometimes bugs get in the way, but overall a cheaper way to get the job done
- We are grateful to the people who devote their time and expertise to it.
- Generally speaking, we also expect Open Source solutions to be less expensive.
- Best practices get baked in when users build together
- The problem with Open Source software is the lack of intuitive UI like the paid software has. This in turn makes it more difficult for the staff/end-user to gain trust.
- I would like to chat further with someone on the subject, in XXX, if possible. We use a proprietary interface on a SQL database, and the UI and workflow is a mess. However, I'm not speaking on behalf of my employer...I'm speaking on behalf of a global industry, and I think there's a huge opportunity to customize a CMS for something specific. But I can't get into specifics in this survey.
- As a non-for-profit with no paid volunteers, we are budget conscious. We appreciate the hard work developers do to help our Organisation technologically
- Open source is the right ethical stance for software. Transparency in bug reports and roadmaps is extremely valuable.
- Those of us working directly to build and support tech have a much more advanced understanding of open source than the general membership. I would say the answers to 16 would have much fewer boxes checked depending on who you ask. We do try and educate at least the organizers using the tools on a regular basis, but it's still a challenge.
- Some projects are better than others. I have used other open sourced projects before, but because lack of fault fixing we had to move to something else.
- Only viable with a thriving support community, which requires an active steering group in the way civicrm does.
- Unfortunately sometimes Open source projects seem to struggle with development speed due to collaboration and communication time or lack of ownership.
- EG. Drupal issues in queue for 2-9+ years
- I wish my employer could contribute more, but our limited resources in the public sector prevent it.
- Open source is often the only way for small projects with low budget to get to good and working solutions
- I think it is a good fit for charities and non-profits as it is about collaboration and sharing improvements.
- Sometimes outdated funding models, with lack of enterprise Go-to-Market and Enterprise Sales.