

„Apples, oranges and mixed-up fruit baskets

Research on service utilization
from the point of view of
specialized counselling centers and
those affected by
sexual violence

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Dec. 11, 2014, Berlin

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Research can only benefit from participation

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**What kind
of data?**

Why?

**How do we
change
things?**

- 1. What kind of data
do we have?**
- 2. Why?**
- 3. What can we do to
change the situation?**

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2 centers of the same size

100 counselings/year

10,000 counselings/year

?

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Annual reports to funding administrations

different administrations, different ways of counting different things

Same wording for different things

⇒ Apples and oranges

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**What kind
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**Administration orders
evaluation by external
institute**

**Different organizations (size,
topic, approach,
techniques...)**

Standardized questionnaire

No unified definitions

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First conclusion:

Don't evaluate us but evaluate with us!

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Second conclusion:

- **Unified definitions, but no standardized questionnaire**
- **Adjustment to specific situations**
- **Resources for those, who gather data**

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Third conclusion:

- **Separation of statistical reports from research on service utilization**
- **Anonymity**
- **Participation out of own interest**

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Integration of

- **Service organizations**
- **Users**
- **Non-users**

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Summary

- **Aim: improve services (and not cut budgets)**
- **Participation, integration
→ higher accuracy of data**
- **No more fruit-baskets**

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Thank you very much

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