

Civil Society and the Internet in the P.R. China

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Preface

The concept of civil society is attracting growing attention in the P.R. China. It is today an important reference point in debates on various reform policies among political leaders, government officials, academics and social activists. It is also commonly agreed that the Internet has not only a major influence on the economy and the life and work of individuals but also affects associational life and development-oriented advocacy and project work.

This research is concerned with analyzing the impact of the Internet on civil society and offers an insight in understanding the use of Internet by various Non-Governmental Organizations in China. The project has been realized in the context of several seminars and meetings on civil society and related topics organized by the Adenauer Foundation in partnership with Chinese institutions from the year 2005 onwards. It has been carried out by the NGO Research Center of the Tsinghua University. Seven NGOs of different size, nature and orientation were selected for the case studies.

The participatory oriented approach of the research triggered a process of reflection and discussion among and beyond the participating NGOs. The findings of the research lead to an understanding of the scope and limitations of making use of new technologies and media by Non-Governmental Organizations.

We are grateful to the Adenauer Foundation for providing us with funding support for this research project. It enabled us to linking our activities to a topic of pertinent relevance to the ongoing process of civil society and NGO development in the P.R. China.

We would look much forward to future cooperation with the Foundation.

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1. Executive Summary

The Internet has influenced the development of associational life, the work of foundations and the activities of various kinds of movements and organizations. What has been the impact of the Internet on civil society in China? According to this question the study operated with an internationally widely accepted and pragmatic definition of the concept of civil society defining it “as the sphere between the state and the market, comprising service-oriented and advocacy-oriented activities of smaller and larger networks, registered and unregistered organizations, and mutual as well as public benefit oriented NGOs.”

This research project aims on the impact of the Internet on civil society development in the P.R. China. There are about 320,000 officially recognized Non-Governmental Organizations in the P.R. China. The actual number of NGOs, including smaller self-help groups (estimation of the NGO Research Center of Tsinghua University) is probably close to 3 million. Research activities involved the review of literature and available Internet-based material on the subject as well as seven case studies on NGOs and their use of the Internet.

The NGO Research Center has identified the following research questions for the study:

- To which extent do different kinds of civil society organizations use the Internet?
- What role does Internet-based communication play in delivery of services and advocacy work of NGOs?
- Which are the opportunities and limitations for NGOs in communication and networking with other organizations?
- Which are the potentials and constraints for NGOs in accessing and disseminating Internet based information?

The empirical research covered a selection of government-initiated and citizen-based, smaller and larger, more and less professional organizations in different sectors. The following organizations were included:

- China Association for NGO Cooperation (CANGO)
- China Population Welfare Foundation (CPWF)
- Shining Stone Community Action
- Capacity Building and Assessment Center (CBAC)
- The Students Green Association, Tsinghua
- ActionAid

- **China Development Brief (CDB)**

The research revealed that all NGOs make substantial use of the Internet and have greatly benefited from it. Generally speaking, the existence and rapid development of the Internet has created opportunities for new kinds of NGOs, especially information service oriented NGOs, such as China Development Brief.

The Internet has created new opportunities for NGOs to communicate their vision and their mission to members, stakeholders and the public. The larger NGOs but also some smaller grassroots NGOs have been somewhat successful in publicizing their activities through the Internet. Most of the interviewed NGOs have content in Chinese and English on their website. We have observed some positive developments during the period of our research. CANGO, China Population Welfare Foundation and the Tsinghua Students Green Association have improved their websites during the time of the study period (September to December 2006). Most of the participating NGOs rank high in Chinese and international search engines.

One major impact of the Internet which is also perceived as a risk by some is the rapidly declining lack of control of information which affects any institution, NGOs or individual. There is hardly any mechanism in place how NGOs can control information spread by others. They could theoretically resort to legal remedies if false information or offenses were distributed by others about them. None of the NGOs we know in China has taken such action. The lack of control of information spread about them by others is not considered a problem by many NGOs. Most NGOs, internationally and in China, are proponents of a free flow of information and have considerably benefited from it.

The participating NGOs do not yet have a very comprehensive pro-active strategy for future use of the Internet. None of them is operating blogs on a regular basis and attempts to reach out to the growing blogger community. The larger participating NGOs have a wider and more professional use of the Internet than the smaller participating NGOs.

Internet development and NGO development influence each other and vice-versa. NGOs use the Internet as a platform and contribute, therefore, to the growing importance of the Internet as a source of information and communication opportunity. There is a lot of content relevant to many different aspects of NGO work, much of them not currently known by NGOs in China. The Internet offers tool kits for capacity building and training, it offers platforms for exchange, country reports and networking opportunities.

2. Introduction and Methodology

The high-paced process of economic and social transformation in the P.R. China attracts much attention. There are growing efforts of observers and stakeholders, external as

well as internal experts, to understand the many parallel and complex processes of development and change that currently happen in the P.R. China.¹ Government, business and civil society in the P.R. China are known to have embraced modern technology and the promotion of the use of the Internet in a more determined way than we observe in many other parts of the world. We have witnessed a rapid growth and diversification of communication, organisational and associational life in the P.R. China.

The concept of civil society, defined as the sphere between the state and the market, comprises service-oriented and advocacy-oriented activities of smaller and larger networks, registered and unregistered organisations, and mutual as well as public benefit oriented NGOs.² The understanding of the concept and the definition of Non-Governmental Organisations may vary across countries and nations. However, the use of these terms has rapidly spread throughout the past decade. Several research institutes, international organisations, parliamentary commissions and conferences have analysed the evolution, the scope and limitations of civil society and civil society organisations. There are about 300,000 officially recognised Non-Governmental Organisations in the P.R. China that are registered as associations, non-profit enterprises and foundations or have special agreements with Government administration. The actual number of NGOs, including smaller self-help groups (according to estimates of NGO Research Center of Tsinghua University) is probably close to 3 million. That means that only one tenth are officially recognised. Registration of NGOs is still handled in a rather restrictive manner.

It is evident that Internet based communication and the large numbers of web-based resources have influenced the development of associational life, the work of foundations and the activities of various kinds of organisations in different fields. The Internet has already demonstrated its potential to influence and reshape social and organisational life in many ways. Access to information has become quicker, cheaper and, generally speaking, more open. Information sharing across borders has become easier, less expensive and less controlled. The Internet had an impact on hierarchical setups, rules and procedures. The

1 The Konrad Adenauer Foundation organised a series of activities on civil society related questions throughout the years 2005 and 2006, including an international conference with the International Secretariat of the Chinese Communist Party in December 2005. The foundation has edited several publications on the subjects (see Bibliography).

2 For a discussion on the term and the concept of civil society, see: Kuhn, Berthold 2005: *Entwicklungspolitik zwischen Markt und Staat. Möglichkeiten und Grenzen zivilgesellschaftlicher Organisationen*, Frankfurt a.M.: Campus: pp. 77 (rights sold to Renmin University Press, Beijing, China in 2006. Publication in Chinese language expected for 2007).

high paced flow of information has in many cases made time consuming communication and signatory procedures in daily work and life obsolete. Staffs of Ministries, Embassies, banks and other organisations are often working on the basis of email exchange without prior check and approval by their superiors with official signatory power.

The purpose of this research project was to have a closer look on the impact of the Internet on civil society development in the P.R. China. Research activities involved the review of literature and available Internet-based material on the subject, especially for the chapters on Internet development (chapter 2) and emerging civil society in China (chapter 3). Reference is given to a few research papers on the subject, to surveys and newspaper articles. The project team opted for an empirically based approach. The centre piece of the research consists of seven case studies of NGOs and their use of the Internet.

The NGO Research Center has identified the following research questions for the study:

- To which extent do different kinds of civil society organizations use the Internet?
- What role does Internet-based communication play in delivery of services and advocacy work of NGOs?
- Which are the opportunities and limitations for NGOs in communication and networking with other organizations?
- Which are the potentials and constraints for NGOs in accessing and disseminating Internet based information?

The research covers a selection of government-initiated and citizen-based, smaller and larger, more and less professional organizations in different sectors. We have selected seven NGOs as case studies and designed a questionnaire. The questionnaire contains a section for obtaining some basic information on the NGOs and their activities and another (main) section focusing on the use of the Internet by the selected NGOs. We had initially discussed the selection of only two to three Beijing based NGOs with the Konrad Adenauer Foundation. However, after reconsidering the nature of the study and talking to some NGOs, we decided in consultation with the Adenauer Foundation, that more NGOs should be included. The following NGOs were included:

- China Association for NGO Cooperation (CANGO)
- China Population Welfare Foundation (CPWF)

- Shining Stone Community Action
- Capacity Building and Assessment Center (CBAC)
- The Students Green Association, Tsinghua
- ActionAid
- China Development Brief (CDB)

Selecting seven NGOs in China for a study is not sufficient to come even near to a representative picture of Chinese NGOs. However, it offers at least some empirical evidence and insight. The research had to be confined to NGOs operating in Beijing because the earmarked budgetary provisions would have not allowed expanding the scope of NGO selection to other cities or provinces.

NGOs have been selected according to different criteria. The main criteria was to involve different kinds of NGOs: those with some affiliations to the government administration and political leadership (China Population Welfare Foundation), an international NGO (ActionAid), national (CANGO, CBIC, Shining Stone) and local NGOs (The Students Green Association), larger (ActionAid, CANGO, (China Population Welfare Foundation) and smaller NGOs (CBAC, Shining Stone), NGOs with different registration status (e.g. ActionAid being unregistered but having agreements with the Government) and involving a network NGO (CANGO) and one precisely focusing on web based dissemination of information (China Development Brief). Criteria of secondary importance were the involvement of NGOs which have already some direct or indirect relations with German development cooperation or German experts (CANGO, CBAC, Shining Stone) or Tsinghua University (the Students Green Association in particular and CANGO, China Population and Welfare Foundation to some extent).

The research team interviewed all, but one, NGOs at their own offices. The exception was the Students Green Association which was interviewed in our institute. A “Round Table” was organized on 8th November 2006 at Tsinghua University. Representatives from all participating NGOs, Associate Dean Professor Wang Ming and a representative from the Adenauer Foundation attended (see Annexes).

3. Internet Development in the P.R. China

The private sector, but also the Government, NGOs and citizens are making growing

use of the Internet. E-government and e-administration have changed communication patterns and improved the efficiency of operations in many ways. The Internet makes it possible that information and services may be available on 24 hours basis. Comprehensive consultation and feedback processes have become much easier. This trend is universal but more pronounced in developed countries. Central Governments have launched major information networks in the past decade. The Government of the United States and Japan have launched comprehensive websites in the year 2000, the British Government in January 2001.

What kind of new opportunities does the Internet offer? Does it undermine the role of traditional communication and traditional media such as telephone systems, newspapers and broadcasting? Does it challenge existing regulatory institutions based on national boundaries? Is it able to initiate social movements? Does the speedy communication lead to a decline in respectful communication and interaction? The range of questions shows that the Internet is considered to have an enormous potential to transform professional as well as social life.

This chapter of the report has to content itself with sketching out some basic developments of the Internet with focus in China. The first part of this chapter will focus on Internet governance and technical developments while the second part will give information on number and profiles of users. The chapter also contains a section on opportunities and risks of the Internet and gives some information about recent initiatives relevant to NGO activities.

3.1 Internet Governance at the Global Level

The Internet is a public, global system of interconnected commercial, academic, household and government networks. A large and ever growing number of Chinese people have embraced this modern communication tool for exchanging information and voicing their opinion. The Internet technology, unlike traditional media, is characterized by global, open and non-proprietary standards and diverse networks. It witnesses a growing ubiquity.

Governments have set up an array of international organizations to regulate the international aspects of the new technology and cross-border activities. The typical form of such an agreement was an intergovernmental agreement on technical standards, costs and

revenue sharing. Compliance was guaranteed by national governments that had become members of the organization. The Internet has not developed in the same way but regulation has largely emerged in a participatory bottom-up way. The process of policy-formulation on the Internet is largely carried out by the Internet Engineering Task Force (IETF) which functions as an online community of interested parties and is in charge of developing technical standards.³ The Internet Corporation for Assigned Names and Numbers (ICANN) has been created to deal with the property of Internet names and numbers. ICANN's scope of authority extends to the Internet's systems of domain names, Internet protocol addresses, and protocol port and parameter numbers. The organization is headquartered in Marina del Rey, California. It is overseen by an international board of directors drawn from across the Internet technical, business, academic, and non-commercial communities. The US government continues to have the primary role in approving changes to the root zone file that lies at the heart of the domain name system. The first World Summit on the Information Society, held in Tunis on November 16, 2005, established the Internet Governance Forum (IGF) in which Internet-related issues are debated.

3.2 Technical Aspects of Internet Development in the P.R. China

China's first computer networks, the "China Academic Network", or CANet and the Institute of High Energy Physics (IHEP) network were established in 1987. The organization chose "cn" as the national domain name for the P.R. China. The CANet system began sending electronic mail through a German gateway in 1988. The China Research Network (CRnet) took off in 1990 with more than 10 affiliated research institutes.⁴ A first milestone in the development of Internet facilities in China was the opening of the 64 K international NCFC (National Computing and Networking Facility of China) circuit with a loan from the World Bank in April 1994.

China's first commercial development of the Internet service began when the Beijing PTA, or Beijing Telekom, municipal PTA introduced its own ChinaNet-branded service in May 2005. Shanghai, Guangdong, Liaoning and Zhejiang followed in the same year. Private owned networks emerged from late 1995. They were at first required to obtain a

3 Molle, Willem 2006: *The Economics of European Integration*, The Netherlands, Ashgate, Box 6.1, The Internet, p.94

4 Harwit, Eric/Ckar, Duncan 2001: *Shaping the Internet in China: Evolution of Political Control over Network Infrastructure and Content*, in: *Asian Survey* (University of California Press), Vol. 41, No. 3 (May-June., 2001), pp. 377-408: p. 382.

license from network administrators and many operated as agents of ChinaNET. However, certain providers, such as InfoHighway, developed a certain independence.⁵

The most technological step forward is the launch of the China Education and Research Network 2 (CERNET 2) which connects 25 Universities in 20 cities across the country. It is working since December 2004. CERNET is part of a larger project, the China Next Generation Internet (CNGI) network. CNGI uses the world's largest single Internet Protocol version 6 (IPv6). IPv6 exponentially increases the number of possible Internet Protocol addresses available for connecting PCs and other devices to the Internet.⁶ Currently, Internet Protocol version 4 (IPv4) and IPv6 are coexisting in China. Major companies such as China Mobile are currently (December 2006) launching their IPv6 trial networks. In 2005, 25 domestic research institutions and leading companies including Lenovo, BOE and China Netcom formed an alliance to facilitate the commercialization of IPv6 technologies. Yet, the full commercialization of CNGI may take years, as CERNET 2 is focused mainly on research.

3.3 Internet Governance in the P.R. China

China's Internet regulations and legislation are guided by the principle of "guarded openness". The political leadership is trying to preserve the economic and intellectual benefits of openness to global information while aiming to prevent anti-social and anti-regime activities and omnipresence of foreign content. There is no single official articulated strategy written down and approved. Instead, there is an array of interrelated security policies and regulations formulated, supervised and implemented by various authorities.

The highest technical and administrative regulatory authority is the Ministry of Information Industry (MII). The security apparatus plays an important role in supervising the content of the Internet. The two most important security institutions are the Public Security Bureau (PSB), which is responsible for internal security, and the Ministry of State Security (MSS), which handles foreign civilian intelligence-gathering and internal counter-intelligence against foreign threats. The global character of the Internet makes it difficult to

5 Harwit, Eric/Ckar, Duncan 2001: Shaping the Internet in China: Evolution of Political Control over Network Infrastructure and Content, in: *Asian Survey* (University of California Press), Vol. 41, No. 3 (May-June., 2001), pp. 377-408: p. 388.

6 See: China Daily, September 25t, 2006, p. 1.

define the distinction between internal and external security. Both organisations have evolved corresponding claims to regulate Internet security.

The Public Security Bureau is in charge of maintaining China's civilian network security, both physical and online. The relevant unit charged with maintaining network security is the Computer Management and Supervision Bureau, which was founded as early as 1983. Its responsibilities are formally codified in "Computer Information Network and Internet Security, Protection and Management Regulations", which were approved by the State Council on December 11, 1997.

Under the 1997 regulations, the PSB is tasked with oversight of Internet Service Providers and all other commercial enterprises that have users with Internet access. The PSB is empowered to control and set standards on information security products in China. The PSB first addressed the technology certification issue as early as February 1987, when the Standardization Management Committee was formed to deal with "criminal investigation technology, traffic control technology, computer application technology, and public security technology and equipment". In the past year the Chinese government has rapidly built-up a legal framework on the foundation of the 1997 regulations.

The Ministry of State Security (MSS) is responsible for external civilian intelligence-gathering and internal counter-intelligence. The MSS has the mandate to address foreign efforts at undermining Chinese information security.

The State Secrets Bureau (SSB) is directly responsible for the protection of state secrets by all Chinese government and party organizations. The State Secrets Bureau has sought to extend its jurisdiction over Internet content. In January 2000, the bureau extended the State Secrets Law to the Internet. The new "State Secrecy Protection Regulations for Computer Information Systems on the Internet" explicitly prohibits computer information systems that contain state secrets from being directly or indirectly connected to the Internet or other public information networks.⁷

The General Administration of Press and Publication and the Ministry of Culture are also responsible for the network security. The General Administration of Press and Publication has issued "Temporary Regulations for the Internet Publication Management", on 27th June 2002 and the Ministry of Culture issued "Regulations for the Internet Culture Management" on 10th May 2003.

⁷ See: <http://www.blawgdog.com/>

There are also provincial authorities dealing with Internet security. In late 2000, Anhui became the first of China's provinces to set up an "Internet Police Force" and others followed. Several cases of sanctions and arrests were reported in the national and international press and circulated in blogger communities throughout the past years. One of the early actions included the raid of the offices of Sohu.com in 1999 because users found links to pornographic material. Software engineer Lin Hai was arrested in March 1998 for sending some 30,000 e-mail addresses to an on-line, pre-democratic newsletter in the U.S.⁸ A controversy has developed over the Internet policies of some major search engines, such as Google and Yahoo, in the year 2006. They were accused of leaking information of users to security authorities and practicing self-censorship.⁹

The authoritarian control of the Internet has often been highlighted by foreign media. Not accessible foreign websites, some arrests and sanctions have fuelled the critical debate. The Chinese Government has supported the rapidly growing flow of information through its infrastructure investments. It is widely believed, at least within China, that official censorship mainly targets the morally, socially and politically most harmful users. In its effort to do so, censorship may in some cases be practiced in an exaggerated manner that infringes upon the freedom and rights of individual users. Self-censorship of Internet service providers and users is probably playing a bigger role in China than in some other countries but the composition of the users also shape the content. The large majority of Internet users in China are accessing the net for personal communication, chatting, entertainment and educational purposes.

3.4 The Development of the Usage of Internet in the P.R. China over the Past 12 Years.

The number of Internet users in China has significantly increased over the past 12 years. There were only about 1,600 users in the entire P.R. China in 1994. The number of users rose quickly to about 80,000 by the end of 1996. China's Internet population passed 2.1 million in 1998, reached 8.9 million at the end of 1999 and 22.5 million at the end of

8 Harwit, Eric/Clark, Duncan 2001: Shaping the Internet in China: Evolution of Political Control over Network Infrastructure and Content, in: *Asian Survey* (University of California Press), Vol. 41, No. 3 (May-June., 2001), pp. 377-408: p. 395.

9 Amnesty International (AI) released a report on 19th July 2006 titled "Undermining Freedom of Expression in China, exposing how Yahoo!, Microsoft and Google have allegedly violated their stated corporate values and policies "in pursuit of the potentially lucrative Chinese market."

2000. Next to the limited popular awareness and infant technical facilities, high fees prevented an early spread of Internet use in the P.R. China. A popular initiative led by academics in 1999 focused on the high cost of Internet access and other communications. The initiative caught the attention of the then Premier Zhu Rongji and the political leadership decided to act against excessive service fees by regional telephone company-controlled corporations. Subsequently, prices for leased line fees, fixed line connection charges and Internet access rates dropped.

Nowadays Internet facilities are almost available throughout the country and its use has significantly spread in business and in private life. Guo Liang of the Chinese Academy of Social Sciences describes the year 2003 as a “milestone” in the development of the Internet. During the outbreak of the often fatal respiratory disease SARS in early 2003 many people stayed at home and made extensive use of the Internet to gather information and to keep in touch. By late 2004 home installation of broadband began to take off, and with it the growth of blogging instant messages, internet-based phone and video calls.¹⁰

China had 123 million Internet users by the end of June 2006, up from 111 million six months before. Slightly more than half of the Chinese surfers are 35 year old and younger. China currently represents the second largest Internet population in the world after the United States of America. China may become the biggest market within five years. More than 30 million Chinese are registered bloggers. The number of broadband users reached 77 million and there are 788,000 websites in the country.¹¹ China online advertisement sales totalled 3.13 billion Yuan (US-\$ 396 million) in 2005 and are expected to reach 4.6 billion Yuan (US-\$ 555 million) this year, a projected increase of 32 percent according to a forecast by the iResearch Consulting Group, an Internet medium research firm in Shanghai.¹² The online advertisement in Europe amounts to US-\$ 50 Billion according to a study by Price Waterhouse Coopers LLP.¹³

The growing importance of the Internet is discussed at the highest political levels in the P.R. China. In its development guideline for the media industry during the country’s 11th Five-Year Plan period (2006-2010), the General Administration of Press and Publication

10 The Economist, April 29, 2006: The party, the people and the power of cyber-talk, p. 25-27

11 Statistical Survey Reports on the Internet Development in China issued by CNNIC.

12 See also China Daily, Vol. 26, no 8306, Nov. 29, 2006, p.5 with reference to the Tsinghua University “2006 Blue Book of China’s Media” published in cooperation with the Social Science Documentation Publishing House.

13 See China Daily, Vol. 26, no 8306, Nov. 29, 2006, p. 11.

set forth a digital newspaper industry strategy, encouraging the print medium to develop e-newspapers and other digital products and provide information services at additional costs.¹⁴ Jiefang Daily which circulates mainly in Shanghai published its first e-newspaper on April 14th, 2006. Digital magazines in China reached a total circulation of 360 million in 2005 and the projected figures for 2006 are estimated to 610 million.

A. Total Population of Internet users in China

Table 1 Internet Users from 1997 to 2006 (In one thousand)

Year	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006*
Internet Users	620	2100	8900	22500	33700	59100	79500	94000	111000	123000

Source: CNNIC: All previous Statistical Survey Reports on the Internet Development in China

14 See China Daily, Vol. 26, no 8306, Nov. 29, 2006, p.5.

* The last date of the statistic for 2006 Internet users was on June 30, 2006. Hereinafter 2006 source statistics caliber is the same.

B. Number of computer hosts

Table 2 Computer Hosts form 1997 to 2006 (In one thousand)

Year	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
Computer Hosts	299	747	3500	8920	12540	20830	30890	41600	49500	54500

Source: Memorabilia of the Internet Development in China; CNNIC: Statistical Survey Reports on the Internet Development in China, <http://www.cnnic.net.cn/index/0E/00/11/index.htm>

C. 2006 Internet Users by Different Connection Approaches

Table 3 2006 Internet Users by Different Connection Approaches (In 10 Thousand)

Leased Line	Dial-up	Broad Band
28.6 million	47.5 million	77 million

Source: CNNIC. The 18th Statistical Survey Reports on the Internet Development in China, July 2006¹⁵

D. Computer Hosts by Different Accessing Modes

The total number of computer hosts for 2006 was about 5.45 million.

Table 4 2006 Computer Hosts by Different Accessing Modes

Leased Line	Dial-up	Broad Band
6.25 million	2.01 million	28.15 million

Source: CNNIC. The 18th Statistical Survey Reports on the Internet Development in China, July 2006

¹⁵ The Internet users are re-countered; therefore, the number of the Internet users is larger than the real number of the Internet users. Leased Line Internet users refer to those who adopt Ethernet LAN as the Internet access approach to the Internet. Dial-up Internet users include ISDN Internet users. Broad Band Internet users refer to those who adopt the Internet access approaches of xDSL Cable Modem, etc.

3.5 The Relevance and Impact of the Internet in the P.R. China

The rapid development of the Internet in China brought out a series of reforms and changes in the economy as well as in political, social and cultural life. Several projects have conducted research on the perception and impact of the Internet in China. According to a study of the Chinese Academy of Social Sciences on the basis of 2376 effectuated door-to-door household interviews in five cities (Beijing, Shanghai, Guangzhou, Chengdu, Changsha)¹⁶, perceptions of the Internet vary significantly between users and non-users. Because of their experience, more users (47.2 percent) than non-users (30.5 percent) believe that “the Internet does more good than harm”. More males (43 percent) than females (34.75 percent) see positive aspects than negative aspects of the Internet. Internet users (48 percent) trust Internet content significantly more than non-users (35.2 percent). The average number of hours of the Internet users among the interviewed people was 2.73 hours per day. The male users are likely to spend more time online. Users spend more time in their offices than at home using the Internet; and they spend more time at home than in an Internet Café using the Internet. The frequency of the Internet use is highest among the age group from 17 to 24, but the most frequent online news readers are between the ages of 35 to 44. Higher educated people use the Internet more than less educated people. Browsing, reading news, using emails and listening to music are the most frequent Internet activities. Internet users in China are now concentrated on five major portal web sites: SINA, SOHU, NETEASE, YAHOO and BAIDU. Internet users spend 85 percent of their online time accessing content from mainland China, spend 8 percent online time accessing overseas content and spend 7 percent time accessing foreign language content. A relatively high number of 63.8 percent of Internet users have participated in an online community discussion or forum. Internet users tend to spend less time (1.29 hours) each week than non-users (3.04 hours) watching television. 55.3 percent of the respondents agreed that “by using the Internet, the government can serve people well” and 60.4 percent agreed that “by using the Internet, the officials can learn the common people’s view better.” 62.8 percent of the respondents agreed that “by using the Internet, people have more opportunities to criticize the government policies”, and 45 percent of the respondent agreed that “by using

16 CASS/Guo Liang 2005: Surveying Internet Usage and Impact in Five Chinese Cities, Beijing.

the Internet, people will have more political rights”.¹⁷

The Government of China operates Internet censorship in a relatively comprehensive matter and is criticized for such practices, especially by foreign media. The Government also shows concern about the alleged negative influence of the Internet on the younger generation, especially minors. It is currently discussed to amend the law on protection of minors, which includes an access prohibition to Internet Cafes for minors below 16 years.

The Internet influences the private life of citizens, especially the communication style of younger generations, but it also has a major impact on business operations, management and sale patterns of companies, on government services and on the work of other institutions and organizations, including NGOs. The development of the Internet has fuelled economic growth in many countries and regions, including the P.R. China. Some traditional physical infrastructure requirements have become less important for launching business operations. India is often quoted as an outstanding example where many Internet based services have developed in a relatively poor environment of physical infrastructure. However, new infrastructure investments and technological developments are required to support the development and further expansion of the Internet. The development of the information technology has changed the notion of technology. Technology was long treated as synonymous with plant and machinery, as something which had to be acquired. It was not something to be constantly adapted and improved.¹⁸

The Internet technology has the potential to satisfy information requests and to supply information more rapidly, more efficiently and more conveniently. Unlike traditional business operation, e-commerce integrates information technology and business. This significantly reduces transaction and production costs and saves resources. E-commerce can facilitate more rapid changes of profiles and images of companies and other organizations, market extension and patterns of competition. Interactions between companies, institutions and organizations, including NGOs, have changed. Companies can offer their goods and services directly and more conveniently to a larger number of customers. Internet has also empowered customers with better access to information about products, services and prices. It has become easier to compare services and prices and to exchange experiences with other customers. Consumer protection initiatives have offered

17 CASS/Guo Liang 2005: Surveying Internet Usage and Impact in Five Chinese Cities, Beijing.

18 Tyabi, Nasir 2000: Industrialisation and Innovation. The Indian Experience, New Delhi, p. 86.

special Internet based information services. The Internet has also facilitated customer to customer relations. The Internet has greatly influenced and changed the marketing strategies and advertisement practices by making use of interactive features and more sophisticated images, animation and voice synthesis. Furthermore, the Internet has influenced and impacted on the work of the Government.

The Chinese Government decided to launch the “Government Networking Project” all over the country in November 1998. The year 1999 was declared the year of Government Networking. On April 3, 1999, “Information Exchange Network for Ministries” co-constructed by some ministries started its operations. There were 4,722 domain names registered with GOV.CN by the end of June 2006. More than 70 percent of the local governments have established internet based services. International projects have also paid attention to the development of relevant Internet policies and regulations.

The EU-China Information Society Project aims to promote the use of the Internet in providing government services. It supports the Chinese government in implementing laws and regulations related to e-government and the use of the Internet. It also carries out e-government demonstration projects in selected municipalities to improve government services, transparency and address digital divide. The project also aims to address critical issues such as striking a balance between the free flow of information and the necessary protection of personal data. A draft for the Chinese personal Data Protection Law is currently being prepared by SCITO. A new Chinese Telecommunication Law is currently being prepared. The Chinese Online Copyright Law is planned to amend the existing copyright legislation. It is currently under preparation by NCAC. An important component of the Online Copyright Policy will be the raising of public awareness on the illegality of copyright infringements. Other laws under preparation are the Electronic Contract Law, the Online Arbitration Law and the Information Security Law. The Chinese Law on Electronic Signatures came already into effect in April 2005. It is the first and so far only piece of Information Society legislation that is actually in effect.¹⁹

¹⁹ Source: Interview and material received by Dr. Thomas Hart, EU-China Information project, in July 2006.

3.6 Opportunities and Risks of the Internet

The main “potential” of the Internet for the work of governance administration and other institutions may be summarized as follows:

- Internet creates the structures and processes to deliver electronic governmental services to the public and businesses. Thus, it may contribute to improving access and utilisation of government services, decreasing government operating costs, enhancing transparency and promoting interactivity;
- The growing amount and easier accessibility of information may enable decision-makers to make better informed choices through making use of comprehensive consultative processes and surveys;
- Internet may facilitate the participation and consultation of citizen and customers in decision-making processes.

More specifically:

- Internet supports administrations in making information 24 hours available. Many customers are better informed and administrative processes may become more efficient;
- Internet facilitates communication and interaction between different departments and institutions;
- In many cases, communication has become more direct and more frequent. Emails have replaced letters. This has challenged hierarchal structures and arrangements, e.g. signatory power is less relevant in e-communication.
- Internet saves photocopying, printing, fax, telephone and mailing costs for administrations;
- Internet may improve the transparency of administrative procedures, exchange and communication in project management;
- Administrations can make use of the Internet technology to reach out to more potential service providers and staff by conducting online bidding, purchases and recruitment;
- Internet may lead to a better integration of information and data about citizens and make government social security functions more transparent and efficient.

The EU-China Information Society Project currently supports some demonstration projects with the following activities:

- Provision of online social security services for pension fund management in Baotou;
- Integrating information and data to make local government social security functions more transparent and efficient in Baotou;
- Developing an online social security services for pension fund management in Chendgu;
- Introducing a Social Security Smart Card Project in Handan;
- Developing a software for database on population growth, data and information for planning purposes in Handan;
- Developing a software for “one-stop shop” service for general public and local businesses in Yangquan;
- And integrating existing government information services and databases across 96 departments into one platform in Yantai.²⁰

The mentioning of the above mentioned advantages should not disguise the fact that the Internet also exhibits problems, risks and may pose threats. The most widely cited problems, risks and threats are:

- Communication and information overkill;
- Dramatic increase of spam mails due to low cost access to Internet and free mailing costs;
- Mounting level of Internet proficiency required for making full use of rapidly updated technology and services;
- Increasing complexity in dealing with viruses and worms. Operating the Internet in a save way requires resources and proficiency.
- Addicted users, especially among the younger generation;
- lack of control over information by individuals and organizations;²¹

20 Source: Interview and material received by Dr. Thomas Hart, EU-China Information project, in July 2006.

21 Google Inc., the world’s most-used search engine has become under attack by Copiepresse, a group of 17 French and German-language newspapers, which won a court ruling in September 2006 that, forced Google to stop providing links to the papers. A Belgium court ordered Google to remove the links or face fines of 1 million Euros a day. Belgium laws forbid unpaid use of content, see: China Daily Vol. 26 no 8306, Nov. 29 2006, p. 11.

- Regulation of information has become more difficult. Offences and spread of wrong information is increasing;
- Violation of copyrights and unauthorized information spreads rapidly due to easy cut and paste facilities provided by software applications;
- There is little legal certainty for the use of information in the Internet at different levels. For example, the European Union is governed by a uniform copyright law, but there is still little agreement about how the laws applies to the Internet;
- More careless communication due to the increased number of exchanged messages and information;
- Increasing digital divide and problems for non-Internet users to actively participate in political, social and cultural life. Many opportunities (forums, discussion groups, global news services, search engines) are made available through the Internet, and they are often exclusively accessible through the Internet. Older and less educated people are among those losing out or becoming dependent from help of others.

3.7 Recent Initiatives with Relevance to NGO activities

The development of the Internet and related facilities are promoted by a wide range of initiatives and groups, including charitable groups and NGOs. The second Chinese Blogger Conference (www.cnbloggercon.org/2006/NPO) was organized at the last weekend of October 2006 in Hangzhou, Zhejiang Province. The first one took place in Shanghai in 2005. The conference featured some NGOs that promote education, environmental and animal protection in rural areas.

One of the returning participants was 1kg More (1kg.cn), a group that positions itself as the meeting point of charity and travel by encouraging independent travelers to carry one kilogram of books in their backpacks and donate them to rural schools that participate in their programme. The list of participating schools will be updated on the website, and travel stories about visiting the schools are shared through the group's blog. Another group, the Smiling Library (smilinglibrary.org), is channelling donations into creating libraries for schools in impoverished areas of China. Sponsors can contribute used books and magazine

subscriptions through their website. The Pass Love Charity Foundation (passlove.org) is a group of Chinese students who went to study abroad and came back to make a difference in the field of education in poor areas. The Pass Love project is currently working with government officials in Guizhou in southern China to send volunteers to work at schools as well as sending donated supplies and clothing to poor areas. The Foundation uses an online BBS to announce new donations and volunteers, and to communicate with potential donors. Further NGOs, such as the Jane Godall Institute, which promotes education, environmental protection and the promotion of sustainable development in rural areas, and Lucky Cats, an animal protection NGO, were also among the participants of the conference.

4. Emerging Civil Society in the P.R. China

The civil society discourse in China has taken off in the context of growing numbers and activities of Non-Governmental Organizations, interest and concern by the Government, and increasing international exchange on the topic. There are several practitioners and academic institutions addressing civil society issues in the P.R. China, among them our NGO Research Center at Tsinghua University. The staffs of the Center have participated in a number of international activities. We have embraced a scientific concept and a comprehensive meaning of the term civil society. The understanding of civil society in contemporary China, in essence, is in line with the leading international concepts of civil society.

Civil society, with reference to the CIVICUS definition, may be defined as the sphere of ideas, values, networks and organizations between the state and the market.²² More precisely, the concept of civil society focuses on initiatives and organizations, registered and unregistered, that engage in activities of mutual or public benefit through delivery of social services or advocacy work in various fields including health, education, environment, humanitarian aid and human rights. The concept of civil society has gained importance in the P.R. China throughout the past decade. The number and activities of Non-Governmental Organizations have increased. The Government seeks more cooperation with NGOs at different levels. GONGOs, government initiated mass organizations, are in the process of modernization. Smaller citizen initiated grassroots organizations have emerged.

22 CIVICUS – World Alliance for Citizen Participation is using this definition, www.civicus.org.

Volunteerism and professional social work are officially encouraged at different levels. International organizations, such as the Asian Development Bank and the World Bank have introduced new funding opportunities for NGOs. Efforts are under way to study and promote corporate philanthropy and to develop new strategies and practices for raising funds for charitable purposes. Various regulations for NGOs have come into existence and more comprehensive law-making efforts are under way. At the same time, the P.R. China is still in a period of transition with a legacy on practicing restrictions on politically sensitive activities and associational life outside the realm of state and party, including media censorship.

The process of the opening of the economy from 1978 onwards has gradually brought new ideas in the arena of social and political theory in the P.R. China. The term civil society has gained momentum in view of building a harmonious society and organizing the interplay between state, private non-profit sector and social organizations at different levels. The concept of civil society has been promoted both from political leadership as well as from grassroots level. The two leading universities in Beijing have established civil society and NGO research centres. The NGO Research Center at the Tsinghua University was established in 1998, the Civil Society Research Center at Peking University was formed in 2005.

4.1 The emergence and evolution of the concept

Civil society has emerged as an important reference concept to citizen's participation, associational life and activities of various kinds of non-governmental or non-profit organizations in different areas. In China, the concept of civil society has gained momentum from the mid 1990s onwards when a number of independent NGOs came into existence, notably in the field of environmental protection. The 4th United Nations World Conference on Women in 1995 played an important role in popularizing the term in China. The NGO Forum of the conference inspired NGO organizers and scholars in China to think about the contributions of social organizations in the process of social development. The growing number of social organizations led to new policies and regulations in the coming years. Jiang Zemin, the Chairman of the Standing Committee of the CCP's Political Bureau had convened a special meeting in 1996 to discuss the role and management of NGOs. New regulations for the management of social organizations were issued in 1998. As a

consequence of government scrutiny and re-registration requirement the number of registered NGOs dropped from about 200,000 to less than 140 000. However, the restrictive features of the legislation and occasional government scrutiny were not able to halt the overall trend of the evolution of the NGO sector in the P.R. China. The political leadership and various government departments at different levels also came to somewhat appreciate the work of some independent NGOs as some of their agenda points in the field of environment protection and poverty alleviation overlapped with high flying priorities of government policies. At the same time, the successful opening up of the Chinese economy, the consolidation of economic growth and the accession to the World Trade Organization in 2001 also impacted on the political discourse in the field of managing present and forthcoming social and environmental challenges. The concept of “small government big society” emerged. Therefore a number of new regulations and laws were issued and China signed and ratified a number of international conventions. The international discourse on civil society reached out to China at the occasion of various conferences and meetings. Lester Salamon from the John-Hopkins University, one of the pioneers of contemporary civil society research, and other international experts introduced widely accepted international definitions and concepts of civil society and NGOs emphasizing not only the private and non-profit distributing aspects but also referring to their self-governing and voluntary character. The predominant understanding of the Chinese Government that NGOs were meant to function under the guidance of the state and helping the state to reach out to its constituencies and meet its policy objectives was somewhat in contrast to the idea of NGOs promulgated by US American and other Western scholars. However, this did not lead to an official rejection of the civil society discourse in China. The political leadership in China was sensitive enough to understand the newly emerging appeal of the concept of civil society to the research community and younger generations, especially the emerging urban educated middle class. The startling transformation of the Chinese economy and the high paced process of development and change provided many new opportunities for re-thinking traditional arrangements of state-society interaction and public service delivery concepts. The rapid transformation of the economy and the society also brought new sources of social stress and environmental threats to the surface of the political debate. The political leadership demonstrated both interest and concern to learn more about the development, management and supervision of the newly emerging social groups.

The NGO Research Center at the School of Public Policy and Management of Tsinghua University was founded in 1998. From its inception, it has engaged in research about the regulatory environment and management of NGOs and has been interacting with international organizations and experts, especially from Japan but also from the US and other Western countries. At Peking University, the other old and prestigious University in Beijing, a civil society research centre has opened in 2005. In addition to the Center's activities, the law faculty of the University has also addressed issues of NGOs regulation and management with involvement of international expertise. Debates on civil society development have provided a platform for discussing other relevant concepts of social, political and legal development in China and other countries, such as political participation, rule of law, transparency and accountability issues. The International Secretariat of the Communist Party of China and the Konrad Adenauer Foundation have jointly debated the subject at the occasion of a conference on political parties and interest groups in December 2005, followed by another conference on grassroots political participation organized by the Chinese Association for NGO Cooperation. In China, the terms civil society and NGO are understood and dealt with in a broader sense than experienced in the predominant anglo-american discourse. The notion of the term NGO usually encompasses the entire set of organizations between the state apparatus and the market economy, including the large welfare foundations, professional associations as well as grassroots NGOs. The so-called GONGOs, government initiated and supported NGOs, receive a great deal of attention as many of them are supposed to become more independent from the government and engage in a process of institutional modernization.

However, there is also some growing evidence that more attention is paid to smaller organizations in the field of health, especially HIV-Aids preventions and rehabilitation, in rural education and in the protection of migrant workers' rights. Last but not least, the civil society debate has also matured in terms of recognizing different kinds and orientations of NGOs such as public benefit oriented charities, smaller grassroots NGOs and foreign/international organizations.

4.2 The structure of Civil Society in the P.R. China

Civil society in China is still of nascent nature even though the number of NGOs has grown and greatly diversified over the past decade. “Nascent civil society” is also the term that the Civil Society Index Project has selected as a heading for the China report. It is probably not appropriate to simply equate the proliferation of professional and trade associations with growing civil society activities in China. However, the growth of NGOs with mutual interest objectives and professional management structures may be considered as part of a larger trend toward greater autonomy and assertion of independent social organization in China. Today, the list of non-governmental and non-profit organizations in China includes a large number of different kinds of mutual and public benefit oriented, smaller and larger organizations with local, regional, national or international outreach, such as:

- social service organizations, education and health services
- advocacy oriented and awareness raising NGOs, e.g. in the field of HIV-Aids
- environmental NGOs
- indigenous groups and minorities organizations
- grant-making foundations
- culture and art promoting NGOs
- students and youth organizations
- professional organizations
- trade associations
- friendship societies (e.g. with other countries)
- trade unions
- community-level groups/associations (e.g. burial societies, self-help groups, parents committees)
- neighbourhood committees
- consumer groups
- sports clubs and recreational oriented NGOs
- cooperatives
- village committees and farmers organizations
- credit unions and mutual savings associations
- religious organizations

Colloquial language sometimes distinguishes between GONGOs (Government-Organized NGOs) and grassroots NGOs in China. However, there is a growing number of NGOs which have matured from the grassroots level and engage in advocacy and service provision activities. The NGO Global Village, together with Friends of Nature one of the environmental flagship NGOs in China, is one of the first home-grown NGOs that has gained prominence across and outside the country. Others are the Center for Legal Aid to Pollution Victims situated at the University of Politics and Law in Beijing.

There are at least 2000 to 3000 environment NGOs in China, but only 100 to 300 have serious influence. Many grassroots organisations and neighbourhood committees are not registered. Other important environmental NGOs are Green Home, Shannuo Society and Green Earth Volunteers. They are engaged in voluntary action for environmental protection, conduct campaigns about environmental protection and engage in policy dialogue. There are many environmental NGOs that are mainly active at the provincial, city or county level, such as Friends of Green in Nanjing City, Jiangsu Province, the Yunnan EcoNetwork, the Association for Ecological Protection for 3 Rivers in Xining, the Association for Environmental Action (GAEA) in Nanjing, the Association for Green Mother Earth in Harbin, the Association for Green Volunteers in Chongqing, Entering Nature Environmental Protection Volunteer Association in Jiana City, Volunteers Association for Environmental Protection in Yueyang City in Hunan Province and many others. Most of the environmental organizations are grassroots organizations, established by environmental activists. Although these organizations are small, they actively engage in dialogue on local and regional environmental issues. Some of them have also voiced their criticism against infrastructure projects with potential negative effects for the environment. The NGO Green Home has for long lobbied against the establishment of an electric power station that is planned along the Nu River.

The Amity Foundation is one of the larger social service providing NGOs. It was already created in 1985 by Chinese Christians and engages in education, social services, health and rural development activities. It enjoys a considerable degree of independence from the Government and is part of a large network of Lutheran and Protestant church based development services. Next to some established Christian based NGOs; there are also a relatively large number of cults and sectarian organizations with dubious objectives and

activities. Two of the bigger cults are The Shouters and the Disciples. The growing number of NGOs in the field of environment is worth mentioning.

Legally speaking, there are mainly three major types of NGOs. There are 168,000 membership-based social organisations (*shehui tuanti*), 146,000 civilian non-enterprise organisations (*min ban feiqi qi ye danwei* or “min fei”) and 999 foundations (*jijinhui*) registered as per end of December 2005. There are no exact statistical data for unregistered NGOs, which are often referred to “grassroots NGOs”, and companies operating in fact as NGOs with public or mutual benefit purposes rather than pursuing profit-making purposes. Estimates about the number of unregistered organisations range from 1 to 5 million, according to the definition. The NGO Research Center usually refers to a number of about three million smaller groups with some kind of organisational features. The NGO Research Center at Tsinghua University has been the partner organization in mainland China for conducting the research for the Civil Society Index (CSI) project launched by CIVICUS. The participation in this international action research project has facilitated a critical process of self-reflection from a comparative perspective. The CSI project focuses on four main dimensions: structure, environment, values and impact of civil society. It covers altogether more than 70 sub-dimensions. The findings have been shared and communicated with various stakeholders, governmental and NGOs, in and outside China. According to the findings, gathered by the research of our Institute in consultation with stakeholders, the extent of volunteering and charitable giving is already noticeable in China. Among the major challenges is the lack of breadth and particularly depth of citizen participation in regular civil society activities. Participation in advocacy groups outside the political mainstream is almost absent. There is still a significant number of Civil Society Organisations (CSO) that is organized by the government and features a relatively poor involvement of citizens. Most grassroots organizations are very small and are not organized into any umbrella bodies or networks. Due to political restrictions in China, not many NGOs are organized in umbrella bodies. However, the few existing umbrella and networking bodies, such as CANGO, are considered to be active and increasingly committed to capacity building and partnerships development with their members. Generally speaking, the lack of financial, human and infrastructure resources is a key constraint for the work of many NGOs. Many organisations highly depend on a single resource such as an international donor or government subsidies. The lack of technological

resources and trained leadership is considered to be a major obstacle on the way to a more professional culture of NGO activism in China. The CSI research also concluded that the growth of NGOs is hampered by a relatively restrictive legal framework, especially for smaller NGOs, network NGOs and international NGOs. Tax incentives are not yet well developed. Corruption is considered to be a major problem. Freedom of information and the freedom of press are hampered by censorship. China still adopts a careful approach towards NGOs and is concerned about a possible overheating of social and political activism in a period of profound modernization and transformation. Civil Society Organizations in China, on average, show a significant commitment towards the respect of non-violence, gender, poverty alleviation and environmental protection. The commitment towards the promotion of democracy, transparency and tolerance are lower, while issues of violence, outright gender discrimination are not seen as important problems in China. The capacity of the civil society to hold the government administration, state and private corporations accountable is still limited. However, Corporate Social Responsibility (CSR) with a focus on environment and decent work conditions is an emerging topic and it is likely to receive more support from international development cooperation. Civil society organizations play already a non-negligent role in informing and educating citizens, especially in the field of environment, health and social policy. CSOs also contribute to empowering women and marginalized people, such as disabled persons, migrant workers, pollution victims and HIV-AIDS infected people. Civil Society Organizations make some contributions to the formation of social capital and sustainable livelihoods in the wake of eroding traditional social structures such as the *Danwei* which evolved around the work place.

4.3 The Regulatory Framework for NGOs in the P.R. China

The P.R. China can be considered as a civil law country.²³ The General Principles of the Civil Law of the PRC (GPCL) were formulated in 1986. The country is currently in the process of drafting a comprehensive civil code comprising several books. NGO affairs are mainly supervised and managed by the NGO Bureau in the Ministry of Civil Affairs

²³ After the fall of the Qing Dynasty and during the warlord and Republic of China periods (1912-1949), the systematic development of legislation for the country placed China firmly in the civil law tradition (Simon 2005).

(MOCA). There is an array of legislation and regulations at national level. Some provincial authorities have issued their own regulations and operate specific practices; some of them are more liberal than the letter and spirit of some national regulations.

The existing legal and regulatory framework for NGOs in China is still overall restrictive. One outstanding feature is the requirement for establishing a partnership with a governmental or parastatal leading/sponsoring unit, the so called mother-in-law, “*zhuguan bumen*”, with absolute discretion as to whether or not allowing the organization to apply for registration. This applies to membership based organizations, associations, and asset holding foundations. The requirements for civilian non-commercial enterprises also stipulate a registration and sponsorship agreement, typically with a local Bureau of Science and Technology. However, they are widely considered less burdensome than the regulations for associations and foundations.

The largest number of NGOs is registered as social organizations, *shehui tuanti*, (equivalent to associations). The regulations of 1998 require 30 persons or 50 institutional legal persons for starting an association. The second largest number of NGOs including some environmental groups and foreign NGOs are registered as civilian non-commercial enterprises. Some NGOs are registered as ordinary profit making companies and have to pay operational tax. Greenpeace, for example, is registered under a different name as a company. It receives regular visits by the state security personal but can still continue its operations with little interference in agenda setting and day-to-day management except if they engage in politically sensitive work with high public visibility. Relatively few NGOs are registered as foundations. New provisional regulations for foundations were issued in 2004. The capital/asset requirement, especially for fundraising organizations with national outreach, is very significant. Foundations have to show capital of 8 Million Yuan to register as national level fundraising organizations. The requirement for local and regional level organizations is less. There is currently a new charity law in development. The newly established drafting committee of the Ministry of Civil Affairs has formulated a draft. It is meant to be an overriding legislation which dwells on the concept of public benefit and includes some regulations for fundraising and volunteering. According to expert opinion at our NGO Research Center and international experts, the draft would still need some improvement in terms of consistency with other legislation. The definition of public benefit may be narrower than in other legislation/regulations and the scope for allowing

fundraising organizations would need further clarification. Experts also observe a tendency to over regulate volunteer work and, thus, making it less attractive to the public.

There is not yet enough good evidence for adhering to the principle of legal certainty when it comes to freedom of association and the establishment of NGOs in China. One social organisation, the Love Eye Foundation, has filed a case in the Tianqin court for withhold registration. However, the approval of the authorities is widely considered to be legally unchallengeable for NGOs. This is still a draw-back for the development of a more independent civil society in China.

4.4 Challenges and Trends

The P.R. China is currently in a major process of reconfiguration of relations and cooperation between Government, business and civil society in different fields. The ongoing reform of the Public Service Units (PSUs) – about 1.3 million organisations with close to 30 million employees in the field of education, health, research, culture and trade – is one striking example for the major political and social challenges that the P.R. China faces during the next years. The large scope of the reform process provides NGOs with some opportunities. Some of the public service units, for example, may be transferred into the non-profit sector while others may be partly or fully commercialised. Even though political leadership and public administration are likely to retain a strong hold and major influence on service provision, the scope for partnerships and NGO activities may increase. The overall political and legal framework is still restrictive but some experimental thinking and acting is ongoing. There is still a lack of breadth and particularly depth of citizen participation in civil society activities. There are growing partnerships between Government and NGOs and vice-versa at different levels, including international NGOs. However, there is not yet a consolidated culture of well-organised associational life. Government and research institutes are in search for good practices and institutional fits for effective service provision and fostering of a harmonious society at all levels. In general, concerns about cohesion and respect prevail over pronounced claims for greater diversity and specific interests of social groups. Consultation by the authorities is sought in the context of the conduct of the Chinese People's Political Consultative Conference and on various other occasions, including conferences and networking events. What are the

perspectives for civil society in such a reform context? It is probably unlikely that the political leadership will either substantially enlarge or restrict the scope for NGOs in the near future. There is, however, a tendency to learn from the positive experience at the local and provincial levels and to allow them to go on and, possibly, scale up. There is a tendency to acknowledge the role of different kinds of mutual and public benefit organisations can play. There is an ongoing debate about charity, public benefit and provision of public benefit services. Continued attention will be paid to supervision and regulation of NGOs. It may be a long way to a situation where the process of establishing and managing an NGO will more closely adhere to the rule of law and legal certainty. However, there is an atmosphere of openness towards new ideas and practices including activities of international NGOs. The growing scope of Internet based communication and action last but not least, is likely to increase the trend of further diversification of the NGO sector, which is one of the underpinning hypotheses of this research.

5. Case Studies on NGOs and their Use of the Internet

NGOs may be regarded as epistemic communities that engage in advocacy work or provide social or environmental services based on expert knowledge and state-of-the-art methodology. They contribute to agenda settings and make attempts to influence policies at different levels. The Internet provides great opportunities for carrying out such kind of activities as it has made communication much faster and cheaper. The Internet is a large knowledge base that greatly facilitates access to information and networking. However, relatively little systematic research has yet been done to understand how NGOs specifically benefit from the Internet and how they could make better use of the Internet. According to expert opinion, available on Internet sites such as the NGO Café site (<http://www.gdrc.org/ngo>), NGOs mainly benefit from the Internet in the following ways:

- by conducting queries, information gathering and processing
- by saving communication costs (Mailing, Phone Calls)
- by reducing travel costs
- by sharing of ideas, and networking
- by launching and participating in campaigns
- fundraising through online advertisements and online donation facilities

NGOs are often considered as agents of innovation and change. It seems therefore likely that such organizations make extensive and strategic use of the Internet and try to forward their missions by making use of the Internet. The Bertelsmann Foundation, Germany, has carried out some research on web strategies of Non-Governmental Organizations. The research comes to the conclusion that the use of the Internet has the potential to greatly enlarge the scope of the organizations and the support it gets from donors and members. Internet makes the exchange of information much easier and faster and many NGOs benefit a great deal from it. Many partnerships and networks would have never come to existence without the Internet. Some campaigns and conferences have started through online exchange of information and views. Information spread faster and reaches out to many more people than during the times using postal mail services. Newsletters and emails have created a new source of information for activists. The Internet provides opportunities for public participation and consultation by government and

organizations. There are many thematic platforms for citizens of all age, interest and professional background.²⁴

The following seven case studies feature different kind of organizations and provide an insight how NGOs use the Internet in their work. Chapter 1 has already provided some information on the selection criteria and on the methodology of the case studies. Priority was given to cover a range of different kinds of organizations including smaller and larger, grassroots and government initiated organizations, local, national and international NGOs. The major constraint was the limitation of the study to Beijing based NGOs. All NGOs were interviewed on the basis of a questionnaire and all of them participated in a Round Table discussion at the NGO Research Center of Tsinghua University. The following case studies each contain an introduction to the NGO, a section how the NGO accesses and makes use of the Internet and concluding remarks.

5.1 Students Green Association, Tsinghua.

Brief Introduction

The Students Green Association of Tsinghua University was established in April 1995. The organization is affiliated to the Youth League of the University which has a close working relationship to the Communist Party of China. The organization is not registered as an independent legal person.

The association promulgates the concept of sustainable development and “Green University” in and outside the campus. The Students Green Association aims to raise awareness and promote environmental protection among students and within the University and selected urban communities. It has currently 215 members from different faculties. It has mainly student members but also some teachers as members. More precisely, 93 undergraduate students, 88 postgraduate students and 34 doctor degree candidates are among the members. The association receives support from an Environmental Protection Fund managed by the Tsinghua University Education Foundation.

The activities of the association mainly consist of:

24 Welzel, Carolin/ Scheffler, Jan 2002: Dem Staat einen Mausklick voraus? Web-Strategien von Nicht-Regierungsorganisationen, in: Hart, Th., Friedrichs, S., Schmidt, O. 2002: Balanced E-Government, Guetersloh: Bertelsmann. Eine empirische Studie nach dem Balanced-E-Government-Ansatz der Bertelsmann Stiftung.

- organizing various environmental protection activities within the campus,
- promoting voluntary work for rising awareness of environmental protection in urban communities in Beijing,
- teaching environmental protection courses in middle schools in Beijing.

The association engages in campaign work. One of the earlier campaigns in 1999/2000 focused on rising awareness on the extensive use of paper. It promotes the use of electronic invitation cards and correspondence. For this reason, the association has drawn the attention to the e-cards available with the Internet service provider 263.com. Another campaign promoted the use of non-disposable chopsticks. The association also targets littering and promotes recycling activities. There are also a couple of other initiatives such as “Save the Tibetan Antelope”, “Summer Practice of North Water Transfer Project”, and an environmental forum on the topic of “Responsibilities of Youths in a Conservation-oriented Society”.

The association is conducting regular project activities on Waste Paper Recycling. The main purpose of this project is to advocate for recycling of paper among undergraduates and postgraduate students on the campus.

The association has already set up recycling points in front of dining halls. It has also promoted the idea of tree planting in desert areas and adoption of trees. The association has organized trips and investigations to Yixing, Jiangsu Province, and to Tian Yaxing Wuzhi Mountain Ecological Investigation in Hainan Province.

The association established a student green association column in an Internet forum, called Shuimu BBS in 2001/2002. In 2005, the association established its own website.

Use of the Internet

The association has made an increasing use of the Internet throughout the past years. During the first years of its existence, the association had teamed up with the online company 263.com for advocating the use of e-cards instead of traditional paper cards. The association acted as initiator and organizer of the project. In the following years, from 2001 to 2002, the association established an online environmental protection column in Shuimu BBS to publicize its concept of environmental protection through the Internet. The association and the students both consider this online-service and online-discussion forum

as very convenient. The column serves as a platform to discuss issues of environmental protection thoroughly. The association eventually established its own website in 2005 in the context of enlarged Internet facilities in the P.R. China. The domain name costs RMB 59 per year and 100M space costs RMB120 per year. The website was eventually constructed in September 2005, for the price of RMB 1,000. The association is committed to train students as semi-professional webmasters.

The organization does not consider the related fees as a heavy burden. It is its own webmaster. The students are smart enough to solve their problems as well as train themselves and others as webmasters. The association considers the Internet as an important tool for promulgating its environmental protection ideas. The current president of the association stated that the Internet would facilitate communication among the environmentally conscious students, helps to win new members and serve as a platform for alumni and graduated ex-members of the organization.

The Students Green Association, Tsinghua uses information technology and the Internet extensively for its regular office work, such as downloading information, drafting and dispatching documents, email communication and online discussions. The use of the Internet has become an integral part of the activities of the organizations. The association is able to easily reach out to students in different departments because of Internet based communication. The association benefits from the relatively good broadband facilities which are available on the Tsinghua campus.

The association considers information sharing and communication as the main function of the Internet for its daily use. The president of the association thought that the BBS based online forum had a very significant effect on the visibility and publicity of the organization, so the association established an Internet discussion forum on its website (www.thugreen.net).

The association considers establishing a network of alumni and current members with the objective to gradually forming a global membership network to mobilize more contributions for environmental protection purposes. It is planning to use a website with permanent domain name for this purpose.

Concluding Remarks

The Internet is playing an important and increasing role for the Students Green

Association of Tsinghua University. As a students association that focuses on environmental issues, distribution of information, sharing of ideas and raising the awareness are essential cornerstones of their work. Internet can help to make the association better known and to improve its image and reputation.

The relatively well developed facilities on the Tsinghua Campus helped the organizations in carrying out its Internet based activities. The Tsinghua University network (TUNET) was already operational from December 1992 onwards. It was the first campus network using TCP/IP architecture and successfully adopted FDDI technology for the main network.

Tsinghua University Internet network has been among the first networks in the country and also participated in the further development of the Internet networks in China. The fact that Tsinghua University provided for adequate Internet facilities, including significant bandwidth, played an important role not only for the reputation of the Universities but also for the opportunities of students and their associational activities.

We may conclude that for an organization with rather limited resources such as the Students Green Association of Tsinghua, good Internet facilities play a major role for conducting activities. The organization has made good use of the Internet and gradually enlarged the scope of its Internet based activities. The Internet has significantly increased the effectiveness and efficiency of office activities and the Students Green Association has made good use of it.

5.2 Shining Stone Community Action

Brief Introduction

Shining Stone Community Action is a relatively small grassroots NGO focusing on community development and participation. It was founded and registered with the Beijing Administration for Industry and Commerce in December 2002.

The objective of the non-profit organization Shining Stone Community Action is to promote the idea and good practices of community participation. The purpose of this organization is to disseminate participatory ideas and methods, to promote public participation in urban communities, and to facilitate harmonious community development. Shining Stone is active in the following areas:

- providing information, consultation and training related to public participation and development of urban communities
- engaging in information gathering and publication of information resources in the field of community participation
- conducting research on community participation governance for Chinese cities
- providing a platform of communication, exchanges and collaboration among government, academic scholars and experts, NGOs and community residents
- developing the organizational ability of communities

The organisation has altogether 8 employees. It gets its main income from providing consultancy and training services and from donations. The annual income of this organization is more than RMB 300,000.

Shining Stone has implemented projects on leadership development, integration of urban migrants, community participation and governance issues.

The participatory community development approach is regarded as somewhat original and innovative in the Chinese context. The organization is a member of CANGO and has close working relations with CANGO. The organization has also mustered some support from international organizations, and the female executive director has attended several international conferences and workshops.

Use of the Internet

Shining Stone started to use the Internet at the end of the year 2002. It established its own website at the end of 2003. The organization considers the use of Internet as essential for releasing information and communicating with the participants of their training and community development programs, other NGOs and donors. They introduce their activities and program to the public and specific target groups via their website. The readers of the website are able to scroll down on a notice column to update themselves with recent activities and events related to the work of the organization. Shining Stone, according to its own statements, is updating the front page of its website almost every day. The website is a significant platform for its connection with its stakeholders and to the outside world in general. The organization has developed contacts and relationships with some international organizations and foreign foundations, including Asian Development Bank and Ford Foundation. The latter has provided some funding in the past years.

Shining Stone frequently communicates with foreign and international organizations and accesses foreign websites. It uses ADSL technology for Internet access. The Executive Director is a seasoned professional. She considers the use of email and Internet as very importance for the work of the organization. The organizations send out many emails and invitations by Internet. It saves costs compared to postal mail.

The organization has also used the Internet for interacting with government and other stakeholders. For example, it has posted a message to the suggestion box of Beijing Rescue Unit. The suggestion, putting up a board with information about the Rescue Unit, including phone number and address, at several places in Beijing, was adopted by the Beijing Rescue Unit.

Shining Stone also participated in online petitions, for example on the “Nu Jiang River Dam Project”.

Shining Stone has upgraded its Internet facilities to increase the speed of Internet based its operations. The organization is planning to issue a newsletter in the near future. However, the organization has faced some bottlenecks when using the Internet. The website doesn't have enough space for visual material. It also cannot afford a professional network administrator to assist them in their work.

Concluding Remarks

Shining Stone considers the Internet as a very useful means of communication as it cuts costs and facilitates communication with donors, other NGOs and program participants. The organization uses the Internet for sending and receiving e-mails, releasing information, publicity work and advocacy work. The organization is of the opinion that E-mail is not only an integral part of office automation but also an indispensable tool for conducting its activities. For example, Shining Stone sent invitation of activities by e-mail, which provides a fast, immediate way of communication.

Shining Stone, as a relatively small grassroots NGO, also appreciates the Internet because it offers an opportunity for the organization to reach more people and organizations and to do public relation work without incurring high costs. Shining Stone considers publicity work as important for such a small organization without much affiliation to Government agencies or international NGOs.

The Executive Director stated that the website of Shining Stone, due to its original

name, appears first with Baidu, Google and Yahoo when searching for the organization under its Chinese and English name. However, the number of hits is still limited. Shining Stone recognized that the Internet can indeed expand the popularity of grassroots organizations.

Internet use is an integral part of Shining Stone's activities: for office automation, project activities and public relation work. Shining Stone has also used the Internet for some advocacy work and interaction with government agencies. Shining Stone considers the professional use of the Internet as an indispensable element of its future development strategy. The organization is planning to put more visual and better animated information on the Internet and to adopt a multi-media strategy for its publicity work. The small organization, however, faces some bottlenecks such as lack of bandwidth and insufficient webspace capacity. These limitations are due to the limited financial resources of the organization, not to the lack of information and technology infrastructure in Beijing.

5.3 China Association for NGO Cooperation (CANGO)

Brief Introduction

China Association for NGO Cooperation (CANGO), founded in 1992, is a non-profit, voluntary, membership organization. It operates nationwide. CANGO is one of the few network or umbrella-like NGOs in China. The development of the organisation has been shaped by both its close contact to the Government (CICETE, Ministry of Commerce) as well as international and foreign NGOs, especially German organisations. It came into existence in the context of a UNDP project when the German national Manfred Kulesa was representative of the UN in China. The organisation works under the supervision of the China International Centre for Economic and Technical Exchange (CICETE) and had started as a division of CICETE in 1992. It registered with the Ministry of Civil Affairs as a *shehui tuanti*, social organisation in 1993.

The organisation has increased its membership from 43 to 127 members (December 2006) across China and has gained a significant profile as a training, capacity building and policy dialogue organisation over the past years. CANGO engages in relationships with governmental agencies at various levels, colleges and universities, research institutes and domestic NGOs. CANGO also publishes a newsletter and participates in many dialogue

sessions with the government, donors, business communities and NGOs. CANGO's partnerships with international NGOs and organisations cover various fields. CANGO has developed and maintains relations with more than 150 foreign NGOs, bilateral and multilateral organisations. The organisation provides technical assistance and training to its member organisations. It has currently two German experts as staff members. They are supported from the Centrum for International Migration and Development (CIM).

The Internet page of the organisation informs on the mission statement, the constitution and the activities and the partners of the organisation. Article 3 of the Constitution of CANGO reads as follows:

“CANGO's mission is the creation of a strong, empowered network of Chinese NGOs to address poverty alleviation, environmental protection and social development, particularly in China's poor, remote, and minority-inhabited areas. CANGO acts as an intermediary agency and partners with foreign NGOs, bilateral and multilateral organisations and Chinese NGOs to enhance fund raising, provide technical support and build capacity of grassroots social organisations in China.”

Article 7 of the Constitution defines the organization as a membership based organization consisting of organizational members and individual members.

CANGO is focusing on training, capacity building and networking with and for other NGOs and development agencies. It promotes participatory community development in poor rural and urban areas. It also organizes international seminars, workshops and symposiums. CANGO publishes a newsletter.

The income of CANGO comes from membership fees, donations, incomes from training and consulting services, government support and overheads from implementing cooperative programs and projects. The annual revenue of 2005 was RMB 1,326,168. The largest part came from donations (80.33 percent). Membership fees amounted to 5.79 percent and other incomes to 13.88 percent.

CANGO has raised 320 million RMB from 73 donor agencies for project implementation since its establishment. The local matching fund has reached 220 million RMB. CANGO has implemented projects in altogether 30 provinces, cities and autonomous regions throughout China. The projects are focusing on poverty alleviation, gender, environmental protection and sustainable development, micro-credit and capacity building of grassroots NGOs. They have conducted projects, such as CANGO Training

Center, Integrated Artisan Development Project in Tibet, Project on Training of Women and forestation and Desertification-Control in Fengning County, Hebei Province. One of the current major training projects of CANGO is supported by the German Evangelischer Entwicklungsdienst (EED), the Protestant Church Development Service. It consists of 10 training courses and runs for 51 months. Another major project with the American Bar Association focuses on participatory municipal planning. CANGO has currently two German employees, co-financed by the Centrum for International Migration and Development.

Use of the Internet

CANGO established its own website with a Chinese and an English versions in 1999. After the first interviews with our team and during our study period, CANGO launched a new Chinese content in November 2006. Plans to make a relaunch of the website were under consideration for some time. The website was designed by a professional web design company. It has a professional webmaster to take charge of protection work of the website. The new website is put on the World Wide Web network. This costs RMB 1,800 per year and the domain name costs RMB120 per month. The Internet fee is RMB 200 for 200 hours per month. CANGO uses ADSL for accessing the Internet. The construction of the new website was supported by the EED. The total costs amounted between RMB 20,000 to 30,000. It provides some new features, including a forum for discussion.

CANGO uses the Internet for the following activities:

- to provide information about the activities of the organization and forthcoming events;
- putting its newsletters on the website;
- providing information about programs and conferences;
- to set up a communication column for members;
- to provide an opportunity for online application for training programs.

One of the important projects for CANGO is the Grassroots NGOs' Capacity Building Training Program, which is supported by EED. The project has been going on for four years. More than 900 people were trained in the context of this project. Most people applied for the training by searching information on the website.

CANGO would not be able to provide the same kind of facilities to NGOs and the

public without the use of the Internet. Program agreements are put on the website; CANGO makes contact with local organizations and foreign organizations by e-mail; the organization has fulfilled office automation. Each staff member has a personal e-mail account.

CANGO is appreciating the benefits of the Internet, including cross-border communication. When we interviewed the organization, one representative stated that: "We think that the Internet can facilitate cross-regional communication." She also provided an example: "A few days ago, I received an e-mail from an Indian. He wrote to me that he wanted to support our organization by becoming a volunteer of us."

This example provides some evidence that the Internet has a potential to shape the future of the organization within and beyond the country border.

Mr. Haoming Huang, the General Secretary of the organization, stated that he considers skill development of CANGO staff in the field of Internet proficiency quite important and that he was planning to organize a training course for the staff.

CANGO would be eager to learn from others so that they could make even better use of the Internet in the future, for example by adding some new columns on the website and including more information.

The English content of the website of CANGO is not so frequently updated. For example, the China-Africa Co-operation Forum Summit which was held in Beijing from November 1st to 6th was still advertised as a forthcoming event at the end of November 2006.

Concluding Remarks

The Internet is a very important communication tool and media platform for CANGO. The organizations relies heavily on networking, partnerships, and support from foreign and international organizations. CANGO has a specific mandate for networking, training and capacity building. It organizes workshops and conferences. This requires extensive communication with many organizations. The Internet greatly facilitates such communication and cooperation. The organization set up its website in 1999 and is now endeavoured about updating and improving it. The new website has been made available only in Chinese in November 2006. CANGO added some new features. It established a column for members. This facility serves as a platform for the exchange of views and ideas.

CANGO believes that the website will strengthen the identity of the organization as a community of NGO members.

It is expected that the further development and growing media professionalism of some member NGOs will influence the work and use of Internet by the network NGO CANGO.

5.4 China Population Welfare Foundation (CPWF)

Brief Introduction

China Population Welfare Foundation (CPWF) is a public benefit fundraising foundation, operating on a nationwide scale. CPWF was founded in 1987 and registered with the Ministry of Civil Affairs in 1993, with the approval of the People's Bank of China and under the guidance of the National Population and Family Planning Commission. The organization has 15 full-time staff members in the Beijing office. It has no other offices. The aim of the organization is to improve the health conditions of women and children. It addresses social problems caused by infectious diseases such as HIV/AIDS, and delivers support to disadvantaged group, families and individuals who face social problems related to urbanization and population aging.

The activities of the foundation mainly consist of:

- mobilizing people to address problems related to population issues;
- raising funds and receiving donations for population welfare activities;
- cooperating with NGOs, companies and individuals for different kinds of public benefit activities;
- providing financial aid for research on population and welfare issues, and
- developing exchange and cooperation with international organizations.

The China Population Welfare Foundation generates most of its incomes from public fundraising, donations, business earnings and services. China Population Welfare Foundation has implemented several important projects in recent years. One of the projects is called the "Happiness Program - Poor Mothers' Salvation Action". It gives small amounts of assistance to the poverty-stricken mothers in need who practice family planning.

The foundation is conducting a regular project called "China Population Prize". The main purpose of this project is to muster public support to address the challenge of

population growth and ageing and to promote sustainable development. The foundation has also implemented a project called “Operation Happy Smile” that helps cleft-lip patients in poverty-stricken areas.

China Population Welfare Foundation considers fundraising as an important activity for meeting its objectives. It has gained a lot of support from the government, international organizations and individuals. The annual revenue of 2005 was RMB 19,204,000. 79.6 percent were donations, 16.1 percent came from government support and 4.3 percent from other sources.

Use of the Internet

The China Population Welfare Foundation started to use the Internet in 1998. Supported by a Japanese organization, it established a website for the project with a focus on women’s rights and environmental protection. The main purpose of establishing the website was to publicize project activities. China Population Welfare Foundation presents up-to-date information on its activities by means of using a scrolling down feature on its website. It also uses its website for promoting projects and making fund raising calls. The foundation has updated the website in terms of content, structure and usage in 2005. More functions were added. The website looked more vivid, especially because of the audio-visual material. The foundation regards Tencent QQ as a very popular communication. Tencent QQ is used to transmit all kinds of documents. The organization also stated that the main use of the Internet is still sending and receiving e-mails. The foundation has also launched a special column for the directors in order to make a good link between the directors. However, it has little practical meaning, because many of the directors in the foundation are elderly people. They are more accustomed to the paper-based communication rather than the Internet-based communication. Some of them feel that they become dizzy after looking at the screen for too long. By updating the website, the foundation hopes that more people are able to know the projects and activities conducted by the foundation, and finally realize the entire growth of fund-raising.

The foundation established weblinks to its projects, including “Operation Happy Smile”, “China Population Prize” and “Happiness Program” in order to attract the attention of the public and mobilize them to donate for the projects.

Mr. Song Hongyun, the Project Management Chief of the Foundation, stated that

making online donations work is a project of future importance. Electronic payments become more and more popular in China. However, online payments still meet inter-bank transaction problems in China, so the facility has not yet taken off.

The foundation has adopted ADSL technology for Internet access. The space of the website was provided free of charge by a company called Beijing People's Technology Company. The Internet fee is RMB200 per month and the use of the domain name amounts to RMB100~200 per year.

Concluding Remarks

China Population Welfare Foundation considers the Internet as a very useful media of publicity and a potential fund raising tool. It has really realized the importance of the Internet to boost publicity of its activities and projects. The foundation can reach out to more people via the Internet. This is also relevant for fundraising activities.

The use of the Internet is an integral part of the activities of the China Population Welfare Foundation. The organization emphasized better office automation and improved internal management as an important benefit of the use of the Internet. The Internet reduces costs and improves work efficiency.

5.5 Capacity Building and Assessment Center (CBAC)

Brief Introduction

Capacity Building and Assessment Center (CBAC) is a Chinese non-profit organization. It provides capacity building services and training on innovative project management methods. It was found and registered with the Beijing Administration of Industry and Commerce in March 2005. CBAC is a small NGO. It has currently three staff. The main sources of income are donations and training fees.

The organization has emerged as a spring off from the representation of the international NGO Pact in China. Pact is an international non-profit organization that was founded in 1971. At present, Pact has 16 offices in Asia, Africa, South America and the Middle East and takes charge of 47 projects. The goal of Pact is to provide opportunities for people to live a well-off life, to have a healthy family and to make contributions to the society. The Pact China representative office was established in August of 2001. Pact China launched the OCA (Organizational Capacity Assessment) and some other activities in China.

The purpose was to bring innovative capacity building technologies and approaches to over 20 organizations across China. In line with Pact's global policy of strengthening indigenous NGOs through capacity building, Pact China representative office transformed itself into a Chinese NGO. CBAC eventually registered in March 2005 on the basis of Pact's 3-year successful operation. The purpose of CBAC is to provide customized services in comprehensive NGO management basics. The purpose of OCA is to analyze specific needs and to develop specific management tools for NGOs at different development stages. The process of capacity building is facilitated by competent domestic staff and a broad international network of competence. The main project activities of CBAC currently consist of implementing the "UPS NGO Capacity Building" project, and other relevant training programs on "NGO Capacity Building"

The Executive Director of CBAC, Ms. Zhang, is a former Pact staff. CBAC has recently recruited a new experienced staff member, a Chinese speaking German CIM expert with NGO experience in China.

Use of the Internet

CBAC still uses the website of Pact for reference and activities. It accesses the Internet through ADSL technology. The charges for the use of Internet amount to RMB 150 per month. It also has two wireless cards for the convenient Internet access during business trips. Each wireless card costs RMB1,500.

CBAC uses the Internet to communicate on the progress of projects with other organizations in the absence of opportunities to meet face-to-face.

CBAC has not yet established its own website. However, according to the statement of the Executive Director, the new website is supposed to be launched toward the end of the year 2006.

Concluding Remarks

CBAC is the smallest NGO among the seven NGOs that we have interviewed. It is the only one that has not yet established its own website. However, CBAC considers information sharing and communication as an important benefit of Internet use. According to a statement of the Executive Director, "the Internet represents a big window of opportunity for grassroots NGOs. They can broaden their horizons." She further acknowledged that it was very convenient for NGOs to search for information through the

Internet and to establish contacts with foreign and international organizations.

CBAC has the opinion that the Internet is an indispensable tool for a training and consultancy-oriented NGO. However, the organization is small and would need external funding support for establishing its own website.

5.6 ActionAid

Brief Introduction

ActionAid is an international Non-Governmental Organisation. It was founded in England in 1972. It is presently working in more than 30 countries to fight poverty and injustice. The organization has gained the support and received donations from about 600,000 people from England, Ireland, France, Spain, Italy and other countries. It has recently shifted its headquarter to South Africa.

ActionAid International came to China in 1998 and signed a memorandum with the Ministry of Science and Technology in 1999 but the organization is still not officially registered. The Beijing office was established in 2001 and ActionAid China is a member of the global union of ActionAid.

The mission of ActionAid China is to eradicate poverty and injustice. The organization targets poor and excluded people. It promotes sustainable, locally-appropriate development models in the field of food security and basic social services. ActionAid has built alliances with civil society organizations.

ActionAid China has established 12 Development Areas (DAs) and 2 Development Issue Areas (DIAs) in five provinces including Guangxi, Guizhou, Gansu, Hebei and Shaanxi. The key mode of activities is to build a representative office in the local area and conduct the programs by cooperation with Women's Union and Poverty Alleviation Office at local levels. The main fields of ActionAid's activities consist: women's rights, grain safety, basic education, public health and AIDS, human safety and governance and basic health services.

The financial resources of ActionAid China are generated through individual donations from European countries by means of the child sponsorship mechanism.²⁵ It also receives

²⁵ Child Sponsorship is ActionAid China's main source of income. By the end of 2005, ActionAid China has established nine Development Areas (DAs), which are Huaian, Leishan, Zhangjiachuan, Wushan,

support from international charities, institutional donors and corporate houses²⁶. So far, 70 percent of the support comes from individual donations through the Child Sponsorship Program, 27 percent from institutional partnerships and 3 percent from other sources. The annual income of ActionAid in 2005 was RMB 7,390,000. It all came from donations.

ActionAid China is one of the initiators of the Global Call for Action Against Poverty (GCAP). GCAP is a worldwide alliance committed to make world leaders live up to their promises, and to making a breakthrough on poverty in 2005. It is a massive global coalition from more than 100 countries and is made up of a range of actors around the common cause of ending poverty: grassroots organizations, trade unions, women's groups, NGO's, civil society and faith groups. These groups have formed country-based coalitions, who use the symbol of the whiteband to promote GCAP's the Millennium Development Goals.

Use of the Internet

ActionAid China started to use the Internet soon after it was established. It currently operates ADSL technology for accessing the Internet. Fees amount to RMB 1,800 per month with 2GB bandwidth and one static IP. Each DA also uses the ADSL technology as the Internet access, which costs RMB100 per month. The web space of ActionAid China is free of charge.

ActionAid China has recently started to use Skype for holding online conferences. It uses E-mail and MSN (the instant messaging software) for urgent and frequent communication between the headquarters and DAs. It also uses the Internet to exchange project application and management information, including approvals.

ActionAid has adopted the NK system to raise funds. The NK system, an international database, has specifically been established for the Child Sponsorship scheme. It is used by more than 40 country partners of ActionAid. Generally speaking, ActionAid China first gathers information about the poverty-stricken children from the poor demonstration areas, and subsequently sends the information to the sponsorship countries through the NK system. After a complicated process, funds will be allocated to the areas and people in need, like those in the project areas in China.

Longzhou, Hengxian, Chongli, Ningming and Yongshou. As of March 2006, those DAs have generated 2412 links between children and supporters from United Kingdom and Italy.

²⁶ Since 2003, ActionAid has established good relations with multi-lateral, bilateral agencies such as EU, CIDA, DFID, NZAID, UNESCO, and foundations such as the Ford Foundation, Rockefeller Brothers, Kadoorie Charitable Foundation and Partnership for Community Development.

ActionAid China also uses the Internet to monitor the progress of the regional projects. Meanwhile, it has established the FTP server to deal with larger files. However, it is still not fast enough for transmitting really large files because the bandwidth is still too narrow. Furthermore, ActionAid makes use of its website for transmitting information in local language to the targeted beneficiaries. Proposals, annual reports and other documents are usually submitted first in electronic form rather than in printed versions. This saves costs and time.

Concluding Remarks

ActionAid China makes professional use of the Internet. It has employed a professional technology officer to take charge of the Internet administration.

From the statement of its technology officer, we know that ActionAid China has a clear understanding of the use of the Internet to help the development of the organization in China. To ActionAid China, Internet is an integral part of its activities: for fund-raising, internal and external communication and project activities. ActionAid China can not implement various projects in so many demonstration zones without the Internet.

ActionAid China considers information sharing and communication as a very important part for its work. The organization referred to fast communication, cost-effectiveness and convenience when asked about the main benefits of the Internet for its work.

5.7 China Development Brief (CDB)

Brief Introduction

China Development Brief (CDB), established in 1996, is a non-profit organization that provides information on civil society and NGO development in China. The Chinese edition is registered with the Bureau of Industry and Commerce as a consulting company (*Gong Shang Ji*). The English publication is not yet registered. The organization's stated objective is to strengthen constructive engagement between China and other countries. CDB today operates a comprehensive website with content in Chinese and English.

Founding Director Nick Young has been living in China for more than 10 years. Nick Young is British. He has previously worked in Latin America and Africa as a reporter for mainstream international media. His wife, Ms. Kate Wedgewood, is the Head of the Beijing

Office of the international NGO Save the Children Fund.

Many NGOs would agree that CDB has gained a reputation for informed and accurate reporting and balanced, objective analysis that gives serious and sympathetic consideration to the development challenges faced by NGOs in China. CDB is particularly popular within the British development and NGO community. It attracts a number of volunteers, mainly from Britain but also from other countries.

CDB occasionally provides training and advisory services to international and Chinese NGOs, notably in the field of communications strategies and skill development. The website also includes event listings and a job advertisement service for agencies seeking to recruit Chinese or expatriate development professionals for employment in China.

English Edition

CDB issues an English language electronic newsletter that reports on environment, development and civil society in China. The targeted readers are decision-makers and opinion makers in international development agencies, NGOs, academies, policy think-tanks and the media in China and abroad. It has established a premium content service in 2006 and charges for access to it. The Internet service *paypal* can be used for paying the fees. However, most of the information on the website is freely accessible.

The information service of CDB is not meant for international investors seeking business opportunities, but for agencies and individuals that are attempting to contribute to China's sustainable development and global integration. Its subscribers include multilateral financial institutions, foreign government donor agencies, grant-making foundations, international NGOs and some private companies that are interested in developing a "corporate social responsibility" strategy.

The main funding support for the English edition is presently coming mainly from the Kadoorie Charitable Foundation and other international NGOs. The organization is well-established in Beijing and is widely known in the NGO and development community in and outside the country.

Chinese Sister Publication

The Chinese language sister publication was started in 2001. It is not a translation of the English edition. It is written in Chinese by Chinese staff and comprises original material. However, the Chinese and English edition staff often do joint research on the same topics and work on the same or similar stories but they write separate English and Chinese

language articles, targeting to the perspectives of the different readerships.

The Chinese edition is a publication with a specific focus and target group. It was conceived as an “information platform and capacity building tool” for China’s growing non-profit and philanthropic sector. As such, it reports on the activities of non-profit organizations and NGOs engaged in education, health, rights protection, legal aid and legal system development, community development, promotion of gender equity, social welfare and environment protection. It also carries feature articles and interviews on themes of interest to this community of organizations. It also wants to provide a platform for the exchange of ideas and opinions on topics related to organizational development and the development of China’s “third sector” as a whole. However, the website does not contain many interactive features.

The Chinese publication is targeting Chinese NGOs, researchers, government workers with an interest in NGO development, Chinese staff of international development agencies, and Chinese government agencies engaged in poverty alleviation, sustainable development and social welfare projects. Like its English counterpart, the Chinese publication has rapidly gained a reputation for fair and responsible reporting that stands above factional divisions to address the Chinese non-profit community as a whole. The Chinese edition attempts to help stakeholders of NGO development in China to gain a more informed and sympathetic understanding of international approaches to development. Its core publishing expenses are covered by grants from private foundations. Funding for the Chinese language publication comes from the Ford Foundation and Partners for Community Development.

Use of the Internet

The provision of information services of CDB is based on the Internet. China Development Brief built its website in 1997 when it was established in Yunnan Province. The Chinese edition of China Development Brief established its own website, independently from the English version, during March to April 2006. The English edition and the Chinese edition use different domain names. CDB uses the Internet for releasing information on civil society and development issues.

Given the expensive publication and postage fees for national and potential international readers, the English Publication considers the Internet as the cheapest and fastest way to disseminate information and to reach a large readership in China and abroad.

The Founding Director of the English edition stated that CDB has currently no more intention to establish a BBS (Board of Bulletin System) facility. He further stated that he anyway has frequent communication with other organizations by e-mail which makes up for about 80 percent of the communication, compared to 20 percent by telephone.

The Chinese Publication of China Development Brief uses ADSL technology for accessing the Internet. The fees amount RMB 100 to 200 per month. The new website of the Chinese Publication is hosted by New Network. The domain name and the space cost RMB 1,700 per year. The e-mail box server is provided by 263 Beijing Online Company. It costs RMB 4,800 per year with 40 separate accounts. Each account has 1 giga bite of space.

The two editions of the websites are both updated on a daily basis. Accounts are separate. The organization has recently counted about 20,000 visitors every day for the English edition and 3000 to 5000 visitors for the Chinese Publication website.

Concluding Remarks

The operations of China Development Brief, an information providing NGO, are heavily based and dependent on the Internet. The low cost and high speed of information exchange via Internet is the key advantage of the technology over traditional ways of communication.

According to the statement of the corporate representative of the Chinese publication, Mr. Geng, CDB would not be able to provide so versatile services for the readers without the Internet. The Internet-based job advertisements provide an important source of income. Payment for the premium content can be made through the Internet (Paypal). The Internet also provides space and facilities for storing, tracking and quickly updating information. CDB would not be able to operate its services without the Internet. Its non-profit "business model" is based on the use and the spread of Internet technology.

Table 5 Brief Information about the Seven NGOs

Items Name of NGOs	Time of Establis- hment	Time of Internet Accessing	Classification	Staff	Service Objective	Field of Activity	Income of the year 2005 (RMB)	The Main Functions of the Internet
Student Green Association, Tsinghua	1995	1999	Student Association	0	students	Environmental Protection	3,000	A,B,C,D
Shining Stone	2002	2002	Grassroots NGO	6	community residents	Community Participation	320,000	A,B,C,H
CANGO	1992	1999	GONGO	9	other NGOs	Communication and Cooperation with NGOs	1,320,000	A,B,C,E,F
China Population Welfare Foundation	1987	1998	GONGO	15	underprivi- leged people	Health for the poor	19,200,000	A,B,C,E,F
CBAC	2005	2005	Grassroots NGO	3	smaller NGOs	Learning Network Capacity building	800,000	A,B,G
ActionAid	2001	2001	International NGO	33	underprivi- leged people	Poverty Alleviation	–	A,B,E
China Development Brief	1995	1997	International NGO	8	NGOs, researchers donors	Information Service	–	A,B,D,I,J

Note: A =Office Automation, B=Information Exchange, C=Publicity, D=Cost-cutting, E=Internal Management, F=Fund-raising Tool, G=Learning Network, H=Policy Participation, I=Information Service, J=Advertisement Income

6. Conclusions

Our conclusions have been gathered from analyzing information material and literature on NGOs and the Internet, from brainstorming and through the analysis of the interviews and the round table with the seven NGOs selected for case studies. It may be mentioned that we have ourselves made extensive use of the Internet when searching for information about the Internet and how NGOs make use of it. With the consent of the Adenauer Foundation, we shall put some key information and findings of the study in the Internet and inform the participating NGOs and other stakeholders about it.

Our main conclusions are the following:

1. The Internet reduces time, costs and distances for communication. All NGOs make substantial use of the Internet in their day-to-day operations, using emails and accessing information through the Internet.

2. Generally speaking, the existence and rapid development of the Internet has created opportunities for new kinds of NGOs, especially information service oriented NGOs, such as China Development Brief.

3. The larger NGO but also some smaller grassroots NGOs in China, including those participating in our study, have been somewhat successful in publicizing their activities through the Internet. CANGO, Shining Stone and China Development Brief all ranking relatively high in Chinese Baidu search engine and some also reach top level positions with other search engines. For example, the relative small NGO Shining Stone ranks first in Baidu. All NGOs are well covered and easily identifiable by search engines. China Development Brief's own website comes first when you search "NGO China" or "NGOs in China". It comes eight if you search "NPO China." CANGO's website ranks first if you search "NGOs China" or "Grassroots NGOs in China". CANGO's website comes second when you search "Environmental NGOs in China". China Development Brief comes first when you search "International NGOs in China" and ActionAid's website comes fifth.

Table 6 Brief Information about the Seven NGOs through Search Engines

Name of the NGO	Rank of the NGO's website in English (full name, Chinese Google search)	Rank of the NGO's website in Chinese (full name, Baidu search)	News relevant to the NGO in English (full name, Google search) based on advanced research and exact phrase (number of total webpages)	News relevant to the NGO in Chinese (full name, Baidu search) based on advanced research and exact phrase (number of webpages)
SGA	-	2	11	560
SSCA	1	4	29	262
CANGO	1	1	740	10,100
CPWF	1, 6 (English Google)	1	401	22,500
CBAC	No	-	3	146
ActionAid	1 (Headquarter) 2 (China Office)	1	229	571
CDB	1 (English Publication) 3 (Chinese Publication)	1 (Chinese Publication) 6 (English Publication)	34,600	14,300

Note: The data was searched at 9:00-10:00a.m., December 12, 2006 (Methodology: Type full English/Chinese name in Google/Baidu, select advanced research (exact name) count number of relevant web pages, give rank of organizations own website, give date and time of search.); SGA=Student Green Association, SSCA=Shining Stone Community Action, CPWF=China Population Welfare Foundation, CBAC=Capacity Building and Assessment Center, CDB=China Development Brief

4. The Internet has created new opportunities for NGOs to communicate their vision and their mission to members, stakeholders and the public. Most of the interviewed NGOs have content in Chinese and English on their website. We have observed some positive developments during the period of our research. CANGO, China Population Welfare Foundation and the Tsinghua Student Green Association have improved their websites during the time of the study period (September to December 2006). Some new columns and functions have been added. China Population Welfare Foundation had mentioned the idea of improving the website and has actually done it. As they already mentioned in the interview with us, the organisation has made more audio-visual materials available on their website. The website also has a new image. It has now a more modern design and carries more comprehensive information about the organization. The NGOs have made the following functions and features available on their Internet site.

Table 7 Brief Information about the Seven NGOs' Websites

Name of NGO	Chinese content	English content	Comments
Students Green Association, Tsinghua	Yes	No	The Chinese website operates a Bulletin Board System but few people access it. There are 29 members for this forum, which 7 members have left their messages in the forum. It sets up its own fund receiving channel and consigns the Tsinghua Education Foundation to take charge of the financial management. The website is well designed and frequently updated.
Shining Stone Community Action	Yes	No	The Chinese content is frequently updated. No interactive features such as BBS or online discussion forum, etc.
China Association for NGO Cooperation (CANGO)	Yes	Yes	The Chinese edition has been redesigned in November 2006 with support of EED, Germany. Comprehensive and frequently updated content in Chinese, less

			comprehensive and less frequently updated in English.
China Population Welfare Foundation	Yes	No	The Chinese website has been updated in November 2006. It contains comprehensive content with links. Online donation facility is not operational.
Capacity Building and Assessment Center (CBAC)	No	No	The website is not yet established.
ActionAid China	Yes	Yes	Relatively comprehensive content in both Chinese and English. Not very frequently updated. Electronic versions of ActionAid China publications listed on its website are available for free.
China Development Brief	Yes	Yes	Comprehensive and frequently updated non-identical content in Chinese and English.

5. The Internet based information on NGOs is pro-actively accessible by members, stakeholders and the public. Information about NGOs is (almost) globally accessible through the Internet website of the organization itself, but – more important in many cases – through information and analysis offered by others. The NGO just like any other institution or individual has only very limited means to control information provided by others. It is therefore also more important for NGOs to pro-actively provide information about itself, otherwise those seeking information will be guided mainly by third party information. Even if NGOs typically are in favour of coverage by other sources than their own, it is still important for the identity of an NGO that it balances the viewpoints and information given by outsiders with information provided by them.

6. One major potential impact of the Internet is the rapidly declining lack of control of information which affects any institutions, NGOs or individual. The Chinese Government operates censorship in a more comprehensive way than most other Governments but it is not

possible to entirely prevent the spread of undesirably information about the country, its system or government policies and action, not outside China but also not within China. The Internet allows for a quick launch of new content and change of content.

7. There is hardly any mechanism in place how NGOs can control information spread by others. They could theoretically resort to legal remedies if false information or offences were distributed by others about them. None of the NGOs we know in China has taken such action. The lack of control of information spread about them by others is not considered to be a problem by many NGOs. Only one NGO, Action Aid, mentioned that it was unable to recruit a candidate because her father could not find information about the registration of the NGOs in the Internet when he pro-actively searched for it. (Action Aid actually operates on the basis of agreements without proper registration).

There are several reasons why NGOs usually do not fear the spread of information about their activities but rather appreciate maximum coverage. First, NGOs, especially those with a charitable or public benefit purpose, would not typically engage in activities harmful to others. This argument is strong and holds true in most cases. However, we have to acknowledge that, for example in the field of religion, there may be competing value systems and others may feel offended by a view point or an activity of a NGOs. Second, most NGOs are themselves proponents of the free flow of information and have considerably benefited from it. Many NGOs tend to be inspired by idealistic values. Some large NGOs even consider themselves as “moral brands” and have the confidence that the provision of positive and adequate factual information of their work by far exceeds negative opinions of their work. The success of the online open content encyclopaedia Wikipedia is for many a proof that online community is able to develop sufficient self-control mechanism to prevent false information and offenses in the Internet. However, governmental censorship authorities in China do probably not fully share this argument as Wikipedia is rather seldom accessible in mainland China.

8. The participating NGOs have not a very comprehensive pro-active strategy for future use of the Internet. None of them is operating blogs on a regular basis and attempts to get to the growing blogger community. However, some have forwarded reasons why Interactive internet features on their website and blogging activities are not among their priorities. China Development Brief stated that no meaningful exchange of ideas took place when they operated an interactive feature for some time.

9. The Internet, however, has offered some new opportunities and functions for NGOs. Some NGOs have made specific plans to make use of the Internet for their ongoing activities and needs. As example we can quote that China Development Brief is seeking online subscriptions and has further developed its Internet content, including premium content for subscribers. CANGO has updated its Chinese website during the period of the study and is planning to update the English website as well. CBIC is planning to start a website. China Population Welfare Foundation has already thought about online donations and would like to make the system operational. Tsinghua Students Green Association is mainly using the Internet for reaching out to students in different faculties and informing them about events. ActionAid has a professional webmaster; Shining Stone considers appointing a webmaster.

10. The larger participating NGOs make, generally speaking, wider and more professional use of the Internet than the smaller participating NGOs. Small NGOs could have possibly made more efforts to compensate the lack of infrastructure through a stronger focus on modern technology. Instead, we found that using the Internet is somewhat proportionate to the size and the professionalism of the NGO. However, the limited budget and size of smaller NGOs also confines their Internet activities. Some NGOs, like CANGO, have found donors which sponsor the website development (EED, German Church Development Service)

11. Generally speaking, Government policies are promoting the Internet but in some cases also restrict the full use of the Internet. However, there is a clear balance in favour of extending new opportunities through infrastructure development. Government censorship mainly targets some human rights and China bashing websites in Chinese and English language. The Wikipedia website in English and other languages, the largest online encyclopaedia with high relevance for researchers and NGOs, is seldom accessible from China. Two other very relevant websites for NGO research and NGO activities, the website of CIVICUS – World Alliance for Citizen Participation and the webpage of the International Journal of Civil Society Law are accessible in the P.R. China even though some of their web-based resources occasionally include some critical comments on the political and legal development of NGO work in the P.R. China.

12. Last but not least, Internet development and NGO development influence each other and vice-versa. NGOs use the Internet as a platform and contribute to the growing importance of the Internet as a source of information and communication opportunity. There is a lot of content relevant to many different aspects of NGO work, much of them not currently known by NGOs in

China. The Internet offers tool kits for capacity building and training. It also offers platforms for exchange, country reports and networking opportunities. A lot of relevant content is provided by NGOs themselves, and research institutes and international organizations produce a lot of relevant content too.

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ANNEXES

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Civil Society and the Internet in the P.R. China

Questionnaire

This questionnaire is designed for the research program on the relevance of the Internet use for the development of civil society in China by the NGO Research Center of the School of Public Policy and Management, Tsinghua University. This research project is supposed to cover a selection of smaller and larger, more and less professional organizations in different sectors. We would like to select your organization as one of six NGOs to be covered by a case study. We hope that you can answer or fill in the blank frankly. We would be grateful to you for your cooperation and support with this research project.

Q1 【Information】 Please fill the form:

Name of Organization (Chinese)			
Name of Organization (English)			
Post Address		Post Code	
Telephone Number		Fax	
E-mail		Website	
Signature		Position	

Q2 【Foundation】 Your organization has set up in _____

Q3 【Classification】 Your organization belongs to _____

- A. GONGO
- B. Grassroots NGO
- C. International NGO

Q4 【Registration】 Is your organization registered? _____

- A. Yes
- B. No

Q5 【Office】 The office of your organization is _____

- A. in government offices
- B. in a certain enterprise
- C. in a location provided by the founder of the NGO
- D. in a rented office
- E. in an office that your organization owns
- F. Others (Please mark out)

Q6 【Assets】 The original assets of your organization was RMB _____, and now it is RMB _____

Q7 【Staff】 How many full-time and part-time staff does your organization have? Please fill in the underline:

- A. Full-time staff _____, _____ of them give salary
B.A. _____, M.A. _____, Ph.D.
Communist party members _____, Democratic members _____
- B. Part-time staff _____, _____ of them give remuneration
- C. Volunteers participate in activities often

Q8 【Service Objective】

- A. The disabled persons
- B. Peasant workers
- C. Pollution victims
- D. Other NGO
- E. Others

Q9 【Activities】 The activity fields of your organization are _____(Multiple choice)

- A. Environment and Ecology
- B. Health and Psychology
- C. Legal Aid
- D. Education
- E. Social Equity
- F. Children and Teenagers Protection
- G. Cultural Protection
- H. Employment
- I. The Disabled Persons' Safeguard
- J. Old Persons' Service
- K. International Exchange and Communication
- L. NGO Support and Promotion
- M. Community Development
- N. Others

Q10 【Income】 In 2005, the total amount pre-tax income of your organization is RMB_____, and the percentage of each item is(Please fill in "0" if there is no or a little income):

A	Income of service, membership fees	%
B	Government support	%
C	Government project fees	%
D	Donations	%
E	Loan	%
F	New assets from organization members	%
G	Surplus assets last year	%
H	Others	%
	Total amount	100%

Q11 【Expenditure】 In 2005,the total expenditure is RMB _____ and the percentage of each item is(Please fill in "0" if there is no or a little income):

A	Labor cost (salary, premium, allowance and social insurance, etc.)	%
B	Estate management cost (rent and utilities cost, etc.)	%
C	Other operational cost (internet cost, running expenses cost, external communication cost)	%
D	Tax	%
E	Others	%
	Total amount	100%

Q12 The internet access mode of your organization is

- A. Cable
- B. LAN
- C. ADSL
- D. Modem

Q13 The internet use frequency is

- A. Each day
- B. Each week
- C. Each month
- D. Without day, seldom use
- E. No use

Q14 The often used search engines are

- A. Baidu
- B. Yahoo
- C. Google
- D. Others

Q15 What kind of e-newsletters did your organization subscribe?

- A. China Development Brief
- B. Civicus
- C. World Bank
- D. CDB
- E. Others