

The Expanding Use of Information Technology in the Social Services: A Study of Small Nonprofit Social Service Organizations in the Bay Area

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This research study identified access and use of e-mail and the Internet by nonprofit social service organizations in the Bay Area. The study also investigated perceptions held by nonprofit organizational leaders regarding the usefulness and impact of technology on the social service field.

Survey results identified that proximity to the Silicon Valley increases the likelihood of IT use, however there are still many NPOs in the Bay Area not using e-mail. Survey data suggest that area NPOs need more adequate hardware to efficiently perform job tasks. Findings suggest that NPOs using e-mail and the Internet value technology and perceive it to be beneficial for the social service field. Findings also suggest that NPOs not currently using e-mail are not as aware of the impact or benefits nor are they aware of resources available to help NPOs access technology.