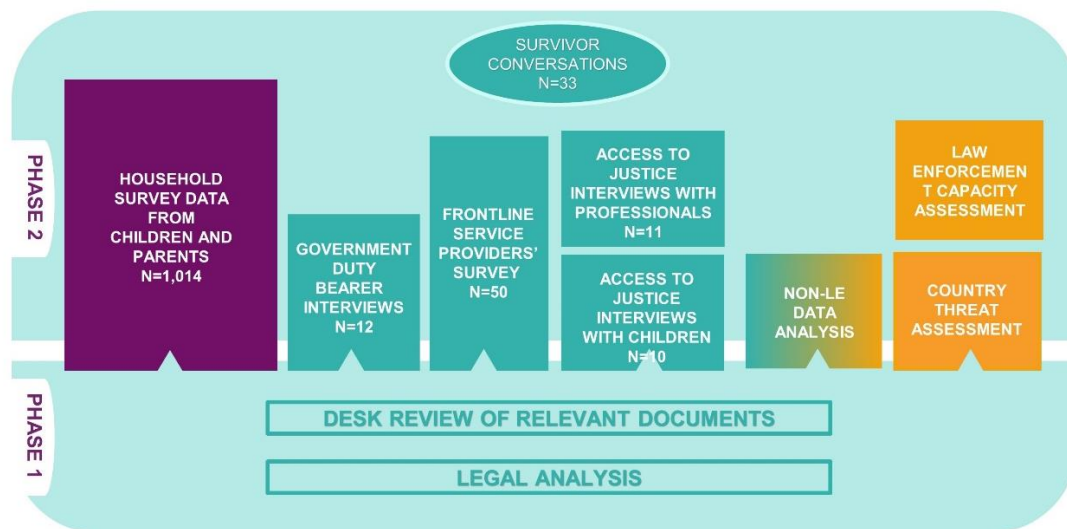


Methodology: Frontline Social Service Providers' Survey

Background

Disrupting Harm is a large-scale multi-country research project delivered by three partnering organisations, and 14 local organisations in Southeast Asia and Southern and East Africa. The bold scale of the project provided an unprecedented and unique opportunity to gather and consolidate a truly comprehensive picture of OCSEA in each of the target countries. Planning and undertaking research on this enormous scale in the short timeframe required careful planning and delineation of tasks.

Disrupting Harm was therefore planned as a set of nine research activities (see diagram below) that are complementary and interconnected, and fit together to tell a complete story. They are not intended to be considered as stand-alone activities. The three partnering organisations focused on their strengths, networks and collaborations to divide the data collection within each target country. Together, the combined project team then embarked on an analysis phase where cross-comparisons and triangulation was undertaken together as a team to result in the final comprehensive country reports. Triangulating and cross-analysing the data points also reduced reliance on face validity of single activities that sometimes occurs in such research (e.g. taking informant interviews as objective fact with little chance to scrutinise/triangulate what's reported in them).



UNICEF undertook large-scale, population representative surveys of internet-using children and their caregivers in each country. INTERPOL gathered and analysed existing law enforcement case data and conducted capacity analysis of the personnel making up the national law enforcement response to OCSEA. ECPAT's role focused on describing the context in which OCSEA occurs, along with carefully and ethically consulting samples of young people who had lived experiences of harm from OCSEA.

ECPAT conducted four primary research activities in phase two as depicted in green in the diagram (the access to justice activity was split into two parts during the course of the project).

This Activity

Up to fifty frontline social service providers in each target country were administered a survey which they completed via an online tool that explored current knowledge, attitudes and practices related to OCSEA as part of current social support and child protection services in their country. The survey included both closed and open-ended items, and analysis focused on providing a general snapshot of available support services for OCSEA-related concerns at the national level.

Rationale

In cases where children's protection rights have been violated, States have a duty to ensure effective response measures are in place by establishing social programmes that support children and those who care for them.¹ These social supports are usually administered by non-governmental organisations, as well as by government services. The frontline workers provide services such as psychosocial treatments, medical care, legal support, and short or long-term rehabilitation services for both children and their families.

Support to children for concerns related to OCSEA are generally provided within the broader context of child protection. However, little is known about the level of understanding of key OCSEA concepts and responses by workers, or their experiences with the efficacy (and gaps) of law, policy and mechanisms designed to support children with these concerns.

Workforce surveys have increasingly been used as a tool in research to gain an understanding of the effectiveness of social support systems. Most commonly these surveys are used by health² and social work professions³ to measure service delivery effectiveness and to examine the efficiency of public spending. Frontline surveys have also been used in a number of other occupations including to measure corruption,⁴ or employment satisfaction.⁵

Sampling support workers - rather than children themselves - has the ethical benefit of reducing the need to engage large numbers of children who have had potentially traumatising experiences of OCSEA. Through this research activity, *Disrupting Harm* harnessed the ability to glimpse the experiences of children about OCSEA through those working first hand with them in each of the target countries.

Sample

Lists of organisations who provide direct social support and child protection services to children were developed by the regional field teams in consultation with the ECPAT member organisations. Once these lists were approved by the ECPAT Head of Research, leaders of these organisations were approached and asked for permission for the field teams to invite confidential participation from up to five staff from each organisation. While the focus of *Disrupting Harm* is OCSEA, few services focus exclusively on this topic, so

¹ UN General Assembly (1989). [Convention on the Rights of the Child](#). A/RES/44/25 of 20 November 1989. art. 19.

² Magadzire, P M et al. (2014, November) [Frontline health workers as brokers: provider perceptions, experiences and mitigating strategies to improve access to essential medicines in South Africa](#)

³ Sadeghi, T and Fekjaer, S. (2018) [Frontline workers' competency in activation work](#). International Journal of Social Welfare. 77-88; Netsayi, M (2019) [Perceptions of frontline social workers on their contributions agenda for social work and social development](#);

⁴ Reinikka, R and Svenson, J. (2003). [Survey Techniques to Measure and Explain Corruption](#). The World Bank Development Research Group. 6.

⁵ Schmidt, S et al. (2006) [The Use of Online Surveys to Measure Satisfaction in Job Training and Workforce Development](#). 1415.

the sample included a range of staff and specialisations. Staff such as outreach youth workers, social workers, case managers, psychologists, and health and legal professionals who are managing cases were included.

The specific inclusion criteria were:

- Adults over 18 years of age
- At least last 12 months working in the field of social work, psychology or welfare
- At least last 12 months managing own case load directly
- Case load over last 12 months included at least some children

Once identified, regional field teams met with potential participants (individually or in groups) to explain the study and obtain written consent (forms translated to local languages, see Annex A for English versions). If they proceeded, field teams opened the online survey and supported the participant to move through the tool. The team member provided trouble-shooting support and answered process questions as the participant worked through the survey themselves.

COVID-19 restrictions in some countries limited the possibilities for our two regional field teams to provide face-to-face administration. Therefore, in some cases, staff from ECPAT member organisations took on this responsibility, or appointments to complete were scheduled and held virtually. In these instances, an introduction to the survey was conducted via phone call or Zoom and field teams then remained on standby via chat apps to support and troubleshoot while the participant completed the survey.

The sample was conveniently identified, and thus is not held up as representative of the population of social support workers in each country. The sampled organisations were also mostly urban based, though such social support services do tend to be concentrated in more populated urban areas anyway. These potential geographical limitations to service accessibility are explored in the data. Further to this, different types of support services were included in the sample design.

While the sampling approach means the data are not population representative, they provide an invaluable snapshot of knowledge, attitudes and practices regarding OCSEA and help gauge the reality on the ground of available support to children.

Tools

In 2019, in what effectively amounts to a pilot of this research activity, ECPAT conducted a survey of 84 frontline social support workers across seven Pacific countries.⁶ The purpose of the survey was to understand the level of knowledge, perceptions of sexual exploitation of children, identify key issues affecting children’s vulnerability and access to support services, and explore frontline workers ability to provide support to them. That survey tool was adapted for *Disrupting Harm*.

The tool (see Annex B for English master version) includes a combination of closed and open-ended questions. This combination is promoted in the literature as resulting in more “respondent-focused surveys and more accurate and useful data.”⁷ Closed questions allow for simple quantitative analysis

⁶ ECPAT International. (2019). [Perceptions of Frontline Welfare Workers on the Sexual Exploitation of Children in the Pacific](#). Bangkok: ECPAT International.

⁷ Singer, E and Couper M. (2017). [Some Methodological Uses of Responses to Open Questions and Other Verbatim Comments in Quantitative Surveys](#). 116.

while open-ended questions provide the opportunity to gather insights and observations from workers who have direct experiences providing social support, including for OCSEA concerns, in the target countries.

Self-administered online tools alone (emailing a survey link) have notoriously low participation rates. Thus the design opted for in-person administration (but using an online tool⁸) by our regional field teams and staff from ECPAT member organisations. The administrators explained participation, sought written consent, and provided trouble-shooting and guidance throughout completion of the survey. The personal connection also helped motivate participation.

The use of an online tool enables filters for consistent data, skip logic and eradication of data entry steps.⁹ While a consistent master survey was used, the online platform also allowed for translations to be made and 11 different language versions were created, piloted and pre-tested in partnership with ECPAT member organisations. Small contextualisations like using locally appropriate names in scenarios and capturing relevant local phraseology for key terms were also incorporated.

The table below outlines the number of interviews and participants across the target countries.

Country	Valid Sample
Thailand	50
Indonesia	50
Cambodia	50
Malaysia	50
Philippines	37
Vietnam	<i>This activity not completed (government permissions to proceed were not obtained)</i>
South Africa	49
Namibia	50
Kenya	50
Uganda	50
Tanzania	50
Ethiopia	33
Mozambique	50
Rwanda	<i>This activity not completed (government permissions to proceed were not obtained)</i>

As seen in the table above, reaching our intended sample in the Philippines was immensely challenging due to the profound impacts of the COVID-19 pandemic in that country during the data collection period. While moves to virtual methods of data collection were undertaken, after five months of seeking the sample, it was decided to close the survey in December 2020.

⁸ <https://www.alchemer.com/>

⁹ The Use of Online Surveys to Measure Satisfaction in Job Training and Workforce Development. 1415; Evans, R J and Mathur, A. (2006). [The value of online surveys](#) Vol. 5. No 2. pp. 196-219.

Uniquely in Ethiopia, contrasting other countries, no participants answered any open-ended questions. During analysis we explored this curious result and understand the following are possible explanations. OCSEA was generally not well known conceptually, nor reported to have been seen in social support or justice contexts. Additionally, despite reassurances about the anonymity of responses as part of the informed consent process, workers may have remained concerned about possible government surveillance. Lastly, COVID-19 movement restrictions, conducting the survey remotely and constant Internet shutdowns by government during this period due to an assassination and subsequent protests in the latter part of 2020 made the administration of the survey difficult. Doing computer-assisted surveys in Ethiopia is also not common.

During data cleaning, we therefore took the decision to exclude 17 surveys that were in total completion time was less than 15 minutes. Thus, only 33 responses were analysed as valid. No other valid responses were excluded in the other countries during the data cleaning process.

Data Management

Hardcopy written consent forms were obtained from all participants, who then completed the online survey. Each consent form was given a unique ID number that was entered in their online survey response. Consent forms were scanned and shared with the central research team via a secure online password-protected platform (never by email) that only the research team and administrators had access too. Hard copies were destroyed. Scans of consent forms were stored separately to the survey data set to prevent matching responses to consent forms. The survey data itself is effectively de-identified – with no items seeking names or locations of respondents. This data was stored within a secure password-protected platform and only accessible to the central research team (not the field teams) as an added protection. All consent forms will be deleted from the ECPAT server six months after the release of national reports.

Analysis

Once data collection was completed, open-ended responses were translated to English, and cleaning and analysis was completed by the Research Officers together with the ECPAT Head of Research to generate the preliminary reports (Which will also be published at the same time as national reports).

Initially, simple descriptives, frequencies and some cross-tabs were calculated and dominant narratives in the data were identified. Then open-ended qualitative responses were used to clarify and understand the story. Quotes illustrating the dominant narratives from the quantitative data, along with occasional dissenting views are highlighted in the preliminary reports. Care was taken during analysis not to present any qualitative responses that may have identified participants.

Ultimately, the data is not intended to tell its own stand-alone story, but to facilitate cross analysis and triangulation of the full set of nine *Disrupting Harm* activities. Thus, the frontline social service provider data is predominantly drawn into the final national reports to complement findings from other research activities.

Limitations and Special Ethical Considerations

Beyond the regular research ethics considerations addressed in the design for this activity (see the full research protocol), a few further points are noted here.

Due to the sensitive nature of research related to sexual exploitation and abuse, care to protect confidentiality is of the utmost importance. Efforts in the design and data collection were thus taken to ensure that no data that may identify cases was collected in this activity. During cleaning and analysis, any such data entered within open-ended questions was to be permanently deleted. This did occur in a small number of instances.

Survey administrators noted that some survey participants reflected that they had felt ‘tested’ by the scenario questions. While these items were crafted to reduce such implications (Likert-scale questions that also included space for open responses and explanations) this situation was not fully mitigated. Furthermore, some items relied on participants interacting with definitions that were provided to identify particular circumstances. The data suggested that despite the provision of definitions, these concepts were not always well understood. While this in itself is valuable to learn – because the concepts and definitions provided were central to OCSEA – this may have been a difficult experience for some participants.

In terms of limitations, the design of the survey was undertaken before COVID-19 struck, so a number of items provided respondents with a reference period of “in the last week” when answering some items about their work. With the highly unusual circumstances that COVID-19 brought, we altered these items to instead refer to “in an average normal week”.

A subset of survey items asked participants to estimate the number of cases they had worked on involving OCSEA. However, the data for these items was found by the team to be quite inconsistent during analysis. Ultimately the decision was taken to exclude this data from analysis as its validity was questionable. Despite efforts we took to strengthen validity, such as containing the period of recall to the last week, recall data is known to be unreliable without some form of validation (such as by comparing with administrative data). Thus this data is not presented in the final analysis.

Also worth noting was a limitation that occurred as a result of the inclusion criteria. Our intent was to include frontline workers who had recent experience of directly providing support. Thus inclusion criteria included requirements of recent work with children “within the last 12 months.” Data collection extended into late 2020 and increasingly it was noted that COVID-19 had restricted some service providers from being able to see clients face-to-face for some time. A decision was taken not to relax this inclusion criterion as it had already been used to define a big proportion of the total sample by this stage already. This therefore did result in difficulty in identifying samples in some contexts later in the year.

Annex A: Participant information sheet and consent form for frontline social support services survey (English versions).

PARTICIPANT INFORMATION SHEET

Disrupting Harm is a research project that aims to gather existing data and generate new evidence to understand online child sexual exploitation and abuse in 14 countries. It will inform and motivate effective action to prevent and respond to this problem.

As part of this project we are interviewing frontline welfare workers. The purpose of this survey is to learn directly from people like you who are working to protect and support children so that we can better understand the scope of online child sexual exploitation and abuse presenting in caseloads, as well as to gather your perspectives on the knowledge, attitudes and practices within [country] on this issue.

We will add your responses from this interview to evidence gathered from a range of research activities in the *Disrupting Harm* project to develop extensive evidence-based guidance for future prevention and responses to online child sexual exploitation.

You are eligible to participate if you:

- Have work as a service provider for at least 12 months;
- Directly managed welfare cases;
- Your caseload includes children.

ANONYMITY AND CONFIDENTIALITY

Your participation in the study is confidential. An identification number will be used in place of names and these numbers will be kept separately from the data. All data will be kept securely and it will need a password to access. Only the research team will be able to access it.

Some of the questions might be sensitive and personal, and may affect how you feel. You have the right to withdraw from the research project at any time you wish. Let us know if you want some support from us for any feelings or concerns from this research. You can also contact the lead researcher on the details below at any time.

COMPENSATION

The study is unable to provide any financial benefit for the participants. However, we will ensure that the interview is conducted at a time and place of your convenience. We expect the survey to take approximately 45-60 minutes to complete.

ETHICAL APPROVAL

This research project has been granted ethical approval by [insert] in [country].

CONCERNS OR COMPLAINTS

If you have any concerns or complaints about the research, or would like to request support, you can directly contact the lead researcher at ECPAT International:

Email: DH@ecpat.net

Phone: +66 2 215 3388

Whatsapp: +66 82 515 0242

CONSENT FORM

Please indicate your response to the questions below:

I have been clearly informed about the <i>Disrupting Harm</i> project	Yes	No
Any questions that I have were answered by the researcher	Yes	No
I understand how data I provide will be used by the project	Yes	No
I agree that my participation is fully anonymous	Yes	No
I understand how to contact the lead researcher with concerns or complaints	Yes	No

I hereby give my consent to participate in the *Disrupting Harm* frontline welfare workers' survey.

Name:.....

Title:.....

Signature.....

Annex B: draft survey for frontline social support workers (English version).

1	In which country do you work?	Indonesia Malaysia Cambodia Vietnam Malaysia Thailand Tanzania Ethiopia Uganda Kenya Rwanda Mozambique Namibia South Africa
2	What gender do you identify with?	Male Female Other
3	What is your estimated total case load at this time (number of open cases/clients you are responsible for)?	[Free entry]
4	In an average, normal week, how many TOTAL cases have you managed directly? (how many clients have you met?) <i>(set range)</i>	[Free entry]
5	Please estimate the proportion of these that were male/female/other	(Percentage list)
6	In an average, normal week, how many total cases have you managed directly WHICH INVOLVED CHILDREN?	[Free entry]
7	Estimate the proportion of these that were boys/girls/other	(Percentage list)
8	Optional additional comments:	[Free entry]

OCSEA DEFINITION

Online child sexual exploitation or abuse (OCSEA):

OCSEA refers to any form of sexual exploitation and abuse that has a link to the online environment or is facilitated by information and communications technologies – regardless of when within the continuum of abuse the connection to technology occurs. Evidence shows that OCSEA can occur fully online or through a mix of online and offline interactions between perpetrators and children.

It may include:

- child abuse and exploitation materials: the distribution, dissemination, importing, exporting, offering, selling, possession of, or knowingly obtaining access to child sexual exploitation material online (even if the sexual abuse that is depicted in the material was carried out offline).*
- grooming children online for sexual purposes - identifying and/or preparing children via online technology with a view to exploiting them sexually (whether the acts that follow are then carried out online or offline),*
- live streaming of child sexual abuse - sexual exploitation that is carried out while the child is online (such as*

enticing/manipulating/threatening a child into performing sexual acts in front of a webcam).

9	In an average, normal week, how many of your cases involving children were related to OCSEA? <i>(popup definition)</i> <i>(set range)</i>	
10	In an average, normal week, for the OCSEA cases you managed directly, how many cases involved victims in each of the following age and sex groups?	Boys 0-5 6-10 11-13 14-18 Girls 0-5 6-10 11-13 14-18
11	Optional Additional Comments:	[Free entry]
12	Which of the following best describes your organization? <i>(one response only)</i>	Government-run organization Non-governmental organization (e.g. NGO) Community-based organization (CBO) Faith-based organization Other
13	If other, please explain:	[Free entry]
14	What types of services do you provide related to children? <i>(multiple responses ok)</i>	Counselling/psychosocial support Education support Legal support Medical treatment Residential care Awareness raising/training Economic assistance Basic supplies (food, clothing, etc.) Reintegration (helping children re-enter their communities)/ community-based care Other
15	If other, please explain:	[Free entry]

FACILITATOR/PERPETRATOR DEFINITION

Using the appropriate term to describe an individual’s involvement in a sexual offence against a child should be based on two considerations:

- 1. The individual’s role in perpetrating or facilitating the sexual offence against the child; and*
- 2. Involvement of the individual in legal action or proceedings related to the sexual offence against the child (e.g. have been arrested, questioned and either remanded into custody or on bail etc.), taking into account national laws.*

It is important to note that both the “perpetrator” and

the “**facilitator**” are offenders.

Perpetrator: The individuals having committed and/or been convicted of committing sexual offences against children.

Facilitator: The individuals or entities whose conduct (behaviour) facilitates, or aids and abets the commission of the sexual offence against the child (sometimes referred to as “intermediaries”).

16	In an average, normal week, approximately how many of the OCSEA cases you managed directly involved a male <u>perpetrator</u> ? <i>(popup definition)</i>	[Free entry]
17	In an average, normal week, approximately how many of the OCSEA cases you managed directly involved a female <u>perpetrator</u> ?	[Free entry]
18	In the OCSEA cases you managed directly, which best describes the <u>most common</u> relationship between victim and perpetrator? <i>(one answer only)</i>	Parent/Step Parent Sibling over 18 Sibling Under 18 Other Relative over 18 Other Relative over 18 Family Friend Community Member over 18 Community Member under 18 Stranger (national) Foreigner Have not managed any in the past 12 months
19	In an average, normal week, approximately how many of the OCSEA cases you managed directly involved a male <u>facilitator</u> ?	[Free entry]
20	In an average, normal week, approximately how many of the OCSEA cases you managed directly involved a <u>female facilitator</u> ?	[Free entry]
21	In the OCSEA cases you managed directly, which best describes the most common relationship between the victim and facilitator?	None of the cases in the past 12 months involved a facilitator Parent/Step Parent Sibling over 18 Sibling Under 18 Other Relative over 18 Other Relative over 18 Family Friend Community Member over 18 Community Member under 18 Stranger Foreigner Have not managed any in the past 12 months Other Relative
22	Optional Additional Comments:	[Free entry]
23	SCENARIO Palila pays a 16-year-old younger relative, Tamah, to undress while filming and later posts it online. Mamo, who does not know Palila or Tamah, watches this interaction online from home 30 miles away.	
24	Do you think that Tamah is a victim of OCSEA?	Strongly Disagree Slightly Disagree Slightly Agree

		Strongly Agree
25	Do you think that Palila has committed an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
26	Do you think that Mamo has committed an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
27	Optional Additional Comments:	[Free entry]
28	SCENARIO Kaimi is a 17-year-old student. Kaimi has struggled to make good grades this year and is worried that Uli, a teacher who is a close family friend, will tell Kaimi's dad. Kaimi offers to send Uli naked pictures if he promises not to talk to the family. Uli accepts.	
29	Do you think that Kaimi is a victim of OCSEA?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
30	Do you think that Uli has committed an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
31	Optional Additional Comments:	[Free entry]
32	SCENARIO Sam is a 10 year old whose family struggles to make ends meet in their rural village. Sam's uncle, Alex, has a good government job and has always given money to help the family out. Recently, Uncle Alex wrote a message to Sam on Facebook asking to have a secret meeting at his house. When Sam arrives, Uncle Alex asked Sam to sit on his lap and began touching his private parts.	
33	Do you think that Sam is a victim of OCSEA?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
34	Do you think that Alex has committed an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
35	Optional Additional Comments:	[Free entry]
36	SCENARIO Joe is 16 and his girlfriend Lucy is 15. They have been dating for a year and regularly have sex. Sometimes, when they can't be together, they send photos to each other of themselves naked. Joe's friend Matt knows about this and breaks into Joes phone and forwards naked pictures of Lucy to a group of their friends.	
37	Do you think that Lucy is a victim of an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
38	Do you think that Joe is a victim of an OCSEA related crime?	Strongly Disagree Slightly Disagree

		Slightly Agree Strongly Agree
39	Do you think that Joe has committed an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
40	Do you think that Matt has committed an OCSEA related crime?	Strongly Disagree Slightly Disagree Slightly Agree Strongly Agree
41	Optional Additional Comments:	[Free entry]
42	In your country, indicate if you think the following factors <u>about the child</u> can increase vulnerability to sexual abuse and exploitation in general (Likert scale)	Belonging to an ethnic minority group Living with one or multiple disabilities Living and/or working on the street Family violence Dropping out of school Being left behind by parent/guardian who has migrated for work The child themselves having to migrate for work Extreme poverty Increased access to technology and Internet Cultural practices (e.g. early and forced marriages, bride price) Access and exposure to pornography Gender norms Community violence Other [please enter]
43	In your country, indicate if you think the following factors <u>about the child</u> can increase vulnerability to ONLINE sexual abuse and exploitation (Likert scale)	Belonging to an ethnic minority group Living with one or multiple disabilities Living and/or working on the street Family violence Dropping out of school Being left behind by parent/guardian who has migrated for work The child themselves Having to migrate for work Extreme poverty Increased access to technology and Internet Cultural practices (e.g. early and forced marriages, bride price) Access and exposure to pornography Gender norms Community violence Other [please enter]
44	If applicable, please explain why children’s vulnerability to OCSEA is different/similar from vulnerability to sexual exploitation generally.	[Free entry]
45	In your country, indicate if you think the following factors <u>about society</u> can increase vulnerability to sexual abuse and exploitation in general (Likert scale)	Taboo to discuss sex and sexuality Stigma from community if a known victim Expected roles for men and women Low status of children in society



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High levels of physical of violence against children (e.g. common violent disciplinary practices)

Other [please enter]

46 In your country, indicate if you think the following factors <u>about society</u> can increase vulnerability to ONLINE sexual abuse and exploitation (Likert scale)	Taboo to discuss sex and sexuality Stigma from community if a known victim Expected roles for men and women Low status of children in society High levels of physical of violence against children (e.g. common violent disciplinary practices) Other [please enter]
47 If applicable, please explain why societal factors increase vulnerability to OCSEA differently to sexual exploitation generally.	[Free entry]
48 In your country, what prevents reporting about sexual exploitation of children in general	Taboo to discuss sex and sexuality Cannot trust services to be confidential Stigma from community if a known victim Victim is punished Low status of children in society means no rights to report People know it happens but tolerate it Expected roles for men and women Low knowledge of the risks from parents No hotline or helpline Police don't accept report People don't know mechanism for reporting Poor quality of service for reporting Other – Write in
49 In your country what prevents reporting specifically about OCSEA	Taboo to discuss sex and sexuality Cannot trust services to be confidential Stigma from community if a known victim Victim is punished Low status of children in society means no rights to report People know it happens but tolerate it Expected roles for men and women Low knowledge of the risks from parents No hotline or helpline Police don't accept report People don't know mechanism for reporting Poor quality of service for reporting Other – Write in
50 In your country what affects the availability of support for children recovering from <u>general sexual exploitation</u> (Likert scale)	No services available Services concentrated in urban areas Low quality of services Cost of services Services discriminate against clients [free entry why] Other [please enter]
51 In your country what affects the availability of support for children recovering from <u>OCSEA</u> (Likert scale)	No services available Services concentrated in urban areas Low quality of services

Cost of services
 Services discriminate against clients
 Other [please enter]

52	Optional Additional Comments:	[Free entry]
53	In the last 12 months, approximately how many of the OCSEA cases you managed directly resulted in a complaint filed to the local police/judicial authorities?	None More than one
54	How many cases?	[Free entry]
55	In the last 12 months, approximately how many of those OCSEA-related filed complaints resulted in an investigation?	None More than 1
56	How many investigations?	[Free entry]
57	In the last 12 months, approximately how many of those OCSEA-related investigations led to a conviction?	None More than 1
58	How many convictions?	[Free entry]
59	Based on your work, which best describes the quality of each of the following government activities to address OCSEA in the country you work in? (Likert scale)	Awareness raising Training Funding Family violence Speaking publicly about child sexual exploitation
60	Based on your work, which best describes the collaboration on OCSEA between non-government (e.g. NGOs, tourism companies, internet companies etc.)? (Likert scale)	There is no collaboration Poor Fair Good Excellent
61	Based on your knowledge and experience, which best describes law LOCAL enforcement's: (Likert scale)	Awareness of SEC crimes Response to SEC cases
62	Optional Additional Comments:	[Free entry]
63	How would you rate the availability of support services for child victims of OCSEA? (Likert scale)	Medical Psychological Legal Reintegration
64	How would you rate the quality of support services for child victims of OCSEA? (Likert scale)	Medical Psychological Legal Reintegration
65	Optional Additional Comments:	[Free entry]
66	How would you describe young people's awareness of OCSEA as an important issue in the country you work in? (Likert scale)	Poor Fair Good Excellent
67	How would you describe parents' awareness of OCSEA as an important issue in the country you work in? (Likert scale)	Poor Fair Good Excellent
68	How would you describe the general public's awareness of OCSEA as an important issue in the country you work in? (Likert scale)	Poor Fair Good Excellent
69	Optional Additional Comments:	[Free entry]