



Population Survey Brand, Image and Perception Report

Iraqi Red Crescent Society (IRCS) • August 2013



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The Fundamental Principles of the International Red Cross and Red Crescent Movement

Humanity / The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality / It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality / In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence / The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service / It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity / There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality / The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



Acknowledgements

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Special mention to all staff and volunteers who conducted the nationwide interviewing process and data collection with unyielding commitment and flexibility, and to the International Advisory, Products and Systems (iAPS) team for their lead role in designing and carrying out these workshops and surveys. All can be proud of the professional outcome of this important endeavor.

Special gratitude is also extended to the Iraqi people for taking the time to respond to our questions with immense patience and graciousness. Without them, completing this task would have never been possible.

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Baghdad, Iraq
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1. Introduction

This report represents a concerted effort by the Iraqi Red Crescent Society to inform our five year strategic planning process in close collaboration with all relevant stakeholders, and serves to establish a baseline of critical information related to the Iraqi Red Crescent's image, brand and perception among the general Iraqi population.

To this end, the extensive consultative workshops held to inform survey development, and its subsequent implementation, were a collaborative effort between the Iraqi Red Crescent Society, volunteers, staff and a representative sample of the Iraqi population. The ultimate aim of these surveys was to specifically 'lead to a strategy responsive to local vulnerabilities' as clearly articulated by the International Federation of the Red Cross and Red Crescent Societies' Strategy 2020.

Further, by capturing internal and external stakeholder perceptions, we established benchmarks required to help the IRCS move towards a more integrated approach to development processes characteristic of a progressive, highly professional and strategically oriented National Society. The consultative processes spurred by the implementation of these three critical surveys underscore IRCS' drive and commitment to meet the exigencies and expectations of the people we serve as we move towards becoming a 21st Century Organization.

These surveys targeted 4,464 individuals and the associated data output now constitute a solid baseline about the satisfaction on image, branding and perception of the IRCS; and is the impetus behind our commitment to continue monitoring trends and establishing individual and collective improvement benchmarks within the Organization. The surveys provided us with new insight as to IRCS employee and volunteer well-being and performance drivers, and a clearer perspective on the evolutionary nature of human resources, technology, infrastructure and capital resource integration.

Simultaneously, our staff will now have the ability to begin updating this information with new data collection technologies, allowing us to obtain faster external and internal periodic feedback and a quick way to adapt future questionnaires. (Please refer to Technology section of the 5-year strategic plan).

Instrument variety developed for this exercise included:

1. Brand, Image and Perception Survey Instrument
2. Volunteer Satisfaction Survey Instrument
3. IRCS Employee Survey Instrument

The following sections detail the methodology and main findings of the consultative process with a representative sample of the Iraqi population related to the Brand, Image and Perception Survey instrument.

2. Survey Sample

The Iraqi Red Crescent Society in collaboration with International Advisory, Products and Systems (iAPS) designed and administered three nationwide surveys.

This report focuses specifically on results extrapolated from the Iraqi population-based survey targeting a representative sample of the 24,331,565 Iraqi's over the age of 15. This study applied random sampling and a statistical assumption test by selecting a sample that would replicate the composition of the larger population within a .014 percentage of error. The sample population size figures were obtained and verified via The Independent High Electoral Commission (IHEC). Within this framework, the total sample size was reduced to 2,662,638 after calculating for error and subsequently to 3,405 after applying correction.

The following table shows the calculation of the population-based survey sample

#	Governorate	Population Size	Percentage of error in sample	Population size after calculating for error	Sample Size after correction
1.	Baghdad	5,180,654	0.014	72,529	725
2.	Babylon	1,359,913	0.014	19,038	190
3.	Karbala	785,823	0.014	11,001	110
4.	Najaf	964,419	0.014	13,501	135
5.	Wasit	892,981	0.014	12,510	125
6.	Thiqrar	1,357,331	0.014	19,002	190
7.	Maysan	714,384	0.014	10,008	100
8.	Diwaniya	857,261	0.014	12,023	120
9.	Muthana	535,788	0.014	7,501	75
10.	Basra	1,928,839	0.014	27,003	270
11.	Salah Al-Deen	1,035,850	0.014	14,501	145
12.	Diyala	1,035,263	0.014	14,493	145
13.	Al Anbar	1,146,461	0.014	16,050	160
14.	Ninewa	2,355,414	0.014	2,355,414	330
15.	Kirkuk	1,290,095	0.014	18,061	180
16.	Dahouk	928,700	0.014	13,001	130
17.	Sulymania	1,000,139	0.014	14,001	140
18.	Erbil	962,250	0.014	13,001	135
	Total	24,331,565		2,662,638	3,405

3. Methodology

Survey questions were designed collaboratively by IRCS members, volunteers, and the iAPS team. iAPS convened and facilitated a series of nine workshops and consulted over 144 individuals on survey composition. Each workshop was comprised of 16-21 participants and convened for approximately 2.5 hours. Workshop sessions included IRCS board members, staff and volunteers and civil society members; as well as media and communication departmental staffers and volunteers.

Once appropriate questions were aggregated, iAPS consulted with expert statisticians, surveyors, media and information specialists on survey design and development.

These experts also assisted in the recruitment of interviewers and training of implementers. Each survey was pilot-tested at the field level and adjusted accordingly. The survey was designed and written in Arabic; the completed surveys were translated into English for analysis. The subsequent interpretation and report development were written in English. Survey implementation across all 18 Governorates in Iraq was managed by the IRCS headquarters in Baghdad and overseen by iAPS technical experts.



4. Survey Implementation

A total of 84 data collectors, 18 supervisors (1 per Governorate) and 10 data compilers, all with university degrees, were secured by the IRCS volunteer network and trained by the iAPS team in data collection methods and processes. Additionally, supervisors received Training of Trainers (ToT) instruction and they in turn trained data collectors selected for each Governorate. ToT training took place over two full days and covered goals and objectives of surveys - including survey methodology, content, the goals of the survey and special considerations for conveying this information accurately to survey participants.

A significant portion of the training was dedicated to mock interviews conducted by Master Trainers and to performance critique time to properly replicate expected conditions at the Governorate level. This strengthened the knowledge and confidence of those in the ToT program, gave them an opportunity to get acquainted with the content of the survey, and an opportunity to practice and receive feedback. Supervisors were given similar additional training on conducting field interviews.

Data entry personnel received one day of training at a centralized location. The data entry process was separated from data collection/surveying.

Survey Design	14th April through 29th April 2013
Training	29th, 30th April and 1st and 2nd May 2013
Pilot Assessment Phase	4th 5th and 6th May 2013
Steering Committee Approval	8th May 2013
Assessment Start Date	9th May 2013
Assessment End Date	19th May 2013
Data Entry End Date	30th May 2013

5. Main Findings

Demographics

Over 60% of respondents to the population-based survey were male, while 36% were female and 67% were between 20 to 40 years of age. A majority (94%) possessed an elementary education or better (please see figures 1, 2 and 3).

Figure 1

Gender breakdown of respondents

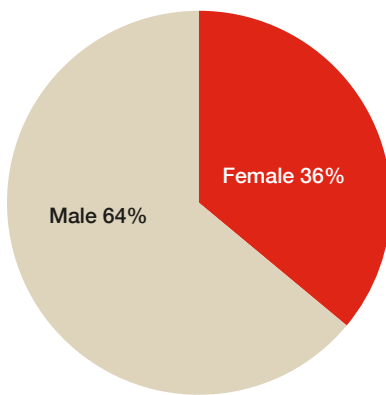


Figure 2

Age range of respondents

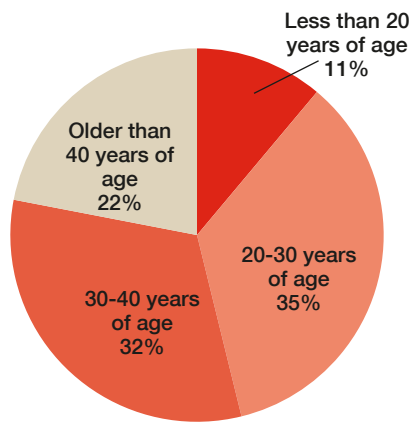
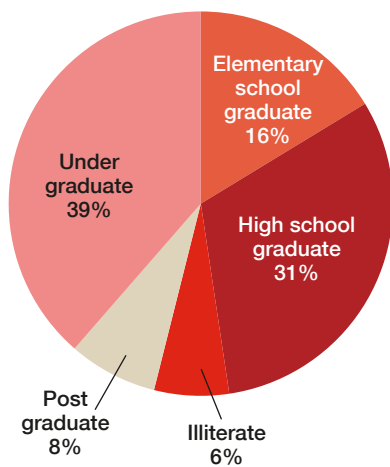


Figure 3

Educational experience of respondents

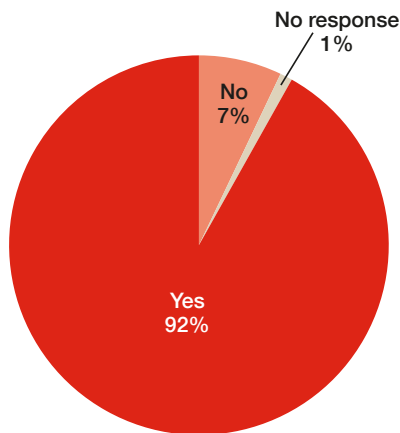


Brand Recognition

IRCS has high brand recognition (92%) as shown in figure 4. Figures 5-10 indicate that most in the country understand the work performed by the IRCS and a majority of those surveyed have a favorable opinion of the organization. This favorable recognition is essential to an organization often operating in dangerous environments and situations where trust is paramount. Trust grants the IRCS access to conflict and disaster-affected communities and the ability to safely and effectively administer services. Additional analysis is advisable to determine if such familiarity translates into a similarly favorable and strong reputation and what, if anything, can be done to improve its role and reputation perception.

Figure 4

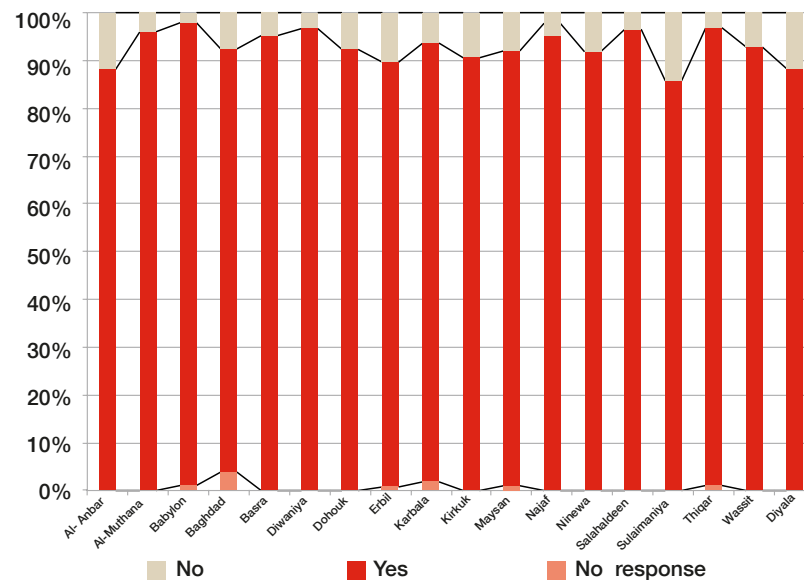
Respondents who had previously heard of the IRCS



Further examination of survey data on branding shows 92% of participants admitted to having heard about the IRCS (see figure 4). This recognition was consistent across age, gender, and education segments. Figure 5 depicts an almost evenly distributed recognition throughout the country. However, due to a low number of responses in some governorates, more data collection may be required in those regions.

Figure 5

IRCS brand recognition per Governorate



When participants were asked what kind of institution is the IRCS, 78% of respondents identified it as a humanitarian organization. However, a small but significant percentage (7%) believes the IRCS is a government organization (see figure 6), indicating the IRCS may want to market its brand more clearly to clarify its independent status.

Figure 6

What kind of organization is the IRCS?

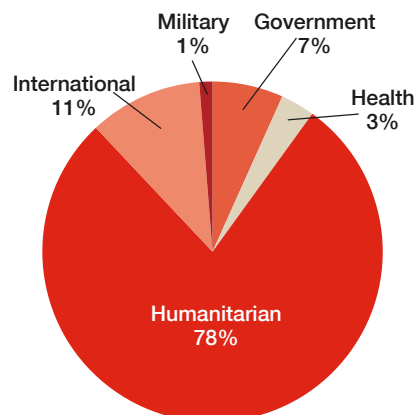
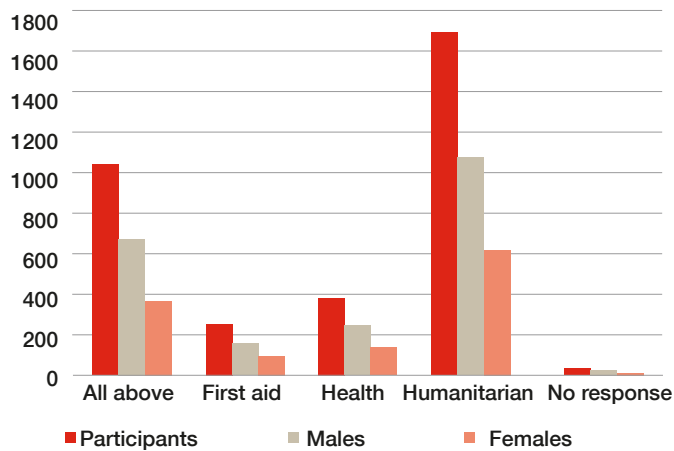


Figure 7

Types of services the IRCS provides



Finally, the IRCS is largely regarded as a provider of humanitarian services (figure 7). While this perception is certainly positive and valuable during times of conflict or disaster, we may need to market our IRCS health and first aid services more proactively to strengthen our profile and the impact potential of these programs.

While 92% of respondents had previously heard about the IRCS and 78% could accurately identify the humanitarian mission, only 57% identified the IRCS as “the first responder” institution for emergencies or disasters (see figure 8), and 30% named other organizations responding first in an emergency. IRCS may want to study this more closely to determine why this perception exists and what could be done to change these attitudes.

Figure 8

Percentage of respondents who identified the IRCS as “first responder”

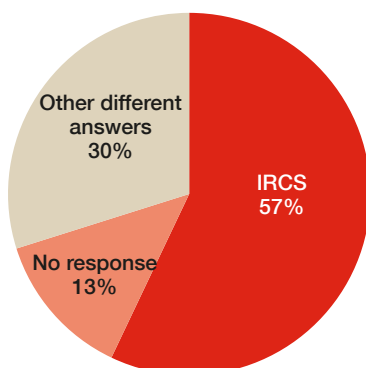


Figure 9 shows that respondents first learned about the IRCS by word of mouth or through the media (analog and digital), which underscores a strong ability to disseminate our brand through traditional methods of communications, especially word of mouth.

However, it should be noted that the Internet and social media, while very effective as means of brand dissemination, still appear to be relatively untapped by our external communications efforts. Interestingly, technology appears to be equally effective across all age groups (figure 10), paving the way for a brand awareness communications campaign, via the Internet, that can be equally effective across all age groups.

Figure 9

How did you first learn about the IRCS?

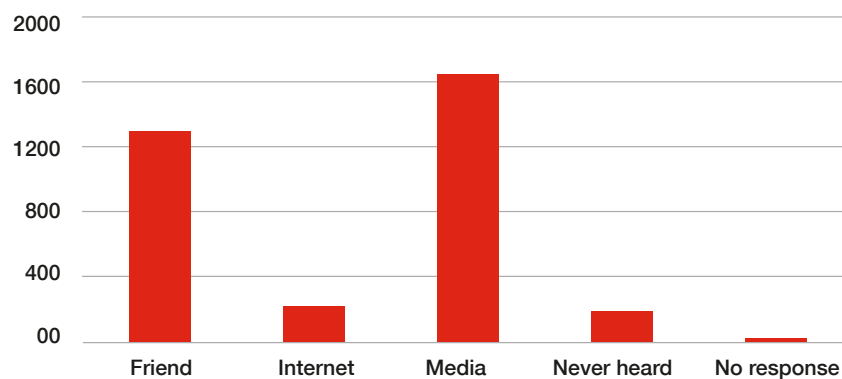
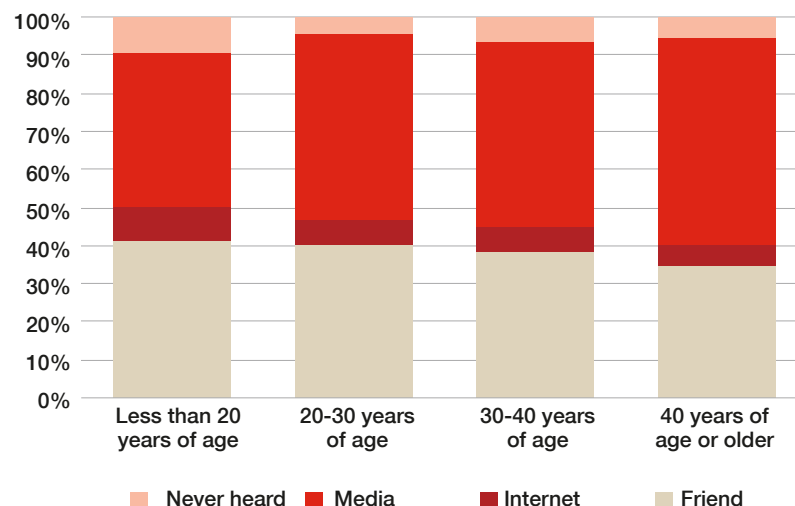


Figure 10

By what means did you hear of the IRCS (by age range)?

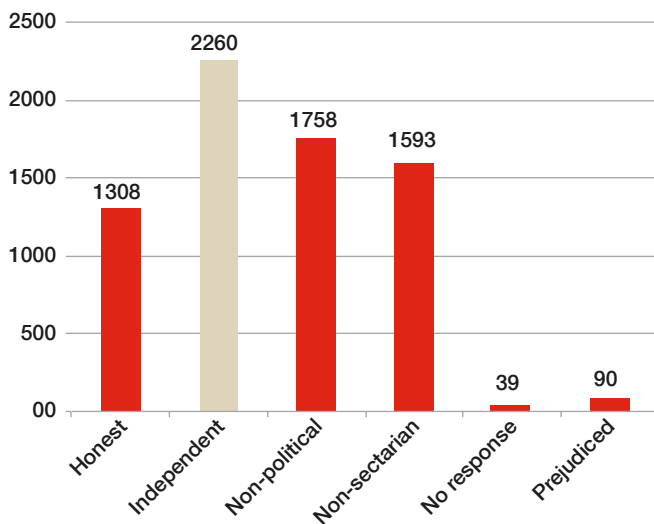


Public image and perceptions impact reputation and trust. Without trust and public support any organization will perform poorly or fail. Fortunately, the IRCS is perceived favorably when motivations and affiliations are examined.

When asked about the attributes that characterize the Iraqi Red Crescent Society, “Independent,” “Non-political,” “Non-sectarian,” and “Honest” scored very high and demonstrate the IRCS is perceived quite favorably. Very few surveyed individuals stated they believed the IRCS to be biased or prejudiced against any group (figure 11).

Figure 11

What attributes characterize the IRCS?



When asked what they believed motivated the IRCS, an overwhelming majority responded that “humanitarian obligation” was its primary driver (figure 12). Information shown in figures 11 and 12 indicate that the IRCS is well regarded and its motivations are perceived as pure.

Figure 12

What motivates the IRCS?

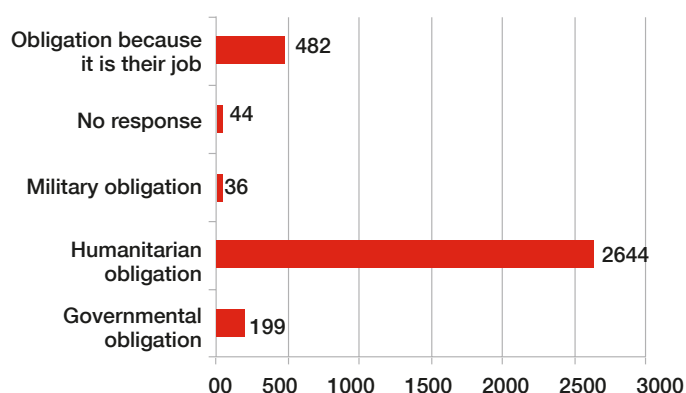
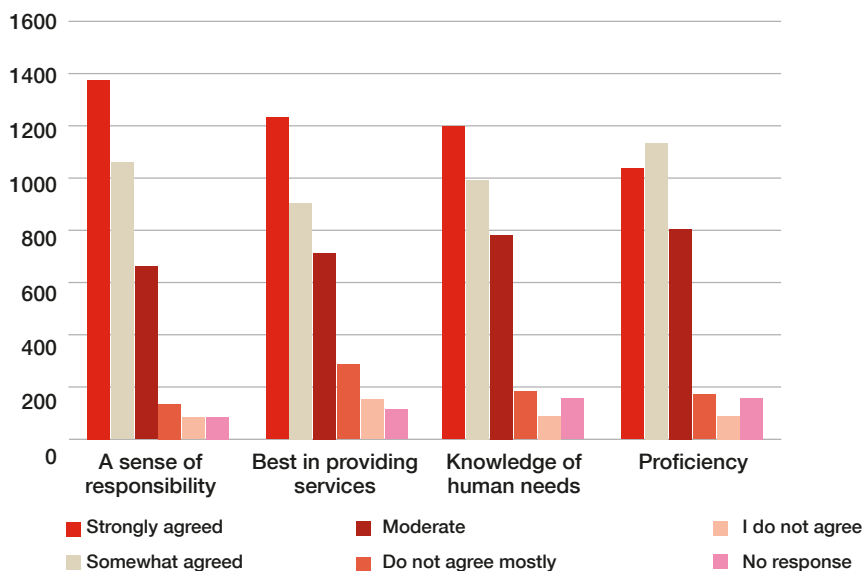


Figure 13 shows IRCS is perceived as competent, responsible and sensitive/re-sponsive to the human condition.

Figure 13

What are the IRCS's strengths?



Figures 14, 15, 16, and 17 show the IRCS generally scoring well in service delivery, performance and competence. Figure 15 provides a regional view of the organizations performance and may warrant further examination to determine why performance and perception are exceptionally high in some areas and not as strong in others. This may reflect staffing or inadequate/uneven distribution of resources.

Figure 14

How do you rate the performance level of the IRCS?

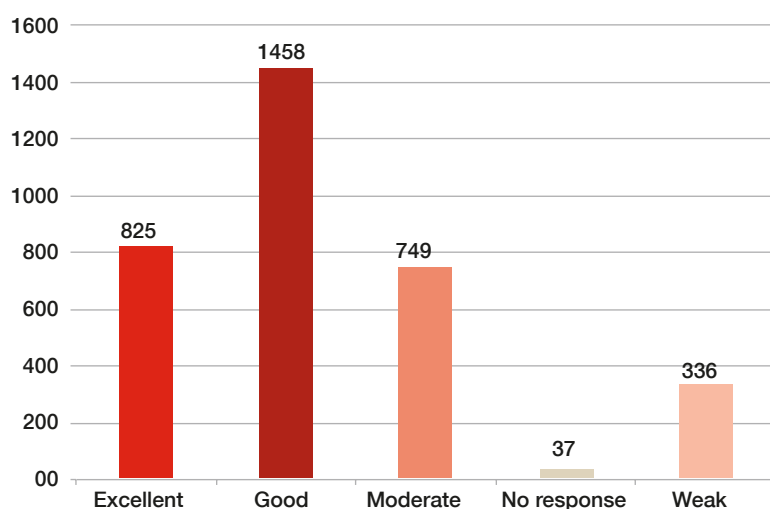


Figure 15

Nationwide ratings of Iraqi Red Crescent Society's performance level

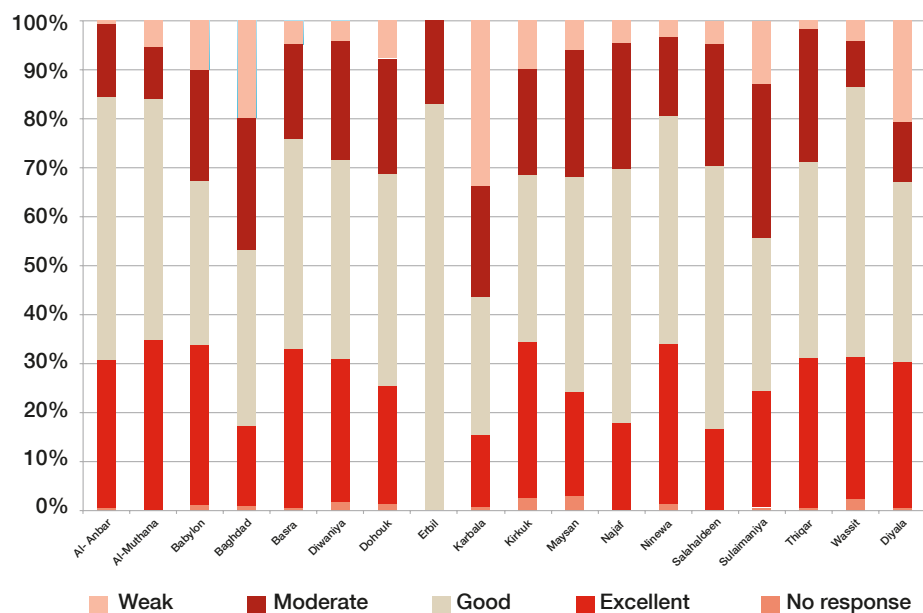
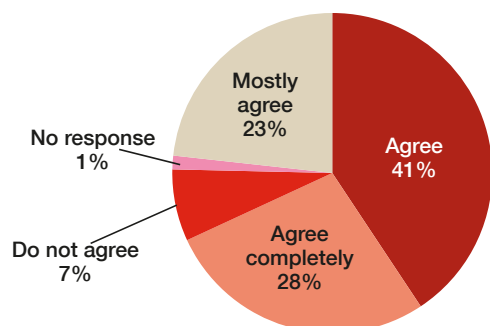


Figure 16

Do you think the IRCS is quick and well organized in its service delivery during humanitarian crisis?

**Figure 17**

How do you rate the overall performance of the IRCS?

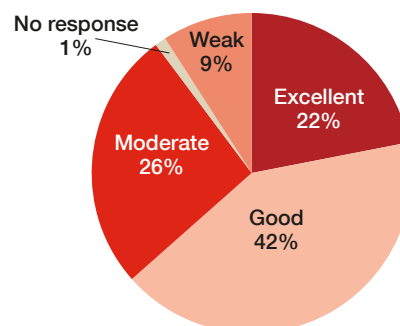
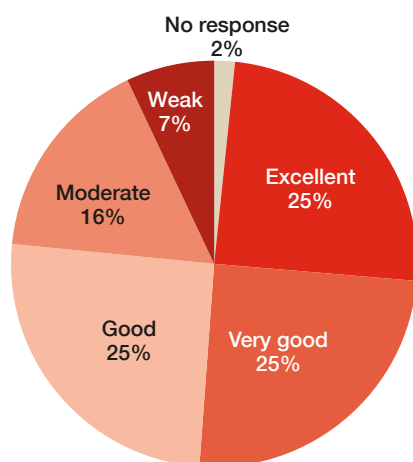


Figure 18 shows strong scores in capacity to mobilize and respond during crises, and scoring less favorably in providing water sanitation and hygiene programs. As Iraq becomes a more stable society, performance and strengthening of these public health services may merit greater emphasis and resource allocation.

Figure 18

Rate the quality of the services provided by the IRCS

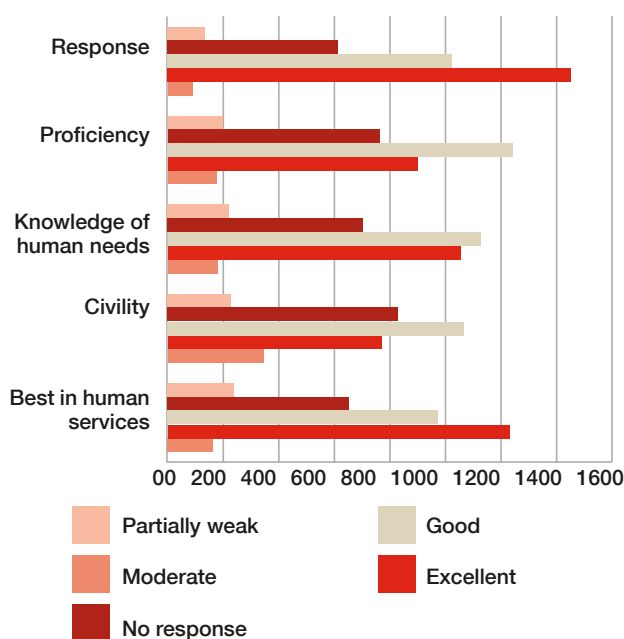


Interaction

A critical component of the IRCS brand perception is the direct contact and personal experience while receiving its services. Figure 19 below shows an overall positive reaction for those receiving help from IRCS.

Figure 19

How do you rate your interaction with the IRCS staff and volunteers on these characteristics?



Again, while figure 19 demonstrates how well the IRCS interacts with the general public, its overall reputation is formed through word of mouth or indirect means. As can be seen in figure 20 and 21, only about 50% of individuals had actually received help from the IRCS with the majority of these reporting to have received services only once. These results are consistent in both male and female respondents.

The conclusion from figures 20 and 21 is that personal experience or direct contact with the IRCS do not necessarily guarantee a favorable perception for the organization. However, the fact that those who are impacted directly by IRCS services or interventions emerge favorably impressed can be used more effectively to build overall perceptions and trust among those with indirect contact or word of mouth held views.

Figure 20

Have you ever received help from the IRCS?

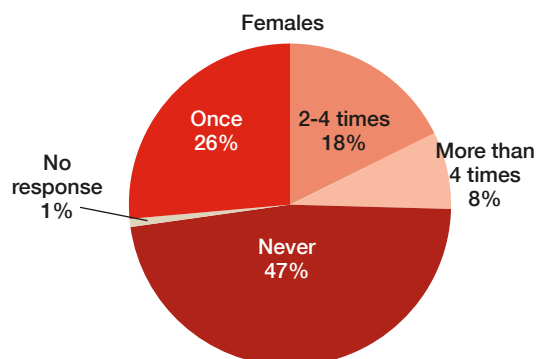


Figure 21

Have you ever received help from the IRCS?

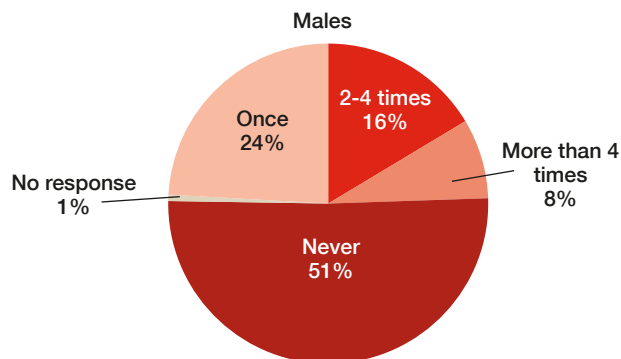
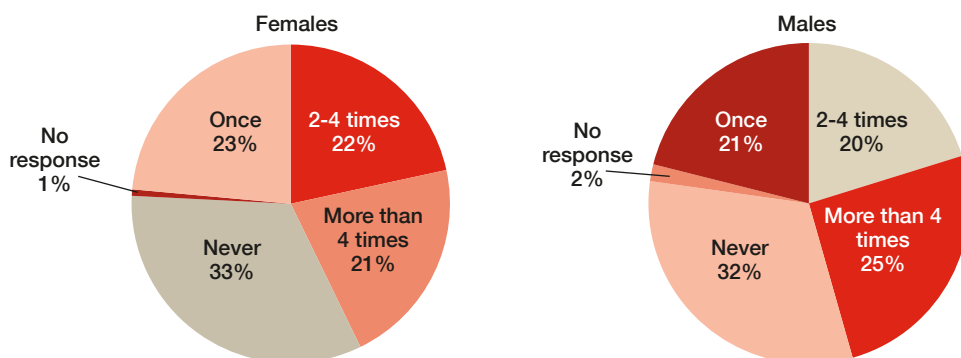


Figure 22 shows that 70% of respondents said to have participated in the provision of humanitarian assistance to others, either as volunteer or just spontaneously, indicating different ways and opportunities of interaction between the population and the IRCS.

Figure 22

Have you ever participated in the provision of humanitarian assistance to others?
Results by gender



A further examination of the respondent's interactions with the IRCS, indicates an ample untapped potential for recruiting volunteers for the organization. While we saw in figure 22 above that 70% of respondents have participated in the delivery of aid, 50% of respondents have never been approached to volunteer for the IRCS (figure 23). This indicates that there are many capable interested individuals whom the IRCS could potentially recruit.

Figure 23

Have you ever been encouraged to become a volunteer for the IRCS?
Results by gender

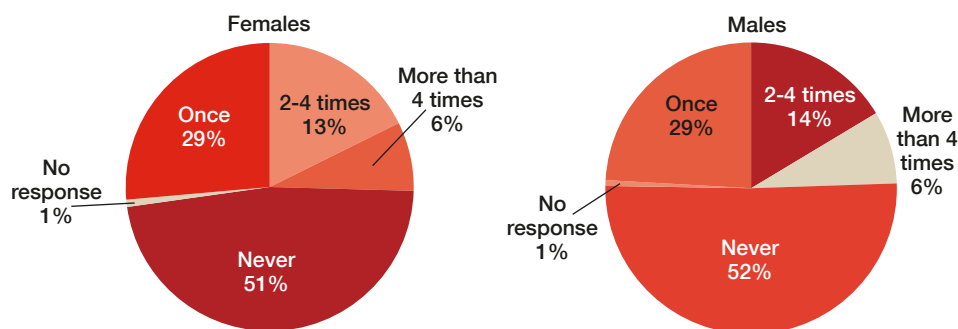
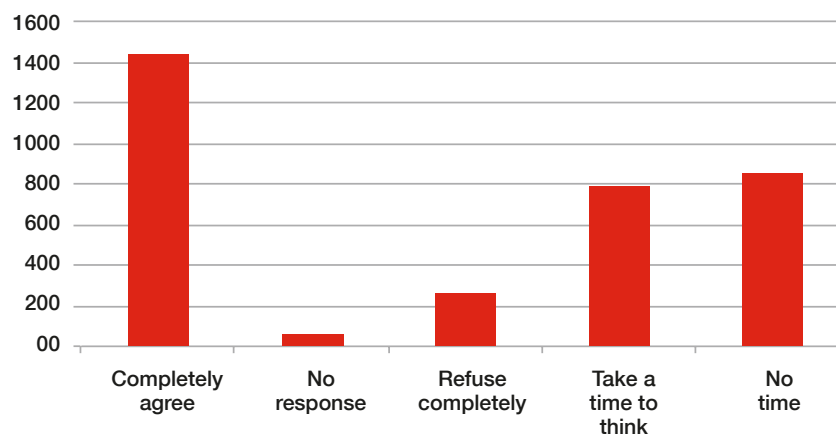


Figure 24

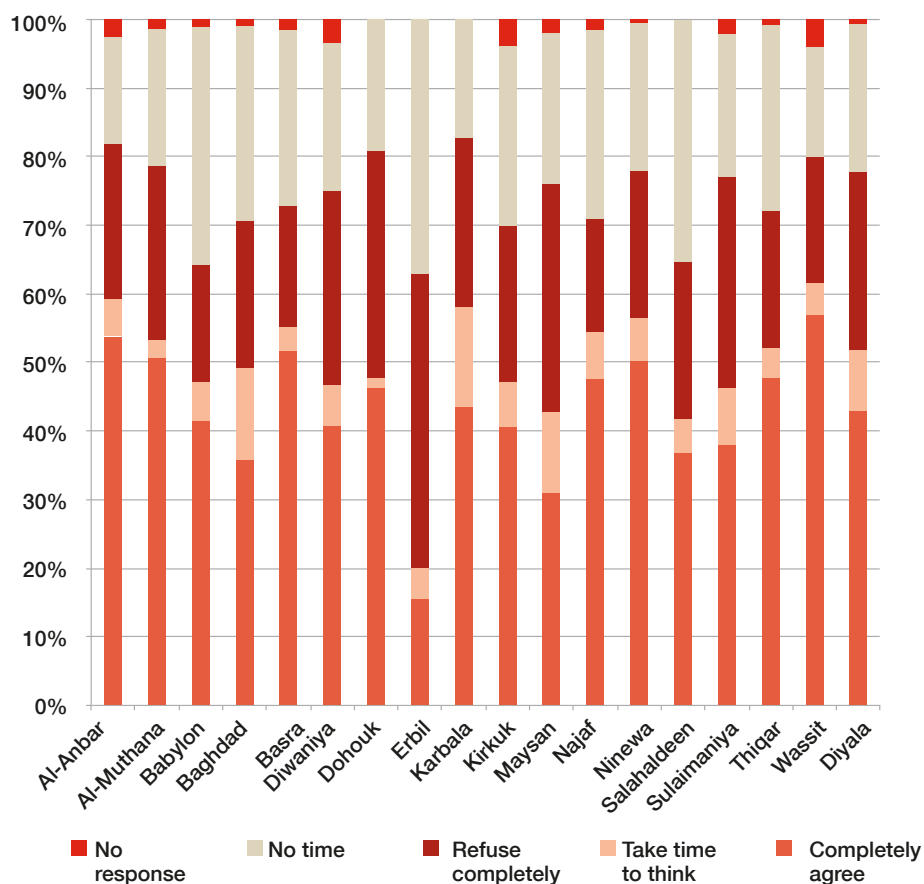
How would you respond if you were asked to volunteer with the IRCS?



In addition, when respondents were asked how they would act in response to IRCS's recruitment efforts, the majority responded that they would agree quickly (42%) with another 23% saying that they would take their time to think about joining (figure 25).

Figure 25

How would you respond if you were asked to volunteer with the IRCS?
Per Governorate



Of those who said they would agree quickly there is strong representation of the 20-30 years of age segment. This was also the group most likely to take more time to think about volunteering. This would indicate they are open to IRCS making a strong case for the benefits of volunteering.

Figure 26

How would you respond if you were asked to volunteer with the IRCS? By age

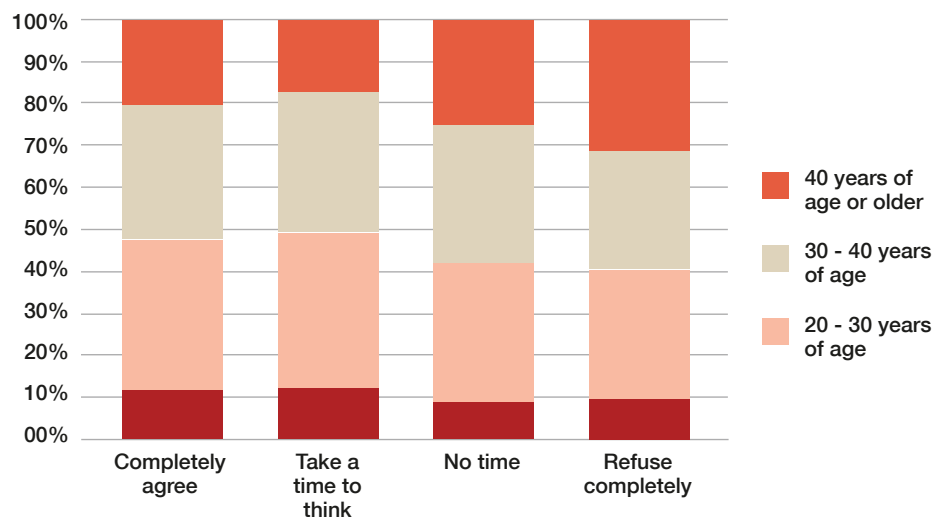
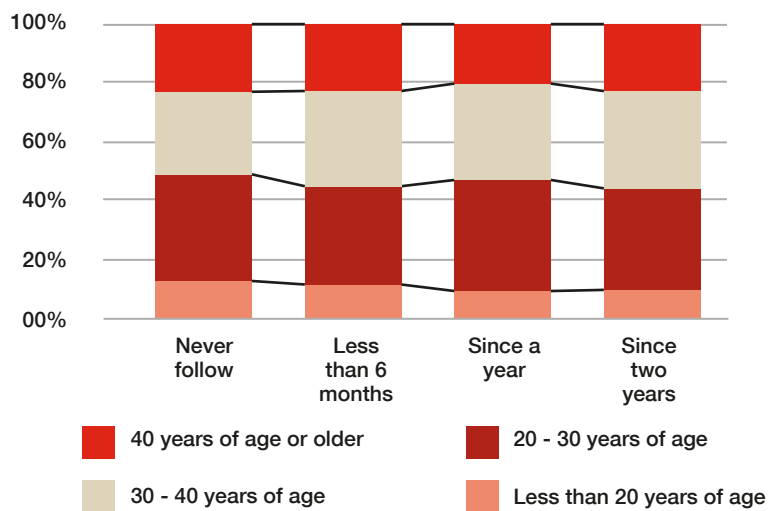


Figure 26 shows that as potential volunteers reach the 40 years of age bracket or older, they are significantly less likely to consider volunteering for the IRCS.

Individuals between 20 and 30 years also appear to be the age group most likely to follow news about the IRCS (figure 27). This suggest this age group is open and would pay attention to an effective marketing campaign.

Figure 27

When was the last time you followed up on the work of the IRCS?



6. Survey Questionnaires

6.1 English Version

Sex: Male _____ Female _____

Age:

40 or
greater ☐

From
30-40 ☐

From
20-30 ☐

Less
than 20 ☐

Educational Achievement:

Higher Studies ☐

Academic ☐

Intermediate ☐

Elementary ☐

Does not
read or write ☐

Province:

Judiciary: _____ Point: _____ Unit: _____

Note: please do not identify your name, note that this form does not sustain any of the responsibilities.

1– Who in your opinion is the first point of response in the event of crises or disasters?

2– Have you ever heard of the Iraqi Red Crescent Society before?

No ☐

Yes ☐

3– What do you know about the Iraqi Red Crescent Society, is it?

Health ☐

International ☐

Military ☐

Humanitarian
Association ☐

Governmental ☐

4– In your opinion, what type of services are provided by the Iraqi Red Crescent Society?

All ☐

First Aid ☐

Health
Services ☐

Humanitarian
Services ☐

5– How do you rate the performance level of the Iraqi Red Crescent Society?

Poor ☐

Average ☐

Good ☐

Excellent ☐

6– How do you rate the level of services provided by the Iraqi Red Crescent Society?

Poor ☐

Average ☐

Good ☐

Excellent ☐

7- Rate each service from the Iraqi Red Crescent Society's services?

Service	Excellent	Very Good	Good	Average	Poor
Ability for mobilization and crisis response					
Provision of first aid during disasters					
Crisis and disaster management					
Distribution of food and relief supplies					
Provision of assistance to refugees and displaced					
Provision of water and sanitation materials/services					
Provision of basic health services					
Rapid response for all types of crises					

8 – What are features that characterize the Iraqi Red Crescent Society? (You can markup more than one choice).

Non-political

Independent

Fair

Impartial

Non-sectarian

9 - How would you rate the following characteristics of the Iraqi Red Crescent Society from 1-5?

	1 Strongly Agree	2 Somewhat Agree	3 Neutral	4 Somewhat Disagree	5 Disagree
Sense of responsibility					
Professionalism					
Knowledge of humanitarian needs					
Best at providing humanitarian services					

10 - How do you evaluate your interaction with the Iraqi Red Crescent staff on these qualities?

	1 Very Excellent	2 Somewhat Good	3 Neutral	4 Somewhat Poor	5 Poor
Responsiveness					
Professionalism					
Courtesy					
Knowledge of humanitarian needs					
Best at providing humanitarian services					

11 - Have you ever been offered to volunteer for the Iraqi Red Crescent Society?

Never ☐ More than 4 times ☐ 2 – 4 times ☐ Once ☐

12 – Have you ever received help from the Iraqi Red Crescent Society?

Never ☐ More than 4 times ☐ 2 – 4 times ☐ Once ☐

13 – By what means did you hear of the Iraqi Red Crescent Society?

Never heard of it ☐ Internet ☐ Media ☐ Friend ☐

14 – Have you ever participated in the provision of humanitarian assistance to others?

Never ☐ More than 4 times ☐ 2 – 4 times ☐ Once ☐

15 – If you are presented with the idea of volunteering in the Iraqi Red Crescent Society to participate in the delivery of humanitarian services?

Refuse completely ☐ Do not accept due to lack of time ☐ Need time to think ☐ Quickly agree ☐

16 - Do you think that the Iraqi Red Crescent Society offer their services rapidly and in an organized manner during humanitarian practices?

Disagree ☐ Agree to some extent ☐ Agree ☐ Strongly agree ☐

17 - When was the last time you followed up on the work of the Iraqi Red Crescent Society?

Have not ☐
been following

2 years ☐
ago

A year ☐
ago

Less than ☐
6 months

18 - Do you think that the services provided by the Iraqi Red Crescent Society?

Military ☐
duty

Their duty ☐
because it
is their job

Humanitarian ☐
duty

Government ☐
duty

19 - List several words that come to mind when you hear the Iraqi Red Crescent Society?

6.2 Arabic Version

جمعية الهلال الاحمر العراقي

استمارة المواطنين

نشكر تعاونكم معنا في بناء الخطة الاستراتيجية لجمعية الهلال الاحمر العراقي ان اجوبتكم قيمة وسوف تؤخذ بنظر الاعتبار، راجين بيان راكم الصريح وتقبلوا فائق الاحترام والتقدير

الجنس:

ذكر

أنثى

العمر:

أقل من
20

من 20 30

من 30 40

40 او اكثر

التحصيل العلمي:

لايفرأولا يكتب

ابتدائي

متوسط

اكاديمي

دراسات عليا

المحافظة:

القضاء:

الناحية:

الوحدة:

ملاحظة : يرجى عدم تدوين الاسم علما ان هذه الاستمارة لاتحملك اي مسؤوليات

1 من برأيك أول جهة تستجيب عند حدوث الازمات والكوارث؟

2 هل سبق لك وأن سمعت بأسم جمعية الهلال الاحمر العراقي؟

نعم

لا

3 ماذا تعرف عن جمعية الهلال الاحمر العراقي هل هي؟

حكومية	جمعية انسانية	عسكرية	دولية	صحية
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4 برأيك ما نوع الخدمات التي تقدمها جمعية الهلال الاحمر العراقي؟

خدمات انسانية	خدمات صحية	اسعافات اولية	كل ما ذكر
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5 ما تقييمك لمستوى الاداء جمعية الهلال الأحمر العراقي؟

ممتاز	جيد	متوسط	ضعيف
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6 ما تقييمك لمستوى الخدمات التي تقدمها جمعية الهلال الأحمر العراقي؟

ممتازة	جيدة	متوسطة	ضعيفة
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7 قيم كل خدمة من خدمات جمعية الهلال الاحمر العراقي؟

الخدمات	ممتازة	جيدة جدا	جيدة	متوسطة	ضعيفة
القدرة على التعبئة والاستجابة في الازمات					
تقديم الاسعافات الأولية اثناء الكوارث					
إدارة الكوارث والازمات					
توزيع المواد الغذائية والإغاثية					
تقديم المساعدات للاجئين والنازحين					
توفير المياه والمواد الصحية					
تقديم الخدمات الصحية الاساسية					
الاستجابة السريعة لكل أنواع الازمات					

8 ماهي الخصائص التي تتصف بها جمعية الهلال الاحمر العراقي؟ (بإمكانك تاشير اكثر من اختيار)

غير سياسية
مستقلة
نزيهة
متحيزة
غير طائفية

9 كيف تقيم الصفات التالية بالنسبة لجمعية الهلال الاحمر العراقي من 1 إلى 5؟

1 اتفق بشدة	2 اتفق نوعا ما	3 وسط	4 لا اتفق نوعا ما	5 لا اتفق

10 كيف تقيم تعاملك مع موظفي الهلال الأحمر العراقي على هذه الصفات

5 ضعيف	4 ضعيف نوعا ما	3 وسط	2 جيد نوعا ما	1 ممتاز جدا	
					الاستجابة
					الاحترافية
					كياسة
					المعرفة للاحتياجات الإنسانية
					الأفضل في التعامل مع المساعدات الإنسانية خلال الازمة

9

11 هل سبق وان عرض عليك التطوع في جمعية الهلال الاحمر العراقي؟

مرة واحدة	2 4 مرات	اكتر من 4 مرات	ولا مرة
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12 هل سبق لك وان تلقيت مساعدة من جمعية الهلال الاحمر العراقي؟

مرة واحدة	2 4 مرات	اكتر من 4 مرات	ولا مرة
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13 ماهي الوسيلة التي سمعت بها عن جمعية الهلال الاحمر العراقي؟

صديق	اعلام	شبكة الانترنت	لم تسمع عنها
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14 هل سبق لك وان شاركت في تقديم مساعدة انسانية الى الاخرين؟

مرة واحدة	2 4 مرات	اكتر من 4 مرات	ولا مرة
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15 اذا عرض عليك فكرة التطوع في جمعية الهلال الاحمر العراقي للمشاركة في تقديم الخدمات الانسانية؟

توافق بسرعة	تأخذ وقت للتفكير	لا توافق لعدم التفرغ	ترفض نهجاً
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16 هل تعتقد بان جمعية الهلال الاحمر العراقي تقدم خدماتها بشكل سريع ومنظم اثناء الممارسات الانسانية؟

أتفق بشدة	أتفق	اتفق الى حد ما	لا اتفق
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17 متى كانت اخر متابعاتك لأعمال جمعية الهلال الاحمر العراقي؟

اقل من ستة اشهر	منذ سنة	منذ سنتين	لم اتابع
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18 هل تعتقد ان الخدمات التي تقدمها جمعية الهلال الاحمر العراقي ؟

واجب حكومي	واجب انساني	واجب لأنه عملهم	واجب عسكري
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19 صف بعدة كلمات ماذا يجول بخاطرك عندما تسمع بجمعية الهلال الاحمر العراقي

7. Summary indicators

Indicator	Number Total	Percent of Sample %
1) Characteristics of the sample		
Total number of sample	3405	
Sampled Males	2178	63.965%
<i>Males by age</i>		
Ages less than 20 years	232	10.652%
Ages from 20-30 years	739	33.930%
Ages from 30-40 years	727	33.379%
Ages greater than 40 years	480	22.039%
<i>Males by education</i>		
Illiterate	96	2.819%
Elementary School Graduate	378	11.101%
High School Graduate	694	20.382%
Undergraduate	837	24.581%
Post Graduate	173	5.081%
Sampled Females	1227	36.035%
<i>Females by age</i>		
Ages less than 20 years	146	11.899%
Ages from 20-30 years	454	37.001%
Ages from 30-40 years	358	33.379%
Ages greater than 40 years	269	21.923%
<i>Females by education</i>		
Illiterate	118	3.465%
Elementary School Graduate	177	5.198%
High School Graduate	373	10.954%
Undergraduate	477	14.009%
Post Graduate	82	2.408%
Total number of sample ages less than 20 years	378	11.101%
Total number of sample from 20-30 years	1194	35.066%
Total number of sample from 30-40 years	1085	31.865%
Total number of sample older than 40 years	748	21.968%
Total number of sample illiterate	214	6.285%

Indicator	Number Total	Percent of Sample %
Total number of sample Elementary School Graduate	555	16.300%
Total number of sample High School Graduate	1067	31.336%
Total number of sample Undergraduate	1314	38.590%
Total number of sample Postgraduate	255	7.489%
2) First responder in crisis or disaster		
Total no response	445	13.069%
Total who thought IRCS	1943	29.867%
Total who thought other organizations	1017	57.063%
3) Knowledge of IRCS		
Total number yes	3128	91.864%
Females	1115	35.645%
Males	2013	64.354%
Age less than 20 years	350	11.189%
Age from 20-30 years	1102	35.230%
Age from 30-40 years	996	31.841%
Age from 40 years or older	680	21.739%
Illiterate	197	6.298%
Elementary School	511	16.336%
High School	987	31.554%
Undergraduate	1208	38.619%
Postgraduate	225	7.193%
Total number no	241	7.077%
Females	82	34.025%
Males	159	65.975%
Age less than 20 years	24	9.959%
Age from 20-30 years	84	34.855%
Age from 30-40 years	74	30.705%
Age from 40 years or older	59	24.481%
Illiterate	16	6.639%
Elementary School	41	17.012%
High School	68	28.216%
Undergraduate	88	36.515%
Postgraduate	28	11.618%
Total number no response	36	1.057%
4) Perceived affiliations of IRCS		
Total number who responded government	226	6.637%
Females	104	46.018%

Indicator	Number Total	Percent of Sample %
Males	122	53.982%
Age less than 20 years	30	13.274%
Age from 20-30 years	72	31.858%
Age from 30-40 years	83	36.726%
Age from 40 years or older	41	18.142%
Illiterate	25	11.062%
Elementary School	44	19.469%
High School	66	29.204%
Undergraduate	78	34.513%
Postgraduate	13	5.752%
Total number who responded humanitarian	2622	77.004%
Females	915	34.897%
Males	1707	65.103%
Age less than 20 years	272	10.374%
Age from 20-30 years	937	35.736%
Age from 30-40 years	834	31.808%
Age from 40 years or older	579	22.082%
Illiterate	148	5.645%
Elementary School	415	15.828%
High School	826	31.503%
Undergraduate	1043	39.779%
Postgraduate	190	7.246%
Total number who responded military	42	1.233%
Females	15	35.714%
Males	27	64.286%
Age less than 20 years	8	19.048%
Age from 20-30 years	9	21.429%
Age from 30-40 years	10	23.810%
Age from 40 years or older	15	35.714%
Illiterate	6	14.286%
Elementary School	6	14.286%
High School	19	45.238%
Undergraduate	8	19.048%
Postgraduate	3	7.143%
Total number who responded international	362	10.631%
Females	128	35.359%
Males	234	64.641%

Indicator	Number Total	Percent of Sample %
Age less than 20 years	41	11.326%
Age from 20-30 years	137	37.845%
Age from 30-40 years	112	30.939%
Age from 40 years or older	72	19.890%
Illiterate	19	5.249%
Elementary School	57	15.746%
High School	115	31.768%
Undergraduate	139	38.398%
Postgraduate	32	8.840%
Total number who responded health	109	3.201%
Females	50	45.872%
Males	59	54.128%
Age less than 20 years	18	16.514%
Age from 20-30 years	28	25.688%
Age from 30-40 years	31	28.440%
Age from 40 years or older	32	29.358%
Illiterate	13	11.927%
Elementary School	20	18.349%
High School	30	27.523%
Undergraduate	33	30.275%
Postgraduate	13	11.927%
Total number who did not respond	44	1.292%
5) Perceived services of IRCS		
Total number who responded humanitarian	1694	49.750%
Females	618	36.482%
Males	1076	63.518%
Age less than 20 years	182	10.744%
Age from 20-30 years	590	34.829%
Age from 30-40 years	523	30.874%
Age from 40 years or older	399	23.554%
Illiterate	133	7.851%
Elementary School	270	15.939%
High School	559	32.999%
Undergraduate	622	36.718%
Postgraduate	110	6.494%
Total number who responded health	383	11.248%
Females	137	35.770%

Indicator	Number Total	Percent of Sample %
Males	246	64.230%
Age less than 20 years	54	14.099%
Age from 20-30 years	141	36.815%
Age from 30-40 years	116	30.287%
Age from 40 years or older	72	18.799%
Illiterate	23	6.005%
Elementary School	73	19.060%
High School	143	37.337%
Undergraduate	120	31.332%
Postgraduate	24	6.266%
Total number who responded first aid	252	7.401%
Females	96	38.095%
Males	156	61.905%
Age less than 20 years	36	14.286%
Age from 20-30 years	102	40.476%
Age from 30-40 years	67	26.587%
Age from 40 years or older	47	18.651%
Illiterate	10	3.968%
Elementary School	54	21.429%
High School	85	33.730%
Undergraduate	85	33.730%
Postgraduate	18	7.143%
Total number who responded humanitarian, health, and first aid	1042	30.602%
Females	368	35.317%
Males	674	64.683%
Age less than 20 years	96	9.213%
Age from 20-30 years	54	5.182%
Age from 30-40 years	367	35.221%
Age from 40 years or older	225	21.593%
Illiterate	45	4.319%
Elementary School	148	14.203%
High School	270	25.912%
Undergraduate	479	45.969%
Postgraduate	100	9.597%
Total number who did not respond	34	0.999%
6) Perceived performance of IRCS		
Total number who responded excellent	825	24.229%

Indicator	Number Total	Percent of Sample %
Females	290	35.152%
Males	535	64.848%
Age less than 20 years	106	12.848%
Age from 20-30 years	291	35.273%
Age from 30-40 years	266	32.242%
Age from 40 years or older	162	19.636%
Illiterate	49	5.939%
Elementary School	147	17.818%
High School	270	32.727%
Undergraduate	292	35.394%
Postgraduate	67	8.121%
Total number who responded good	1458	42.819%
Females	533	36.557%
Males	925	63.443%
Age less than 20 years	152	10.425%
Age from 20-30 years	495	33.951%
Age from 30-40 years	488	33.471%
Age from 40 years or older	323	22.154%
Illiterate	94	6.447%
Elementary School	236	16.187%
High School	468	32.099%
Undergraduate	566	38.820%
Postgraduate	94	6.447%
Total number who responded moderate	749	21.997%
Females	259	34.579%
Males	490	65.421%
Age less than 20 years	78	10.414%
Age from 20-30 years	285	38.051%
Age from 30-40 years	218	29.105%
Age from 40 years or older	168	22.430%
Illiterate	47	6.275%
Elementary School	119	15.888%
High School	222	29.640%
Undergraduate	304	40.587%
Postgraduate	57	7.610%
Total number who responded weak	336	9.868%
Females	134	39.881%

Indicator	Number Total	Percent of Sample %
Males	202	60.119%
Age less than 20 years	35	10.417%
Age from 20-30 years	112	33.333%
Age from 30-40 years	104	30.952%
Age from 40 years or older	85	25.298%
Illiterate	23	6.845%
Elementary School	39	11.607%
High School	98	29.167%
Undergraduate	140	41.667%
Postgraduate	36	10.714%
Total number who did not respond	37	1.087%
7) Perceived level of service		
Total number who responded excellent	747	21.938%
Females	291	38.956%
Males	456	61.044%
Age less than 20 years	96	12.851%
Age from 20-30 years	282	37.751%
Age from 30-40 years	214	28.648%
Age from 40 years or older	155	20.750%
Illiterate	47	6.292%
Elementary School	121	16.198%
High School	253	33.869%
Undergraduate	267	35.743%
Postgraduate	59	7.898%
Total number who responded good	1414	41.527%
Females	492	34.795%
Males	922	65.205%
Age less than 20 years	158	11.174%
Age from 20-30 years	467	33.027%
Age from 30-40 years	489	34.583%
Age from 40 years or older	300	21.216%
Illiterate	87	6.153%
Elementary School	239	16.902%
High School	433	30.622%
Undergraduate	656	46.393%
Postgraduate	90	6.365%
Total number who responded moderate	896	26.314%

Indicator	Number Total	Percent of Sample %
Females	321	35.826%
Males	575	64.174%
Age less than 20 years	77	8.594%
Age from 20-30 years	350	39.063%
Age from 30-40 years	263	29.353%
Age from 40 years or older	206	22.991%
Illiterate	49	5.469%
Elementary School	141	15.737%
High School	282	31.473%
Undergraduate	353	39.397%
Postgraduate	71	7.924%
Total number who responded weak	310	9.104%
Females	113	36.452%
Males	197	63.548%
Age less than 20 years	36	11.613%
Age from 20-30 years	88	28.387%
Age from 30-40 years	109	35.161%
Age from 40 years or older	77	24.839%
Illiterate	25	8.065%
Elementary School	40	12.903%
High School	94	30.323%
Undergraduate	116	37.419%
Postgraduate	35	11.290%
Total number who did not respond	38	1.116%
Capacity to mobilize and respond during crisis		
Excellent	841	24.699%
Very good	845	24.816%
Good	865	25.404%
Moderate	559	16.417%
Weak	239	7.019%
No Response	56	1.645%
First aid relief during disasters		
Excellent	679	19.941%
Very good	893	26.226%
Good	939	27.577%
Moderate	579	17.004%
Weak	240	7.048%

Indicator	Number Total	Percent of Sample %
No Response	75	2.203%
Disaster management		
Excellent	646	18.972%
Very good	778	22.849%
Good	929	27.283%
Moderate	649	19.060%
Weak	294	8.634%
No Response	109	3.201%
Food and nonfood items distribution		
Excellent	719	21.116%
Very good	770	22.614%
Good	920	27.019%
Moderate	594	17.445%
Weak	318	9.339%
No Response	84	2.467%
Internally Displaced and Refugee Assistance		
Excellent	690	20.264%
Very good	711	20.881%
Good	905	26.579%
Moderate	652	19.148%
Weak	347	10.191%
No Response	100	2.937%
Providing water and hygiene		
Excellent	545	16.006%
Very good	700	20.558%
Good	820	24.082%
Moderate	743	21.821%
Weak	486	14.273%
No Response	112	3.289%
Primary Health Care Services		
Excellent	724	21.263%
Very good	767	22.526%
Good	772	22.673%
Moderate	670	19.677%
Weak	394	11.571%
No Response	78	2.291%
First responder to all type of crisis		

Indicator	Number Total	Percent of Sample %
Excellent	525	15.419%
Very good	633	18.590%
Good	850	24.963%
Moderate	675	19.824%
Weak	577	16.946%
No Response	146	4.288%
8) Perceived characteristics of IRCS		
Non - political	1758	N/A
Independent	2262	N/A
Honest	1308	N/A
Prejudiced	90	N/A
Non-sectarian	1593	N/A
No Response	39	N/A
A sense of responsibility		
Strongly Agree	1374	40.352%
Somewhat Agree	1061	31.160%
Moderate	665	19.530%
Somewhat disagree	136	3.994%
Do not agree	84	2.467%
No response	85	2.496%
Proficiency		
Strongly Agree	1038	30.485%
Somewhat Agree	1136	33.363%
Moderate	805	23.642%
Somewhat disagree	174	5.110%
Do not agree	94	2.761%
No response	158	4.640%
Knowledge of human needs		
Strongly Agree	1196	35.125%
Somewhat Agree	992	29.134%
Moderate	786	23.084%
Somewhat disagree	181	5.316%
Do not agree	91	2.673%
No response	159	4.670%
Best in submitting services		
Strongly Agree	1229	36.094%
Somewhat Agree	905	26.579%

Indicator	Number Total	Percent of Sample %
Moderate	715	20.999%
Somewhat disagree	286	8.399%
Do not agree	154	4.523%
No response	116	3.407%
9) Perceived competence of staff		
Response		
Excellent	1456	42.761%
Good	1028	30.191%
Moderate	613	18.003%
Somewhat weak	137	4.023%
Weak	83	2.438%
No response	88	2.584%
Proficiency		
Excellent	903	26.520%
Good	1246	36.593%
Moderate	766	22.496%
Somewhat weak	200	5.874%
Weak	112	3.289%
No response	178	5.228%
Civility		
Excellent	772	22.673%
Good	1071	31.454%
Moderate	832	24.435%
Somewhat weak	230	6.755%
Weak	153	4.493%
No response	347	10.191%
Knowledge of human needs		
Excellent	1059	31.101%
Good	1125	33.040%
Moderate	710	20.852%
Somewhat weak	223	6.549%
Weak	104	3.054%
No response	184	5.404%
Best in human services		
Excellent	1230	36.123%
Good	976	28.664%
Moderate	658	19.325%

Indicator	Number Total	Percent of Sample %
Somewhat weak	239	7.019%
Weak	142	4.170%
No response	160	4.699%
10) Recruitment		
Total number who responded Once	959	28.164%
Females	360	37.539%
Males	599	62.461%
Age less than 20 years	120	12.513%
Age from 20-30 years	376	39.208%
Age from 30-40 years	304	31.700%
Age from 40 years or older	159	16.580%
Illiterate	52	5.422%
Elementary School	160	16.684%
High School	346	36.079%
Undergraduate	336	35.036%
Postgraduate	65	6.778%
Total number who responded 2-4 times	471	13.833%
Females	165	35.032%
Males	306	64.968%
Age less than 20 years	52	11.040%
Age from 20-30 years	183	38.854%
Age from 30-40 years	159	33.758%
Age from 40 years or older	77	16.348%
Illiterate	12	2.548%
Elementary School	71	15.074%
High School	139	29.512%
Undergraduate	211	44.798%
Postgraduate	38	8.068%
Total number who responded More than 4 times	189	5.551%
Females	68	35.979%
Males	121	64.021%
Age less than 20 years	23	12.169%
Age from 20-30 years	55	29.101%
Age from 30-40 years	69	36.508%
Age from 40 years or older	42	22.222%
Illiterate	8	4.233%
Elementary School	24	12.698%

Indicator	Number Total	Percent of Sample %
High School	67	35.450%
Undergraduate	78	41.270%
Postgraduate	12	6.349%
Total number who responded Never	1754	51.512%
Females	626	35.690%
Males	1128	64.310%
Age less than 20 years	178	10.148%
Age from 20-30 years	571	32.554%
Age from 30-40 years	547	31.186%
Age from 40 years or older	458	26.112%
Illiterate	140	7.982%
Elementary School	291	16.591%
High School	507	28.905%
Undergraduate	680	38.769%
Postgraduate	136	7.754%
No response	32	0.940%
11) Received assistance from IRCS		
Total number who responded Once	849	24.934%
Females	324	38.163%
Males	525	61.837%
Age less than 20 years	111	13.074%
Age from 20-30 years	313	36.867%
Age from 30-40 years	260	30.624%
Age from 40 years or older	165	19.435%
Illiterate	60	7.067%
Elementary School	132	15.548%
High School	319	37.574%
Undergraduate	287	33.804%
Postgraduate	51	6.007%
Total number who responded 2-4 times	574	16.858%
Females	217	37.805%
Males	357	62.195%
Age less than 20 years	56	9.756%
Age from 20-30 years	222	38.676%
Age from 30-40 years	185	32.230%
Age from 40 years or older	111	19.338%
Illiterate	46	8.014%

Indicator	Number Total	Percent of Sample %
Elementary School	118	20.557%
High School	209	36.411%
Undergraduate	174	30.314%
Postgraduate	27	4.704%
Total number who responded More than 4 times	271	7.959%
Females	95	35.055%
Males	176	64.945%
Age less than 20 years	35	12.915%
Age from 20-30 years	75	27.675%
Age from 30-40 years	99	36.531%
Age from 40 years or older	62	22.878%
Illiterate	19	7.011%
Elementary School	63	23.247%
High School	86	31.734%
Undergraduate	87	32.103%
Postgraduate	16	5.904%
Total number who responded Never	1687	49.545%
Females	581	34.440%
Males	1106	65.560%
Age less than 20 years	169	10.018%
Age from 20-30 years	560	33.195%
Age from 30-40 years	533	31.595%
Age from 40 years or older	470	27.860%
Illiterate	88	5.216%
Elementary School	234	13.871%
High School	447	26.497%
Undergraduate	758	44.932%
Postgraduate	160	9.484%
No response	24	0.705%
12) Manner of introduction to IRCS		
Total number who responded Friend	1302	38.238%
Females	432	33.180%
Males	870	66.820%
Age less than 20 years	154	11.828%
Age from 20-30 years	477	36.636%
Age from 30-40 years	414	31.797%
Age from 40 years or older	257	19.739%

Indicator	Number Total	Percent of Sample %
Illiterate	91	6.989%
Elementary School	242	18.587%
High School	430	33.026%
Undergraduate	446	34.255%
Postgraduate	93	7.143%
Total number who responded Media	1655	48.605%
Females	603	36.435%
Males	1052	63.565%
Age less than 20 years	150	9.063%
Age from 20-30 years	580	35.045%
Age from 30-40 years	525	31.722%
Age from 40 years or older	400	24.169%
Illiterate	88	5.317%
Elementary School	239	14.441%
High School	509	30.755%
Undergraduate	702	42.417%
Postgraduate	117	7.069%
Total number who responded Internet	223	6.549%
Females	141	63.229%
Males	82	36.771%
Age less than 20 years	34	15.247%
Age from 20-30 years	78	34.978%
Age from 30-40 years	70	31.390%
Age from 40 years or older	41	18.386%
Illiterate	12	5.381%
Elementary School	28	12.556%
High School	65	29.148%
Undergraduate	90	40.359%
Postgraduate	28	12.556%
Total number who responded Never Heard	195	5.727%
Females	98	50.256%
Males	97	49.744%
Age less than 20 years	35	17.949%
Age from 20-30 years	51	26.154%
Age from 30-40 years	69	35.385%
Age from 40 years or older	40	20.513%
Illiterate	22	11.282%

Indicator	Number Total	Percent of Sample %
Elementary School	40	20.513%
High School	50	25.641%
Undergraduate	69	35.385%
Postgraduate	14	7.179%
No response	30	0.881%
13) Worked to provide humanitarian assistance		
Total number who responded Once	748	21.968%
Females	289	38.636%
Males	459	61.364%
Age less than 20 years	102	13.636%
Age from 20-30 years	292	39.037%
Age from 30-40 years	206	27.540%
Age from 40 years or older	148	19.786%
Illiterate	44	5.882%
Elementary School	109	14.572%
High School	247	33.021%
Undergraduate	292	39.037%
Postgraduate	56	7.487%
Total number who responded 2-4 times	705	20.705%
Females	440	62.411%
Males	265	37.589%
Age less than 20 years	82	11.631%
Age from 20-30 years	267	37.872%
Age from 30-40 years	219	31.064%
Age from 40 years or older	137	19.433%
Illiterate	35	4.965%
Elementary School	125	17.730%
High School	230	32.624%
Undergraduate	270	38.298%
Postgraduate	45	6.383%
Total number who responded More than 4 times	813	23.877%
Females	553	68.020%
Males	260	31.980%
Age less than 20 years	72	8.856%
Age from 20-30 years	267	32.841%
Age from 30-40 years	268	32.964%
Age from 40 years or older	206	25.338%

Indicator	Number Total	Percent of Sample %
Illiterate	32	3.936%
Elementary School	114	14.022%
High School	219	26.937%
Undergraduate	372	45.756%
Postgraduate	76	9.348%
Total number who responded Never	1094	32.129%
Females	689	62.980%
Males	405	37.020%
Age less than 20 years	114	10.420%
Age from 20-30 years	355	32.450%
Age from 30-40 years	375	34.278%
Age from 40 years or older	250	22.852%
Illiterate	102	9.324%
Elementary School	198	18.099%
High School	358	32.724%
Undergraduate	359	32.815%
Postgraduate	77	11.176%
No response	45	1.322%
14) Interest in volunteering		
Total number who responded "Agree Quickly"	1459	42.849%
Females	476	32.625%
Males	983	67.375%
Age less than 20 years	173	11.857%
Age from 20-30 years	524	35.915%
Age from 30-40 years	459	31.460%
Age from 40 years or older	303	20.768%
Illiterate	68	4.661%
Elementary School	240	16.450%
High School	488	33.448%
Undergraduate	557	38.177%
Postgraduate	106	7.265%
Total number who responded "Take time to think"	789	23.172%
Females	294	37.262%
Males	495	62.738%
Age less than 20 years	97	12.294%
Age from 20-30 years	294	37.262%
Age from 30-40 years	260	32.953%

Indicator	Number Total	Percent of Sample %
Age from 40 years or older	138	17.490%
Illiterate	43	5.450%
Elementary School	118	14.956%
High School	265	33.587%
Undergraduate	312	39.544%
Postgraduate	51	6.464%
Total number who responded “Do not have time”	857	25.169%
Females	329	38.390%
Males	528	61.610%
Age less than 20 years	76	8.868%
Age from 20-30 years	283	33.022%
Age from 30-40 years	281	32.789%
Age from 40 years or older	217	25.321%
Illiterate	57	6.651%
Elementary School	137	15.986%
High School	235	27.421%
Undergraduate	349	40.723%
Postgraduate	79	9.218%
Total number who responded “Refuse completely”	256	7.518%
Females	115	44.922%
Males	141	55.078%
Age less than 20 years	25	9.766%
Age from 20-30 years	79	30.859%
Age from 30-40 years	71	27.734%
Age from 40 years or older	81	31.641%
Illiterate	41	16.016%
Elementary School	48	18.750%
High School	71	27.734%
Undergraduate	78	30.469%
Postgraduate	18	7.031%
No response	44	1.292%
15) Perception that IRCS service is rapid and organized		
Total number who responded agree completely	934	27.430%
Females	319	34.154%
Males	615	65.846%
Age less than 20 years	108	11.563%
Age from 20-30 years	331	35.439%

Indicator	Number Total	Percent of Sample %
Age from 30-40 years	296	31.692%
Age from 40 years or older	199	21.306%
Illiterate	49	5.246%
Elementary School	169	18.094%
High School	307	32.869%
Undergraduate	345	36.938%
Postgraduate	64	6.852%
Total number who responded agree	1385	40.675%
Females	878	63.394%
Males	507	36.606%
Age less than 20 years	180	12.996%
Age from 20-30 years	490	35.379%
Age from 30-40 years	422	30.469%
Age from 40 years or older	293	21.155%
Illiterate	89	6.426%
Elementary School	234	16.895%
High School	462	33.357%
Undergraduate	504	36.390%
Postgraduate	96	6.931%
Total number who responded somewhat agree	792	23.260%
Females	502	63.384%
Males	290	36.616%
Age less than 20 years	54	6.818%
Age from 20-30 years	280	35.354%
Age from 30-40 years	271	34.217%
Age from 40 years or older	187	23.611%
Illiterate	51	6.439%
Elementary School	109	13.763%
High School	218	27.525%
Undergraduate	341	43.056%
Postgraduate	73	9.217%
Total number who responded do not agree	247	7.254%
Females	147	59.514%
Males	100	40.486%
Age less than 20 years	27	10.931%
Age from 20-30 years	81	32.794%
Age from 30-40 years	78	31.579%

Indicator	Number Total	Percent of Sample %
Age from 40 years or older	61	24.696%
Illiterate	19	7.692%
Elementary School	32	12.955%
High School	69	27.935%
Undergraduate	108	43.725%
Postgraduate	19	7.692%
No response	47	1.380%
16) Frequency of following IRCS work		
Total number who responded less than six months	1529	44.905%
Females	532	34.794%
Males	997	65.206%
Age less than 20 years	178	11.642%
Age from 20-30 years	510	33.355%
Age from 30-40 years	494	32.309%
Age from 40 years or older	347	22.695%
Illiterate	76	4.971%
Elementary School	221	14.454%
High School	477	31.197%
Undergraduate	627	41.007%
Postgraduate	128	8.371%
Total number who responded since a year	902	26.490%
Females	314	34.812%
Males	588	65.188%
Age less than 20 years	85	9.424%
Age from 20-30 years	340	37.694%
Age from 30-40 years	295	32.705%
Age from 40 years or older	182	20.177%
Illiterate	65	7.206%
Elementary School	159	17.627%
High School	285	31.596%
Undergraduate	339	37.583%
Postgraduate	54	5.987%
Total number who responded since two years	418	12.276%
Females	166	39.713%
Males	252	60.287%
Age less than 20 years	41	9.809%
Age from 20-30 years	144	34.450%

Indicator	Number Total	Percent of Sample %
Age from 30-40 years	138	33.014%
Age from 40 years or older	95	22.727%
Illiterate	23	5.502%
Elementary School	79	18.900%
High School	141	33.732%
Undergraduate	143	34.211%
Postgraduate	32	7.656%
Total number who responded never follow	514	15.095%
Females	206	40.078%
Males	308	59.922%
Age less than 20 years	66	12.840%
Age from 20-30 years	186	36.187%
Age from 30-40 years	144	28.016%
Age from 40 years or older	118	22.957%
Illiterate	46	8.949%
Elementary School	87	16.926%
High School	152	29.572%
Undergraduate	191	37.160%
Postgraduate	38	7.393%
No response	42	1.233%
17) Perceived motivation of IRCS		
Total number who responded governmental obligation	199	5.844%
Females	89	44.724%
Males	110	55.276%
Age less than 20 years	32	16.080%
Age from 20-30 years	56	28.141%
Age from 30-40 years	65	32.663%
Age from 40 years or older	46	23.116%
Illiterate	35	17.588%
Elementary School	35	17.588%
High School	63	31.658%
Undergraduate	58	29.146%
Postgraduate	8	4.020%
Total number who responded humanitarian obligation	2644	77.651%
Females	932	35.250%
Males	1712	64.750%
Age less than 20 years	275	10.401%

Indicator	Number Total	Percent of Sample %
Age from 20-30 years	952	36.006%
Age from 30-40 years	830	31.392%
Age from 40 years or older	587	22.201%
Illiterate	135	5.106%
Elementary School	425	16.074%
High School	838	31.694%
Undergraduate	1045	39.523%
Postgraduate	201	7.602%
Total number who responded obligation because it is their job	482	14.156%
Females	177	36.722%
Males	305	63.278%
Age less than 20 years	61	12.656%
Age from 20-30 years	163	33.817%
Age from 30-40 years	161	33.402%
Age from 40 years or older	96	19.917%
Illiterate	36	7.469%
Elementary School	77	15.975%
High School	142	29.461%
Undergraduate	188	39.004%
Postgraduate	39	8.091%
Total number who responded military obligation	36	1.057%
Females	18	50.000%
Males	18	50.000%
Age less than 20 years	2	5.556%
Age from 20-30 years	10	27.778%
Age from 30-40 years	13	36.111%
Age from 40 years or older	12	33.333%
Illiterate	4	11.111%
Elementary School	7	19.444%
High School	12	33.333%
Undergraduate	10	27.778%
Postgraduate	3	8.333%
No response	44	1.292%

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